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9-1-1 SIMULATION SCRIPTS

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*Simulation Training*

Reality-Based  
Learning Drills

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## 9-1-1 SCRIPTS

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### **WHY USE SCRIPTS?**

Scripts are a very entry-level learning tool — a part of MODELING, which is a very important method of training. Modeling with scripts may seem very simplistic, it is — it is meant to be. Using scripts allows the beginning learner to get the feel and rhythm of a call they may be receiving. Scripting shows the trainee they can handle a call — once they become familiar with the types of questions that must be asked. Repeating the sequence of the questions as they should be asked solidifies the concept.

Scripting allows the trainee to enter calls into CAD, cards or your 911 simulator. The entry-level learning is designed to build confidence and skill with taking an ‘easy’ call and entering the information. We keep the call simple. Learning must begin with simple and progress always.

### **WHEN TO USE SCRIPTS**

This is the very first step in learning — an introduction to taking a call. Use scripts when a trainee is struggling with a comfort level with call taking. You can also use scripts to train responders.

### **HOW TO USE SCRIPTS**

The scripts are given to you in pdf Adobe XI Pro or printing can be used to modify them if you do not agree with the way the questions are asked and so that you can add your own addressing, phone number and area specific locations and hot spots. Note: Addresses and phone numbers are left blank so that you can use area specific information. Only first initials are added to names so that the caller can be male or female. Last names are given and should be used to keep from using Jones!

Once you have your scripts as you want them, make two copies of the script, one that is complete for the trainer or caller (actor) and one that is blacked out for the learner. The learner’s copy is blacked out so they do not know what to expect from the caller. Students are asked to follow the script exactly and not to deviate in any way. After repeating the scripts enough times, a habit will form.

*Debriefing* the script is very important. After the call the trainer and the trainee should discuss how the call went. Do you think you got all the information you needed? What else should/could you have asked? Is this the way it should be done? Does the student have any questions regarding what was asked or said. Remember this is entry level one basic learning. It’s very brief and very basic as you can see but very NECESSARY. You can design your own scripts once you see how this is done.

*Entering* the information is the next step. First the trainee just reads the script. Next the trainee reads and enters the script into CAD or other card or simulator. The learning here is to talk and type and create a very simple call to review.

Dispatching the call is the final step. You may not be training the call takers to dispatch but have them put the call out anyway in the most simple format. This will help the call taker learn why it is important to get certain types of information for the dispatch portion of the call.

*Tip: Another fun learning technique is to let the TRAINEE design some scripts. You will be surprised how much learning is going on with this simple exercise.*

*Simulation Training*

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**CALLER SCRIPTS**

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## ABANDONED VEHICLE

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There's a vehicle outside of my farm and it has been stripped of just about all parts. It's becoming an eyesore. Can the police tell me who owns it or at least have it towed off my property?

*What is your address?*

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*And your name?*

Terri LaCosta

*The phone number you are calling from?*

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*And it's on your private property?*

Well, it's on the side of the road next to my fence, I guess it's not legally my property but it's touching my fence.

*Does the vehicle have a license plate?*

No, it's just a hulk right now and dangerous for the kids.

*OK, I'll have an officer check it out as soon as one is available.*

OK, hopefully he can get it moved.

*Sure, well, this is a good start.*

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## ALARM

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This is operator 23 at Security Alarm, we have a motion detection alarm at (give address) it went off 5 minutes ago. It covers the lower level of the home, the back sliding doors and windows.

*What is your call back number?*

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*Are you contacting the homeowner?*

Yes, I called her before I called you. Her name is Janie Kemp and it will take her about 10 minutes to get to the house.

*Did she say anyone should be at the house?*

She said they have no animals and no one should be there, she lives alone.

*What is Ms. Kemp driving?*

I didn't ask her.

*Are you sending someone out to the home?*

No, we don't go out if the owner and the police go.

*OK, I'll get an officer dispatched out there.*

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## BOMB THREAT

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I just received a bomb threat at my abortion clinic.

*What is the name of the clinic and the address?*

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*What is the number you're calling from?*

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*Are you calling from inside, are you in danger?*

No, I'm on my cell and we're all at the gas station across the street, I didn't waste any time getting out of there, but that's a bit dangerous, I don't know if that nut is outside waiting for us out here! Can you get someone over here — I have 6 people that are terrified here!

*Your name?*

Dr. Raheeme

*Tell me about the phone call, what did the person say exactly?*

He said exactly — we have a bomb located in your death clinic. And he hung up. He sounded very young — maybe 18 or so.

*Have you had threats or problems before with anyone?*

No, never.

*OK, Dr. Raheeme can you just keep everyone away from the clinic and don't use your cell phones. I'll dispatch a unit out but wait until they contact you.*

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## BURGLARY

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There was a burglary at my neighbor's house while they were in Hawaii. I was supposed to be watching the house for them, but I was called away on business.

*What is the address of your neighbors house?*

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*Where are you now?*

I'm inside my neighbor's house

*What is your address?*

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*Is that a house or an apartment?*

House.

*What is the number you're calling from?*

\_\_\_\_\_, my cell phone.

