



# Gearing Up For Your Transitions

## Emergencies Can Happen at Any Time

- Plan ahead, so if ever there is an emergency, you can Act Fast and Stay Calm.
- Learn symptoms that need urgent medical help, for example:
  - Sudden dizziness or fainting
  - Severe vomiting or diarrhea
  - Increased weakness
  - Coughing up blood
  - Seizure
  - Loss of consciousness
  - Hard time (labored) breathing
  - Severe burns
  - Feeling like you will hurt yourself
  - Severe allergic reaction
  - Sudden change in eyesight
  - High fever
  - Change in level of awareness/alertness (hard to wake up)
  - You see a bad car accident
  - Poisonous snake bite
  - Someone is hurt bad
  - Need a fire or police officer

# Call 9-1-1

When you call 9-1-1 be calm. Be prepared to answer questions in a calm clear way. It may help if you take a couple of deep breaths before you call. The important thing is to be calm so the dispatcher can get you the help you need.

### ***Always Be Prepared for an Emergency***

- Practice how you will tell others when you are having a medical emergency.
- Make sure you or somebody with you can explain ALL of +your health conditions and medicines.
- Be ready to call 9-1-1 if you or someone else is badly hurt or in danger.

- Be sure to have an In Case of Emergency (ICE) name and number saved in your cell phone.
- Learn about symptoms that would need 9-1-1 and symptoms that could wait long enough to drive to the nearest emergency room.
- Talk with your doctor about wearing a medical alert bracelet, if needed, and ask your doctor or search the web to find a bracelet that fits your needs.
- Always carry identification, your insurance card, and your emergency care plan (if you have one).
- Know where the closest emergency room is to your home, job, and other places you spend time.

## ***LESSON PLAN- Calling 911***

### **Example of a 911 phone call and a script for teacher/ student use.**

Let the student know that depending on the emergency, the questions from the dispatcher could be different from the ones on the script.

Student dials “911.”

**Operator: 911. What is your emergency?**

Caller: States the type of emergency.

**Operator: What is your name?**

Caller: Gives first and last name.

**Operator: What is the phone number you are calling from?**

Caller: Gives phone number. Say “pay phone, cell phone, home phone.”

**Operator: Where is the \_\_\_\_\_?**

(fire, accident, medical emergency etc.)

Caller: Street address or general location.

**Operator: What are the nearest cross streets? (if street address is given)**

Caller: House number and street and city.

OK to give street only but must include a cross street and city.

**Operator: How many cars involved? (car accident picture prompt)**

or

**Operator: Is anyone hurt? (applies to all emergencies)**

Caller: Tells number of cars OR answers Yes/No re: injured persons.

**Operator: OK, \_\_\_\_\_ . We'll send \_\_\_\_\_ right away.**

(student's name)

(e.g. an ambulance)

Discuss the Delaware Emergency Preparedness Voluntary Registry for citizens with special need. You can register at [www.de911assist.delaware.gov](http://www.de911assist.delaware.gov)

## Practice Script –without “Caller” responses

Have student practice this possible script so they know how to make the call properly.

Student dials “911.”

Operator: 911. What is your emergency?

Caller: \_\_\_\_\_  
(car accident, fire, poison, snake bite, etc.)

Operator: What is your name?

Caller: \_\_\_\_\_

Operator: What is the phone number you are calling from?

Caller: \_\_\_\_\_

Operator: Where is the \_\_\_\_\_? alt: Where are you?  
(medical emergency, fire, accident, etc.)

Caller: \_\_\_\_\_

Address number, street name, city

Operator: What are the nearest cross streets?

Caller: \_\_\_\_\_

Operator: How many cars involved?

Caller: \_\_\_\_\_

Operator: Is anyone hurt?

Caller: \_\_\_\_\_

Operator: OK, \_\_\_\_\_ . We'll send \_\_\_\_\_ right away.  
(student's name) (e.g. an ambulance)