

COAAP 16.5 Emergencies Study Guide

Intermediate Low to Advanced

What this test is	An oral emergency and disaster assessment
Task 1	Identify the correct emergency service or community agency for 5 situations
Task 2	Describe the correct steps for 3 emergency or disaster situations
Task 3	Act in an emergency phone call and answer up to 7 questions
Passing score	Intermediate Low = 24 out of 37

Study this guide. Everything here is based on the COAAP 16.5 assessment and the Unit 1 and Unit 2 materials.

1. Services and agencies

Service / Agency	Use it for	Helpful words
911	Life-threatening emergencies, fires, serious car accidents, major injuries, crimes in progress	emergency, hurt, unconscious, fire, bleeding
Non-emergency police	Noise complaints, graffiti, suspicious but not urgent situations	non-emergency, report, police
Non-emergency fire department	Smoke alarms, broken hydrants, safety questions that are not urgent	alarm, hydrant, fire department
Poison Control	Poison swallowed, poison on skin, poison in eyes	swallowed, ingested, skin, eyes, label
FEMA / Red Cross / shelter	Help after a disaster such as earthquake, flood, or wildfire	shelter, supplies, evacuation, assistance

2. Task 1 practice: choose the correct service

Say the correct service or agency for each situation.

1. A house is on fire.
2. A car accident happens in front of you and one driver is hurt.
3. A child drinks a dangerous cleaner.
4. Your smoke alarm is beeping and there is no fire.
5. Someone spray-paints gang signs on your garage.
6. After a disaster, your family needs shelter, food, and water.

Possible answers: 911, Non-emergency police, Non-emergency fire department, Poison Control, FEMA / Red Cross / shelter

3. Personal emergency vocabulary

Word	Meaning	Example
alert	awake and aware	He is alert.
bleeding	losing blood	She is bleeding badly.
injured	hurt	One man is injured.
location	where something is	What is your location?
stuck	unable to move	The driver is stuck in the car.
unconscious	not awake	He is unconscious.
choking	unable to breathe	The child is choking.
CPR	help for a person whose heart stops	The victim needs CPR.
paramedic	medical worker in emergencies	The paramedics are on the way.
poison / ingested	dangerous substance swallowed	My son ingested cleaner.

4. Natural disaster vocabulary

Disaster / Effect	Meaning	Example
earthquake	the ground shakes	Drop, cover, and hold on.
flood	too much water covers land	Floodwater can rise quickly.
wildfire	a dangerous uncontrolled fire outdoors	Evacuate the area.
evacuation	leaving a dangerous area	Listen for evacuation orders.
shelter	a safe place to stay	We went to a shelter.
fallen power lines	electrical lines on the ground	Stay away from power lines.
limited food and water	not enough supplies	Store emergency supplies.
Emergency Alert System	radio / TV warning system	Listen for updates on the radio.

5. Task 2 practice: steps to take

For Intermediate Low to Advanced, be ready to describe the steps for 3 situations.



Earthquake

- Drop, cover, and hold on.
- Wait for the shaking to stop.
- Check for damage and injuries.
- Listen to the radio for instructions.



Wildfire [This Photo by Unknown Author is licensed under CC BY SA](#)

- Get away from the fire.
- Call 911 to report the fire and location.
- Move to a safe place or evacuate.
- Stay away from the burning area.



Flood This Photo by Unknown Author is licensed under [CC BY-SA](#)

- Prepare supplies and important documents.
- Listen to the news, radio, or TV.
- Move to higher ground or a safe location.
- Do not walk or drive through floodwater.



6. Emergency supplies kit This Photo by Unknown Author is licensed under [CC BY](#)

Know common emergency supplies:

water, canned food, first aid kit, flashlight and extra batteries, radio, medications, money, documents / passport / ID, keys, cell phone, childcare supplies, animal supplies, rope and tools, can opener

7. Task 3 speaking: emergency phone call

Practice answering these questions in full sentences.

1. What is the problem?
2. What is your name?
3. What is your telephone number?
4. What is your address?

5. What are the nearest cross streets?

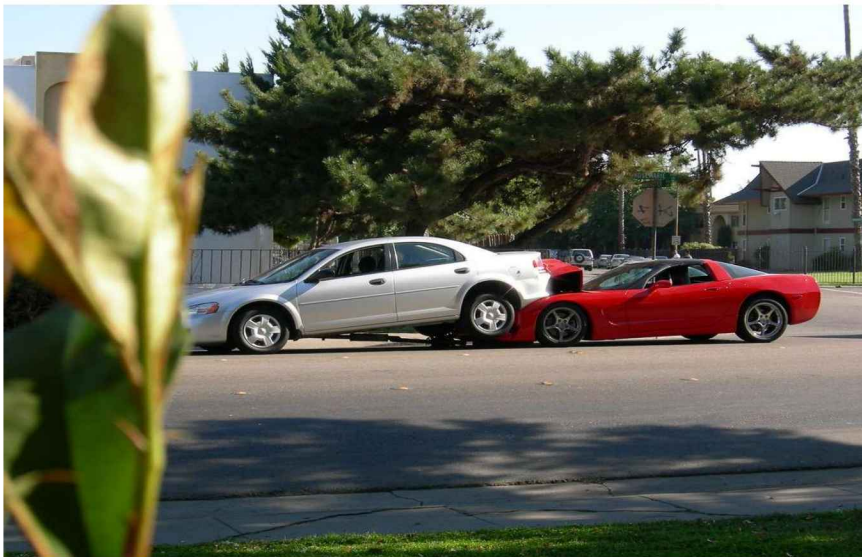
6. How many cars are involved?

7. Is anyone injured?

Useful answer frames:

- There is a car accident / fire / flood / wildfire / poisoning emergency.
- My name is _____.
- My phone number is _____.
- My address is _____.
- The nearest cross streets are _____ and _____.
- There are _____ cars involved.
- Yes, one person is injured / unconscious / bleeding. No, no one is injured.

8. Short role-play models



Car accident [This Photo](#) by Unknown Author is licensed under [CC BY-ND](#)

Operator: What is the problem?

Caller: There is a car accident in front of me.

Operator: What is your address?

Caller: I am at 610 Arrow Highway.

Operator: Is anyone injured?

Caller: Yes. One man is hurt and bleeding.



Poisoning

Operator: What is the problem?

Caller: My son swallowed cleaner.

Operator: Did it get in his eyes or on his skin?

Caller: No, I do not think so.

Operator: Stay calm and have the label ready.

Caller: Okay.

9. Final self-check

- I can choose the correct service or agency.
- I can explain the steps for an earthquake, wildfire, and flood.
- I can answer 911 or emergency questions clearly.
- I know common emergency vocabulary.
- I know what to put in an emergency supplies kit.