

# Senior Citizen 9-1-1 Education Program



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## Purpose

The purpose of this presentation is to provide Senior Citizens with an overview of 9-1-1. At the end of the presentation, Senior Citizens should feel more confident and comfortable when calling 9-1-1 in emergency situations.



## Learning Objectives

By the end of your presentation each person will understand and demonstrate the following:

1. How to call 9-1-1.
2. What questions the 9-1-1 Call Receiver will ask about the emergency.
3. Understand what happens during and after calling 9-1-1.
4. The importance of knowing your location (address and phone number) in an emergency.



## Introduction

This is the first impression your audience has of you.

- **Open your introduction with a question.**  
Has anyone ever had to call 9-1-1?
- **Let them know something about you.**  
Was there a special individual or event in your life that first interested you in 9-1-1 emergency services? What do you most enjoy about your job? Keep in mind that you may be the only 9-1-1 employee they have ever met! Remember to keep it short.
- **Use a demonstration, activity, or story to get their attention and motivate them to want to find out more.**



## Tips and Tricks

- Senior Citizens enjoy sharing personal experiences. Make sure there is enough time following your presentation to allow for this. This may include remaining afterward to mingle and answer their questions and to listen to personal stories.
- Take the time before a presentation to learn a little about the group. This may include lifestyles and interests.
- Leave some literature and promotional items with the emergency and non-emergency numbers to the local call center.
- Be careful of lingo or slang words. This can be annoying to them.
- Cell phones are being used more frequently in homes by seniors every day. This is a good topic to cover.
- Confirm information delivered referencing how to call 9-1-1 will not come off as condescending. Seniors have a lifetime of experience and they usually do not have a problem dialing 9-1-1.
- Be sure to consider the needs of the hard of hearing in the group so that they are not feeling left out.



# **Senior Citizen**

## **9-1-1 Preliminary Survey**

What is the most important information the 9-1-1 Call Receiver needs from you?

If there is an emergency right now and you had to call 9-1-1, where would you tell them you are?

Will the Call Receiver know your exact location when calling 9-1-1 from a cell phone?

What should you do if you accidentally call 9-1-1?

What should you do if you were unable to speak when calling 9-1-1?

In an emergency who should you call first; a family member or 9-1-1?

# Information

## **How to Dial 9-1-1:**

### **1. Stay calm.**

- This allows you to collect your thoughts and provide the needed information that the Call Receiver is going to ask you.

### **2. Make sure to know the location and address of the emergency.**

- Knowing your address and location will allow the Call Receiver to get help to you faster.

### **3. Get to the nearest telephone and call 9-1-1.**

- Always call 9-1-1 first before calling a family member or friend. This will allow 9-1-1 to get help on the way. Arrangements can often be made for family contact once help has been dispatched.
- In case of a fire get out of the house or building and go to a safe place. Preferably a pre-planned location and locate a phone to call 9-1-1.

### **4. Pick up the receiver or turn on the phone and wait for a DIAL TONE (Landline only).**

### **5. Dial or press “9”, then “1”, then “1” again.**

- Some landlines and cell phones also have a one touch emergency button. Make yourself familiar with your phone ahead of time.

### **6. Wait for the ring and a 9-1-1 call receiver will answer.**

- When the Call Receiver answers the phone it is very important that you remain calm and answer all of the questions that are asked.

## **Questions which may be asked when calling 9-1-1:**

### **1. Location - Knowing the exact location of the emergency is vital.**

- Always have your address posted near your home phone. Even though you may know your address; in an emergency situation, panic will happen and reciting an old address or even going blank is common. Visitors may come to your home and may not know the exact address in an emergency.
- When calling 9-1-1 from a landline, the address and phone number most often will display to the Call Receiver. The Call Receiver still must verify the information is correct.
- Not knowing your location may delay emergency responders from finding you and getting help quickly to you.

### **2. Always remain on the line with the Call Receiver and answer all questions.**

- Help is on the way, but questions are necessary to assist the emergency responders so please stay on the line with the Call Receiver.
- If you are unable to speak because of a physical limitation or it is not safe, you should leave the phone off the hook. This will allow the Call Receiver to hear what is happening.
- Once help is on the way the Call Receiver may give pre-arrival instructions. Do not hang up until instructed by the Call Receiver or it is not safe to stay on the line.



## Understanding what happens during and after calling 9-1-1:

### 1. Once the address is obtained the following occurs.

- Remember, help is on the way! The Dispatcher will dispatch the appropriate agencies to respond while the Call Receiver is still on the phone asking additional questions. Asking additional questions does not delay the response.
- The Dispatcher will give the responders additional information such as your address, nature of the emergency, and/or the level of response.
- Stay on the line. The Call Receiver will give instructions on what to do next. If this is an aid call, you may be instructed to put away family pets, gather medications, unlock the door, turn on the porch light, administer CPR or to do nothing at all.
- The Call Receiver will try and stay on the line with you until help arrives, however this may not always be the case. Often times, depending on the severity of the call, the Call Receiver may ask you to monitor the situation or the patient and call 9-1-1 back if there are any changes or the situation worsens in any way before emergency responders arrive.



## **Senior Citizen** **9-1-1 Post Survey**

What is the most important information the 9-1-1 Call Receiver needs from you?

If there is an emergency right now and you had to call 9-1-1, where would you tell them you are?

Will the Call Receiver know your exact location when calling 9-1-1 from a cell phone?

What should you do if you accidentally call 9-1-1?

What should you do if you were unable to speak when calling 9-1-1?

In an Emergency, who should you call first; a family member or 9-1-1?