



## Emergencies Happen: What Your Kid Needs to Know

Many different types of emergencies can take place in or around a vehicle, whether it is moving or parked.

OnStar<sup>1</sup>, a leader in connecting drivers with safety services for nearly two decades, and Safe Kids Worldwide, an organization dedicated to keeping parents informed and children safe, believe it's important to talk with your child about how to safely react in a vehicle-related emergency before it happens.

OnStar developed this book to help you discuss with your child what to do in an emergency. While this book does not cover every kind of emergency, it is important to talk with your child about the potential emergency situations that are the most common in the areas where you live and drive.

We know that teaching kids to be prepared passengers today will help them be knowledgeable, confident and safe drivers in the future.

In this book you'll find:

- **A PRE-QUIZ** to help evaluate what your child already knows about handling an emergency and what they need to learn.
- **STEP-BY-STEP INSTRUCTIONS** for specific emergencies, from a vehicle fire to a submerged vehicle.
- **AN EMERGENCY INFORMATION FORM** you and your child can fill out together, so your child will be prepared to talk to 9-1-1 operators and emergency responders.
- **A POST-QUIZ** to understand how much your child has learned after reading the e-book.

1 Visit [onstar.com](http://onstar.com) for coverage map, details and system limitations. Services vary by model. OnStar acts as a link to existing emergency service providers. Not all vehicles may transmit all crash data.

# Vehicle Safety Pre-Quiz

How much does your child know about staying safe in and around your vehicle? Have them take this quiz to find out. You may be surprised by the answers.

ENTRANCE ➡

1. Who should you contact first if you're in a vehicle crash?

- a. 9-1-1
- b. A parent or guardian
- c. Social media
- d. Your best friend



2. What information might you need to share with a 9-1-1 operator?

- a. Where you are
- b. If anyone in the vehicle is injured
- c. What happened
- d. The condition of the vehicle and if it's in a safe spot
- e. All of the above

3. Which is important to know in an emergency?

- a. A parent or guardian's phone number
- b. Your address
- c. Who to contact if your parents are not available
- d. All of the above



4. If you're in a vehicle crash or the vehicle breaks down, what should you do?

- a. Get out of the vehicle and wave off oncoming traffic
- b. Stay in the vehicle if it's in a safe place and there is no smoke or fire
- c. Get out of the vehicle and try to fix the problem
- d. Text your friends



5. What do you need to know about the vehicle you are in?

- a. The make and model of the vehicle
- b. What kind of tires it has
- c. The year the vehicle was built
- d. A and C



KNOWLEDGE ➡



**ANSWERS** (give one point to each correct answer): 1: a 2: e 3: d 4: b 5: d

## HOW MANY DID YOUR CHILD GET RIGHT?

0-1 Use the information that follows to teach your child how to respond to emergency situations in and around a vehicle.

2-3 Your child knows how to respond in some vehicle emergencies. But there's more to learn!

4-5 Your child understands the basics of what to do in a vehicle emergency. Continue on to learn more tips.





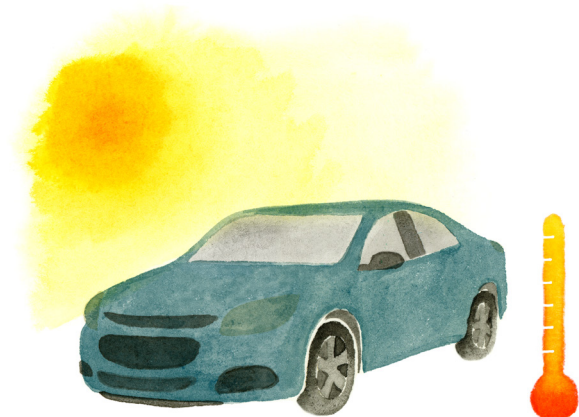
Emergencies in your vehicle can happen in a split second, and they require you to respond just as quickly. They aren't easy things to think about, but early education and thoughtful conversations about emergencies, such as a crash or the vehicle plunging into deep water, can help prepare your child for such situations.

