



## Module 8

### Emergencies

CIWA

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## Reader's Notes

The module 'Medical Emergencies' differentiates between medical emergencies and non-emergency health issues. It shows learners how to recognize medical emergencies and how to respond effectively. An overview of the material covered in the module is provided in the introduction. This covers the salient features of the module and serves as a useful source of information for the facilitators. We recommend that the facilitators read the introduction so that they have complete information before going to the class. The introduction is written in plain language so that it can be effectively incorporated into effective lesson delivery.

Activity sheets that support the learning objectives are included in the module to reinforce the key health concepts that are being explored. A sample lesson plan which includes the targeted Canadian Language Benchmark (CLB) level of the learners and time estimation; and additional information about the topic has been provided with all activities. A visual glossary has been provided to assist the facilitator in explaining the new vocabulary. It is up to the facilitator to include, omit or adapt the activities according to the needs and level of the learners.

Keeping in mind the limited literacy level of the learners, the preferred method for teaching the curriculum envisages the following stages:

1. Introduce the subject and prompt a discussion, through brainstorm questions provided in the facilitator's notes. This reveals the existing knowledge the learners possess on the topic. Guide learners to relate their experiences and opinions about the topic. These discussions kindle interest and gain the attention of the learners, while providing an assessment to the teacher.
2. Introduce vocabulary by writing the key words on the board and teaching their meanings by showing pictures. When feasible, use of transparencies/power points /realia (real life objects)/models/charts may be made to augment the learning.
3. Actively maintain learner participation by miming, choral repetition, role play, questioning, inviting opinions etc.
4. Review the activity sheet thoroughly and address learners' questions. This is achieved by active questioning, hinting at answers, allowing the learners come to a conclusive solution and then revealing the correct answer.
5. Ask the learners to attempt the activity and clarify as much as possible, without giving the answers.

Facilitators should use their discretion to select the activity sheets that best align with the level of their learners. Recapitulation and repetition is important at all stages.

During facilitation, handouts and activities should be distributed to the learners. They should be prompted to seek clarifications about the handout contents.

Learners should be encouraged and motivated to obtain more information about health through reading, internet, suitable television/radio news and documentary programs in their first language and discussions with their family members and friends.

### **Focus Questions**

Facilitators should review the effectiveness of learning by focusing on some key questions and adapting the lessons according to the specific need of the learners. Focus questions include:

- Is the lesson appropriate for the learners' literacy level?
- Will the learners find the lesson interesting and useful?
- Does the lesson connect to the learning goals of the learners?
- Are the lessons being tailored to meet the needs of the learners?
- Is feedback being used to assess the effectiveness of learning by the class?
- Are the learners able to do what is expected of them at the end of instruction?
- Have the needs of the low literacy level learners been catered for to enable them to keep abreast with the rest of the class?
- Are lessons being recapitulated and reviewed regularly in the class?
- Are the learners acquiring adequate vocabulary about items related to health care?
- Can the learners describe problems related to health, hygiene, illness, sickness, injuries and symptoms orally and in writing?
- Have the learners been provided sufficient practice on what they will be assessed on?

## Introduction

### Medical Emergencies

A medical emergency is a health situation that needs attention quickly (when someone's life is in danger; they could die).

It is important to know what a medical emergency is and what is not an emergency. For example, if you have the flu (illness that affects breathing or stomach) it is not an emergency; if you have a heart attack (the heart gets damaged/ hurt) it is an emergency.

Non-emergencies are:

- Sore throat (pain in the throat)
- Sprain (when you hurt or tear a muscle)
- Flu (illness that affects breathing and stomach)
- Cold (illness which affects nose and throat)
- Rash (redness of the skin)
- Fever (high body temperature) that goes down on its own. A high temperature is anything more than 38.4 degrees Celsius or over 100 degrees Fahrenheit)
- Toothache (pain in the tooth)

Emergencies are:

- Heart attack (the heart gets damaged/hurt)
- Stroke (a loss of consciousness caused by a break in a blood vessel in the brain)
- Poisoning/ drug overdose (to take too much medicine or a chemical)
- Heavy bleeding (bleeding that does not stop)
- Choking (cannot breath; something is stuck in their throat, like food)
- Coughing or vomiting blood (when you throw-up blood)
- Gun shot or knife wounds
- Difficulty in breathing (cannot breath well; shortness of breath)
- Vomiting that does not stop (throwing up)
- Diarrhea that does not stop (runny poop)
- Major injury (when you are badly hurt)
- If someone has lost consciousness (not awake; unresponsive)
- Labour/childbirth (when a woman is giving birth to a child)

You do not need an appointment to go to an emergency department. An appointment is the time and date you agree to meet or see someone. The emergency department is open 24 hours. At the emergency department they will help the sickest people first. This is called a triage system. A nurse decides how sick a person is. If there are people who are sicker than you, you will have to wait.

If you do not have an emergency, call Health Link Alberta. If the problem continues, you should visit your doctor or a walk-in clinic.

You can call Health Link Alberta 24 hours a day, 7 days a week.



- Calgary phone 403-943-5465
- Edmonton phone 780-408-5465
- Province wide phone 1-866-408-5465 (toll free)

### Instructions for Calling Health Link

Dial the Health Link number.

You will get a recording that says:

“You have reached Health Link Alberta.  
If this is a medical emergency hang up and dial 911.  
Otherwise please stay on the line...”

“For information on health services press 1  
If you have symptoms press 2 to speak to a nurse”

If you need an interpreter say:

“I speak (your language) ; I speak \_\_\_\_\_; I speak \_\_\_\_\_”  
Repeat three times.

Wait for the interpreter to come on line (say hello).

