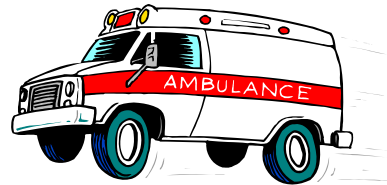


Level Pre-1

EL Civics Objective #15: Emergency Services



EL Civics Objective 15: Demonstrate basic knowledge of the emergency services available and ways to contact and use them.

To Mt. San Antonio College ESL student and teacher:

In your class, you will learn

1. To use the telephone for calling emergency service agencies.
2. Call emergency services: fire department, police department, etc.
3. In an emergency, use English to ask for someone who speaks your native language.
4. Identify safety and emergency signs normally posted in the community.

You will do two tasks:

Task 1: Call 911 in a role-play



Task 2: Identify Emergency and Safety Signs



Table of Contents

Lessons for EL Civics Level Pre-1

Part One: Emergencies and Non-Emergencies

What is an emergency? Know these crimes or emergency situations and related vocabulary:

- car accident
- fire (house, car, brush fire)
- robbery/robber
- purse/wallet stolen
- child/pet in hot car
- drunk driving
- heart attack
- food allergic reaction
- swallow poison
- attack (physical fight)
- ambulance
- bee sting
- faint
- heat stroke
- CPR
- Heimlich maneuver
- medical emergency
- choking
- not breathing
- broken bone
- burn
- drowning
- bleeding
- smoke
- unconscious
- overdose

What to do when driving and you see an ambulance or fire truck

- behind you
- at an intersection

Part Two: Emergency and Safety Signs

Vocabulary flash cards

Know these signs and their meaning (what is it; what do you do)

- hospital
- stop sign
- school crossing
- walk // don't walk
- caution
- do not enter
- slow
- biohazard (don't touch)
- road work ahead
- reduced speed
- flammable
- poison
- no parking
- exit
- in case of fire, take stairs

Part Three: Telephone Skills

Practice calling people – sample dialogues to repeat and practice

Practice calling 911 to report a crime or an emergency

Practice non-emergency – call the Police Department about a problem

Projected Timeline
















Tasks	Projected Due Date
Curriculum Packet to students	Week 9
Part One practice	Week 10
Part Two practice	Week 11
Part Three practice	Week 12
Role Play 911 call (Task 1) and Identify Emergency Signs (Task 2)	Week 13
Makeups due	Week 15





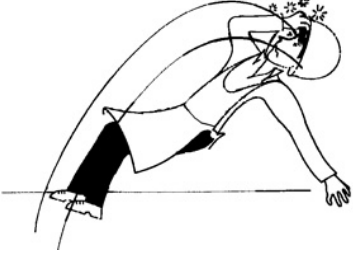






PART 1

Identify Emergencies and Non-Emergencies



Vocabulary Practice : Write the word under the picture.

Class Activity: Learning about Emergencies









Matching Activity: Label each picture with a word.

Words

<i>car accident</i>	<i>house fire</i>	<i>fall down</i>
<i>poison</i>	<i>faint</i>	<i>heart attack</i>

Pictures

Class Activity: Learning about Non-Emergencies









Matching Activity: Label each picture with a word.

Words

<i>hurt</i>	<i>sick</i>	<i>bleeding</i>
<i>burn</i>	<i>allergy</i>	<i>cut</i>

Pictures

Class Activity: Emergency Questions and Answers

Wh- Questions	
What do I do?	Lie her on her side. Get out of the house.
What do I do next?	Put ice on his head. Give her some water.
What do you need?	I need an ambulance. I need a fire truck. I need the police.
Where does he feel pain?	He feels pain in his back. He feels pain in his leg.
Where do you feel pain?	I feel pain in my chest. I feel pain in my head.
Where does it hurt?	It hurts in my stomach. It hurts in my shoulder.
Yes/No Questions	
Am I able to help?	Do I stay in the house?
Are you okay?	Do you speak Chinese?
Is he hurt?	Does he have a fever?
Is she injured?	Does she need help?
Is it broken?	Does it hurt?
Are we okay?	Do we know the problem?
Are you safe?	Do you see smoke?
Are they burned?	Do they need an ambulance?

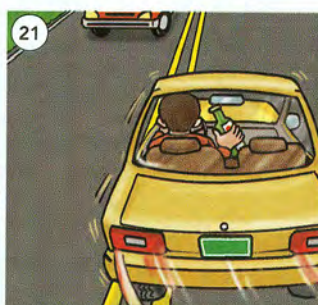
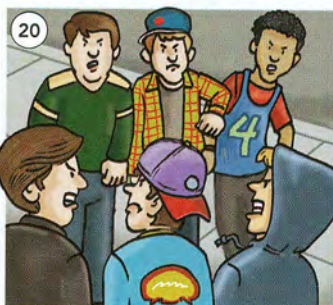
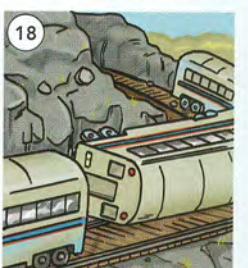
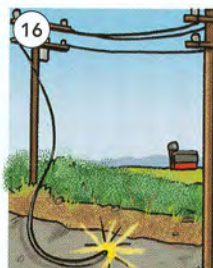
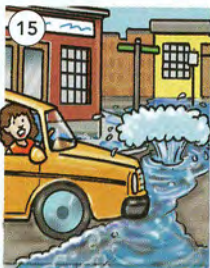
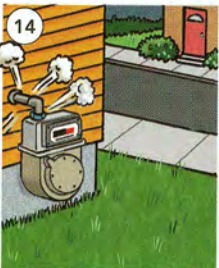
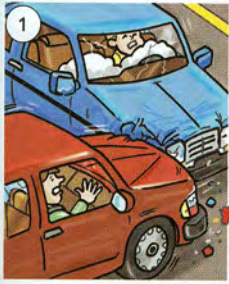
Class Activity: Emergency or Not?



Listen and Talk: Listen to the stories. Write down what is happening. Decide emergency or non-emergency.

Ask your classmate: What is your answer? Is it the same as your answer?

What is wrong?	Emergency?
1.	
2.	
3.	
4.	
5.	



