

# Emergency Communication Systems - Worksheet

## ADVOCACY ACTION PLAN TEMPLATE

**Goal:** What do you want to improve?

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**Stakeholders:** Who can make this change happen?

Local government  Emergency services  Technology companies

Deaf associations  EU representatives  Other: \_\_\_\_\_

**Actions:** What will you do? (List 3 specific steps)

**Timeline:**

- Start date: \_\_\_\_\_
- Key milestone: \_\_\_\_\_
- Target completion: \_\_\_\_\_

**Resources needed:**

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**How will you measure success?**

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**Who will you work with?**

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## EVALUATION RUBRIC: Emergency Communication Systems

**Instructions:** Rate each emergency communication method (1=Poor, 5=Excellent)

System/App	Accessibility	Ease of Use	Reliability	Privacy	Works While Travelling	Overall
DEC112	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Text to 112	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Video Relay	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
National App: -----	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

### What makes a system "excellent"?

- **Accessibility:** No barriers for deaf users, visual alerts, sign language support
- **Ease of Use:** Simple interface, quick access, clear instructions
- **Reliability:** Works consistently, fast response, good connection quality
- **Privacy:** Secure data, confidential communication, no data misuse
- **Travelling:** Works across borders, no extra registration, consistent quality

### Top recommendation:

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**Biggest concern:**

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## HOMEWORK WORKSHEET: Country Emergency Services Research

Name: \_\_\_\_\_ Country: \_\_\_\_\_

### Part A: Find Your National Emergency Services

**Instructions:** Research how deaf people can access emergency services in your country.

#### 1. Main Emergency Number

- What is your country's main emergency number? \_\_\_\_\_
- Can deaf people use this number?  Yes  No  Not sure
- How? (text, video, app): \_\_\_\_\_

#### 2. Available Communication Methods

Check all that apply in your country:

- Text/SMS to emergency services
- Video calling to emergency services
- Emergency apps (list names): \_\_\_\_\_
- Real-time text (RTT)
- Video relay service (VRS)
- Email to emergency services
- Other: \_\_\_\_\_

### 3. App Research

Find ONE emergency app available in your country:

- App name: \_\_\_\_\_
- How to download: \_\_\_\_\_
- Key features: \_\_\_\_\_
- Cost:  Free  Paid (how much: \_\_\_\_\_)
- Rating (1-5 stars): \_\_\_\_\_

### Part B: Accessibility Evaluation

Rate each area (1=Poor, 5=Excellent):

Feature	Rating	Notes
Easy to find information	1 2 3 4 5	
No registration required	1 2 3 4 5	
Works when travelling	1 2 3 4 5	
Available 24/7	1 2 3 4 5	
Multiple languages	1 2 3 4 5	

### Part C: Reflection

1. What was most surprising about your research?

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**2. What needs improvement in your country?**

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**3. One thing you want to share with the group:**

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# Emergency Communication Systems - Worksheet

## REFLECTION SHEET

**Key Takeaway:** The most important thing I learned today:

- .
- .

**Action Commitment:** One thing I will do differently:

- .
- .

**Resource Priority:** The emergency communication method I will set up first:

- .

**Share Forward:** Someone I will share this information with:

- .

**Question for Follow-up:** Something I still want to learn:

- .

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## ROLE-PLAY SCENARIO CARDS

### SCENARIO A: Medical Emergency

**Setting:** You are at home and your elderly hearing neighbor has fallen in their garden. They are conscious but in pain and cannot move.

**Your task:**

- Contact emergency services
- Provide location and medical details
- Coordinate help arrival

**Props needed:** Phone/device, address details, medical information

**Debrief questions:**

- Which communication method did you choose? Why?
- What challenges did you face?
- How did you ensure clear location information?

### SCENARIO B: Road Accident While Travelling

**Setting:** You are driving in another EU country when you witness a car accident. One person appears injured.

**Your task:**

- Contact local emergency services
- Overcome language/system differences
- Provide accident location details

**Props needed:** Phone/device, map/GPS, foreign country emergency info

**Debrief questions:**

- How did you handle being in a different country?
- What information was most important to communicate?
- What would you do differently?

**SCENARIO C: Home Break-in**

**Setting:** You wake up at 3 AM to sounds of someone breaking into your house. You are hiding in your bedroom.

**Your task:**

- Silently contact police
- Provide location without making noise
- Request immediate help

**Props needed:** Phone/device (silent mode), home address details

**Debrief questions:**

- Why was silent communication crucial?
- How did you ensure your safety while getting help?
- What technology features were most helpful?