



Teachers' Notes

Curricular links to Health Education 5-14 National Guidelines and RSE Guidelines

Attainment outcome: Taking responsibility for health

LEVEL B

STRAND	ATTAINMENT TARGET	RSE GUIDELINES
Social health This strand explores the interaction of the individual, the community and the environment in relation to health and safety.	Show ways of getting help e.g. in the event of an accident.	Emergency procedures for a road traffic accident.

Teaching Background Information

- ➔ There are six emergency services. The three main emergency services are fire, police and ambulance. The other three are coastguard, mountain rescue and cave rescue.

For an emergency call:

1. Dial 999 or 112 from all phones. There is no cost for the call.
2. Ask for police in the first instance. They will contact other services, if needed.
3. When making a call, children should pass on the following information, if possible, to enable emergency services to determine what services are needed:
 - ➔ Which emergency services are required?
 - ➔ What has happened?
 - ➔ Where is the location of the accident?
 - ➔ Who was involved?
 - ➔ Did anyone get hurt? If so, how many people?
 - ➔ Their name.
4. Hoax calls cost lives as they delay and prevent emergency services from attending real emergencies.



Useful Websites

www.pocketdoctor.co.uk/firstaid/emergency_procedures.jsp

www.learntrips.co.uk/risk_emergency.htm



Suggested Lesson Plan

Aims

- ➔ To understand and learn the steps to take in an emergency at a road traffic accident.

Learning Outcomes

- ➔ Understand what action to take in the event of a road traffic accident.
- ➔ Understand the telephone numbers that are used i.e. 999 and 112 and what information is needed when making an emergency call.



Resources

- ➔ Sheet B6a – A Road Traffic Accident Waiting to Happen (photocopied to A3 size).
- ➔ Worksheet B6b – What to do at a Road Traffic Accident.
- ➔ Worksheet B6c – What to do at a Road Traffic Accident (photocopied for each script you listen to on the CD. There are 5 scripts).
- ➔ Worksheet B6d – What to do at a Road Traffic Accident.
- ➔ Script Sheets B6e, f, g, h, i – Script of a Road Traffic Accident Emergency Call.
- ➔ **STREETSENSE** CD – Emergency Calls at Road Traffic Accidents (in the Additional Resources folder): Tracks 27–32.

STREETSENSE CD	
27 Activity B6 – Emergency Calls at Road Traffic Accidents	
28 Emergency Call Number 1	31 Emergency Call Number 4
29 Emergency Call Number 2	
30 Emergency Call Number 3	32 Emergency Call Number 5

Suggested Timing

- ➔ 60 minutes.





Suggested Development of Lesson

- ➔ Discuss and explain what the emergency services are (fire, police and ambulance) and how they can be contacted. Explain the telephone numbers that can be used and that the call is free.
- ➔ Discuss when children might need to contact the emergency services. Focus in on road traffic accidents. You will need to be sensitive to the needs of the pupils, depending on their experiences.
- ➔ Introduce Sheet B6a (photocopied to A3 size). Discuss with the pupils some of the possible accidents in this picture.
- ➔ Explain their actions at the scene. It can be dangerous to become involved in dealing with an accident, both to themselves and the persons involved, and they should get help as quickly as possible.
- ➔ Hand out Worksheet B6b. Complete the task, either individually, in pairs or orally with the class.
- ➔ Hand out Worksheet B6c. This will need to be photocopied for each emergency call you want the class to listen to on the CD (there are 5 emergency calls). Explain the task to pupils – they are going to listen to the emergency calls on the CD and fill out the answers on the worksheet. You may decide to choose only the emergency calls, which are relevant to your pupils. You will need to be sensitive to their needs, depending on their experiences.
- ➔ Discuss how the behaviour of the caller is important in passing on the information – how remaining calm means the information is passed on more quickly.
- ➔ Explain the danger of making hoax calls.
- ➔ Listen to the CD of emergency calls on road traffic accidents (Tracks 28-32). Complete the task.
- ➔ Hand out the scripts of road traffic accident emergency calls. Role play some of the scripts and discuss.

