

COMMUNICATION

Reporting an emergency

LEVEL

Intermediate (B1)

NUMBER

EN_B1_2113X

LANGUAGE

English

Learning outcomes

- I can recognise and recall a variety of vocabulary and phrases related to emergencies.
- I can report an emergency over the phone and respond to follow-up questions on the call.



Warm-up

Answer the questions as a class or in breakout rooms.

**What are the
emergency numbers in
your country?**



**Do you know the
emergency numbers in
the UK? The U.S.?
Australia?**



Emergency!

1. **Read** this phone call.
2. **Then answer** the questions below.

Operator: This line is recorded. What's your emergency?

Caller: My co-worker's fallen off a ladder. He's unconscious.

Operator: What's your location?

Caller: I'm at 5 North Pine Road, on the third floor in the brick building.

Operator: Ok, stay on the line, help is on the way. Is your co-worker breathing?

Caller: Yes.

Operator: Ok, don't move him unless you must. Is there any blood?

Caller: No...but his left arm looks swollen. Wait, he's conscious now! He says he's dizzy, nauseated, and has a lot of pain in his arm.

Operator: He may have a concussion and a broken arm. Help will be there soon.

Caller: I hear the ambulance now!

1. What's happening in this phone call?
2. What are some injuries mentioned in the phone call?



Fill in the gaps

Complete the sentences with one of the words in the box on the right.

- 1 Something she ate must have upset her stomach. She was _____.
- 2 His arm looked _____ because it was bigger than usual. The doctor took an X-ray and said it was _____.
- 3 She had a headache and was confused after she hit her head. We took her to the hospital because we thought she had a _____.
- 4 I tried to wake him up, but his eyes didn't open. He was breathing, but it was clear he was _____.
- 5 I need to sit down because I feel _____. Everything is spinning around, and I think I might lose my balance if I tried to walk.

dizzy
unconscious
concussion
broken
swollen
nauseated



What's your location?

Stay on the line

What are some other ways of asking
What's your location?

What's the longest you've **stayed on
the line** for something?

Discussion

1. **Answer** the questions below. 2. **Share** your ideas with the rest of the class.

What are some things that make you dizzy?



Have you ever broken a bone?
What happened?

Prepositions of place with *at*, *in*, and *on*

I live **at** 21 Smith Street.



I live **in** Melbourne.



Meet me **on** Broadway.



At + address
... + some buildings
(library, museum,
store, etc.)

In + neighbourhood
... + city/town
... + state
... + country
... + building

On + street
... + floor



Is it *at*, *in*, or *on*?

Complete these sentences with the correct preposition.

1 We are _____ 14 Walnut Street. Please hurry!

a. at

b. in

c. on

2 My co-worker is injured _____ the third floor.

a. at

b. in

c. on

3 I'm calling to report an accident _____ Cobble Lane.

a. at

b. in

c. on

4 I saw two cyclists crash into each other _____ Berlin.

a. at

b. in

c. on

5 I heard there's a fire _____ the museum!

a. at

b. in

c. on

Complete the emergencies

- a. When did this happen b. at 55 Chestnut Lane c. There's been a car accident
d. break in e. There's been a break in f. Is anyone hurt
g. Was anything stolen h. on Cheswick Way i. your location j. unconscious

Emergency 1

Operator: Emergency services. What's your emergency?

Claire: _____ **1.** _____ at my house.

Operator: Ok. _____ **2.** _____?

Claire: I believe last night.

Operator: _____ **3.** _____?

Claire: It looks like just the TV.

Operator: How did they _____ **4.** _____?

Claire: Through my kitchen window. It's broken.

Operator: What's your address?

Claire: I live _____ **5.** _____.

Operator: OK. We'll send a squad car shortly.

Claire: Thank you.

Emergency 2

Operator: Emergency services. Please state your emergency.

Thomas: _____ **6.** _____.

Operator: OK. What's _____ **7.** _____?

Thomas: I'm _____ **8.** _____, in front of the supermarket.

Operator: _____ **9.** _____?

Thomas: One of the drivers seems to be _____ **10.** _____.

Operator: OK, an ambulance is on its way.

