

It's an emergency!

A. READING Complete the dialogue

I don't think so. He's not talking to me. What should I do? My house. My brother fell down the stairs.
You must hurry. He's injured and I don't know what to do. 36 Bradbury Road.
Ambulance. Quick! Send an ambulance!

Operator Which service? Fire, police or ambulance?
Tina (1) _____
Call handler Ambulance emergency. Where do you need the ambulance to be sent?
Tina (2) _____
Call handler What's your exact address?
Tina (3) _____
Call handler Is your brother conscious?
Tina (4) _____
Call handler Don't panic.
Tina (5) _____
Call handler OK, just don't move him. An ambulance will be there shortly.

B. LISTENING Listen to the two 911 calls. Choose the correct answers.

Call 1:

1. Where is the caller from? a. Victoria b. Regina c. Alberta	2. Who is calling? a. A woman who had an accident b. A woman walking on the street c. A woman in her house
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<p>3. What happened?</p> <p>a. There was a fire at the high school. b. There was a break-in. c. There was a car accident.</p>	<p>4. Is anyone injured?</p> <p>a. Yes b. No</p>
<p>5. Are they breathing?</p> <p>a. Yes b. No</p>	<p>6. Are they conscious?</p> <p>a. Yes b. No</p>

Call 2:

<p>1. Who is calling 911?</p> <p>a. A stranger b. A neighbour c. A family member</p>	<p>2. What does the caller need?</p> <p>a. Ambulance b. Fire c. Police</p>
<p>3. What happened?</p> <p>a. A woman hurt her leg. b. A woman broke her arm. c. A woman hit her head.</p>	<p>4. Is she breathing?</p> <p>a. Yes b. No</p>
<p>5. Is she conscious?</p> <p>a. Yes b. No</p>	<p>6. The operator says, "Stay on the line." She means</p> <p>a. Don't hang up the phone. b. Hang up the phone. c. Stop talking on the phone.</p>