Assessment

- ➔ Appropriate completion of worksheets.

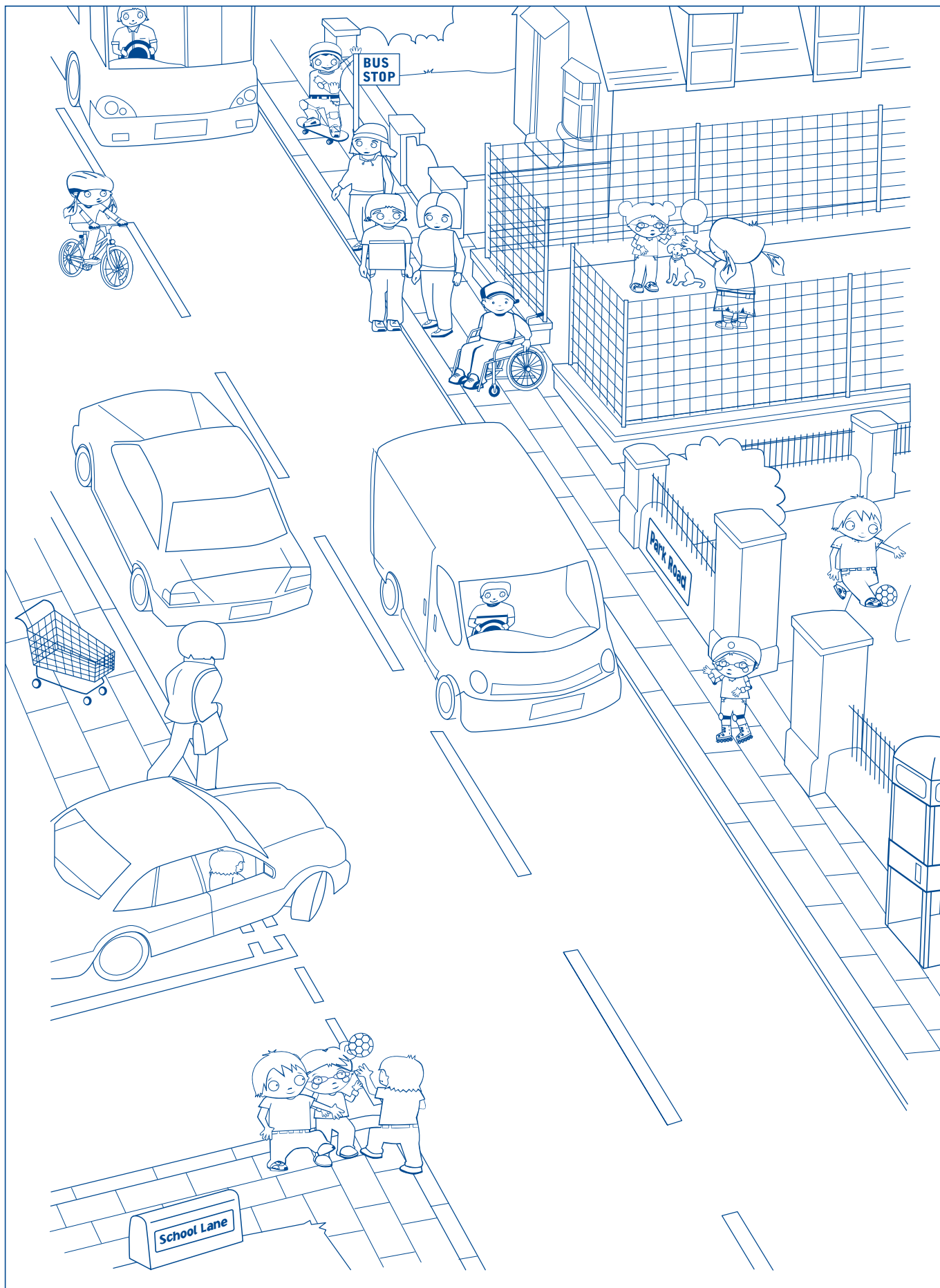
Curricular Links

- ➔ English Language – Listening: Listening for information, instructions and directions.
- ➔ English Language – Talking: Conveying information, instructions and directions.
- ➔ Expressive Arts – Drama: Using language.

