



# ENGLISH FOR LIVING LESSON

## 12: WORKSHEETS

Law and Order in Dublin 15

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## Lesson 12: Law and Order in Dublin 15

In this lesson you will hear an interview which has been divided into four parts. Each part is followed by explanations of vocabulary and exercises. You may wish to take notes while you are listening. If you are using the podcast you can listen to each part more than once or you can pause the recording as you answer the questions.

### Part A: Policing in Dublin 15

***In this part Iain from 92.5 Phoenix FM is interviewing Sergeant Vincent Connolly about the Garda Síochána in Dublin 15.***

<b>Iain</b>	<i>And I'm sitting with Sergeant Vincent Connolly from the Blanchardstown Gardaí. Vincent, how are you?</i>
Vincent	Good, Iain, good afternoon to you.
<b>Iain</b>	<i>Just, can you give us a little bit of a background to the Gardaí in Ireland; what are they there for and what do they do?</i>
Vincent	<p>Right, just a quick interpretation of an Garda Síochána means guardians of the peace which is the English version and that's what we are to do. Myself, my own thing, I have 23 years in the Garda service myself and I've really served in the Dublin area and I'm five years as the Community Policing Sergeant in Blanchardstown.</p> <p>Our role itself and I would think the role for everybody in the Dublin 15 area is no matter who you are or where you're from or what creed or race or religion or gender you are that if you need an Garda Síochána Blanchardstown for whatever reason that you will get a police service and that would be across the board for everybody in the area itself.</p> <p>I suppose the first thing for the people listening to the show itself is; "where is the Garda station"? It's at the top of the main street off the first slip road coming in off the N3 beside where the Topaz garage is and Tractamotors just on the left hand side. The one thing about the Garda headquarters in Blanchardstown, the Garda station itself is a divisional headquarters and also a district headquarters. So your Garda station is 24 hour 365 (days a year) and not only is it a district headquarters but it has other specialised areas like a district drugs unit, a divisional traffic unit, a dedicated detective unit, a crime task force unit, community policing plus all the other uniform units and the superintendent and the chief superintendent is in situ in the building itself so it's an important station and is the headquarters of the Dublin area West. So the Dublin area West</p>

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	for people, if you're looking at a map of the city itself on the west side, the headquarters would cover Finglas, Cabra, Blanchardstown, Ronanstown, Lucan, Clondalkin, Ballyfermot and Rathcoole so it's really the west side of the city itself.
<b>Iain</b>	<i>So it's a very big station as well?</i>
Vincent	It's a big station for the division itself and then the Blanchardstown subdistrict alone, I think on the last census there was nearly ninety five thousand people in the Blanchardstown area itself.
<b>Iain</b>	<i>Wow</i>
Vincent	Our sub district would start, again if you're travelling by road or by bus, just at the roundabout at The Halfway House, near the Phoenix Park Racecourse, all the way straight across the N3 just before Clonee Village, so that is the east to west direction and go north just beyond Hollystown and coming in through just the back of the ward and then south right down to the bottom of the Liffey at the Strawberry Beds.
<b>Iain</b>	<i>Right, so it's a very big area.</i>
Vincent	It's a huge area.

### A.1 Language focus:

#### ***Did you understand these words and expressions?***

**Garda Síochána:** This is the term used for the police force in Ireland. In the Irish language Garda means guardian and Síochán means peace so Garda Síochána means Guardian of the Peace. The term garda, or guard is commonly used for an individual police man or woman and 'the guards' is used to refer to the police in general.

**Community policing:** this refers to the garda presence in communities at a local level.

**Sergeant:** This is a title used for a guard who has reached a certain grade of responsibility..

**Creed, race religion or gender:** these terms are used together here as they are the basis for discrimination in some cases: creed and religion are similar, race is to do with where you are from, and gender is related to whether you are male or female.

**Garda Station :** the centre where the guards are located is referred to as a 'station'. We also use this as a verb, we can say Sergeant Vincent Connolly is 'stationed' in Blanchardstown, that means he is attached to the Garda Station in Blanchardstown.

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**Headquarters:** this is the head office of an organization and is sometimes referred to as the HQ. The Blanchardstown Garda Station is the Headquarters for the western part of Dublin.

