

**Access English Centre**  
**Immigrant Centre Manitoba**  
**HEALTH & SAFETY- "Calling 911"**  
**Work-out - "Calling 911" Activity**  
**60 minutes**  
**High Beginner/ Intermediate Level**

**Facilitator Note:** This activity involves a dialogue for asking for help. The participants are practising a dialogue between each other. One person is the 911 operator, his/her partner is the caller.

**Work-out:**

**Materials:** Participants needs: dialogue sheets, optional: pencils/pens

5 min.	<b>Procedure: Introduction-</b> <i>Before you begin:</i> <ol style="list-style-type: none"> <li>Pair the participants:  Option #1: Instruct the participants to find a partner.  Option #2- Partner the participants by instructing them to get into two's -male and female.  Option #3- Give each participant a partner.</li> </ol>
5 min.	<ol style="list-style-type: none"> <li>Explain the activity to the whole group. Explain any unknown vocabulary, if needed. Demonstrate.  Optional: You can write their responses on the whiteboard.</li> </ol>
15 min.	<i>Activity:</i> <ol style="list-style-type: none"> <li>Hand-out a dialogue sheet to each pair.</li> </ol>
15 min.	<ol style="list-style-type: none"> <li>Instruct the participants to take some time to look and read the dialogue sheet. Instruct the pairs, that one person is the 9-1-1 operator and the other is the caller.</li> <li>Switch roles.</li> <li>Next, switch dialogue cards with another pair. Try at least 3 different dialogues.</li> </ol>
20 min.	<ol style="list-style-type: none"> <li>Afterwards, each <i>pair</i> will <i>share</i> their dialogues with the whole group.</li> </ol> <p>*Intermediate Variation Activity #1: Give each pair a dialogue sheet with some blanks missing.  Together the pairs come up with the missing information and then they practise the dialogue.</p> <p>**Advanced Variation Activity #2: Give them scenario sheets, instead. The pairs come-up with their own dialogue.</p>

*High Beginner Activity*  
**"Calling 911" Activity**

CARD #1:

9-1-1 Operator:	<i>9-1-1, what is your emergency?</i>
Caller:	My husband has just fallen off the roof and he can't move.
9-1-1 Operator:	<i>Don't move or touch him. I will contact the ambulance.</i>
Caller:	But, what should I do? Can you help me?
9-1-1 Operator:	<i>Be careful. His injuries may get worse, if you move him. Stay calm, madam. Is he awake? Is he alert?</i>
Caller:	Yes, he is awake but he is moaning in pain.
9-1-1 Operator:	<i>What is your address, madam so that I can dispatch the ambulance?</i>
Caller:	My address is 100 Adelaide Street, please hurry.
9-1-1 Operator:	<i>Thank-you, madam. Stay calm; the ambulance will be there soon.</i>
Caller:	Thank-you, I appreciate your help. Bye.

*High Beginner Activity*  
***"Calling 911" Activity***

CARD #2:

9-1-1 Operator:	<i>9-1-1, what is your emergency?</i>
Caller:	My wife has fainted. She is lying on the floor.
9-1-1 Operator:	<i>Don't move or touch her. I will contact the ambulance.</i>
Caller:	But, what should I do? Can you help me?
9-1-1 Operator:	<i>Be careful. Her injuries may get worse, if you move her. Stay calm, sir. Is she awake? Is she alert?</i>
Caller:	No, she is not awake. I'm very worried.
9-1-1 Operator:	<i>What is your address, sir, so that I can dispatch the ambulance?</i>
Caller:	My address is 100 Adelaide Street, please hurry.
9-1-1 Operator:	<i>Thank-you, sir. Stay calm; the ambulance will be there soon.</i>
Caller:	Thank-you, I appreciate your help. Bye.

*High Beginner Activity*  
***"Calling 911" Activity***

CARD #3:

9-1-1 Operator:	<i>9-1-1, what is your emergency?</i>
Caller:	My child has just fallen off his tree house and he can't move.
9-1-1 Operator:	<i>Don't move or touch him. I will contact the ambulance.</i>
Caller:	But, what should I do? Can you help me?
9-1-1 Operator:	<i>Be careful. His injuries may get worse, if you move him. Stay calm, madam. Is he awake? Is he alert?</i>
Caller:	Yes, he is awake but he is moaning in pain.
9-1-1 Operator:	<i>What is your address, madam so that I can dispatch the ambulance?</i>
Caller:	My address is 100 Adelaide Street, please hurry.
9-1-1 Operator:	<i>Thank-you, madam. Stay calm; the ambulance will be there soon.</i>
Caller:	Thank-you, I appreciate your help. Bye.

*High Beginner Activity*  
***"Calling 911" Activity***

CARD #4:

9-1-1 Operator:	<i>9-1-1, what is your emergency?</i>
Caller:	My grandma has just fainted. She is lying on the floor.
9-1-1 Operator:	<i>Don't move or touch her. I will contact the ambulance.</i>
Caller:	But, what should I do? Can you help me?
9-1-1 Operator:	<i>Be careful. Her injuries may get worse, if you move her. Stay calm, sir. Is she awake? Is she alert?</i>
Caller:	No, she is not awake. I'm very worried.
9-1-1 Operator:	<i>What is your address, sir, so that I can dispatch the ambulance?</i>
Caller:	My address is 100 Adelaide Street, please hurry.
9-1-1 Operator:	<i>Thank-you, sir. Stay calm; the ambulance will be there soon.</i>
Caller:	Thank-you, I appreciate your help. Bye.

