

SERVICE LIVES – SAVING LIVES

ENGLISH

You are about to hear a real conversation during a rescue operation between an accident victim and her rescuer. Your task is to answer the questions below. The conversation lasts about 3 minutes. A beep indicates that the conversation is about to start. You may take rough notes at any time but your answers must be entered in this answer booklet. You now have time to read the questions in English below after which you will hear the conversation. You will hear **only once** so it is important that you make notes while you are listening.

Please read the questions. You have 2 minutes.

Now listen carefully to the conversation.

- 1) What has Helen hurt?
 - a) Her arm
 - b) Her leg
 - c) Her head

- 2) Why couldn't Tim speak to the rescue services?
 - a) No-one answered the call
 - b) His phone didn't work
 - c) He had lost his phone

- 3) The couple had managed to climb to
 - a) 7,500 m
 - b) 8,120 m
 - c) 7,120 m

- 4) What details should you be ready to give to a rescue team when you call?
 - a) Your name and date of birth
 - b) Your equipment and your age
 - c) Your location and any injuries

- 5) Why did Mark join the rescue team?
- a) Because his dad convinced him to do so
 - b) Because he knew about the job from his dad
 - c) Because he was 28 and unemployed
- 6) How many people are part of Mark's team?
- a) About 80
 - b) About 28
 - c) About 40
- 7) Last year, compared to previous years, the rescue team
- a) received more calls
 - b) was better equipped
 - c) had more responsibilities
- 8) What is the best way for Helen to avoid another accident?
- a) Check for good weather conditions
 - b) Learn some orientation skills
 - c) Carry good equipment which she knows how to use

SAMPLE AUDIO (H=Helen, M=Mark)

H	Hello, I'm so happy to see you. I have fallen and hurt my leg but it took a long time to call someone for help.
M	Helen, my name is Mark, I'm here to help you. Please stay still for now and I'll take a look at your leg. Put your head on this coat and rest. Is this your husband?
H	Yes, this is Tim. He tried so often to call the rescue services but our phone didn't work very well. Eventually he managed to speak to my mother who telephoned the rescue services.
M	Ok. Please don't move. Can you tell me exactly what happened?
H	We were trying to climb the the mountain. We wanted to reach the top at 8,120 m but we got stuck here at seven and a half thousand metres. We knew we needed help to descend the mountain because the weather was very bad. We were very cold and when we started this morning, I fell and hurt my leg. We have a satellite phone and we tried to call the emergency number for help but the phone didn't work very well. Then Tim tried to call my mother and suddenly the phone worked.
M	You were lucky. You should always carry an extra battery for your phone. Tim did the right thing and your mum told us all the right information. She knew the location of the accident; the number of people involved and that you were injured. She did a great job!
H	My leg is hurting. Is it serious?
M	Helen, please stay calm. You have a simple leg injury which is easy to treat. Help will be here soon.
H	How are you going to get me off the mountain?
M	I'm going to call for a helicopter, Helen. It's good that you didn't reach the top of the mountain or a rescue would be very difficult. The helicopter will be here in about 20 minutes.
H	Thank you for helping me. Do you like working for the rescue services?
M	Oh yes. I've been working with Mountain Rescue for over 28 years, now. My Dad was a member of the team. He was working with them for about 6 years before I joined, so I knew a bit about it before I started. You'd be surprised what we see - people fall off cliffs, jump from planes... or get caught in floods. So please don't worry, we will have help here very quickly.
H	I feel so silly. There must be a lot of other accidents which you need to attend to.
M	Don't worry. We have a lot of people in the team - about 40 in the team in total. We receive a lot of calls each year. We had about 80 last year but usually it is about 60 or less. You did the right thing. If you are in danger or injured, you must call the rescue service. Mountains are very dangerous places.
H	What can I do next time to avoid another accident?
M	It is advisable to climb only in good weather but the most important thing is good equipment. Your telephone didn't work because you didn't have a strong battery. And you must know how to use the equipment.

H

Thank you so much. Without you, who knows what would have happened?