



# It's Your Call...

INCLUDES:

Introduction

When to call 999

How to make a  
999 call

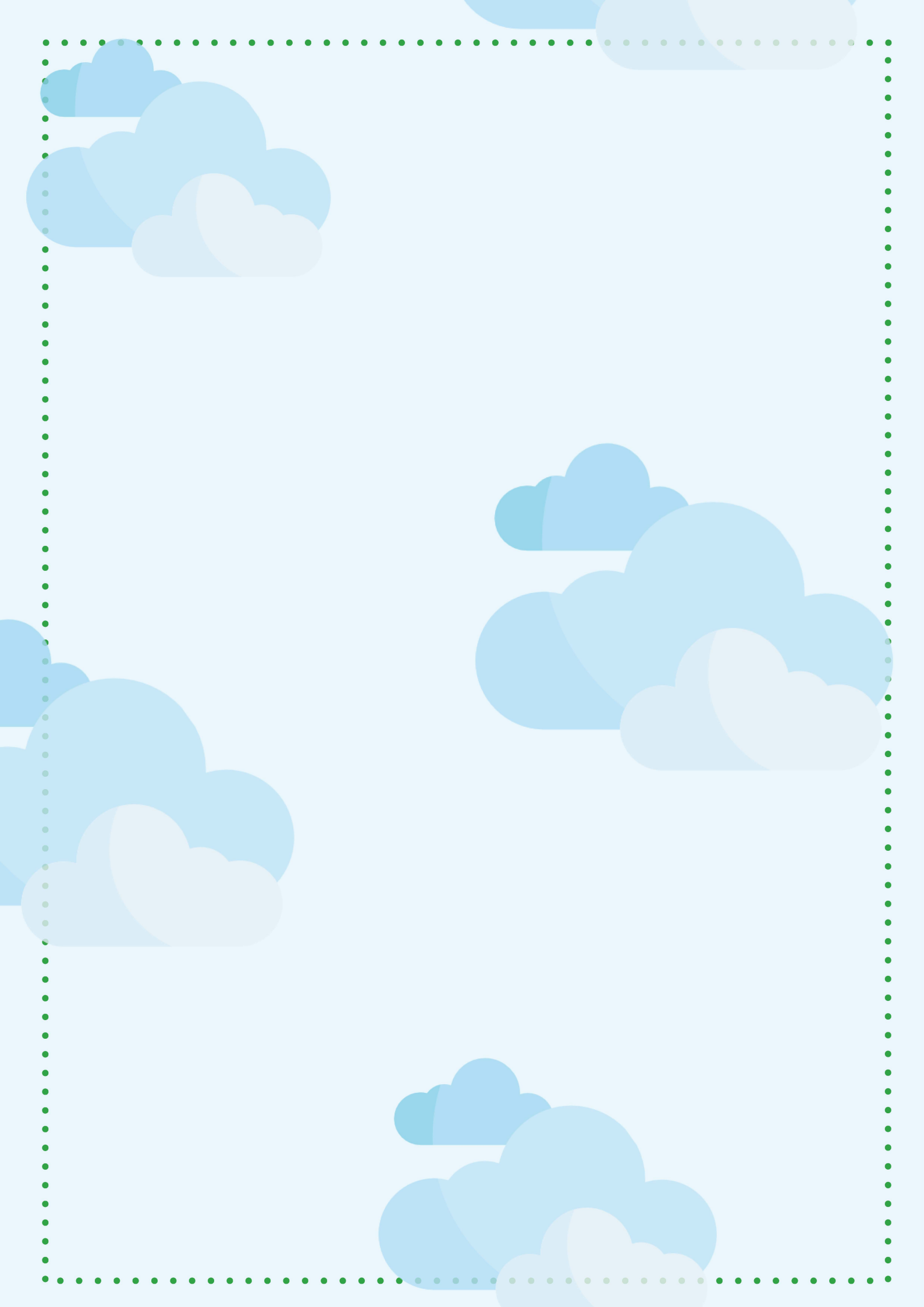
Activities

Story time



Do you know how  
and when to call an  
ambulance?





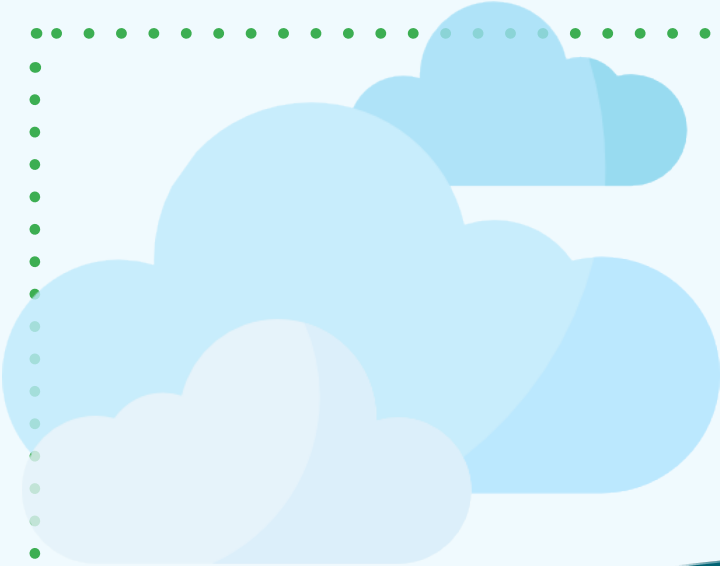
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*NEE NAW!  
NEE NAW!*