- 1 car accident
- 2 fire
- 3 explosion
- 4 robbery
- 5 burglary
- 6 mugging

- 7 kidnapping
- 8 lost child
- 9 car jacking
- 10 bank robbery
- 11 assault
- 12 murder

- 13 blackout/power outage
- 14 gas leak
- 15 water main break
- 16 downed power line
- 17 chemical spill
- 18 train derailment

- 19 vandalism
- 20 gang violence
- 21 drunk driving
- 22 drug dealing



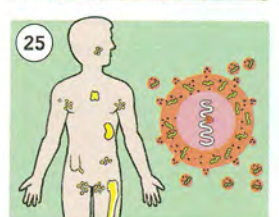
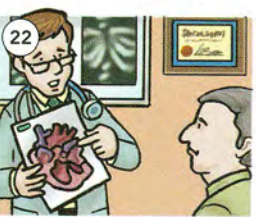
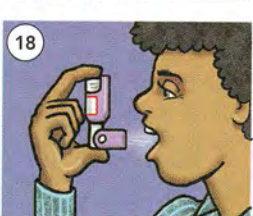
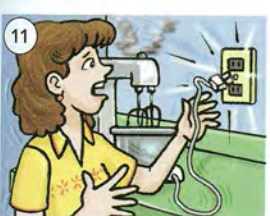
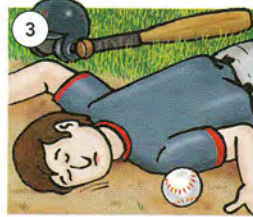
[1-13]
 A. I want to report a/an _____.
 B. What's your location?
 A.

[14-18]
 A. Why is this street closed?
 B. It's closed because of a _____.

[19-22]
 A. I'm very concerned about the amount of _____ in our community.
 B. I agree. _____ is a very serious problem.

Is there much crime in your community? Tell about it.

Have you ever experienced a crime or emergency? What happened?



- 1 hurt/injured
- 2 in shock
- 3 unconscious
- 4 heatstroke
- 5 frostbite

- 6 heart attack
- 7 allergic reaction
- 8 swallow poison
- 9 overdose on drugs
- 10 fall-fell

- 11 get-got an electric shock
- 12 the flu/influenza
- 13 an ear infection
- 14 strep throat
- 15 measles

- 16 mumps
- 17 chicken pox
- 18 asthma
- 19 cancer
- 20 depression

- 21 diabetes
- 22 heart disease
- 23 high blood pressure/hypertension
- 24 TB/tuberculosis
- 25 AIDS*

* Acquired Immune Deficiency Syndrome



A. What happened?
 B. My is having a/an ed.

A. What's your location?
 B.(address).....



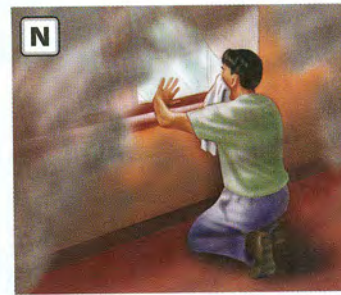
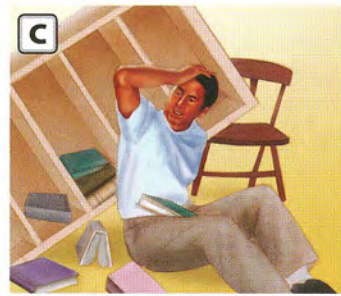
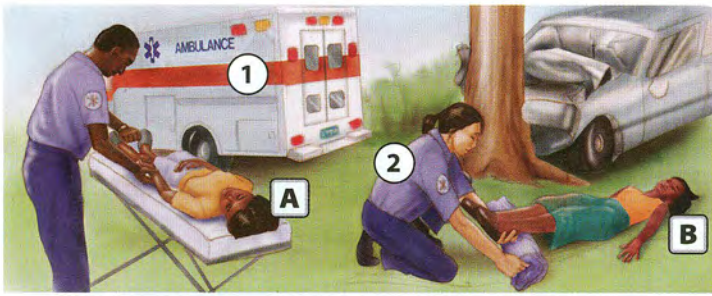
A. My is sick.
 B. What's the matter?
 A. He/She has
 B. I'm sorry to hear that.

Tell about a medical emergency that happened to you or someone you know.

Which illnesses in this lesson are you familiar with?



Medical Emergencies



- 1. ambulance
- 2. paramedic
- A. **be** unconscious
- B. **be** in shock
- C. **be** injured / **be** hurt
- D. **have** a heart attack

- E. **have** an allergic reaction
- F. **get** an electric shock
- G. **get** frostbite
- H. **burn** (your)self
- I. **drown**
- J. **swallow** poison

- K. **overdose** on drugs
- L. **choke**
- M. **bleed**
- N. **can't breathe**
- O. **fall**
- P. **break** a bone

Grammar Point: past tense

For past tense, add *-d* or *-ed*.
burned, drowned, swallowed,
overdosed, choked

These verbs are different (irregular):

be – was, were	bleed – bled	break – broke
have – had	can't – couldn't	
get – got	fall – fell	