Thomas: OK, please hurry!



There's been a **break in** at my house!

Do you know someone whose house or car has been **broken into** before?

What happened?



Grammar review

1. **Read** the three sentences.
2. **Complete** the rules below.



My co-worker's fallen off a ladder.

There's been a break in at my house!



There's been a car accident!

Complete the rules below with ***present perfect simple*** or ***past simple***:

- We use the _____ to report events that happened a short time ago, without saying when exactly they happened.
- We use the _____ to talk about events that happened in the past and don't have a connection with the present.



Complete the sentences

Complete the sentences with the **present perfect simple** or **past simple**.

- 1 Help! Somebody _____ (steal) my purse!
- 2 Yesterday, there _____ (be) a car accident on my street.
- 3 Somebody _____ (break into) my flat last night and _____ (steal) my laptop.
- 4 Call an ambulance! There _____ (be) an accident!
- 5 I _____ (lose) my dog. Have you seen her anywhere?

Role play: what's your emergency?

With a classmate or your teacher, **choose one the situations below**. Take turns playing the caller and the emergency responder.

Name: Your name

Current Location: Walton Lane; in front of a pharmacy

Problem: cyclist went off the bike path after trying to avoid a running dog

Injuries: the cyclist says he has a headache; he's dizzy, there is pain in his left leg and blood on his arm



Emergency responder:

What's your emergency?

What's your location?

Can you tell me what happened?

Stay on the line.

Help is on the way!

Name: Your name

Current Location: 66 Prescott Ave.; rear building; apartment 8B; second floor

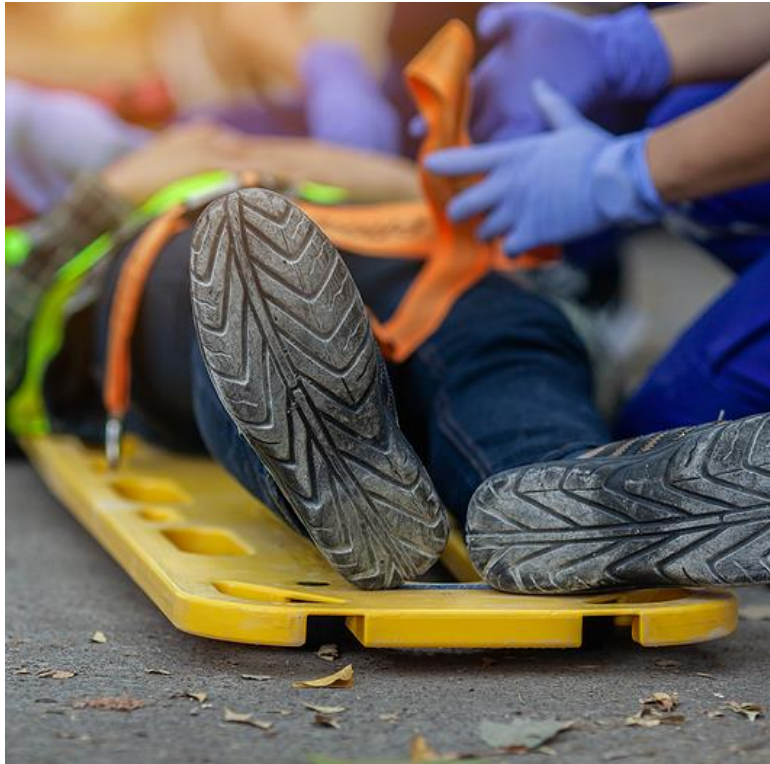
Problem: You were cooking when hot oil spilled on your arm.

Injuries: Pain in your arm; you feel dizzy and nauseated



Time to talk!

Take turns choosing a question below and ask a classmate to find out more about them.



- What are some things you should do/shouldn't do in an emergency?
- Have you been trained in first aid?
- What are some ways to avoid accidents?
- What are safety standards like in your workplace?
- What travel safety tips do you have for someone travelling alone for the first time?





End of the lesson

Idiom

To keep (someone or something) out of harm's way

Meaning: If you keep something or someone out of harm's way, you are making sure that they are in a safe place.