**Detective:** a detective is a guard who carries out investigations into crimes, who tries to find out what happened and who is responsible.

**Crime task force:** A task force refers to a group of people who are given the job of working together on a particular project, often to solve a particular problem. In this case the crime task force unit is the group of guards working specifically on dealing with crime.

**Superintendent:** this is a title used for a guard at a very high level of responsibility. A 'Chief Superintendent' would be the guard at the highest level in an area.

**Sub-district:** a district refers to an area and a sub-district is a smaller area in this area.

### A.2 Comprehension

*Listen to this piece of the interview again.*

*Did you understand the information in the interview? Answer true or false to these questions*

- |   |      |       |
|---|------|-------|
| 1. Garda Síochána means Guardian of the peace.  | True | False |
| 2. Vincent has been in the Garda Service for five years.  | True | False |
| 3. The Garda Síochána in Blanchardstown is at the service of everyone, no matter who you are or where you come from.                      | True | False |
| 4. The Garda Station in Blanchardstown is at the Blanchardstown Centre.   | True | False |
| 5. The Garda Station is open Monday to Saturday from 9 – 5  | True | False |
| 6. The Blanchardstown Garda Station is an important one in the area.  | True | False |
| 7. Vincent mentions a number of different units based in the Blanchardstown Station. Which of these did he mention? Answer 'yes' or 'no'. |      |       |
| a. A drugs unit   | Yes  | No    |
| b. A lost animal unit   | Yes  | No    |
| c. A traffic unit   | Yes  | No    |
| d. A crime task force unit  | Yes  | No    |
| e. A sex crime unit   | Yes  | No    |
| f. A detective unit   | Yes  | No    |
| g. A combat terrorism unit  | Yes  | No    |
| 8. The Headquarters covers just the Dublin 15 area  | True | False |
| 9. According to the last census, Blanchardstown had a population of about 55,000 .  | True | False |

**A.3 Language Development**

***What do you know about the Garda Síochána in Blanchardstown? Find the correct word to complete the sentence. The missing words are provided below.***

are - census - days – from – Guardian – headquarters - hours - peace - main – street - units
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1. Garda Síochána means \_\_\_\_\_ of the \_\_\_\_\_.
2. The Garda Síochána are there for everyone no matter who you \_\_\_\_\_ or where you come \_\_\_\_\_.
3. The Garda Station in Blanchardstown is located at the top of the \_\_\_\_\_  
\_\_\_\_\_.
4. It is an important Garda Station as it is the \_\_\_\_\_ for the Dublin West area.
5. The Garda station is open 24 \_\_\_\_\_ a day and 365 \_\_\_\_\_ a year.
6. The Garda station also has a number of specialised groups called \_\_\_\_\_.
7. The population of Blanchardstown is nearly 100,000 people according to the last \_\_\_\_\_.

## Part B: Contacting the Garda Station

***In this part Vincent discusses how people are dealt with when they come in person or phone the Garda station.***

<b><i>Iain</i></b>	<i>Just, if people want to get in contact with an Garda Síochána, you can walk into the station, there's a public office there, is there?</i>
Vincent	Absolutely; a public office and thanks to our friends in Independent Living Centre in Blanchardstown we redesigned the office itself and we, before the design, with the architect, we brought the people down who may have ailments or not be physically mobile to come into the station and say "what do you think of the service hatch"?, "what do you think of the lighting"?, "what about the sound"?, if you are hard of hearing. So the facilities are all there to make it easier for the people from the station because other than the day-to-day business that goes into the station, if some person comes into the station with a real serious or personal issue, that they feel comfortable to come into the station.
<b><i>Iain</i></b>	OK
Vincent	So it'd be very important because for some people with some issues it would be taking a huge amount of courage and effort, probably, to come into the Garda station itself and maybe for people who wouldn't be used to interaction with Gardaí, just say for people that would kind of have a different kind of experience with police forces in other parts of the world that this would be a huge step and what we don't want to do is to come all the way to the door and then to say "oh no, this is not for me" and then walk away.
<b><i>Iain</i></b>	<b><i>The Garda station has many functions really. There's a lot of things you do in the main office for the public.</i></b>
Vincent	Well, for the public itself, just inside the public hatch is basically the heart of the station itself where all the calls that come into our station itself are manned and logged. People would say at public meetings "I rang the station and nobody picked up". It is a busy station but we do have civilian personnel working with us that are taking calls as well. You ring in the Garda station in Blanchardstown and the number is 6667000 which is a direct line that your phone will be answered and the call-taker will take your details depending on the issue that you have and then enter the call in, as we call, a command and control system which is our computer system for calls and the calls are then forwarded to the communications centre in Harcourt Square and are then dispatched to the car or whichever car is in your area. So our new radio system and we have a sat nav system so the dispatcher on Harcourt Square in communication, who probably

