Calling 999

Calling 999 is a skill and it's important to practice it before having to do it for real. This activity can be run with all different ages in a variety of different ways. The activity works particularly well when built into a role play.

Resources:

- A script per "call operator"
- A medium of communication – this could be face to face, over a mobile phone, a landline system or walkie-talkies.

Instructions:

Get into pairs, with one "caller" and one "call operator". Each call operator needs a script.

Test the "caller" to see if they know what number to call for the emergency services in the UK – challenge them to know both 999 and 112.

Give the caller a scenario to work off – you can use the scenario cards included in our Scenario Cards Activity to help you with this.

The caller should phone the call operator. To make the role play more immersive, if using mobile phones, you can change the contact's name to be "Emergency Services" or similar.

The call operator will follow the script below, and the caller needs to answer all the questions to their best detail. The caller will need to know the details of the scenario, their address and the phone number they are calling from.

Once you have finished that scenario, get a new one and switch roles.

Script:

Call Operator: Emergency Services, what service do you require?

Caller: Ambulance

Call Operator: Is the patient breathing?

Caller: Yes/No

Call Operator: What address are you calling from?

Caller: ____

Call Operator: In case we get cut off, what number are you calling from?

Caller: ____

Call Operator: Tell me exactly what has happened.

Caller: ____

Call Operator: Thank you for answering all my questions. Help has been arranged. I now need to ask you a few further questions so you can help the patient(s). Please stay on the phone.

Remind everyone that they should only call 999 if there is a real emergency. By calling 999 when there isn't an emergency, it can delay others from getting help when actually required.