1. Check (✓) the words you know. Open your dictionary. Find the words you don't know.

Word List: Medical Emergencies

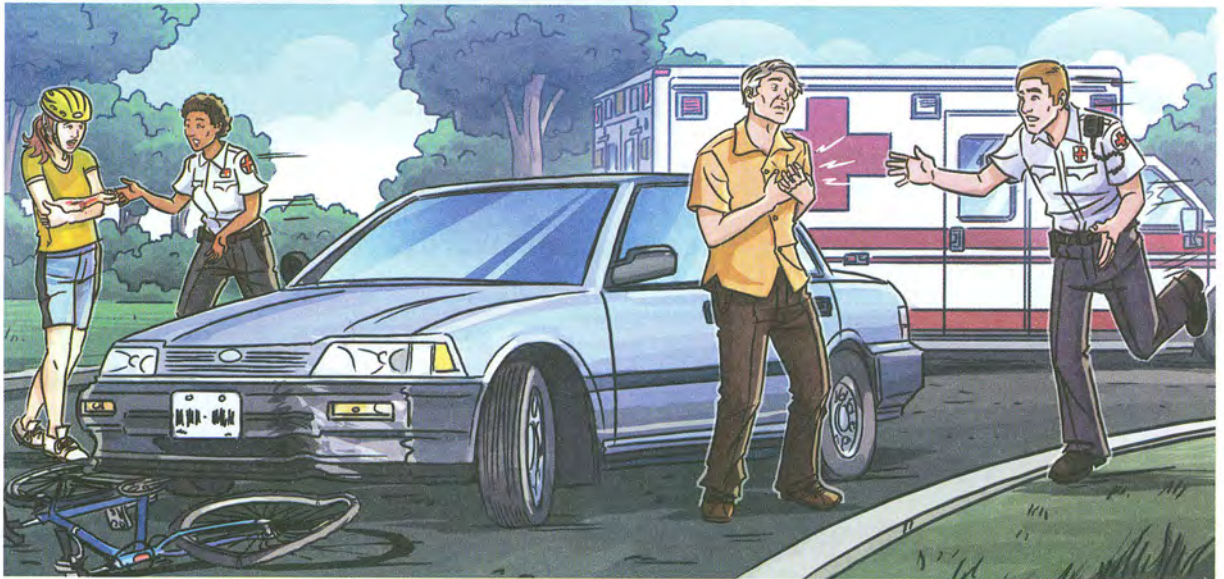
Dictionary pages 116

- | | | |
|------------------------------------|----------------------------------------------|---------------------------------------|
| <input type="checkbox"/> ambulance | <input type="checkbox"/> have a heart attack | <input type="checkbox"/> choke |
| <input type="checkbox"/> paramedic | <input type="checkbox"/> burn | <input type="checkbox"/> bleed |
| <input type="checkbox"/> be hurt | <input type="checkbox"/> drown | <input type="checkbox"/> break a bone |

2. Complete the words. Write the letters.

- | | |
|-------------------------------------------|------------------------------|
| a. p <u>a</u> r a <u>m</u> e <u>d</u> i c | d. c ___ o ___ |
| b. b e h ___ t | e. ___ b ___ l a n ___ e |
| c. b ___ n | f. b ___ a ___ a ___ o n ___ |

3. Look at the picture. Write *T* (true) or *F* (false).



- | | |
|--------------------------------------------|----------|
| a. The girl is bleeding. | <u>T</u> |
| b. Two people are hurt. | ___ |
| c. The paramedics are in the ambulance. | ___ |
| d. One paramedic is having a heart attack. | ___ |
| e. The girl is choking. | ___ |
| f. One paramedic is drowning. | ___ |



1. Check (✓) the things you have at home. Use your dictionary for help.

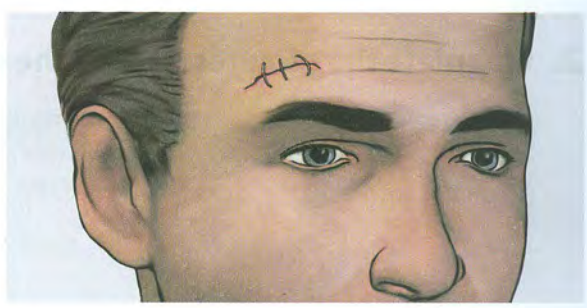
Word List: First Aid
Dictionary page 117

<input type="checkbox"/> first aid kit	<input type="checkbox"/> tweezers	<input type="checkbox"/> gauze	<input type="checkbox"/> stitches
<input type="checkbox"/> first aid manual	<input type="checkbox"/> adhesive bandage	<input type="checkbox"/> ice pack	<input type="checkbox"/> CPR

2. Look at the pictures. Unscramble the sentences.



a. She has a first aid kit.
first aid kit. a has She



b. _____
has He stitches. three



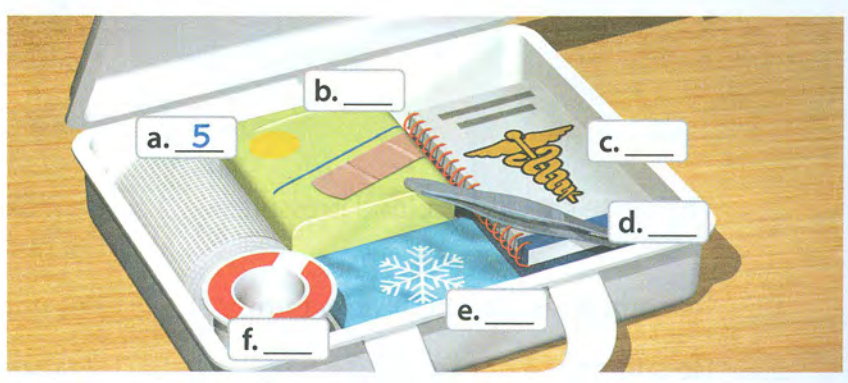
c. _____
woman giving The CPR. is



d. _____
ambulance. in first aid The is
manual the

3. Look at the picture. Write the numbers.

1. first aid manual
2. tweezers
3. adhesive bandages
4. ice pack
5. ~~gauze~~
6. sterile tape

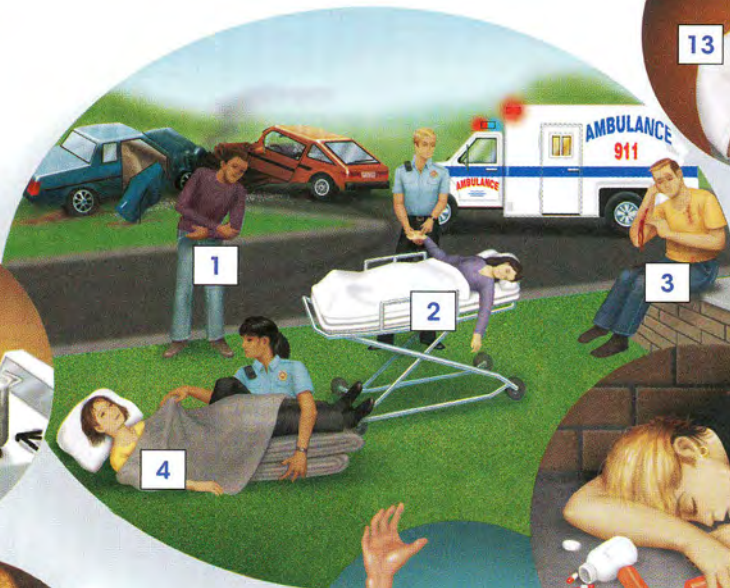
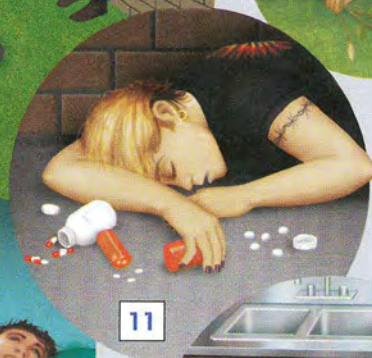
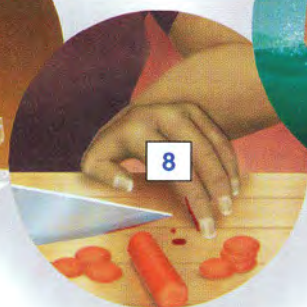




Hurting and Healing

Words in Context

Are you **coughing** and **sneezing**? You probably have a cold. **Drink** plenty of fluids and **rest** as much as possible. Do you feel hot? **Take** your temperature. You might have the flu. **Make** an appointment with your doctor. He will **examine** you. You may need to **take** pills or get a shot. Follow your doctor's instructions. You will soon **feel** better.



