

Teaching Children How to Call 999

Children who know how to call 999 in an emergency could save a life.

Teach your child how to call 999 by following these simple steps.

Your home phone is still the best way to call 999, as your address and name will be logged.

If one isn't available, or in case of fire, your child should know how to call from your mobile phone.

Here are step-by-step instructions for teaching your child how to call 999.

LANDLINE

- 1) Teach your children to recognise the number 9. If they are very young turn it into a game.**
- 2) Make sure they know to speak clearly and calmly and not hang up before the operator says so.**

MOBILE

Over half the calls to the emergency services are now made from a mobile phone.

Make sure your child can say their first and last name and knows their address off by heart. Help them remember their home address by turning it into a song or rhyme.

- 1) Show them where you keep it. How to turn it on and if you have a security lock on your phone's home screen, how to unlock it.**
- 2) Go over your mobile phone's keypad to help your child become familiar with making a call. Handsets vary so find a way that works for you. Demonstrate "swipe and push" to call the emergency services from a smartphone for example.**

Remind your child that police officers and firefighters are busy people.

Only to use this in an emergency.

Practice, practice, practice.



In an emergency call



My address is

