Information to Give in an Emergency

The Smith family was eating dinner while watching the news on television. All of a sudden the lights went out and the television went dead. Mrs. Smith checked the fuse box but could not find anything wrong. Mr. Smith called the power company.

"Hello, my name is Cole Smith and I am having trouble with my lights. Can you send someone over right away? I live in Midtown." Then he hung up.

Five hours later, no one had come. So Mr. Smith called again. The person he spoke to told him that they were unable to send anyone because he had not given his exact address. He had forgotten to give his house number or street.

Luckily, for the Smith family, their emergency was not a matter of life and death.

Knowing whom to call in an emergency is not enough. You also have to know what to say after you have gotten the person on the phone. How can people help you if you do not tell them everything they need to know?

KNOWING THE FACTS

Correct Information Needed: Everyday people suffer, lose their property, or die simply because they did not give the right information. People get upset and forget the things they know, or they do not think about what they are saying. The most important information to give when you are asking for help is what has happened and where. It is very important to think clearly. What you say may save or lose lives.