- 1 **be** in pain
- 2 **be** unconscious
- 3 bleed
- 4 **be** in shock
- 5 **break** a leg
- 6 burn yourself

- 7 choke
- 8 cut yourself
- 9 drown
- 10 swallow poison
- 11 overdose (on drugs)
- 12 **have** an allergic reaction

- 13 **have** a heart attack
- 14 **get** a(n electric) shock
- 15 fall

Word Partnerships

be	injured	
	hurt	
feel	much	better
	a little	



16



17



18



19



20



25



24



23



22



21



26



27



28



29

16 cough

17 sneeze

18 vomit / throw up

19 **take** your temperature

20 **call** the doctor

21 **make** an appointment

22 examine the patient

23 check his blood pressure

24 draw his blood

25 **give** him a shot

26 rest

27 take a pill

28 drink fluids

29 **feel** better

Words in Action

1. Look at page 136. Which things on the list are more likely to happen to adults? Which are more likely to happen to children?
2. Work with a partner. One person pretends to have one of the medical problems on the list. The other guesses the problem. Take turns.



Hurting and Healing

A Look at the pictures in your dictionary. Write the number of the correct picture.

1. A child is swallowing poison. 10
2. A man is drowning in the swimming pool. ____
3. A woman cut her finger with a knife. ____
4. A woman is unconscious. ____
5. A girl is having an allergic reaction. ____
6. A woman burned her hand. ____
7. A man's arm is bleeding. ____
8. A man is having a heart attack. ____
9. A man is choking. ____
10. A child is falling off a wall. ____

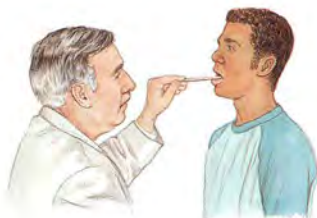
C Complete the sentences about each picture.

make coughs **feels** sneezes call



Donna (1) feels terrible. She
(2) _____ and (3) _____
all the time. She is going to (4) _____ the
doctor and (5) _____ an appointment.

Rest Drink feel examining Take



Adam is at the doctor's office. The doctor is
(6) _____ him. The doctor is telling Adam, "You
have the flu. (7) _____ in bed for three days.
(8) _____ these pills. (9) _____ a lot
of fluids. You will (10) _____ better in a few days."

Grammar Connection: Present Progressive Tense – Statements

I	am	bleeding.
He She	is	
They	are	

Note:

- Use the present progressive tense to talk about an action that is happening now.

C Complete the statements with the verb in the present progressive tense. Then check the statements that are medical emergencies.

1. A man is choking. (choke)
2. A woman _____. (cough)
3. Two children _____. (drown)
4. I _____ a heart attack. (have)
5. A child _____. (vomit)
6. Some workers _____ an allergic reaction. (have)
7. I _____ a lot. (bleed)
8. A woman _____. (sneeze)

D This person has the flu. What advice do you have for her?



Call the doctor.



CD 2
Track 10

E Listen to each emergency phone call. Circle the emergency.

1. a. Her mother got an electric shock. **b.** Her mother is having a heart attack.
2. a. His son cut his arm. b. His son burned himself.
3. a. The driver is unconscious. b. The driver is in pain.
4. a. Her child is in shock. b. Her child swallowed poison.
5. a. A man overdosed on drugs. b. A man is drowning.
6. a. His daughter is bleeding. b. His daughter is having an allergic reaction.
7. a. Her friend overdosed on drugs. b. Her friend got an electric shock.

Common Emergencies

Topic: Contacting emergency services

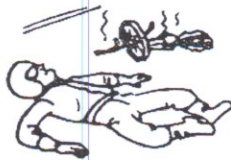
Look at the emergency pictures. Check (✓) the emergency service(s) needed. You can check more than one service for a picture.



- Police Department
- Fire Department
- Ambulance



- Police Department
- Fire Department
- Ambulance



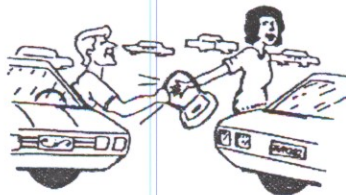
- Police Department
- Fire Department
- Ambulance



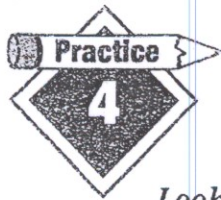
- Police Department
- Fire Department
- Ambulance



- Police Department
- Fire Department
- Ambulance




- Police Department
- Fire Department
- Ambulance




Responding to Emergencies

Topics: Common emergencies, emergency services


Look at each picture. Check (✓) the services you need. You can check more than one.

1. 


Fire Department
 Police Department
 Ambulance
 Hospital emergency room

2. 


Fire Department
 Police Department
 Ambulance
 Hospital emergency room

3. 


Fire Department
 Police Department
 Ambulance
 Hospital emergency room

4. 

Fire Department
 Police Department
 Ambulance
 Hospital emergency room

5. 

Fire Department
 Police Department
 Ambulance
 Hospital emergency room

6. 

Fire Department
 Police Department
 Ambulance
 Hospital emergency room



Write the number of each emergency.

___ "Help! Police! Robber!"

___ "Help! Fire!"

___ "My arm hurts! I think I broke it."

___ "I'm bleeding. I need to go to an emergency room."

___ "Ouch! That really burned me!"

___ "I hope the drivers are OK."



Reacting to an Emergency

Topic: Emergency procedures



Sit in small groups of three or four students. Write ideas of what you could do in each emergency.