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	<p>doesn't know the Blanchardstown area, say that there's a call in the Clonsilla area and that the Blanchardstown car is dealing with a call in Tyrellstown and the Finglas car is at Castleknock but he'll get the car nearest to the call to service your call so that's an advantage of our tetra radios and our sat navs on our cars. So, maybe sometimes and it's happened on nights when there has been serious incidences, just take for last weekend itself, that a car came from the Mountjoy area to assist members in Finglas and the same from Lucan, so you will get a Garda service. Then also, that the calls are prioritised and the prioritisation of a call, say for instance would be a fatal traffic accident, a discharge of firearms, a murder scene or very serious assault; that would be a 'priority one' call. The 'priority two' call would be, say for a theft from the shop, a minor assault, a traffic accident – something of that nature, that would be a 'priority two' call. And then the 'priority three' calls would be an alarm, a small accident, anti-social behaviour going on in the area, something like that and that's how the calls are prioritised. So, it's not saying that your call is not important, it is and it would be very important to you but the priority calls would get the first Garda response and then also we would get notification. Just going on the calls of my own office in Blanchardstown Community Policing – my number is treble six, seven, zero, two, zero (666 7020) and I'm also contactable on email, if anybody has an email, which is Blanchardstown, underscore, community at garda.ie (<a href="mailto:blanchardstown_community@garda.ie">blanchardstown_community@garda.ie</a>) and say "what is that underscore?", it's the minus at the bottom.</p>
<b>Iain</b>	On the line.
Vincent	<p>Right on the line. Some people just get a little bit confused, they think it's a minus, 'take away' sign. It's the minus at the bottom and you can directly deal with myself and my people in the office itself on that. We would deal a lot with the 'priority' three calls. It's not saying that we don't do any of the other serious calls but people that would ring in, say, about anti-social behaviour, crime prevention itself in the areas where they're from itself. We would deal with that a lot other than the schools' program and the Neighbourhood Watch and we would have a lot of contact with the general public itself.</p>
<b>Iain</b>	Can we define "what is anti-social behaviour"?
Vincent	<p>There is a legal definition and you're putting me on the spot here Iain now, I haven't got it verbatim but anything that would be on a continuous basis that would cause you a nuisance or a serious, serious annoyance to yourself. The extreme would be drug dealing in a house, use of stolen cars, serious parties that would spill out onto a street or public order issues. General mayhem mainly.</p>



	<p>Thankfully we don't have that in Blanchardstown, maybe sporadically but not in a general area. There's no area in Blanchardstown that's not a 'no-go' area for the police or for the services itself in general. Then it could go down to a lower end of things; kids playing football off a wall and I know that people would be very reasonable about kids and stuff like that and we're just looking at holiday time coming up soon and long evenings and stuff like that but if it is a general annoyance, you're continuously in and out taking the ball or it's damaging your property well then that would be considered anti-social behaviour itself.</p> <p>The other scenario of anti-social behaviour would be maybe in the green areas and parks where some young people have acquired alcohol and they would be doing a sort of – not hijinks but causing public order issues. That would be considered anti-social behaviour.</p>
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### B.1 Language focus:

#### ***Did you understand these words and expressions?***

**Independent Living Centre:** this is an organization that supports people with physical disabilities, such as people with mobility problems who might be in wheel chairs, or people with hearing problems who may be deaf.

**Service hatch:** organizations that deal with customers usually have a service hatch, that is a counter with a window which can be opened so that the employees can speak to the members of the public.

**Manned and logged:** we say phone lines and calls are 'manned' which means there is a person there to answer the call not just an answering machine, and calls are 'logged' which means the person takes down the details of who is calling, at what time, and what the call was about.

