

Role Play Situation Cards -calling 999

If you are the caller, choose one of the following situations.

(If you choose a seaside one, you will need to ask for the ***Coastguard*** when you make your 999 call).

A car has crashed outside your house and the driver can't get out of the car.

You are at the seaside and you can see a child by themselves floating out to sea on an inflatable toy.

You can see smoke coming from your neighbour's flat / house. You don't know if anyone is in.

You are walking by your local canal and there is a dog in the water, struggling to get out. You can't see the owner and nobody else is around.

It's a very hot day. You and your friends decide to visit the local river / lake to cool off. Despite you telling your friends not to go in the water, one of them jumps in and gets into difficulty straight away. They can't get out.

You are at your local supermarket and an older person has fallen over and can't get back up.

You can see someone in a small boat. They seem to have lost their oars and are waving their arms and shouting.

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If you are the operator, remember to ask your questions clearly and give the caller time to answer.

These are the most important questions you need to ask the caller:

- Hello, which service do you require: Ambulance, Police or Fire Service?
- Putting you through... hello, this is the ambulance / Police / Fire Service.
- What is the address of the emergency?
- Can you tell me what is happening please?

Other questions you can ask:

- Is the person breathing?
- Can you tell me your name?
- Is anyone else there helping the person?
- Is the person bleeding? If so, how badly?
- Are there any dangers around?
- How old is the ill or injured person?
- Is the person responding to you?

When the caller has given you all the details you need, finish the call with:

- Thank you – someone is on the way to help you. Please stay on the phone until they get there.