

# Everyday Conversations

## Hétköznapi beszédhelyzetek

**UNIT 6 - Reporting emergencies**

**Vészhelyzetek bejelentése**



# Reporting emergencies

When an emergency happens, it is important to stay calm and communicate clearly. In English-speaking countries, people usually call emergency services to get help from the police, the fire department, or medical professionals. Knowing how to describe the situation in English can save time and make the response faster.

There are many types of emergencies. Medical emergencies include situations like someone fainting, having chest pain, or suffering a serious injury. Fire emergencies happen when a building, car, or forest is burning. Crime-related emergencies include theft, assault, or when someone is in danger. There are also accidents, such as car crashes, gas leaks, or natural disasters.



# Reporting emergencies

In most English-speaking countries, the emergency number is 911 in the United States and Canada, 999 in the United Kingdom, and 000 in Australia. The single European emergency number is 112, and it works across all EU member states. It connects you to ambulance, police, or fire services, and it is free of charge from any phone. Operators are trained to handle calls in the national language and often in English or French as well.

When you call, the operator will ask you several important questions. First, they will want to know what happened. Then they will ask for your location, because emergency services cannot help if they do not know where to go. They may also ask if anyone is injured and what kind of help you need.



# Reporting emergencies

When reporting an emergency, it is helpful to use short, clear sentences. For example, you can say: “There has been a car accident,” or “A person is unconscious,” or “I see smoke coming from a house.” If you do not know the exact address, describe nearby landmarks, such as shops, streets, or buildings.

It is also important to stay on the phone until the operator tells you to hang up. They might give you instructions, such as how to help an injured person or how to stay safe until help arrives. Even if you feel nervous, speaking slowly and clearly will make the situation easier for everyone.

Being prepared to report an emergency in English can make a big difference.

Learning key phrases and understanding how emergency calls work helps you react quickly and confidently when something unexpected happens.



