

NNLM Emergency Response

Visual Materials

Getting Help in an Emergency & Calling 911



In this training, you will learn about handling **emergencies**.

We will review these topics:

- Is it an **emergency** or not?
- How to get help
- How to call 911
- How to get more information
- How to stay calm

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Note to the Teacher

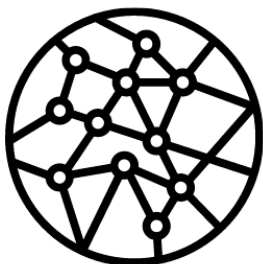
These visual materials are a part of the **NNLM Emergency Response** project, designed to help adults learn how to respond to emergencies and high-stress situations. Use them to guide students in practicing 911 calls, role-playing scenarios, and understanding when to use urgent care, emergency care, telehealth, and 911.

Research led by health literacy expert, Dr. Teresa Wagner with pedagogical support and editing by Adult Education consultant, Talley Caruso.

If you have any questions, comments, or suggestions regarding this material, please reach out to Talley Caruso at talley@digital-esl.org

Happy teaching,

Talley Caruso & Dr. Teresa Wagner



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Suggested Activities



Sort **Situations** (diamond shape)

- Emergency or Not an Emergency
- Call 911 or Use Other Service



Match Situations to **Action** (triangle shape)

- Call 911, Go to the ER, Go to Urgent Care, Call Doctor, or Use Telehealth



Put **Process Steps** (rectangle shape) in order

- Calling 911, Calming Techniques, House Fire, Small Fire, Earthquake, Active Shooter, Choking/Self-Heimlich, Bleeding nonstop, and Unconscious/CPR



Sort **Information Sources** (wavy rectangle)






- Trusted Information or Not Trustworthy
- Online Sources, Social Media, and Professionals

More Practice

- Show the image > Student says the word / creates a sentence
- Matching: Word to Image (or) Image to Word
- Show the word > Student practices pronunciation
- Memory game > Flip over to match Word to Image
- Show the image or word > Role-Play conversation or 911 call
- Sentence with a missing word > Student finds word or image

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Getting Help in an Emergency

Situation	What to Do Next
<p> 911 EMERGENCY</p> <ul style="list-style-type: none"> • Unconscious or not responsive • Heavy bleeding from a deep cut • <u>Broken bone (skin is broken)</u> • Heart attack or stroke • Major car accident • House fire • Active shooter (gun violence) 	<p> Needs IMMEDIATE action </p> <ul style="list-style-type: none"> • Call 911 IMMEDIATELY • Call 911 ~ AS SOON AS YOU ARE SAFE ~ for Car Accidents, House Fires, or Active Shooter situations
<p> EMERGENCY</p> <ul style="list-style-type: none"> • Fever above 102° F • Trouble breathing (cannot speak in full sentences) • Chest pain • Broken bone (skin is not broken) 	<p>Needs same-day medical attention</p> <ul style="list-style-type: none"> • Go to the hospital Emergency Room (ER) • Go to Urgent Care center (if person can move) • Call 911 (if not sure) • Use telehealth for advice
<p> NON-EMERGENCY</p> <ul style="list-style-type: none"> • Fever below 102° F • Ear Infection • Flu • Diarrhea • Panic Attack • Small burn or cut 	<p>Needs attention, but not life-threatening</p> <ul style="list-style-type: none"> • Monitor at home • Use telehealth for advice • Call Doctor or Primary Care Provider • Go to Urgent Care center (if situation does not improve)

