

Calling 9-1-1

Learner Workbook



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CALLING 9-1-1

It is important to be prepared to respond to an emergency situation in your Community. Calling 9-1-1 is a simple yet essential action that you should be able to perform and could save someone's life. This video addresses when to call 9-1-1, how to call 9-1-1, and some do's and don'ts while making this important call.

When to call 911:

- When in doubt, call 911
- Serious medical emergency
- Fire – in Community, brush fire, building
- Crime in progress – theft/robbery, etc.
- Life threatening situation –
- Resident falls

How to call 9-1-1 and do's and don'ts:

- Phones – know where the phones are located
- Stay calm
- Answer all questions – answer to the best of your ability, will help the dispatcher assess the emergency and respond accordingly
- Know the location of the emergency – address of your Community, or general location or street names if emergency occurs off-site
- Follow instructions – dispatcher may have specific instructions that you should follow to the best of your ability
- Stay on the phone – DO NOT hang up unless instructed to do so by the 911 dispatcher
- While you wait – there are some things that you can do while you wait for the paramedics to arrive
- If a resident falls – DO NOT remove resident, DO apply First Aid if necessary (i.e.-cuts, scrapes, applying bandages or band-aids)
- DO NOT argue or cut off the 911 dispatcher. He/she is trying to get some information to respond in the most timely and effective manner possible.

Conclusion:

Our goal as caregivers is to keep our residents safe and to look out for his/her well-being. Proper and timely response to an emergency situation will help create a better environment for your residents, and ultimately could save someone's life.