

# **Course: Intermediate**

## **Level 2**

Day №3

***Had there been a time when you were  
in an emergency situation?***



***What did you do?***

## ***Day 03: Making an emergency call to 911***

*Dialogue 1: When your friend is hurt in a car accident*

*Dialogue 2: When there's a fire*

*Dialogue 3: When a robber has broken in*

*Dialogue 4: When there's a problem to solve*

## ***Dialogue 1: When your friend is hurt in a car accident***

A: 911 Emergency.

B: I need some help quickly!

A: What's the matter, sir?

B: My friend just got in a car accident, and he's unconscious.

A: All right, sir. The ambulance will be there in a minute.

B: Quick! I think he's going to die.

A: Don't panic, sir. He'll be all right.



Notes:

## ***Dialogue 2: When there's a fire***

A: 911 Emergency.

B: Help! My house is on fire!

A: Is there a fire extinguisher there?

B: Yes. But I don't know how to use it.

A: Then get out of the house as quickly as possible.

B: I can't see the doorway in this smoke.

A: OK. Stay calm, and don't panic. The fire engines are on their way.



Notes:

### ***Dialogue 3: When a robber has broken in***

A: 911 Emergency. How may I help you?

B: I need your help. Someone has just broken into my house.

A: Are you sure?

B: I'm positive. I heard the window glass break, and then there were footsteps outside my bedroom door.

A: Do you live alone?

B: Yes, no one's supposed to be here right now.

A: All right, ma'am. Lock your bedroom door and keep quiet. Patrol cars will be right over.



Notes:

## ***Dialogue 4: When there's a problem to solve***

A: 911 Emergency. How can I help you?  
B: My brother is stuck up a tree and he can't get down.  
A: Your parents aren't there to help?  
B: We're alone.  
A: Do you have a ladder in your house?  
B: I think so.  
A: Get it and place it firmly against the tree. Your brother should be able to climb down. If that doesn't work, call us again. We'll send you a fire engine.  
B: Thanks for your help.



Notes:

## ***911 Emergency Usage Tips***

- ◆ Stay \_\_\_\_\_. Give your name, location, and nature of the emergency.
- ◆ Listen \_\_\_\_\_ to the 9-1-1 operator.
- ◆ Answer the 9-1-1 operator's \_\_\_\_\_ as accurately as possible. Speak \_\_\_\_\_ and \_\_\_\_\_.
- ◆ Do exactly as the 9-1-1 operator \_\_\_\_\_ you during the course of the call.
- ◆ Never \_\_\_\_\_ on the 9-1-1 operator until you are told to do so. If you \_\_\_\_\_ and redial, your call will go to the end of the line of people waiting for service.

carefully

questions

clearly

hang up

tells

slowly

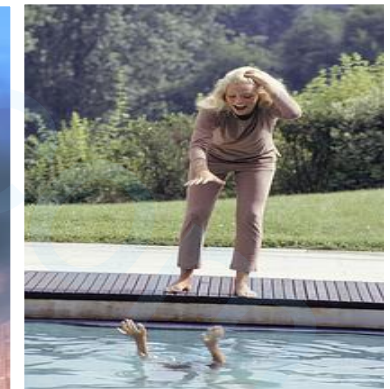
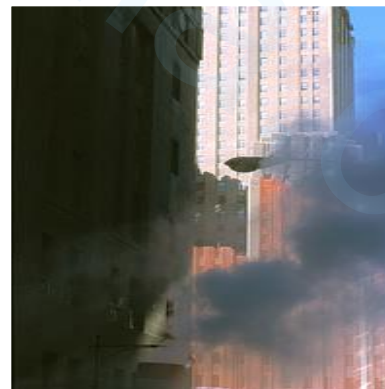


## Which situations below should you call 911?

1. Crimes in Progress
2. Asking directions in the city
3. Inquiring about school openings or closings
4. Life-Threatening Situations
5. Motor Vehicle Accidents
6. Reporting a blocked driveway
7. Injuries requiring emergency medical attention
8. Reporting a noise complaint
9. Sparking electrical hazards
10. Smoke in a building

*Let's do role playing!*

Situation: I will be the 911 operator and you will be the caller. Choose an emergency situation below then call 911 to ask for help.



***Thank you for  
today!***

***I'm looking forward to  
seeing you again!***

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