If you speak Mandarin you can call 403-943-1554 for Health Link Alberta in your language.

If you speak Cantonese you can call 403-943-1556 for Health Link Alberta in your language.

## **911**

People with a life-threatening emergency (when someone’s life is in danger; they could die) should dial 911 or go to the emergency department at the nearest hospital. When dialling 911 you can ask for an interpreter (a person who speaks your language).

You should call 911 for an ambulance if someone:

- Is bleeding a lot and it will not stop
- Will not wake up
- Cannot move
- Is in a lot of pain
- Does not seem to be breathing
- Is very sick: fever (high body temperature; very hot), vomiting (throwing up), diarrhea (runny poop)

You should call 911 if:

- Moving the sick or hurt person can cause them to get hurt more
- The distance to the hospital or traffic makes it hard to get there

If you call 911, you need to tell them the address where you are. If you give the exact address, the paramedics (people that come in an ambulance; they give emergency medical help) will be able to come to you quickly (fast). You should always carry an identification (ID) card with you. Your ID has your name, address and phone number on it. You should also keep details of an emergency contact in your wallet. An emergency contact is a friend or family member who will help you. A nurse or staff will contact that person if you are in an emergency.

The Alberta Personal Health Card does not pay the cost of an ambulance. An ambulance costs \$310.25. You do not have to pay right away. If you have Alberta Blue Cross (insurance), you only have to pay a small amount (\$50). If you have insurance through work, it might pay. If you are on income support/ social assistance (do not have a lot of money, government gives you money), you do not have to pay.

You can buy extra insurance such as Alberta Blue Cross for the medical help that your Alberta Personal Health Card does not pay for, like an ambulance. Insurance means you pay a small amount of money each month to help pay for big medical costs that you may have.

The Government of Alberta gives low rates of health insurance for people who do not have enough money. For more information, you can call: 403-234-9666 in Calgary 1-800-661-6995 for other parts of Alberta

## **In an Emergency Situation**

In an emergency:

- You should not move someone who:
  - has been hurt in a car accident
  - had a serious fall
  - is unconscious (will not wake up or has fainted)
- If the person is in danger of getting hurt more then you should move them. For example, if something can fall on them you should move them.
- You should not give the hurt or sick person anything to eat or drink
- You should put a blanket or a warm coat on the person

When you get to the emergency department, you may have to wait. They see people who are the sickest first. This is called triage system. A nurse decides who is the sickest. This nurse is called a triage nurse.

You may have to sign a consent (permission) form to get help at the emergency department. The consent form means you agree to let the doctors help you anyway (or a family member) they can.

## Emergency Numbers

You should have important phone numbers with you at all times. If there is an emergency you will know who to call. The phone numbers you should have with you are:

- Your family doctor
- Your dentist
- Poison Control (Calgary) 403-944-1414 (Alberta toll-free) 1-800-332-1414
- Non-emergency Police (Calgary) 403-266-1234 (Edmonton) 780-423-4567

## Urgent Care Centres

If you are hurt but it is not life threatening, you should go to an urgent care center. You go to an urgent care centre if you have bad and sudden health problems that a doctor should see the same day. Nurses, doctors, and other health care providers (people who take care of your health like doctors, nurses and lab attendants) help you in urgent care centres. Urgent Care Centres are not in hospitals. There are two urgent care centres in Calgary. These are the Sheldon Chumir Health Centre and the South Calgary Health Centre. At urgent care centres they will help the sickest people first. This is called a triage system. A nurse decides how sick a person is. If there are people who are sicker than you, you will have to wait.



## Emergency and Non-emergency

### Facilitator's Notes

**Level:** Pre-benchmark, CLB 1, CLB 2

**Time:** 20-40 minutes

**Targeted Language Skills:** reading, writing

**Objective:** To enable learners to distinguish between emergency and non-emergency.

**Materials:**

- Copy of activity sheet (one per learner)
- Pencils and erasers

**Vocabulary:** major injury, breathing, poisoning, consciousness, vomiting

**Information:** A medical emergency is a health situation that needs attention quickly (when someone's life is in danger; they could die).

It is important to know what a medical emergency is and what is not an emergency. For example, if you have the flu (illness that affects breathing or stomach) it is not an emergency; if you have a heart attack (the heart gets damaged/hurt) it is an emergency.

Non-emergencies are:

- Sore throat (pain in the throat)
- Sprain (when you hurt or tear a muscle)
- Flu (illness that affects breathing and stomach)
- Cold (illness which affects nose and throat)
- Rash (redness of the skin)
- Fever (high body temperature) that goes down on its own. A high temperature is anything more than 38.4 degrees Celsius)
- Toothache (pain in the tooth)

Emergencies are:

- Heart attack (the heart gets damaged/hurt)
- Stroke (a loss of consciousness caused by a break in a blood vessel in the brain)
- Poisoning/ drug overdose (to take too much medicine or drink a chemical)
- Heavy bleeding (bleeding that does not stop)
- Choking (cannot breathe; something is stuck in their throat like food)
- Coughing or vomiting blood (when you throw-up blood)
- Gun shot or knife wounds
- Difficulty in breathing (cannot breathe well; shortness of breath)
- Vomiting that does not stop (throwing up)
- Diarrhea that does not stop (runny poop)
- Major injury (when you are badly hurt)
- If someone has lost consciousness (not awake; unresponsive)

- Labour/childbirth (when a woman is giving birth to a child)

**Brainstorm:** Give some examples and ask if they are an emergency or non-emergency. Example: a sprained ankle, a heart attack, a nose bleed, a cough, a stroke, etc.

