

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

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

Emergency Medical Dispatcher

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Emergency Medical Dispatcher

Emergency Medical Dispatcher