OnStar put together this guide to help you talk with your child before the emergency happens. A thoughtful conversation will help them remain calm so they can act wisely and stay safe in a crisis.

## Six Things to do in a Vehicle Emergency

- 1 Keep Calm**  
Clear thinking could save a life. Let your child know they should remain calm by taking a deep breath. This will help them focus on the situation.
- 2 Know When to Get Out**  
Teach your child when it's OK to get out of the vehicle. If they smell gasoline or see flames, they should get out as quickly and safely as possible. Make sure your child understands that the safest spot is away from moving cars.
- 3 Know When to Stay Inside**  
It's equally important to know when to stay in the vehicle. Explain to your child that if there is no gasoline odor, flames or danger of the vehicle being hit by another, they need to lock the vehicle doors and keep their safety belt fastened while they wait for help.  
  
If someone other than a police officer or firefighter comes up to the car, instruct them to only lower the window enough to talk (about one inch). If they need help and the vehicle doesn't have OnStar or a mobile phone, let them know they can ask the person to call 9-1-1 or their emergency contact.
- 4 Signal for Help**  
A vehicle's hazard lights let people know the vehicle is disabled. Show your child where to find the hazard lights and how to turn them on.
- 5 Know When to Call for Help**  
Explain to your child to call 9-1-1 first in an emergency (see *The Power of Information* on page 6 for the questions 9-1-1 operators might ask).  
  
If your vehicle is equipped with OnStar, show your child where the red emergency button is located. Let them know if they press that button, they will be connected to a specially trained Advisor who can help.
- 6 Check for Injuries**  
Inform your child that it's important to make sure they and the other passengers are OK after a crash.  
  
They should contact emergency services if someone is hurt and follow the instructions of the emergency operator.

## Five Emergencies and What to Do if You Encounter Them



### Locked in a Hot Vehicle

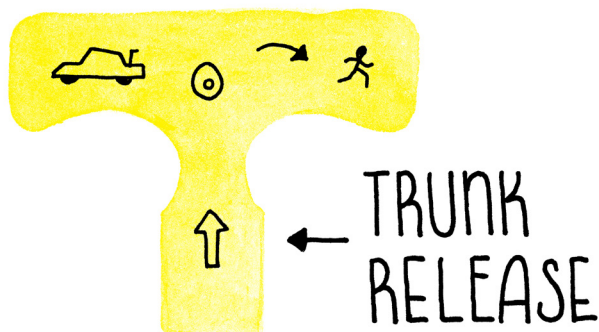
Did you know a child's body can heat up three to five times faster than an adult's body? This is important to keep in mind because within minutes a closed vehicle's interior temperature can increase to dangerous levels and leaving the windows open will not be enough to reduce the risk of heatstroke.

- Teach your child to be on the lookout for young kids left alone in closed hot cars during warmer months. If you see a child alone in a car, call 9-1-1.<sup>1</sup>

### A Vehicle Fire

If there is smoke or fire coming out of a vehicle it is important to move quickly.

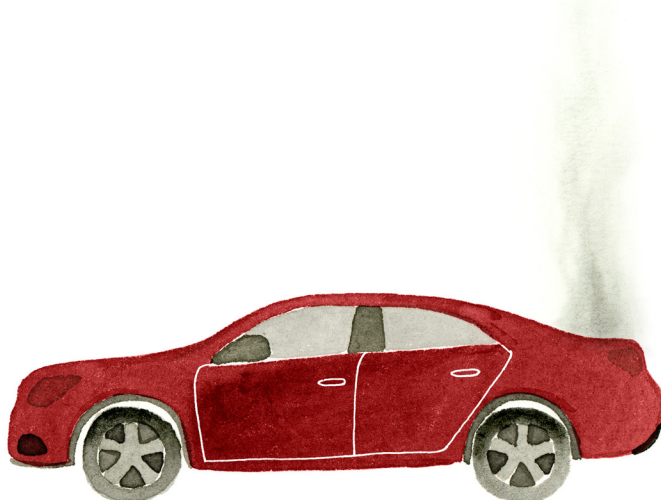
- Tell your child that the most important thing to do is get out of the vehicle and move as far away as safely possible. They should not try to put out the fire.<sup>1</sup>
- Once they're a safe distance away, they should call 9-1-1 and wait for trained emergency responders to put out the fire.



