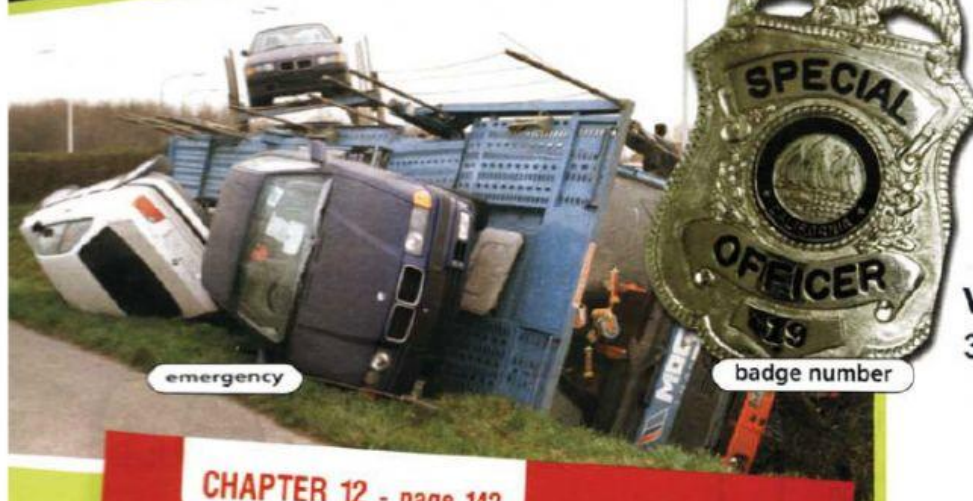
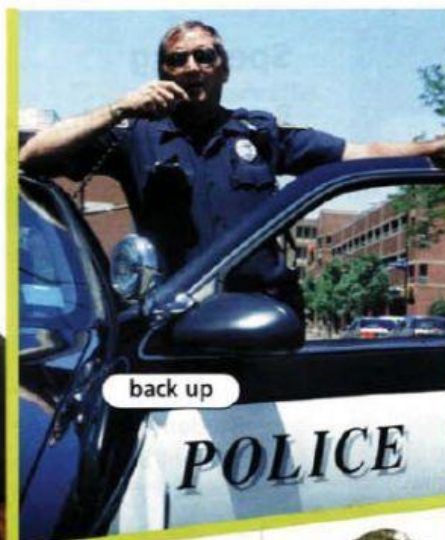
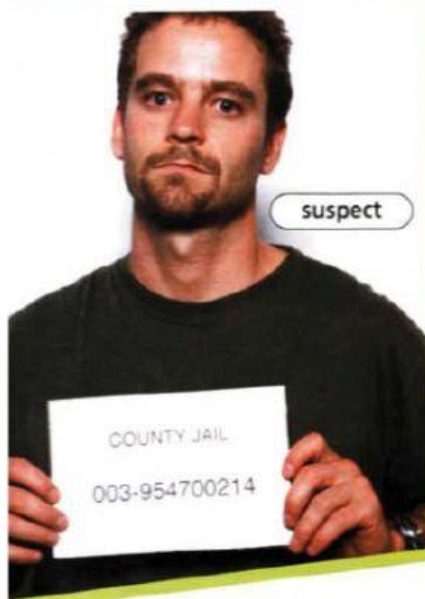


# 8 Operations: Emergency calls



CHAPTER 12 - page 142

## 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.

### 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

code


CODE 1 = ROUTINE  
CODE 3 = EMERGENCY




# Operations: Emergency calls 8

**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, heavysset 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 \_\_\_\_\_