



**Ambulance Service
of New South Wales**



AMES

Calling an ambulance



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This learning resource was developed through a partnership between the Ambulance Service of NSW and NSW AMES.

It is designed to integrate information about calling an ambulance in medical emergency situations into second language programs.

It should be used in conjunction with the website of the Ambulance Service of NSW www.ambulance.nsw.gov.au

The activities in the resource are aligned to the learning outcomes in Certificates I, II and III in Spoken and Written English.

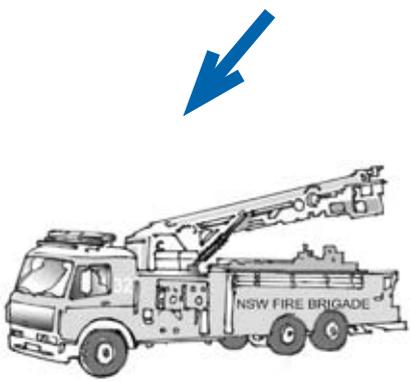
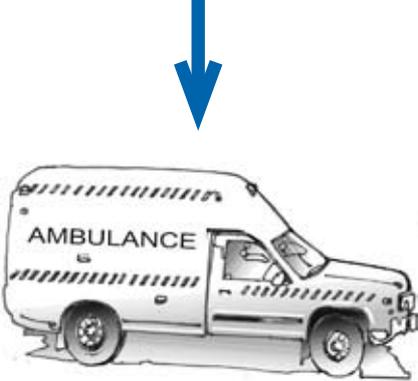
Copies of the resource can be made free of charge but NO changes must be made to the content.

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1. Emergency number

a) Look at this diagram. What does it tell you? Discuss it with your class.

Triple Zero (000)

 <p>_____</p>	 <p>_____</p>	 <p>_____</p>
<h2 style="color: red;">Free call from</h2>		

b) Put these words in the diagram. One is done for you.

Public phone	Police	Ambulance Service
Mobile phone	Fire Brigade	Handset phone
Emergency number		

2. When to call an ambulance

a) You should only call an ambulance in a medical emergency. Look at the pictures. Tick if you should call an ambulance.

		
<input type="checkbox"/> Call an ambulance	<input type="checkbox"/> Call an ambulance	<input type="checkbox"/> Call an ambulance

b) Read the sentences. Tick if you should call an ambulance.

- A man falls out of a tree and cannot move.
- You have had a sore back for a week
- A woman is lying on the floor and is not moving.
- A boy falls off his bike and scrapes his knee.
- A man is holding his chest and can't breathe.
- A girl falls off her skateboard and breaks her arm.
- A woman suddenly falls down in the street and is not moving.
- Your friends sprains her wrist.
- Two cars have crashed into each other and one of the drivers is bleeding badly.
- You have had a cold for three days.
- Your mother's medication has run out.
- A man has a bad tooth ache.

3. Calling an ambulance

a) Read these instructions.

<p>i.</p> 		<p>Press Triple Zero (000) on a handset phone.</p>
<p>ii.</p> 		<p>Press Triple Zero (000) on a public phone.</p>
<p>iii.</p> 		<p>Press Triple Zero (000) if your phone is connected and in range.</p> <p>Press 112 if your phone is not connected or out of range.</p>

b) Read the sentences, tick the correct number.

- i. A man has been hit by a car. I must dial Triple Zero (000) 112 on the public phone.
- ii. My husband has collapsed at home. I must dial Triple Zero (000) 112 on our home phone.
- iii. My classmate has collapsed. My mobile phone is working. I must dial Triple Zero (000) 112.
- iv. My classmate has collapsed. My mobile phone is not picking up a signal. I must dial Triple Zero (000) 112.

4. Talking to the operator

a) Listen to the call to the emergency services.



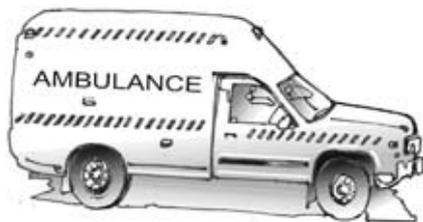
b) Listen to the call to the emergency services again. Number the questions as you hear them.



- Emergency. Police, Fire or Ambulance?
- How old is he?
- Is he breathing?
- Is he conscious?
- What's the exact address of the emergency?
- What's the problem? Tell me exactly what happened.
- What's the telephone number you're calling from?

5. Police, Fire or Ambulance

Match the service with the emergency. One is done for you.



Ambulance



Fire Brigade



Police

a.



b.



c.



d.



e.



6. What's the exact address?

a) Read the addresses. Tick if they are flats or houses.