- Instructions:**
1. Explain the difference between real emergencies and non-emergencies to the learners.
  2. Introduce new vocabulary and teach their pronunciations and meanings. Ask the learners to read them aloud several times.
  3. Distribute activity sheet, 'Emergency and Non-Emergency'.
  4. Use some examples on the board to explain the task to the learners.
  5. Ask the learners to tick under the correct column to categorize the given symptoms as either emergency or non-emergency.
  6. Circulate and assist where needed. Obtain consensus on answers.

**Answer Key:**

	Emergency	Non-emergency
Chest pain for 2 minutes or more	<b>X</b>	
Flu		<b>X</b>
Major injury	<b>X</b>	
Sore throat		<b>X</b>
Broken bones	<b>X</b>	
Vomiting blood	<b>X</b>	
Difficulty breathing	<b>X</b>	
Poisoning	<b>X</b>	

## Activity: Emergency and Non-Emergency

When should I go to an emergency department?

Put a tick under the correct column.

		Emergency	Non-Emergency
Chest pain for 2 minutes or more			
Major injury			
Sore throat			
Broken bones			
Vomiting blood			
Difficulty breathing			
Poisoning			

## Medical Emergencies

### Facilitator's Notes

**Level:** Pre-benchmark, CLB 1, CLB 2

**Time:** 30-45 minutes

**Targeted Language Skills:** listening, reading, writing

**Objective:** To familiarize learners with various types of emergencies.

**Materials:**

- Copy of activity sheet (one per learner)
- Pencils and erasers

**Vocabulary:** uncontrolled, bleeding, dizziness, choking, vomiting, drowning, fainting, reaction

**Information:** A medical emergency is a health situation that needs attention quickly (when someone's life is in danger; they could die).

It is important to know what a medical emergency is and what is not an emergency. For example, if you have the flu (illness that affects breathing or stomach) it is not an emergency; if you have a heart attack (the heart gets damaged/ hurt) it is an emergency.

Non-emergencies are:

- Sore throat (pain in the throat)
- Sprain (when you hurt or tear a muscle)
- Flu (illness that affects breathing and stomach)
- Cold (illness which affects nose and throat)
- Rash (redness of the skin)
- Fever (high body temperature) that goes down on its own. A high temperature is anything more than 38.4 degrees Celsius)
- Toothache (pain in the tooth)

Emergencies are:

- Heart attack (the heart gets damaged/hurt)
- Stroke (a loss of consciousness caused by a break in a blood vessel in the brain)
- Poisoning/ drug overdose (to take too much medicine or drink a chemical)
- Heavy bleeding (bleeding that does not stop)
- Choking (cannot breath; something is stuck in their throat like food)
- Coughing or vomiting blood (when you throw-up blood)
- Gun shot or knife wounds
- Difficulty in breathing (cannot breath well; shortness of breath)
- Vomiting that does not stop (throwing up)
- Diarrhea that does not stop (runny poop)
- Major injury (when you are badly hurt)
- If someone has lost consciousness (not awake; unresponsive)

- Labour/childbirth (when a woman is giving birth to a child)

**Brainstorm:** Ask learners:

- Name some medical emergencies?
- When should you go to the emergency department?

- Instructions:**
1. Distribute activity sheet, 'Medical Emergencies'.
  2. Write down the key words on the board and teach their pronunciations and meanings. Ask the learners to read them aloud several times.
  3. Use an example on the board to explain the task to the learners. Assure them that they will have many opportunities to hear the listening script.
  4. Read out the entire listening script, 'Medical Emergencies' slowly. Encourage the learners to ask you to repeat, if they need to do so.
  5. Check the learners' answers and get class consensus on their accuracy.
  6. Explain with the help of examples how the learners have to do part B and Part C of the activity.

**Answer Key:**

A:

- |      |      |
|------|------|
| 1. C | 2. E |
| 3. B | 4. G |
| 5. F | 6. H |
| 7. D | 8. A |

B:

- |      |      |
|------|------|
| a. 2 | b. 5 |
| c. 4 | d. 3 |
| e. 1 |      |

C:

- |      |      |
|------|------|
| 1. H | 2. F |
| 3. C | 4. E |
| 5. D | 6. I |
| 7. A | 8. B |
| 9. G |      |

## Listening: Medical Emergencies

- A. Listen to the script.  
B. Write the alphabet under the picture that describes the emergency.

1. Heart attack
2. Bleeding that does not stop
3. Labour
4. Difficulty in breathing
5. Snake bite
6. Dizziness
7. Vomiting that does not stop
8. Choking

## Activity: Medical Emergencies

A. Write the alphabet under the picture that describes the emergency.



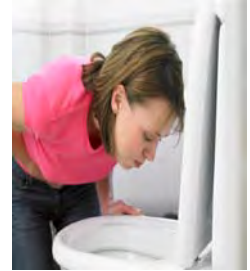
A



B



C



D



E



F



G



H

1. \_\_\_\_\_

5. \_\_\_\_\_

2. \_\_\_\_\_

6. \_\_\_\_\_

3. \_\_\_\_\_

7. \_\_\_\_\_

4. \_\_\_\_\_

8. \_\_\_\_\_



## Activity: Medical Emergencies

B. Write the words in front of the pictures.

Drowning  
Heart Attack

Losing a lot of blood  
Swallowing poison



a) \_\_\_\_\_



b) \_\_\_\_\_



c) \_\_\_\_\_



d) \_\_\_\_\_



e) \_\_\_\_\_

## Activity: Medical Emergencies



1



2



3



4



5



6



7



8



9

### C. Write an alphabet from the list in front of the pictures.

- a) Fainting (loss of consciousness)
- b) Burns
- c) Sudden or very bad pain
- d) Coughing that does not stop
- e) Vomiting blood
- f) Bleeding that does not stop
- g) Diarrhea that does not stop
- h) Very bad chest pain that lasts for over 2 minutes
- i) Sudden dizziness, weakness or change in vision (stroke)

## Life threatening and Non-life threatening Emergency

### Facilitator's Notes

**Level:** CLB 2

**Time:** 40-60 minutes

**Targeted Language Skills:** reading, writing

**Objective:** To familiarize learners to differentiate between life threatening and non-life threatening situations.

**Materials:**

- Copy of activity sheet (one per learner)
- Pencils and erasers

**Vocabulary:** life threatening, non-life threatening, overdose, drowning, diarrhea, severity, terrible, swollen, rash

**Information:** A medical emergency is a health situation that needs attention quickly (when someone's life is in danger; they could die).