*NEE NAW!  
NEE NAW!*



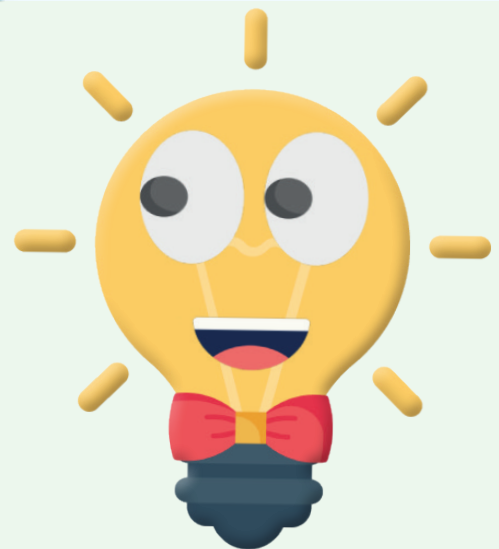


Hey, I'm Jo. I'm a paramedic for the east of England Ambulance Service. With the help of my two friends, Lex and Pat, we have created an activity book so that you and your friends will know when and how to call 999 in an emergency.



Oh no, an emergency has just come through, I must go!

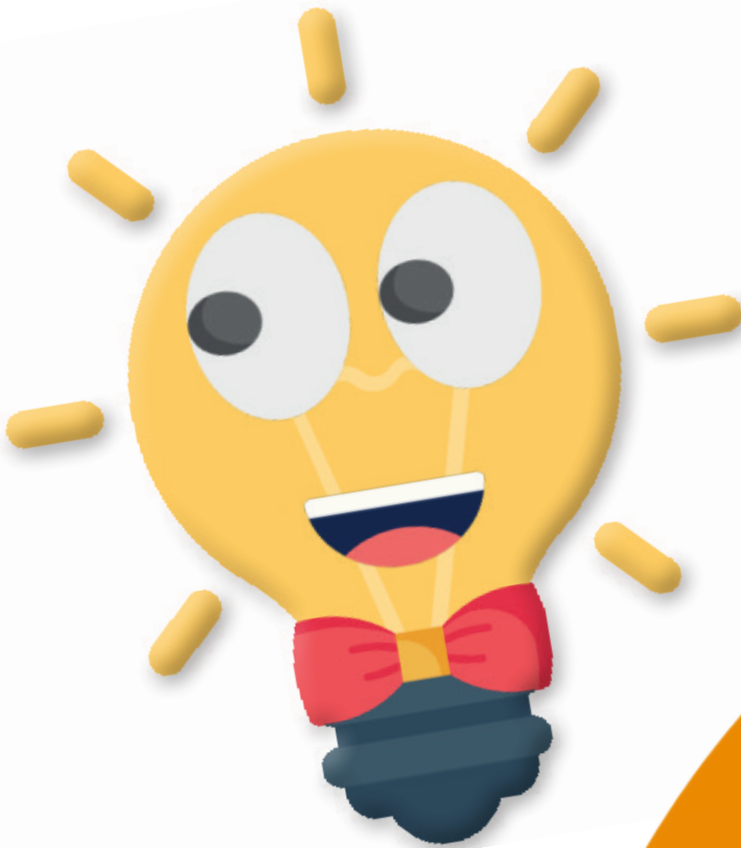
Don't worry, Lex and Pat can help you complete the activity book.  
Good luck!





“Hello there! My name is Lex the Lightbulb, but you can call me Lex. Jo has taught us how to call 999 in case of an emergency. Would you like to know how too?” asked Lex.

“This activity book will teach you how and when to call an ambulance. It also has information on where else you can get help if you are feeling poorly or are injured. But first, let me introduce you to my friend” said Lex.





“Oh hi! I’m Pat. Thanks to Lex and Jo, I now know how to call for an ambulance. It’s such a great feeling to be able to help someone in an emergency!” said Pat.

“Before we jump straight in, first let’s find out what the ambulance service does. Are you ready? Let’s go!” said an excited Lex.



NEE NAW!  
NEE NAW!

NEE NAW!  
NEE NAW!

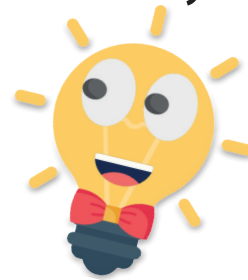
# What does the ambulance service do?

Great question! The ambulance service is here for those that are in a life-threatening emergency and need care as soon as possible.

People from the ambulance service, like paramedics, will be sent to the emergency. Then, if they need to, they take them to hospital for more care.

Ambulances are there at any time of the day or night if you need them.

## So how does this work?



When you call 999 you will speak to a call handler who will ask if you need help from **Police**, **Fire** or **Ambulance**.

The call handler will then pass your call to the ambulance service.

Let's take a look at some of the important things they will ask you...





Ambulance emergency, is the patient breathing?

Yes/No

A call handler wearing a headset is shown from the chest up, sitting at a desk. A speech bubble above them contains the text 'Ambulance emergency, is the patient breathing?'. A purple speech bubble below them contains the text 'Yes/No'.

Is the patient awake?