*Your name?*

A. Muhammad.

*How do you know the house was burglarized?*

The back door was kicked so I came in and the place has been ransacked.

*No chance anyone could still be in the house.*

No, we checked it out, they're long gone.

*OK don't disturb anything in the house and I'll send an officer out to meet you at your house.*

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## CHILD ABUSE

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I've a neighbor who has a 3 or 4-year-old boy. Every time I see him he has bruises. My husband has seen her hit him full force across the face with an open hand.

*Is this something that is happening now?*

No, she hit him at Christmas time, but I saw his bruises last week and I've been thinking about it and something should be done.

*What is the name and address of the family?*

Her name is Betsy Gallion, she doesn't have a husband or any other kids and her address is \_\_\_\_\_,

*Is that a house or an apartment?*

House.

*And what is your name and address?*

A. Zaharra, I live at \_\_\_\_\_, which is across the street from the house.

*What is the phone number you're calling from?*

\_\_\_\_\_

*Do you feel the child is in danger right now for any reason?*

No, not this minute, well maybe, I don't know, I think he's always in danger but I just wanted someone to do something.

*OK, I'll give the information to the officer and if he needs to contact you, he can do that at the phone number you gave me?*

Yes.



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## COMPLAINTS

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I am calling to report a vehicle parked in a handicapped parking spot. A woman in a wheel chair had to park way in the back of the mall. I think it's appalling and tried to wait for the person to come back and give them a piece of my mind. It was a white van, Ford, license is 4Buy4.

*Is this car there right now?*

Yes it is, I'm looking at it.

*What is the location of the van?*

It's at city hall, the parking stalls right in front of city hall! Can you believe the nerve of some people, they just don't care about others. Do the police ever give people tickets for these kinds of infractions — I would think that if the police did something about it people wouldn't act this way. Do you know what I mean?

*What is your name?*

I don't want to give my name.

*OK, what phone number are you calling from?*

Do I have to get involved, I don't want anyone calling me.

*No, you don't. I'll get an officer over to the vehicle as soon as I can.*

Yeah, it would be good if you could get an officer over there before the van leaves.

*Sure, that would be good for sure. Thank you.*

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## DRUG SALES

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My son just came home from the park behind my home and he was approached by three men to buy some marijuana and cocaine.

*What is your address?*

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*Is this a house or apartment?*

House.

*What is the phone number you're calling from?*

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*Your name?*

S. Siebert

*What is the name of the park?*

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*When did this happen?*

Well, right now it would have been about 30 minutes ago.

*What part of the park were they in?*

By the kids playground — there's only one.

*Can I talk to your son to get a description of the men?*

No, my husband just took him to soccer. But he told me they were two white kids and a black kid and they were sitting on the swings when he left — there is only one area that has swings.

*OK, I'll send an officer over to check the park out.*

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## WORKPLACE DISPUTE

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My employer is not allowing me to get my belongings out of my locker. I've just been fired and I don't want to cause problems but I can't even get my car keys to leave — he's locked me out.

*What is the name and address of the business?*

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*Where are you now?*

Outside standing by my car, I won't go in without an officer, I don't want to be blamed for causing problems when all I want is my keys.

*What is the phone number you're calling from?*

\_\_\_\_\_ my cell phone.

*Your name?*

K. Plante

*Who is the person who is refusing you entrance?*

Jeremy Bourne

*What is the phone number inside the business?*

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*OK remain outside and don't contact anyone, I'll send an officer over to talk to you.*

*What kind of vehicle do you have?*

A red Mustang Convertible.

*OK, wait by the car and we'll be there as soon as we can.*

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## HIT AND RUN

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My car was parked in front of the police station and someone backed into the door and just left — no note or anything — just rammed into my car and took off.

*Where is your vehicle parked?*

In the parking lot of the police station, it's a red Honda Civic and I'm in the first row by the sidewalk.

*What is the phone number you're calling from?*

The phone booth here \_\_\_\_\_

*What is your name?*

J. Sommers

*OK, if you could stay by your car, we'll get someone over to take a look at it — as soon as an officer is available.*

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## THEFT

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I want to report my bikes stolen from the carport. I think it happened last night after I got home. I cannot be sure, but believe that is when it happened.

*What is your address?*

\_\_\_\_\_ The descriptions are 26 inch Murrays, blue in color and kid seats in the rear of each of them. They also had headlights. Estimated value is \$1200 each. I've already called the insurance company and they said I needed a police report.

*OK, is this a house or apartment?*

House.

*What is the phone number you're calling from?*

\_\_\_\_\_  
*Your name?*

D. Courvoisier

*I'll send an officer to your house for a report as soon as one is available.*

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## SUSPICIOUS CIRCUMSTANCES

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I can hear someone screaming from the woods behind me.

*What is your address?*

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*What is the phone number you're calling from?*

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*Your name?*

M. Ming

*Can you tell me more about what exactly you are hearing and where from?*

I can hear a woman screaming "Don't, stop it!" And then she just screams and cries.

*Is this happening right now?*

It was just once about 5 or so minutes ago, I've been listening, I opened the window but haven't heard anything since.

*Have you seen any other activities, cars or anything else?*

No, it's in the woods I don't know how they got in there. You have to come to my house to get back there.

