**Empathy Mapping**

**Thinking:**

* Needs a compassionately designed product, wants designers to align and understand her values
* Constant tools and prompts should be implemented to enforce learning
* People’s ignorance can lead to most fire hazards
* They're not tech savvy
* Human behavior needs to change
* She doesn't want people to die because of reckless behavior
* Needs to be educational

**Doing:**

* Trying to remove the threat of fires
* Educates on both prevention and preparedness
* Wants a solution to teach children about calling 911 with modern technology
* Wants designers to be creative and incorporate new learning tools
* Wants to educate people/kids on fire safety
* Wants to reduce cooking fire the most
* Calling 911/Getting called, communicating with the other person on the line, working to prevent the fire
* Using the outline/tutorial to understand and learn what to do in case of a fire
* Prompts in case user is non-verbal

**Feeling:**

* Wants the designers to motivated, involved, and asking questions
* Cares about children due to her social work background
* Wants to reduce children related fire hazards
* Firefighters are not the most tech savvy
* Passionate: wants these kids to understand and learn the issue
* Passionate/worry: people need to survive these encounters

**Saying:**

* Fire accidents are a tragedy
* Fire is inevitable in any community
* Human behavior needs to change
* Education works to prevent fires
* Needs to be easy for kids to use