



## **9-1-1 OPERATIONS MANUAL**

### **CHAPTER V - EDUCATION**

The State of California, Governor's Office of Emergency Services, Public Safety Communications, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch), in concert with public safety agencies across the nation, is dedicated to providing its citizens education in the use of 9-1-1 as a life-saving service that everyone should know how to use. The CA 9-1-1 Branch is committed to assisting California Public Safety Answering Points (PSAPs) in the administration and funding of education related to this lifesaving resource in their communities.

In the rapid evolution of telecommunications, not everyone is aware of the limitations of wireless devices and/or telephone systems. Ensuring that 9-1-1 callers know when and how to use the 9-1-1 system anywhere in California must be a priority. Advancing 9-1-1 education will help save lives.

#### **WHAT CAN YOU DO?**

Historically, California PSAPs, counties, and local communities seem to have focused on school-based activities for children and community events to distribute 9-1-1 telephone stickers and other 9-1-1 educational material. The CA 9-1-1 Branch encourages PSAPs, counties and local communities to create and develop new 9-1-1 educational activities. Your agency may consider some of the following 9-1-1 educational activities to provide the latest information to the public (including various target audiences such as the hearing or visually impaired, non-English speaking and multi-cultural groups) on the ever evolving 9-1-1 system:

1. Organizing and/or hosting conferences and training events for parents, teachers, and care-givers that bring together the public safety community and telecommunications industry leaders.
2. Locally developing and distributing brochures, decals, and other educational materials.
3. Ordering and distributing 9-1-1 related educational materials from the CA 9-1-1 Branch.
4. Developing 9-1-1 educational videos for distribution to media outlets (such as television, YouTube, MySpace, etc).
5. Developing and distributing scripted educational "sound-bites" for radio stations with consideration given to various target audiences.



### **APRIL IS 9-1-1 EDUCATION MONTH**

On March 10, 2008, the United States House of Representatives passed Resolution 537, recognizing the importance of 9-1-1 education and directing the Administration to establish a National 9-1-1 Education Month. Several national organizations have established April as National 9-1-1 Education Month.

During the month of April each year, these organizations will join other organizations, communities, and PSAPs to conduct special outreach activities that will be dedicated to emphasizing the importance of 9-1-1 education and outreach to communities throughout the nation.

### **FUNDING**

CA 9-1-1 Branch activities mentioned above may qualify for education funding through the CA 9-1-1 Branch. Funding policies for 9-1-1 education are provided in Chapter 111 of this manual. Contact your CA 9-1-1 Branch consultant to discuss 9-1-1 education activities and funding eligibility. Contact information may be found in the "Introduction" and Chapter III of this 9-1-1 Operations Manual.