**Emergency Services Script for 999 phone call**

|  |
| --- |
| Scenario: You are by the Tinsley and Darnall Canal near a bridge. Your dog has got free and jumped in the water. He can’t get out. You can see a footpath up to a road and the back of an industrial area behind a fence. You think you can see the roof of the EISS. What do you do? |

|  |  |
| --- | --- |
| Emergency Services Switchboard: | Hello, emergency service operator, which service do you require? Fire, police, or ambulance? |
| Your response: | My dog is in the water. |
| Emergency Services Switchboard: | Thank you. I’ll connect you now. |
| Emergency Services: | Hello, where are you calling from, which town please? |
| Your response: | (Give your location place or any other distinctive features around you?) |
| Emergency Services: | Tell me exactly what has happened. |
| Your response: | (Explain briefly what has happened) |
| Emergency Services: | Tell me exactly where the emergency is happening. |
| Your response: | (Give the location of where the incident is happening using place or distinctive features) |
| Emergency Services: | Is anyone injured? If so, are they breathing? |
| Your response: |  |
| Emergency Services: | Help is on its way. Please stay on the phone. What is your name, address and your phone number? |
| Your response: |  |
| Emergency Services: | Thank you. |