Follow-up/Homework Activities

- ➔ Worksheet B6d – What to do at a Road Traffic Accident.





Name: _____ Date: _____

TASK



- ➔ Look at the picture on Sheet B6a "A Road Traffic Accident Waiting to Happen".
- ➔ Imagine that an accident **did** happen and you were close by.
- ➔ Fill in the following details:

AIM:
You are going to learn about what to do if there is a road traffic accident.

1. Where did the accident happen? Write as much detail as you can. _____

2. Who was involved in the accident? _____

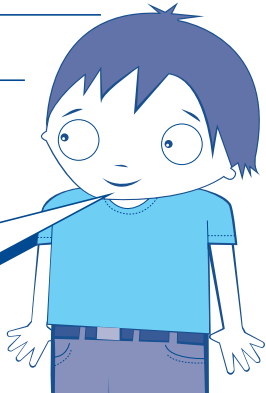
3. How did the accident happen? _____

4. Did anyone get hurt? How many people? _____

5. How could the accident have been stopped? _____

6. Which emergency services do you think should be called out? _____

REMEMBER
Ask for the police first.
They will contact the other services.



Name: _____

Date: _____

TASK

1. Listen to the CD of emergency calls at road traffic accidents.
2. Answer the following questions on the emergency call.

AIM:
You are going to learn about what to do if there is a road traffic accident.

EMERGENCY CALL: NUMBER _____

a. Which emergency service is required? _____

b. What has happened? _____

c. Where is the accident? _____

d. Which vehicles are involved? _____

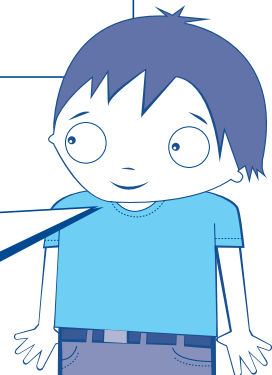
e. Which emergency services are being sent out? _____

f. How is the injured person? _____

g. What is the caller's name? _____

EXTRA Role-play one of the emergency call scripts with a partner.

REMEMBER
Ask for the police first.
They will contact the other services.



Name: _____

Date: _____

TASK

1. You are going to make an emergency telephone call about a road traffic accident.
2. Complete your side of the call.

AIM:
You are going to learn about what to do if there is a road traffic accident.

You dial _____ or _____.

Hello, emergency services, which service do you require? _____

Hello, this is your local Police Station. Where has the accident happened? _____

What has happened? _____

Do you know how many people need help? _____

Do you think anyone is badly hurt? _____

Can you tell me if the road is blocked? _____

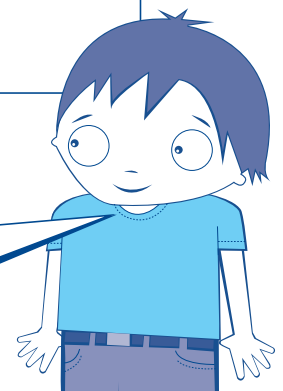
What is your name? _____

Thank you, try to stay calm and we will have the emergency services with you as soon as possible.

EXTRA

Role-play your emergency call with a partner.

REMEMBER
Ask for the police first.
They will contact the other services.



EMERGENCY CALL
NUMBER 1

AIM:
You are going to
role-play an emergency
telephone call.



Sally has just seen a road traffic accident in her street. Her friend Paul has been knocked down by a car. Sally knows she needs to stay calm and call an ambulance. She runs into her house and dials 999. Sally has the following call with the emergency operator.



999 Operator

Hello, Emergency Services Operator, which service do you require, police, fire or ambulance?

Sally

Hello, there's been an accident, I need the police.

999 Operator

OK, I'm now connecting you to the police.

Sally

Right, thanks.

