1. In groups of three, act out the scenario.

**Greg arrives home and sees his brother lying on the kitchen floor.**

**Greg (panicking):** Aagh! Mark! Oh no! What’s happened? Mark! Wake up! (shakes Mark roughly by the shoulders – no response) Speak to me! I’ll have to call an ambulance ... but what’s the number? Where’s the phone book?

*Rummages around, finds book, wildly turns pages, finds the emergency services page and dials 000.*

**Operator:** Emergency services. Which service do you require?

**Greg:** Ambulance! Quick! Mark’s unconscious! Please hurry!

**Slams phone down.**

2. Write Greg’s possible responses to the emergency operator’s questions after he has followed the DRSAB procedure.

Greg dials 000.

**Operator:** Emergency services. Which service do you require?

**Greg:**

**Operator:** Please give me the address and phone number of where you are calling from.

**Greg:**

**Operator:** Please give me your name and the name of the person requiring assistance.

**Greg:**

**Operator:** Please explain what the problem is.

**Greg:**

**Operator:** Please tell me what you have done so far.

**Greg:**

**Operator:** That’s excellent. The ambulance is on its way. Please stay on the line until it arrives.