Example: It is important to keep the children out of harm's way.



Additional practice



True or false

Read each statement and **decide if it is true or false**. Tell your teacher the **correct answer** for every false statement.

		True	False
1	We always use the preposition <i>at</i> for specific addresses.	<input type="checkbox"/>	<input type="checkbox"/>
2	We use <i>in</i> for streets.	<input type="checkbox"/>	<input type="checkbox"/>
3	We can sometimes use <i>at</i> for certain buildings (e.g. universities, hospitals, banks).	<input type="checkbox"/>	<input type="checkbox"/>
4	We use <i>in</i> for cities, towns, states and countries.	<input type="checkbox"/>	<input type="checkbox"/>
5	We use <i>at</i> for building floors.	<input type="checkbox"/>	<input type="checkbox"/>





Discuss – report the emergencies

1-6 are pictures of emergencies. 5-8 are locations. **Choose any emergency** and **pair it with any location**. Then **report the problem** to the emergency services.

Someone has broken their arm.

I am waiting with them at the university.

1



2



3



4



5



6



7



8





Build sentences

Use the **vocabulary** in the two boxes to **build sentences**. Your teacher will instruct you to build sentences for **the caller** or the **emergency responder**. Try to remember the phrases used in the lesson.

*I am _____ to
_____ an emergency.*

What is your _____?



Vocabulary for caller

- to report
- emergency
- to call
- to hurry
- swollen
- conscious
- nauseated
- dizzy
- In/on/at
- broken

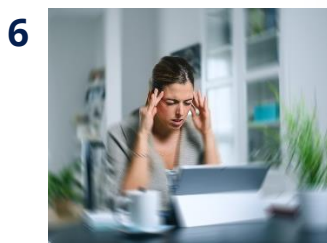
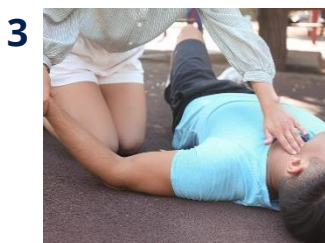
Vocabulary for emergency responder

- to stay
- location
- to move
- on the way
- necessary
- line
- breathing
- blood
- to happen
- help



Writing activity

Your teacher will tell you to **look at one of the pictures**. What is happening? **Write a short dialogue** between a caller and an emergency responder. Each person in your dialogue should **speak three times**. **Read your dialogue** and your teacher will **correct any mistakes**.



Blank area for writing a short dialogue.





Answer key

P.3: Emergency numbers; UK: 999; U.S.: 911; Australia: 000

P.4: 1.) Co-worker fell off a ladder, the operator asks questions about the co-worker's condition. 2.) Injuries mentioned in the text: swollen arm, the possibility of blood, co-worker is dizzy, nauseated, has pain in his left arm, might have a possible concussion and broken arm.

P.5: 1.) nauseated 2.) swollen, broken 3.) concussion 4.) unconscious 5.) dizzy

P.9: 1.) at 2.) on 3.) on 4.) in 5.) at

P.10: 1.) e 2.) a 3.) g 4.) d 5.) b 6.) c 7.) i 8.) h 9.) f 10.) j

P.12: Present perfect simple, past simple

P.13: 1.) has stolen 2.) was 3.) broke into, stole 4.) has been 5.) have lost

P.19: 1.) True 2.) False 3.) True 4.) True 5.) False



Summary

Reporting an emergency

- In the event of an emergency, you should call the emergency services
- The emergency services are the police, the fire brigade and ambulance
- In the UK, you call 999 in an emergency. In the USA, you call 911

Prepositions of place (*at, in and on*)

- at = address: We live at 22 New Street (We also use *at* for some buildings)
- in = city, town, state, country, building: The fire is in the courthouse
- on = street, building floor: The injured man is on the second floor

Medical emergency adjectives

- dizzy, unconscious
- concussed, nauseated
- broken, swollen

Real-life language

- I'm calling to report an accident
- What's your location?
- Stay on the line



Vocabulary

concussion

I'm calling to report an accident

What's your location?

Stay on the line!

at

in

on

dizzy

unconscious

broken

swollen

nauseated

