

Getting Help (The Emergency Services)

In an emergency, especially when someone is in danger or injured, it's easy to become upset and confused. Keep a list of emergency numbers (e.g. your parents' work number, a neighbour or friend nearby) in a handy place. It's important to try to stay calm, as it might be up to you to call for help. The emergency services are in charge of public safety and include:

- Police (dealing with crimes and community safety)
- Fire and Rescue Service (dealing with fires and major emergencies like road crashes)
- Ambulance (treating injuries and taking injured people to hospital)
- Coastguard (dealing with emergencies at sea).

Making an emergency call

- Dial 999 (or 112) using a landline or mobile phone.
- You will be asked, "Which service?" You need to say whether you need the Police, Fire and Rescue, Ambulance or Coastguard.
- You will be asked to give some details – your name, where you are and what the emergency is. It might be helpful to mention any nearby landmarks, street names, specific buildings or the direct address and postcode if known.
- Answer the questions clearly and slowly.
- Stay calm and keep on the line and listen for instructions as to what to do next.

Remember to only call the emergency services for real emergencies - like a fire, or when someone is badly injured.

1. Research the role of the emergency services in your community – what they do and the types of situations they deal with.
2. In pairs, come up with an emergency situation requiring an ambulance. Role-play calling the emergency services and describing what happened.
3. Discuss the potential consequences of making a hoax call and emergency services going out to a false destination, whilst a real emergency has nobody to respond.

Challenge

Knowing some basic first aid can help to keep someone alive while waiting for the ambulance to arrive. Research basic first aid procedures, such as 'Airway, Breathing, Circulation', the recovery position, dealing with burns and scalds, dealing with cuts and bleeding, and cardio-pulmonary resuscitation (CPR).

For information on first aid, see the St. John Ambulance website: www.sja.org.uk