

911 AND ITS USE



911 is the emergency number to call in the Rochester area. 911 is for any emergency and can be used to receive help from the fire department, police department, or ambulance. Children should be taught the emergency number (911) and when to use it.

When teaching children about 911, they should be made aware of its importance. 911 is for emergencies only and not for prank calls. Prank calls to 911 unduly tax the 911 system and may cause a delay to someone who may really need help. A common mistake by Rochester area children with 911 is confusing it with the police non-emergency number 311. 311 is not an emergency number and is used for non-emergency police service. Another common mistake small children make with 911 is believing that the "11" part of 911 is actually an

eleven. Children should understand that a "1" must be pressed twice.

When dialing 911, the caller should be ready with some important information to relay to the emergency operator. This should include the caller's name, address, phone number, and the nature of the emergency. Children should be reminded that if they have a fire in their home, they should get out and call 911 from a neighbor's house or a nearby pay phone. Remember, 911 calls made on a pay phone are free.

If you have a fire, get out and stay out and call 911 from a neighbor's house. To receive additional fire safety information related to other topics. Contact the Fire Department's Community Risk Reduction Unit at (585)428-1362.