It is important to know what a medical emergency is and what is not an emergency. For example, if you have the flu (illness that affects breathing or stomach) it is not an emergency; if you have a heart attack (the heart gets damaged/ hurt) it is an emergency.

Non-emergencies are:

- Sore throat (pain in the throat)
- Sprain (when you hurt or tear a muscle)
- Flu (illness that affects breathing and stomach)
- Cold (illness which affects nose and throat)
- Rash (redness of the skin)
- Fever (high body temperature) that goes down on its own. A high temperature is anything more than 38.4 degrees Celsius)
- Toothache (pain in the tooth)

Emergencies are:

- Heart attack (the heart gets damaged/hurt)
- Stroke (a loss of consciousness caused by a break in a blood vessel in the brain)
- Poisoning/ drug overdose (to take too much medicine or drink a chemical)
- Heavy bleeding (bleeding that does not stop)
- Choking (cannot breath; something is stuck in their throat like food)
- Coughing or vomiting blood (when you throw-up blood)
- Gun shot or knife wounds
- Difficulty in breathing (cannot breath well; shortness of breath)
- Vomiting that does not stop (throwing up)
- Diarrhea that does not stop (runny poop)
- Major injury (when you are badly hurt)

- If someone has lost consciousness (not awake; unresponsive)
- Labour/childbirth (when a woman is giving birth to a child)

If you do not have an emergency, call Health Link Alberta or use home treatments and over-the-counter medicines (the medicines you can get without a doctor's note). If the problem continues, you should visit your doctor or a walk-in clinic.

You can call Health Link Alberta 24 hours a day, 7 days a week.

- Calgary phone 403-943-5465
- Edmonton phone 780-408-5465
- Province wide phone 1-866-408-5465 (toll free)

### Instructions for Calling Health Link

Dial the Health Link number.

You will get a recording that says:

“You have reached Health Link Alberta.  
If this is a medical emergency hang up and dial 911.  
Otherwise please stay on the line...”

“For information on health services press 1  
If you have symptoms press 2 to speak to a nurse”

If you need an interpreter say:

“I speak     (your language)    ; I speak \_\_\_\_\_; I speak \_\_\_\_\_”

Repeat three times.

Wait for the interpreter to come on line (say hello).

If you speak Mandarin you can call 403-943-1554 for Health Link Alberta in your language.

If you speak Cantonese you can call 403-943-1556 for Health Link Alberta in your language.

If you are hurt but it is not life threatening, you should go to an urgent care center. You go to an urgent care centre if you have bad and sudden health problems that a doctor should see the same day. Nurses, doctors, and other health care providers (people who take care of your health like doctors, nurses and lab attendants) help you in urgent care centres. Urgent Care Centres are not in hospitals. There are two urgent care centres in Calgary. These are the Sheldon Chumir Health Centre and the South Calgary Health Centre. At urgent care centres they will help the sickest people first. This is called a triage system. A nurse decides how sick a person is. If there are people who are sicker than you, you will have to wait.

**Brainstorm:** Ask learners:

- Do all emergencies need immediate action?
- Do we have to go to the emergency department for all emergencies?
- Name any emergency that is not life-threatening?

- Instructions:**
1. Distribute activity sheet, 'Life Threatening and Non-life threatening Emergency'.
  2. Introduce new vocabulary and teach their pronunciations and meanings with the help of pictures.
  3. Tell the learners to read the words in part A of the activity sheet and ask them questions to ensure that they understand.
  4. Use some examples on the board to explain the task to the learners.
  5. Circulate and assist where needed. Obtain consensus on the answers.

**Answer Key: C:**

- |      |      |
|------|------|
| 1. C | 2. E |
| 3. D | 4. A |
| 5. F | 6. B |

## Activity - Life Threatening and Non-life Threatening Emergency

Read.

Emergency:

A situation that requires quick attention or action (someone needs help fast) is called an emergency. For example if there is a bad car accident or a fire.

Life threatening Emergency:

An emergency is when someone's life is in danger. For example if someone has a heart attack.

Non-life threatening Emergency:

An emergency is when someone's life is not in danger. But, you cannot wait long without help. For example if someone has a broken bone.

