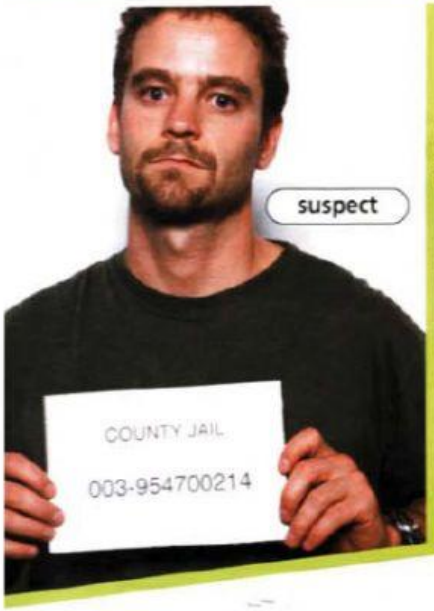
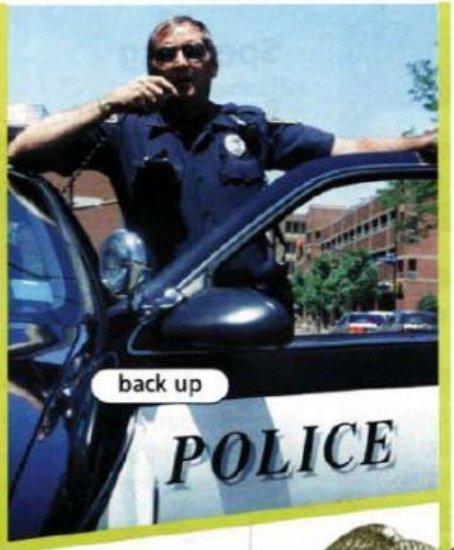
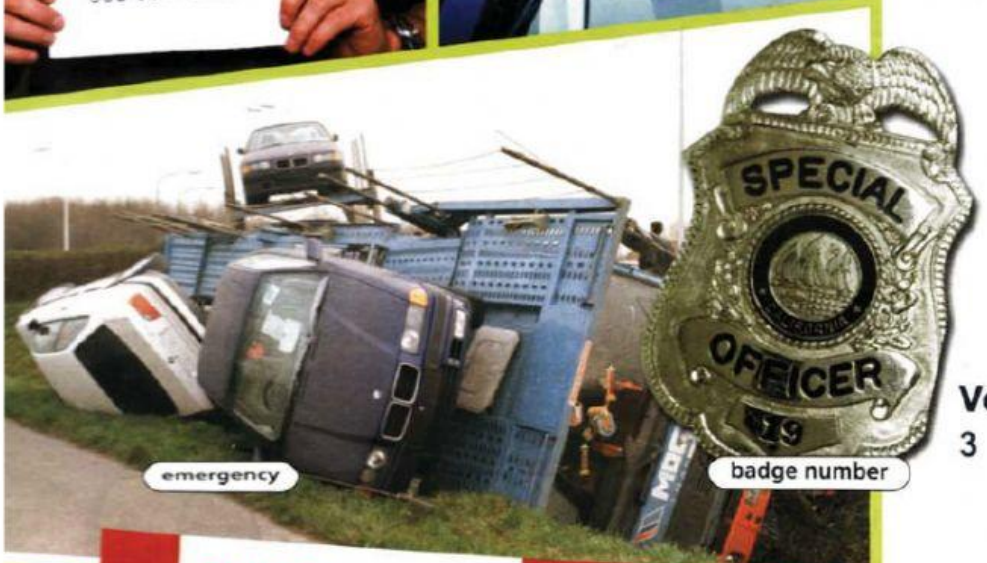
8 Operations: **Emergency calls**



suspect



back up



emergency

badge number

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

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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.

code

CODE 1 = ROUTINE
CODE 3 = EMERGENCY

LIVEWORKSHEETS

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 _____

LIVEWORKSHEETS