

# Dialling 999 Script

**You must only do this in an emergency. People's lives are at risk if an ambulance does not get to them because of a hoax call.**

**Caller:** Dial 999 (Try to keep calm and speak clearly)

**Operator:** **Which service do you need: police, fire or ambulance?**

**Caller:** Answer (You must tell them clearly which one you need)

**Operator:** **What is your name and address?**

**Caller:** Answer (Give your own name and address)

**Operator:** **Where are you now?**

**Caller:** Answer (Give the address of where you are. If you do not know the address, look around you and see if there is a street name or a building with a name on it)

**Operator:** **What is the problem? Tell me exactly what has happened.**

**Caller:** Answer (Tell the operator about who is sick or hurt and what happened to them).

**Operator:** **Is the person conscious?**

**Caller:** Answer (This means is the person awake, answer yes or no).

**Operator:** **Is the person breathing?**

**Caller:** Answer (You can tell if they are breathing by putting your hand on their chest near their heart and see if it goes up and down. Answer yes or no).

**Operator:** **Please stay on the line until the ambulance arrives. If anything changes let me know.**

**Caller:** Stay on the telephone and watch the person who is ill for any changes.