**Civilian personnel:** some of the administrative staff in garda stations are not actually trained guards, their role is to do administration only. A civilian is someone who is not a member of police or armed forces.

**A command and control system:** calls are put through to a central system which then sends out a garda to deal with the issue.

**Prioritized:** Vincent says that calls are prioritized – this means that the most serious issues are dealt with first and less serious issues dealt with afterwards.

**A discharge of firearms:** this means a gun being shot.

**An assault:** this means a physical attack on a person.

**A theft:** this means something is robbed or stolen from a person or building.

**Anti-social behaviour:** this term is used to describe any kind of behavior which makes life difficult for the people living in a neighbourhood.

**Neighbourhood watch:** in many areas or neighbourhoods, there is an organization that supports the people living there to watch out for crime and report any anti-social behavior.

## B.2 Comprehension

*Listen to this piece of the interview again.*

***Did you understand the information in the interview? Answer the following questions:***

1. What organisation did the Garda Síochána consult when they were designing the public office in the Garda Station?
2. How do the Garda Síochána want people to feel when they come into the station?
3. Coming into a Garda station can be difficult for people and Vincent mentions two things that it takes to do so – can you remember what they were?
4. If the Garda station is not comfortable, what reaction might people have when they come to the door and what might they say to themselves?
5. Will your calls always be answered by a guard?
6. Vincent says that calls are prioritised according to how serious they are. Decide if each of the following is a priority one (very serious) priority two (quite serious) or priority three (not so serious) That would be

	Priority 1	Priority 2	Priority 3
a traffic accident			
a fatal traffic accident			
a small traffic accident			
a murder scene			
a very serious assault			
a minor assault			
anti-social behaviour			
a theft from a shop			
an alarm going off			
a gunshot			

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7. Vincent gives the phone number for the Garda station as 'treble six, seven, zero, two, zero' write it down and check your answer in the workbook. Listen again 'treble six, seven, zero, two, zero'
8. Vincent gives the e-mail address for the Garda station as 'Blanchardstown-underscore-community-at-garda.ie' Write it down and check your answer in the workbook. Listen again 'Blanchardstown-underscore-community-at-garda.ie'
9. When people behave in a way that causes a nuisance or annoyance to other people this is called \_\_\_\_\_.
10. Does Blanchardstown have cases of serious anti-social behaviour?
11. Vincent gives two examples of anti-social behaviour which young people might be involved in – can you remember what they were?

### B.3 Language development

***Vincent used some interesting language to talk about anti-social behaviour – look at this again:***

'Anything that would cause **a nuisance**'. A nuisance is something that is annoying or that makes you feel uncomfortable. For example children kicking a ball against a wall can be a nuisance, dogs barking at night can be a nuisance, alarms going off all day can be a nuisance.

'**General mayhem**' means when there is a lot of quite serious anti-social behavior going on such as drug dealing in estates, use of stolen cars, parties spilling out into streets.

'**A no-go area**' would be an area where people are afraid to go and sometimes where even the police may be afraid to go. Vincent says that there aren't any 'no-go' areas in Blanchardstown for the police or other services.

'**Hijinks**' is a term used to describe what children or young people might be doing when they are playing around or getting excited – the guards say this is different to actual 'public order offences' where the behavior is offensive for other people.

***Now put these terms in order of seriousness matching each term with the description***

mayhem	<i>not serious</i>
Hijinks	<i>a little bit serious</i>
no-go area	<i>serious</i>
nuisance	<i>very serious</i>

