



**“I’ve called 911, now
what?”**
*What to do while waiting for
help to arrive*



Waiting for help to arrive...

Objectives

- Review the process for calling **911**
- Provide guidelines for assisting the victim while waiting for help to arrive
- Answer Questions
- Encourage CPR / First Aid certification

This is not a First Aid / CPR training



Calling **911** – Why?

- **The only system that is always available**
 - ✓ Security should always be called **after** 911, often EMS will arrive before the nurse and even Security. 3 minute response time!
 - ✓ College nurse/Health Services can be called **after** Security
 - ✓ 911 is the only resource for distance sites
- Get the best help for the victim**
Security and the College Nurse/Health Services do not have the equipment necessary for the appropriate care of a medical emergency. **EMS** (Emergency Medical Services) personnel are specially trained to care for medical emergencies outside of the hospital.

Calling **911** – When?



- Difficulty breathing
- Chest pain / Brain attack
- Loss of consciousness / seizure
- Uncontrolled bleeding
- Head injury
- Possible poisoning
- Possible fracture
- Mental health emergency



What if I'm unsure **911** is needed?

- Call!! Take the safest option for the victim
If Security and the College Nurse/Health Services call 911, so should you!
- 911 personnel will evaluate and advise the victim/ their family.
- The student cannot tell you to not call 911 – Example: person with frequent seizures. However, the student can decline treatment in some cases. Let Police or Fire make the evaluation/determination.
Safest option: call 911 and let **EMS** evaluate and advise.



Calling **911** – How?

- Stay calm ! ☺
- Dial 911 (*phones do not usually require dialing '9' for an outside line*)
- Cell phones may take a little longer than a landline as the call is routed
- Call will be handled by CHP and the important information after communicating the “need” is very specific location or “address of your location”. i.e. Monterey campus at 980 Fremont Street, Monterey; Ed Center, 289 12th Street, Marina; and the MPC Public Safety Center at 2642 Colonel Durham Street, Seaside. Knowing the correct address is very important!
- Pay phones can dial 911 without money



Calling 911 – How?

Once you have a dispatcher on the line, you'll be asked to:

- Describe the **problem**
- Give the **age / gender** of the victim (**size** if it is a child)
- Give the **location** of the emergency (building / room#)
- Describe the **condition** of the victim:

Active or lethargic?

Agitated?

Unconscious?

Complaining of chest pain or having symptoms of brain attack?

Struggling to breathe?

Bleeding uncontrollably?

- If known, list any **medications** the victim is currently taking, but don't spend undue time on this.



Calling **911** – How?

Do not hang up the phone until instructed to do so by the emergency dispatcher.

- Dispatchers are specially trained to assist you by phone and will offer to stay on the line with you until emergency personnel arrive.
- By staying on the line, they can continue to gather information and monitor the situation as it develops.



Ok, what next?...

- 1. Call Campus Security at 646-4099 or ext. 4099 if on campus**
 - They can help with the situation until EMS arrives
 - Monday-Friday 6:00 a.m. – 12 a.m., Sat & Sun. 7a.m.-6 p.m.
 - Phones in building hallways

- 2. If directed by Security, call College Nurse/Health Services at 646-4017, who, if available, may assist Security until EMS arrives.**

(Reminder – The office closes 12-1:00 p.m. Monday-Thursday, and after 2:30 p.m. Friday)

- 3. Call a family member or friend for victim**

- 4. Document**



Difficulty breathing

- Encourage victim to relax
- Allow position of comfort, usually upright rather than flat
- Reassure – you have called for help



Chest Pain

- Encourage victim to relax
- Allow position of comfort
- Rest – do not allow them to walk around
- Reassure – you have called for help



Brain Attack

- ✓ **Lopsided smile**
- ✓ **Speech is garbled**
- ✓ **Weakness on one side of body**

- Encourage victim to relax
- Allow position of comfort
- Rest – do not allow them to walk around
- Reassure – you have called for help

Loss of Consciousness



- If on floor, turn to side
- Do NOT put anything in victim's mouth
- Observe for breathing
- Wear gloves for your own protection
- Speak quietly to the victim & reassure...they may still be able to hear you!



