

2nd Grade School Talk

During our visit to your child's class, we started by reviewing what was discussed in kindergarten and 1st grade. This includes the concepts of STOP – DROP – ROLL if their clothes catch fire and how firefighters can go into fires because of the special gear they wear, but they need to get out of a house if there is a fire.

The main objective of our visit to your child's class was to teach the students how to call 9-1-1 if needed. We discussed the types of situations where they should call 9-1-1 as well as giving examples as when they should not. We explained that the person who picks up the phone when they call 9-1-1 is called a dispatcher, and that the dispatcher needs information from them to determine what type of help to send. This information includes:

- What is the problem? – Why was 9-1-1 called? Is there a fire? A car accident? Is someone hurt?”
- What is the caller's name? – The dispatcher will want to know who they are talking too.
- What is the address? – This is the address of where the emergency is, not necessarily the address they may live at or be calling from.
- What is the caller's phone number? – The dispatcher may need to call back to get more information, and they can only do that if they know how to contact the caller.

We explained to the students that they need to stay on the phone with the dispatcher until the dispatcher tells them they can hang up. We also explained what some common problems that dispatchers face when receiving emergency calls. These include:

- A caller who talks too fast due to being excited, or too softly to be heard.
- A caller who is hysterical and does not give good information.
- A caller who gives incomplete information and hangs up too early.
- People calling in a fake emergency.

The students then get a chance to play dispatcher and attempt to obtain all required information from the visiting firefighter who acts as the caller. We simulate the problems listed above to show the students the importance of staying calm and giving good information.

The Tusculum Volunteer Fire Department is committed to responding to your needs should your home ever have a fire. We also are committed to preventing fire, when possible, to protect our residents from potential injury and loss of property. We feel our elementary school talk program is a step in this direction, and we are happy to provide this service.