### Locked in a Trunk

A vehicle's trunk is a tempting place to play, but poor airflow and the chance of heatstroke makes it a dangerous space. Thankfully, most vehicles built after September 1, 2001,<sup>2</sup> have trunk releases so the trunk can be opened from the inside.

- Tell your child to always stay out of the trunk and explain the dangers to them. You'll also want to explain how to use the glow-in-the-dark trunk release to get out of the vehicle.
- If your vehicle is older and does not have a trunk release, explain to your child that they would need to make as much noise as possible so someone will find them.



<sup>1</sup> ConsumerReports.org  
<sup>2</sup> SafeKids.org

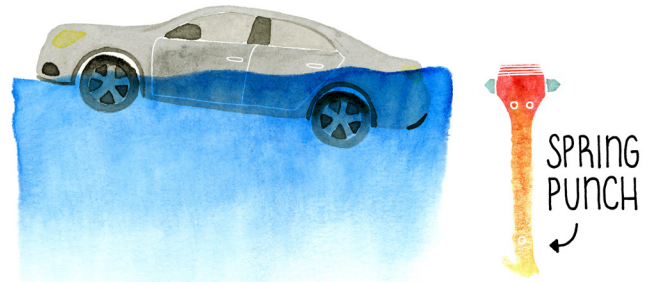
## Five Emergencies and What to Do if You Encounter Them (cont.)



### Involved in a Crash

Vehicle crashes happen every day. The right reactions can save lives, and your informed child might be able to help.

- Tell your child to call 9-1-1 and explain what happened.
  - In most crashes, OnStar-equipped vehicles can trigger an Automatic Crash Response<sup>3</sup> alert, immediately connecting the vehicle to a specially trained Advisor. Tell them to try pushing the red emergency button if they do not hear the Advisor.
- Teach your child how to turn off the vehicle's ignition in an emergency in case the 9-1-1 operator instructs them to do so.
- Let your child know that if the driver is unable to operate the vehicle, they should turn off the ignition and check that the vehicle is in a safe spot. You should determine if your child understands what a safe spot is — away from the flow of traffic.
- Tell them that injured passengers should not be moved unless the vehicle is on fire or in danger of being hit by another vehicle.



### Plunging into Deep Water

A submerged vehicle can fill with water in seconds, and the pressure can make opening vehicle doors difficult.<sup>4</sup> It's important to teach your child how to act quickly to get out of the vehicle.

- If the vehicle has OnStar, your child should push the red emergency button as soon as possible so OnStar can locate the vehicle and get them the help they need.
  - If the vehicle does not have OnStar, they should call 9-1-1 immediately and explain what has happened.
- Explain the next thing they need to do is unlatch their safety belt and the belt of anyone in a booster or car seat.
- Once everyone in the vehicle is free, they should try opening a window or the sunroof. If the vehicle is upright, this will be easiest to do when the water is about halfway up the glass. Let them know that if they cannot open the windows, they should break them with a "spring punch" (available at auto parts stores), a sharp tool or a pocketknife.<sup>5</sup> Be sure to show your child where to find these tools and explain they are only to be used in emergencies.
- If they are unable to break the windows, instruct your child to stand on the seat to reach air pockets until they can get out.<sup>5</sup>