Yes/No

Ok, tell me exactly what's happened

A call handler wearing a headset is shown from the chest up, sitting at a desk. A speech bubble above them contains the text 'Is the patient awake?'. A purple speech bubble to the right contains the text 'Yes/No'. A speech bubble below them contains the text 'Ok, tell me exactly what's happened'.

Where are you?

A call handler wearing a headset is shown from the chest up, sitting at a desk. A speech bubble above them contains the text 'Where are you?'.

You are doing so well. Do you know the number of the phone you are using?

A call handler wearing a headset is shown from the chest up, sitting at a desk. A speech bubble above them contains the text 'You are doing so well. Do you know the number of the phone you are using?'.



Three things to remember for when you call 999:

**Your name:** .....

**Your telephone number:** .....

**Your address:** .....

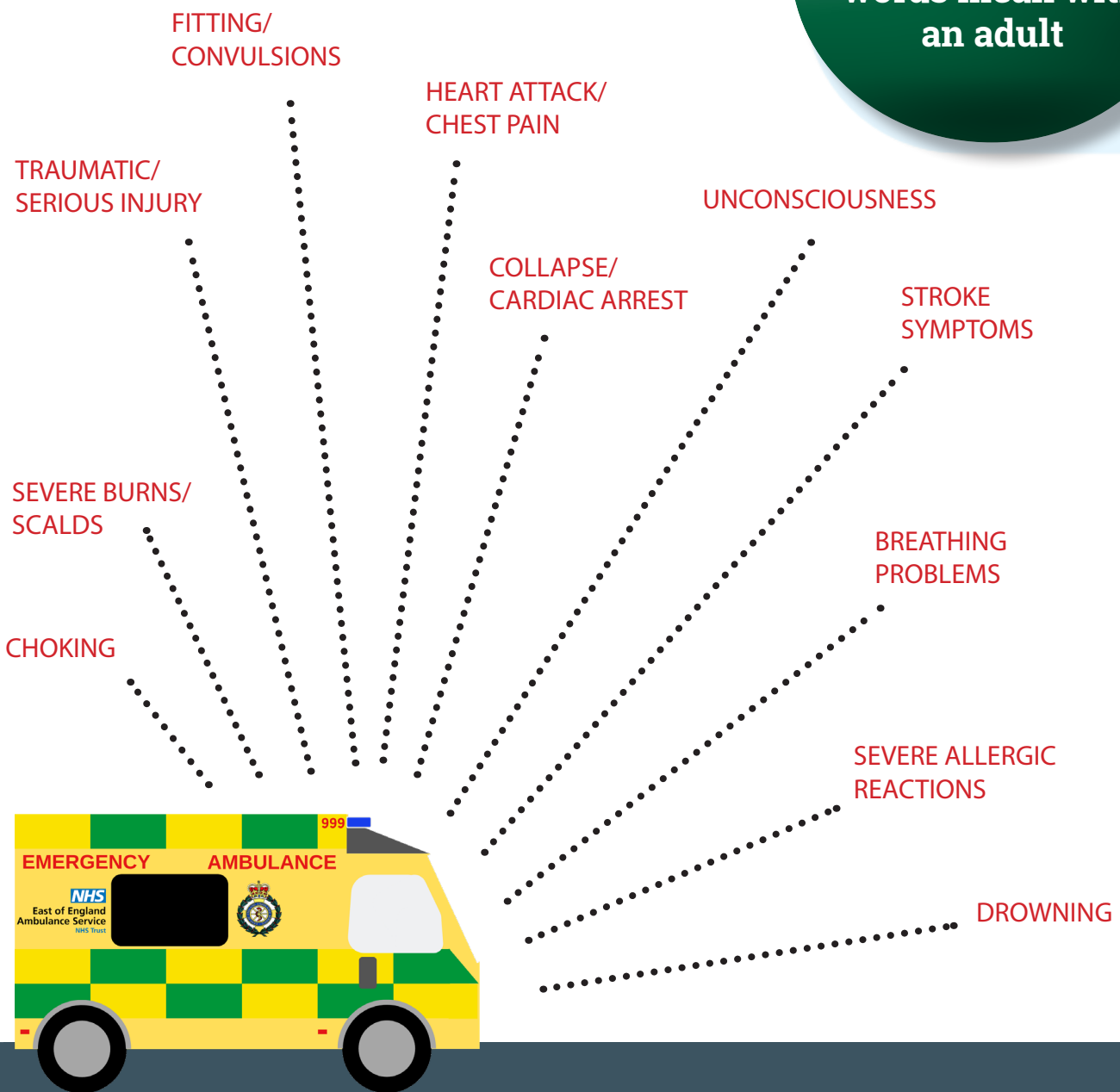
Once the call handler checks these details, they will ask some more questions about what is wrong. All you need to do is listen very carefully and answer the best you can.

# When to call 999

"Jo told me to only call 999 when someone is in danger. Always go to an adult for help. If an adult is not around, here's some examples on what to look out for."



Go to page 28 to see what these words mean with an adult



# What else could help?

Now we know what the ambulance service does, how it works and when to call 999, but who else could help too?



## SELF CARE

for common illnesses like:

Grazed knee  
Sore throat  
Cough



## PHARMACY

feeling poorly  
and need advice about:

Diarrhoea  
Headache  
Runny nose  
Painful cough



## GP SURGERY

for symptoms that  
don't go away:

Vomiting  
Ear pain  
Stomach ache



## WALK IN MINOR INJURIES UNIT

for when it's urgent  
but not life-threatening:

Cuts  
Sprains  
Minor burns



## 999/A&E

only in  
an emergency:

Loss of consciousness  
Breathing difficulties  
Severe chest pain  
Severe bleeding

If you are unsure, call **111** for advice.



