

It's an emergency!

A. **READING** Complete the dialogue

I don't think so. He's not talking to me. What should I do?	My house. My brother fell down the stairs.
You must hurry. He's injured and I don't know what to do.	36 Bradbury Road.
Ambulance. Quick! Send an ambulance!	

Operator Which service? Fire, police or ambulance?
Tina (1) _____
Call handler Ambulance emergency. Where do you need the ambulance to be sent?
Tina (2) _____
Call handler What's your exact address?
Tina (3) _____
Call handler Is your brother conscious?
Tina (4) _____
Call handler Don't panic.
Tina (5) _____
Call handler OK, just don't move him. An ambulance will be there shortly.

B. **LISTENING** Listen to the two 911 calls. Choose the correct answers.

Call 1:

1. **Where is the caller from?**

- a. Victoria
- b. Regina
- c. Alberta

2. **Who is calling?**

- a. A woman who had an accident
- b. A woman walking on the street
- c. A woman in her house

3. What happened? a. There was a fire at the high school. b. There was a break-in. c. There was a car accident.	4. Is anyone injured? a. Yes b. No
5. Are they breathing? a. Yes b. No	6. Are they conscious? a. Yes b. No

Call 2:

1. Who is calling 911? a. A stranger b. A neighbour c. A family member	2. What does the caller need? a. Ambulance b. Fire c. Police
3. What happened? a. A woman hurt her leg. b. A woman broke her arm. c. A woman hit her head.	4. Is she breathing? a. Yes b. No
5. Is she conscious? a. Yes b. No	6. The operator says, "Stay on the line." She means a. Don't hang up the phone. b. Hang up the phone. c. Stop talking on the phone.