



## Accessing Community Health Services

### Video Calling 9-1-1

ELSA Level 1  
Teaching resource

Lesson Plan

and

Teacher's Notes

**Content Objectives:**

Learners will learn about:

- different kinds of emergency situations
- how to call 9-1-1 for a medical emergency

**Language Objectives:**

Learners will be able to:

- 👂 call 9-1-1 for a medical emergency
- 👂 understand questions asked by a 9-1-1 operator and ambulance dispatcher
- 👂 sequence a picture story after listening
- 👂 identify speakers while listening
- 📖 read a simple story with support of pictures
- ✍ fill in a simple form

Activity	Materials	Development
Introduction	<ul style="list-style-type: none"> <li>• Police, fire and ambulance graphics</li> <li>• <i>What's the Emergency</i> Vocabulary sheet</li> <li>• <i>Police, fire or Ambulance?</i> worksheet</li> </ul>	<ul style="list-style-type: none"> <li>- Place Emergency 9-1-1 card and police, ambulance and fire graphics on board</li> <li>- Ask students - "When do you need (police, fire, ambulance)?"</li> <li>- Review vocabulary on <i>What's the Emergency</i> sheet</li> <li>- Give 6 students pictures from vocabulary sheet. Have them put on the board under police, fire or ambulance</li> <li>- Have students complete <i>Police, fire or Ambulance?</i> worksheet</li> <li>- Review worksheet together</li> </ul>

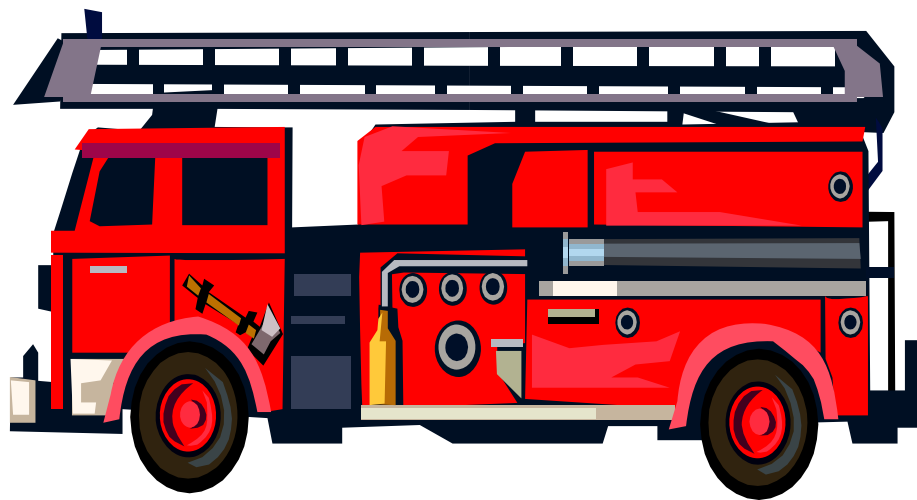
Activity	Materials	Development
Before watching	<ul style="list-style-type: none"> <li>• <i>Read About the Video</i> story</li> <li>• <i>Victor needs an ambulance</i> poster</li> <li>• <i>Emily needs help!</i> poster</li> </ul>	<ul style="list-style-type: none"> <li>- Distribute to pairs the <i>Read About the Video</i> story</li> <li>- Read story together and review any new vocabulary</li> <li>- Have students read stories in pairs</li> <li>- For higher classes, ask "Who" questions about the story: ie. Who feels sick? Who speaks English?</li> <li>- put <i>Victor needs an ambulance</i> poster and <i>Emily needs help!</i> poster on the board</li> <li>- ask "What can Emily do?"</li> </ul>

Activity	Materials	Development
While watching	<ul style="list-style-type: none"> <li>• <i>9-1-1 Picture Story</i></li> <li>• <i>Write the story</i> worksheet</li> <li>• <i>Who Said It?</i> worksheet</li> </ul>	<ul style="list-style-type: none"> <li>- Look at picture story together and say a sentence for each picture</li> <li>- Students watch video and put pictures in order</li> <li>- Review picture story - Say picture story</li> <li>- Students watch video again and write the story</li> <li>- Review sentences on <i>Who said it?</i> worksheet</li> <li>- Have students work in pairs saying each sentence</li> <li>- Have students guess who said which sentence</li> <li>- Watch the video and have students put the correct number under each picture</li> <li>- Review worksheet together</li> </ul>

Activity	Materials	Development
After watching	<ul style="list-style-type: none"> <li>• <i>Calling 9-1-1 Script</i></li> <li>• <i>What can you say?</i> worksheet</li> <li>• <i>What about you?</i> worksheet</li> </ul>	<ul style="list-style-type: none"> <li>- Students listen to video and follow along with script</li> <li>- Listen and repeat after teacher each sentence - Review difficult pronunciation</li> <li>- Students practise conversation in pairs</li> <li>- Write part of the script on the board - Review together - have students practise in pairs - Erase some words after each time - Have confident students perform for class.</li> <li>- Students work in pairs to complete conversations on <i>What can you say?</i> worksheet</li> <li>- Review <i>What about you?</i> worksheet on OHP - Have students fill out</li> </ul>



