

Practical Practice Reading

DIRECTORIES & GUIDES

REM 432

A TEACHING RESOURCE FROM



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INTRODUCTION

Among the essential life skills young people must acquire to become independent and confident is the ability to use directories and guides.

This book provides instructions and practice in the use of a telephone directory, restaurant guide, menu, mall directory, travel guide, and more. Questions pertaining to the various lessons test students' understanding of how to use the particular directory or guide. Reading and comprehension are enhanced as valuable survival skills are learned.

This book is designed for use in grades 4–12. Reading ability is on the 3–4 grade level.

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All Emergencies: 911

NOTE: 911 is for **EMERGENCY USE ONLY**.

Other emergency numbers:

Department of Public Safety

Highway Patrol

Road conditions..... 1-888-555-7623

FBI..... 279-5511

U.S. Border Patrol 407-2300

U.S. Secret Service 640-5580

Non-emergency numbers for fire and law enforcement agencies are listed in the Blue Pages section under Fire Department, Police Department, and Sheriff's Office.



1. What emergency phone number would you dial to report a fire? _____
2. Where would you find the non-emergency number for the Sheriff's Office?

3. What number would you call to report a traffic accident? _____
4. If you were planning a trip and wanted to know the road conditions, what number would you call? _____
5. If you need an ambulance, what should you do? _____
6. At what number can you reach the U.S. Secret Service? _____
7. If you do not have an emergency to report, but need to reach the police department, in what section of the phone book should you look for the number to call?

Long Distance Area Codes for some cities

Alabama		Connecticut		Kentucky		Minnesota	
Birmingham	205	Hartford	860	Ashland	606	Duluth	218
Alaska		Delaware		Frankfort	502	Minneapolis	612
all locations	907	all locations	302	Louisville	502	Rochester	507
Arizona		District of		Paducah	270	St. Paul	651
Phoenix	602	Columbia		Lexington	859	Mississippi	
Arkansas		Washington	202	Winchester	859	Jackson	601
Little Rock	501	Florida		Louisiana		Missouri	
California		Ft. Lauderdale	954	Baton Rouge	225	Columbia	573
Anaheim	714	Ft. Myers	239	Lake Charles	337	Jefferson City	573
Bakersfield	661	Jacksonville	904	New Orleans	504	Joplin	417
Barstow	760	Key West	305	Shreveport	318	Kansas City	816
Fresno	559	Miami	305	Maine		St. Joseph	816
		Orlando	407	all locations	207	St. Louis	314

- If you wanted to call Joplin, Missouri, long distance, what area code would you use? _____
- You want to call your grandmother in New Orleans, Louisiana. What is the area code? _____
- To call Phoenix, Arizona, from another state, what area code would you use? _____
- If you wanted to call the President of the United States, what area code would you use? _____
- Name two cities in Florida with the same area code. _____

- Disneyland is in Anaheim, California. What is Donald Duck's area code? _____

International Calling**Codes for many countries and cities**

For more information on International Calling, contact your long distance company.

Argentina	54	France	33	China	86
Australia	61	Indonesia	62	Liberia	231
Finland	358	Iran	98		

- What is the country code of France? _____
- What is the country code of Australia? _____
- Who should you contact to make an international call? _____

Instructions for Making Long Distance Calls

Dialing direct

By dialing your long distance calls, you will pay the lowest rate and pay for only the minutes the call is connected.

To place a dial-direct call within your area code, but in a distant city, dial:

1 + the telephone number

To place a dial-direct call outside your area code, dial:

1 + area code + the telephone number

Credit for poor connections or wrong numbers:

When you dial long distance and reach a wrong number, have a poor connection, or other problems, hang up immediately and dial (toll free) **1+800+555+2323**. We will arrange proper credit. Do this right away.

Operator-assisted calls

Collect Calls:

You may call collect if the person you are calling agrees to pay the charges. To call collect outside your area code, dial:

0 + area code + the telephone number

When the operator comes on the line, say you are calling collect and give your name. The operator will ask the person you are calling if he or she will accept the charges.

Person-to-Person Calls:

Call person-to-person when you wish to reach a particular person. Dial the call the same as you would for collect calls. When the operator comes on the line, say you are calling person-to-person and give the name of the individual to whom you wish to speak. If that person is not available, you will not be charged for that call.

1. You live in Arizona, and you want to call your friend in Miami, Florida. His phone number is 305-555-2846. What numbers should you dial to dial him direct?

2. Your grandmother has told you to call her collect. Her number is 212-555-6439. What numbers should you dial to call collect? _____
3. What should you do when the operator comes on the line during a collect call? _____
4. What should you do if you reach a wrong number when dialing long distance?

5. If you want to talk to a specific person, what kind of call should you make?

6. If you are calling someone who lives in your area code, but in a distant city, what numbers should you dial? _____



Directory Assistance

How to call Directory Assistance

To obtain local and long distance numbers within your area code, dial:

1 + 411

To obtain numbers outside your area code, dial:

1 + area code + 555-1212

Charges for directory assistance:

You are allowed to make three calls to directory assistance per month without charge. Any directory assistance calls over that number will cost 45¢ each.

Directory assistance charges do not apply to calls from hotels, motels, hospitals, nursing homes, and pay phones.

Ways to save on Directory Assistance charges

1. Always check your directory first. If you cannot find a number, then call directory assistance.
2. Write down the numbers you call frequently. You may wish to underline or circle a number in your directory to find it quickly a second time.
3. If you need two numbers, ask for both of them at the same time. Once a call to Directory Assistance has been placed, a second listing is given at no charge.
4. Be sure to have all the information you need (name, accurate spelling, and exact location) when you call.

Note: If someone has moved recently, dial the old number and a recording will give you the new number.

1. If you cannot find the number you need in your directory, what number should you call for assistance? _____
2. If you are looking for a number in area code 304 (West Virginia), what number should you dial for assistance? _____
3. If you call directory assistance from a pay phone, will there be a charge for the service?

4. You have called directory assistance three times this month. If you use directory assistance again this month, how much will it cost each time you use it?

5. What should you always do first before using directory assistance?

6. What should you do with frequently called numbers so you won't have to look them up again? _____
7. To get the number of someone who has moved recently, what should you do?

Community Service Numbers

To help you find some important numbers quickly, the phone directory lists several community service numbers in the front section of your phone book. Here is a sample of some of these numbers.



Automobiles

Driver's licenses &
License plates 255-0072

Birth and Death Certificates

Health Services Dept.
Vital Records 364-1300

Chamber of Commerce

Scottsdale 355-2700
Phoenix 254-5521

City Hall

Scottsdale 312-2657
Phoenix 262-6011

Crime Stop

Scottsdale Police-Gen. Information 312-5000

Disabled Services

Council for the Hearing Impaired 553-0333
Council for the Blind 273-1510

Disaster Planning and Relief

Civil Defense 273-1411
American Red Cross 336-6660

Bus Schedules

Bus System 262-7433

Dog Bites, Stray Animals

Animal Control 325-3327

1. Your driver's license needs to be renewed.
What number should you call? _____
2. You think the neighbor's house is being robbed.
What number should you call? _____
3. There's a stray dog hanging around your home.
What number should you call? _____
4. You need a copy of your birth certificate.
What number should you call? _____
5. You're writing a report on the services of the American Red Cross. What number should you call? _____
6. You're new in town and need a bus schedule.
What number should you call? _____
7. You'd like some pamphlets and brochures about the city of Phoenix. What number should you call? _____
8. You'd like some information on your city's Civil Defense plans.
What number should you call? _____
9. You're writing a report on special services for the hearing impaired.
What number should you call? _____