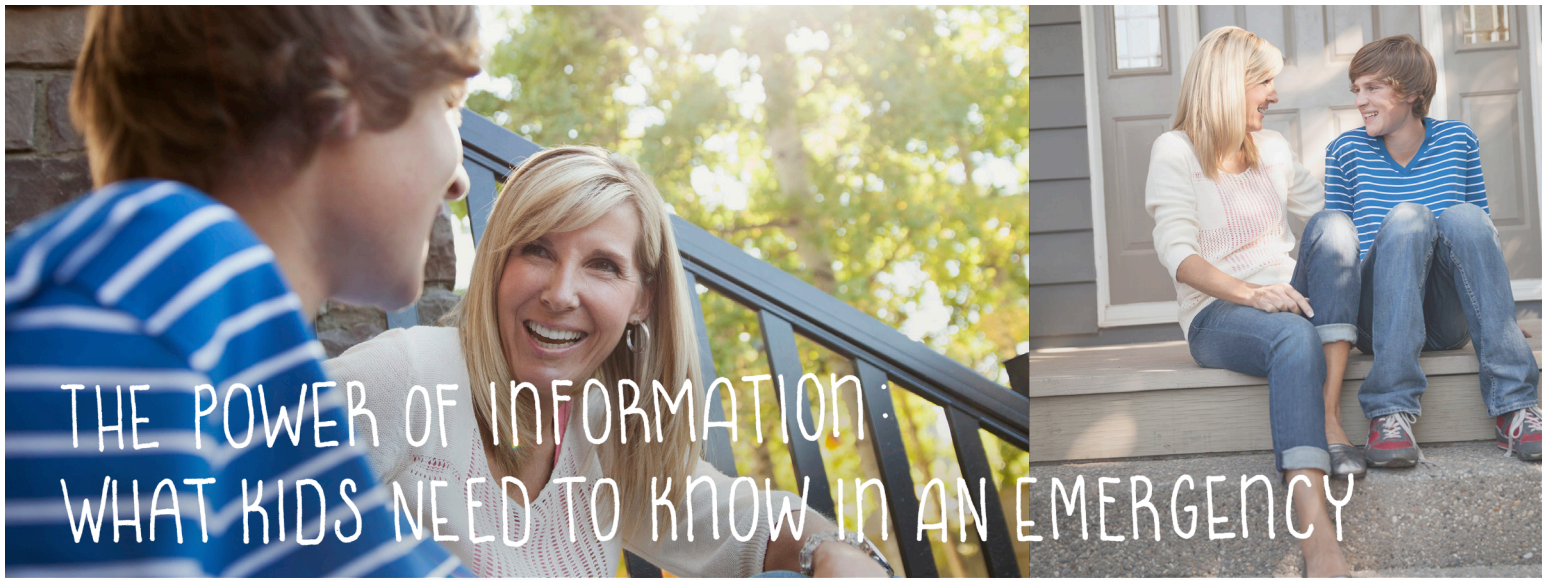
While this is a lot of information for a young mind to absorb and remember, teaching your child how to react in each situation can go a long way toward preparing them for situations that demand quick decisions.

<sup>3</sup> Visit [onstar.com](http://onstar.com) for availability, details and system limitations. OnStar acts as a link to existing emergency service providers. Not all vehicles may transmit all crash data.

<sup>4</sup> [NBCNEWS.com](http://NBCNEWS.com)

<sup>5</sup> [ConsumerReports.org](http://ConsumerReports.org)





**Quick! What did you have for lunch yesterday?** It can be hard to remember simple information when you're put on the spot — especially if you're a child in an emergency situation.



Basic personal details can be critical in an emergency. Of course, children know their parents' or guardians' full names. But has your child memorized your mobile phone number and the make, model and year of your vehicle? What if you aren't available? Do they know who to call or when an emergency requires a call to 9-1-1? Do they have the answers emergency responders need?

If not, this a great time for you to sit down as a family and develop a readiness plan<sup>1</sup> with the whos, whats, wheres and hows all spelled out. Like, who do we call in an emergency? What do we need to know? Where are we? How can we help?

