Emergencies

New Vocabulary

- 9-1-1
- operator
- accident
- ambulance
- CPR
- doctor
- emergency
- fire
- firefighter
- injury/injured
- hurt
- paramedic
- pesticide
- police officer
- robbery
- weapon
- help!
- wound

- broken
- crash
- burn
- allergic reaction
Example Conversation during a 9-1-1 call

OPERATOR: "Nine-one-one operator. What is your emergency?"

CALLER: I have a medical emergency. My mother is having a heart attack.

OPERATOR: Where is your mother?

CALLER: She is at my home at 110 Bayview Lane in Kirkland. Please send an ambulance!

OPERATOR: What is your name?

CALLER: I am Pedro Oliveras.

OPERATOR: What is your mother’s name?

CALLER: Norma Oliveras.

OPERATOR: Don’t hang up! Help is on the way!
These questions are used often, in one variation or another. Some of the following questions might be asked, depending on the emergency.

"Are you OK? Were you hurt?"
"How old are you?"
"Is the person still around?"
"What did the person look like?"
“How many cars involved?” (for a car accident)
Describing what happened

Fire
There’s a fire
The building’s on fire
Can you smell smoke?
I can smell burning
Call the fire department!
Where is the fire escape?

Crime
There’s been a theft
There’s been a robbery
There’s been a burglary
My car/house has been broken into
Something has been stolen
Stop, thief!

Describing what has happened to you:
I’ve been robbed
I’ve been mugged
I’ve been attacked
I’ve been raped
I’ve been molested
I’ve been stabbed
I’ve been followed
I’m being followed by someone
I’ve been threatened / someone has threatened me
I’ve been hurt

What would you say in this situation?
Write it down.