

Emergency Assistance, 911

Calling 911 could be the most important call you ever make

**KEEP
CALM
AND
CALL 911
NOW!**

Best Practice: Review this information at staff meetings and at CPR/First Aid Classes.

This listing may not be all-inclusive, and should be updated to meet the needs of the individuals you serve.



What to say when you call

When you call the 911 Operator, they will most likely have your location based on the phone number. You will need to be prepared to verify this information and provide the following:

- The location/address where help is needed. Be specific! Include street name, number, and apartment
- The phone number you're calling from
- Describe the problem and indicate if it has just happened or is still in progress
- Give your name and any information on who is involved
- Answer all other questions as quickly and accurately as possible
- Follow all of the directions given to you by the 911 operator
- Stay on the phone as long as it is safe to do so
- Speaking in a loud and clear voice is paramount! If you are difficult to understand, care could be delayed to the person who needs it.

When to call 911 for Emergency Assistance

- The person appears very ill; sweating, skin looks blue or gray
- Severe, constant abdominal pain
- Bleeding heavily, despite direct pressure
- Blood pressure of 220 or above for upper number and/or 120 or above for lower number
- Blood pressure below 90 for upper number, when normally above 90
- Pulse (heart rate) is less than 40 or greater than 140
- Difficulty breathing and/or severe wheezing
- Chest pain
- Fainting or loss of consciousness
- Change in responsiveness
- Fall with severe head injury (fall on face, bleeding, change in level of consciousness). Do not move; keep warm
- First time seizure; roll to side, protect head, and move obstacles that may pose a threat
- Seizure lasting 5 + minutes; one seizure right after another; person does not wake up after the seizure; person does not start breathing within one minute after seizure stops (is CPR needed?)
- Repeated vomiting/diarrhea for less than 12 hours, but not responding normally
- Any bloody or 'coffee grounds appearance' vomit/diarrhea
- Sudden loss of vision
- Person appears not to be breathing

Practice a script of what to say!

For example: "Hello my name is John Smith - I am calling from 3455 Peaceful Acres. Please send help right now. Tim Brown is not breathing..." The 911 personnel can ask more detailed questions but that gives them the problem and the address immediately.

Always remember: If the person is unconscious and unresponsive, call 911 (unless someone else can make the call), and then begin CPR.

**Do NOT leave the person alone except to call for help.
Do NOT wait to see if the symptoms go away.**

Immediate Medical Care

CPR attempts always should be started immediately, unless a Do Not Resuscitate (DNR) order is in place, and should continue until effective, or until death has been determined by a medical professional, as explained in O.A.C. 4731-14.

More Information

To download a printable pamphlet regarding when to call 911, visit the Health and Welfare Toolkit online at <http://dodd.ohio.gov/HealthandSafety/Pages/Tool-Kits.aspx>