

Teaching Children How to Call 911

Information provided by Verizon Wireless

Children who know how to call 911 in an emergency could save a life. Teach your child how to call 911 and tell dispatchers the location of the emergency.

It's best to call 911 from a **landline**, but if one isn't available, your child should know how to call from your mobile phone. Here are step-by-step instructions for teaching your child how to call 911.

1. **Make sure your child can say her first and last name and provide her address or location.**

Some 911 centers don't have the ability to automatically locate a caller. Thus, it's important to teach your child to identify a location by buildings, signs or other landmarks.

Tip: Making up a rhyme or song can help make it fun and easy to remember a name and home address.

2. **Explain the different emergency situations that might require your child to call 911.**

Here are some examples:

- Fire
- Medical emergency
- Car accident
- Stranger danger

Please ensure that your child understands that 911 should only be called if there's an actual emergency. It should never be called for practice, as a joke or for any other non-emergency reason. Doing so could prevent 911 dispatchers from quickly responding to someone in a real emergency situation.

3. **Show your child the steps for calling 911 on your mobile phone.**

If you have a security lock on your phone's Home screen, teach your child how to unlock it. For a step-by-step visual walkthrough on calling 911, we offer a Teach Your Children to Call 911 Simulator for our newer phones. Select your phone from the [Simulator Index](#) list, and check the Phone Calls section to see if instructions are available for your phone.

4. **Go over your mobile phone's keypad several times to help your child become familiar with making a call.**

Have your child practice making a phone call from your mobile phone by calling a family member or friend. Remember not to actually call 911 with your child, unless it's an emergency.

5. **Practice, practice, practice.**

The more repetition you can provide, the easier it will be for your child to recall the steps, even in a stressful emergency situation.

6. **Do not let your children play with old mobile phones.**

Because old mobile phones are still able to dial 9-1-1 even if they are not active with a wireless carrier, they should not be used as a toy. If you have an old mobile phone, please consider donating it to [Verizon's Hopeline](#) program, where old phones are safely recycled and the proceeds used to help prevent domestic violence.