"Now we know a little bit more, let's have a go at this activity!  
All you need to do is draw a line to match the symptoms to the  
service/treatment that can help...because not everything needs  
an emergency ambulance."



I have a bad  
headache! I need  
some advice...



My tummy hurts  
and I keep being  
sick. It doesn't  
seem to go away.



I'm really struggling to  
breathe...



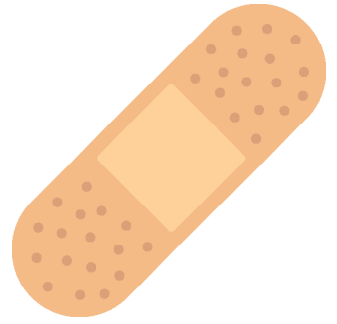
I've had a cough  
all day, now my  
throat is getting  
a bit sore!



I've fallen over  
and may have  
broken my arm!



Self care  
at home



Call for an  
emergency  
ambulance



Walk in  
minor injuries  
unit

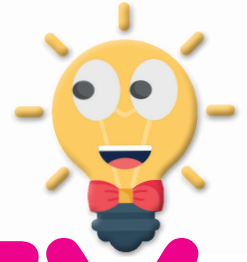


Doctors  
sugery



Pharmacy





# ACTIVITY



# TIME!



SPOT THE  
DIFFERENCE

There are **5** to spot!

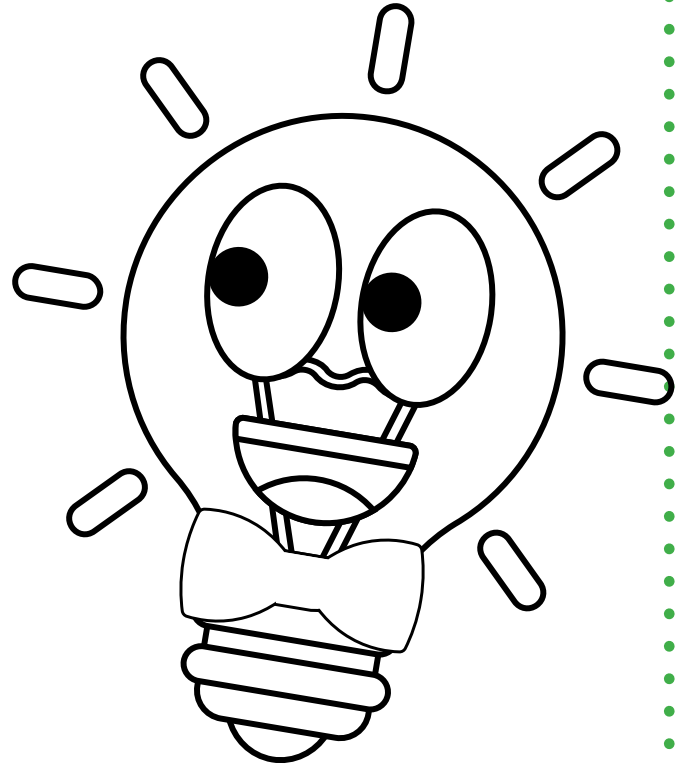
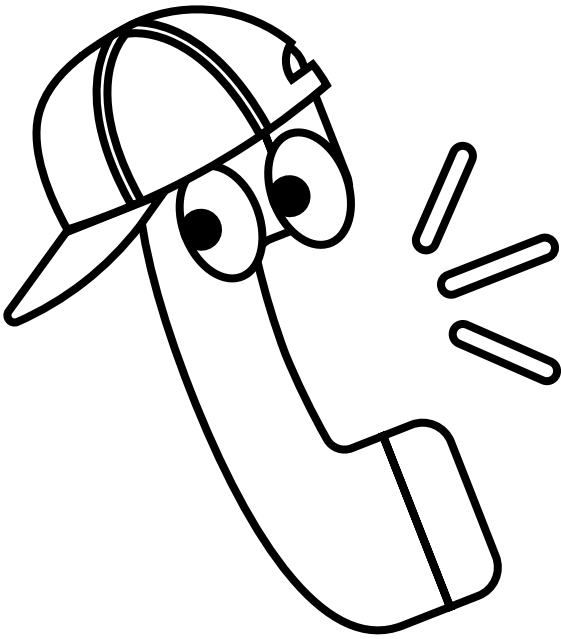
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 N A M E R M A D O F M Z O T L  
 L D F V E L S R R H U O E W M  
 Z J A D F H A U A E P D M Q A  
 A G Y R U D E L X M S P O F E  
 R H G M L R W E Q Q E S U M N  
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 D L L A C U X E N Z G O J C P  
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 V S O T B R U P N E H I V E H  
 A N S L T B Z C R J Z F A L I  
 N X P S B W Y G Y M Y I R P P  
 Q N H G N I H T A E R B B U I

ADDRESS  
 BLOOD  
 BRAVE  
 BREATHING  
 BURNS  
 CALL  
 CAREFUL  
 DROWNING  
 EMERGENCY  
 HELP  
 HURT  
 NAME  
 PAIN  
 PARAMEDIC  
 PHONE  
 STREET  
 UNCONSCIOUS

