Session plan

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| **Subject** |  | **Summoning Help** |

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| Session plan |  | Ref | SCC\_NE05\_Help |
| Course |  | How to summon help in an emergency [NE04] | |
| Group/Award |  | New entry to cadet | |
| Aim |  | To ensure that new entrants can summon help in an emergency. | |
| Training format |  | Predicative discussion, “what if scenarios”, role play and video | |
| Duration |  | 45-minute | |
| References |  | 1. SCC cadet training programme, new entry cadet to cadet session plans (2014 edition), NE04 2. SCC Pulling Guidance Notes 2008 Edition (referenced as 2010 on SCC Website) – Page 4 3. SCC Rowing Handbook Trinity 500 – Page 18 4. SCC Basic Navigation 3rd Class, Safety and Distress, Distress Signals [CW06] | |
| Training aids |  | Flip chart/white board and pens  Paper, pens  Scenario cards (see page 7)  112 / 999 call script  Videos: <https://www.youtube.com/watch?v=XPZv_8dABfU>  <https://www.youtube.com/watch?v=XAuWnu4QbMk>  *The videos are large files and not practicable to insert into this document. Please remember to download the videos prior to your session.* | |
| Notes/Handouts |  | 112 / 999 call script – see page 8 | |
| Diversity |  | Check if participants have anything you need to be aware of | |
| Risk |  | None. | |

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| V00.00 | 06/09/16 | Initial draft |
| V00.01 |  | Amendments in revision mode |

Session

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| Welcome |  | 5-minute Write the word “emergency” on a whiteboard/flipchart and ask cadets what it means and capture the words. Discuss the words. |
| Activity #1 |  | 10-minute Calling 11/999 from a mobile phone – what happens and why is it good to use 112  Discuss the difference between 999/112 and 101  5-minute See also video:  *"Help Me" The Secrets of using 112 on a mobile phone in an emergency/accident*  <https://www.youtube.com/watch?v=XPZv_8dABfU> |
| Activity #2 |  | 5-minute What services are available from a 112 / 999 call |
| Activity #3 |  | 5-minute Making a 999 call  *Dial 999 for emergency*  <https://www.youtube.com/watch?v=XAuWnu4QbMk> |
| Activity #4 |  | 5-minute 112 / 999 script walk through  Discuss how you should act on the call, for example – when giving a message it is vital to be calm, clear and correct about the information. |
| Consolidation |  | 5-minute Activity: “Where am I?” see page 7  5-minute Activity: “Role play (teams of two)” see page 7  1-minute Summary  The LIONEL method of making an emergency call:  Dial 999  Location  Incident  Other services required  Number of casualties  Extent of injury  Location repeated  **Stress that they should not be afraid to make a 112 / 999 call. Critical they do not make hoax calls as they put people’s lives at risk. There would normally be an adult present on Cadet activities to make the call if necessary.** |
| Feedback |  |  |

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| References |  |  | |
| SCC cadet training programme, new entry cadet to cadet session plans (2014 edition), NE04 | | | |
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| SCC Pulling Guidance Notes 2008 Edition (referenced as 2010 on SCC Website) – Page 4 | | | |
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## Introduction

Write the word ‘emergency’ on the board and ask what it means. An emergency is when someone is seriously hurt or suddenly taken ill and needs urgent medical help. If the person does not get this help, they could come to serious harm or their life could be in danger. An example is a person who has a deep cut that is bleeding badly. If the flow of blood is not stopped then the person could die: it is an emergency and needs an ambulance.

An **emergency** is a situation that poses an immediate risk to health, life, property, or environment and words used could include:

* Danger
* Injury
* First-aid
* Damage
* accident
* casualty
* crash
* disaster
* emergency
* fatality
* ill
* stroke
* tragedy

## Signalling distress in a small boat (SCC Rowing Handbook Trinity 500)

There are several ways to signal distress.

* Via a VHF radio (if used locally)
* The raising and lowering of your arms, when fully stretched out sideways, just above and below shoulder height
* An article of clothing on a raised oar or paddle
* Continuously sounding a whistle
* Shout
* SOS on a whistle **. . . \_ \_ \_ . . .**
* Flares – orange smoke by day

When giving a message, it is vital to be calm, clear and correct about the information.