Major Car Accident



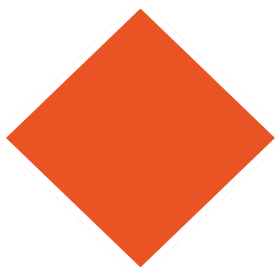
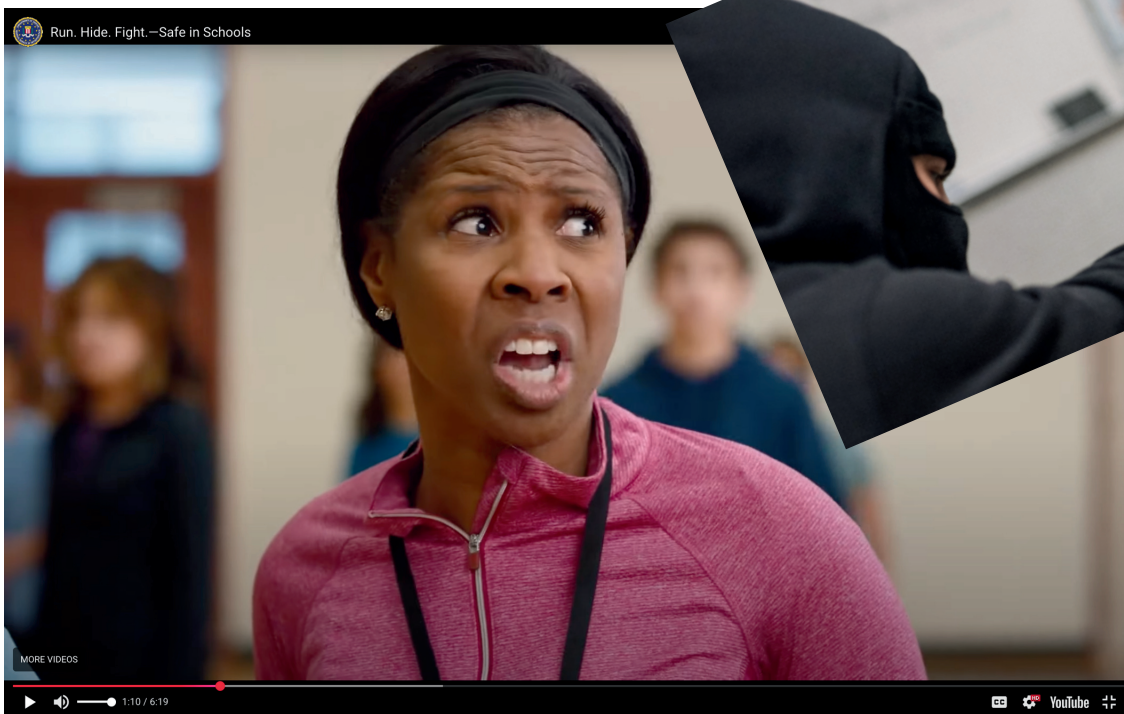
AI image: OpenAI (2026)

House Fire



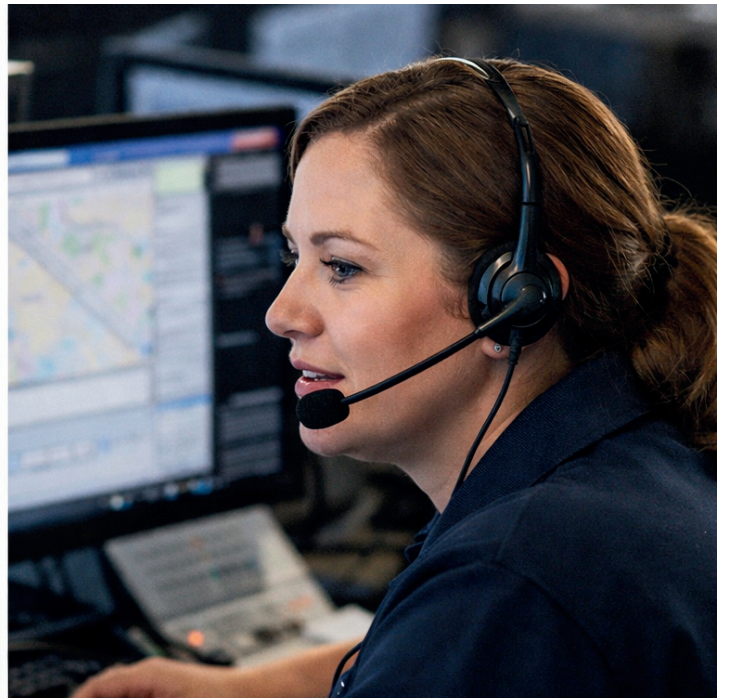
AI images: OpenAI (2026)

Active Shooter



Source: Screenshot of woman from FBI.gov video
AI image of shooter: OpenAI (2026)

Call 911



AI image: OpenAI (2026)

Go to Emergency Room (ER)



AI image: OpenAI (2026)

