Calling 999

Role play cards.

**Practise calling 999 - Caller role-play card**

Think of what the emergency is and who you are helping. For example, is it a friend who has cut themselves and is bleeding a lot, or someone in your family who is not moving and won’t wake up? Picture where you are and who you are helping before starting the role play.

**Remember** **to**:

* Think about who is ill or injured and what is wrong with them.
* Describe clearly how they feel and what you can see.
* Use some skills to keep calm such as breathing deeply

**Start the role-play**

Pretend to call 999. When the call handler answers the call, ask for an ambulance.

Answer their questions clearly. Remember, the questions they ask will depend on the situation and what has happened to the person you are helping. They will also want to know your name and where you are calling from (you can say a pretend address for this role-play).

The call handler may tell you what to do while you wait for help to arrive and they may keep speaking with you.

Listen carefully and answer the questions the call handler asks you as best you can.

**Practise calling 999 - 999 call-handler role-play card**

People talk to you when they need help in an emergency. Before starting the role-play read through the list of things to ask below. Remember in real life, the questions may be a bit different. This is just for practise.

When the caller pretends to call 999, answer the phone. First you will be the operator and then the 999 call-handler. Ask the questions, and give them time to answer you.

**Remember to:**

* Ask the questions clearly and calmly
* Be kind to the caller

**The role- play**

**Operator** Hello, emergency service operator. Which service do you require? Fire, police or ambulance?

**Operator** I’ll connect you now…

**Call handler:**  Ambulance service, where is the help needed? (Get the caller’s address if you can. If they’re not sure ask them to describe landmarks/things they can see around them)

* What is your name?
* What number are you calling from?
* How old is the ill or injured person?
* Can you tell me what is the problem?
* I am going to ask you some more questions. Please answer them as best as you can.
* Is the person responding to you? Does the person wake up or respond when you gently shake their shoulders?
* Is the person breathing? Can you see their chest rising and falling? Can you feel their breath on your cheek?
* Is the person bleeding? If so, how badly?
* Are there any dangers around?
* Okay, an ambulance is on its way to you.
* Stay on the phone with me, you are doing really well (continue to reassure them until help arrives).