Part C: The Community Guard

<b>Iain</b>	<i>Ok. Just can you briefly tell us; you've mentioned Community Guards. What is a Community Guard as opposed to a normal Guard?</i>
Vincent	<p>Well, I think the Community Guards are more superior to the normal Guards but that's my own take on it because they're my own people. The Community Gardaí in Blanchardstown itself have a specific role in functions. I'm just thinking of the members I have. There are designated areas in Blanchardstown that they patrol. That's not saying that if they're asked to do other calls in other areas or to do other functions that they won't do them but their main allegiance, as we would say would be to a specific area. Of the areas, we have the whole Blanchardstown area broken down into sectors and just for one region alone in the Corduff area, I would have one Community Guard there, that would be Garda Niall Phelan and his role there would be to link in with the schools, with the businesses, with the Residents Associations, the Neighbourhood Watch and that would be that region there. Garda Pat Egan does the Village, as we call it and that would be the areas of Glenville, Rockfield Park, Clonsilla Road, Blanchardstown Shopping Centre and also James Connolly Hospital itself. So, he would go up to, sort of, the region – if you think of the roundabout just this side of St. Mochta's, so we call that the Village area.</p> <p>I have a region there – Garda Oliver Reilly does Castleknock and it's a fairly big area so you're looking for the Phoenix Park Racecourse, coming in through Deer Park, Castleknock Village, going across to Luttrellstown and then Carpenterstown as well. It's a huge area there itself and he would be responsible for that area. I've another region and it's called Ongar – Portersfield, Castlefield, so if you're going up the Clonsilla Road you have Portersgate, Windermere, Aldermere, Ongar itself and Alex McDermot and Garda Matt Bukowski would do that region. Also, Allendale would be in that region.</p> <p>Garda Rosanna Coll is the Clonee area so you think of all the (places)– Littlepace, Latchford, Beachfield, all those housing estates in that area. Then if I go across the road to Ballycoolin and Tyrrellstown which would have Garda Dara O'Neill and Garda Aaron McGrath, they would have all the Tyrrellstown area itself, plus Ballycoolin, plus the business watch in Ballycoolin itself. And the final area, I know Iain you're saying "where else is he going to go with this"?</p>
<b>Iain</b>	<i>Where else have we?</i>

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Vincent	I have two Community Gardaí in Mulhuddart; Garda Keith Plunkett and Garda Kevin Flattley and the Mulhuddart area is one of the smallest districts itself but there's a huge population. And Garda Chris O'Connor finally is in the Blakestown, Sheepmoor, Fortlawn area and Garda Peter Foley would be in the Hartstown/Huntstown (area). So the whole Geography of the Blanchardstown sub district is broken up and they would have a lot of contact with all, as we would call it, stakeholders which would be the schools, the churches, the Neighbourhood Watch, the Residents Association but the non-stakeholders, the people, the day-to-day people, members of the public that need assistance.
<i>Iain</i>	<i>Ok. Would these be more, I don't want to say approachable because every Guard is approachable I think but you could go up and introduce yourself.</i>
Vincent	Well you should be on a more personal basis with them because, in fairness to the lads in the patrol car itself that are doing the regular duties – yes, they may have time to interact with you and deal with your problems but they are on a command and control system that waits for them saying “there's a call waiting, lads and we have to do this”. Yes, my Community Gardaí would have more time and would have more of a personal relationship with people and would be more known in the Community maybe than the lads in the regular (Gardaí). A lot of my community Gardaí would be on the mountain bikes, which gives them a lot of access, freedom as well but there's a lot of as a supervisor with them, a lot of trust with them and these lads know how to work on their own initiative as well. Ok, there's supervision there as well with them and there would be jobs detail with them but they would have interaction of what they have to do in relation to it and they have access to parks with the mountain bike and it's easier to talk to a Community Garda on a mountain bike than a guy in a patrol car.

### C.1 Language focus:

#### ***Did you understand these words and expressions?***

**A community guard:** this is a guard who is based in a particular area, the guard has particular responsibility for this area and will patrol this area on a regular basis.

**Stakeholders:** various official bodies and organizations which are part of the community such as businesses, churches, schools, Neighbourhood Watch and Residents' Associations.

**A patrol car:** a garda car that drives around an area checking that everything is ok. The garda patrols the area. In some cases bikes are used by gardai instead of patrol cars.

### C.2 Comprehension

*Listen to this piece of the interview again.*

*Did you understand the information in the interview? Answer these questions.*

1. Does Vincent think community guards are superior or inferior to normal guards? \_\_\_\_\_.
2. A community guard has responsibility for a particular area which he has to \_\_\_\_\_.
3. Name some stakeholders that a community guard will link in with: \_\_\_\_\_.
4. Instead of using patrol cars, community guards often go around on \_\_\_\_\_.
5. What are the advantages of using mountain bikes? \_\_\_\_\_.
6. Vincent outlined the responsibilities of twelve community guards. Listen carefully to this section, where we list the names of the guard with the name of the area they have responsibility for.

