



Emergency: Asthma

- Operator** Hello, emergency service. Which service do you require? Fire, police or ambulance?
- Child** Ambulance
- Operator** I'll connect you now.
- Operator** **Hello Ambulance**, what is your name?
- Child** ?
- Operator** Where are you?
- Child** ?
- Operator** What has happened?
- Child** ?
- Operator** How old is the person. Does the person have asthma?
- Child** ?
- Operator** Have you helped the person take their inhaler?
- Child** ?
- Operator** Did the inhaler help?
- Child** ?
- Operator** Is the person talking to you?
- Child** ?
- Operator** OK I am sending an ambulance to you, please stay on the phone.



Emergency: Car Crash

- Operator** Hello, emergency service. Which service do you require? Fire, police or ambulance?
- Child** Police
- Operator** I'll connect you now...
- Operator** **Hello Police**, what is your name?
- Child** ?
- Operator** Where are you?
- Child** ?
- Operator** What has happened?
- Child** ?
- Operator** Is anyone hurt?
- Child** ?
- Operator** How many cars are involved?
- Child** ?
- Operator** OK I am sending the police to you, please keep your phone with you.



Emergency: Head stuck in fence

- Operator** Hello, emergency service. Which service do you require? Fire, police or ambulance?
- Child** Fire Service
- Operator** I'll connect you now...
- Operator** **Hello Fire service**, what is your name?
- Child** ?
- Operator** Where are you?
- Child** ?
- Operator** What has happened?
- Child** ?
- Operator** Is the person hurt?
- Child** ?
- Operator** Is the person talking to you?
- Child** ?
- Operator** Is the person bleeding?
- Child** ?
- Operator** OK I am sending the fire service to you. Please keep your phone with you.