# Reporting emergencies

response – válasz

to faint – elájulni

chest pain – mellkasi fájdalom

to suffer something – elszemvedni valamit

crime-related emergency – bűncselekménnyel kapcsolatos vészhelyzet

theft – lopás

assault – támadás, bántalmazás

gas leak – gázzivárgás

natural disaster – természeti katasztrófa

to be free of charge – ingyenes

to be trained to handle – kiképezve valamire

helpful – segítőkész

unconscious – eszméletlen

nearby landmark – közeli tájékozási pont

to stay on the phone – vonalban maradni

to hang up – letenni a telefont

to report an emergency - vészhelyzetet bejelenteni



# EMERGENCY CALLS AMBULANCE



**I need an ambulance.** – Mentőre van szükségem.

**There has been an accident.** – Baleset történt.

**Someone is badly injured.** – Valaki súlyosan megsérült.

**A person is unconscious.** – Egy ember eszméletlen.

**We need medical help immediately.** – Azonnali orvosi segítségre van szükség.

**Someone is having trouble breathing.** – Valaki nehezen kap levegőt.

**There is a lot of bleeding.** – Erős vérzés van.

**A person has collapsed.** – Egy ember összeesett.

**Someone is having chest pain.** – Valakinek mellkasi fájdalma van.

**I think it might be a heart attack.** – Azt hiszem, szívroham lehet.

**Someone is having a seizure.** – Valaki epilepsziás rohamot kap.

# EMERGENCY CALLS AMBULANCE



**A child is injured.** – Egy gyerek megsérült.

**We need an ambulance at this address.** – Erre a címre kérünk mentőt.

**Please come quickly.** – Kérem, jöjjenek gyorsan.

**The person is not breathing.** – A személy nem lélegzik.

**We are performing CPR.** – Újraélesztést végzünk.

**The injury is very serious.** – A sérülés nagyon súlyos.

**Please send paramedics.** – Kérem, küldjenek mentőst.

**I need medical advice right now.** – Azonnali orvosi tanácsra van szükségem.

**Please stay on the line.** – Kérem, maradjon a vonalban.

# CALLING AN AMBULANCE



**Caller:** I need an ambulance as soon as possible.

**Operator:** What's your address?

**Caller:** 2056 Manor Road.

**Operator:** What's the phone number you're calling from?

**Caller:** 0765 9532561

**Operator:** What's happened? What's your emergency?

**Caller:** We have a gentleman here. He's stopped breathing.

**Operator:** How old is he?

**Caller:** He is 52.

**Operator:** He is conscious and he is not breathing.

**Caller:** Yes, he is not breathing.

**Operator:** ... and he is not conscious either.

**Caller:** No, he's not conscious. I think he's had a heart attack.

**Operator:** Alright. Is he on the floor? Where is he right now?

**Caller:** He is on the bed.

**Operator:** Okay, let's get him down the floor. We are already on our way. Did anybody witness what happened?

**Caller:** We were having lunch and he passed out during the meal.

**Operator:** Alright, we are less than a mile away and will be there shortly. Stay calm.

**Caller:** Thank you.

**Operator:** Call us back if you need further help.

# CALLING AN AMBULANCE



## IMPORTANT PHRASES

**What's the address of your emergency?** – Mi a vészhelyzet címe?/Hol történt a vészhelyzet?

**I need an ambulance as soon as possible.** – Kellene egy mentő, amilyen gyorsan csak lehetséges!

**What's your address?** – Mi a címe?

**What's the phone number you're calling from?** – Milyen telefonszámról hív?

**He's stopped breathing.** – Nem lélegzik.

**He is conscious.** – Eszméleténél van.

**He is not conscious.** – Nincs eszméleténél.

**I think he's had a heart attack.** – Azt hiszem, szívrohama volt.

**Is he on the floor?** – A padlón fekszik?

**Where is he right now?** – Hol van most pontosan?

**Let's get him down on the floor.** – Tegyük le a földre.

**We're already on our way.** – Már úton vagyunk.

**Did anybody witness what happened?** – Valaki tanúja volt, hogy mi történt?

**He passed out.** – Elájult.

**We will be there shortly.** – Hamarosan ott leszünk.

**Stay calm.** – Őrizze meg a nyugalmát.

**Call us back if you need further help.** – Hívjon minket vissza, ha további segítségre van szüksége.

# CALLING AN AMBULANCE



## IMPORTANT WORDS

**emergency** – vészhelyzet

**ambulance** – mentő

**as soon as possible** – amint csak lehetséges

**to breathe** – lélegezni

**conscious** – eszméleténél van

**unconscious** – nincs eszméleténél

**heart attack** – szívroham

**to witness** – szemtanúja lenni valaminek

**further** – további

# EMERGENCY CALLS FIRE



## EMERGENCY CALLS – FIRE

**There is a fire.** – Tűz van.

**A building is on fire.** – Ég egy épület.

**There is smoke everywhere.** – Mindenhol füst van.

**We need the fire department.** – Tűzoltókra van szükség.

**The fire is spreading quickly.** – A tűz gyorsan terjed.

**Someone is trapped inside.** – Valaki bent rekedt.

**We need help immediately.** – Azonnali segítség kell.

**There was an explosion.** – Robbanás történt.

**I smell gas.** – Gázszagot érzek.

**A car is on fire.** – Ég egy autó.

**The fire is out of control.** – A tűz irányíthatatlan.

**We are evacuating the building.** – Kiürítjük az épületet.

**Please send firefighters to this address.** – Kérem, küldjenek tűzoltókat erre a címre.

**The smoke is very thick.** – Nagyon sűrű a füst.

**We cannot get out.** – Nem tudunk kijutni.

**There are people on the roof.** – Emberek vannak a tetőn.

**The alarm is going off.** – Megszólalt a riasztó.

**We need rescue equipment.** – Mentőfelszerelésre van szükség.

**The fire started suddenly.** – A tűz hirtelen keletkezett.

**Please hurry.** – Kérem, siessenek.

# CALLING THE FIRE BRIGADE



**Operator:** 911 Where is your emergency? How may I help you?

**Caller:** I think the house is on fire.

**Operator:** Where is the emergency?

**Caller:** 49 Sycamore Street.

**Operator:** What is your phone number?

**Caller:** 0765 9834963.

**Operator:** What's happened?

**Caller:** I don't know. My roommate is downstairs, but I'm upstairs and can't come down.

**Operator:** We are sending the Fire Department. Are there other people in the house?

**Caller:** No. I can't breathe. I can see flames and there is smoke everywhere.

**Operator:** Tell me in which bedroom you are in.

**Caller:** I'm in the front bedroom.

**Operator:** Can you get on the floor?

**Caller:** I'm on the floor.

**Operator:** Is there anything you can put in front of your doorjamb to stop the smoke coming in? A blanket or something?

**Caller:** It's already there but it didn't block the smoke.

**Operator:** Do you have a window in that room that can open?

**Caller:** Yes, but I can't get it open. I can't breathe.

**Operator:** Don't try to talk, okay? I'm going to stay on the phone with you, alright? I want you to put a towel in front of your face. If you don't have a towel, whatever you find is fine.