### C.3 Language development

*Look again at some of the language relating to describing places. These words are used commonly but it is difficult to pin down how they differ in meaning, it is best to observe how they are used.*

**Area:** this is a general term to describe quite a large amount of space. The Blanchardstown area.

**Region:** this can be used for a large area. Blanchardstown west would be a region.

**District:** this tends to describe a particular area. Vincent says 'the Mulhuddart area is one of the smallest districts.'

**A sub-district:** this is a smaller part of a large district.

Part D: Personal Security

<b>Iain</b>	Just to move on a bit to some tips and things for personal security.
Vincent	Yeah, personal security itself, not only for the summer holidays coming up for everybody now but in general, I suppose the first one and the main sort of crime we are having at the moment is the theft of mobile phones, especially our iPhones which seem to be expensive to replace there is a simple tip that em , and I don't know if you have your mobile phone with yourself Iain do you ? No! not with yourself in the studio Iain ?
<b>Iain</b>	I do!
Vincent	If you press star hash zero six – hash on your phone itself that code will automatically give you the serial number of your phone.
<b>Iain</b>	OK
Vincent	That is also known as IMEI number, I M E I, that is very important for people itself because a lot people when they get the phone as a present at Christmas time or a birthday, they get into the box and wrapper as quickly as they can and away you go and get all your wraps up. So they don't think about the serial number. If, and you will be asked, if you happen to be a victim of a mobile phone theft you will be asked by the investigating Guard, have you got the IMIE number on it? That would be very important to note on it, because it does a couple of things on it, first thing is that you straight away you can contact your network provider and block your phone from being used. So the scenario is that you don't want to get a bill down the road of phone calls to Australia or the other scenario would be is that if you have internet access that somebody is browsing on the internet and could use the internet for unlawful purposes and you would end up in trouble, then also, it also gives you, eh! A scenario for ourselves that we can assist in relation to the investigation of a theft, because a lot of people would have some apps on the phone as well and I have seen it on things and bulletins that come out that people automatically would switch on your phone Iain and on the code and your phone would have a procedure that could take a photograph and send it by email to yourself, and then we have a picture of a suspect, or we have a location where it was last pinged. Talking about serial numbers and PIN codes the next thing is the ATM card.
<b>Iain</b>	OK
Vincent	and direct debit card not in this area itself but I have seen in city centre itself but that people with the best intentions are taking out sums of money with their ATM cards and their card can be skimmed. Some dispensers of banks would have

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	like a shield over it but you can't beat your own hand. Please I would say to people, if you lose your card don't have the code written on the back of the card.
<b>Iain</b>	Yeah!
Vincent	Some do that as well, and it's an "Aladdin's cave" for a person whoever they are, you see it on the picks it up because automatically he is going to clean out your account. So if there is anything and you'd see it on, anything unusual or suspicious about the ATM machine don't use it. I know a lot of machines and I know that I am a customer of a certain bank myself and it's easier to go inside into it where the cheque lodgements are because you know that that machine has not been tampered with. So keep your PIN code safe and don't have it on the back of the card and cover when you are doing the transaction itself and make sure, have a quick look behind your back that no one else has taken your PIN code on it. That was the ATM. I know that some people have got personal security on the scam or spam email in relation to such a one is looking for a donation or hit this, I've just seen on the news that this Trojan virus is going ahead itself and is taking out your bank account details if it's too good to be true it probably is.
<b>Iain</b>	It probably is.
Vincent	You're the recipient of a million dollars from the UN, I've got those myself, delete straight away or you get the anti-spam button itself or anti-virus itself. Em!! Just this one on the news last night that is due to hit the UK in the next week and half about a virus itself that gleans your internet banking. Keep those codes.
<b>Iain</b>	Keep them safe!
Vincent	For sure. I know a lot of people just about cash and credit card itself, people bring a lot of cash to events, you don't really have to anymore because of your debit card itself and that the other scenario on it as well is that if you don't have the cash you don't spend it. Which is a common sense rule really!
<b>Iain</b>	Yeah!
Vincent	So, I think what the credit cards, or the debit cards, they are very secure, they have to be and you can have some sort of control on itself. So the times of bringing a lot of cash with you itself to do whatever you, you don't have that scenario otherwise either.  Just on travel I would say to people you can travel with somebody, especially females not to travel light at night in an area that is unlit and if you are travelling alone and if you can at all possible organise a lift. I know that all the taxi people are all regulated very highly now.



