

# 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

<p>3. What happened?</p> <p>a. There was a fire at the high school.</p> <p>b. There was a break-in.</p> <p>c. There was a car accident.</p>	<p>4. Is anyone injured?</p> <p>a. Yes</p> <p>b. No</p>
<p>5. Are they breathing?</p> <p>a. Yes</p> <p>b. No</p>	<p>6. Are they conscious?</p> <p>a. Yes</p> <p>b. No</p>

Call 2:

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