

999 OPERATOR ROLE PLAY

IF YOU CALL 999, AN EMERGENCY SERVICE OPERATOR WILL ANSWER. THEY WILL ASK YOU LOTS OF QUESTIONS TO FIND OUT WHAT HAS HAPPENED AND HOW THEY CAN HELP YOU.

HELLO, EMERGENCY SERVICE OPERATOR. WHICH SERVICE DO YOU REQUIRE?

TELL THEM IF YOU NEED THE AMBULANCE, FIRE OR POLICE SERVICE.

I'LL CONNECT YOU NOW.

THE OPERATOR WILL NOW TRANSFER YOU TO THE AMBULANCE SERVICE.

AMBULANCE SERVICE, WHAT'S THE ADDRESS OF THE EMERGENCY?

WHERE ARE YOU?

GIVE YOUR ADDRESS IF YOU CAN. IF YOU'RE NOT SURE THEN TRY TO DESCRIBE THINGS YOU CAN SEE AROUND YOU.

WHAT IS THE TELEPHONE NUMBER YOU'RE CALLING FROM?

DON'T WORRY IF YOU DON'T KNOW THE NUMBER, BUT IT'S ALWAYS GOOD TO KEEP YOUR BE A 999 HERO CARD WITH YOU.

TELL ME EXACTLY WHAT HAS HAPPENED?

GIVE AS MUCH DETAIL AS YOU CAN ABOUT WHAT HAS HAPPENED.

HOW OLD ARE THEY?

IF YOU DON'T KNOW THE PERSON'S AGE, GUESS - ARE THEY OLD OR YOUNG?

ARE THEY CONSCIOUS?

THIS MEANS 'ARE THEY AWAKE'?

ARE THEY BREATHING?

IF THE PERSON IS **NOT** AWAKE, YOU CAN TELL IF THEY ARE BREATHING BY PUTTING YOUR HAND ON THEIR CHEST NEAR THEIR HEART AND SEE IF IT GOES UP AND DOWN.

THANK YOU!

NOW I JUST NEED TO ASK YOU A FEW QUESTIONS.

HELP IS ON ITS WAY!

PLEASE STAY ON THE PHONE.

USING THE EXAMPLE SCRIPT AS A GUIDE, ROLE-PLAY A 999 EMERGENCY CALL.

BELOW ARE 2 EXAMPLE SCENARIOS TO USE, BUT YOU COULD ALSO CREATE YOUR OWN.

SCENARIO 1

A GROUP OF CHILDREN ARE AT A SKATEBOARD PARK. ONE OF THE GROUP HAS FALLEN AND HIT THEIR HEAD. THEY ARE NOT MOVING AND YOU HAVE DECIDED TO CALL 999.

SCENARIO 2

YOU ARE AT HOME WITH YOUR DAD AND YOUR BROTHERS/SISTERS. DAD STARTS TO BECOME VERY ILL. HE IS CLUTCHING HIS CHEST AND IS FINDING IT DIFFICULT TO BREATHE.



HAMPSHIRE AND ISLE OF WIGHT AIR AMBULANCE



BE A 999 HERO:
WWW.HIOWAA.ORG