

# 911

## Is for Big Emergencies



A social story for children



### CALL 911

For big  
emergencies.



Ambulance  
Helpers



Firefighter  
Helpers



Police  
Helpers



### ASK FIRST

When I am  
not sure.



I can ask a  
safe grown-up.



### NOT 911

For regular  
problems.



Everyone is safe.



If I am not sure,  
I can ask a safe grown-up.

1

# Phones are useful



Phones help me talk  
to people I know.

2

# 911 is special



911 is not a regular number.  
It is for big emergencies.

3

## Emergency helpers



Ambulance  
helper



Firefighter  
helper



Police  
helper

911 calls ambulance, firefighter,  
and police helpers.

## 4 What is a big emergency?

### Big emergency



Fire  
or smoke



Big hurt



Trouble  
breathing



Danger  
right now



Someone will  
not wake up

These things are unsafe right now.

5

## Fire or smoke



Fire and smoke can be  
911 emergencies.

6

Someone is very hurt



Big hurt can be  
a 911 emergency.

7

## Trouble breathing



Trouble breathing can be  
a 911 emergency.

8

Someone will not wake up



If someone falls down and will  
not wake up, I get help.

9

A grown-up may say “Call 911”



If a safe grown-up tells me  
to call 911, I can try my best.

10

Some problems are  
not 911 problems



If everyone is safe,  
I ask a grown-up instead.

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## Not 911 examples



I am bored.



I want to  
practice  
numbers.



I want food,  
TV, or a  
game.



My toy  
broke.



I have a  
question.



Everyone  
is safe.

These are not 911 emergencies.

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## Big feelings but safe



If I am upset but everyone is safe,  
I do not call 911.

I can say:  
“Help please.” or “I am upset.”  
or “I need a break.”

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I can ask if I'm not sure

Is this a 911  
emergency?

Do we need  
emergency  
helpers?

?

Should I  
call 911?



Asking is a good choice.

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I called 911  
by mistake before



If I call 911 by mistake,  
I should not hide.

I should stay on the phone and say,  
"It was a mistake. I am safe."

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## If I hang up by mistake

It was a  
mistake.  
Everyone is safe.



911 may call back.  
Mum, Baba, Uncle, or I can answer.

**16**

## **911 helpers need time**



**When I do not call 911 for regular problems, I help keep 911 ready for people who need help right away.**

17

I can still use a phone



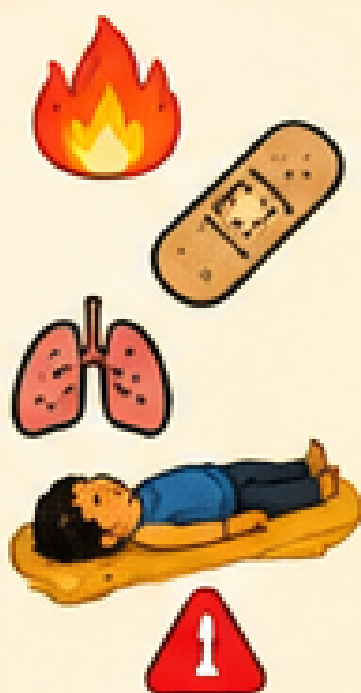
Phones are helpful.  
I am learning when to use 911.

911 is for big emergencies.

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# I can sort 911 choices

CALL 911



ASK  
FIRST



NOT 911



If I am not sure,  
I ask a safe grown-up.