Calling 911 (<https://youtu.be/87kzv80cAys>)

**2nd Call**

OPERATOR: 911.

Man: Hello. I’m \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ from Ken’s Appliances on Birch Street. I’d like to report some suspicious activity at Farah’s Jewelry Store \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the street.

OPERATOR: What kind of activity, \_\_\_\_\_\_\_\_\_?

Man: I believe there’s a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in progress.

OPERATOR: Ok, I’ll have the \_\_\_\_\_\_\_\_\_\_\_\_\_\_ check it out. That’s the 2100 block of Birch Street?

Man: That’s right.

OPERATOR: Ok. Meanwhile, \_\_\_\_\_\_\_\_\_\_\_\_\_ stay where you are.

Man: Should I stay on the \_\_\_\_\_\_\_\_\_?

OPERATOR: No, that won’t be necessary. Just \_\_\_\_\_\_\_\_\_\_ where you’re safe.

Man: Oh, don’t \_\_\_\_\_\_\_\_\_\_\_\_. I will.

**3rd Call**

OPERATOR: 911.

Woman: I have \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. My three-year-old just swallowed drain cleaner!

OPERATOR: Okay, ma'am, I'll have to ask you to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. We're going to get you some help.

Woman: Oh, please \_\_\_\_\_\_\_\_\_\_\_\_\_!

OPERATOR: We will, ma'am. Now, you're \_\_\_\_\_\_\_\_\_\_\_\_\_\_ at 413 Elm Avenue?

Woman: Yes! Apartment \_\_\_\_\_\_.

OPERATOR: I'm putting your call through to the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. They'll tell you what to do until the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ gets there.

Woman: Thank you!

OPERATOR: You have to try to \_\_\_\_\_\_\_\_ down, ma'am. Everything is \_\_\_\_\_\_\_\_\_ be all right.

**4th Call**

OPERATOR: 911.

Woman: Yes, hi. I'd like to report a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

OPERATOR: Are you calling from a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, ma'am?

Woman: Yes, I am.

OPERATOR: Okay. In that case, I need you to give me your location.

Woman: I'm at the Oak Road \_\_\_\_\_\_\_\_\_\_\_\_.

OPERATOR: And I need how many \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are involved.

Woman: \_\_\_\_\_\_\_\_\_. It looks pretty bad.

OPERATOR: Okay. The emergency response team should be there in approximately \_\_\_\_\_ to \_\_\_\_\_\_\_ minutes.