

HOW TO CONVEY INFORMATION SO THAT THE HELP WORKS

WE INVITE



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INFORMATION PROVIDED IN AN RISK SITUATION

Stress makes it difficult for people to process complex messages.

Short, simple instructions make it easier to understand what needs to be done. This reduces the risk of panic and chaos, and allows people to act efficiently and make the right decisions.

Precise messages also build trust in those responsible for safety and relieve the burden on emergency services.

Komunikaty ostrzegawcze

Komunikat Regionalnego Systemu Ostrzegania (RSO)

- Informacja o **OGŁOSZENIU** zagrożenia: rodzaj i obszar zagrożenia, zalecenia dla ludności, przewidywany czas trwania i inne.
- Informacja o **ODWOLANIU** zagrożenia.



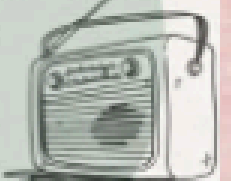
Komunikat przekazywany przez redaktorów dzienników oraz wydawców stron internetowych

- Informacja wizualna o **OGŁOSZENIU** zagrożenia: rodzaj i obszar zagrożenia, zalecenia dla ludności, przewidywany czas trwania i inne.
- Informacja wizualna o **ODWOLANIU** zagrożenia.



Komunikat przekazywany przez nadawcę programu radiowego i telewizyjnego oraz operatora ruchomej publicznej sieci telekomunikacyjnej

- Informacja audio/ audiowizualna/ wizualna o **OGŁOSZENIU** zagrożenia: rodzaj i obszar zagrożenia, zalecenia dla ludności, przewidywany czas trwania i inne.
- Informacja audio/ audiowizualna/ wizualna o **ODWOLANIU** zagrożenia.



Komunikat ALERT RCB

- Informacja o **OGŁOSZENIU** zagrożenia przekazana w wiadomości SMS na zlecenie RCB przez operatorów sieci telekomunikacyjnych.



COLLOQUIAL CONVERSATION AND EMERGENCY CALL

Colloquial conversation is casual and informal, often containing digressions, emotions, and irrelevant details. It doesn't require precision or order. Its purpose is to exchange ideas.

An emergency report must be short, specific, and based solely on facts. It serves to quickly convey key information, such as the location of the incident, the type of threat, and the number of injured. It requires clarity and calm, as the effectiveness of the emergency services' response depends on it.

NECESSARY INFORMATION WHEN REGISTERING

When reporting an emergency, you must provide some basic information.

01. The most accurate place of the incident

02. What exactly happened

03. How many people are injured?



If there is an additional threat, this should also be indicated. Finally, provide your name or phone number so the dispatcher can call you back if necessary.

TYPES OF REPORTS

They show how much the way information is conveyed influences the effectiveness of the services' response.

We divide them into:

