

## **Call Taking/Dispatching**

Scenarios Purpose: To allow students the opportunity to practice proper information gathering, CAD entry skills, guide card use and initial and supplemental dispatching.

Materials Needed:

- CAD
- MS Teams
- Guide cards
- Radios
  
- 1 Caller – Scripts
- 1 Call Taker/Dispatcher – CAD & APCO Guide Cards / Radio
- 1 Truck/Captain – Radio  
and/or 1 Supervisor – Practical Rubric

### **#1 – BRUSH FIRE – 1 ENGINE**

Can you send someone to 245 Coates Rd W, Port Perry - we were having a small bonfire and it has gotten out of control. It is not close to anything yet, but I am worried it will spread fast. I am Jason Lawrence and the number is 905.724.7183

### **Call #2 – ELEVATOR – 1 ENGINE**

Oh my gosh, we are stuck in the elevator at The Comfort Suites Inn. It looks like it's between the 2nd and 3rd floor. Caller doesn't know the address but knows they are in Bowmanville I'm Denise Pratt and I am here all alone. My cell is 905.576.3276 I am having difficulty breathing - I may be having a panic attack  
Address: 5 Spicer Square, Bowmanville

### **Call#3 – MVC – PED STRUCK - 2 ENGINES**

There has been a person hit by a car in the intersection of Conlin Rd/Ritson Rd Oshawa – they are lying on the shoulder of the road. The vehicle took off. The person looks really hurt. We need an ambulance fast. I'm Rhonda White – my call is 905.579.6115

### **Call #4 – WIRES DOWN – 1 ENGINE**

It's so windy outside our hydro just flickered and then went out. I looked outside and the wires are sparking outside my house. They are laying across the roadway at 1474 Clearbrook Dr, Oshawa. I'm Derek Gilbert and the number is 905.859.4612

**Call #5 – Medical – 1 ENGINE**

Hi its Ambulance, can you come with us in Oshawa, 161 Athol St East. Apt #204 –use the front entrance - access code 2233. M 44 difficulty breathing with chest pains.

**Call #6 – HAZMAT SPILL- 2 ENGINES and 1 SQUAD**

I'm on and there is a giant tanker truck pulled on to the side of the road leaking. It looks to be leaking some sort of gas. The roadway is covered in fluids and is leaking off the ramp into the ditch and creek. There is a LOT of fluid - 401 Eastbound at Stevenson Rd, Oshawa. I'm Sherry Hughes, I was just driving by my cell is 905.728.4585

**Call #7 – HOUSE FIRE – 2 ENGINES and 1 TRUCK**

Help my bedroom is on fire. I live at 4 Glen Dhu Dr, Whitby – HELP, HELP. I'm Joey Anderson. I am the only one home. I can't find our dog. I've looked everywhere, please help. 905.455.9512.

**Call #8 – MVC - 2 ENGINES**

There has been a really bad car accident at the intersection of Anderson St/ Dryden Blvd, Whitby there are fluids leaking everywhere, vehicles are smoking. At least 5 vehicles were involved, but not everyone was out of their vehicles. People may be injured. I hear screaming. I'm Ronald Harvey – I just saw the whole thing. This truck just ran the red light, crashed into everyone. My number is 905.758.1454

**Call #9– SUSPICIOUS PACKAGE – 1 ENGINE**

This is Police. We need you to respond with us for a suspicious package at City Hall - Oshawa 50 Centre St South – this is the Shoppers Drug Mart. We are on scene, we have nothing further.