**Caller:** I'm going to die.

**Operator:** No, you're not. Please, stay calm. We are on our way to help you.

# CALLING THE FIRE BRIGADE



## IMPORTANT PHRASES

**Where is your emergency?** – Hol történt a vészhelyzet?

**The house is on fire.** – Ég a ház.

**What's happened?** – Mi történt?

**My roommate is downstairs.** – A szobatársam az alsó szinten van.

**I'm upstairs.** – Én az emeleten vagyok.

**We are sending the fire department.** – Küldjük a tűzoltókat.

**Are there other people in the house?** – Vannak mások is a házban?

**I can't breathe.** – Nem kapok levegőt.

**I can see flames.** – Lángokat látok.

**There is smoke everywhere.** – Mindenhol füst van.

**Can you get on the floor?** – Le tud feküdni a földre?

**Put a blanket in your doorjamb.** – Tegyen egy takarót az ajtófélfához.

**Put a towel in front of your face.** – Tegyen egy törölközőt az arca elé.

**Stay calm.** – Őrizze meg a nyugalmát.

**We are on our way to help you.** – Úton vagyunk, hogy segítsünk.

# CALLING THE FIRE BRIGADE



## IMPORTANT WORDS

**emergency** – vészhelyzet

**to be on fire** – valami ég

**roommate** – szobatárs

**upstairs** – felső szint, emelet

**downstairs** – alsó szint

**to breathe** – lélegezni

**flame** – láng

**smoke** – füst

**doorjamb** – ajtófélf

**to block** – blokkolni, elzárni

# EMERGENCY CALLS POLICE



**I need the police.** – Rendőrségre van szükségem.

**A crime is happening right now.** – Jelenleg bűncselekmény történik.

**Someone broke into my home.** – Betörték a házamba.

**There is a robbery in progress.** – Folyamatban van egy rablás.

**Someone is threatening me.** – Valaki fenyeget engem.

**I witnessed an assault.** – Tanúja voltam egy támadásnak.

**There is a suspicious person here.** – Gyanús személy van itt.

**My belongings were stolen.** – Ellopták a holmimat.

**Someone is trying to break in.** – Valaki megpróbál betörni.

**There is a fight on the street.** – Verekedés van az utcán.

**Someone has gone missing.** – Valaki eltűnt.

**I heard gunshots.** – Lövéseket hallottam.

**There is a dangerous situation.** – Veszélyes helyzet van.

**Please send officers immediately.** – Kérem, küldjenek rendőröket azonnal.

**I need to report a crime.** – Be szeretnék jelenteni egy bűncselekményt.

**Someone is following me.** – Valaki követ engem.

**There is a drunk driver.** – Itt egy ittas sofőr.

**A car accident just happened.** – Most történt egy autóbaleset.

**We need police assistance.** – Rendőri segítségre van szükség.

**Please stay on the line.** – Kérem, maradjon a vonalban.

# A ROADSIDE ACCIDENT



**Operator:** 911 Where is your emergency?

**Caller:** At the corner of Sandown Road and Harold Road, close to Sandown Clinic.

**Operator:** What is your phone number?

**Caller:** 0765 9834561. It's my mobile number.

**Operator:** What's happened?

**Caller:** There has been an accident. A man on a motorcycle was hit by someone in a black BMW. Traffic is backed up in the street. I think the man on the motorcycle has been hurt.

**Operator:** We are sending help now. How many cars are involved?

**Caller:** Just one.

**Operator:** How many people are hurt?

**Caller:** I think only the man who was driving the motorcycle.

**Operator:** Are both drivers still present?

**Caller:** Yes.

**Operator:** Did you witness the accident?

**Caller:** Yes. I was walking down Sandown Road when I heard the terrible crash. I immediately turned around and saw that the car hit the biker.

**Operator:** Please stay on the scene. Thank you.

# A ROADSIDE ACCIDENT



## IMPORTANT PHRASES

**Where is your emergency?** – Hol (történt) a vészhelyzet?

**What's happened?** – Mi történt?

**There has been an accident.** – Baleset történt.

**Traffic is backed up in the street.** – A forgalom teljesen beállt/össztorlódott az utcában.

**I think the man on the motorcycle has been hurt.** – Azt hiszem, hogy a motoros megsérült.

**We are sending help now.** – Már küldjük a segítséget.

**How many cars are involved?** – Hány autó érintett?

**How many people are hurt?** – Hány ember sérült meg?

**Are both drivers still present?** – Mindkét sofőr ott van még a helyszínen?

**Did you witness the accident?** – Ön szemtanúja volt a balesetnek?

**Please stay on the scene.** – Kérem, maradjon a helyszínen.

# A ROADSIDE ACCIDENT



## IMPORTANT WORDS

**mobile number** – mobiltelefonszám

**to happen** – történik, megtörténik

**traffic is backed up** – feltorlódott a forgalom

**to be involved** – valamiben benne lenni, valaminek részesének lenni

**to be present** – jelen lenni

**to witness something** – szemtanúja lenni valaminek

**crash** – ütközés, csattanás

**to turn around** – megfordulni

**biker** – motoros

**on the spot** – a helyszínen