## Activity - Life threatening and non-life threatening Emergency

### A. Which are life threatening or non-life threatening emergencies?

Emergency	Life threatening	Non-life threatening
a) Sever chest pain for over 2 minutes		
b) Stroke		
c) Labour - childbirth		
d) Poisoning		
e) Drug overdose		
f) Broken bones		
g) Drowning		
h) Difficulty in breathing		
i) Burns		
j) Vomiting and diarrhea that doesn't stop		
k) Fever over 38 degrees		

### B. Discuss with your class what do you think is life threatening and why?



## Activity - Life Threatening and Non-life Threatening Emergency

C. Match the pictures to the sentences. Only write the alphabets.



A

7 months pregnant  
Feeling contractions  
every 10 minutes



B

Very bad toothache  
Cannot eat



C

Broken arm



D

Rash and itch



E

Cannot breath well



F

38 degrees Celsius  
fever

1. Go to urgent care.

\_\_\_\_\_

2. Go to emergency.

\_\_\_\_\_

3. Go to the family doctor.

\_\_\_\_\_

4. Call Health Link Alberta for advice.

\_\_\_\_\_

5. Call the family doctor if the fever does not go down.

\_\_\_\_\_

6. Call the dentist or go to a dental clinic.

\_\_\_\_\_

## Preparing for an Emergency

### Facilitator's Notes

**Level:** Pre-benchmark, CLB 1, CLB 2

**Time:** 30-40 minutes

**Targeted Language Skills:** reading, writing

**Objective:** To prepare learners for an emergency.

**Materials:**

- Copy of activity sheet (one per learner)
- Pencils and erasers

**Vocabulary:** dentist, poison, urgent

**Information:** A medical emergency is a health situation that needs attention quickly.

It is important to know the difference between medical emergencies and non-emergencies. For example, if you have the flu (illness that affects breathing or stomach) it is not an emergency; if you have a heart attack (the heart gets damaged/ hurt) it is an emergency.

If you do not have an emergency, call Health Link Alberta or use home treatments and over-the-counter medicines (the medicines you can get without a doctor's note). If the problem continues, you should visit your doctor or a walk-in clinic.

You can call Health Link Alberta 24 hours a day, 7 days a week.

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#### Instructions for Calling Health Link

Dial the Health Link number.

You will get a recording that says:

“You have reached Health Link Alberta.

If this is a medical emergency hang up and dial 911.

Otherwise please stay on the line...”

“For information on health services press 1

If you have symptoms press 2 to speak to a nurse”

If you need an interpreter say:

“I speak (your language); I speak \_\_\_\_\_; I speak \_\_\_\_\_”

Repeat three times.

Wait for the interpreter to come on line (say hello).

If you speak Mandarin you can call 403-943-1554 for Health Link Alberta in your language.

If you speak Cantonese you can call 403-943-1556 for Health Link Alberta in your language.

People with a life-threatening emergency (when someone's life is in danger; they could die) should dial 911 or go to the emergency at the nearest hospital. When dialling 911 you can ask for an interpreter (a person who speaks your language) so that you can easily talk to the operator.

If you are hurt but it is not life threatening, you should go to an urgent care center. You go to an urgent care centre if you have bad and sudden health problems that a doctor should see the same day. Nurses, doctors, and other health care providers (people who take care of your health like doctors, nurses and lab attendants) help you in urgent care centres. Urgent Care Centres are not in hospitals. There are two urgent care centres in Calgary. These are the Sheldon Chumir Health Centre and the South Calgary Health Centre. At urgent care centres they will help the sickest people first. This is called a triage system. A nurse decides how sick a person is. If there are people who are sicker than you, you will have to wait.

Other numbers that you should have on hand are:

- Your family doctor
- Your dentist
- Poison Control (Calgary) 403 944 1414 (Alberta toll-free) 1 800 332 1414
- Non-emergency Police (Calgary) 403 266 1234 (Edmonton) 780 423 4567

**Brainstorm:** Ask learners:

- Do you remember the telephone number of your family doctor or dentist?
- Do you have them written somewhere near your phone?

- Instructions:**
1. Tell the learners that it is important to have information about themselves, the nearby medical facilities, their family doctor, and their dentist readily available for the eventuality of any emergency.
  2. Distribute activity sheet, 'Preparing for Emergency'.
  3. Write down the key words on the board and teach their pronunciations and meanings.
  4. Tell the learners that if they have an emergency, it is helpful for them and anyone who has come to help them. Tell them to tape the information on or near their telephone.
  5. Ask the learners to fill in the information in the table. Circulate and assist where needed.
  6. Ask the learners to tape this information on or near their home telephone.

**Extension:** Bring White Pages/ Yellow pages and have learners look up the phone numbers.

## Activity: Preparing for an Emergency

Write your information in the table below.

To call for Help Dial 911 - Police, Fire, and Ambulance

Phone number	
Address	
Family doctor	Name:
	Phone:
Dentist	Name:
	Phone:

Other important numbers

Health Link Alberta	403 943 5465 (toll-free: 1 866 408 5465)
Poison Control	403 944 1414
Walk-in Clinic	
Non-emergency Police	403 266 1234
Urgent Care Center ( Sheldon Chumir Health Centre )	403 955 6200

## What to do in an Emergency

### Facilitator's Notes

**Level:** CLB 1, CLB 2

**Time:** 30-40 minutes

**Targeted Language Skills:** reading, writing

**Objective:** To prepare learners for a medical emergency.

**Materials:**

- Copy of activity sheet (one per learner)
- Pencils and erasers

**Vocabulary:** blanket, paramedics, immediate, unconscious, victim, paramedics, life threatening

**Information:** A medical emergency is a health situation that needs attention quickly (when someone's life is in danger; they could die).

It is important to know the difference between medical emergencies and non-emergencies. For example, if you have the flu (illness that affects breathing or stomach) it is not an emergency; if you have a heart attack (the heart gets damaged/ hurt) it is an emergency.

You should call 911 for an ambulance if someone:

- Is bleeding a lot and it will not stop
- Will not wake up
- Cannot move
- Is in a lot of pain
- Does not seem to be breathing
- Is very sick: fever (high body temperature; very hot), vomiting (throwing up), diarrhea (runny poop)

You should call 911 if:

- Moving the sick or hurt person can cause them to get hurt more
- The distance to the hospital or traffic makes it hard to get there

In an emergency:

- You should not move someone who:
  - has been hurt in a car accident
  - had a serious fall
  - is unconscious (will not wake up or has fainted)
- If the person is in danger of getting hurt more then you should move them. For example, if something can fall on them you should move them.
- You should not give the hurt or sick person anything to eat or drink
- You should put a blanket or a warm coat on the person

**Brainstorm:** Ask learners:

- Have you ever helped someone in an emergency?
- What did you do?
- Is it okay to give them something to eat or drink?