Address	Flat	House
i. 24/687 Wright Avenue, Belmore 2192	<input type="checkbox"/>	<input type="checkbox"/>
ii. 356 Ewart Street, Marrickville 2204	<input type="checkbox"/>	<input type="checkbox"/>
iii. 11/908 Gordon Street, Campsie 2194	<input type="checkbox"/>	<input type="checkbox"/>
iv. 45/89 Fells Road, Blacktown 2148	<input type="checkbox"/>	<input type="checkbox"/>
v. 6 Racks Crescent, Chatswood 2067	<input type="checkbox"/>	<input type="checkbox"/>
vi. 907/330 Clear Drive, Wollongong 2500	<input type="checkbox"/>	<input type="checkbox"/>

b) When we spell names, we must pause between each letter eg:

Crows Nest: C - R - O - W - S - N - E - S - T

If there are two of the same letters together in a name we sometimes say *double* eg:

Wollongong: W - O - double L - O - N - G - O - N - G

Work with a partner. Spell these street names.

Permanent Ave	Beauchamp St	Edward St	Hayberry Ave
George St	Canterbury Rd	Wigram Rd	Carter St

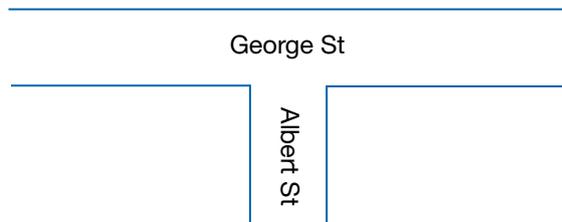
Work with a partner. Spell these suburbs.

Hornsby	Forestville	Toongabbie	Pennant Hills
Haberfield	Northbridge	Campsie	Turella

7. What's the nearest cross street?

Cross street means the street at the nearest corner. Look at these maps and complete the sentences.

a.



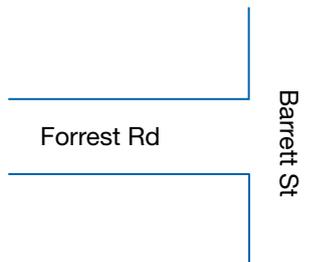
The emergency is in George St. The nearest cross street is _____ St.

b.



The emergency is in Terry St. The nearest cross street is _____ Ave.

c.



The emergency is in Barrett St. The nearest cross street is _____ Road.

d. I live in _____. The nearest cross street is _____.

e. The teaching centre is in _____. The nearest cross street is _____.

8. What's the telephone number you're calling from?

When we say phone numbers we pause between groups. This makes it easy to write numbers down eg:

8253 ... 4671

0400 ... 301 ... 728

a) Work with a partner. Say these numbers. Your partner can write them down.

i. 95591070

ii. 9955487

iii. 0412567209

iv. 0409902268

v. 0413879654

b) Work with a partner. Your partner will say these numbers. You write them down.

i. 95581510

ii. 94107680

iii. 63928435

iv. 0423538786

v. 0040892376

9. Describe what's wrong

a) Listen and read the descriptions. Match them with the pictures.



<p>a)</p> 	<p>Description 1</p> <p>Operator 2: What is the problem, tell me exactly what happened? Man: A man is lying in the street. Operator 2: How old is he? Man: In his fifties. Operator 2: Is he conscious? Man: Yes Operator 2: Is he breathing? Man: Yes but he's having trouble Operator 2: I am organising the paramedics to help you now, stay on the line and I'll tell you exactly what to do next</p>
<p>b)</p> 	<p>Description 2</p> <p>Operator 2: What is the problem, tell me exactly what happened? Man: There's been an accident in the street. One of the drivers is hurt. Operator 2: How old is she? Man: About 25. Operator 2: Is she conscious? Man: No. Operator 2: Is she bleeding? Man: Yes. Operator 2: I am organising the paramedics to help you now, stay on the line and I'll tell you exactly what to do next</p>
<p>c)</p> 	<p>Description 3</p> <p>Operator 2: What is the problem, tell me exactly what happened? Woman: Our workmate was climbing on a desk to close a window. He's fallen and cannot move. Operator 2: How old is he? Woman: About 30. Operator 2: Is he conscious? Woman: Yes. Operator 2: Is he breathing OK? Woman: Yes. Operator 2: I am organising the paramedics to help you now, stay on the line and I'll tell you exactly what to do next</p>
<p>d)</p> 	<p>Description 4</p> <p>Operator 2: What is the problem, tell me exactly what happened? Woman: My brother has collapsed in the living-room. Operator 2: How old is he? Woman: 45. Operator 2: Is he conscious? Woman: No. Operator 2: Is he breathing? Woman: No. Operator 2: I am organising the paramedics to help you now, stay on the line and I'll tell you exactly what to do next</p>

1. Vocabulary

Here is a list of words you will find in the following activities.

