

**CALLING FOR HELP**

Name: \_\_\_\_\_

**Test Questions:**

Date: \_\_\_\_\_

1. An "emergency" is:
    - A) A problem which a citizen does not know how to deal with
    - B) A situation in which property or human life is in jeopardy
    - C) Only a situation in which a human being is dying
    - D) Any upsetting or distressing event
  
  2. When a call is received at the 9-1-1 office, what information is instantly displayed on computer screens?
    - A) The nature of the emergency
    - B) The caller's name
    - C) The caller's address and phone number
    - D) The location at which the emergency is taking place
  
  3. If a caller dials 9-1-1 but is unable to talk on the phone...
    - A) Operators can still send help to the location that the call is being made from.
    - B) The caller must hang up and dial 9-1-1 again
    - C) The call will be regarded as a prank or false alarm
    - D) The operator will disconnect the line and call back to see if there really is an emergency
  
  4. The dispatch of emergency crews will be delayed until the caller has answered all of the 9-1-1 operators questions.
    - True
    - False
  
  5. If the 9-1-1 system is not available in your area, police, fire and ambulance numbers can be found...
    - A) Printed on the back of drivers license cards
    - B) On the front page of most local newspapers
    - C) Under "emergency services" in the white pages
    - D) On the inside cover of local phone books
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