

Calling Emergency Services



1. In groups of three, act out the scenario.

Greg arrives home and sees his brother lying on the kitchen floor.

Greg (panicking): Aagh! Mark! Oh no! What's happened?
Mark! Wake up! (shakes Mark roughly by the shoulders – no response) Speak to me!
I'll have to call an ambulance ... but what's the number? Where's the phone book?



Rummages around, finds book, wildly turns pages, finds the emergency services page and dials 000.

Operator: Emergency services. Which service do you require?

Greg: Ambulance! Quick! Mark's unconscious!
Please hurry!

Slams phone down.



2. Write Greg's possible responses to the emergency operator's questions after he has followed the DRSAB procedure.

Greg dials 000.

Operator: Emergency services. Which service do you require?

Greg:

Operator: Please give me the address and phone number of where you are calling from.

Greg:

Operator: Please give me your name and the name of the person requiring assistance.

Greg:

Operator: Please explain what the problem is.

Greg:

Operator: Please tell me what you have done so far.

Greg:

Operator: That's excellent. The ambulance is on its way. Please stay on the line until it arrives.