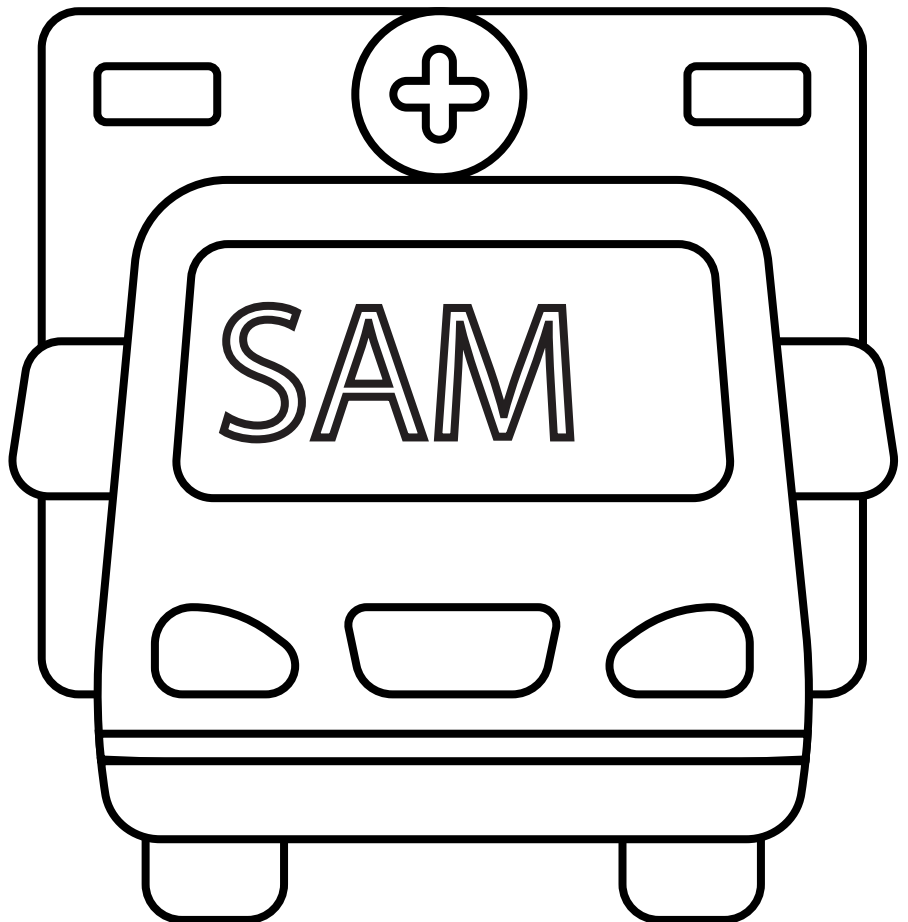
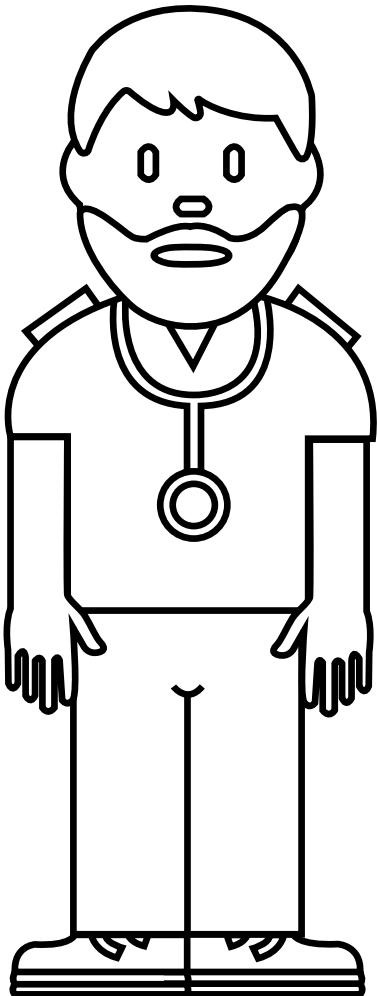
Can you help our paramedic get to the patient safely?