<i>breathing difficulty:</i>	having trouble breathing
<i>chest:</i>	front part of the body between neck and waist
<i>collapse:</i>	to fall down
<i>dial:</i>	to enter numbers into a telephone
<i>disconnected:</i>	not linked to telephone network
<i>emergency:</i>	a serious happening when people need help
<i>fractured bones:</i>	broken bones
<i>handset:</i>	type of phone used in homes and offices
<i>life threatening:</i>	could cause someone to die
<i>out of range:</i>	mobile phone not working because of no signal
<i>paramedics:</i>	highly trained health professionals, not doctors, who can deal with medical emergencies
<i>resuscitation:</i>	bringing back to life
<i>SMS:</i>	Short Message Service – message on mobile phone
<i>standard set of questions:</i>	same all the time
<i>uncontrollable bleeding:</i>	bleeding that can't be stopped

2. Emergency number

a) Read this information about the emergency number.

- > You can dial the emergency number **Triple Zero (000)** free from any phone – handset, public phone or mobile.
- > You can even call from a mobile phone that has been disconnected or is out of range. In this case you must dial **112. DO NOT** send an SMS.
- > The first thing you hear when you call **Triple Zero (000)** is a short recorded message saying you have dialled the emergency number. An operator will ask which service you require – ambulance, police or fire.
- > In the event of a medical emergency, ask for AMBULANCE.
- > You will be connected to an ambulance control centre and asked a standard set of questions by the operator. These questions help the Ambulance Service send the right kind of ambulance.
- > It is important to stay calm and speak slowly so that the information you give is clear.
- > You can ask for an interpreter.

b) Answer these questions.

i. What three types of phones can you use to dial Triple Zero (000)?

ii. If your mobile is out of range what number should you dial?

iii. What is the first message you hear when you dial Triple Zero (000)?

iv. What will the operator ask you?

v. Why is it important to stay calm and speak slowly?

3. When to call an ambulance

a) Read this information about medical emergencies.

Only ring an ambulance in a medical emergency. However if you are unsure about whether a person requires an ambulance, you should call **Triple Zero (000)**. The local doctor is the best person for non-life threatening medical problems.

Tick if you think these medical situations are emergencies.

- A man in the street suddenly collapses.
- You think you may have sprained your wrist
- A workmate has developed severe chest pains.
- Someone in your family has cut their finger deeply.
- You have had a sore back for a week
- Someone in your family is having difficulty breathing.
- There has been a car accident in your street and one of the drivers has hurt their hand.
- You have had a cold for three days
- There has been a car accident in your street and one of the drivers is bleeding uncontrollably.
- Your medication has run out
- A boy has fallen out of a tree and has obviously broken his leg.
- You have a bad tooth ache

b) Read more information about medical emergencies. Answer the questions.

In urgent medical situations call Triple Zero (000) for an ambulance, do not panic or drive to hospital yourself. People driving themselves to hospital have often been in accidents and injured themselves and others. Paramedics are highly trained health professionals. They bring modern emergency and resuscitation equipment to the patient and commence lifesaving treatment at the scene as well as continuing this on the way to hospital.

i. Why should you not drive a collapsed person to hospital?

ii. Why is it better to wait for the paramedics?

4. Calling an ambulance

a) Tick the questions you will be asked if you ring Triple Zero (000).

- Emergency. Police, Fire or Ambulance?
- What is the problem, tell me exactly what happened?
- What's your name?
- What is the address?
- What is your date of birth?
- When did you arrive in Australia?
- What is your telephone number?
- Are you married?

b) Listen to the call to the emergency services. Number the questions as you hear them.



- Emergency. Police, Fire or Ambulance?
- How old is he?
- Is he breathing?
- Is he conscious?
- What's the exact address of the emergency?
- What's the problem? Tell me exactly what happened.
- What's the telephone number you're calling from?

c) Listen to the call to the emergency services. Complete the answers.



Operator 1: Emergency. Police, Fire or Ambulance?

Eileen: _____.

Operator 2: Ambulance emergency. What is the exact address of the emergency?

Eileen: _____ Barton St Ashton.

Operator 2: What's the telephone number you're calling from?

Eileen: 9823 – 5698.

Operator 2: What's the problem? Tell me exactly what happened.

Eileen: He was drinking a cup of _____ in the armchair and suddenly _____.

Operator 2: How old is he?

Eileen: _____.

Operator 2: Is he conscious?

Eileen: _____.

Operator 2: Is he breathing?

Eileen: _____.