## The Whos and Whats of an Emergency

After you teach your child about how and when to call 9-1-1, they should be prepared to answer questions the 9-1-1 operator is likely to ask, such as:<sup>2</sup>

- What is the emergency?
- Is anyone injured? Are they awake? Do they have any other health problems?
- Do you see flames or smoke?
- Are you still in harm's way?
- What is your name, location and phone number? (So they can call you back if disconnected.)
- What kind of vehicle are you in?
- Do you need the police, a fire truck or an ambulance?
- What is the location of the emergency?

Knowing they're riding in a blue 2015 Chevrolet Malibu on West Avenue is much more helpful than saying, "We are in a blue car near the mall." Educate your child to pay attention to road signs, mile markers and landmarks — any basic information

that can help emergency responders get to them more quickly and provide the help they need. If the vehicle is equipped with OnStar, a specially trained Advisor can call 9-1-1 and use GPS technology to locate the vehicle.<sup>3</sup>

Because gathering and discussing this information is so important, we've created an emergency information form you can fill out with your child. You can print it out and put it on the refrigerator, and they can put it in their backpacks so it's readily available when needed. We also encourage you to help your child memorize as much of the information as possible, just in case.

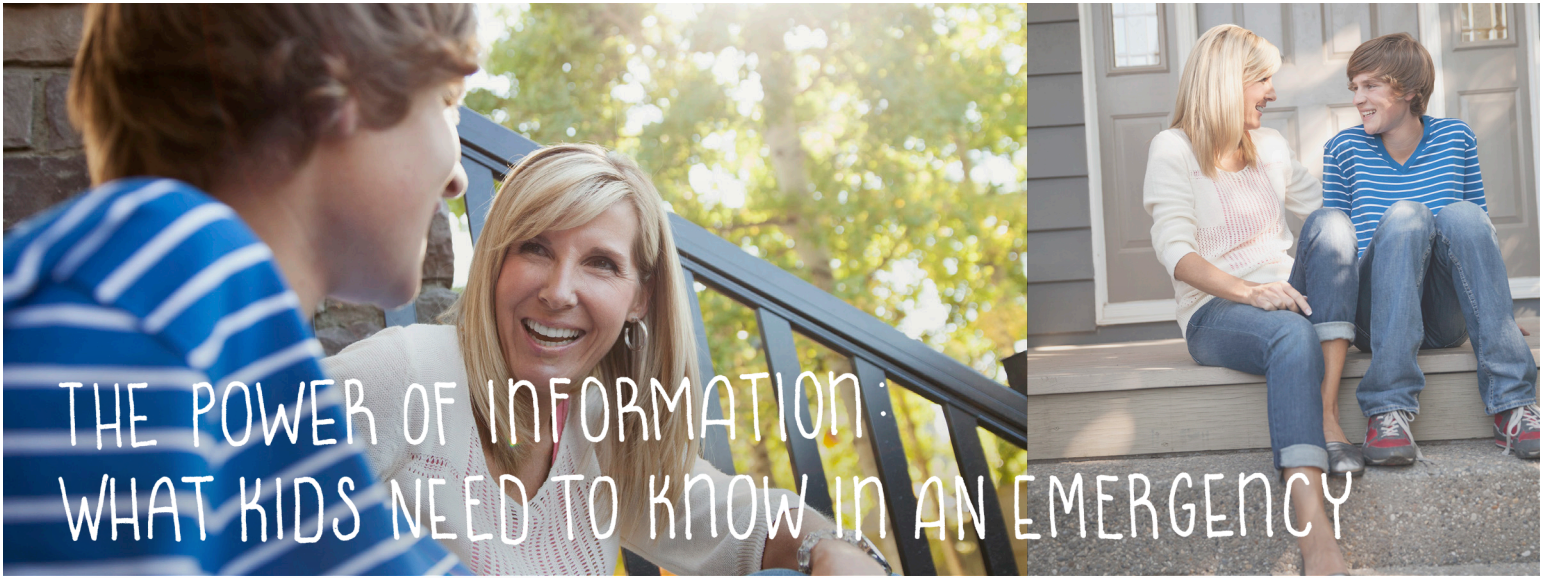
Remember, knowledge is powerful. If you've practiced what to do in emergencies, your child will be more relaxed and ready to do their part.



