

CLB 3-Emergency-Calling 911-Speaking Skill Using-GTD

Instructions: For the speaking test, you will pretend to call 911 to report an emergency. The teacher will be the 911 dispatcher. Practice the following scenarios for the test.

HEART ATTACK

Your grandfather is visiting. He starts having severe chest pain. Call 911.

CAR ACCIDENT

You witnessed a cyclist get hit by a car. He may have a head injury. Call 911.

POISONING

A young toddler is on the floor in your neighbor's bathroom. A pill bottle is next to him. He is unconscious. Call 911.

BREAK IN

It's late at night. You notice someone breaking into your neighbor's house. Call 911.

FIRE

You left your cooking unattended and a kitchen fire has started. You are home alone. Call 911.

CHOCKING

You work at a restaurant as a server. One of your guests is chocking. He can't breathe. Call 911.

ALLERGIC REACTION

Your child is having a severe allergic reaction. He ate some food that has peanuts in it. He is having trouble breathing. Call 911.

FIGHTING

Your upstairs neighbours are fighting. There is a lot of yelling, noise and crying. You think they might be hitting each other. They have small children in the home. Call 911.

Practice Questions for the Test

1. What is your emergency?
2. Do you need fire, police or ambulance?
3. What is your location? What is the address of the emergency?
4. Is the patient conscious?
5. Is the person breathing? Is the patient's chest moving up and down?
6. What is the name of the patient? What is the patient's age?
7. Are you alone?
8. Is your door unlocked? Is there a buzzer to get into the building?
9. Can you tell me what happened?

Dialogue Practice

Dispatcher: 911. Fire, police or ambulance?

Caller: _____

Dispatcher: What is your emergency?

Caller: _____

Dispatcher: What's the address of the emergency?

Caller: _____

Dispatcher: What is your callback number in case we get disconnected?

Caller: _____

Dispatcher: What is the name of the patient? How old is the patient?

Caller: _____

Dispatcher: Can you tell me what happened?

Caller: _____

Dispatcher: Is the patient breathing or conscious right now?

Caller: _____

Dispatcher: Are you alone? Is someone with you?

Caller: _____

Dispatcher: I need you to stay on the line until emergency vehicle arrives.

Caller-verify the instruction: _____

Dispatcher will give you an instruction to follow depending on the emergency.

For example: Don't move him. Cover him with a blanket.

Caller-Repeat it back: _____

Caller-Ask a question: _____

STUDENT SELF-ASSESSMENT

I gave all the important information.	Yes	No
I said what the emergency is.	Yes	No
I said what help I need.	Yes	No
I said the identity of the person including age or name.	Yes	No
I was able to give them location of emergency.	Yes	No
I answered all the questions.	Yes	No
I repeated the instructions back to the dispatcher.	Yes	No
I asked an appropriate questions.	Yes	No