



Learning Plan: When to call 999

Key Learning objectives

- To understand why, when and how to make an emergency 999 call, including:
 - When to call 999
 - When 999 is available
 - What information you should provide when you call 999
 - How you can help the ambulance crew
 - How you can be prepared for an emergency
 - How to contact 999 if you have communication needs
 - Never make a prank call.

Activity	Timings	Resources
1. Ask students to discuss what they know about 999 <ul style="list-style-type: none">• Why might you need to call 999?• Which emergency services can be contacted through 999?• When and how can you contact 999?	5 mins	

2.	Show "When to use 999" video: https://youtu.be/HpgF3BA5YIo Video is also available with British Sign Language and subtitles here: https://youtu.be/FbQAJGB1zhl	3 mins	Screen / projector / tablets / laptop
3.	Ask students to discuss anything new they've learnt from watching the video.	5 mins	
4.	Recap and discuss learning points from the video: <ul style="list-style-type: none"> • Call 999 in an emergency, when someone is seriously ill or injured or their life is at risk • Never make a prank call • 999 is available all day every day • When you call 999 you need to tell them <ul style="list-style-type: none"> ○ The address where you are ○ What's happened ○ Details about who is affected • You can help the ambulance crew by <ul style="list-style-type: none"> ○ Staying on the phone ○ Locking away any pets ○ Signalling for the ambulance • Make sure you're prepared for an emergency by <ul style="list-style-type: none"> ○ Knowing your address and postcode ○ Downloading the What3Words app if you have a phone ○ Learning CPR ○ Knowing where your nearest defibrillator is • You can contact 999 if you are deaf, hard of hearing, or if English isn't your first language. 	10 mins	
5.	Check understanding by completing the online quiz .	5 mins	PC / tablets / laptop

For further information and resources please visit:

Prank calls film

<https://vimeo.com/showcase/5583503/video/303027419>

NEAS Learning Zone

www.neas.nhs.uk/get-involved/learning-zone

BSL/subtitled resources

www.neas.nhs.uk/get-involved/learning-zone/videos-with-british-sign-language