*OK, we'll send an officer, call us back if you hear anything or see anything else.*

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## CAR FIRE

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My neighbor's car is on fire.

*What is the address?*

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*What is the phone number you're calling from?*

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*Your name?*

B. Batang

*Is anyone in the car?*

No, he was just working on it.

*Is anyone injured?*

No.

*Is the car near enough to start the houses on fire?*

No, it's in the driveway, he doesn't have a garage.

*OK, we'll get the fire department dispatched.*

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## CHIMNEY FIRE

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We started a fire in the fireplace and smoke and flames are coming out from above the fireplace and the house is full of smoke. The damper is open so I don't know What is burning up there.

*What is your address?*

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*Is this a house or an apartment?*

Duplex, we're #2, no one lives in #1 right now.

*What is the phone number you're calling from?*

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*Your name?*

R. Rankins

*Are you inside the house now?*

Yes, I am, the rest of the family is outside, it's too smokey in here. I'll go outside and wait.

*We'll send the fire department out.*



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## DUMPSTER FIRE

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Hi, our dumpster has flames coming from it.

*What is your apartment name and address?*

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*Which building is the dumpster near?*

A Building

*What is the phone number you're calling from?*

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*What apartment number are you in?*

A 222

*Your name?*

J. Bettendorf

*Is the dumpster near the building?*

No. Well, not butted up next to it, but near it.

*Near enough for the flames to catch the building on fire?*

Sure, it could, it's really ripping.

*OK, we'll get the fire department dispatched.*

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## REPORT OF SMOKE

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There is some black smoke just north of me, I was just wondering if you know What is going on over there?

*What is your address?*

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*What is the phone number you are calling from?*

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*Your name?*

M. Menkler

*Describe exactly where you see the smoke coming from?*

Well, it look to be about 2 miles from here. If you come to my house and look directly north you should see it. If you go outside from where you are and look north, you can't miss it, it's a huge cloud, you must have some reports of this already.

*OK, we'll dispatch the fire department out to find out.*

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## BRUSH FIRE OUT

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I was jogging in city park and there the beauty bark by the side of the jogging trail by the main entrance is smoking — like a cigarette or something is starting. I stomped it out but didn't have any water so you might want to go make sure it's out, there's a lot of dead grass in that area that could flame up. I don't know why people are so careless.

*What is the name and address of the park?*

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*What is the phone number you're calling from?*

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*Your name?*

S. Slater

*When did you spot this fire?*

Just about 15 minutes ago, like I said, I might have gotten it out but you can't be sure of these things, I'm a volunteer firefighter and I think you should send the guys out to check it out.

*Which entrance is the main entrance? Off which street?*

\_\_\_\_\_, it's about 10 feet into the park on your left right by the jogging trail.

*OK, we'll have them check it out.*

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## BOAT FIRE

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I'm at \_\_\_\_\_ lake and there is a boat totally engulfed in flames in the water by the main docks there.

*Can you see if there are people in the boat?*

No, he started it up and it just went boom and he jumped onto the dock!

*Is anyone injured?*

No, I don't think so, he's trying to put it out with the hose.

*Can you see the boat from where you are?*

Yes, I'm right here on the main dock — you can't miss it if you come out here to the boat ramps.

*What is the phone number you're calling from?*

R. Chapman, \_\_\_\_\_

*OK, we'll dispatch fire over to you.*

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## MATTRESS FIRE OUTSIDE NOW

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My idiot neighbor managed to catch his mattress on fire — probably smoking, now he drug it outside and is soaking it with a hose. Can you come out here and make sure he doesn't set the whole complex on fire!

*What is the apartment name and address?*

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*What is your neighbor's building and apartment number?*

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*What is the phone number you're calling from?*

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*What is your name and apartment number?*

S. Abrahamson, C101

*Ok, we'll get the fire department dispatched.*

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## ODOR

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Hi, I'm at a food processing plant and I can smell smoke but I don't know where it's coming from, we have sent everyone out of the building so it's really strong in some parts — but we don't know where from.

*What is the name and address of the business?*

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*What is the phone number you are calling from?*

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*Your name?*

T. Julian

*Where is the building should we go?*

If you come to the front door we'll meet you.

*OK, we'll get someone out there to meet you out front.*

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## TREE FIRE

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I was burning my garbage and a spark caught a tree on fire here.

*What is the address where the tree is?*

\_\_\_\_\_

*What is the phone number you are calling from?*

\_\_\_\_\_

*What is your name?*

R. Rankin

*Is the fire endangering any houses or buildings?*

No, but lots of other trees.

*OK, We will get the fire department out there.*

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## HOUSE FIRE

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My neighbors are gone and smoke is coming from their porch.

*What is your neighbor's address?*

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*Is this a house or an apartment?*

House

*Could there be anyone in the house?*

No, not that I know of. they went to work this morning.

*What is your address?*

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*What is the phone number you're calling from?*

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*Your name?*

R. Samole

*Do you see any flames?*

No, just black smoke.

*OK, we'll dispatch the fire department.*



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## TIRE FIRE

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This is AAA Auto Wrecking, we have a pile of tires that are on fire and we can't get it out, we need the fire boys over here to help us out.

