

Provide Essential Information
Lesson & Key Vocabulary
Intermediate/Advanced: Student Version

[Recording with repeats and time to practice pronunciation of Provide essential information](#)

name
first name
last name
phone number
address
Identification (I.D)
insurance
location
relationship
breathing
danger
safe
responsive
Who?
What?
Where?
When?
Why?
How?

What is your name? My name is _____.

What is your first name? My first name is _____.

What is your last name? My last name is _____.

What is your address?/Where are you?/What is your location?

I am at.../We are at...

work

home

near the (gas station, hotel, library, etc.)

zero - 0

one - 1

two - 2

three - 3

four - 4

five - 5

six - 6

seven - 7

eight - 8

nine - 9

avenue - Av.

boulevard - Blvd.

court - Ct.

road - Rd.

street - St.

What is your phone number?

My phone number is ____-____-____.

zero - 0

one - 1

two - 2

three - 3

four - 4

five - 5

six - 6

seven - 7

eight - 8

nine - 9

What is your relationship to the victim?

They are my _____. / I am their _____.

friend

sister

brother

dad

mom

child (son/daughter)

neighbor

co-worker

babysitter

How old are you?/How old are they?

I am ___ years old./They are ___ years old.

ten- 10

eleven- 11

twelve- 12

thirteen- 13

fourteen- 14

fifteen- 15

sixteen- 16

seventeen- 17

eighteen- 18

nineteen- 19

twenty- 20

thirty- 30

forty- 40

fifty- 50

sixty- 60

seventy- 70

eighty- 80

ninety- 90

one hundred- 100

Is the victim breathing?/Are they breathing?

Yes, they are breathing.

No, no they are not breathing.

I don't know.

Are they responsive?

No, they are not.

Yes, they are.

I don't know.

Can they move?

Yes, they can.

No, no they cannot.

Do not move them.

Ok.

Are they safe?

Yes, they are safe.

No, they are not safe.

Are they in danger?

Yes, they are in danger.

No, they are not in danger.

Do they have identification?

Yes, they have identification.

No, they don't have identification.

I don't know.

Do they have insurance?

Yes, they have insurance.

No, they don't have insurance.

I don't know.

Emergency Unit: Provide Essential Information Conversation Comprehension

Listen to the audio and answer the questions./Escuche el audio y conteste las preguntas.

Sample Conversation During a 911 Call #1

[Recording of Sample Conversation During a 911 Call #1](#)



OPERATOR: -911. Is there an emergency?

CALLER: -Yes.

OPERATOR: -What is the emergency?

CALLER: -Someone fell.

OPERATOR: -What is the address?

CALLER: -I am at 9341 Blue Street.

OPERATOR: -Help is on its way. What is your name?

CALLER: -My name is Ana María González Moreno.

OPERATOR: -Are they breathing?

CALLER: -I don't know.

OPERATOR: -Are they in danger?

CALLER: -No, he is not.

OPERATOR: -What is your relationship to the victim?

CALLER: -He is my dad.

OPERATOR: -What is your phone number?

CALLER: -My phone number is (312) 890-5276.

OPERATOR: -Please stay near them and do not move him.

CALLER: -Thank you.

OPERATOR: -We will be there soon.

Comprehension Questions

1. What is the emergency?
 - a. A fire
 - b. A robbery
 - c. A heart attack
 - d. An injury
2. Where is the emergency?
 - a. 3421 Blue Street
 - b. Ana María González Moreno
 - c. (312) 890-5276
 - d. Her dad.
3. Who needs help?
 - a. 3421 Blue Street
 - b. Ana María González Moreno
 - c. (312) 890-5276
 - d. Her dad.
4. What is her phone number?
 - a. 3421 Blue Street
 - b. Ana María González Moreno
 - c. (312) 890-5276
 - d. Her dad.
5. What is the caller's name?
 - a. 3421 Blue Street
 - b. Ana María González Moreno
 - c. (312) 890-5276
 - d. Her dad.
6. The victim is in danger.
 - a. True/Cierto
 - b. False/Falso
7. The victim is breathing.
 - a. Yes./Sí
 - b. Do not know
 - c. No
8. She should move the victim.
 - a. Yes/Sí
 - b. No

Sample Conversation #2

Recording of Sample Conversation During a 911 Call #2



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!

Comprehension Questions

- Someone has a problem.
 - True/Cierto
 - False/Falso
- What is the emergency?
 - A fire
 - A robbery
 - A heart attack
 - An injury
- What is the address?
 - 110 Bayview Lane, Kirkland
 - Pedro Oliveras
 - His mother
 - Norma Oliveras
- Who needs help?
 - 110 Bayview Lane, Kirkland
 - Norma Oliveras
 - the operator
- Who is the caller?
 - 110 Bayview Lane, Kirkland
 - Pedro Oliveras
 - His mother
 - Norma Oliveras
- An ambulance is coming.
 - True/Cierto
 - False/Falso

Sample Conversation #3

[Recording of Sample Conversation During a 911 Call #3](#)



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

CALLER: I have just been robbed.

OPERATOR: What happened?

CALLER: Two men just were in my house when I returned home.

OPERATOR: Are they still there?

CALLER: No they just ran out the door but they took several things from my apartment.

OPERATOR: I will send some police officers your direction.

CALLER: Thank you! I am not sure what I should do.

OPERATOR: Just hold on and we will have them come to see what they can do.

OPERATOR: Did you know the two men that were at your house?

CALLER: No. I don't think so, but I am not sure. I really couldn't see their faces well. When they heard us come in they left out the back door. I could just see them running away.

OPERATOR: Okay, the officer should be there in less than five minutes. Please stay on the line.

Comprehension Questions

1. What is the emergency?
 - a. A fire
 - b. A robbery
 - c. A heart attack
 - d. An injury
2. Someone took something.
 - a. Yes
 - b. No
3. How many robbers were in the home?
 - a. one
 - b. two
 - c. three
 - d. four
4. Are the robbers in the home now?
 - a. Yes
 - b. No
5. Are they sending an ambulance?
 - a. Yes
 - b. No
6. Who is coming to help?
 - a. a paramedic
 - b. a police officer