

# EMERGENCY SERVICES

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## THE SERVICES



## MAKING A EMERGENCY CALL

1. Sum up the situation.
2. Get to the nearest telephone.
3. Dial 999 (this is a free call; you need not put money in the telephone).
4. When the operator answers State the one you want.
5. When the service answers state:
  - a. Your name and the telephone number of the phone from which you are calling.
  - b. State the exact location of the incident. If you can, indicate nearby road junctions or other land marks.
  - c. If it is a traffic accident state number of vehicles involved. If a fire state on which floor of the building the fire is (ground, first, second floor, etc).
  - d. State the number injured if possible, the sex and approximate age of the casualties involved and if possible the nature of the injuries. Request special aid if you suspect a heart attack or childbirth.
6. When you have telephoned, go back to see what you can do (i.e., making the injured comfortable, directing traffic).

**Do not replace the receiver before the operator does so.**