*What is your address?*

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*What is the phone number you're calling from?*

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*Your name?*

W. Clayton, I'm the manager.

*Where in the yard is the fire?*

You can't miss it, the smoke you know, just come in the main gate and turn right — there — we'll be out there but you'll be able to see it.

*OK, we'll get this dispatched.*

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## STOVE FIRE

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I left a pan on the stove and it melted but I turned the stove off, the whole house is full of smoke. Does the fire department have something to help me get the smoke out of the house?

*What is your address?*

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*Is this a house or an apartment?*

It's a yellow house on the cul-de-sac here.

*What is the phone number you're calling from?*

Tracy, What is your phone number? \_\_\_\_\_

*Are you in the house now?*

No, I'm calling from my neighbors, I don't have a home phone anymore and my cell phone was in my purse and I couldn't get to it through the smoke.

*Is the fire out?*

Right, the pan is a melted mess on the stove, I just turned the stove off and it's still smoking over there! Can you just get someone over there with a smoke thing?

*OK, we'll meet you outside the house.*

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## ABDOMINAL PAIN

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A 19 year old kid I just hired is in the bathroom and practically passing out from stomach pain. She has severe cramps and one of the ladies here says she is really bleeding.

*What is your business name and address?*

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*What is the phone number you're calling from?*

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*What is your name?*

R. Alboney, I'm the manager.

*Where in the business is she?*

We are only three rooms, she's in the bathroom.

AT THIS POINT INSERT YOUR EMD PROTOCOL

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## EYE INJURY

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I was cleaning the shower and some cleaning stuff got in my eyes and I can't see!  
My eyes really hurt.

*What is your address?*

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*Is this a house or an apartment?*

Apartment 3 \_\_\_\_\_ Apartments

*What is the phone number you're calling from?*

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*What is your name?*

C. Castendra

AT THIS POINT INSERT YOUR EMD PROTOCOL

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## POISON

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I am feeling dizzy, I'm really sick from some mushrooms I picked in the woods.

*What is your address?*

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*Is this a house or an apartment?*

House — we're the last one on the right — a white house with a boat in front of it.

*What is the phone number you're calling from?*

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*What is your name?*

R. Jenkins

AT THIS POINT INSERT YOUR EMD PROTOCOL

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## ANIMAL BITES

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My 4 year old has been bitten by a dog on the arm. There is a chunk of meat missing.

*What is your address?*

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*Is this a house or an apartment?*

It's a mobile home on the lot at that address.

*What is the phone number you're calling from?*

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*What is your name?*

S. Knight

AT THIS POINT INSERT YOUR EMD PROTOCOL

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## BLEEDING

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My brother's nose won't stop bleeding, he was in a fight at a bar and came here.

*What is your address?*

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*Is this a house or an apartment?*

House — you can come to the side door.

*What is the phone number you're calling from?*

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*What is your name?*

R. Mosbergert

AT THIS POINT INSERT YOUR EMD PROTOCOL

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## BURN

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Our worker has burned himself with chemicals used for the fish tanks. It is alkaline and is burning both hands badly.

*What is your business name and address?*

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*What is the phone number you're calling from?*

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*Where in the building is the injured person?*

The warehouse, we'll wait outside at the front gate and let you in.

*What is your name?*

A. Habel

AT THIS POINT INSERT YOUR EMD PROTOCOL



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CVA

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My husband is 59 and seems paralyzed on the right side, he is unable to talk or move.

*What is your address?*

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*Is that a house or an apartment?*

House.

*What is the phone number you're calling from?*

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*What is your name?*

T. Baugh

AT THIS POINT INSERT YOUR EMD PROTOCOL

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## DIABETIC

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My manager is a diabetic and she is very disoriented today and seems sleepy and un-alert.

*What is the business name and address?*

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*What is the phone number you're calling from?*

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*What is your name?*

A. Falcon

AT THIS POINT INSERT YOUR EMD PROTOCOL

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## DROWNING

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We need someone out here. A bunch of kids were playing near a pool, one child hit his head and fell in; we got him out, but he is still coughing now, an hour later — he's breathing really badly.

*What is the name and address of your complex?*

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*Is there only one pool?*

Yes.

*What is the phone number you're calling from?*

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*What is your name?*

J. Clinton

AT THIS POINT INSERT YOUR EMD PROTOCOL

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## FALLS /ACCIDENTS

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A guy fell from our scaffolding from 20 feet; he has a head injury; unconscious, breathing OK, I'm an EMT.

*What is the location — and where is he now?*

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*What is the phone number you are calling from?*

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*What is your name?*

A. Banker

AT THIS POINT INSERT YOUR EMD PROTOCOL

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OB/GYN

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My sister just had an abortion and is now bleeding heavily; she cannot sit up without passing out.

*What is your address?*

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*House or apartment?*

Apartment 2B — \_\_\_\_\_ apartments

*What is the phone number you are calling from?*

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*What is your name?*

M. Mohandes

AT THIS POINT INSERT YOUR EMD PROTOCOL

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## HEAD INJURY

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My friend called and said that he had a seizure — hit his head hard and wanted to go to the hospital. My car will not start and think it would be a good idea to go check him out; he was in a fight in a bar last night too.

