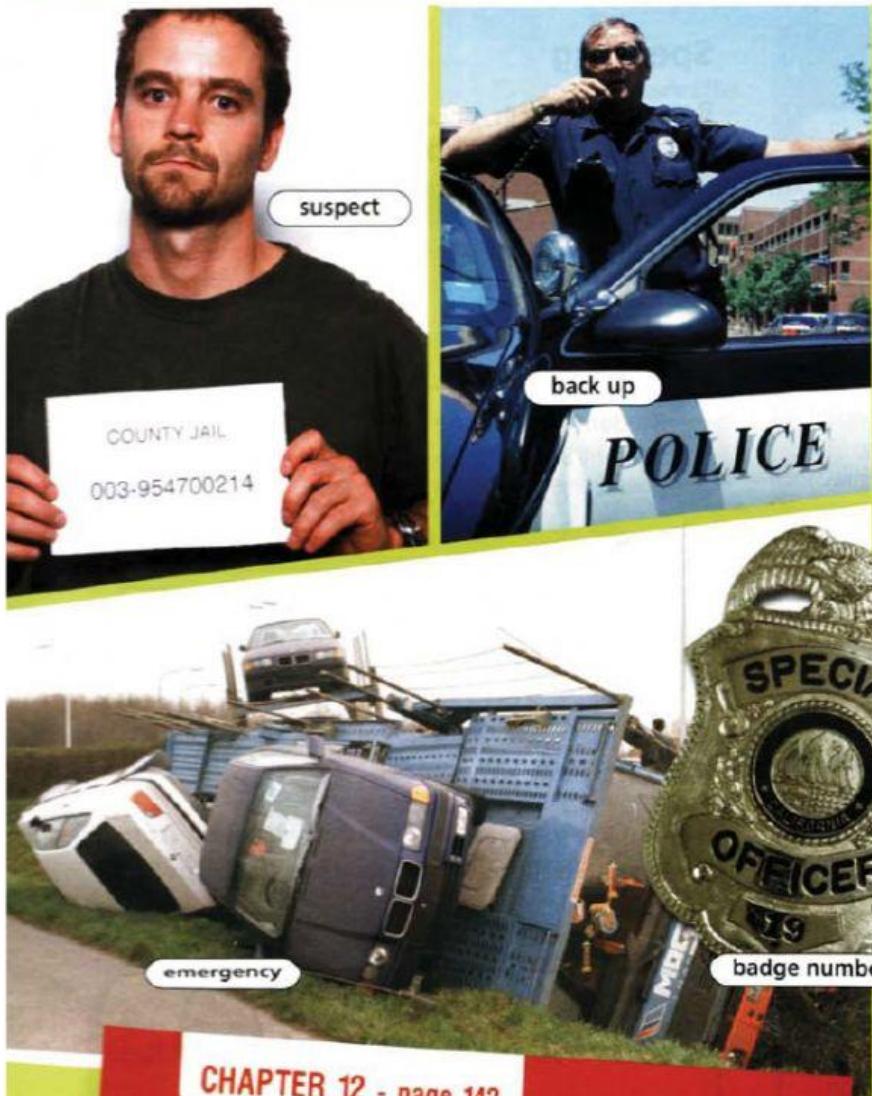


# 8 Operations: Emergency calls



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, 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:	<hr/>
Date:	<hr/>
Describe the emergency:	<hr/> <hr/>
Responding officer's badge number:	<hr/>
Describe the response:	<hr/>
1. Dispatch announced a	<hr/>
2. I responded and	<hr/>
3. Dispatch directed me to	<hr/>
4. Dispatch provided a	<hr/>