Emergency Calls

Teacher Del, EOI Sant Vicent

Warm Up:

1. **Have you ever called the emergency services?** If yes, what happened? If not, can you imagine a situation when you would need to?
2. **In English-speaking countries like the USA or Canada, people often say "Call 9-1-1."**

   What is the emergency number in your country? Do you think everyone knows it by heart?
3. **Why do people usually call emergency services?** Which situations are most common?

   a) robbery b) witnessing a crime c) life-threatening medical emergencies

   d) accidents e) something else?
4. **What do you think is the most stressful part of being an emergency dispatcher?**

   Listening to emergencies? Staying calm? Making fast decisions?
5. **Do you think people sometimes call emergency numbers when it's *not* really an emergency?**

   Why do you think that happens?
6. **Should emergency calls ever be funny?** Or should they always be serious? Why?

Task 1. You're going to listen to 4 unusual emergency calls. Work in groups of 4 and retell the stories. Use the key words and the questions below to organise your ideas:

Link: https://www.youtube.com/watch?v=KgctBSvjPzM (5 DUMBEST 911 CALLS OF ALL TIME!)

LIVEWORKSHEETS

Call 1: *I'm calling to report myself*

Key words	Questions
• drunk driving • calls 911 on herself • dispatcher confused • pulls over • turns engine off • flashers on • apology • over the legal limit • first offense	• Who is calling 911, and what problem does she report at the beginning of the call? • What surprising information does the caller admit about **who is driving the car**? • How does the dispatcher respond, and what does she tell the caller to do? • What actions does the caller take while still on the phone? • How does the situation end, and what happens to the caller afterward?

Call 2: *Something's wrong with my McDonalds Order*

Key words	Questions
• McDonald's order • Delaware • chicken nuggets • small fries • McDouble instead • difference in price • manager • no refund • argument / disagreement	• Where is the caller, and why does she call 911? • What food does the caller originally order, and what problem comes up with that order? • What alternative meal does the caller ask for, and what does she want the restaurant to do with the money? • What explanation does the employee (or manager) give for not giving a refund? • Why does the caller feel the situation is **unfair**, and how does she react to it?

Call 3: *The brownie overdose*

Key words	Questions
• marijuana brownies • husband and wife • panic • overdose (imagined) • time moving slowly • rescue requested • quarter ounce • lying on the floor • not actually dying	• Who makes the 911 call, and who does he think is in danger? • What did the couple eat, and why does the caller believe something is wrong? • How does the caller describe the way he and his wife are feeling? • What details does the dispatcher ask about the brownies and drug use? • How does the story end once time "**returns to normal**"?

Call 4: *Love at first sight*

Key words	Questions
• noise complaint • loud music • police officers • not an emergency • honesty • crush • phone number • awkward request	• Why did the police originally come to the caller's house? • Why does the caller contact 911 **after** the officers leave? • What unusual request does she make to the dispatcher? • How does she justify calling 911 even though it is not an emergency? • How does the dispatcher handle the situation at the end of the call?

LIVEWORKSHEETS

Task 2. Roleplay emergency calls based on the situations bellow. Call 112, the Spanish emergency phone number:

POSIONING	BREAK-IN	CHOKING
A 3-year-old toddler is on the floor in the nursery's bathroom. Some Ariel pods (laundry detergent) are next to him. He's unconscious. Call 112.	**It's 2 a.m. You're getting ready for the night shift. As you leave, you see someone breaking into the neighbor's house. Call 112.**	**You are having dinner at a restaurant. Suddenly, one of your friends chokes on a bone from a grilled rib. He has trouble breathing.**
FIRE	**DOMESTIC VIOLENCE**	**ALLERGIC REACTION**
Your teenager did an experiment with alcohol in the bathroom. The shower curtains caught fire and your son's arm got slightly burned. Call 112.	**Your downstairs neighbours are having a huge argument. You hear a lot of shouting, the sound of plates and furniture being smashed, and crying. The couple has two young children who are at home. Call 112.**	**Your sister is eating an Indian meal she ordered over the phone. Suddenly, she turns pale and faints. She is allergic to peanuts. Call 112.**

Dispatcher may ask

POISONING – Toddler & Detergent Pods

What's the emergency?
How old is the child?
Is the child conscious?
Is he breathing?
What exactly did he swallow?
About how long ago did this happen?
How many pods were there?
Is there any vomiting, foam, or coughing?
Where are you right now?
What's the address?
Is anyone with the child?
Do NOT give him anything to eat or drink — can you stay on the line?

BREAK-IN – Witnessing a Crime

What's happening right now?
Where are you calling from?
Can you see the person clearly?
How many people are there?
What are they doing?
Can you describe them? (clothes, height, gender)
Are they inside the house or outside?
Are any weapons visible?
Are you in a safe place?
Which direction did they go? (if they leave)

CHOKING – Restaurant Emergency

What's the emergency?
Is the person conscious?
Is he able to speak or cough?
What is he choking on?
Is he breathing at all?
How old is he?
Are you at a restaurant or public place?
Is anyone there trained in first aid?
Can you tell me exactly what he's doing right now?
Help is on the way — stay with him.

FIRE – Bathroom Accident

What's on fire?
Is the fire out or still burning?
Where did this happen?
Is anyone injured?
How old is your son?
Where is he burned?
Is the burn serious or minor?
Is there smoke in the house?
Has everyone left the bathroom?
What's the address?

DOMESTIC VIOLENCE

What are you hearing right now?
Where is this happening?
How many people live there?
Are there children in the home?
Do you hear crying or screaming?
Do you hear anything breaking?
Have you seen violence before?
Are any weapons involved?
Do you want to remain anonymous?
Are you safe in your apartment?

ALLERGIC REACTION

What's the emergency?
How old is your sister?
What did she eat?
Is she conscious?
Is she breathing normally?
Does she have a known allergy?
Does she have an EpiPen?
How long ago did she eat the food?
Is she swelling?
What's your location?

LIVEWORKSHEETS