

CALLING 911 WORKSHEET

Use the following worksheet to guide participants in understanding how and when to call 911.

ASKING FOR AN INTERPRETER WHEN CALLING 911

Instructions: If the participant does not speak English, use this sample template to have the participant practice asking for an interpreter. Explain the importance of staying on the line and waiting for an interpreter.

911 Operator: Hello, 911. What's your emergency?

Caller: Hi, my name is _____. I need a _____ (state language needed) interpreter.

911 Operator: Okay, please stay on the line.

SCENARIOS

Instructions:

Share each scenario. Ask participants the following questions for each scenario:

- Should you call 911?
- What service do you need to ask for?

Time permitting, conduct a role play of the call using provided sample script.

You may add additional scenarios or incorporate visuals based on participants' needs.

Scenario 1

Your child falls while jumping on the bed, and you think that he/she has broken a leg.

Scenario 2

While putting your daughter to bed, you hear a loud beeping sound coming from the kitchen. You go to check, the stove is still on and there is smoke everywhere.

Scenario 3

You woke up in the middle of the night to a loud noise. You get up and come closer to the door to hear someone trying to open your front door.

SAMPLE SCRIPT

Instructions: The following is a suggested script to use to practice calling 911.

911 Operator: Hello, 911. What's your emergency?

Caller: Hi, my name is _____. _____ (explain emergency, For example, Say: My son fell and he/she is in a lot of pain. He/she is laying on the ground. I need an ambulance.)

911 Operator: Okay. What is your address?

Caller: Our address is _____ (say address).

911 Operator: And what's your phone number?

Caller: It is _____ (say phone number).

911 Operator: We are sending an ambulance right away. Stay with me on the phone until it arrives and stay calm.

Caller: Okay