- Instructions:**
1. Write the new words on the board and explain their meaning with the help of pictures from the visual glossary.
  2. Distribute reading, 'What to do in an Emergency'.
  3. Allow time for learners to read the passage.
  4. Distribute the activity sheet, 'What to do in an Emergency'. Instruct learners on how to do the activity with the help of examples.
  5. Circulate to assist and explain where needed. Obtain class consensus on answers.

**Answer Key:** A:

- |      |      |
|------|------|
| 1. F | 2. T |
| 3. T | 4. T |

B:

- |      |      |
|------|------|
| 1. T | 2. F |
| 3. T |      |

## What to do in an Emergency - Vocabulary

Match the columns.

Blanket



Paramedics



Unconscious



Injury/ hurt



Life-threatening





## Reading: What to do in an Emergency

Read the information below.

**You should call an ambulance when:**

- The person is life threatening
- Moving the person can cause more injury
- The distance to the hospital or traffic makes it hard to get there
- The person needs the special skills of paramedics

**What to do in an Emergency:**

- Do not move an unconscious person
- Do not move a person if he had a car accident or serious fall
- Move him if there is a chance of more injury
- Do not give the hurt person anything to eat or drink
- Put a blanket on the hurt person



## Activity: What to do in an Emergency

Mark as True or False.

A. You should call an ambulance when:

	True	False
1. The condition of the person is non-life threatening.		<input checked="" type="checkbox"/>
2. Moving the person can cause more injury.		
3. The distance to the hospital or traffic makes it hard to get there		
4. Someone needs the special skills of paramedics.		

B. What to do in an Emergency

	True	False
1. Do not move anyone who had a car accident, serious fall or is unconscious. Move him if there is a chance of more injury.		
2. Always give the hurt person something to eat or drink.		
3. Put a blanket on the hurt person.		

## The Ambulance Bill

### Facilitator's Notes

**Level:** Pre-benchmark, CLB 1, CLB 2

**Time:** 40-60 minutes

**Targeted Language Skills:** listening, speaking, reading, writing

**Objective:** To familiarize learners with the fact their Alberta Personal Health Card does not cover the cost of an ambulance.

**Materials:**

- Copy of activity sheet (one per learner)
- Pencils and erasers

**Vocabulary:** medicine, poison, 911, ambulance, doctor

**Information:** The Alberta Personal Health Card does not pay the cost of an ambulance. An ambulance costs \$310.25. You do not have to pay right away. If you have Alberta Blue Cross (insurance), you only have to pay a small amount (\$50). If you have insurance through work, it might pay. If you are on income support/ social assistance (do not have a lot of money, government gives you money), you do not have to pay.

You can buy extra insurance such as Alberta Blue Cross for the medical help that your Alberta Personal Health Card does not pay for, like an ambulance. Insurance means you pay a small amount of money each month to help pay for big medical costs that you may have.

The Government of Alberta gives low rates of health insurance for people who do not have enough money. For more information, you can call: 403-234-9666 in Calgary 1-800-661-6995 for other parts of Alberta You should call 911 for an ambulance if someone:

- Is bleeding a lot and it will not stop
- Will not wake up
- Cannot move
- Is in a lot of pain
- Does not seem to be breathing
- Is very sick: fever (high body temperature; very hot), vomiting (throwing up), diarrhea (runny poop)

You should call 911 if:

- Moving the sick or hurt person can cause them to get hurt more
- The distance to the hospital or traffic makes it hard to get there

In an emergency:

- You should not move someone who:
  - has been hurt in a car accident
  - had a serious fall
  - is unconscious (will not wake up or has fainted)
- If the person is in danger of getting hurt more then you should

move them. For example, if something can fall on them you should move them.

- You should not give the hurt or sick person anything to eat or drink
- You should put a blanket or a warm coat on the person

**Brainstorm:**

Ask learners:

- Have you ever had to call an ambulance?
- Did you pay the ambulance bill?
- Is ambulance bill covered under your Alberta Personal Health Card?

**Instructions:**

1. Distribute activity sheet, 'The Ambulance Bill'.
2. Discuss the contents of the pictures and the situation depicted.
3. Tell the learners that if they call an ambulance, they have to pay for it. However, it is not necessary to do that immediately, and they can pay later.

Method 1:

1. Cut the strip story, shuffle, and give one set to each learner.
2. Ask the learners to find a suitable sentence for each story.
3. Have them copy the sentences on their lined sheets.

Method 2:

1. Discuss each picture individually in a way that guides the learners towards the theme of the activity.
2. Ask questions to elicit specific information about the situation in the pictures and keep aligning the learners to the activity objectives.
3. Using general and specific questions, elicit from the learners a story about the situation. Write the story on the board.
4. Ask the learners to copy the story onto their activity sheets and take turns reading the story to their partners.
5. Read the story aloud with the class several times and emphasize that they have to pay for calling an ambulance.

**Answer Key:**

Sample story: Roop was feeling unwell. She called 911. An ambulance came and took her to the hospital. The paramedics helped her when she was in the ambulance. Roop received an ambulance bill for \$310.

## Activity: The Ambulance Bill

Match the columns.

