

Calling 911

In this lesson, you will practice using English in an emergency situation. This lesson will help prepare you in case you ever need to call an emergency dispatcher in an English-speaking country.

Pre-Reading

A. Warm-Up Questions

1. Why might you need to call 911?
2. What questions do emergency dispatchers ask?
3. Why is it important to remain calm in an emergency situation?

B. Vocabulary Preview

Match the words on the left with the correct meanings on the right.

- | | |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------|
| _____ 1. unconscious | a) a medical professional who specializes in emergency response |
| _____ 2. ambulance | b) not mentally or emotionally alert |
| _____ 3. pulse | c) to move around |
| _____ 4. CPR | d) cardiopulmonary resuscitation (trying to revive someone by pressing on the heart and/or breathing into the mouth) |
| _____ 5. circulate | e) relaxed in mind and body, not stressed |
| _____ 6. calm | f) an emergency vehicle |
| _____ 7. speakerphone | g) the application of pressure |
| _____ 8. paramedic | h) a hands-free feature for communicating on a phone |
| _____ 9. heel of one's hand | i) the vibration of blood pumping through the arteries (usually felt in the neck or wrist) |
| _____ 10. compression | j) the bottom raised area of the palm |



Dialogue Reading

Read the dialogue with your partner a few times. Take turns being each character. Practice your intonation and pronunciation. Circle any new words or phrases that you need to practice.

Dispatcher: 911. **What's your emergency?**

Caller: **My roommate isn't breathing. I need help!** Please send an ambulance.

Dispatcher: Okay. **What is your address?**

Caller: 22 Meredith Court, New Jersey.

Dispatcher: Please check for a pulse. Is your roommate unconscious?

Caller: Yes! Please hurry. I don't know what happened to her.

Dispatcher: We have an emergency vehicle on the way. **Please try to remain calm.**

Caller: Okay. What should I do?

Dispatcher: Are you alone, or is there anyone with you?

Caller: We're alone. I found her in the living room. She was just lying here.

Dispatcher: **We need to start CPR.** I will help you. Can you put me on speakerphone?

Caller: Okay. I don't want to hurt her. **I don't know what I'm doing.**

Dispatcher: **Listen carefully.** You will not hurt her. I'm going to instruct you in hands-only CPR. We need to keep the blood circulating until the paramedics arrive.

Caller: Okay. I already flipped her onto her back. Is that right?

Dispatcher: Yes. Now put the heel of your hand in the center of her chest, and put your other hand on top. Push hard and fast. We need deep chest compressions—about 100 per minute.

Practice

Work with your partner. Role-play the dialogue on page 2, substituting the different expressions below. Then switch roles.

1. **What's your emergency?**

- What's the reason for your call?
- How can I be of assistance?
- Do you have an emergency?

2. **My roommate isn't breathing.**

- My neighbor is unconscious.
- My teacher passed out.
- My child fainted.

3. **I need help!**

- This is an emergency!
- Send help quickly!
- Please help me!

4. **What is your address?**

- Where are you calling from?
- What's your location?
- Where are you right now?

5. **Please try to remain calm.**

- I need you to calm down.
- Take some deep breaths.
- I need you to concentrate.

6. **We need to start CPR.**

- We are going to try to resuscitate her.
- We need to get the blood circulating.
- We need to keep the blood flowing.
- We need to start chest compressions.

7. **I don't know what I'm doing.**

- I don't know how to do it.
- Can you walk me through it?
- Please tell me exactly what to do.

8. **Listen carefully.**

- Listen to exactly what I say.
- Listen carefully to my instructions.
- I need you to stop talking/crying and listen.

Listening Practice

Listen to the recording of the dialogue from page 2. Fill in the missing words as you listen. Listen again. Now look back at page 2 and check your work. Did you fill in the correct words? Did you spell everything correctly?

Dispatcher: 911. What's your _____ ?

Caller: My roommate isn't breathing. I need help! Please send an _____ .

Dispatcher: Okay. What is your address?

Caller: 22 Meredith Court, New Jersey.

Dispatcher: Please check for a _____. Is your roommate unconscious?

Caller: Yes! Please hurry. I don't know what happened to her.

Dispatcher: We have an emergency vehicle on the way. Please try to _____ .

Caller: Okay. What should I do?

Dispatcher: Are you alone, or is there anyone with you?

Caller: We're alone. I found her in the living room. She was just lying here.

Dispatcher: We need to start _____. I will help you.
Can you put me on _____ ?

Caller: Okay. I don't want to hurt her. I don't know what I'm doing.

Dispatcher: Listen carefully. You will not hurt her. I'm going to instruct you in hands-only CPR.
We need to keep the blood _____ until the _____ arrive.

Caller: Okay. I already flipped her onto her back. _____ ?

Dispatcher: Yes. Now put the heel of your hand in the center of her chest,
and put your other hand on top. Push hard and fast. We need
deep chest _____—about 100 per minute.

Write Your Own Dialogue

Write a dialogue with a partner using phrases from page 3. One of you will be a 911 dispatcher, and the other must perform hands-only CPR. Practice and present the dialogue to your class.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Review

Task 1

LISTEN & ANSWER

Listen to the conversation and answer the questions.
Your teacher will tell you if you have to write or say the answers.

1. How did the caller receive emergency assistance?

2. What did the dispatcher ask the caller to check for?

3. What procedure did the dispatcher give instructions for?

4. What is the caller worried about?

5. According to the dispatcher, what is the main purpose
of the medical procedure that the caller has to perform?

Review cont.

Task 2

EMERGENCY OR NON-EMERGENCY?

911* and other numbers like it are for emergencies only. In an emergency, a person's health, safety, or property is at risk. A concern or crime that is not an emergency can be directed to the local police. This number can be found in a phone book or via a mobile device.

Listen to your teacher read eight one-line scenarios. Write "E" on the line if the situation is an emergency that requires a call to 911. Write "N" if the situation is not an emergency.

- | | | | |
|----------|----------|----------|----------|
| 1. _____ | 3. _____ | 5. _____ | 7. _____ |
| 2. _____ | 4. _____ | 6. _____ | 8. _____ |

***Emergency Numbers**

If you are traveling to a foreign country, find out what the emergency number is before you go.

Graffiti

Graffiti is illegal writing or drawing on a surface such as a wall, fence, or park bench.