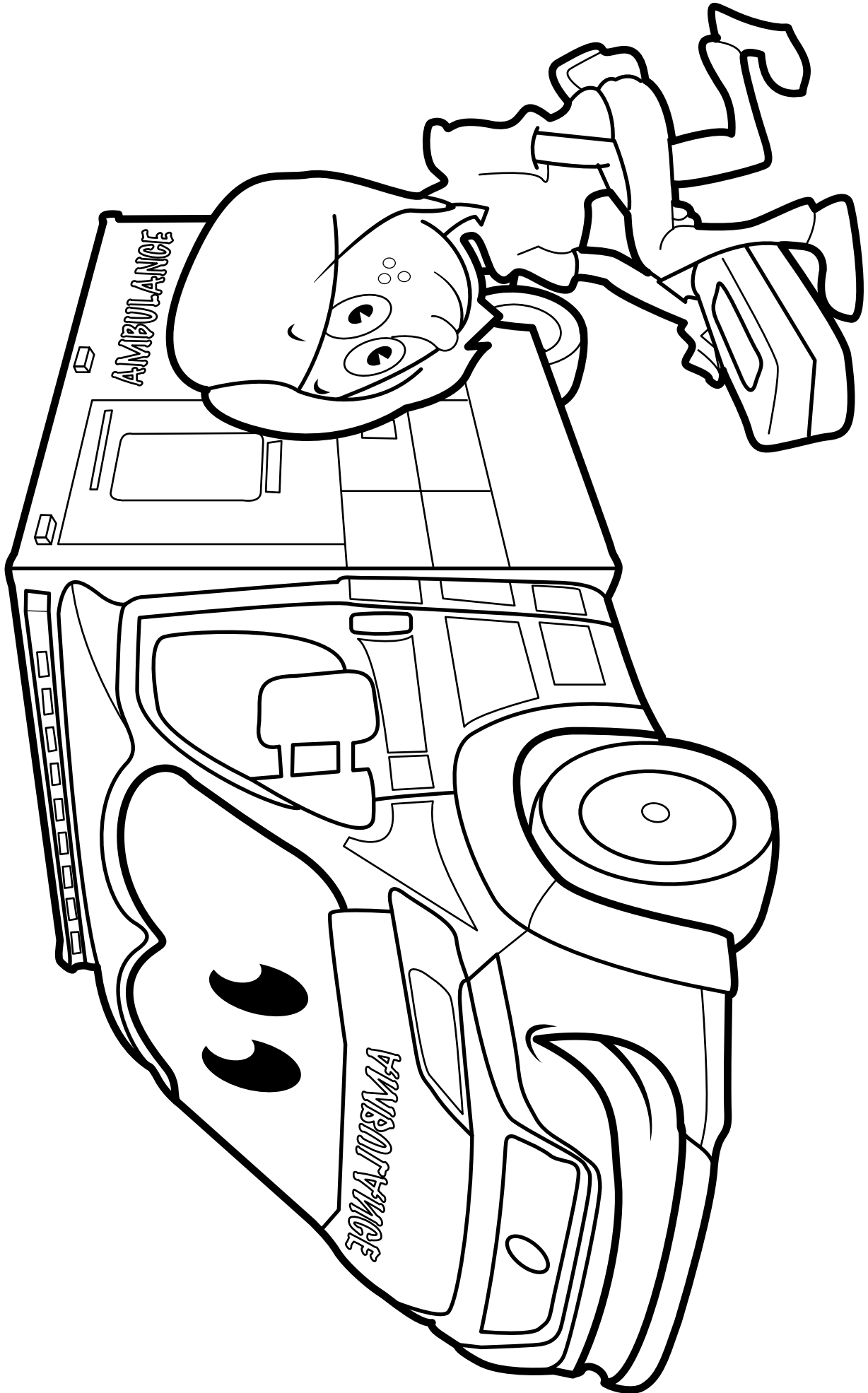
LEX



PAT







## Let's go on an adventure!

"Pat, have you got everything we need?" asked Lex.

"Yes, but where are my swimming trunks?" Pat answered.

Lex and Pat are off on an adventure to find some treasure, can you help them along the way?



"NEVERMIND I'VE FOUND THEM" yelled Pat whilst running down the stairs and out the door!

Lex puts the bags in the car, seatbelts on and off they go. I wonder if they will find any treasure...

“Are we there yet, Lex?” Pat asked.

“Not long now...wait, I can see the beach! Have you still got the treasure map?” said Lex.

“Yes! It’s safe in my pocket...” replied Pat.

Lex and Pat finally arrive at the beach, ready to begin their adventure to find the treasure!

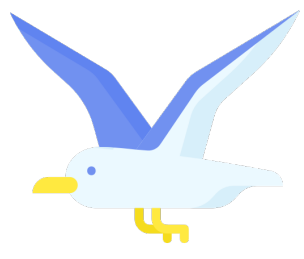


“If we follow the map it should take us straight to the treasure! Let’s see what it says...Oh no, it looks like we have to go through the cave to get to the other side, do you think we can make it?” said Lex.

“We can only try Lex, let’s go,” replied Pat.

Lex and Pat start to walk through the cave that stood tall beside the sea.