*Where is he right now, What is his address?*

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*Is that a house or an apartment?*

Apartment 22, of the \_\_\_\_\_ apartments.

*What is the phone number you are calling from?*

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*What is your name?*

L. Di Nino

AT THIS POINT INSERT YOUR EMD PROTOCOL

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## HEADACHE

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A worker here at the daycare says she has this blinding head pain and she is really not even able to talk anymore. Can we get an ambulance over here?

*What is your business name and address?*

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*What is the phone number you are calling from?*

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*What is your name?*

R. Hastenbeck

AT THIS POINT INSERT YOUR EMD PROTOCOL

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## MENTAL/EMOTIONAL

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My daughter is diagnosed with depression. She has not come out of her room for days, locked in, was yelling, but now is very quiet. Cannot get her out and think she may be unconscious.

*What is your address?*

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*Is that a house or an apartment?*

House

*What is the phone number you are calling from?*

---

*What is your name?*

T. Morrell

AT THIS POINT INSERT YOUR EMD PROTOCOL



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## MVA

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Car hit a pole outside my house, no one is moving in the car, several people in the front and back seat. Red car.

*What is your address?*

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*What is the phone number you are calling from?*

---

*What is your name?*

Don't want to get involved.

AT THIS POINT INSERT YOUR EMD PROTOCOL

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## MVA

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I'm reporting a two car accident, one kid has a mouth injury, this elderly woman in other car complaining of neck pain. I was the one who hit them, they pulled out from the parking lot, we're all OK but they need to be checked out.

*What is the location of the accident?*

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*What is the phone number you are calling from?*

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*What is your name?*

P. Boden

AT THIS POINT INSERT YOUR EMD PROTOCOL

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## OVERDOSE/POISON

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My 15 year old brother was at a party, I can't wake him up, he drank a bottle of whiskey by himself.

*What is your address?*

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*Is that a house or an apartment?*

Apartment 2 — it's a duplex

*What is the phone number you are calling from?*

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*What is your name?*

S. Silverstone

AT THIS POINT INSERT YOUR EMD PROTOCOL

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## SEIZURE

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There a woman in a car having a seizure, there are two kids in the car too. It's a brown station wagon.

*Where is the vehicle?*

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*What is the phone number you are calling from?*

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*What is your name?*

K. Roseth

AT THIS POINT INSERT YOUR EMD PROTOCOL

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## SEIZURE

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This is the high school, we have a 15 year old girl in the office who is in seizure. If you could come to room 15.

*What is the name of the high school and your address?*

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*What is the phone number you are calling from?*

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*What is your name?*

P. Cotton

AT THIS POINT INSERT YOUR EMD PROTOCOL

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## TRAUMA / ASSAULT

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My neighbor kid has fallen from the tree behind my house and cannot move. His leg bent back. His parents are not home.

*What is your address?*

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*What is the phone number you are calling from?*

---

*What is your name?*

R. Riveras

AT THIS POINT INSERT YOUR EMD PROTOCOL

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## FIGHT INJURIES

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We just had a fight out here — it's over now but one kid has a cut across the face involving his mouth.

*What is your address?*

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*Where is the injured person?*

He's sitting on the front lawn of the address I just gave you.

*What is the phone number you are calling from?*

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*What is your name?*

S. Managolia

AT THIS POINT INSERT YOUR EMD PROTOCOL

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## UNKNOWN AID

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Someone just was calling “Dial 911” someone is hurt, I don’t know what is wrong, they’re at a pool in the courtyard of the apartments.

*What is the name and address of the apartment building?*

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*Is there only one pool and courtyard?*

Yes, only one.

*The phone number you are calling from?*

---

*What is your name?*

T. Provost

AT THIS POINT INSERT YOUR EMD PROTOCOL



---

## UNKNOWN AID

---

A guy in a car in front of me came up to my window and asked me to call 911 — they need an ambulance, they just yelled. Looks like someone is in the back seat that is hurt or something.

*Where are your vehicles?*

---

*What is the phone number you are calling from?*

---

*Describe your vehicles.*

I'm in a white Chevy Blazer and the other car is a black Honda — an older car.

*What is your name?*

C. Castebaucher

AT THIS POINT INSERT YOUR EMD PROTOCOL

---

## CAR/MOTORCYCLE ACCIDENT

---

I want to report an accident, a guy on a motorcycle has been hit out here.

*What is the location of the accident?*

\_\_\_\_\_

*What is the phone number you are calling from?*

\_\_\_\_\_, my cell phone.

*And your name?*

B. Alboney

*How many people are injured?*

Only the guy on the motorcycle was hit and his leg is bummed up, no one else — we're all by the side of the road here. He says he doesn't need any ambulance but he's limping.

*Were you a witness?*

No, I hit him — he pulled out in front of me and didn't see me.

*OK, we'll get an officer over to you.*

---

## MVA

---

There's an accident out here and the people in the accident refuse to move their cars and it's blocking the entire road. I told them to get it out of the way but they think they need to block, people are going out on the median to get past them.