Go to Urgent Care Center



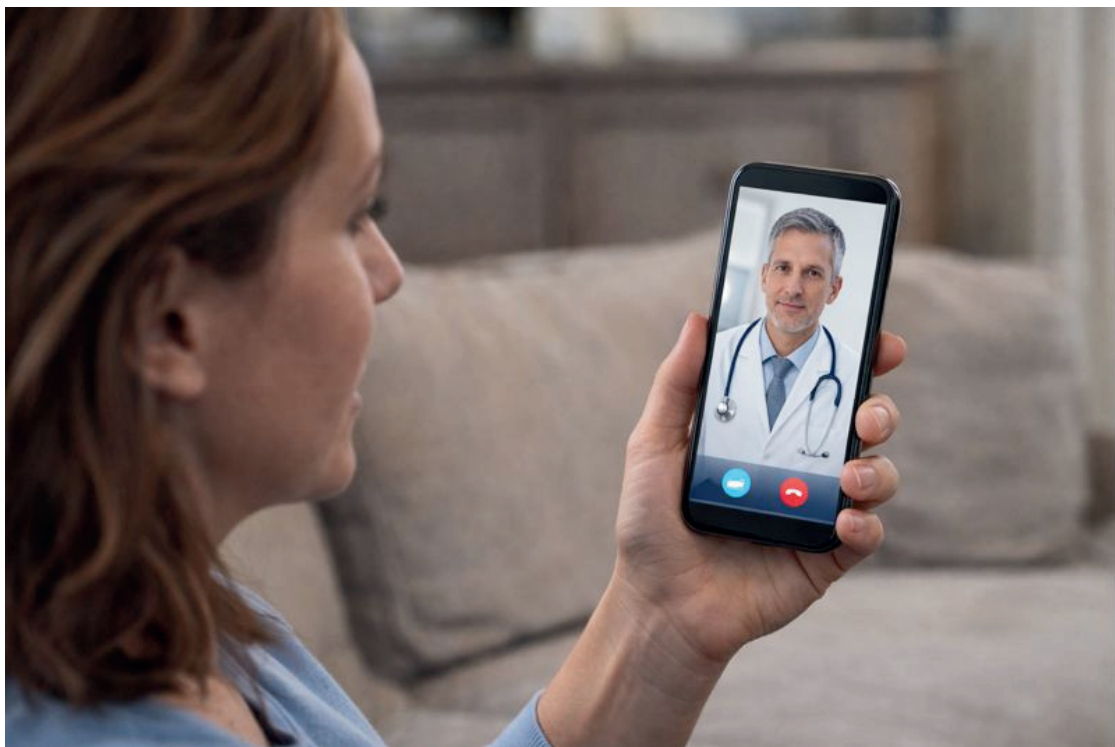
AI image: OpenAI (2026)

Call Doctor



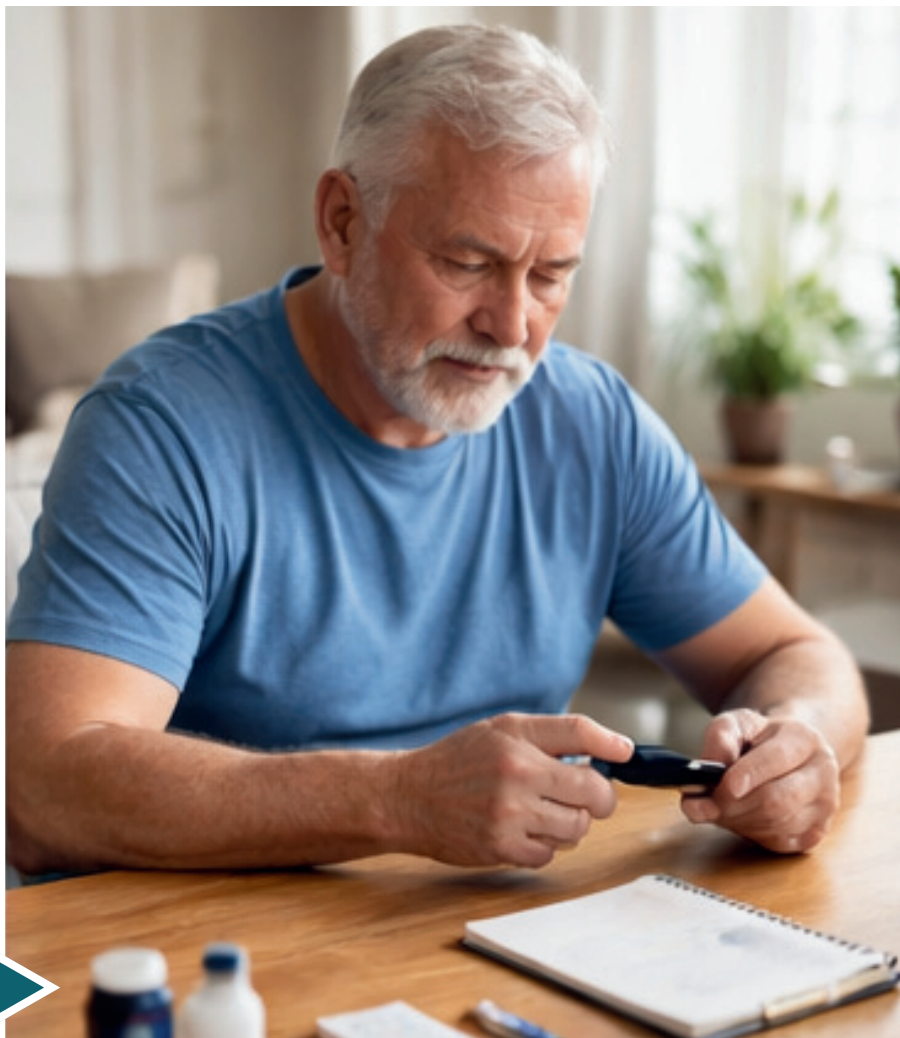
AI image: OpenAI (2026)

