

## The Telephone Operator

### Scene

You will act as the initial emergency telephone operator and then the operator working for the ambulance service.

You then have the following conversation with a caller.



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**Operator:** Which emergency service do you require?

**Helper:** Ambulance and hurry.

**O:** Connecting you now.

**Ambulance Operator:** What is the nature of the emergency?

*The helper then describes what is happening (unconscious casualty in recovery position, persons who had run off, location of incident, possible reason for casualty's state-empty alcohol bottles). You will want to know as much information as possible. You must be able to direct an ambulance to the scene. If the caller does not give you this information you must persist until you can do so. For instance:*

**AO:** Where exactly in the park is the casualty?

*Once you are satisfied then continue.*

**AO:** Does the casualty have any visible injuries?

**H:** No

**AO:** Is there any further danger to the casualty or others?

**H:** What do you mean?

**AO:** Is there any broken glass around the casualty?

**H:** No

**AO:** Is there any sign of his / her friends returning?

**H:** No

*This might seem a strange question but if they did return and they were under the influence of alcohol their perception of the scene might be irrational. They may see the helpers as a threat and be hostile towards them. Your own safety is just as important as the welfare of the casualty.*

**AO:** An ambulance is on its way and will be with you in two minutes.

*The AO will then take details of the caller, which are logged on the incident.*

**End of role-play.**