Dear Parent/Guardian,

Today, your child completed an educational lesson created by the Ohio 9-1-1 Program Office about the importance of 9-1-1 services. Your child was introduced to the fictional characters “Op” and “Rader” pictured below, two 9-1-1 emergency operators that taught them some of the major topics relating to successful 9‑1‑1 calls. An education/public safety professional delivered this lesson that included a video. Our goal for this program is to ensure that your child is prepared in the event of a serious emergency requiring 9-1-1 assistance. “Op” and “Rader” are used in an effort to make children more comfortable with 9-1-1 and talking to operators. Topics discussed include when it is an acceptable scenario to call, how to call, and what information they should know along with tips to remember if they are in a situation in which they need to call.

Please discuss and ask questions about the topics your child was taught in class today. One of the most important aspects of this program to go over with your child is to know their location when they call 9-1-1. Ensure your child knows their home address and educate your child on the importance of landmarks when their exact address is unknown. Your child has been provided a worksheet where they may write their home address for you to post somewhere for reference in case of an emergency. It is also important that your child knows how to work every phone in your home. Take some time to show your child how to use your cell phone or landline when there is an emergency. Additionally, please make sure that your child knows your name, as many young children only know their parents as “Mom” or “Dad.” In a real emergency, a 9-1-1 operator may need to know your name if you cannot speak. Please allow your child to show you the activities they completed in class and review with him/her how to identify an emergency and what to expect when they need to call if time is permitting. Most importantly, teach your child that the 9-1-1 operator is there to help. Ensure your child knows to remain calm during the call in order to receive the best and timeliest help, and stress never to call 9-1-1 for practice or when there is no emergency.

If you have any questions or concerns regarding this educational program, please feel free to contact the 9-1-1 Program Office at [ohio9-1-1@das.ohio.gov](mailto:ohio9-1-1@das.ohio.gov) or (614)-728-2114. Thank you for taking the time and effort to guarantee your child fully understands the importance of 9-1-1 in the event of an emergency.

Sincerely,

**(Your name here)**