Use Telehealth



AI images: OpenAI (2026)

Monitor at home



AI images: OpenAI (2026)

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Getting Help - Benefits of Telehealth

According to MedlinePlus, telehealth is using technology to get health care.

Benefits of telehealth

- **Get care from home**
You can talk to a doctor from your home. This helps people who cannot travel easily.
- **Get help faster**
You may be able to see a doctor after normal office hours or sooner than an in-person visit.
- **Save money**
Online doctor visits can cost less than going to a clinic or hospital.

Examples of telehealth include

- A "virtual visit" (video call or phone call) with a physician or health care provider
- Sending your health care provider a message through your electronic health record
- Watching an online video that your physician sent you about how to use a certain medication

You can use telehealth

- for general health care (check-up)
- to request prescription refills (medicine)
- to get medical advice on skin care, nutrition, and mental health counseling
- to get virtual urgent care for common problems like sinus infections, urinary infections, or rashes



Source: [MedLine Plus](#)

General Check-up



AI image: OpenAI (2026)

Refill Medicine



AI image: OpenAI (2026)

Allergies / Sinus Infection



AI image: OpenAI (2026)

Sore Throat



AI image: OpenAI (2026)

Mental Health



AI image: OpenAI (2026)

Skin Rash



AI image: OpenAI (2026)

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Getting Help - What is Urgent Care?

According to Mayo Clinic, urgent care is for same-day medical attention. Use Urgent Care when your Primary Care Provider is not available and you need care today.

Benefits of Urgent Care

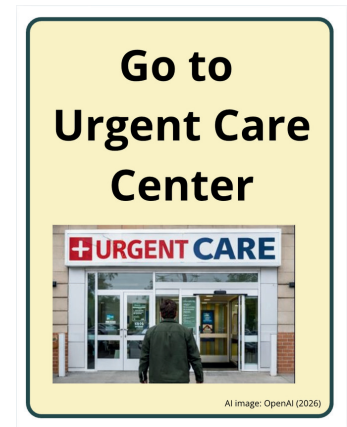
- You can get medical help the same day.
- It is for health problems that are not life-threatening.
- It is often faster and cheaper than the emergency room.

✓ Urgent care can treat minor illnesses and injuries, such as:

- colds, flu, cough, or sore throat
- ear infections or sinus infections
- allergies or skin rashes
- small cuts or minor burns
- sprains or strains
- urinary tract infections (UTIs)

✗ Urgent care CANNOT treat serious emergencies, such as:

- chest pain
- stroke symptoms (slurred speech, weak arm or leg)
- trouble breathing
- seizures
- serious head injuries
- uncontrolled bleeding



Source: [Mayo Clinic](#)

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Calling 911 - What is 911?

911 is the emergency phone number in the United States.

- You should call **911** when someone needs **immediate help** from the police, fire department, or an ambulance.
- When you call **911**, the operator will ask questions and send help to your location.
- People can contact **911** from cell phones and land lines.
- Call **911 only for serious emergencies**, such as a fire, a serious injury, or a crime in progress.

