

Emergency Services



EMERGENCIES

Telephoning for help in an emergency

If there has been an accident or fire, or someone is in trouble, you can dial 999 for help. This is the emergency telephone number for police, fire and ambulance services.

Things you should be aware of before making the call

- You will be asked which service you require and will be put through to the correct control officer.
- If there are any casualties, ask for the ambulance service; they will inform the other services.
- If you are unsure of your location don't panic – your call can be traced to any call box or motorway telephone.
- Stay on the telephone until the control officer clears the line.
- You may be asked to stay on the telephone to help the emergency services.



When should you call 999?

OVER HALF OF ALL 999 CALLS RELATE TO NON-EMERGENCY INCIDENTS

Decide whether the following scenarios are emergency or non-emergency incidents. You should always call your local police rather than 999 in a non-emergency situation.

"My bike's been stolen..."

"There's been a car crash!"

"My car's been vandalized..."

"My dad's just collapsed..."

"I think I've found some stolen property..."

"I was in a traffic accident yesterday..."

"Do you know a good stain remover?"

"Someone's stuck on the cliff"

"There's a rat in my kitchen..."

"I can't turn my tap off..."

"There's an intruder in my house"

"I think my neighbour is a spy..."



Do you know?

1. When there is an emergency we dial 999.
What are the four emergency services?

.....
.....

2. What is an emergency?

.....
.....
.....

3. What isn't an emergency?

.....
.....
.....

4. When should you call 999?

.....
.....
.....

5. When shouldn't you call 999?

.....
.....
.....

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Possible situations

Copy and cut out these situation cards and distribute to the learners.

There has been a car crash and people are injured.	There has been a car crash and nobody is injured.	Someone has fallen down.	Someone has fallen and is unconscious.
A boat is sinking.	Something is on the horizon and it may be a boat or a sun bed.	Someone is having a heart attack.	Someone has fainted.
Someone has been burnt.	There is a fire - somewhere in a building.	There is smoke coming under the door to the kitchen.	There is a fire - in a garden.
There is a robbery.	There is an intruder in your house.	Someone is drowning.	There is a cat stuck up a tree.
Someone has tried to commit suicide.	Someone has been knocked down.	Someone has been attacked.	Someone has been mugged.
There's been a train accident.	Someone is drunk and causing trouble.	Someone is drunk but not causing trouble.	There is a big crowd causing trouble.



Which emergency service do you need?

In these situations you might need to call for help.
Which service would you ask for?

POLICE	AMBULANCE	FIRE	COAST GUARD

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999 - What can you say?

Look at the following expressions.

Can you help me?
I need some help.
There's been an emergency.
There's been an accident.

Write another sentence to say why you need help.

a) Can you help me?

.....

b) I need help.

.....

c) There's an emergency.

.....

d) There's been an accident.

.....

e) Can you help me?

.....

f) I need help.

.....

g) There's an emergency.

.....

h) There's been an accident.

.....

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What to tell the emergency services

Decide with a partner the order you would tell the emergency services the following things according to their level of importance:

- a) The number, sex, and approximate ages of the casualties, and anything you know about their condition; for example, “Man, early fifties, suspected heart attack, cardiac arrest.”
 - b) Details of any hazards such as gas, toxic substances, power-line damage, or relevant weather conditions, such as fog or ice.
 - c) Do not hang up until the control officer has cleared the line.
 - d) Give your telephone number
 - e) Try to stay calm so that you can give all the information the emergency services need.
 - f) The type and gravity of the situation; for example, “Traffic incident, two cars, road blocked, three people are trapped.”
 - g) State your name clearly
 - h) Give the exact location of the incident; for example, give a road name or number, if possible, and mention any junctions or landmarks.
-
- 1.
 - 2.
 - 3.
 - 4.
 - 5.
 - 6.
 - 7.
 - 8.

Role-play situations

1. You are walking down the street when you see a car crash.

- What do you do?
- Which service do you phone?
- What do you say?

2. You are in town when you witness a mugging.

- What do you do?
- Which service do you phone?
- What do you say?

3. You look out of your window and see a fire.

- What do you do?
- Which service do you phone?
- What do you say?

4. You are at the seaside and you see a swimmer in trouble.

- What do you do?
- Which service do you phone?
- What do you say?

5. You are walking down the street and you see someone lying on the grass. It is winter and they are not moving.

- What do you do?
- Which service do you phone?
- What do you say?

6. You are shopping and someone collapses.

- What do you do?
- Which service do you phone?
- What do you say?

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Vocabulary – Emergencies

Fill in the blanks with the correct word from below:

1. A is someone who has been badly hurt in an accident.
2. An is a situation where something bad has happened (e.g. a fire)
3. A is a situation or object which is extremely dangerous
4. A is a type of doctor who comes to the emergency
5. When you are under a lot of stress and pressure most people
6. The best thing to do in an emergency is to remain
7. An is the first person who answers a 999 call.

Problem	paramedic	incident	injury	hazard
Safe	worry	operator	nurse	control officer
Panic	surgeon	patient	casualty	receptionist

On the telephone

Match up the words and phrases on the left to their definitions on the right

- | | |
|--|---|
| 1. To dial | a) when the phone call suddenly stops |
| 2. To hang up | b) when you are told to wait |
| 3. To hold the line | c) when you are passed onto another speaker |
| 4. To be cut off | d) another name for ‘to telephone’ |
| 5. To be put through (to someone else) | e) when you use the numbers on the phone |
| 6. To be put on hold | f) to finish the phone call abruptly |
| 7. To be referred to | g) when you are waiting for someone to answer |

What details do you need to give when you dial 999?

- 1)
- 2)
- 3)
- 4)
- 5)

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Teacher's notes

PICTURES = To be used to generate interesting topic/ for discussion/ role-play purposes etc.

Sheet 1 – information sheet for students

Sheet 2 – students can work in pairs to decide whether the situations are emergencies. (Good for vocab, giving opinions and generally generating learner's interest)

Sheet 3 - can be used after discussion/definitions by the teacher or before to get students thinking on their own. Go over as a class to make it clear what an emergency is to all students.

Sheet 4 +5 – cut out sheet 4 and give to students to put in the correct columns on sheet 5. Students must decide which service to call. Good pair-work activity. Teacher can help with any necessary vocab.

Sheet 6 – Elicit/ get students to elicit some examples of what people might say in an emergency. Students can then practice writing some different examples.

Sheet 7 – (taken from a first aid book) a guide to what to expect on the phone, in terms of what information comes first: G, D, H, A, F, B, E, C

Sheet 8 – Role-play scenarios, students can work in pairs and practice language and phone call procedures they have already learnt

Sheet 9 – self study and vocab sheet.