



Making an Emergency Phone Call

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Getting Help

There are people who help us every day in everyday situations; people who we know and trust.



Who might these people be?

Why might we need their help?



Getting Help

Sometimes, we might need help in emergency situations from people whose job it is to help others.

Who might these people be?

Why might we need their help?



Making an Emergency Phone Call

When we need help in an emergency situation, we need to call the emergency services.

An illustration of a room with a light-colored wall and a wooden floor. On the left, there is a potted plant with green leaves in a brown pot. In the center, a round orange table holds a blue bag with a silver clasp, a black smartphone standing upright, and a black landline phone. A hand is holding a black smartphone in the foreground on the right.

We might be calling from an Android phone.

We need to know how to call for emergency help using all of these devices.

Making an Emergency Phone Call

How to call from a landline phone:

- Pick up the phone.
- Dial 999.



Making an Emergency Phone Call

How to call from a locked iPhone (one that isn't yours and needs a passcode to be used) version 8 or later:

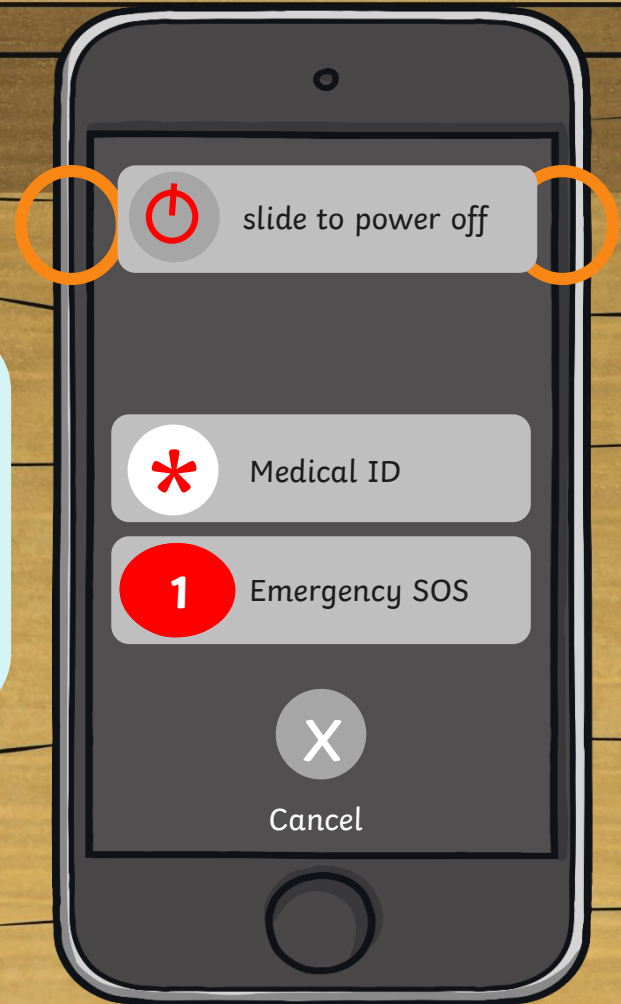
- Pick up the phone.
- Press and hold the side button and one of the volume buttons until the 'Emergency SOS' slider appears.
- Drag the 'Emergency SOS' slider to call the emergency services.



Making an Emergency Phone Call

OR

- Pick up the phone.
- Press and hold the side button and one of the volume buttons without letting go. A countdown will start. If you hold down the buttons until the countdown finishes, the iPhone will automatically call the emergency services.



Making an Emergency Phone Call

How to call from a locked Android phone (one that isn't yours and needs a passcode to be used):

- Pick up the phone.
- Swipe the phone screen so it takes you to the 'lock screen'. An 'Emergency' or 'Emergency Call' button will appear at the bottom of the screen.
- Press this button and a dial pad will appear.
- Dial 999.




Making an Emergency Phone Call

However, if you call for emergency help, make sure to:
With a partner, practise making an emergency call.

- Wait for the call handler to speak to you.
- Tell the call handler which service you need (police, fire, ambulance, coastguard). If you are unsure, don't worry. They will help you get the right service.
- Answer any questions they ask you. This will include your name, where you are and what the emergency is.
- Listen to what they tell you to do and follow their instructions carefully.





What did you find easy?

What did you find more difficult?

Do you have any questions?

Remember:

- If you or anyone else is in immediate danger, call for emergency help.
- Only make a phone call for emergency help in emergency situations.