*What is the location of the accident?*

---

*What is the phone number you are calling from?*

---

*And your name?*

---

*Are there any injuries?*

This guy is holding his arm, but he's up and walking around. But if they don't move these cars there will be some more — if you don't get someone out there — the idiots are standing in the road.

*Are you still at the scene of the accident?*

Yes, I can't get past them I told you, it's a mess out here.

*OK, we'll get someone out there.*

---

## MOTORHOME FIRE /INJURIES /BLOCKING

---

This motorhome has its engine on fire and a car rear ended it and people are hurt.

*What is the location of the accident?*

---

*What number are you calling from?*

---

*Your name?*

R. Jacobson

*How many people are hurt?*

I think just the people in the car they aren't getting out anyway, it's just two people in the car. Maybe the door is stuck, I don't know.

*Where you a witness?*

Not to the accident, I just drove by it — it's in the outside lane and it's blocking the traffic in that lane. That's why he got hit, he couldn't get it over to the side of the road.

*OK, we'll get the units over there. If you find out anything more about the injured people or if anything changes call us back.*

---

## WIRES DOWN

---

A pole has been hit by a car and there are wires hanging very low out here, seems to be a hazard.

*What is the location of the pole?*

\_\_\_\_\_

*What is the number you are calling from?*

\_\_\_\_\_

*What is your name?*

B. Arthur

*Is anyone injured?*

No, we're all OK, just the wires are droopy.

*Were you involved in the accident?*

Yes, it was my car that hit the pole, my son was driving, he has his learners permit and didn't take this curve very well and we slid into the pole. When the wires started to droop down, I thought you might want to get the power company out here or something before or when we move the car. The car, I think we can drive it, but I'm not sure about moving it.

*OK, we'll get someone over there. Don't move the car until we get there OK?*

*Simulation Training*

---

**TRAINEE SCRIPTS**

---

---

ABANDONED VEHICLE

---

[REDACTED]

*What is your address?*

[REDACTED]

*And your name?*

[REDACTED]

*The phone number you are calling from?*

[REDACTED]

*And it's on your private property?*

[REDACTED]

*Does the vehicle have a license plate?*

[REDACTED]

*OK, I'll have an officer check it out as soon as one is available.*

[REDACTED]

*Sure, well, this is a good start.*

---

ALARM

---

[REDACTED]

*What is your call back number?*

[REDACTED]

*Are you contacting the homeowner?*

[REDACTED]

*Did she say anyone should be at the house?*

[REDACTED]

*What is Ms. Kemp driving?*

[REDACTED]

*Are you sending someone out to the home?*

[REDACTED]

*OK, I'll get an officer dispatched out there.*



---

## BOMB THREAT

---

[REDACTED]

*What is the name of the clinic and the address?*

[REDACTED]

*What is the number you're calling from?*

[REDACTED]

*Are you calling from inside, are you in danger?*

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

*Your name?*

[REDACTED]

*Tell me about the phone call, what did the person say exactly?*

[REDACTED]

[REDACTED]

*Have you had threats or problems before with anyone?*

[REDACTED]

*OK, Dr. Raheeme can you just keep everyone away from the clinic and don't use your cell phones. I'll dispatch a unit out but wait until they contact you.*

---

BURGLARY

---

[REDACTED]

*What is the address of your neighbors house?*

[REDACTED]

*Where are you now?*

[REDACTED]

*What is your address?*

[REDACTED]

*Is that a house or an apartment?*

[REDACTED]

*What is the number you're calling from?*

[REDACTED]

*Your name?*

[REDACTED]

*How do you know the house was burglarized?*

[REDACTED]

*No chance anyone could still be in the house.*

[REDACTED]

*OK don't disturb anything in the house and I'll send an officer out to meet you at your house.*

---

CHILD ABUSE

---

[REDACTED]

[REDACTED]

*Is this something that is happening now?*

[REDACTED]

[REDACTED]

*What is the name and address of the family?*

[REDACTED]

[REDACTED]

*Is that a house or an apartment?*

[REDACTED]

*And what is your name and address?*

[REDACTED]

[REDACTED]

*What is the phone number you're calling from?*

[REDACTED]

*Do you feel the child is in danger right now for any reason?*

[REDACTED]

[REDACTED]

*OK, I'll give the information to the officer and if he needs to contact you, he can do that at the phone number you gave me?*

[REDACTED]

---

## COMPLAINTS

---

[REDACTED]

*Is this car there right now?*

[REDACTED]

*What is the location of the van?*

[REDACTED]

*What is your name?*

[REDACTED]

*OK, what phone number are you calling from?*

[REDACTED]

*No, you don't. I'll get an officer over to the vehicle as soon as I can.*

[REDACTED]

*Sure, that would be good for sure. Thank you.*

---

## DRUG SALES

---

[REDACTED]

[REDACTED]

*What is your address?*

[REDACTED]

*Is this a house or apartment?*

[REDACTED]

*What is the phone number you're calling from?*

[REDACTED]

*Your name?*

[REDACTED]

*What is the name of the park?*

[REDACTED]

*When did this happen?*

[REDACTED]

*What part of the park were they in?*

[REDACTED]

[REDACTED]

[REDACTED]