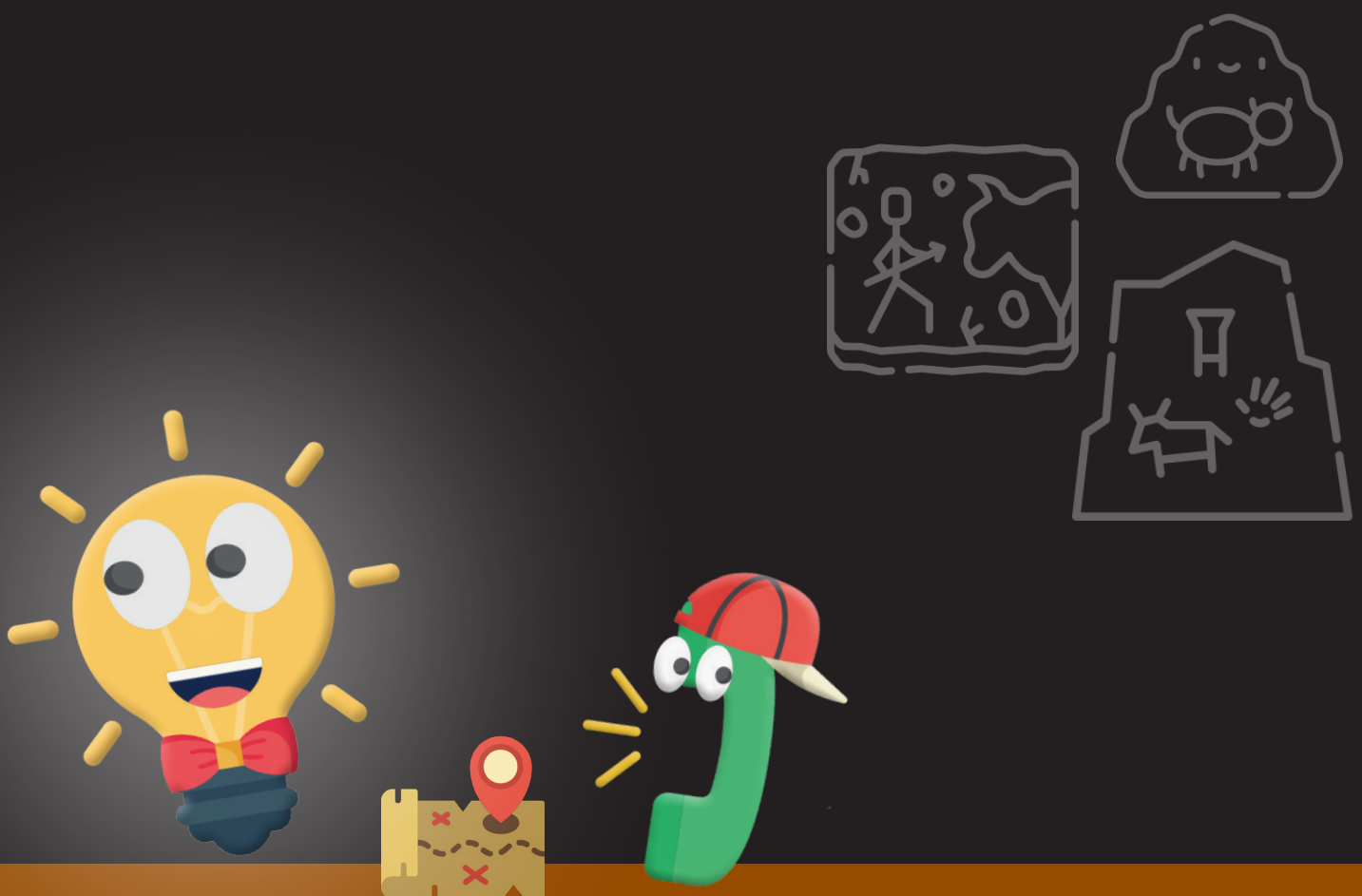


I hope it doesn't get too dark...



As they walked deeper into the cave it got darker and darker, luckily **Lex the Lightbulb** used his light to guide the way! Until...

# BANGSMASHCRASH



“OWWHHH” screamed Lex.

“Lex, are you ok!? You’ve fallen over some rock, are you hurt? Who should I call?” asked a worried Pat.

Lex was silent.

“Lex, Lex, can you hear me?”

Brave Pat dialled 999 and told them everything they need to know about what happened and where they are.

“They’re on the way Lex, it’s going to be ok...”



After several minutes Pat heard a loud siren coming from outside the cave.

“The ambulance service are here Lex, don’t worry it will be ok” said Pat.

“Hi my name’s Sam, what’s happened here then?” asked the paramedic.

“Lex fell over and isn’t awake, I think he bumped his head quite hard” Pat explained.

“Ok let’s take a look shall we...” said Sam.

“wh wha what happened?” whispered a confused Lex.

“It looks like you bumped your head quite hard and fell unconscious. Don’t worry, you’re in safe hands” said Sam.





“Is he going to be ok?” asked Pat.

“He’s going to be just fine, well done for calling an ambulance you are a little hero”

“Yes, thanks Pat! We may not have found the treasure but you sure did an amazing job looking after me!” said Lex as he started to wake up.

“I wouldn’t give up just yet” said Sam, “it looks like you uncovered a box from underneath the rocks as you fell! I think you found your treasure after all..”

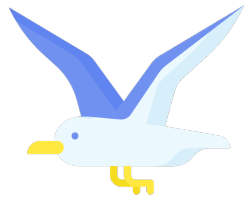
“Wow” gasped all three.



Sam safely placed Lex on to a stretcher and they all headed out of the cave towards the ambulance that is parked beside the beach.

“Well done for calling 999 Pat, you were a hero today! *And* you found the treasure...” said Sam.





“Thanks Sam! I was a little bit scared at first, but the person on the phone was so helpful. You are amazing!” said Pat.

“Aw thanks Pat, that’s so kind of you” replied a delighted Sam.

Sam takes Lex away in the ambulance with Pat right by his side.



Can you match the person to the correct emergency vehicle?





## FACTS: what do we mean?

**Severe:** Very serious.

**Traumatic:** An event that is frightening or dangerous.

**Fit/Convulsions:** A convulsion is a type of seizure. Seizures involve bursts of electrical activity in the brain.\*

**Collapse:** If someone collapses, they fall down because of being sick or weak. \*\*

**Cardiac Arrest:** A cardiac arrest usually happens without warning. If someone is in cardiac arrest, they collapse suddenly and will be unconscious, unresponsive and won't be breathing or breathing normally - not breathing normally may mean they're making gasping noises. \*\*\*

**Unconsciousness/Unconscious:** Not being aware of what is going on around you which stops you from responding to simple things like someone calling out your name or pinching your ear.

