



EASY ITALIA: 1st Quarter 2011 BEST PRACTICES – SAFETY/ LINGUISTIC MEDIATION

1)

THE FIRE BRIGADE OF NUORO ASK: We are calling you to ask for a linguistic mediation in order to assist two foreign tourists who got lost along a path somewhere nearby Nuoro.

RISPOSTA: Our German mothertongue operator calls the two Swiss tourists and gathers all the information the Fire Brigade need to identify them.

Half an hour later, the Fire Brigade helicopter is on the spot but, due to weather conditions and to the arrival of oxen, we have to inform the tourists, calming them down, that rescue operations can be only performed by land. Contacts among tourists, rescue teams and Easy Italia operators will occur every ten minutes until the tourists will be rescued.