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<b>Iain</b>	Yeah!
Vincent	We all have identification numbers, you can verify. I know there is an app, the HALO app you can verify whoever your driver is, who your car is, where you are supposed to be. They're very secure, just on travelling alone itself; if you're going to travel on a bus the best place to travel alone on a bus is behind the driver.
<b>Iain</b>	Yeah!
Vincent	Behind the driver. CCTV in Dublin Bus we have dealt with them a lot, its top quality and they have emergency buttons to contact if there is a disturbance or there is a problem on the bus itself and I know dealing with Dublin bus because we have a liaison with them in the Blanchardstown area itself that if Dublin Bus look for assistance for a passenger or their drivers they will get an immediate response from ourselves. It is the same if you are travelling by train, why travel on a train, a carriage or Luas or a carriage by yourself? Travel where there is more, is more frequency of people itself, to make yourself less vulnerable.
<b>Iain</b>	Yeah!
Vincent	That's the priority itself on it, so when you're travelling, taxi, car and bus, and if you are travelling by a bicycle and I know that bike week is coming up very soon, you need to be highly visible. Highly visible. Because the amount of accidents that are occurring because of pedestrians and cyclists is, is alarming and it can be simple of lighting, high viz vest and be safe be seen. So that's your travel and a lot of it is not major rocket science either, so a lot of it is common sense and sometimes you need a reminder now and again to say , look it , yeah ! I can do this! It is easy enough to get high vizzed up and to get yourself sorted out you know.
<b>Iain</b>	High viz are the bright yellow jackets?
Vincent	Yeah. Bright yellow, just like our Garda jackets itself. Our superintendents always about high visibility, that's why we always wearing yellow jackets on us itself. They are important, they could save your life, they could save your life. Especially on the long evenings. There is a lot more activity and people are with the fine weather are more out on the road.
<b>Iain</b>	And If some does or is unlucky enough to be the victim of a crime they can report to the Gardaí through 999 is the number or 112, isn't it?
Vincent	Absolutely. And the 999 is for the emergency line, for an emergency like, and as I said earlier on every call is an emergency to a person because they have a problem or an issue, but what you don't want to be doing is to be ringing up on a 999 system itself about something that can be dealt with locally.

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	So the 999 call would be and I will give you a couple of examples – you are involved in a serious incident , there is a serious threat to your life of a fear of a robbery or a discharge of a fire arm or you see or witness to a serious incident or a fatal accident or something like that . The other case scenario and I would say to senior citizens, to people. And there was one example of an elderly gentleman that had heard intruders downstairs and he did not know the phone number of the Garda station here in Blanchardstown, so he had to text 11811 to get the phone number to ring the station and while he was doing that, and the two minutes to do that the intruder got away. If you are snuggled up in bed at night time and you hear a stranger or unusual noise downstairs you need to ring 999.
<b>Iain</b>	<i>Yeah.</i>
Vincent	Yeah. And as calmly as you can, to give, because you will be under a lot of pressure. It is very unusual. It might be in a situation you have never been in before, as calmly as you can, because the call takers are professional and they will guide you through it. Your name, where you are living and a just the brief outline of your offence. If you can be as calm as possible because they will get emergency services to you immediately. The 112 works in Ireland, the European, so if you are going on holidays and you can't think of, the 112 will help as well over in the European countries itself. The phone number for the station is 6667000. That's for the general day to day enquiries, general incidents that you see, but if there is a threat to your life, a fear of your safety or, or you witness something to some other person, 999 is the call you need to make.
<b>Iain</b>	<i>OK Vincent, thank you for talking to us.</i>
Vincent	Thanks Iain, good talking to you, thanks again.

### D.1 Language focus:

#### ***Did you understand these words and expressions?***

**Serial number:** this is the number on a product you buy which gives it an individual identification. Cars, computers, mobile phones and many other items will have a unique serial number. If your phone is lost or stolen and found again, you can identify it as yours by the serial number. On mobile phones this is called the IMIE number.

