

# What to do in an emergency

Resettlement and Integration



EMERGENCY



This is an Easy  
Read document  
with information on  
what to do in an  
emergency  
situation





- This page will help you understand what to do in an emergency.



In an emergency:

- fire
- serious health problems
- police

Dial 999 on your phone.



- You can ask for an **interpreter** to help with talking to an emergency worker on the phone.



- If you find a fire, you should ask for the **fire service**.



- If you see a crime or you are worried for your's or someone else's safety, you should ask for the **police**.



- If someone has a health emergency you should ask for an **ambulance**.



- The **Accident & Emergency (A&E)** department is always open to help you if you are ill or injured.
- Location in Kingston upon Thames:  
Emergency Department  
Kingston Hospital  
Galsworthy Road  
Kingston  
Surrey KT2 7QB



- However, you should **not** go to hospital or call 999 for health conditions that are not serious.
- You can call **111** instead (health advice), or go to your GP.