1. There is a fire in the classroom.

2. There is an earthquake.

3. An elderly person is lying in the street.

4. You see an automobile accident.

Share your ideas with the class. What are the most common answers?

Name _____

Date _____



Handling Emergencies



Write what you would do in each emergency in your home country.

1. There is a fire in your kitchen.

2. You have a deep cut on your hand.

3. You see a robbery taking place.

4. There is an earthquake.

5. There is a flood.

6. Someone steals your TV.

7. Another common emergency: _____



Discuss your responses with a small group or with the class. What are the most common emergencies in your home country?











PART 2

Emergency and Safety Signs



Vocabulary Practice : Write the word under the picture.

Class Activity: Learning about Emergency and Safety Signs



Matching Activity: Label each picture with a word.

Words

<i>school crossing</i>	<i>flammable</i>	<i>hospital</i>
<i>biohazard</i>	<i>do not enter</i>	<i>poison</i>

Pictures

		
	 <small>©Toys to Grow On</small>	

Class Activity: Learning about Emergency and Safety Signs



Matching Activity: Label each picture with a word.

Words

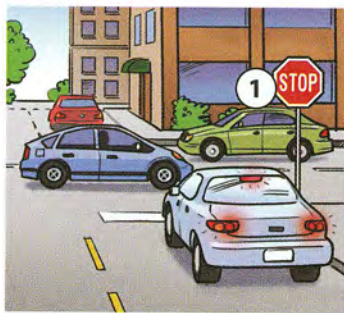
<i>don't walk</i>	<i>no parking</i>	<i>road work ahead</i>
<i>caution</i>	<i>in case of fire use stairs</i>	<i>exit</i>

Pictures

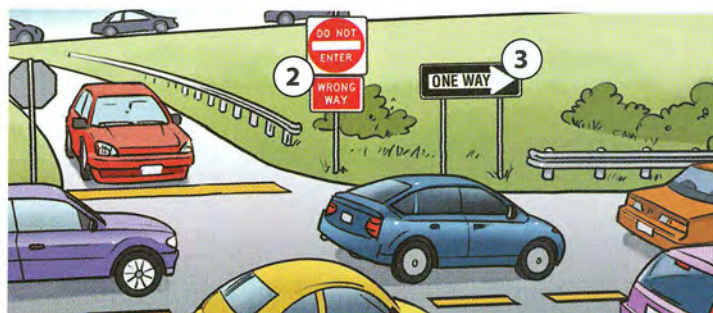
		
		



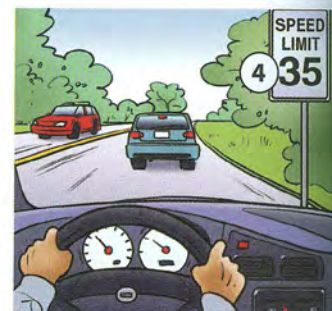
Traffic Signs



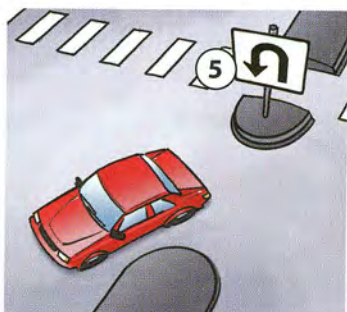
1. stop



2. do not enter / wrong way 3. one way



4. speed limit



5. U-turn OK



6. no outlet / dead end



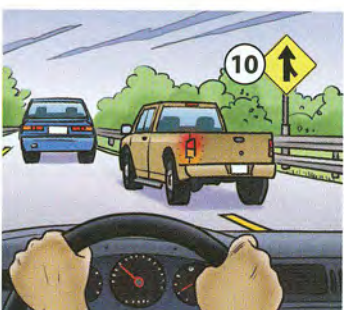
7. right turn only



8. no left turn



9. yield



10. merge



11. no parking



12. handicapped parking



13. pedestrian crossing



14. railroad crossing



15. school crossing



16. roadwork



17. U.S. route / highway marker



18. hospital

Pair practice. Make new conversations.

A: Watch out! The sign says no left turn.

B: Sorry, I was looking at the stop sign.

A: That's OK. Just be careful!

Survey your class. Record the responses.

1. Which traffic signs are different in your native country?

2. Which traffic signs are similar in your native country?

Report: The U.S. and Mexico have similar stop signs.



Safety Hazards and Hazardous Materials



1. careless worker

3. poisonous fumes

5. frayed cord

7. radioactive materials

2. careful worker

4. broken equipment

6. slippery floor

8. flammable liquids

Safety Equipment



9. hard hat

13. respirator

17. work gloves

21. fire extinguisher

10. safety glasses

14. particle mask

18. back support belt

22. two-way radio

11. safety goggles

15. earplugs

19. knee pads

12. safety visor

16. earmuffs

20. safety boots



Vehicles and Traffic Signs

Words in Context

Do you need a new car or truck? There is a lot to think about. Do you have children? A **compact car** may be too small. People with children often drive large **vehicles** like **station wagons**, **sedans**, and **SUVs**. Do you like to camp? An **RV** may be good for you. Do you like adventure? You might like a **motorcycle**. Do you often need to move large things? You may want a **pickup truck**. There are so many vehicles to choose from!



