

## Making an Emergency Call

Make sure your child, from an early age, knows how to make a call in an emergency.

### The emergency services are:

- **Police** (dealing with crimes, etc)
- **Fire and Rescue Service** (dealing with fires and major emergencies like road crashes)
- **Ambulance** (for injuries and taking hurt or ill people to hospital)
- **Coastguard** (for emergencies at sea).

### How to make an emergency call

- If using home phones (pay phones or card phones) lift the receiver and press 999 on the keypad.
- If using a mobile phone press 999 on the keypad, then the 'call' button. (Even if the phone is locked or there's no credit, emergency numbers will work. Emergency numbers are free.)
- You can also use 112 – it's the single emergency number for the European Union.
- The operator will ask, "Which service do you require?"
- You need to say which you need: Police, Fire and Rescue, Ambulance or Coastguard.
- You will be connected to the control room of that service.
- You will be asked some simple questions:
  - What is your name?
  - What is the number (or address) you're calling from?
  - What has happened?
  - Where has it happened?
  - Is anyone hurt?
- Remember to keep calm, listen to the questions and answer slowly and carefully.
- If you are at a home where the incident is, give the address clearly – the house number, road, town and the postcode if you know it.
- If you are away from the home or outside, describe any landmarks nearby. Look for street names – spell them out if they're difficult to read.
- Stay on the phone – whilst they are talking to you, they will also be getting help out to you.
- Remember...never phone for fun. The emergency services are only for real emergencies (like when there is a fire or someone is badly hurt).