**Scalds:** A burn on the skin caused by hot liquid such as boiling water.

**Symptoms:** Feeling different than normal for example, headache and feeling sick are symptoms of an illness like the flu.

**Condition:** The state someone is in for example if someone is feeling poorly the doctor might say "her condition is getting better" which means the state she is in is getting better.

\* (<https://www.healthline.com/health/convulsions>)

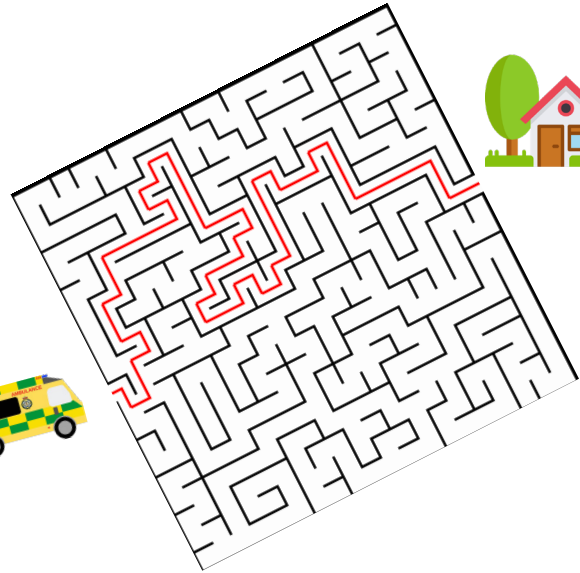
\*\* (<https://dictionary.cambridge.org/dictionary/english/collapse>)

\*\*\* (<https://www.bhf.org.uk/informationsupport/conditions/cardiac-arrest>)

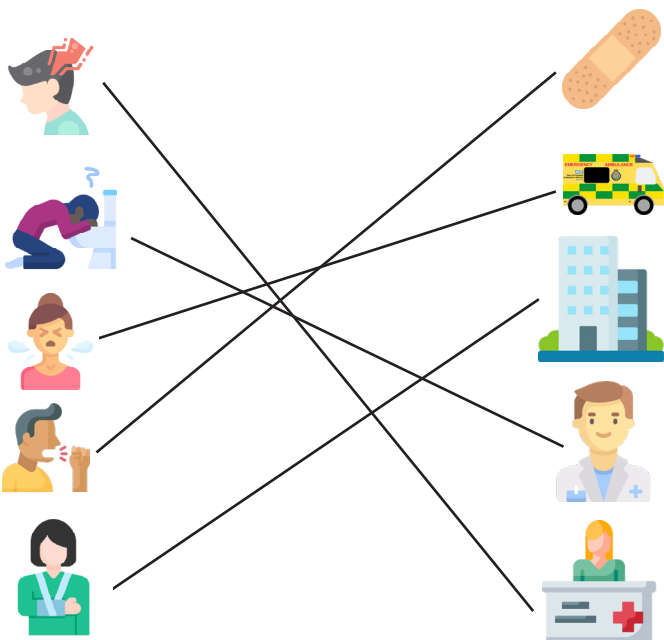
# Answers

Activity page:

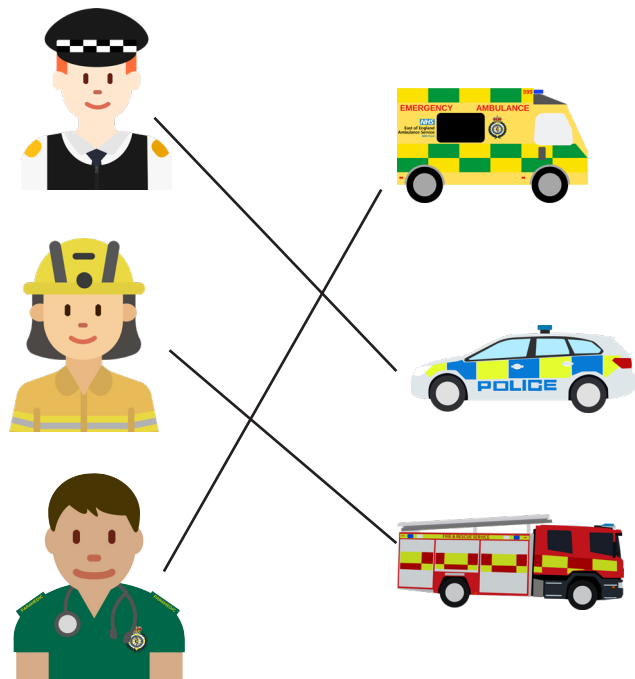
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 U F F L A P D N P K M B Y M J  
 N A M E R M A D O F M Z O T L  
 L D F V E L S P R H U O E W M  
 Z J A D F H A U A E P D M Q A  
 A G Y R U D E L X M S P O F E  
 R H G M L R W E Q Q E S U M N  
 U N C O N S C I O U S D E T I  
 F L T O L G H P T S Y R I W A  
 D L L A C U X E N Z G O J C P  
 O Q X E R V E R X E X W E H M  
 V S Q T B R U P N E H I V E H  
 A N S L T B Z C R J Z F A L I  
 N X P S B W Y G Y M Y I R P P  
 Q N H G N I H T A E R B B U I



Pages 10-11:



Pages 26-27:





East of England  
Ambulance Service  
NHS Trust



#WeAreEEAST 