**Network provider:** the mobile phone company you have a contract with for example Vodafone, O2, Three, Meteor.

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**A scenario:** this comes from the language of the theatre but is used with the meaning of a situation that you imagine, for example a scenario where you lose your phone – imagine a situation where you lose your phone.

**ATM card:** A card which allows you to withdraw money from an ATM (Automatic Teller Machine).

**Skimmed:** this is a criminal activity where a copy of your card is made at the ATM machine by people who want to use your details in the future.

**PIN code:** the code you use with your card when you are taking money out at an ATM or buying something in a shop.

**Virus:** this word is used in the medical world for an illness which can infect a person, for example the flu virus can make you very ill. It is used in the world of computing to indicate an illegal programme that can infect a computer. A **Trojan Virus** is a virus which can come in through your email or through the internet. **Anti-virus** software can help you to protect your computer.

**CCTV:** Closed Circuit Television refers to cameras installed to record what is happening in a shop, bus or street for example.

**High Viz vest:** This is a High visibility vest, usually yellow or orange which is reflective in the dark. People who cycle, run or even walk at night-time are advised to wear them so that cars can see them.

### D.2 Comprehension

*Listen to this piece of the interview again.*

*Did you understand the information in the interview? Answer true or false to these questions*

- |   |      |       |
|---|------|-------|
| 1. One of the main security issues at the moment is theft of mobile phones.         | True | False |
| 2. Most people know the serial number of their mobile phones.                       | True | False |
| 3. If you have your serial number your network provider can block your phone        | True | False |
| 4. There have been a lot of problems with ATM cards in Dublin 15.                   | True | False |
| 5. Vincent advises people to write down their pin codes on their cards.             | True | False |
| 6. Vincent advises people to use their hand to hide the pin code.                   | True | False |
| 7. Vincent says to be careful with scam emails looking for your bank details.       | True | False |
| 8. Vincent advises people to use cash whenever they can.                            | True | False |
| 9. Vincent says that if people are out at night they should avoid travelling alone. | True | False |

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- |   |      |       |
|---|------|-------|
| 10. Vincent says that women should avoid being out alone in dark places                               | True | False |
| 11. The HALO mobile phone app is for checking buses and bus drivers.                                  | True | False |
| 12. CCTV is used in taxis to help with security issues.   | True | False |
| 13. Vincent says that there are very few accidents with pedestrians and cyclists.                     | True | False |
| 14. The main issue with pedestrians and cyclists is that they can't be seen in the dark.              | True | False |
| 15. You should always phone the Garda Station if you see a crime or if there is a threat to your life | True | False |

### D.3 Language development

***This is a summary of the advice Vincent gives to the public on personal security. Fill in the gaps in the following text using the words below:***

bank – behind – block – calmly – cards – cash – code – driver – going – serial number – money – 999 – own – quickly – safe – seen – unlit – visibility

1. If you have a mobile phone, you should always know the \_\_\_\_\_ so that you can ask your network provider to \_\_\_\_\_ it if it is stolen.
2. Never give out your \_\_\_\_\_ details to anyone on e-mail.
3. When you are withdrawing \_\_\_\_\_ at an ATM always hide the pin \_\_\_\_\_.
4. If you are going to an event, avoid bringing a lot of \_\_\_\_\_ with you, use your bank \_\_\_\_\_ instead.
5. Avoid travelling on your \_\_\_\_\_ at night and avoid \_\_\_\_\_ areas.
6. If you are taking a taxi, you can use the HALO app so that you know who your \_\_\_\_\_ is and where you are \_\_\_\_\_.
7. If you are taking the bus, the safest place to travel is \_\_\_\_\_ the driver.
8. If you are out walking or cycling in the evening, it is very important that drivers can see you so always wear a high \_\_\_\_\_ vest. Be \_\_\_\_\_ – Be \_\_\_\_\_.
9. If there is an emergency, don't go looking for the number of the Garda Station, just call \_\_\_\_\_.

If you make an emergency call, try to give your details as \_\_\_\_\_ as possible so that the emergency services can be sent to you as \_\_\_\_\_ as possible.