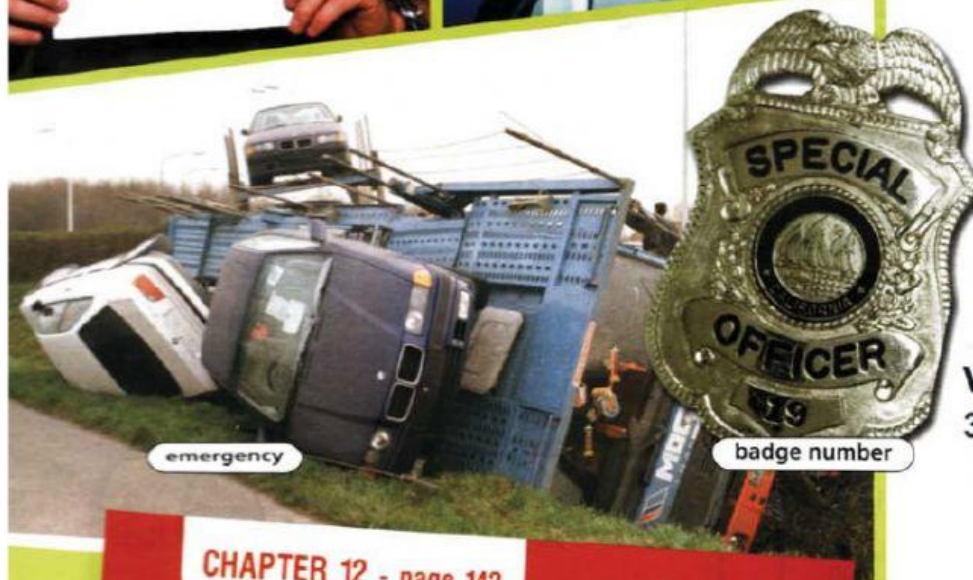
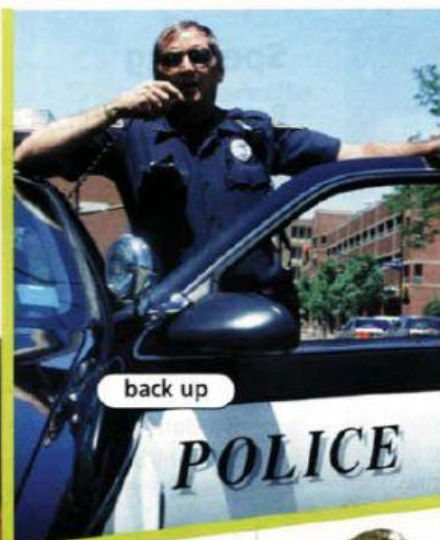
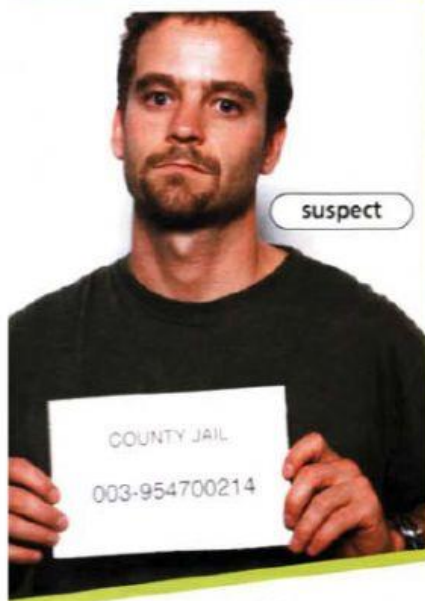


8 Operations: Emergency calls



CHAPTER 12 - page 142

Responding to Emergency Calls

12.8.1 Responding to calls from the dispatcher

Keep your radio on and nearby when you are on duty. Listen for calls from the dispatcher. Then, follow these steps when you respond.

- 1 Identify yourself by **badge number**.
- 2 State your current **location**.
- 3 Repeat the **code** to the dispatcher for verification.
- 4 Once instructed, proceed to the location of the emergency.
- 5 Notify the dispatcher of your arrival.
- 6 When the emergency involves a criminal **offense**, attempt to identify and apprehend the **suspect**. If necessary, call to have **back up dispatched**. Wait for their arrival.

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some reasons people call the police?
- 2 How quickly can police respond to emergencies in your town or city?

Reading

2 Read the page from a police manual. Then, mark the statements as true (T) or false (F).

- 1 ☐ Officers identify themselves by name.
- 2 ☐ Officers verify codes before offering their location.
- 3 ☐ Officers call the dispatcher for backup.

Vocabulary

3 Match the words (1-5) with the definitions (A-E).

- 1 ☐ emergency
- 2 ☐ code
- 3 ☐ suspect
- 4 ☐ location
- 5 ☐ offense

- A a potential criminal
- B a crime
- C a specific place
- D an unexpected or dangerous situation
- E numbers that represent other information

code

CODE 1 = ROUTINE
CODE 3 = EMERGENCY

Operations: Emergency calls 8

4 Fill in the blanks with the words below:
identify, dispatch, respond, back up, badge number.

- 1 The police _____ quickly to emergencies.
- 2 Can you _____ the car that hit you?
- 3 State your _____ over the radio.
- 4 We _____ officers to locations in the city.
- 5 Call for _____ if you have a problem.

5  Listen and read the manual again. What is the first thing an officer should do when responding to a call from the dispatcher?

Listening

6  Listen to a conversation between a dispatcher and an officer. Check (✓) the information the officer gives.

- 1 ___ Type of emergency
- 2 ___ Badge number
- 3 ___ Present location
- 4 ___ Description of suspect

7  Listen again and complete the conversation.

Dispatch: We have a code 357 in East Liberty.
Officer needs back up. 1 _____

Officer: 5963 responding.

Dispatch: 5963, are you 2 _____ ?

Officer: I'm currently on Aiken at 19th Street and 3 _____ .

Dispatch: Proceed to 24th and Aiken immediately.
Suspect is fleeing the scene
4 _____ .

Officer: I'm 5 _____ right now.

Dispatch: Suspect is a Caucasian male in a black jacket and brown pants. About 6 ft tall, heavyset built.

Officer: 6 _____ . 5963 out.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

We have a code ...

I'm on my way.

Got it.

Student A: You are an emergency dispatcher. Talk to Student B about:

- an emergency
- the offense
- the suspect

Student B: You are an officer. Respond to Student A's call.

Writing

9 Use the conversation from Task 8 to fill out the emergency response record. Use today's date and time.

Police Department	
Time:	_____
Date:	_____
Describe the emergency:	_____ _____
Responding officer's badge number:	_____
Describe the response:	_____
1. Dispatch announced a	_____
2. I responded and	_____
3. Dispatch directed me to	_____
4. Dispatch provided a	_____