

MEET THE HELPERS

Modified from <https://www.youtube.com/watch?v=i0YY8Otwz3c>



Hi, my name is Renee, and I am a helper. I'm a 911 operator. I'm very proud of my job because I get to help you when there's an emergency.



911 operators work together with firefighters, police officers, and paramedics to send the help you need in an emergency.



I have a lot of tools I use to help during an emergency.



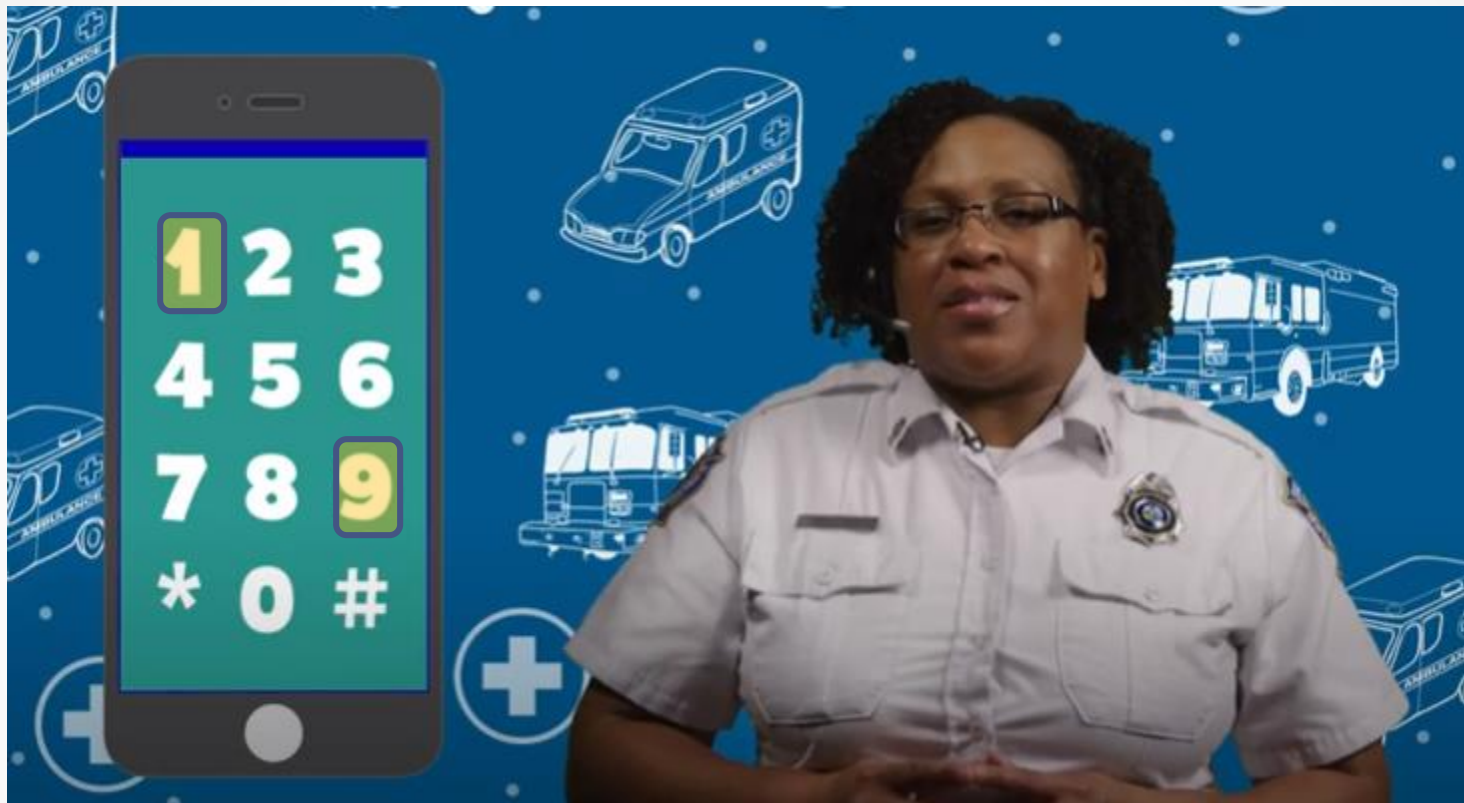
One of my tools is my headset. My headset lets me answer calls without my hands so that I can use the computer.



Another tool is my computer. My computer helps me find where you are.



I also use the computer to ask for help from firefighters, police officers, and other helpers.



My job moves very fast. I have to do many things at the same time when you call 9-1-1 on your phone.



I will answer and say, "9-1-1, what's your emergency?"

When we talk it is important that you are calm and say what happened.



I will ask you questions like "Where are you calling from?"



I will ask, "What type of emergency is this?"



I will also ask "Who needs help?"
and
"What is happening?"



You can help too!

You need to tell me:

- your first and last name
- your home address
- your phone number



911 is very serious. You should only use it for emergencies.



What is an emergency? An emergency is when you or someone else is in danger. Some examples are: fire, a stranger coming into your home, or a car accident.



911 operators like me are important helpers in our neighborhoods because we are the first call in an emergency. My job is to keep you safe.