Operator 2: I am organising the paramedics to help you now, stay on the line and I'll tell you exactly what to do next

5. What's the exact address?

a) Read the addresses. Tick if they are flats or houses.

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i. 24/687 Wright Avenue, Belmore 2192	<input type="checkbox"/>	<input type="checkbox"/>
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iii. 11/908 Gordon Street, Campsie 2194	<input type="checkbox"/>	<input type="checkbox"/>
iv. 45/89 Fells Road, Blacktown 2148	<input type="checkbox"/>	<input type="checkbox"/>
v. 6 Racks Crescent, Chatswood 2067	<input type="checkbox"/>	<input type="checkbox"/>
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b) When we spell names, we must pause between each letter eg:

Crows Nest: C - R - O - W - S - N - E - S - T

If there are two of the same letters together in a name we sometimes say *double* eg:

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Work with a partner. Spell these street names.

Permanent Ave	Beauchamp St	Edward St	Hayberry Ave
George St	Canterbury Rd	Wigram Rd	Carter St

Work with a partner. Spell these suburbs.

Hornsby	Forestville	Toongabbie	Pennant Hills
Haberfield	Northbridge	Campsie	Turella

c) To make letters clear on the telephone people use the International Alphabet (IA).

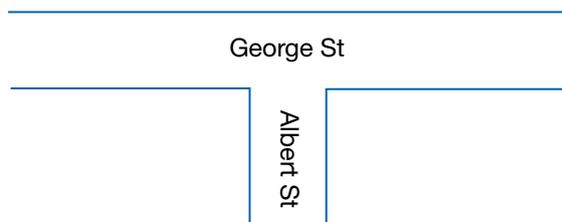
Spell the street and suburb names again using the IA.

International Alphabet

A for apple	B for Bob	C for cat
D for dog	E for egg	F for Fred
G for George	H for Harry	I for ink
J for Jack	K for king	L for Larry
M for Mary	N for Nellie	O for orange
P for Peter	Q for queen	R for Robert
S for Sam	T for Tom	U for umbrella
V for Victor	W for William	X for X-ray
Y for yellow	Z for zebra	

d) *Cross street* means the street at the nearest corner. Look at these maps and complete the sentences.

i.



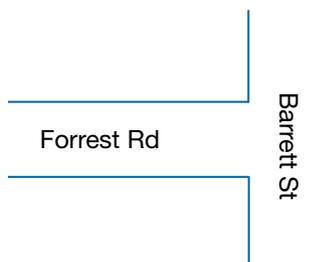
The emergency is in George St. The nearest cross street is _____ St.

ii.



The emergency is in Terry St. The nearest cross street is _____ Ave.

iii.



The emergency is in Barrett St. The nearest cross street is _____ Rd.

iv. I live in _____ . The nearest cross street is _____ .

v. The teaching centre is in _____ . The nearest cross street is _____ .

6. Making sure information is clear

a) It is important the correct information is given to the emergency operators.

Listen to the questions and answers. Tick the way the people correct or confirm the information



Conversation 1

A: The address is 24 Seventh Ave.

B: Two four?

A: Yes that's right.

Correct.

Conversation 2

A: The nearest cross-street?

B: Fowler.

A: Sowler?

B: No Fowler with an F.

F for Fred. Fowler.

Conversation 3

A: Can I have your phone number?

B: 8829 – 90 – 00.

A: Double 8 2 double 9 1 zero zero?

B: No it's double eight, two, double nine, triple zero.

Double eight, two, double nine, triple zero.

Conversation 4

A: How old is he?

B: 54.

A: 44?

B: No five four.

No fifty-four.

b) When we say phone numbers we pause between groups. This makes it easy to write the numbers down eg:

8253 ... 4671

0400 ... 301 ... 728

Work with a partner. Say the numbers in the first column so your partner can write them down. Your partner will say the numbers in the second column so you can write them down. Remember to pause between groups.

95591070

95581510

9955487

94107680

0412567209

63928435

0409902268

0423538786

0413879654

63990276

7. You call an ambulance

a) Look at the picture.



b) Read this information.

- You are in the classroom at break-time.
- Your classmate has fallen off his chair and is unconscious.
- You have your mobile phone with you. He is not conscious and is having trouble breathing.

c) Fill in the information in this call to the ambulance.

Operator 1: Emergency. Police, Fire or Ambulance?

You: _____, please.

Operator 2: Ambulance emergency. What is the exact address of the emergency?

Tania: _____.

Operator 2: What's the telephone number you're calling from?

Eileen: _____.

Operator 2: What's the problem? Tell me exactly what happened.

Eileen: _____.

Operator 2: How old is he?

Eileen: _____.

Operator 2: Is he conscious?

Eileen: _____.

Operator 2: Is he breathing?