Police Emergency Operator

Hello, police how can I help you?

Sally

My friend Paul has been knocked over.

Police Emergency Operator

OK, where has the accident happened?

Sally

Mmmm on 42 Mill Street, Glasgow.

Police Emergency Operator

42 Mill Street and do you know how many cars were involved?

Sally

Just one car.

Police Emergency Operator

OK, the police are on their way. And do you know how your friend is? Did you see him move?

Sally

No, not really.

Police Emergency Operator

OK, I'll send an ambulance too. Now what is your name?

Sally

Sally Adams.

Police Emergency Operator

Thanks Sally, bye.

Sally

Thanks, bye.



REMEMBER Ask for the police first.
They will contact the other services.



AIM:
You are going to role-play an emergency telephone call.

**EMERGENCY CALL
 NUMBER 2**



Pauline is driving home from Perth to visit her mum in Carnoustie. On her journey she comes by a serious road traffic accident involving two cars. One of the cars is stuck in the hedge and the other is in the middle of the road. No-one has made any effort to get out of the car stuck in the hedge and Pauline thinks the people may be trapped inside. There only appears to be a driver in the other car but he is not showing any signs of movement. Pauline has her mobile phone in her bag. She stops her car and calls the emergency services on 112. Pauline has the following call with the emergency operator.



999 Operator	Hello, Emergency Services Operator, which service do you require, police, fire or ambulance?
Pauline	Police.
999 Operator	OK, I'm now connecting you to the police.
Police Emergency Operator	Hello, police how can I help you?
Pauline	You need to come quickly and an ambulance too. There's been a really bad road accident.
Police Emergency Operator	Alright then, can you tell me where you are, where is the accident?
Pauline	We're not far past Monifieth, near a farm house, about 10 minutes before Barry.
Police Emergency Operator	OK, so you're on the A930, just past Monifieth and heading towards Barry, yes?
Pauline	That's right, yes.
Police Emergency Operator	OK, we'll have someone with you as soon as possible and I'm getting an ambulance sent out too. Do you know how many cars are involved?
Pauline	Two cars.
Police Emergency Operator	Two cars involved. Do you think there are any injuries?
Pauline	Well, I can't see any signs of movement.



Police Emergency Operator

Alright then, the police are on their way, and the ambulance service. What is your name?

Pauline

Pauline Cruse.

Police Emergency Service

OK Pauline, I'm sending the fire service too in case the passengers are trapped in the car or if there are any spillages on the road.

Pauline

All right, please be quick though.

Police Emergency Services

OK, we're on our way. Thanks Pauline, bye.

Pauline

Bye.



REMEMBER
Ask for the police first.
They will contact the
other services.



AIM:
You are going to role-play an emergency telephone call.

EMERGENCY CALL NUMBER 3



Simon lives in the countryside and is cycling home from his friend's house. A car drives past him at a very fast speed and when Simon cycles around the next corner he sees that the same car has crashed into the bridge. Simon is the only person on the scene and he knows he needs to get help as soon as possible.

The lady in the car is able to say, "Go get help". Simon cycles to a nearby phone box because he knows it is closer than his house. Simon has the following call with the emergency operator.



999 Operator	Hello, Emergency Services Operator, which service do you require, police, fire or ambulance?
Simon	Police, please.
999 Operator	OK, I'm now connecting you to the police.
Police Emergency Operator	Hello, police how can I help you?
Simon	A woman has crashed, she's driven into a bridge.
Police Emergency Operator	Right then, can you tell me where you are, where is the accident?
Simon	I'm just between Portslogan and Dinvin, a woman has crashed into the bridge on this road.
Police Emergency Operator	So at the bridge between Portslogan and Dinvin, is that the B738?
Simon	I don't know the road number but at the bridge between Portslogan and Dinvin.
Police Emergency Operator	OK, so you say a woman has crashed into the bridge. Is there another vehicle involved?
Simon	No, just the one.
Police Emergency Operator	The police are on their way. Do you think the woman is injured badly?
Simon	Well, she's not unconscious or anything but I did see a wee bit of blood on her hands and chin.



