

911 ACADEMY

FIRE PEOPLE TRAPPED – 3 CALLS

When listening to the three calls of people trapped in fire use this chart to check if any of these were used by the call takers. Put the number 1, 2, or 3 in the space to indicate which was used on which call. Some of the statements aren't appropriate for these calls but may be used with a call you may get one day.

- ☐ Voice should be calm, supportive and persistent.
- ☐ When needed, use 'repetitive persistence' by saying the same thing 3 times calmly.
- ☐ Get exact location in the house do not use north, south etc. "When facing the front of your house are you to the right or left. What floor?" "If we come up the stairs what way do we go?"
- ☐ Get everyone into one room and close the door
- ☐ Feel the door, if it is hot do NOT open it.
- ☐ Smoke and fumes need to be blocked, so put bedding or towels - anything along the bottom of the door to seal the gap – wet towels if possible.
- ☐ Open the window and stay near it for fresh air and let the Firefighters see you
- ☐ Open the window - wave or drop a sheet out of the window so the firefighters know you're there
- ☐ Get on the ground breathe through cloth (wet is possible) any cloth put your face on the floor
- ☐ Lay next to a window in the event the firefighters come there to get you.
- ☐ If you are on a ground or first floor, you may be able to escape from a window
- ☐ If you have to break the window, cover the jagged glass with towels or thick bedding
- ☐ Throw some more bedding out of the window to break your fall
- ☐ Don't jump out of the window - lower yourself down to arm's length and drop to the ground if you feel you could survive the fall
- ☐ If you have any children or elderly or disabled people with you, plan the order you will escape in so that you can help them down
- ☐ Don't stop or go back in for any reason