*Can I talk to your son to get a description of the men?*

*OK, I'll send an officer over to check the park out.*

---

WORKPLACE DISPUTE

---

[REDACTED]

*What is the name and address of the business?*

[REDACTED]

*Where are you now?*

[REDACTED]

*What is the phone number you're calling from?*

[REDACTED]

*Your name?*

[REDACTED]

*Who is the person who is refusing you entrance?*

[REDACTED]

*What is the phone number inside the business?*

[REDACTED]

*OK remain outside and don't contact anyone, I'll send an officer over to talk to you.  
What kind of vehicle do you have?*

[REDACTED]

*OK, wait by the car and we'll be there as soon as we can.*

---

## HIT AND RUN

---

[REDACTED]

*Where is your vehicle parked?*

[REDACTED]

*What is the phone number you're calling from?*

[REDACTED]

*What is your name?*

[REDACTED]

*OK, if you could stay by your car, we'll get someone over to take a look at it — as soon as an officer is available.*

---

THEFT

---

[REDACTED]

[REDACTED]

*What is your address?*

[REDACTED]

[REDACTED]

[REDACTED]

*OK, is this a house or apartment?*

[REDACTED]

*What is the phone number you're calling from?*

[REDACTED]

*Your name?*

[REDACTED]

*I'll send an officer to your house for a report as soon as one is available.*



---

## SUSPICIOUS CIRCUMSTANCES

---

[REDACTED]

*What is your address?*

[REDACTED]

*What is the phone number you're calling from?*

[REDACTED]

*Your name?*

[REDACTED]

*Can you tell me more about what exactly you are hearing and where from?*

[REDACTED]

*Is this happening right now?*

[REDACTED]

*Have you seen any other activities, cars or anything else?*

[REDACTED]

*OK, we'll send an officer, call us back if you hear anything or see anything else.*



---

## CHIMNEY FIRE

---

██  
██  
██

*What is your address?*

██

*Is this a house or an apartment?*

██

*What is the phone number you're calling from?*

██

*Your name?*

██

*Are you inside the house now?*

██

*We'll send the fire department out.*



---

REPORT OF SMOKE

---

[REDACTED]

*What is your address?*

[REDACTED]

*What is the phone number you are calling from?*

[REDACTED]

*Your name?*

[REDACTED]

*Describe exactly where you see the smoke coming from?*

[REDACTED]

*OK, we'll dispatch the fire department out to find out.*

---

## BRUSH FIRE OUT

---

[REDACTED]

*What is the name and address of the park?*

[REDACTED]

*What is the phone number you're calling from?*

[REDACTED]

*Your name?*

[REDACTED]

*When did you spot this fire?*

[REDACTED]

*Which entrance is the main entrance? Off which street?*

[REDACTED]

*OK, we'll have them check it out.*

---

BOAT FIRE

---

[REDACTED]

*Can you see if there are people in the boat?*

[REDACTED]

*Is anyone injured?*

[REDACTED]

*Can you see the boat from where you are?*

[REDACTED]

*What is the phone number you're calling from?*

[REDACTED]

*OK, we'll dispatch fire over to you.*

---

MATTRESS FIRE OUTSIDE NOW

---

[REDACTED]

*What is the apartment name and address?*

[REDACTED]

*What is your neighbor's building and apartment number?*

[REDACTED]

*What is the phone number you're calling from?*

[REDACTED]

*What is your name and apartment number?*

[REDACTED]

*Ok, we'll get the fire department dispatched.*



---

ODOR

---

[REDACTED]

*What is the name and address of the business?*

[REDACTED]

*What is the phone number you are calling from?*

[REDACTED]

*Your name?*

[REDACTED]

*Where is the building should we go?*

[REDACTED]

*OK, we'll get someone out there to meet you out front.*





---

TIRE FIRE

---

[REDACTED]

*What is your address?*

[REDACTED]

*What is the phone number you're calling from?*

[REDACTED]

*Your name?*

[REDACTED]

*Where in the yard is the fire?*

[REDACTED]

*OK, we'll get this dispatched.*

---

STOVE FIRE

---

[REDACTED]

[REDACTED]

*What is your address?*

[REDACTED]

*Is this a house or an apartment?*

[REDACTED]

*What is the phone number you're calling from?*

[REDACTED]

*Are you in the house now?*

[REDACTED]

[REDACTED]

*Is the fire out?*

[REDACTED]

[REDACTED]

*OK, we'll meet you outside the house.*









---

ANIMAL BITES

---

[REDACTED]

*What is your address?*

[REDACTED]

*Is this a house or an apartment?*

[REDACTED]

*What is the phone number you're calling from?*

[REDACTED]

*What is your name?*

[REDACTED]

AT THIS POINT INSERT YOUR EMD PROTOCOL



---

BURN

---

██  
██

*What is your business name and address?*

██

*What is the phone number you're calling from?*

██

*Where in the building is the injured person?*

██

*What is your name?*

██

AT THIS POINT INSERT YOUR EMD PROTOCOL

---

CVA

---

[REDACTED]

*What is your address?*

[REDACTED]

*Is that a house or an apartment?*

[REDACTED]

*What is the phone number you're calling from?*

[REDACTED]

*What is your name?*

[REDACTED]

