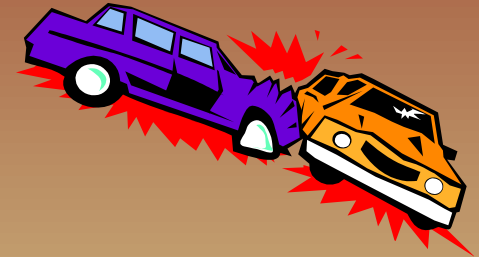
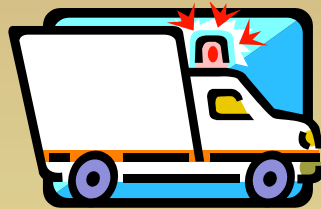


How to Call 911



Mt. San Antonio College
ESL Department
EL Civics Objective # 16



Emergency



- In the United States, dialing 911 is the fastest way to get help for yourself or someone else.
- 911 is used only when you have an emergency.

Guidelines for calling 911.....

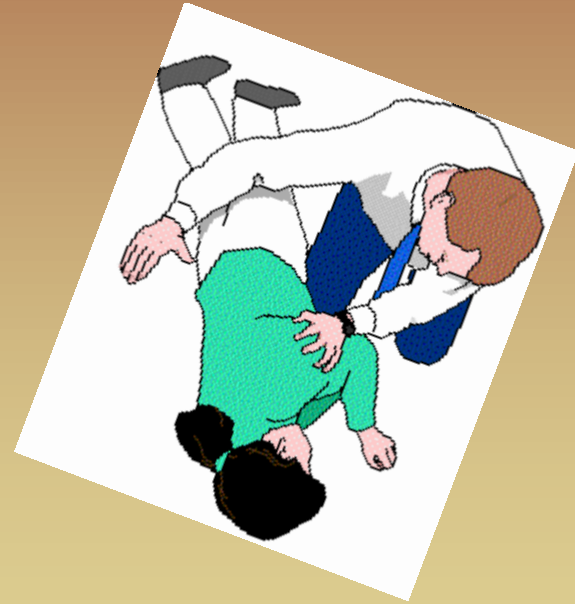
- Remain calm.....
- Pick up the phone and dial 911.
- When you speak to the 911 operator, you will need to answer these questions:
 1. Who?
 2. What?
 3. Where?
 4. When?
 5. How?



Who?

Who are you?

Who is injured or needs help?



What?

What happened?



Car accident



Heart attack



Earthquake

Where?

Where did the accident happen?



- Tell the operator the address where you are.
- If you don't know the address, describe the location. Use words such as "near the intersection of Main and Puente."



When?

When did the accident happen?

- Tell the operator what time the you saw the accident.



How?

How did the accident happen?

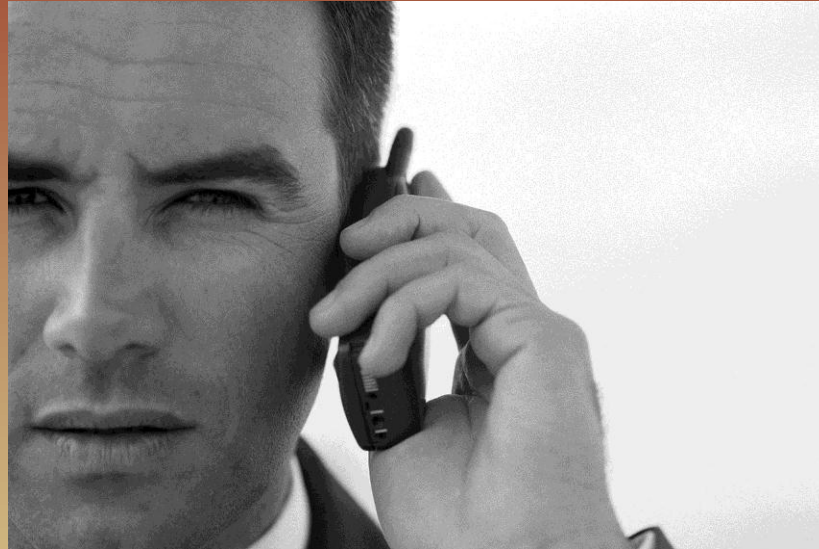


Child getting medicine



Drowning

Answer all questions the operator asks you.



Remember to speak slowly and clearly.

Now let's practice:
Look at the picture and read the
conversation.



Practice with a classmate – Car Accident:

Operator: 911. *What* is your emergency?

Caller: I just saw a bad car accident.

Operator: *Who* are you? Tell me your name.

Caller: My name is Juan Cortez.

Operator: *What* happened?

Caller: Two cars hit each other.

Operator: Is anyone injured?

Caller: Yes. A man is bleeding.

Operator: *Where* are you located?

Caller: I am at the corner of Maine and Grand Ave. in Walnut.

Operator: *How* did it happen?

Caller: I don't know.

Operator: Okay. Please stay there. Help is on the way.



Practice with a classmate – Heart Attack:

Operator: 911. *What* is your emergency?

Caller: I think a man is having a heart attack.

Operator: *Who* are you? Tell me your name.

Caller: My name is Song Ji Shen.

Operator: *What* happened?

Caller: He just fell down and grabbed his chest.

Operator: Is he breathing?

Caller: Yes. I think he is.

Operator: *Where* are you located?

Caller: I am at the Mt. SAC gym on Temple Ave. in Walnut.

Operator: *How* did it happen?

Caller: He was playing a game and just fell down.

Operator: Okay. Please stay there. Help is on the way.



Practice with a classmate – Drowning:

Operator: 911. *What* is your emergency?

Caller: My child fell in the swimming pool.

Operator: *Who* are you? Tell me your name.

Caller: My name is Maggie Yee.

Operator: *What* happened?

Caller: She was playing in the backyard and fell in.

Operator: Is she injured?

Caller: Yes. She is not breathing.

Operator: *Where* are you located?

Caller: I am at 626 Maple Place in Walnut.

Operator: *How* did it happen?

Caller: I don't know. I was in the house.

Operator: Okay. Please stay there. Help is on the way.



Help is on the way!

