



**At the end of the lesson, the student will be able to:**

\* report emergency situations as accurately as they can.



## Dialogue

A: Hello. This is emergency 911 operator.

B: Help, help. Please help me!

A: Please calm down ma'am and tell me what exactly is happening.

B: I was just out of the kitchen for a second, when I got back my pan is already blazing with fire. I tried to put it out with water but it just got worse! I don't know what to do!

A: Where are you located? What's the call back number?

B: I am in ahmm..22nd Street. 256-544-2101

A: Is there a famous landmark near your place?

B: ahmm.. I don't know. Just please help!

A: Relax. We're sending help now. They'll be there any minute now. For the mean time, try to turn the heat off and don't try to move the pan. Don't try to pour water on it, it will just spread the fire.

B: Oh..okay.. I am trying to turn the heat off now. But there's still fire!

A: Cover the pot with a metal lid.

B: I...'m looking for the metal lid but I can't see it anywhere.. oh! the fireman's here!. Thank you so much!



## Things to remember when reporting an emergency:

Call your local emergency number when:

- › there's a threat to life or property
- › you or someone else is a victim of a crime
- › a police emergency
- › you or someone else has a medical emergency
- › you need the fire department

Callers will be asked:

- › Where the emergency is located? (needs to be specific)
- › What is the emergency?
- › Who is/are the person/people involved ?
- › When did it happen?
- › Why did it happen?



## Let's Talk!

1. What is your country's emergency hotline number?
2. When do you call the emergency hotline? Explain your answer.
3. Is it better to call the hotline right after the emergency or you have to wait for a couple of minutes before doing so? Support your answer.

## Activity



\*Report the following.



A house near the park at 3<sup>rd</sup> street is on fire.

You saw your friend lying unconscious on the ground after skiing.



Your 3 year old niece is choking.

Sample:

A: 9-1-1 How may I help you?

B: This is Linda Jones. I'm calling for a medical emergency.

A: Okay tell me about your medical emergency.

B: My uncle, Mr Kim Jones, is lying unconscious on the floor now. I believe he had a heart attack!

A: Where are you located?

B: We're located in 2<sup>nd</sup> floor of Maple apartment in Park Street.

A: Okay. Help is on the way.