Eileen: _____.

Operator 2: I am organising the paramedics to help you now, stay on the line and I'll tell you exactly what to do next

d) Practise this call with a partner.

1. Helpful hints

Here are some tips about calling an ambulance. Match the beginnings of the sentences with the endings.

a) It is important to teach children how to call Triple Zero (000)	> leave a light on outside.
b) Put your address and telephone number near your phone	> ask someone to wait outside the building location to wave the ambulance down.
c) Make sure that the house/street number	> in case a visitor has to call the ambulance.
d) If the location is hard to find	> give the operator some landmarks eg: yellow house with blue fence.
e) If you are calling at night	> is clearly visible from the street.
f) If you are calling in a country location	> to help give accurate information about your location.
g) Learn the street names in the local area	> and learn how to give their name, address and phone number.
h) If you have a cordless or mobile phone	> clear a path by removing cars, pot plants or furniture.
i) Before the ambulance arrives	> keep it with you as you wait for the ambulance.

2. Preparing for the ambulance

Here are some instructions about what you should do before the ambulance arrives at your home. These will help the paramedics for the journey to hospital. Complete the instructions. Use the phrases in the box.

for the paramedics	in a small bag	to the patient	away
for the patient	to the house	about allergies or special requirements	for the patient

- Before the ambulance arrives ensure there is a clear pathway _____.
- Move cars, pot plants or furniture so the paramedics can take equipment _____.
- Lock _____ any pets.
- Pack any items of clothing or accessories the patient may need _____.
- Collect all the patient's regular medications _____. It's always handy to have a medication list to give to the paramedics.
- Tell the paramedics _____ the patient may have.
- Have a list of contact numbers of family members or friends _____.
- Have all relevant pension or health cards _____ to take.

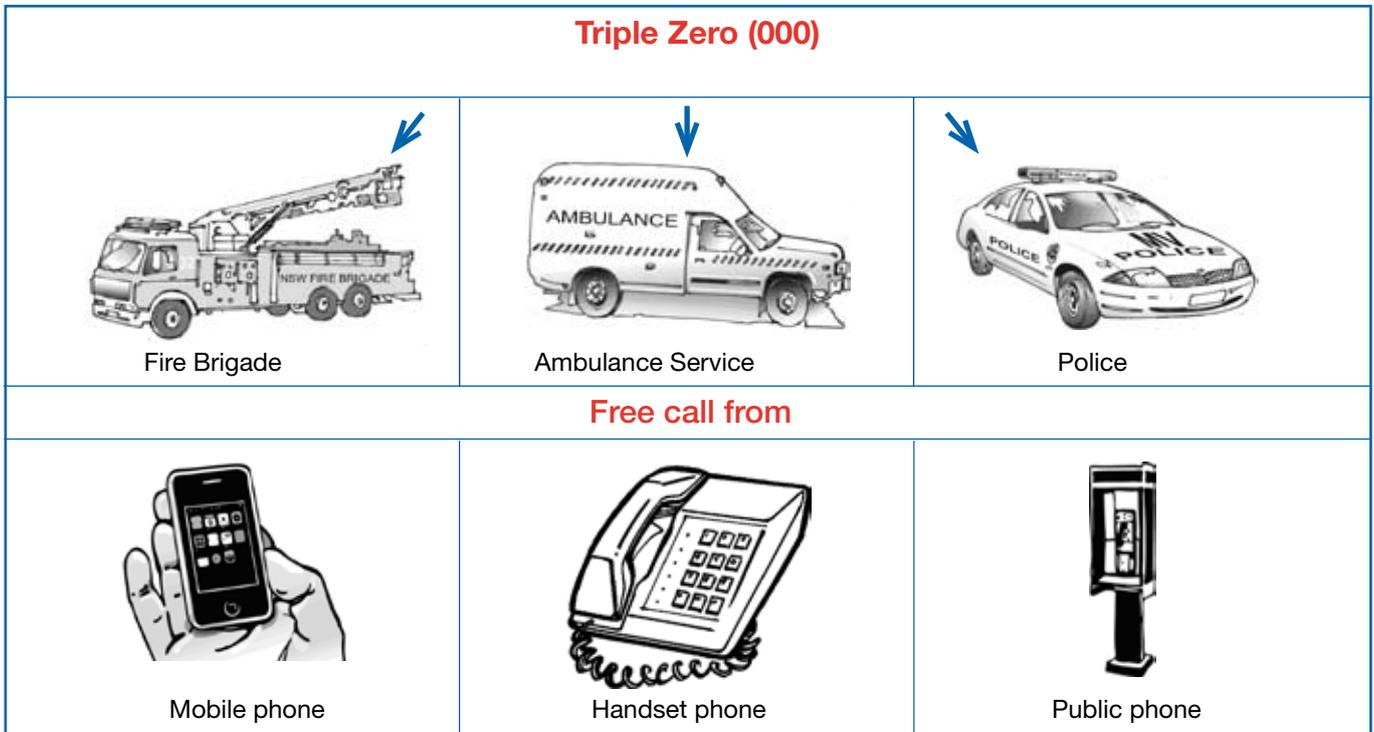
3. Extra questions the operator may ask

In some medical emergencies the operator may ask extra questions. For example, if you ring about a person suffering from chest pain the operator may ask the following extra questions. Put the words in the correct order.