Signs

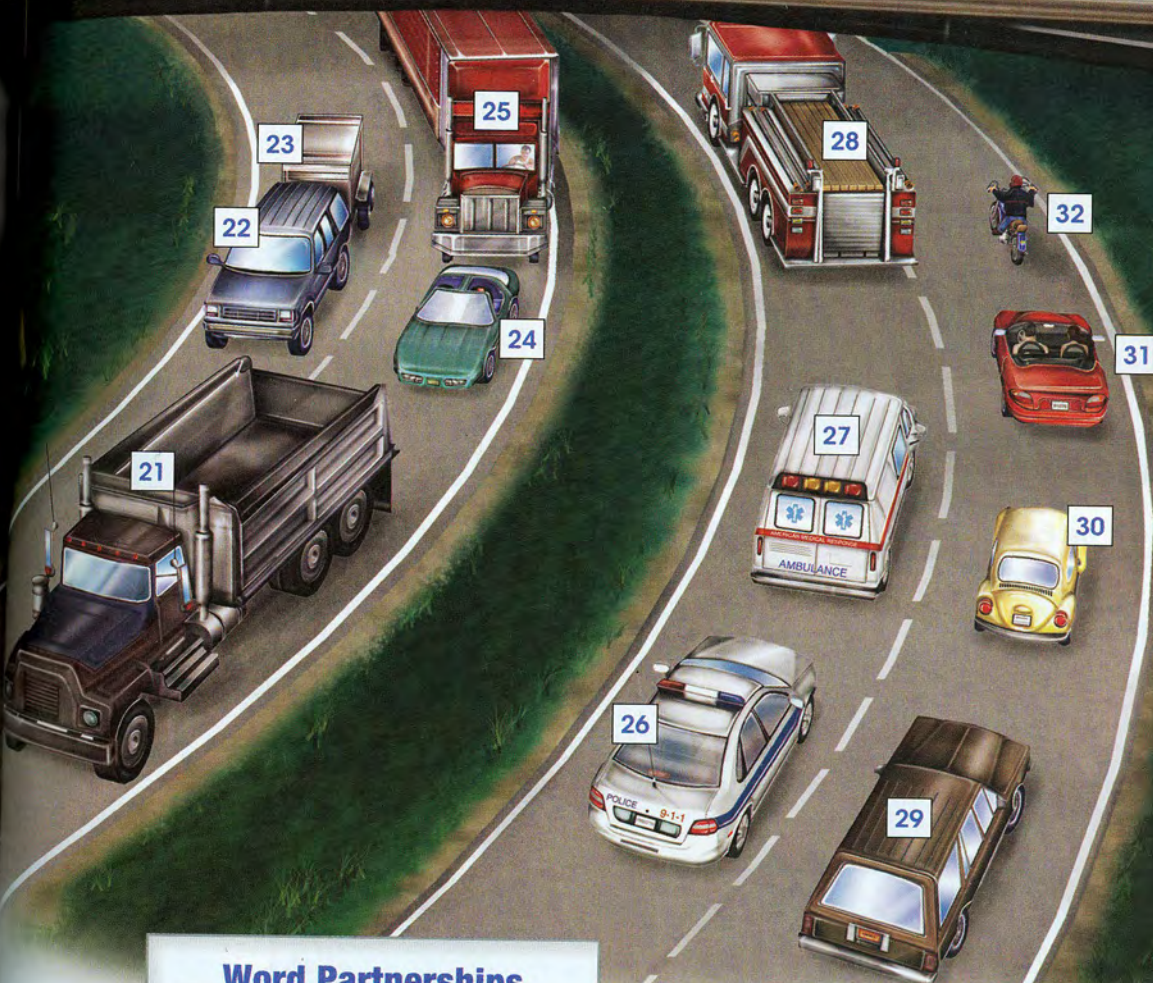
- 1 one way
- 2 stop
- 3 hospital
- 4 do not pass
- 5 do not enter
- 6 no left turn
- 7 railroad crossing
- 8 school zone
- 9 pedestrian crossing
- 10 yield
- 11 no U-turn

Vehicles

- 12 a school bus
- 13 a tow truck
- 14 a garbage truck
- 15 a pickup (truck)
- 16 an RV
- 17 a minivan
- 18 a limousine / a limo
- 19 a sedan
- 20 a van
- 21 a dump truck
- 22 an SUV

23 a trailer

- 24 a sports car
- 25 a semi / a tractor trailer
- 26 a police car
- 27 an ambulance
- 28 a fire engine
- 29 a station wagon
- 30 a compact (car)
- 31 a convertible
- 32 a motorcycle



Word Partnerships

drive	a convertible
	a truck
	an SUV
ride	a motorcycle
ride in	a limousine
ride on	a bus

Words in Action

1. Work with a partner. Make a list of the five largest vehicles in the word list. Make another list of the five smallest vehicles.
2. Imagine you have enough money to buy a new vehicle. What vehicle will you buy? Explain your choice to the class.



Vehicles and Traffic Signs

A Look at the traffic signs in your dictionary. Write the names of six signs you pass on your way to school or work.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Grammar Connection: Modals - *must* and *must not*

You **must stop** at a red light.
You **must not go through** a red light.

Note:

- Use *must* to explain rules, policies, and regulations.
- Use *must not* to show that an action is not permitted.

B Look at the road signs. Complete each sentence with *must* or *must not*.



1. You _____ *must not* _____ pass.



2. You _____ stop for pedestrians.



3. You _____ enter.



4. You _____ turn left.



5. You _____ yield to other cars.



6. You _____ drive slowly in a school zone.



C Listen and complete each sentence.

school bus	convertible	minivan	pickup
compact car	tractor trailer	SUV	tow truck
	motorcycle	RV	

1. My cousin lives in the mountains. He drives an SUV.
2. My mother drives her _____ with the top down.
3. My father works at a gas station. He drives a _____.
4. My grandparents like to travel in their _____.
5. My cousin has a farm. He needs a _____.
6. My aunt works for a school. She drives a _____.
7. My girlfriend wears a helmet when she rides her _____.
8. My sister has three children. She loves her _____.
9. My brother makes large deliveries. He drives a _____.
10. My friend drives to work in his _____.

D Match the vehicle and its use.

- | | |
|----------------------------------------------|----------------------|
| <u>d</u> 1. It makes large deliveries. | a. an ambulance |
| ___ 2. It picks up garbage. | b. an RV |
| ___ 3. It goes to fires. | c. a garbage truck |
| ___ 4. It takes people to the hospital. | d. a tractor trailer |
| ___ 5. It takes children to school. | e. a tow truck |
| ___ 6. It can have a bedroom and a bathroom. | f. a fire engine |
| ___ 7. It takes broken cars to a garage. | g. a school bus |

E Circle each vehicle that you have ridden in.

- | | | | |
|---------------|-------------------|--------------|---------------|
| a school bus | a minivan | a limo | an SUV |
| a convertible | a pickup truck | an ambulance | a motorcycle |
| an RV | a tractor trailer | a tow truck | a fire engine |

PART 3

Calling in an Emergency



How to Call 911: Emergency Information

1. Dial 911
2. Name emergency
3. Give your name
4. Give location of emergency
5. Tell who and how many people need help
6. Give other important information
7. End the call



Examples

Operator: What's your emergency?

You: My house is on fire.

There is a robber in my house.

My husband is having a heart attack.

There is a car accident.

My daughter is not breathing.

I see a child in a hot car.



Operator: What is your name?