<sup>1</sup> <http://www.ready.gov/kids/know-the-facts>

<sup>2</sup> Get Prepared <https://www.getprepared.gc.ca/cnt/plns/mrgncychildrn-en.aspx>

<sup>3</sup> Visit [onstar.com](http://onstar.com) for vehicle availability, details and system limitations. OnStar acts as a link to existing emergency service providers.



## Emergency Information Form

Print this form and fill it out with your family so you'll be prepared in an emergency.

My home address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

My phone number (home or cell) \_\_\_\_\_

### Emergency phone numbers

Name of my primary emergency contacts:

\_\_\_\_\_

Relationship to me \_\_\_\_\_

Cell phone ( \_\_\_\_ ) \_\_\_\_\_

Work or home phone ( \_\_\_\_ ) \_\_\_\_\_

Address \_\_\_\_\_

Name of my secondary emergency contact:

\_\_\_\_\_

Relationship to me \_\_\_\_\_

Cell phone ( \_\_\_\_ ) \_\_\_\_\_

Work or home phone ( \_\_\_\_ ) \_\_\_\_\_

Address \_\_\_\_\_

Other contact name \_\_\_\_\_

Other contact phone ( \_\_\_\_ ) \_\_\_\_\_

### Family vehicles

Family vehicle (make/model/year) \_\_\_\_\_

\_\_\_\_\_

Family vehicle (make/model/year) \_\_\_\_\_

\_\_\_\_\_

### My medical information

My doctor's name \_\_\_\_\_

My doctor's phone ( \_\_\_\_ ) \_\_\_\_\_

My allergies \_\_\_\_\_

\_\_\_\_\_

My medical conditions (asthma, diabetes, etc.)

\_\_\_\_\_

\_\_\_\_\_

## Vehicle Safety Post-Quiz

Now that you've talked about important safety concerns in and around a vehicle, here's a quiz to take with your child to evaluate what they learned.

1. If there's an emergency or vehicle crash, what will a 9-1-1 operator ask you?

- a. Where are you?
- b. Is anyone hurt?
- c. What happened?
- d. All of the above



2. What should you do if a stranger approaches your vehicle while it's pulled over?

- a. Stay in the vehicle and only lower the window an inch (enough to talk)
- b. If you need help, ask them to call 9-1-1
- c. Let them into your vehicle
- d. A and B



3. When is it OK to get out of the vehicle after a crash?

- a. If you smell gasoline
- b. If you see flames
- c. If you're in danger of being hit by another vehicle and you can move to a safe location
- d. All of the above



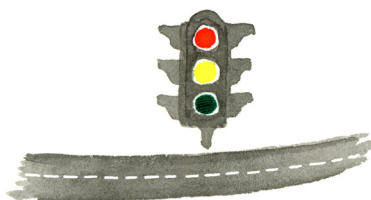
4. What should you do if you're locked in the trunk?

- a. Stay calm
- b. Take a nap
- c. Look for the glow-in-the-dark trunk release
- d. A and C



5. In any emergency, what's the most important thing to do?

- a. Scream and cry
- b. Stay calm
- c. Get out of the vehicle
- d. Take selfies



**Answers** (give one point to each correct answer): 1: d 2: d 3: d 4: d 5: b

### How many did your child get right?

0-1 Good try! We recommend reviewing the guide again to learn the appropriate responses.

2-3 Your child is off to a good start in being emergency ready.

4-5 Your child has a great grasp of what to do if there is a vehicle emergency.

OnStar is safety and security you can rely on. [Teach your child what to expect if they push the blue or red OnStar buttons.](#)