## 112/999 History

999 is the world’s oldest emergency call number. It was first introduced in the London area in 1937 and then to the whole of the UK in 1976. In the first week of its existence there were 1,336 calls…..today there are more than 30 million calls a year. The number 112 was introduced in 1995 as a way of contacting the emergency services in countries within the European Union and several other countries

## Calling the emergency services from a mobile phone

It is always a good idea to teach your child their full name and address as soon as you can as it will prove hugely helpful in many situations, not just for calling 999 or 112 in an emergency. As well as knowing their name and address we have put together some other useful information children should know when calling 999 or 112:

* Make sure you are safe before calling 999 or 112 i.e.: Get out and Stay out if there is a fire!
* Calling 999 or 112 can be done from either a landline or a mobile phone!
* 999 and 112 are available at all hours of the day and night!
* You don’t have to have reception on a mobile phone to call 999 or 112!
* Don’t be scared about calling 999 or 112, the emergency services are there to help you!
* Always speak as clearly and calmly as you can so the operator can understand you!
* If you don’t know where you are look around you and tell them what you can see, they will find you!
* Clearly explain what has happened, how many people are involved and what you have done, i.e.: have you given first aid or stopped traffic etc.
* Don’t hang up until the operator tells you to! They need to make sure they have got all the right information to help you.

When you call 112 you access the emergency services in the same way as 999, and works in 81+ (216) countries worldwide and across Europe.

When dialling 112/999 from a mobile it will over-ride the need to enter a PIN code, making it possible to use anyone’s phone.  It will search other networks for a signal and prioritise the call if the network is busy.

## What services are accessible from 999 / 112?

In the United Kingdom, there are four emergency services, accessed via permanently manned Emergency Control Centre, these are:

* Police
* Ambulance service
* Fire Brigade
* Coastguard

Other emergency services may also be reached through the 999, but do not have permanent Emergency Control Centres. These emergency services are summoned through the ECC of one of the four principal services listed above:

* Lifeboat service
* Mountain rescue service
* Cave rescue service
* Moorland search and rescue service (particularly in Cornwall and Yorkshire)
* Quicksand search and rescue service (operating in the extensive quick sands of Morecambe Bay)
* Mine rescue service
* Bomb disposal (provided by the military)

## Script: What happens when you call 112 / 999?

What happens after you dial 999?

Operator Hello, emergency service operator. Which service do you require?

Fire, police or ambulance?

You Fire/police/ambulance

Operator I’ll connect you now…

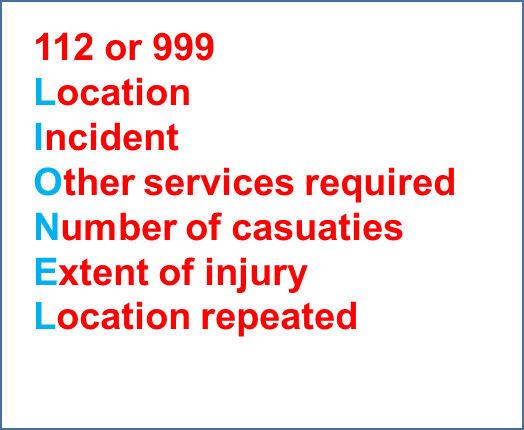
Fire/police/ambulance operator questions to you:

* Hello, what is your name?
* What number are you calling from?
* Where are you? (Give your address/location if you can. If you’re not sure, then describe landmarks/things you can see around you.)
* What has happened?
* How many people are hurt?
* Is anyone unresponsive?
* Has anyone stopped breathing?
* Is anyone bleeding? If so, how badly?
* Are there any hazards or dangers around?
* Please don’t put the phone down until I say.

Remember: the operator’s questions might be slightly different if you ever must call 999: the questions they ask will depend on what has happened.

## Activity: In Summary:

Put the word **LIONEL** (vertically on the board) on the board and discuss what it may mean in terms of making an emergency call, fill in the missing letters (red) to make a summary of a 112 / 999 call:

Dial 999

Location

Incident

Other services required

Number of casualties

Extent of injury

Location repeated

## When should I use 101?

You should call 101 to report crime and other concerns that do not require an emergency response. For example, if:

* Your car has been stolen
* Your property has been damaged
* You suspect drug use or dealing in your neighbourhood

Or to:

* Give the police information about crime in your area
* Speak to the police about a general enquiry

You should always call 999 when it is an emergency, such as when a crime is in progress, someone suspected of a crime is nearby, when there is danger to life or when violence is being used or threatened.

## Activity: where am I?

Cadets to pretend that they are on an emergency call and need to explain where they are. In the first example let them use the address, in the second iteration they no longer can use the address, in the third and final iteration they cannot use street or place names.

*The idea this activity is that you are not always in a location that you know.*

## Activity: Role Play (teams of two)

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| In twos:  Role play an emergency call | Pairs can role play making an emergency call for one of the scenarios. For this, pupils can also use the 999-operator script – which provides the type of questions that an emergency call operator would ask.  Follow this activity with worksheet Emergency call to consolidate the work |
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## Handout: 112 / 999 script

What happens after you dial 999?

Operator Hello, emergency service operator. Which service do you require?

Fire, police or ambulance?

You Fire/police/ambulance

Operator I’ll connect you now…

Fire/police/ambulance operator questions to you:

* Hello, what is your name?
* What number are you calling from?
* Where are you? (Give your address/location if you can. If you’re not sure, then describe landmarks/things you can see around you.)
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