

## Teaching your children how to dial 9-1-1

While many children are familiar with dialing 9-1-1 in an emergency situation, they often do not know other important information, such as their address or how to reach a parent at work. You should begin teaching children this important information at about age three:

- Teach your children their full names, their parents' names, their home address and phone number with area code.
- Teach your children the name of your employer and the phone number.
- Teach your children what an emergency is and when to call 9-1-1.
- Teach your children how to hold the phone properly so that they can speak clearly into the phone.
- Teach your children that it is against the law to call 9-1-1 as a joke or prank.
- Teach your children not to be afraid to call 9-1-1.
- Teaching your children to call you at work before calling 9-1-1 wastes valuable time. Give them permission to call 9-1-1 if they think there is an emergency.



**Kingman 9-1-1**  
**Emergency Dispatch Center**  
429 E Beale St.  
Kingman, AZ 86401  
Phone: 928-753-2191  
Website:  
[www.cityofkingman.gov](http://www.cityofkingman.gov)



**Kingman 9-1-1**  
**Regional**  
**Dispatch Center**  
Emergency 911



**Dial 911:**  
**To stop a crime**  
**Report a fire and**  
**to save a life!**

## Dial 911 only for an emergency!

### AN EMERGENCY IS:

#### **Any medical problem**

(Chest pain, seizure, bleeding, etc...)

#### **Any type of fire**

(Car, building, etc...)

#### **Any life – threatening situation**

(Fights, person with weapons, etc)

#### **Any crime in progress**

(Burglary, criminal damage, theft, etc.)

### If you dial 911 in error:

If you dialed 9-1-1 by mistake, stay on the line and tell the dispatcher that you have misdialed. If you hang up before talking to a dispatcher, the call will still be delivered to the 9-1-1 Center. Valuable time may be lost verifying that you have no emergency.

### Remember.....

Attempt to stay calm when you are talking to a 9-1-1 dispatcher. Take a deep breath. Listen to and answer each question. The 9-1-1 dispatcher asks all of these questions to help get you the best resources during your time of need.

### WHEN NOT TO CALL 9-1-1:

*Directory Assistance*  
*Road and Weather Information*  
*Keys locked in Vehicle*  
*Animal Complaints*  
*Any non-emergency*  
*Legal Advice*

### WHEN SHOULD YOU CALL 9-1-1?

Dial 9-1-1 when a situation requires the IMMEDIATE response of Law Enforcement, Medical Assistance, or Fire Response. Some situations that you should call 9-1-1 for include, but are not limited to the following:

- ✓ **Crimes in Progress**
- ✓ **Life Threatening Situations**
- ✓ **Fires**
- ✓ **Motor Vehicle Accidents**
- ✓ **Injuries Requiring Emergency Medical Attention**
- ✓ **Hazardous Chemical Spills**
- ✓ **Smoke in Building**

*If you are not sure if a situation is an emergency, call 9-1-1 if you feel you need help fast. If you don't know whether to call 9-1-1 or not, calling is the right thing to do!*

## WHAT HAPPENS WHEN YOU CALL 9-1-1?

When you dial 9-1-1 it is answered by a Dispatcher who is trained in providing emergency medical dispatching, radio communications and related skills. The Dispatcher will ask you several basic questions...

Let the dispatcher ask you questions!

- \*Where is this happening?
- \*When did this happen?
- \*What is happening now?
- \*Who is involved? Description
- \*Is anyone injured?
- \*Weapons involved?

Dispatchers have been trained to ask questions that will prioritize the incident, locate it, and dispatch an appropriate response. Your answers should be brief and responsive.

Remain calm and speak clearly.

Other information you may need: Include the exact location or address of the emergency. Provide nearby intersections, landmarks, building name, floor, room, or apartment number, as well as directions to the address, if possible. Carefully listen to and answer all the Dispatcher's questions.

**DO NOT HANG UP** the phone until the 9-1-1 Dispatcher tells you too. You will be asked to verify the address and phone number of the location you are calling from, so it is very important to know this information right away.