Medicine



Poison



Ambulance



Doctor

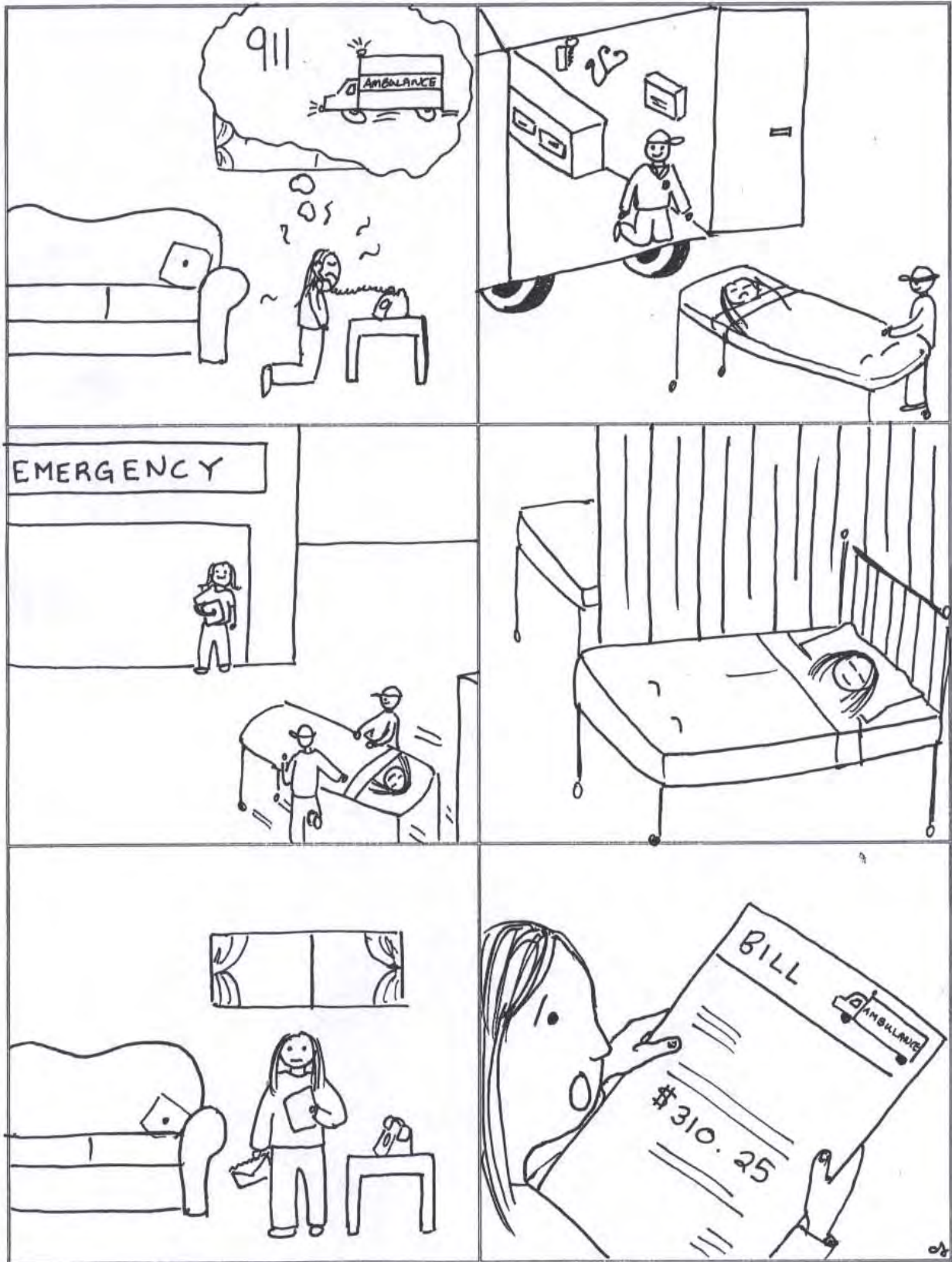


Paramedics



## Activity: The Ambulance Bill

Tell a story about the pictures with the rest of the class.



## Activity: The Ambulance Bill

### Strip story:

-----

1. Roop was feeling unwell.

-----

3. She called 911.

-----

4. An ambulance came and took her to the hospital.

-----

5. The paramedics took her into the emergency department.

-----

6. She spent a night in the hospital.

-----

7. Roop got an ambulance bill of \$310.

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## Calling 911

### Facilitator's Notes

**Level:** Pre-benchmark, CLB 1, CLB 2

**Time:** 45 minutes

**Targeted Language Skills:** listening, speaking

**Objective:** To familiarize learners with the fact their Alberta Personal Health Card does not cover the cost of an ambulance.

**Materials:**

- Copy of activity sheet (one per learner)
- Pencils and erasers
- Pictures from visual glossary

**Vocabulary:** stairs, conscious, unconscious, breathing, interpreter, severe

**Information:** A medical emergency is a health situation that needs attention quickly (when someone's life is in danger; they could die).

It is important to know what a medical emergency is and what is not an emergency. For example, if you have the flu (illness that affects breathing or stomach) it is not an emergency; if you have a heart attack (the heart gets damaged/ hurt) it is an emergency.

