

ISSUE #1

# EVERYDAY HERO ACADEMY

MAKING THE RIGHT CALL: WHAT TO DO IN AN EMERGENCY

ARE YOU READY  
TO LEARN YOUR  
SUPERPOWERS?



ISSUE  
#1

## MISSION BRIEF: WHAT IS AN EMERGENCY?

An emergency is when we need help straight away.

1. Someone's life is at risk.



2. Someone is seriously hurt.



**IF YOU SEE THESE, IT IS TIME TO ACT LIKE A HERO.**

## THE SICKNESS SORTER: BIG SICK VS. LITTLE SICK



### THE "LITTLE SICK"



A grazed knee



A sore ear



A tickly cough or a bad cold



Tell a grown-up or  
call 111 for advice.



### THE "BIG SICK"



Someone won't wake up



They have stopped breathing



Very bad chest pain



This is an emergency.  
Call 999 straight away.

## MEET YOUR ALLIES: THE HERO SQUAD



**The Police.**  
They keep us safe  
and stop crime.



**The Fire Service.**  
They put out dangerous  
fires and rescue people  
from crashes.

**The Ambulance Service.**  
They help the 'Big Sick'  
and get people to hospital.



**The Coastguard.**  
They rescue people in  
in trouble in the water  
or at the beach.



# Your Super-Gadget: Calling 999

**It is always FREE.**  
You do not need credit  
to make the call.

**It works on  
ANY phone.**  
You can even call from  
a locked mobile phone.

**999**

**For 'Big Sicks' ONLY.**  
**Never use it for a game.**

# THE 3 IMPORTANT QUESTIONS

**WHICH?**

Which service do you need?

(Police, Fire, Ambulance, or Coastguard)

**WHERE?**

Where are you?

(We need to know where to send the heroes)

**WHAT?**

What has happened?

(Tell us exactly what is wrong)

# Superpower #1: Knowing Your Location



**Look for a letter in the house, or ask a grown-up passerby if you are outside!**

## Superpower #2: Staying Calm

It is normal to feel scared...



...but heroes take a deep breath.



- ✓ Listen carefully to the operator.
- ✓ Answer their questions as best as you can.
- ✓ Stay on the line! The operator is your sidekick and will stay with you until help arrives.

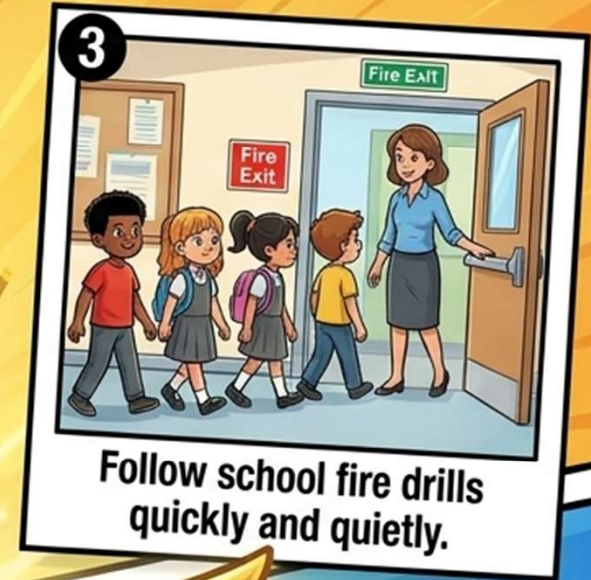
# The Hero's Code: No Joke Calls



When someone makes a **joke call**, it **blocks the phone line**. That means **real help cannot** reach people who are in danger.

Say **NO** if someone wants to play 'pretend phone' with 999.

# Everyday Heroes at School



You are now trained and ready to **Make the Right Call!**