You: My name is Fei Wu.

This is Elena Ortiz.

Operator: Where is your location?

You: My address is 1508 Washington Drive in Diamond Bar.

I'm at 3433 Colima Road in Rowland Heights.

I'm on the corner of Grand and Temple in Walnut.

I'm in front of the Starbucks on Foothill in Pomona.

Operator: Is anyone hurt?

You: We are all out of the house. No one is hurt.
One person is hurt.
Someone is having an allergic reaction. She is not breathing.
A man is bleeding.
I think his leg is broken.
My friend is unconscious.
My son is choking.

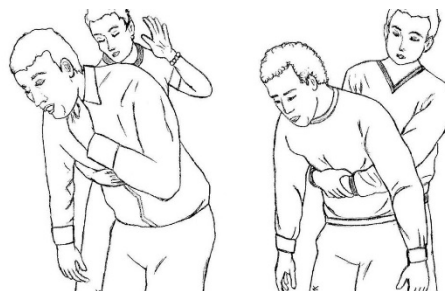
Operator: Can you do CPR?

You: Yes, I can.
No, I can't.



Operator: Can you do the Heimlich Maneuver?

You: Yes, I can.
No, I can't.



Operator: Please stay on the line. The police are coming.
An ambulance is on the way.

You: Thank you.
I hear the sirens now.



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911 Operator: Hello. This is 911. What is your emergency?

Man: Hello. My car is on fire in my house.

911 Operator: Stay calm. What is your address?

Man: It is 655 North Grand Avenue in Walnut.

911 Operator: What is your name?

Man: My name is John Smith.

911 Operator: Thank you. Walnut Fire Department is coming.

Class Activity: Strip Story Conversation



Read and Talk: Read the sentences.
In pairs or small groups, cut up the sentences.
Mix them up and put them in order.
Don't look at your book.
Practice the conversation with a partner.

Hello. This is 911. What is the emergency?
<i>My husband fell off of a ladder. He is hurt.</i>
Please stay calm. I'm going to ask you some questions.
<i>Do you have someone who speaks Chinese, Spanish, Vietnamese?</i>
No, I only speak English. What is the address of the accident?
<i>The address is 4416 Jefferson Street. Near Mt. SAC.</i>
What is your first name? What is your last name?
<i>My name is Mary. My last name is Jones.</i>
Mary, is your husband bleeding?
<i>No, he is not bleeding. He cannot move.</i>
Thank you, Tony. An ambulance is coming right now.
<i>Thank you, operator. I hear the ambulance.</i>

Class Activity: Practice Conversation



Talk with a Partner.

There has been an accident! Call 911.



Questions to Practice:

What is the location?

Do you speak Spanish?

What happened?


Is he bleeding?

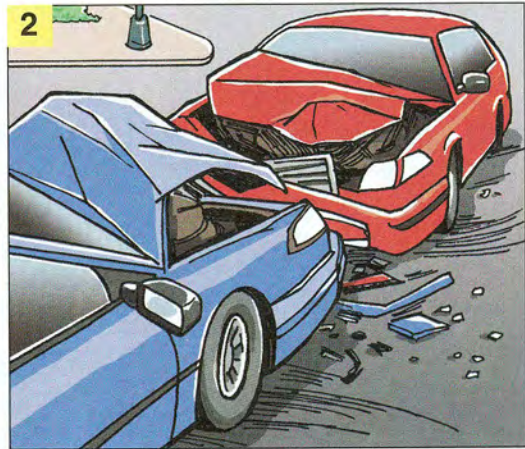
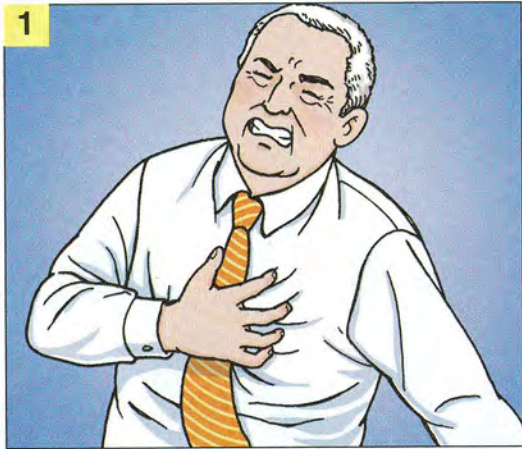
What is your name?

Did she faint?

Is the person injured?

Do you need an ambulance?

A  **CD6 T11** Look at the emergencies.
Listen and point. Listen and repeat.



B  **CD6 T12** Listen and read. Listen and repeat.

1. My friend is having a heart attack.
2. There was a car accident.
3. There is a building on fire.
4. Someone robbed my house.

C PAIRS. Take turns. Point to a picture. Say the emergency.

CD6 T13

D Listen. Listen and repeat.

- A: 911. What's your emergency?
- B: My friend is having a heart attack.
- A: Where are you?
- B: 1038 Park Avenue in Circle City.
- A: What's the cross street?
- B: River Road.



CD6 T14

E Listen again. Circle Yes or No.

- | | | |
|--------------------------------------|--------------------------------------|--------------------------|
| 1. There is an emergency. | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 2. Someone is having a heart attack. | <input type="radio"/> Yes | <input type="radio"/> No |
| 3. The men are on Circle Avenue. | <input type="radio"/> Yes | <input type="radio"/> No |
| 4. The men are in Park City. | <input type="radio"/> Yes | <input type="radio"/> No |

F PAIRS. Practice the conversation.

G PAIRS. Make new conversations. Use the emergencies on page 184. Use real or made-up street names.

- A: 911. What's your emergency?
- B: _____
- A: Where are you?
- B: _____
- A: What's the cross street?
- B: _____

Show what you know!

CLASS. Take turns. Perform one of your conversations in Exercise G.

911. What's your emergency?

There was a car accident.

Name _____

Date _____



I Want to Report an Accident!

Topics: Reporting an emergency, telephoning



Listen.



1. Hello? There's a fire in my kitchen!
2. Is this the police station? I want to report an accident.
3. Police department? Someone stole my TV and VCR!
4. I need an ambulance! My mother is very sick.
5. There's a gas leak. I can smell gas in my kitchen.



Listen again. Write the emergency.

Use these words.

a car accident a gas leak a fire
someone is very sick a robbery

1. _____
2. _____
3. _____
4. _____
5. _____



Work with a partner. Check your answers. Talk about other emergencies you know about.