Source: [.911.gov](https://www.911.gov)



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Calling 911 - Steps for Calling 911

Steps for Calling 911



- 1 If you're not sure, just call 911. The 911 dispatcher can guide you.
- 2 Call 911 using a phone. Speak calmly and clearly.
- 3 Tell your location and give details. *"We are at 123 Main Street in San Francisco, 2nd floor, apartment #55 near the elevator"*
- 4 Describe the emergency. *"My neighbor fell. He isn't breathing or moving."*
- 5 When the dispatcher asks questions, answer the dispatcher's questions.
- 6 After the dispatcher says it is okay to hang up, end the call.

**Call
911**



AI image: OpenAI (2026)

Calling 911 - Step-by-Step

1

Emergency happens



AI image: OpenAI (2026)

2

Call 911 on phone



AI image: OpenAI (2026)

3

Tell your location



AI image: OpenAI (2026)

4

Describe emergency



AI image: OpenAI (2026)

5

Dispatcher asks questions



AI image: OpenAI (2026)

6

Answer questions



AI images: OpenAI (2026)

7

Dispatcher says "bye"



AI images: OpenAI (2026)

8

End the call



AI image: OpenAI (2026)

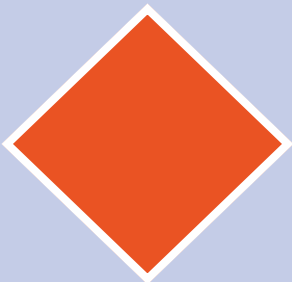
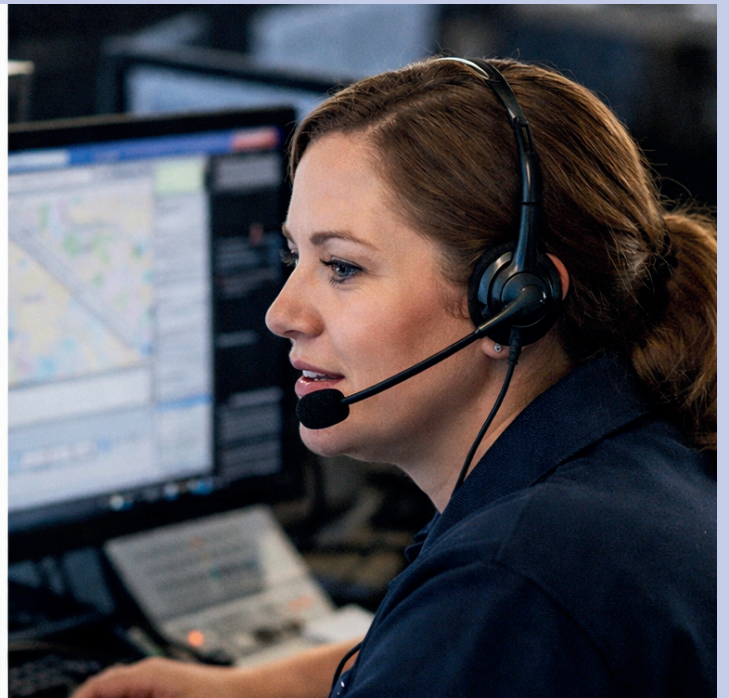
anytime!

Ask for Translator



AI image: OpenAI (2026)

Call 911



Emergency happens



AI image: OpenAI (2026)

Call 911 on phone



AI image: OpenAI (2026)

Tell your location



123 Main Street
San Francisco, CA



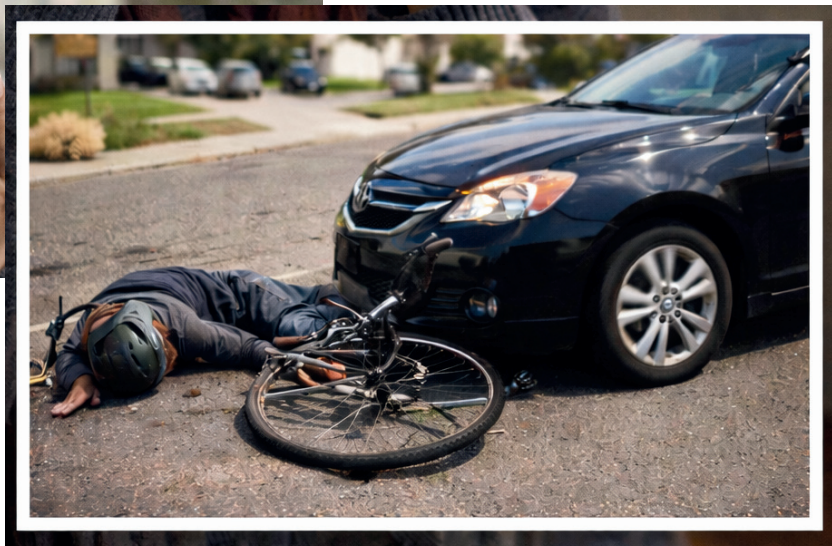
AI images: OpenAI (2026)