Police



Fire



**Ambulance**

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**Call 9-1-1**

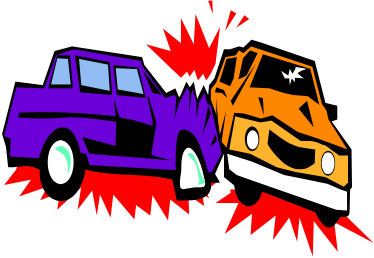
**Emergency**

## What's the emergency?

Read together with your teacher.



He is choking.



There was a car accident.



A man is breaking in to the house.



There is a fire.



A man is unconscious.



Someone has a gun.

# Police, Fire or Ambulance?

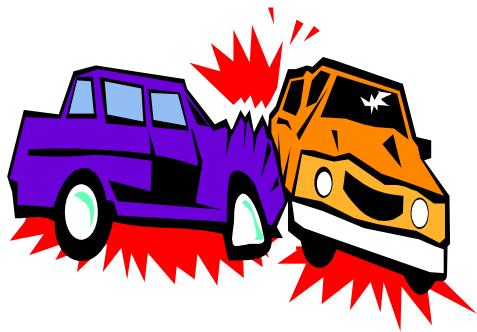
Circle Police, Fire or Ambulance.



Police      Fire      Ambulance



Police      Fire      Ambulance



Police      Fire      Ambulance



Police      Fire      Ambulance



Police      Fire      Ambulance



Police      Fire      Ambulance

## Read about the video



**This is Victor.**

He feels sick.  
He falls down.



**This is Emily.**

She speaks English.  
She helps her Dad.  
She shouts for help!



**This is a 9-1-1 Operator.**

He answers 911 calls.  
He asks if you need police, fire or  
ambulance.





**This is a stranger.**

She sees Victor fall down.  
She helps Emily and Victor.  
She calls 9-1-1.



**This is an Ambulance Operator.**

He answers the ambulance calls from 911.  
He asks about the emergency.  
He sends an ambulance.