Police Emergency Operator

OK, I'll get an ambulance out just in case.
What is your name?

Simon

It's Simon, Simon Mackenzie.

Police Emergency Operator

OK Simon. Thanks for calling, we'll be with you shortly.

Simon

All right, cheerio, bye.

Police Emergency Operator

Bye.



REMEMBER
Ask for the police first.
They will contact the
other services.



**EMERGENCY CALL
NUMBER 4**

AIM:
You are going to role-play an emergency telephone call.



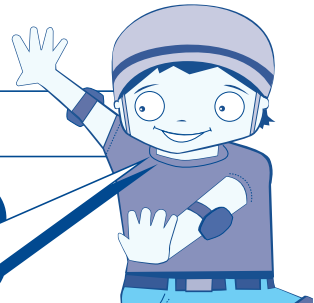
Kerri gets to her city centre school by public bus and then walks the rest of the way. She is usually a sensible pedestrian and passenger but on this particular day she is very excitable because it's her younger brother's birthday. Kerri wants to get home as quickly as possible so instead of walking a short distance to the pelican crossing, she decides to cross the road all by herself. Unfortunately, Kerri doesn't see a car coming and she gets knocked down. The car driver wasn't able to avoid hitting Kerri because she walked straight out in front of him. The car driver is very shocked and upset but still manages to dial 999 from a phone box a few seconds away. The car driver had the following call with the emergency operator.



999 Operator	Hello, Emergency Services Operator, which service do you require, police, fire or ambulance?
Car driver	Police and ambulance please.
999 Operator	OK, I'm connecting you to the police first.
Police Emergency Operator	Hello, police how can I help you?
Car driver	Hello, a young girl walked out in front of me and she's been hurt. I knocked her over.
Police Emergency Operator	OK, where is the girl?
Car driver	Almost opposite the art gallery, you know, on Belford Street.
Police Emergency Operator	OK, I'm sending an ambulance too. Is there anyone else involved in this accident?
Car driver	No, no, just me and the girl.
Police Emergency Operator	OK, can I take your name please?
Car driver	Tommy Woods.
Police Emergency Operator	OK Tommy, stay with the girl until we arrive. Try to stay calm. The police and ambulance are on their way, so it won't take long. OK, thank you, bye.
Car driver	Bye.



REMEMBER Ask for the police first. They will contact the other services.



EMERGENCY CALL
NUMBER 5

AIM:
*You are going to role-play an
emergency telephone call.*



Josh and Katie walk home from school together. It's only about a 10-minute walk from their school to the estate where they live. They are lucky that they don't need to cross the busy main road to get to their flats. On this particular day, Josh and Katie are mucking about with a football on their way home. Katie throws the ball at Josh but he misses it and the ball ends up hitting a passing car and breaks the back windscreen. The driver of the car swerves and drives into the bus stop. Luckily there was no-one waiting at the bus stop. The car driver is not hurt but the bus stop and his car are damaged. The car driver dials 112 from his mobile phone. Below is a copy of the telephone call the car driver has with the emergency operator. The car driver has the following call with the emergency operator.



999 Operator

Hello, Emergency Services Operator, which service do you require, police, fire or ambulance?

Car driver

I'd like the police please.

999 Operator

OK, I'm connecting you to the police.

Police Emergency Operator

Hello, police how can I help you?

Car driver

Hello, two kids were mucking about with a ball which has broken my back window and then I hit the bus stop.

Police Emergency Operator

Alright then, Sir, can you tell me where you are? Are you OK? Has anyone else been injured?

Car driver

Just my car and the bus stop are damaged. I'm on Colinton Mains Road, the South side of Edinburgh.

Police Emergency Operator

And what's your name?

Car driver

Mr Chris Jones.

Police Emergency Operator

Thanks Mr Jones, sit tight and we'll have someone with you as soon as possible. Bye bye.

Car driver

Bye.



**REMEMBER Ask for the police first.
They will contact the other services.**