Seizures

Do . . .

- Protect the person from injury, move furniture away
- Only move the person if they are in a dangerous place
- Protect the head from injury – pad with soft material like jacket/sweatshirt
- As soon as convulsions have ceased, turn the person on his/her side to keep airway clear
- Speaking in a calm voice, reassure them that help is on the way. Assume hearing is intact – they may not be able to respond, but they can possibly hear.

Do Not . . .

- Put anything in the person's mouth or force anything between their teeth - they cannot swallow their tongue
- Restrain the person
- Give anything to drink until they ask for a drink – then only sips of water



Seizures, Cont.

After a seizure the victim:

- Is usually *VERY* tired – may not respond to their name
- May have lost control of bowel or bladder
- May go into another seizure



Diabetic Emergency

(VERY low blood sugar from taking insulin, or very high from diabetes)

- **Loss of consciousness**
- **Follow “Loss of consciousness” guidelines.**

While conscious - Any food source will help to raise blood sugar – sugared sodas are best, but anything with sugar is good. Consider having a tube of cake icing in your first aid/emergency bag in your office

- If you know you have a coworker taking insulin, keep some sugary snacks/drinks around.



About gloves...

- Every campus division office should have a **red emergency bag** used for evacuations, which contains vinyl or nitrile gloves, a CPR mask, sanitizing wipes, and Band-Aids
- Distance sites: Find a way to have vinyl/nitrile gloves and First Aid supplies/information available- have your director/DOM purchase
- Vinyl or Nitrile gloves are recommended rather than Latex gloves to avoid possible allergy for yourself or the victim



Uncontrolled Bleeding

- **Wear gloves and apply pressure**
- Use whatever supply you have as an absorbent material, clean but not necessarily sterile, sanitary pads work well for large bleeds
- Don't take a dressing off! No peeking!
- Add more absorbent material on top of the previously added material
- Elevate if the injured area is a limb, if not appearing broken
- Encourage victim to relax - do not allow them to walk around
- Reassure the victim you have called for help and keep victim warm

Mental health emergencies



- Anxiety
- Anger
- Agitation
- Severe depression / lethargy
- Suicidal thoughts/actions

Mental Health Emergency



Anxiety / Panic attack

- Not always an emergency needing 911
- Call Security at x4099 for initial assistance
- Respond calmly/deliberately
- Assist with firm directions to:
 - * stop talking
 - * focus on breathing
 - * slow breathing – take 10 seconds to exhale a breath
- If person becomes unconscious – call **911**

Anger



- May be a 911 emergency – depends...
- Acknowledge anger, use “I” statements (“I can see you are upset. What can I do to help you?”)
- Reassure person you are trying to help
- Contact Security x4099 for assistance
- Coworkers should be available to assist, and if the person is escalating, **call 911 or Security** and go stand next to your coworker. A united front can make the aggressor back down



Severe Depression

- Persons making serious statements about ending their own life, or the life of another require **immediate** emergency attention. Do not be afraid to ask the person if (s)he is considering ending his/her life.
- Have person wait in quiet area while you “get assistance.” If you think the person may leave the area, you can say, “Excuse me while I get some water, need a file or form, etc...”
- **Call 911 and Security x4099** or have a coworker call for you. Have a code phrase ready in advance.



Common Themes & Conclusion

- *Encourage victim to relax*
- *Allow for position of comfort*
- *Provide a place to sit or rest*
- *Reassure – you have called for help*
- *Use gloves to protect yourself! Consider vinyl as alternative to latex due to possible latex allergy for yourself and victim*
- *Please **don't be afraid to call 911** and activate the Emergency Medical System (EMS)*
- *Please stay current with your CPR certification and First Aid*



Reference

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