

EMERGENCY



LISTEN:60

▶ *Listen to an actual 911 call. What's happening?*

"911, operator 901, where's the emergency?"

---"127 Brynmere."

"Okay, what's going on there?"

---"I'd like to order a pizza for delivery."

"Ma'am, you've reached 911. This is an emergency line."

---"Yeah, a large with half pepperoni, half mushroom."

"Um, you know you've called 911? This is an emergency line."

---"Do you know how long it will be?"

"OK, ma'am, is everything okay over there? Do you have an emergency or not?"

---"Yes"

"...and you're unable to talk because?"

"Right, right." "Is there someone in the room with you?"

Just say yes or no."

---"Yes."

"Okay, um, it looks like I have an officer about a mile from your location. Are there any weapons in your house?"

---"No."

"Can you stay on the phone with me?"

---"No. See you soon. Thank you."

Discuss:

1. What do you think is happening at the woman's house?
2. Do you think the operator handled the call well?
3. Have you ever called 911 or someone you know? Why?
4. What number do you call for different kinds of emergencies?

Name: _____



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What do I say?

Scenario: You've discovered your friend has collapsed. There is no one at home except you. Where would you look to find a phone to call for help?

What number do you call? _____

Complete the following:

"Hello, this is emergency services, what is your emergency?"

"What is your name?" _____

"Is anybody else at home?" _____

"We will send someone over to help you. What is your address?"



"You're doing a great job. Stay calm and someone will be with you soon".

Name: _____



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Who do I call?

If someone has been **hurt**, what number do I call?



If there is a **fire**, what number do I call?



If someone is in **danger**, what number do I call?



I will tell the operator my name: _____

and where I live: _____



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