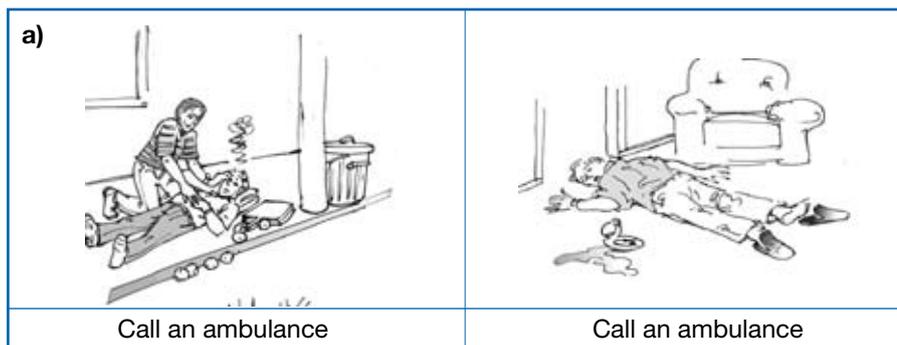
- Is awake completely he?
- breathing Is normally she?
- Is changing he colour?
- clammy she Is?
- Does have heart problems he a history of?
- or Did he medication take in the past 12 hours any drugs?

1. Emergency number

a) This diagram tells you about the emergency number **Triple Zero (000)** and how you can call it.



2. When to call an ambulance



- b) A man falls out of a tree and cannot move.
 A woman is lying on the floor and is not moving.
 A man is holding his chest and can't breathe.
 A girl falls off her skateboard and breaks her arm.
 A woman suddenly falls down in the street and is not moving.
 Two cars have crashed into each other and one of the drivers is bleeding badly.

3. Calling an ambulance

- b) i. A man has been hit by a car. I must dial **Triple Zero (000)** on the public phone.
 ii. My husband has collapsed at home. I must dial **Triple Zero (000)** on our home phone.
 iii. My classmate has collapsed. My mobile phone is working. I must dial **Triple Zero (000)**.
 iv. My classmate has collapsed. My mobile phone is not picking up a signal. I must dial 112.

4. Talking to the operator

- b)
1. Emergency. Police, Fire or Ambulance?
 2. What's the exact address of the emergency?
 3. What's the telephone number you're calling from?
 4. What's the problem? Tell me exactly what happened.
 5. How old is he?
 6. Is he conscious?
 7. Is he breathing?

5. Police, Fire or Ambulance

- a. Ambulance
- b. Fire Brigade
- c. Ambulance
- d. Police
- e. Fire Brigade / Ambulance

6. What's the exact address?

- a)
- i. 24/687 Wright Avenue Belmore 2192 – Flat
 - ii. 356 Ewart Street Marrickville 2204 – House
 - iii. 11/908 Gordon Street Campsie 2194 – Flat
 - iv. 45/89 Fells Road Blacktown 2148 – Flat
 - v. 6 Racks Crescent Chatswood 2067 – House
 - vi. 907/330 Clear Drive Wollongong 2500 – Flat
- b) Ask your teacher to check your spelling.

7. What's the nearest cross street?

- a. The emergency is in George St. The nearest cross street is Albert St.
- b. The emergency is in Terry St. The nearest cross street is Field Ave.
- c. The emergency is in Barrett St. The nearest cross street is Forrest Rd.
- d. Ask your teacher to check your answer.
- e. Ask your teacher to check your answer.

8. What's the telephone number you're calling from?

- a. Ask your teacher to check your numbers.
- b. Ask your teacher to check your numbers.

