

# 911 means EMERGENCY

A guide for people with  
autism spectrum disorder

Dial **911** on the telephone **ONLY**  
when there is an emergency.

## What is an emergency ?

An emergency is when you need  
urgent help from the police, fire  
department, or rescue squad.

Some emergencies include...

- a fire
- someone has fallen and got hurt
- a burglar is in the house
- a person is hurting someone else
- someone is unconscious
- a person is choking
- someone is bleeding a lot
- a person is severely burned
- a car accident
- a person ate something poisonous
- a tree fell on a car
- someone can't breathe

If you are unsure,  
ask a responsible adult  
who is near you.

## What should I say ?

Speak slowly and tell the operator on the phone the following information:

My name is \_\_\_\_\_  
and I have autism.

There is an emergency and  
I need help.

I am calling from \_\_\_\_\_.  
(Give the name of the location or  
the address where you are.)

The emergency is \_\_\_\_\_.

If you are hurt, tell the operator.

The operator will ask you questions  
about the emergency.

Listen to each question carefully,  
then answer. Speak clearly into the  
phone without yelling.

If the operator asks you to do  
something or go somewhere, listen  
to his or her instructions carefully.  
Then, follow the instructions.

If you have any questions or  
difficulties, tell them to operator.

## What should I do ?

- Try to be calm.
- Explain what happened and how many people seem hurt.
- Do not put down the phone unless the operator on the phone instructs you.
- Never touch a person who is injured unless you are told by the operator.
- Do not go to get your favorite belongings or a pet. There may be hidden dangers.
- Never hide from a police officer, firefighter, or rescue worker. Always listen to their instructions.
- Stay away from fire, sharp items, chemicals, and other dangerous things.
- Do not hit, kick, or hurt another person. Stay away from someone who is hurting another person.
- Let the emergency responder know if you take medication.

Practice safety rules  
with others so you are  
prepared for an emergency.

# 9 1 1 Emergency Responders

Emergency Responders are people who respond to emergency situations. They protect, help, and save people.

It is important to know who these people are during an emergency. They usually wear uniforms and ride in emergency vehicles.

Always listen to an emergency responder in an emergency. Do not run away or hurt them. He or she is there to protect you and others.

## Emergency Dispatch Operator



This operator answers the 9 1 1 call and asks questions in order to determine which emergency responders to send to an emergency.

## Emergency Medical Technician (EMT)



An EMT helps a person who may be injured or needs to go to the hospital because of a medical emergency.

## Firefighter



A firefighter is a person who is trained to put out different types of fires and to protect people from getting burned or hurt in a fire.

## Police Officer



Police officers protect people and help keep places safe. Police officers can help when a person is lost or feels unsafe.



Take time to  
learn more about  
**Emergencies**

Ask a parent,  
librarian, teacher,  
police officer,  
fire fighter,  
emergency medical  
technician (EMT),  
or other adult for  
more information.



An emergency can happen  
anytime or anywhere.

It is important to use 9 1 1  
for real emergencies.

Get to know some of the  
emergency responders in your  
community to learn more.

Get more information  
about autism and safety at  
[www.childrens-specialized.org](http://www.childrens-specialized.org)



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