*High Beginner Activity*  
**"Calling 911" Activity**

CARD #5:

9-1-1 Operator:	<i>9-1-1, what is your emergency?</i>
Caller:	My daughter has just been attacked by my neighbour's dog.
9-1-1 Operator:	<i>Keep her calm. Where is she hurt? I will contact the ambulance.</i>
Caller:	She is bleeding all over. I think the dog bit her leg.
9-1-1 Operator:	<i>Place a towel around the wound and add pressure. Stay calm, madam.</i>
Caller:	Okay, ohh my baby girl. She'll be alright?
9-1-1 Operator:	<i>What is your address, madam so that I can dispatch the ambulance?</i>
Caller:	My address is 100 Adelaide Street, please hurry.
9-1-1 Operator:	<i>Thank-you, madam. Stay calm; the ambulance will be there soon. I'll call Animal Services.</i>
Caller:	Thank-you, I appreciate your help. Bye.

*High Beginner Activity*  
***"Calling 911" Activity***

CARD #6:

9-1-1 Operator:	<i>9-1-1, what is your emergency?</i>
Caller:	My neighbour was washing his car and he suddenly passed out. He is lying on the cement.
9-1-1 Operator:	<i>Don't move or touch him. I will contact the ambulance.</i>
Caller:	But, what should I do? Can you help me?
9-1-1 Operator:	<i>Be careful. His injuries may get worse, if you move him. Stay calm, sir. Is he awake? Is he alert?</i>
Caller:	No, he is not awake. I'm very worried.
9-1-1 Operator:	<i>What is your address, sir, so that I can dispatch the ambulance?</i>
Caller:	My address is 100 Adelaide Street, please hurry.
9-1-1 Operator:	<i>Thank-you, sir. Stay calm; the ambulance will be there soon.</i>
Caller:	Thank-you, I appreciate your help. Bye.

*High Beginner Activity*  
***"Calling 911" Activity***

CARD #7:

9-1-1 Operator:	<i>9-1-1, what is your emergency?</i>
Caller:	There is a skunk in my garden.
9-1-1 Operator:	<i>Stay inside, madam/ sir.</i>
Caller:	Please send someone right away. I have small children in the house.
9-1-1 Operator:	<i>Stay calm, madam/ sir.</i>
Caller:	Okay, but please hurry.
9-1-1 Operator:	<i>What is your address, madam/ sir so that I can dispatch Animal Control?</i>
Caller:	My address is 100 Adelaide Street, please hurry.
9-1-1 Operator:	<i>Thank-you, madam/ sir. Stay calm; I'll call Animal Control.</i>
Caller:	Thank-you, I appreciate your help. Bye.



*High Beginner Activity*  
***"Calling 911" Activity***

CARD #8:

9-1-1 Operator:	<i>9-1-1, what is your emergency?</i>
Caller:	I have fallen and I can't get up.
9-1-1 Operator:	<i>Madam/sir are you hurt?</i>
Caller:	Yes, please send help right away! I can't feel my legs.
9-1-1 Operator:	<i>Madam/ sir, don't panic help is on its way. Stay calm.</i>
Caller:	Please hurry!
9-1-1 Operator:	<i>What is your address, sir, so that I can dispatch the ambulance?</i>
Caller:	My address is 100 Adelaide Street, please hurry. I am in a lot of pain.
9-1-1 Operator:	<i>Thank-you, madam/ sir. Stay calm; the ambulance will be there soon.</i>
Caller:	Thank-you, I appreciate your help. Bye.

*High Beginner Activity*  
***"Calling 911" Activity***

CARD #9:

9-1-1 Operator:	<i>9-1-1, what is your emergency?</i>
Caller:	A power line is down on my street. The tree has fallen over and landed on my neighbour's roof.
9-1-1 Operator:	<i>Stay calm. Don't go outside.</i>
Caller:	Please hurry. There are many children playing outside.
9-1-1 Operator:	<i>What is your address, madam so that I can dispatch the ambulance?</i>
Caller:	My address is 100 Adelaide Street, please hurry.
9-1-1 Operator:	<i>Thank-you, madam. Stay calm; the police and fireman will be there soon.</i>
Caller:	Thank-you, I appreciate your help. Bye.
9-1-1 Operator:	<i>Bye.</i>

*High Beginner Activity*  
***"Calling 911" Activity***

CARD #10:

9-1-1 Operator:	<i>9-1-1, what is your emergency?</i>
Caller:	There's a brown bear roaming around in my garbage.
9-1-1 Operator:	<i>Please do not go outside. Stay calm.</i>
Caller:	But, what should I do? Can you help me?
9-1-1 Operator:	<i>Just stay calm. I'll send help. Is anyone injured?</i>
Caller:	No, not that I know of.
9-1-1 Operator:	<i>What is your address, madam, so that I can dispatch the ambulance?</i>
Caller:	My address is 100 Adelaide Street, please hurry.
9-1-1 Operator:	<i>Thank-you, madam. Stay calm; the police and Animal Services will be there soon.</i>
Caller:	Thank-you, I appreciate your help. Bye.

*Intermediate Activity*  
*"Calling 911" Activity*

9-1-1 Operator:	<i>9-1-1, what is your emergency?</i>
Caller:	My _____ has just _____ and _____ can't move.
9-1-1 Operator:	<i>Don't move or touch _____. I will contact the _____.</i>
Caller:	But, what _____ I do? Can you _____ me?
9-1-1 Operator:	<i>Be _____. If you move _____, _____ may get injured more. Stay _____.</i>  <i>_____. Is _____ awake? Is _____ alert?</i>
Caller:	_____, _____ is _____ but _____ is _____ in pain.
9-1-1 Operator:	<i>What is your _____, _____ so that I can dispatch the ambulance?</i>
Caller:	My address is _____, please hurry.
9-1-1 Operator:	<i>Thank-you, _____. Stay calm; the _____ will be there soon.</i>
Caller:	_____, I appreciate your help. Bye.