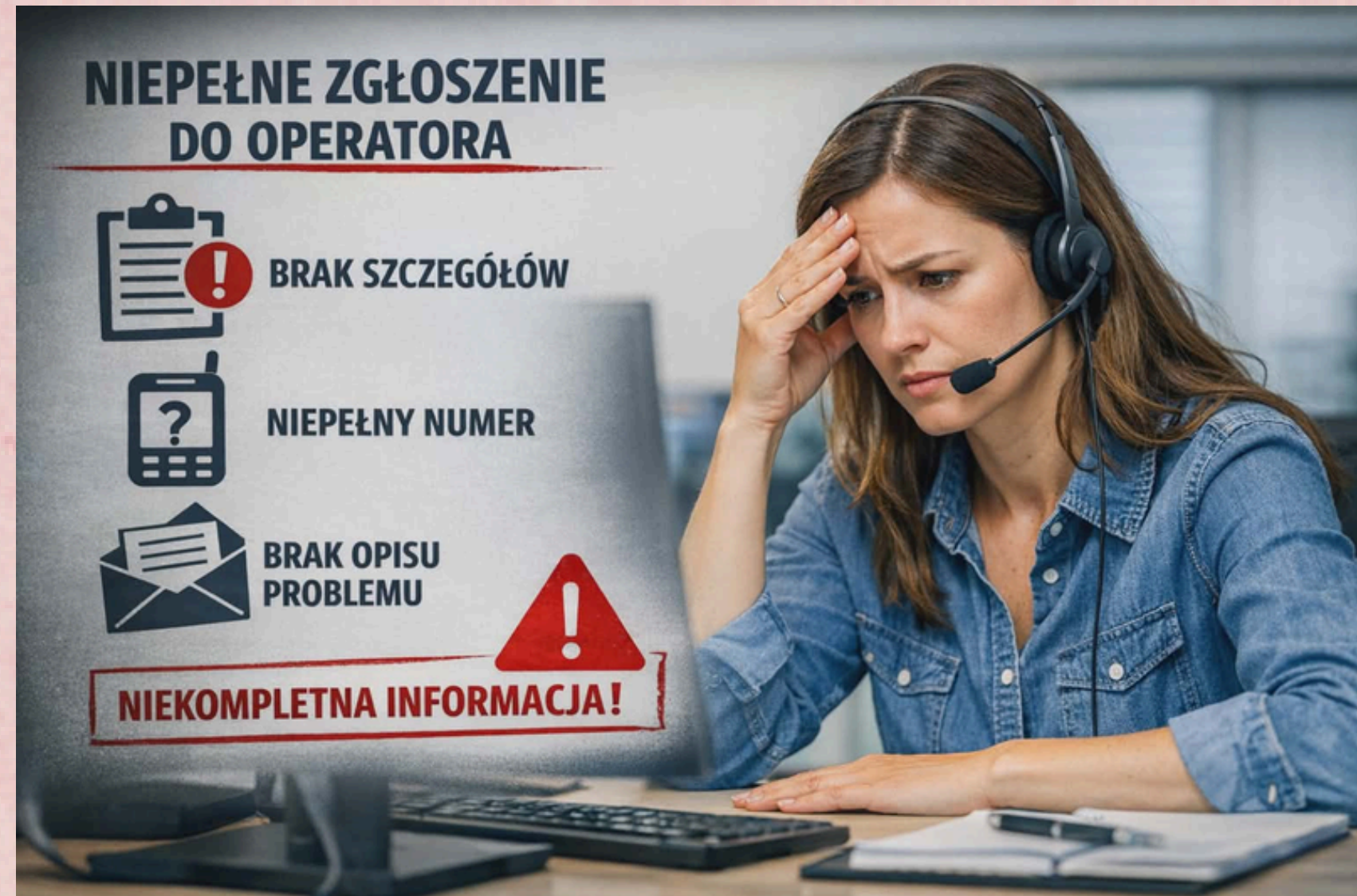
chaotic

PROVIDES INFORMATION IN A
DISORGANIZED MANNER, FULL
OF DIGRESSIONS AND
EMOTIONS, WHICH FORCES
THE DISPATCHER TO ASK FOR
BASIC FACTS TO UNDERSTAND
THE SITUATION.



incomplete

IT ONLY CONTAINS GENERAL INFORMATION ABOUT THE INCIDENT AND DOES NOT PROVIDE THE LOCATION OR DETAILS, SO THE SERVICES DO NOT KNOW WHERE TO GO OR WHAT EXACTLY HAPPENED.



correct

IS SHORT, SPECIFIC AND CONTAINS ALL KEY DATA, SUCH AS THE LOCATION OF THE INCIDENT, THE TYPE OF ACCIDENT, THE NUMBER OF INJURED PARTIES AND THE CONTACT DETAILS OF THE REPORTING PERSON, WHICH ALLOWS THE SERVICES TO RESPOND QUICKLY AND EFFECTIVELY.



INCORRECT REPORT

It can have serious consequences because it hinders emergency services' proper response. It delays the arrival of help if the location of the incident is provided inaccurately or incorrectly. Imprecise information can also lead to the wrong emergency services being dispatched, increasing the risk to those affected.

An incorrect report can lead to life-threatening situations because help arrives too late or not where it should be.

HELP! I NEED SUPPORT!



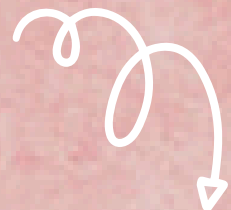
SOMEONE IS INJURED.
PLEASE HELP!

CALL AN AMBULANCE,
PLEASE!

SHORT PHRASES TO CALL FOR HELP

PLEASE CALL THE POLICE!

I NEED EMERGENCY HELP!



WE NEED MEDICAL HELP
NOW!

HE HAS A HEAD INJURY.



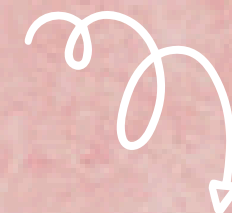
SHE HAS A BROKEN LEG.

SHE IS BLEEDING.

SHORT PHRASES TO REPORT AN INJURY

HE IS UNCONSCIOUS.

HE CAN'T BREATHE
PROPERLY.



HE HAS A DEEP WOUND.

WE ARE ON MAIN STREET.



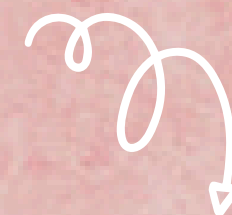
WE ARE AT THE ENTRANCE
TO THE PARK.

WE ARE NEAR THE SCHOOL.

SHORT PHRASES TO CONVEY LOCATION

I'M ON THE SECOND FLOOR.

I'M IN FRONT OF THE BUILDING.



WE ARE AT THE BACK
ENTRANCE.

WHO IS REPORTING - Provide your name or simply state that you are the reporting person so that the dispatcher can contact you.

WHERE IS IT LOCATED? You describe the exact location of the incident so that the emergency services can quickly arrive.

WHAT DOES A PROPER EMERGENCY CALL LOOK LIKE?

IS THERE A HAZARD? You communicate whether the situation is still dangerous, e.g. fire, leak, traffic.

WHAT HAPPENED briefly explain the type of event, e.g. accident, fire, fainting

HOW MANY ARE INJURED? You can tell us if anyone was hurt and how many people need help.

THANK YOU FOR YOUR ATTENTION

Maja Stypińska, Łucja Murgrabia, Alina Wielec,
Blanka Małecka, Amelia Laska

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