Ask for Translator



AI image: OpenAI (2026)

Describe emergency



AI images: OpenAI (2026)

Dispatcher asks questions



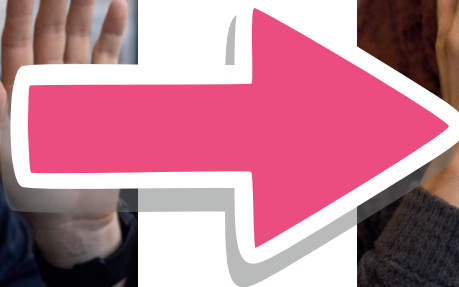
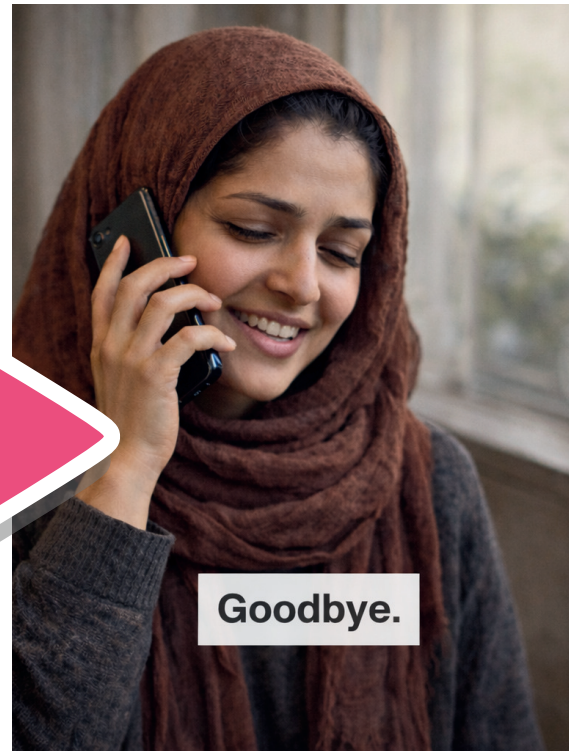
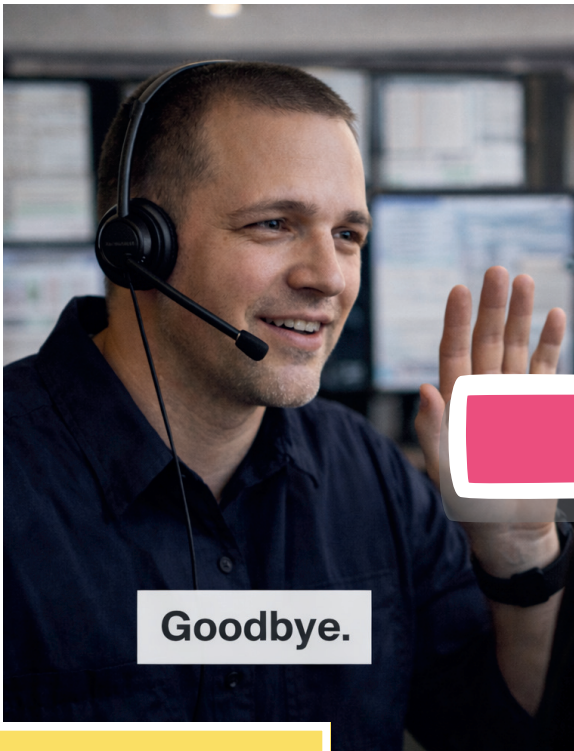
AI image: OpenAI (2026)

Answer questions



AI images: OpenAI (2026)

Dispatcher says “bye”



AI images: OpenAI (2026)

End the call



AI image: OpenAI (2026)

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Calling 911 - Steps for Calling 911

Get Language Assistance Services



0:04

1x

Ask for a translator anytime

If English is hard for you, you can get help in your language for free.

Ask for an interpreter or for translated documents in your language for help...

- Picking up a prescription at the pharmacy
- Visiting a family member in a nursing home
- Going to the emergency room
- Applying for a health insurance plan
- Visiting a doctor or dentist
- Using services such as 911

Source: [HHS \(2026\)](#)

