

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:

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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REFLECTION SHEET

Key Takeaway: The most important thing I learned today:

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Action Commitment: One thing I will do differently:

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

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Share Forward: Someone I will share this information with:

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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?