




Emergency Services

Vocabulary

<p>Dispatcher</p> <p>The dispatcher asked, "What is your emergency?"</p>	<p>The person who answers 911 calls</p>	
<p>Unconscious</p> <p>He fell and hit his head. Now he is unconscious.</p>	<p>not awake because of a health problem or injury</p>	
<p>Breathing</p> <p>He is breathing slowly.</p>	<p>Air comes in and out of your nose and mouth.</p>	
<p>Lying</p> <p>She is lying in the bed</p>	<p>To be in a flat position</p>	
<p>Located</p> <p>Where are you located?</p>	<p>Where something is</p>	

Paramedic The paramedic came in the ambulance	The person in an ambulance who helps	
Ambulance I called the ambulance	Car that takes you to the hospital in an emergency	
CPR The neighbor did CPR on the man because he was not breathing.	a way of trying to save the life of someone who has stopped breathing and whose heart has stopped beating	
Responding He is not responding when I say his name.	To answer	
Dispatched She dispatched the ambulance.	To send emergency services to a location	

Listening

You will listen to a 911 phone call. First, answer these questions:

1. Have you ever needed to call for emergency services? Why?

2. What types of emergencies can you think of?

3. Who comes to help in an emergency?

Watch this video. You can find the link in the Google Classroom. Join code is n6qokeo

Answer the questions about the video

1. Which picture shows the emergency?



2. Where is the accident?

a. Taylor Road, Lawrenceville

b. Baylor Road, Vacaville

c. Eureka Road, Lawrence

d. Cottage Road, Gettysburg

3. What is the man's phone number?

a. 555-3002

b. 555-1006

c. 555-2306

d. 555-9336

4. What is the emergency?

a. A man had a heart attack.

b. Someone was hit by a car

c. A man who is not breathing.

d. a woman is unconscious

5. Who is coming to help?

a. Ambulance

b. Police car

c. Fire truck

d. No one

6. What does the dispatcher tell the man to do?

- a. Put ice on his head
- b. Start CPR
- c. Go to a safe areas
- d. Call the police

Reading

Read each story below and answer the questions

There was a car accident on Highway 50 eastbound, between Howe Ave and Watt Ave. A red car hit a white pick-up truck. The white truck stopped really quickly and the red car hit him from behind. The driver of the red car has a small head injury, but the driver of the white truck is not hurt. Both cars are on the side of the road now. Your call back number is (916) 555-1131

1. What is the location of the accident?

2. Is anyone injured?

3. What happened?

4. What is your number?

There is a fire in your apartment complex. You can see smoke coming from building A. All of the residents made it outside, but someone's cat is still inside apartment 12. The address is 1301 Elm Street, off of Monroe Boulevard and Grayson Ave. Your call-back number is (916) 555-2345.

What is the emergency?

Where are you?

Is anyone inside?

What is your number?

Speaking

Practice making a 911 phone call. Read the dialogue with your tutor or a family member. Use the information from the reading.

Dispatcher:	911- what is your emergency?
Caller:	
Dispatcher:	Can you tell me more information?
Dispatcher:	Where are you?
Caller:	
Dispatcher:	What is your name?
Caller:	
Dispatcher:	Stay on the line. Help is on the way.

For non-Emergencies, call the non-emergency line

For Sacramento city: Sacramento Police Department: **(916) 808-5471**

for Sacramento County, including Carmichael and Arden Arcade: Sacramento Sheriff
Department: **(916) 874-5115**

Do you live in Sacramento county or Sacramento city? _____

Do you think these are emergencies (E) or non-emergencies (NE)

- Fire _____
- Stolen Car _____
- Noise Complaint _____
- Fire _____
- Stolen Bicycle _____
- Hurt in a car accident _____

