

Health

1.PCH.3.4

Execute an emergency phone call.

Materials Needed:

- Emergency Phone Call Ppt
- Handout – Making an Emergency Call

Focus Step:

Show the slide 1-10 in the Emergency Phone Call Ppt. Ask the students if the picture on the slide represents a time when you should call 9-1-1 for help.

Examples from slides below:

When to call:

- A fire
- A crime
- A car crash
- A medical emergency (someone is having trouble breathing, someone is having chest pains, someone is bleeding a lot and it will not stop, someone is unconscious)

Not an Emergency:

- Cat in the tree
- Scraped knee
- Pinched finger
- Burnt toast

Teacher Input:

Explain to students that they may need to make an emergency call one day and it is important to know what to say in this situation so that the emergency operators know who to send for help and where to send emergency professionals. In the United States 9-1-1 is the number to call for emergencies. You can call this number from a landline phone or a cell phone. This number works anywhere in our country. An emergency operator will always answer 9-1-1 calls. Remind students that it is important to only call 9-1-1 for emergencies.

When making an emergency call it is important that we provide certain kinds of information when making an emergency call like:

The location of the emergency (address)

Phone number you are calling from

What happened – describe the emergency so the emergency operator understands what happened

Tips to follow when making a call :

- Do not hang up until the emergency operator tells you to.
- Stay calm, speak slowly, loudly, and clearly

Assessment:

Provide the Making an Emergency Call handout to students and ask students to color in the numbers on the keypad that should be used to make an emergency call.

Ask the students to think of an emergency that would require a call to 9-1-1 (examples include: neighbor's house on fire, family member falls down and is unconscious, serious car crash on the street in front of your house and passengers are hurt).

Ask students to first write their name so the operator will know to whom they speaking.

Ask students to provide the phone number they are calling from – for this practice example students can use their home phone number or a parent's cell number.

Ask students to pretend they are calling from their home and to write their home address – street name, house or apartment number, city and zip code.

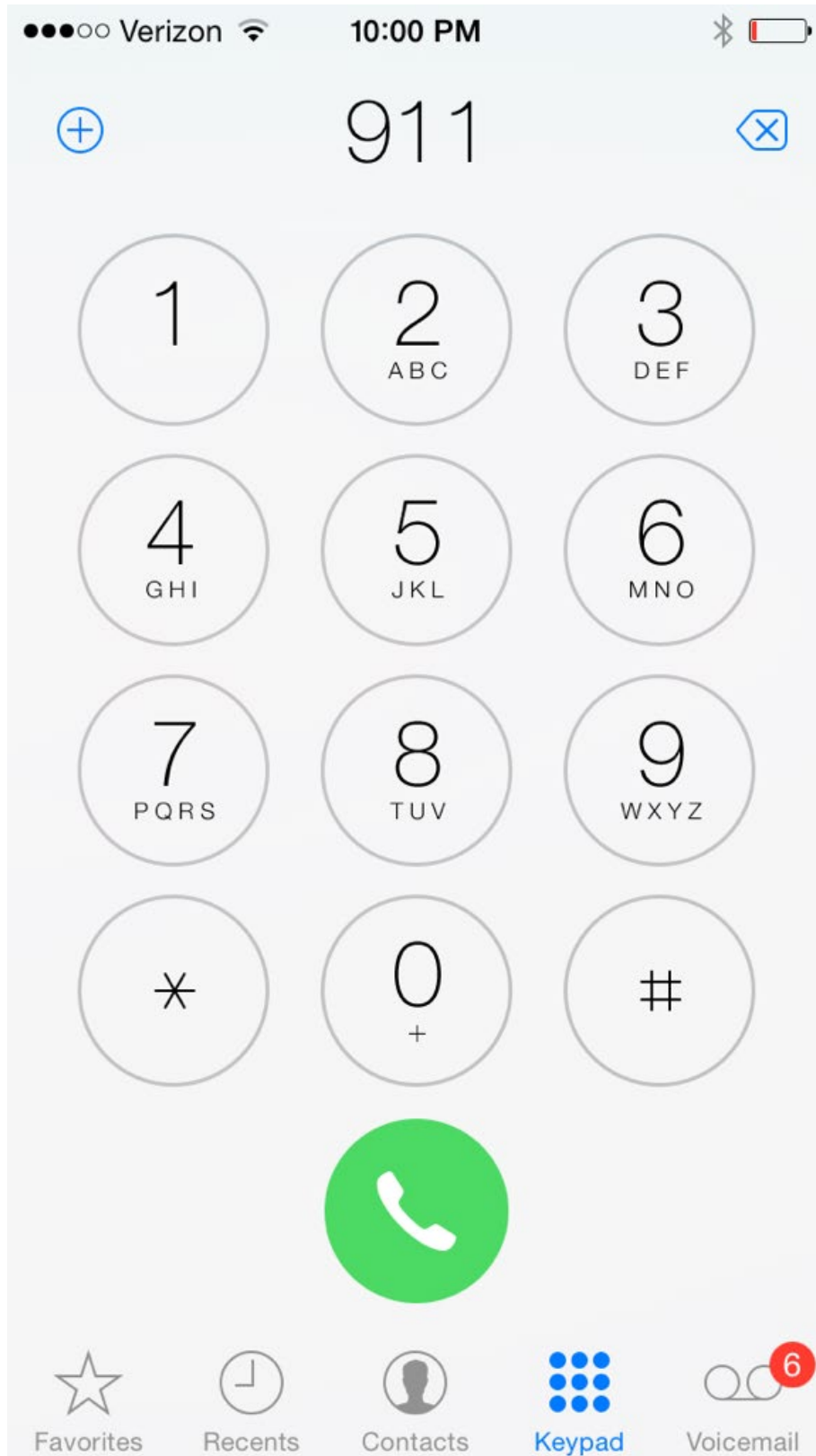
Ask students to think of one incident that would require a call to 9-1-1 and to write a sentence to describe the incident (description of what happened for the emergency operator).

If time allows, let students practice making an emergency call through role play. Students can use their script and the teacher can serve as the emergency operator. Provide feedback on what they did well and how to improve providing the information needed for an emergency phone call.

Closure:

Today, you learned how to make an emergency call, the types of information, you need to provide and you practiced doing this effectively. Remember to only use 9-1-1 for an emergency and if you need to call – provide the information needed, speak slowly, loudly, and clearly, and DO NOT hang up until the emergency operator tells you to.

Making an Emergency Call



PRACTICE

Name: _____

Phone number you are calling from:

Location: _____

What happened: *(write one reason to call 9-1-1)*
