

Educating citizens to use the 112 Dr. Dieter Nuessler

- Chief fire officer of the fire&rescue service Aachen, Germany
 - Professional fire-brigade (about 300 personnel)
 - Voluntary fire-brigade (about 450 members)
 - Medical Emergency Service
 - Control room for the city Aachen
- President of the FEU
 - Federation of European Union Fire Officer associations



Federation of the European Union Fire Officer Associations
www.f-e-u.org



Kids learn 112 Floriansdorf Aachen The name tells our program

- FLORIANSDORF

F = **F**or KIDS & PUPILS
and all who want to learn



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Floriansdorf Aachen



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- FLORIANS**D**ORF

D – **D**IDACTICAL CONCEPT
EXPERIENCE
UNDERSTAND
LEARN



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- FLO**R**IANSDORF

R - REALISTIC

Smoke in the living room of the 'Action house'



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R - REALISTIC

Kids calling for help dialing '112'



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R - REALISTIC

Kids receiving the emergency call in the '112 control room'



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Kids receiving the emergency call in the '112 control room'



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- FLO**R**IANSDORF

R - **R**EALISTIC

Kids acting as emergency responders




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Kids learn 112 - Internet

Der EU-Notruf Helfen Sie helfen! Der EU-Notruf

112 www.ssoooosss.de **112**

welcome on this site
„Single European Emergency Call Number 112“

Wir bitten Sie hiermit:
Helfen auch Sie, Sicherheit zu lernen!

www.ssoooosss.de

Help to help,
an appeal to teach the EU emergency call.number 112


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Kids learn 112

Der EU-Notruf Helfen Sie helfen! Der EU-Notruf

112 www.ssoooosss.de **112**



Here you see the procedures for reporting.
Choose a topic:

Country:

Your language:

Learn the pronunciation:
your language: _____ language of the country: _____

Accident	Unfall	🔊
Alarm	Warnung	🔊
Fire	Feuer	🔊
Thief	Diebstahl	🔊
Assault	Überfall	🔊


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Kids learn 112 Internet



Who triggers the signal?
Grandma Martha dials the 112.



Where did it happen?
Accident scene of "Rechensteiner".



What has happened?
A home birth.



What is the situation?
A premature birth during the 7th month.



Wait for further questions!
What is the situation?




A specially equipped ambulance is dispatched.





The ambulance is equipped with a special baby warming bed.


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Kids learn 112 Internet



- Downloads for offline Teaching
- Prints for offline Teaching
- Info-Card
- Banner for promoting this site on other homepages


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Kids learn 112

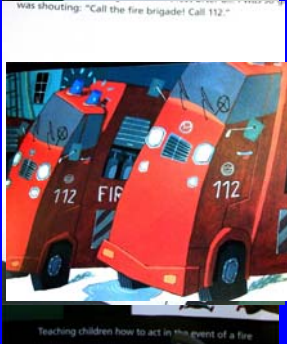
- Information campaign in Spain






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Kids learn 112

- Information campaign in Slovenia




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Adults learn 112

- Penetration – 112 on fire appliances




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Adults learn 112

Information campaign in Slovenia

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Adults learn 112

- 112 day 2008
 - 11.2.2008
 - at the European parliament

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Adults learn 112

- 112 leaflet
 - Launched by the European Commission

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Adults learn 112

- Information campaign at European airports

Car accident, heart attack, fire
One emergency number all over Europe

Action to inform travellers at Duesseldorf airport about 112 with a German TV team

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Adults learn 112

- Foreign language learning for call takers

MULTICOM 112
Multilingual communication with emergency control centres

- A project under the framework of the Leonardo da Vinci programme for vocational training
- 1st project
 - Duration **34 months** - Start 1st November 2001
 - 14 partners from 6 countries
 - Target languages:
 - English, French, German, Spanish, Dutch, Greek
- 2nd project
 - Duration **18 months** - Start 1st October 2005
 - 8 partners from 5 countries
 - Target languages:
 - Czech, Italian, Norwegian, Polish, Turkish
- Project leader:
 - Dr. Dieter Nuessler
 - vfab
 - German fire protection association

www.multicom112.org



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Thanks for your attention



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