AT THIS POINT INSERT YOUR EMD PROTOCOL



---

DROWNING

---

██  
██  
██

*What is the name and address of your complex?*

██

*Is there only one pool?*

████████████████████

*What is the phone number you're calling from?*

██

*What is your name?*

████████████████████

AT THIS POINT INSERT YOUR EMD PROTOCOL

---

FALLS /ACCIDENTS

---

██  
██

*What is the location — and where is he now?*

██

*What is the phone number you are calling from?*

██

*What is your name?*

██

AT THIS POINT INSERT YOUR EMD PROTOCOL

---

OB/GYN

---

[REDACTED]

*What is your address?*

[REDACTED]

*House or apartment?*

[REDACTED]

*What is the phone number you are calling from?*

[REDACTED]

*What is your name?*

[REDACTED]

AT THIS POINT INSERT YOUR EMD PROTOCOL



---

## HEAD INJURY

---

██  
██  
██

*Where is he right now, What is his address?*

██

*Is that a house or an apartment?*

██

*What is the phone number you are calling from?*

██

*What is your name?*

██

AT THIS POINT INSERT YOUR EMD PROTOCOL

---

## HEADACHE

---

██  
██

*What is your business name and address?*

██

*What is the phone number you are calling from?*

██

*What is your name?*

██

AT THIS POINT INSERT YOUR EMD PROTOCOL

---

MENTAL/EMOTIONAL

---

██  
██  
██

*What is your address?*

██

*Is that a house or an apartment?*

██

*What is the phone number you are calling from?*

██

*What is your name?*

██

AT THIS POINT INSERT YOUR EMD PROTOCOL

---

MVA

---

[REDACTED]

*What is your address?*

[REDACTED]

*What is the phone number you are calling from?*

[REDACTED]

*What is your name?*

[REDACTED]

AT THIS POINT INSERT YOUR EMD PROTOCOL

---

MVA

---

██  
██  
██

*What is the location of the accident?*

██

*What is the phone number you are calling from?*

██

*What is your name?*

██

AT THIS POINT INSERT YOUR EMD PROTOCOL

---

OVERDOSE/POISON

---

[REDACTED]

*What is your address?*

[REDACTED]

*Is that a house or an apartment?*

[REDACTED]

*What is the phone number you are calling from?*

[REDACTED]

*What is your name?*

[REDACTED]

AT THIS POINT INSERT YOUR EMD PROTOCOL

---

SEIZURE

---

[REDACTED]

*Where is the vehicle?*

[REDACTED]

*What is the phone number you are calling from?*

[REDACTED]

*What is your name?*

[REDACTED]

AT THIS POINT INSERT YOUR EMD PROTOCOL

---

SEIZURE

---

[REDACTED]

*What is the name of the high school and your address?*

[REDACTED]

*What is the phone number you are calling from?*

[REDACTED]

*What is your name?*

[REDACTED]

AT THIS POINT INSERT YOUR EMD PROTOCOL



---

TRAUMA / ASSAULT

---

██  
██

*What is your address?*

██

*What is the phone number you are calling from?*

██

*What is your name?*

██

AT THIS POINT INSERT YOUR EMD PROTOCOL

---

## FIGHT INJURIES

---

[REDACTED]

*What is your address?*

[REDACTED]

*Where is the injured person?*

[REDACTED]

*What is the phone number you are calling from?*

[REDACTED]

*What is your name?*

[REDACTED]

AT THIS POINT INSERT YOUR EMD PROTOCOL



---

UNKNOWN AID

---

██  
██  
██

*Where are your vehicles?*

██

*What is the phone number you are calling from?*

██

*Describe your vehicles.*

██

*What is your name?*

██

AT THIS POINT INSERT YOUR EMD PROTOCOL

---

CAR/MOTORCYCLE ACCIDENT

---

[REDACTED]

*What is the location of the accident?*

[REDACTED]

*What is the phone number you are calling from?*

[REDACTED]

*And your name?*

[REDACTED]

*How many people are injured?*

[REDACTED]

*Were you a witness?*

[REDACTED]

*OK, we'll get an officer over to you.*

---

MVA

---

██  
██  
██

*What is the location of the accident?*

██

*What is the phone number you are calling from?*

██

*And your name?*

██

*Are there any injuries?*

██  
██  
██

*Are you still at the scene of the accident?*

██

*OK, we'll get someone out there.*

---

## MOTORHOME FIRE /INJURIES /BLOCKING

---

[REDACTED]

*What is the location of the accident?*

[REDACTED]

*What number are you calling from?*

[REDACTED]

*Your name?*

[REDACTED]

*How many people are hurt?*

[REDACTED]

*Where you a witness?*

[REDACTED]

*OK, we'll get the units over there. If you find out anything more about the injured people or if anything changes call us back.*

---

WIRES DOWN

---

[REDACTED]

[REDACTED]

*What is the location of the pole?*

[REDACTED]

*What is the number you are calling from?*

[REDACTED]

*What is your name?*

[REDACTED]

*Is anyone injured?*

[REDACTED]

*Were you involved in the accident?*

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

*OK, we'll get someone over there. Don't move the car until we get there OK?*