Partner's name _____



Calling 911

Topics: Reporting an emergency, telephoning



Look at the pictures and work with a partner. Take turns calling 911 and reporting each emergency.



Partner's name _____

1.



2.



3.



4.



You are the 911 Operator. Listen to your partner report one emergency. Complete the information card. Then you report another emergency. Your partner will fill in his/her information card.

Emergency _____

Location _____

Caller's name _____
Other information _____



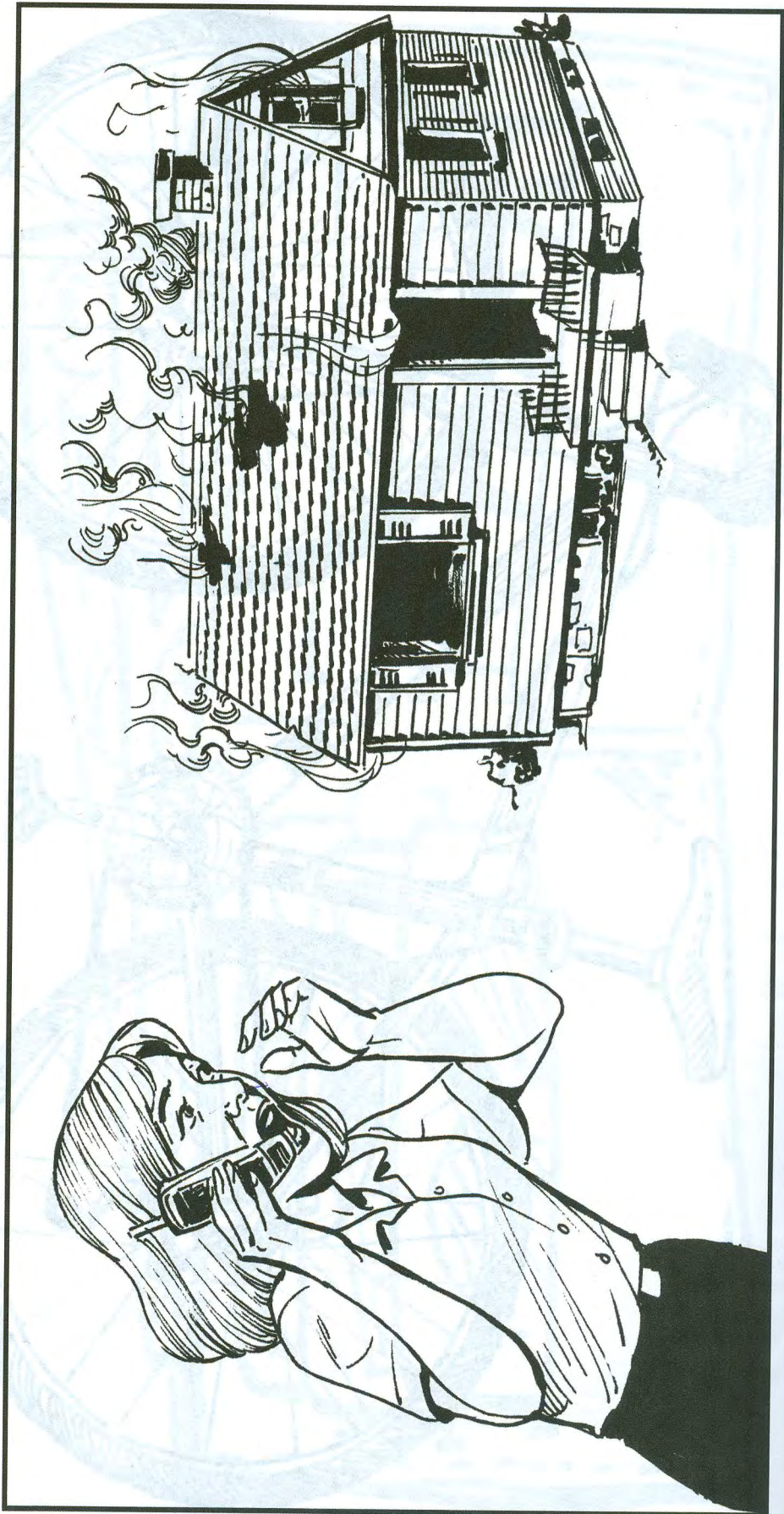
CALL THE POLICE



CALL THE FIRE DEPARTMENT



CALL AN AMBULANCE



City Services

Life Skills Reading/Teacher's Notes, p. 11/Dictionary, pp. 74-75

■ Read the telephone directory below.

■ Circle these words:

ambulance emergency fire library poison police

GOVERNMENT OFFICES—CITY	
City of Blue Bay	
AMBULANCE	9-1-1
City Hall	
500 Central Av.	555-3427
City Manager	555-3423
Blue Bay Stop Crime	555-3827
Information Referral	555-4833
Finance	555-3490
Fire Dept. 150 S. 4th	555-9000
EMERGENCY CALLS	9-1-1
North Area	555-9005
South Area	555-9009
Parks and Recreation	555-6833
POISON CONTROL	555-5000
Police Department 525 Central Av.	
EMERGENCY CALLS	9-1-1
Report Crime	555-7000
Records	555-7005
Public Library	555-4991
Swimming Pool	555-3728
Visitor Information	555-3488
Water Department	555-8911

■ Write the telephone numbers:

1. If someone swallows poison, dial 555-5000.
2. If there's a fire on your street, dial _____.
3. If you want to call the park, dial _____.
4. If you want to report a crime, dial _____.
5. If you need an ambulance, dial _____.
6. If you want to call the swimming pool, dial _____.
7. If you want to call the water department, dial _____.
8. If you want to call the library, dial _____.

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To Mt. San Antonio College ESL student and teacher:

For the test, you will do two tasks:

Task 1: Call 911 in a role-play

17 points



1. Ask, "Does someone speak.....?"
2. Name the emergency.
3. Give your first and last name.
4. Give your location. Where are you?
5. Answer 3 specific questions.
6. Tell the 911 operator, "Thank you."

Task 2: Identify Emergency and Safety Signs

8 points

1. Say the name of the sign. What is this?
2. Tell what it means. What do you do?

Example:

"What is this?" "This is a stop sign."

"What do you do?" "Stop here and look for cars."



Congratulations!



You finished the
project.