9. Describing what's wrong

<p>a)</p> 	<p>Description 4</p> <p>Operator 2: What is the problem, tell me exactly what happened? Woman: My brother has collapsed in the living-room. Operator 2: How old is he? Woman: 45. Operator 2: Is he conscious? Woman: No. Operator 2: Is he breathing? Woman: No. Operator 2: I am organising the paramedics to help you now, stay on the line and I'll tell you exactly what to do next</p>
<p>b)</p> 	<p>Description 1</p> <p>Operator 2: What is the problem, tell me exactly what happened? Man: A man is lying in the street. Operator 2: How old is he? Man: In his fifties. Operator 2: Is he conscious? Man: Yes Operator 2: Is he breathing? Man: Yes but he's having trouble Operator 2: I am organising the paramedics to help you now, stay on the line and I'll tell you exactly what to do next</p>
<p>c)</p> 	<p>Description 3</p> <p>Operator 2: What is the problem, tell me exactly what happened? Woman: Our workmate was climbing on a desk to close a window. He's fallen and cannot move. Operator 2: How old is he? Woman: About 30. Operator 2: Is he conscious? Woman: Yes. Operator 2: Is he breathing OK? Woman: Yes. Operator 2: I am organising the paramedics to help you now, stay on the line and I'll tell you exactly what to do next</p>
<p>d)</p> 	<p>Description 2</p> <p>Operator 2: What is the problem, tell me exactly what happened? Man: There's been an accident in the street. One of the drivers is hurt. Operator 2: How old is she? Man: About 25. Operator 2: Is she conscious? Man: No. Operator 2: Is she bleeding? Man: Yes. Operator 2: I am organising the paramedics to help you now, stay on the line and I'll tell you exactly what to do next</p>

2. Emergency number

- b) i. handset, public phone or mobile
- ii. 112
- iii. You have dialled the emergency number
- iv. You have dialled Triple Zero (000). Your call is being connected. Police, Fire or Ambulance?
- v. so the information is clear

3. When to call an ambulance

- a) A man in the street suddenly collapses.
A workmate has developed severe chest pains.
Someone in your family is having difficulty breathing.
There has been a car accident in your street and one of the drivers is bleeding uncontrollably.
A boy has fallen out of a tree and has obviously broken his leg.
- b) i. Because I may have an accident and injure myself.
- ii. Paramedics bring modern emergency and resuscitation equipment to the patient and commence lifesaving treatment at the scene as well as continuing this on the way to hospital.

4. When to call an ambulance

- a) Fire, ambulance or police?
What is wrong?
What is the address?
What is your telephone number?
- b) 1. Emergency. Police, Fire or Ambulance?
2. What's the exact address of the emergency?
3. What's the nearest cross street?
4. What's the telephone number you're calling from?
5. What's the problem? Tell me exactly what happened.
6. How old is he?
7. Is he conscious?
8. Is he breathing?
- c) Operator 1: Emergency. Police, Fire or Ambulance?
Eileen: **Ambulance.**
Operator 2: Ambulance Emergency. What's the exact address of the emergency?
Eileen: **45 Barton St Ashton.**
Operator 2: What's the telephone number you're calling from?
Eileen: 9823 – 5698.
Operator 2: What's the problem? Tell me exactly what happened.
Eileen: He was drinking a cup of **tea** in the armchair and suddenly **collapsed.**
Operator 2: How old is he?
Eileen: **54.**
Operator 2: Is he conscious?
Eileen: **No.**
Operator 2: Is he breathing?
Eileen: **Yes.**
Operator 2: I am organising the paramedics to help you now, stay on the line and I'll tell you exactly what to do next.

5. What's the exact address?

- a) i. 24/687 Wright Avenue Belmore 2192 – Flat
- ii. 356 Ewart Street Marrickville 2204 – House
- iii. 11/908 Gordon Street Campsie 2194 – Flat
- iv. 45/89 Fells Road Blacktown 2148 – Flat
- v. 6 Racks Crescent Chatswood 2067 – House
- vi. 907/330 Clear Drive Wollongong 2500 – Flat
- b) Ask your teacher to check your spelling.
- c) Ask your teacher to check your spelling with the IA.
- d) i. The emergency is in George St. The nearest cross street is **Albert St.**
- ii. The emergency is in Terry St. The nearest cross street is **Field Ave.**
- iii. The emergency is in Barrett St. The nearest cross street is **Forrest Rd.**
- iv. Ask your teacher to check your answer.
- v. Ask your teacher to check your answer.

6. Making sure information is clear

- a) *Conversation 1*
A: The address is 24 Seventh Ave.
B: Two four?
A: Yes that's right.
- Conversation 2*
A: The nearest cross-street?
B: Fowler.
A: Sowler?
B: F for Fred. Fowler.
- Conversation 3*
A: Can I have you phone number?
B: 8829 – 90 – 00.
A: Double 8 2 double 9 1 zero zero?
B: No it's double eight, two, double nine, triple zero.
- Conversation 4*
A: How old is he?
B: 54.
A: 44?
B: No five four.

- b) Ask your teacher to check your numbers.

