**Scenario: Everyday Living: Calling Emergency Services**

**General Procedure**

Set up the simplest interaction (shortest phrases that do the job) and ask the learner to play the role of the person requesting emergency services.

* Play the role of the responder.
* Praise the learner's efforts.
* Vary the interaction as needed
* Make sure to review this interaction at subsequent meetings if work is still needed.

**Note: blank lines and underlined words indicate that you can model the different elements that could go there.**

**(The goal here is to have the learner respond to questions routinely asked by emergency responders. You can vary questions in the roleplays to get the learner used to what might be said. Varying the form of the questions is essential. This will provide learners with good listening practice while anticipating what might be asked.)**

**This activity can be simplified for beginners. Select the key phrases that they need to make a basic report of a problem.**

**Useful Phrases**

**Reporting a Problem**

Hello, is this 911?

 I want to report an emergency.

I smell gas.

The odor is very strong.

It’s \_\_\_\_ (outside, in the kitchen, in a bedroom, in the garage, in the hallway)

There is a fire

- in my house.

- next door

- across the street

- behind my house

I see smoke coming out of my car.

I want to report a break in.

Someone is in my house now.

The person has a gun.

I have a medical emergency.

Please send an ambulance.

My \_\_\_\_\_(son, daughter, husband, wife)

- has fainted.

- has a deep cut.

- is bleeding a lot.

- was shot.

- can’t breathe.

- can’t get up.

**Responding to Questions that a Dispatcher might ask / Asking for Clarification**

I’m sorry I don’t understand your question.

I don’t understand \_\_\_\_\_\_\_\_\_\_ (specific word) – should be repeated so the listener knows what was not understood).

Answers to *where* questions

In the bedroom, living room, kitchen, yard

Answers to *when* questions

At \_\_\_\_\_o’clock, a few minutes ago, this morning, this afternoon.

Answers to questions about state or condition

\_\_\_\_\_\_ is

- unconscious

- bleeding

- choking

- vomiting

**Procedure for hearing more examples**

**If you think it is useful, try this:**

* Let's watch these videos and then let's practice the interaction.
* Notice similarities and differences.
* Let's pick out the key phrases that you need to use and to understand.
* Share the following youtube videos.
* Call attention to what both parties say and do not say.

**Youtube Videos:**

<https://youtu.be/87kzv80cAys>

<https://youtu.be/Xhh2brA-_rE>

Model what you would say for different emergencies:

Engage in possible role plays including what a dispatcher would ask.

**Role Plays**

* There is a fire in a bedroom. There is a baby in a room upstairs.
* A person broke into the house. He appears to be drunk.
* A family member is bleeding after falling down the stairs.
* There is a strong gas smell next door and the neighbors are not home.
* Elderly relative has fallen.