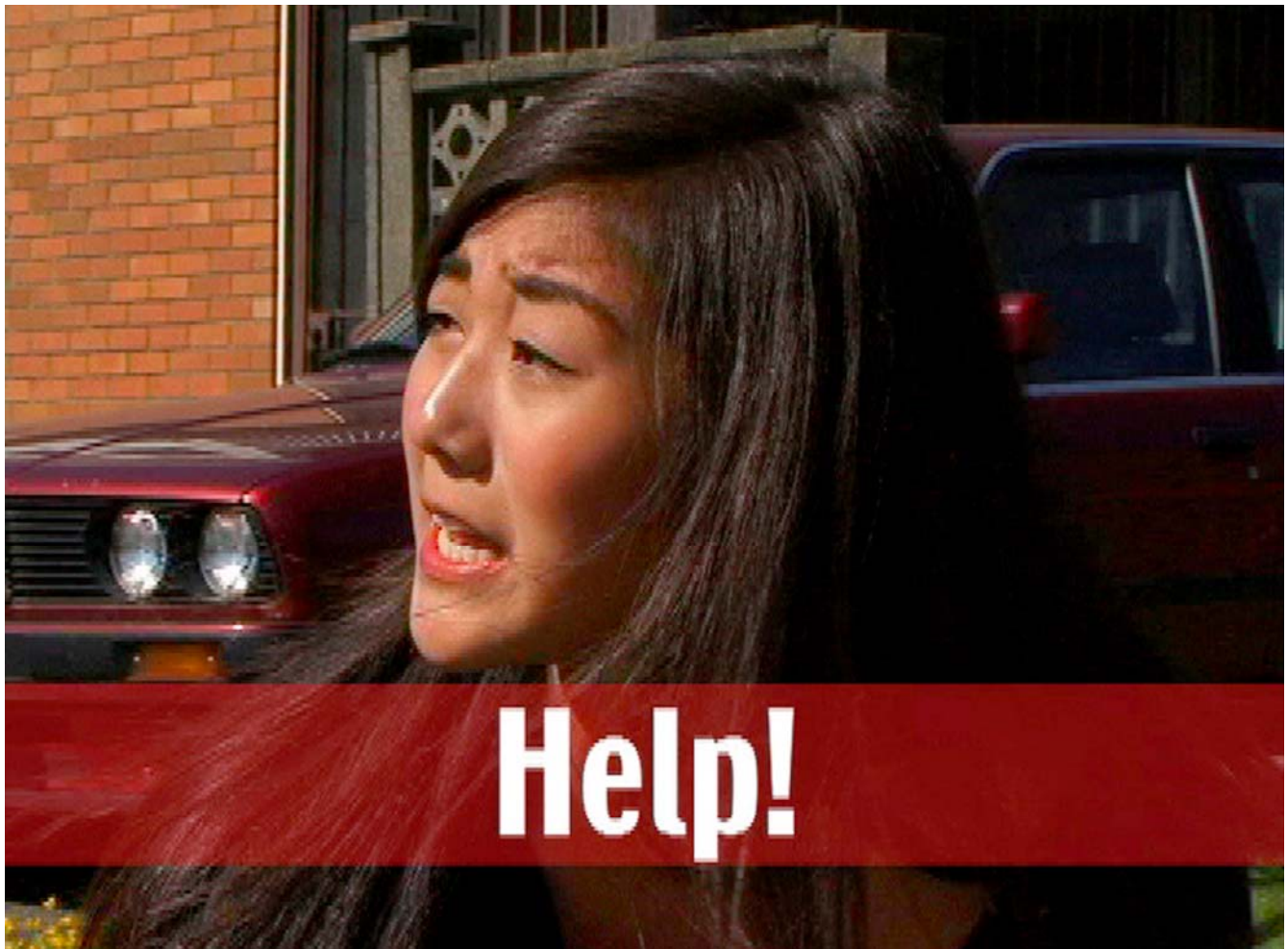


**This is Jennifer.**

Victor is her husband.  
She is worried about her husband.  
She wants to call 9-1-1 again.



**Victor needs an ambulance.**



**Emily needs help!**

**What can she do?**

# 9-1-1 Story

Watch the video then put the pictures in order.



## Write the story

Use the words to write the story.

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### Words

ambulance

fire, ambulance or police

9-1-1

HELP

falls down

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### Story

Victor \_\_\_\_\_ . He can't move. Emily shouts "\_\_\_\_\_!"

A stranger helps Emily and Victor. Many people want to see Victor. The stranger tells them,

"Everything is OK". The stranger calls \_\_\_\_\_. A 9-1-1 operator asks "\_\_\_\_\_,

\_\_\_\_\_ or \_\_\_\_\_?" The stranger says, "\_\_\_\_\_". An

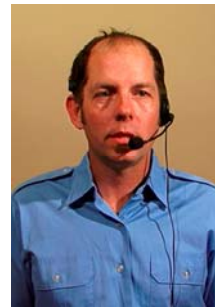
ambulance operator talks to the stranger. He asks many questions. He sends an

\_\_\_\_\_ to help Victor.

## Who said it?

Write the number of the sentence under the picture.

1. What's wrong? What can I do?
2. Someone help! Someone! Please someone help!
3. Everything's OK. Just keep moving.
4. For what city?
5. Can you tell me what happened?
6. He is in his late 40s.
7. Carrying groceries is easy! You should really exercise more.
8. Is he breathing?
9. A man fell down and he's not moving.
10. Dad! Are you OK?
11. How old is he?
12. Beside the grocery store at McGill and Slocan.



## Calling 9-1-1

Practise with your classmates.

9-1-1 *9-1-1. Do you need police, fire or ambulance?*

Caller *Ambulance*

9-1-1 *I'll put you through.*

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BC Ambulance *BC Ambulance, for what city?*

Caller *Vancouver*

BC Ambulance *What's the address of the emergency?*

Caller *Beside the grocery store at McGill and Slocan.*

BC Ambulance *Okay, tell me what happened?*

Caller *A man fell down and he's not moving.*

BC Ambulance *I have an ambulance on the way. Are you with the patient now?*

Caller *Yes.*

BC Ambulance *How old is he?*

Caller *He's in his late 40s it looks like.*

BC Ambulance *Is he awake?*

Caller *No.*

BC Ambulance *Is he breathing?*

Caller *Yes.*

BC Ambulance *Stay calm. An ambulance will be right there.*

## What can you say?

Work with a partner. Write the answer for each question. Practise speaking.



*BC Ambulance, for what city?*

*What's the address of the emergency?*

*Okay, tell me what happened?*

*I have an ambulance on the way. Are you with the patient now?*

*How old is he?*

*Is he awake?*

*Is he breathing?*

*Stay calm. An ambulance will be right there.*



*BC Ambulance, for what city?*

*What's the address of the emergency?*

*Okay, tell me what happened?*

*I have an ambulance on the way. Are you with the patient now?*

*How old is he?*

*Is he awake?*

*Is he breathing?*

*Stay calm. An ambulance will be right there.*



## What about you?

Fill in the form. Put it next to the phone at home in case of an Emergency.

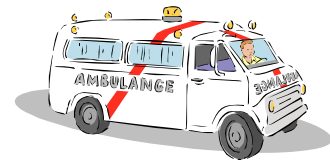
### 9-1-1 EMERGENCY



Police



Fire



Ambulance

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**NAME:**

**CITY:**

**ADDRESS:**

**PHONE NUMBER:**

**FIRST LANGUAGE:**