



**Mini
Heroes**
by SkillBase First Aid

*Call 999 and ask for an
ambulance*

*Is it safe to go closer or is
there any danger?*

*What could have
happened?*

*Can you see any clues to
tell you where they are?*



999 Call Handler Questions

Read out these questions one at a time and wait for your caller to answer

Ambulance service. Is the patient breathing?

Is the patient awake?

What's the address of the emergency please?

Tell me exactly what's happened

Stay on the call and put it on speakerphone

The ambulance is on its way, if there's a door or a gate can you make sure it's unlocked?