



## **9-1-1 in the Classroom**

In the fall of 2010 we started an educational program for the youth in our community which helps them learn the proper use of 9-1-1. With this program we visit every K-3rd grade class of all three districts in Allen County.

For forty years, 9-1-1 has served as the vital link between the American public and emergency services. Public education and awareness initiatives throughout the years have contributed in large measure to the incredible and ongoing success of the emergency communications system as a whole. It is imperative that 9-1-1 professionals, teachers, government officials, media representatives, and industry leaders are equipped with the tools necessary to continue these efforts in the face of an ever-changing telecommunications landscape, and that citizens of all ages are well versed in the role they play in ensuring effective and efficient emergency response for themselves and their fellow citizens.

Our goal is to help kids understand the difference between an emergency and a non-emergency situation. Having this understanding can be a vital link that can help save lives. This education will include but is not limited to: how to dial 9-1-1, the importance of not playing or prank call 9-1-1, what information the 9-1-1 Communication Officer needs to know, the importance of remaining calm, speaking clearly, and staying on the phone until help arrives or the Communication Officer says it is okay to hang up. As this program grows and expands it is our goal to be able to include higher educational groups and begin educating them on pre-arrival instructions that will give our youth and young adults the tools necessary to help save a life.

As children grow older their capacity to help provide crucial details to the 9-1-1 Communications Officer will increase. Continuing education will help make sure that children are knowledgeable about the detailed and useful information needed when they call 9-1-1. We as educators cannot do this alone and encourage family members to get involved and help teach our youth about the use of 9-1-1.

The importance of this program for our youth is priceless. You continually see reports of children as young as 3 and 4 years old that are able to help save their parents life by being capable of call 9-1-1. This is the true reason we offer such a program – helping to give the students the simple understanding of how they can be a vital link that can help save lives.