

## **Resolve IT: Emergency scenarios – people cards**

Please use different coloured paper when printing out each set of cards to help learners distinguish between the sets when playing the game.

### **Training Manager**

Organises training for staff in the ambulance service

### **Resilience Manager**

Plans how the ambulance service responds to problems, such as power cuts

**Police Officer**

**Community Support Responder**

A volunteer equipped with a defibrillator who is called if someone may be having a heart attack

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**Head of ICT**

In charge of the ICT strategy of the ambulance service

**Paramedic or ambulance crew**

May travel to an incident in a RRV or an ambulance

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**999 Operator**

**999 Operator**

**999 Operator**

**Call Taker**

**Call Taker**

**Call Taker**

**Control room Duty Manager**

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**ICT Network Engineer**

**Clinical Supervisor**

A trained nurse who works at the control room, advising ambulance crews and patients

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**Weather Forecaster at the Met Office**

**ICT Helpdesk staff**

**ICT Systems Engineer**

**Press Officer**

Deals with enquiries from the media

**Emergency Medical Dispatcher**



