

Answer sheet



Sometimes whilst out and about you might need to seek some advice or help. Often this is from a person in uniform, however, other forms of help are also available. This is a picture of a Help Point in Stratford Bus Station. Examine it closely and answer the following questions.

List examples of when you would use the information button

Can you write one example of when you would use the alarm button?

- Fire
- Personal safety
- Witness an accident

Why wouldn't you press the alarm button as a joke?

- This is to be used in an emergency situation only
- It is serious and should not be taken lightly
- The control room will treat it like a real emergency
- It is a waste of time, effort and resources
- Divert effort from a real emergency
- List examples of when you would use the information button?

For what reasons would you need to use this help point?

- For travel information
- To ask a question about current services
- To raise an alarm in an emergency

Why do you think Help Points are designed to have a CCTV camera pointing at them?

- In an emergency the control room can view the person who needs help
- It records the event

Who or what else can provide help on your journey?

- Members of staff
- Maps
- Information kiosks
- Timetables
- Information boards
- Signs

Name

Date



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