



Calling 999

Can you use the words in the box to complete the following information about calling 999?

In case of an emergency, you should call _____. You will be put through to an _____ who will ask which service you require: the _____, the fire service or an ambulance.

The operator will want to know some important _____ from you, such as where you are and why you are calling. If you can, memorise your _____ so that you can tell the operator where you live if you have an emergency at home.

Try to stay _____ and tell the operator what they need to know so that they can send _____ to you as fast as possible.

How do you know when to call 999? It is very important that you only call 999 when there is an _____. For example, you might see _____ or flames coming from a building, or you might see a traffic _____ where people need help. You should _____ call 999 if you don't need to, as you might take help away from people who really need it.

Remember, only call 999 if it is _____ to do so.

safe	calm	information
police	never	999
accident	emergency	smoke
address	operator	help