7 You call an ambulance

- c) Ask your teacher to check your dialogue.
- d) Ask your teacher to check your dialogue.

1. Helpful hints

- a) It is important to teach children how to call Triple Zero (000) and learn how to give their name, address and phone number.
- b) Put your address and telephone number near your phone in case a visitor has to call the ambulance.
- c) Make sure that the house/street number is clearly visible from the street.
- d) If the location is hard to find, ask someone to wait outside the building/location to wave the ambulance down.
- e) If you are calling at night leave a light on outside.
- f) If you are calling in a country location give the operator some landmarks eg: yellow house with blue fence.
- g) Learn the street names in the local area to help give accurate information about your location.
- h) If you have a cordless or mobile phone keep it with you as you wait for the ambulance.
- i) Before the ambulance arrives clear a path by removing cars, pot plants or furniture.
- j) Make sure you can provide your nearest cross street or closest major town

2. Preparing for the ambulance

- a) Before the ambulance arrives ensure there is a clear pathway **to the house**.
- b) Move cars, pot plants or furniture so the paramedics can take equipment **to the patient**.
- c) Lock **away** any pets.
- d) Pack any items of clothing or accessories the patient may need **in a small bag**.
- e) Collect all the patient's regular medications **for the paramedics**. It's always handy to have a medication list to give to the paramedics.
- f) Tell the paramedics **about allergies or special requirements** the patient may have.
- g) Have a list of contact numbers of family members or friends **for the patient**.
- h) Have all relevant pension or health cards **for the patient** to take.

3. Extra questions the operator may ask

- a) What is your nearest cross street?
- b) Is he completely awake?
- c) Is she breathing normally?
- d) Is he changing colour?
- e) Is she clammy?
- f) Does he have a history of heart problems?
- g) Did he take any medication or drugs in the past 12 hours?

CSWE I:

4. Talking to the operator

CSWE II and III:

4. Calling an ambulance

Operator 1: Emergency. Police, Fire or Ambulance?
Eileen: Ambulance.
Operator 2: Ambulance emergency. What's the exact address of the emergency?
Eileen: 45 Barton St Ashton.
Operator 2: What's the telephone number you're calling from?
Eileen: 9823 – 5698.
Operator 2: What's the problem? Tell me exactly what happened.
Eileen: He was drinking a cup of tea in the armchair and suddenly collapsed.
Operator 2: How old is he?
Eileen: 54.
Operator 2: Is he conscious?
Eileen: No.
Operator 2: Is he breathing?
Eileen: Yes.
Operator 2: I am organising the paramedics to help you now, stay on the line and I'll tell you exactly what to do next.

CSWE I

9. Describing what's wrong

Description 1

Operator 2: What's the problem?
Man: A man has collapsed in the street.
Operator 2: How old is he?
Man: In his fifties.
Operator 2: Is he conscious?
Man: Yes
Operator 2: Is he breathing?
Man: Yes but he's having trouble
Operator 2: I am organising the paramedics to help you now, stay on the line and I'll tell you exactly what to do next.

Description 2

Operator 2: What's the problem?
Man: There's been an accident in the street. One of the drivers is hurt.
Operator 2: How old is she?
Man: About 25.
Operator 2: Is she conscious?
Man: No.
Operator 2: Is she bleeding?
Man: Yes.
Operator 2: I am organising the paramedics to help you now, stay on the line and I'll tell you exactly what to do next.

Description 3

Operator 2: What's the problem?
Woman: Our workmate was climbing on a desk to close a window. He's fallen and cannot move.
Operator 2: How old is he?
Woman: About 30.
Operator 2: Is he conscious?
Woman: Yes.
Operator 2: Is he breathing OK?
Woman: Yes.
Operator 2: I am organising the paramedics to help you now, stay on the line and I'll tell you exactly what to do next.

Description 4

Operator 2: What's the problem?
Woman: My brother has pain in his chest
Operator 2: How old is he?
Woman: 45.
Operator 2: Is he conscious?
Woman: Yes
Operator 2: Is he breathing?
Woman: Yes
Operator 2: I am organising the paramedics to help you now, stay on the line and I'll tell you exactly what to do next.

CSWE II and III

6. Making sure information is clear

Conversation 1

A: The address is 24 Seventh Ave.

B: Two four?

A: Yes that's right.

Conversation 2

A: The nearest cross-street?

B: Fowler.

A: Sowler?

B: F for Fred. Fowler.

Conversation 3

A: Can I have you phone number?

B: 8829 – 90 – 00.

A: Double 8 2 double 9 1 zero zero?

B: No it's double eight, two, double nine, triple zero.

Conversation 4

A: How old is he?

B: 54.

A: 44?

B: No five four.