Non-emergencies are:

- Sore throat (pain in the throat)
- Sprain (when you hurt or tear a muscle)
- Flu (illness that affects breathing and stomach)
- Cold (illness which affects nose and throat)
- Rash (redness of the skin)
- Fever (high body temperature) that goes down on its own. A high temperature is anything more than 38.4 degrees Celsius or over 100 degrees Fahrenheit)
- Toothache (pain in the tooth)

Emergencies are:

- Heart attack (the heart gets damaged/hurt)
- Stroke (a loss of consciousness caused by a break in a blood vessel in the brain)
- Poisoning/ drug overdose (to take too much medicine or a chemical)
- Heavy bleeding (bleeding that does not stop)
- Choking (cannot breath; something is stuck in their throat, like food)
- Coughing or vomiting blood (when you throw-up blood)
- Gun shot or knife wounds
- Difficulty in breathing (cannot breath well; shortness of breath)
- Vomiting that does not stop (throwing up)
- Diarrhea that does not stop (runny poop)

- Major injury (when you are badly hurt)
- If someone has lost consciousness (not awake; unresponsive)
- Labour/childbirth (when a woman is giving birth to a child)

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- Will not wake up
- Cannot move
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- Is very sick: fever (high body temperature; very hot), vomiting (throwing up), diarrhea (runny poop)

You should call 911 if:

- Moving the sick or hurt person can cause them to get hurt more
- The distance to the hospital or traffic makes it hard to get there

In an emergency:

- You should not move someone who:
  - has been hurt in a car accident
  - had a serious fall
  - is unconscious (will not wake up or has fainted)
- If the person is in danger of getting hurt more then you should move them. For example, if something can fall on them you should move them.
- You should not give the hurt or sick person anything to eat or drink
- You should put a blanket or a warm coat on the person

**Brainstorm:** Ask learners:

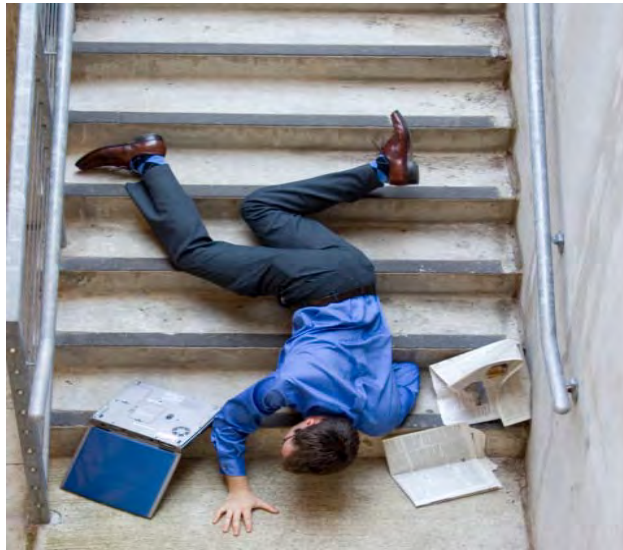
- Has anyone called 911?
- What questions do they ask on the phone?

- Instructions:**
1. Introduce new vocabulary and teach their pronunciations and meanings with the help of pictures from visual glossary.
  2. Distribute activity sheet, 'Ken dials 911'.
  3. Tell the learners that they will be having practice in conversing with a 911 operator for seeking assistance in a medical emergency.
  4. Act as a 911 operator and ask for a volunteer to act as a person trying to contact Emergency in a medical situation.
  5. Check the comprehension by eliciting responses from the learners. For example, say "*What is your address?*" Learners respond by using a phrase from the activity sheet. Practice all the dialogues by asking one student at a time to respond. Keep changing the learners for each dialogue, so that all the learners get practice.
  6. Now form pairs, designating one as the 911 operator and the other as a person trying to contact emergency services in a medical situation. Ask them to practice several times. After sufficient practice, change the roles and ask them to repeat the exercise.

**Extension:** Practice script by changing the type of medical emergency and the affected persons.

## Activity: Ken dials 911

Don has fallen down the stairs and become unconscious. His friend Ken calls 911.



### KEN DIALS 911

911: Police, Fire or Ambulance

Ken: I need an ambulance.

I speak \_\_\_\_\_, I speak \_\_\_\_\_, I speak \_\_\_\_\_

911: Hello, what is your emergency?

Ken: My friend has fallen down the stairs. He is unconscious.

911: Where is your friend?

Ken: We are at 798 Elm Street SW

## Activity: Ken dials 911

911: What is your name?

Ken: My name is Ken

911: Is your friend breathing?

Ken: Yes.

911: What is your telephone number?

Ken: 403-248-7396

911: What is his age?

Ken: He is 25.

911: An ambulance is coming. Please stay on the phone until the ambulance arrives.

NOTE: You can ask for an interpreter by saying 'I speak (say your language)'.



## Activity: Tina dials 911

Tina is at home with her mother who is feeling very bad chest pain for five minutes. She calls 911.



### TINA DIALS 911

911: Police, Fire or Ambulance

Tina: Ambulance

911: What is your emergency?

Tina: My mother has severe chest pain for five minutes.

911: Where is your mother?

Tina: We are at 245-14 Street SW and our apartment number is 2510

911: What is your name?

Tina: My name is Tina.

## Activity: Tina dials 911

911: Is your mother conscious?

Tina: Yes, but she is very weak.

911: What is your telephone number?

Tina: 403-793-5917

911: What is her age?

Tina: She is 58.

911: An ambulance is coming. Please stay on the phone until the ambulance arrives.



## Additional References

- Poison Checklist for the Home  
[http://www.padis.ca/client/media/2/01/06.03.17\\_poison\\_checklist.pdf](http://www.padis.ca/client/media/2/01/06.03.17_poison_checklist.pdf)
- Poison Prevention Tips  
<http://www.padis.ca/descviewer.php?title=Poison+Prevention+Tips&oid=20F>
- What to do in an Emergency (American College of Emergency Physicians)  
<http://www3.acep.org/PrintFriendly.aspx?id=26024>
- What to do in a Medical Emergency (American College of Emergency Physicians)  
<http://www.emergencycareforyou.org/EmergencyManual/WhatToDoInMedicalEmergency/Default.aspx?id=252>
- Emergency Medical Services – Calgary Zone (EMS)  
Public Education Officer – 403-955-9606  
Provide guest speakers and educational material