

# Procedures for Emergency Care

Your **first**  
call for **HELP**  
should always be...**911**



# Emergency Steps

**Your first step in providing care is calling 9-1-1.**

Be prepared to give information to the dispatcher, such as:

- » Address of the emergency
- » Telephone number
- » Description of the problem
- » Number of people injured
- » Conditions of victims
- » Care being provided

**Do not hang up. Stay on the line with the dispatcher.**

Once an emergency has been recognized, be calm and follow these steps:

**Check:** The scene for safety and the victim for consciousness

**Call:** 9-1-1

**Care:** For life-threatening conditions

**Ensure:** Your own safety before assisting others

## Seizures

- » Remove any nearby objects that may cause injury
- » Once seizures stop, turn victim on side
- » Call 9-1-1 if prolonged seizures or no history of seizures
- » Monitor airway and breathing
- » Do not give the victim anything to eat or drink
- » Do not try to hold the victim down
- » Make sure the victim is somewhere they won't fall
- » Do not put anything in the victim's mouth

## Diabetic Emergency

**Signs/Symptoms:**

- » Confusion, dizziness or disorientation
- » Sweating/shakiness

**Care:**

- » If conscious, give the victim some form of sugar (a liquid with carbs/protein, like milk or peanut butter bread)
- » Call 9-1-1 if unconscious
- » Monitor airway and breathing
- » Keep the victim comfortable

# Poisoning & Allergic Reaction

## Poisoning:

- » Call Poison Control 1-800-222-1222
- » Follow poison control directions
- » Do not induce vomiting unless directed to do so
- » Monitor airway and breathing
- » Keep the victim comfortable

## Allergic Reaction:

- » If difficulty breathing, call 9-1-1
- » Ask the victim if he/she carries medication, if so, assist in administration
- » Monitor airway and breathing
- » Keep the victim resting quietly

# Stroke

## FACE:

- » Ask the person to smile.
- » Does one side of the face droop?

## ARMS:

- » Ask the person to raise both arms.
- » Does one arm drift downward?

## SPEECH:

- » Ask the person to repeat a simple phrase.
- » Is their speech slurred or strange?

## TIME:

- » If you observe any of these signs, call 9-1-1 immediately.

## Care:

- » Call 9-1-1
- » Know the time of onset of symptoms
- » Consider low blood sugar if diabetic. Notify emergency help of medical history.
- » Do not give the victim anything to eat or drink
- » Monitor airway and breathing
- » Keep the victim comfortable

# Heat & Cold Related Emergency

## Heat Emergency:

- » Move the victim to a cool place
- » Loosen or remove clothing
- » Wet the skin and fan the victim
- » Give small amounts of water if the victim is conscious
- » Call 9-1-1 if the victim's condition does not improve
- » Add cold packs to armpits and groin area

## Cold Emergency:

- » Move the victim to a warm place
- » Remove wet clothing and cover with blankets
- » Warm the victim
- » Give small amounts of warm fluid, non-caffeinated
- » Call 9-1-1 if the victim's condition does not improve

# Bone & Joint Injury

## Head/Neck/Back:

- » **Minimize movement!**
- » Place your hands on both sides of the victim's head
- » Tell the victim to respond verbally to questions and avoid nodding/shaking head
- » **Call 9-1-1**
- » Have the victim remain in the position found
- » Maintain an open airway and continue to check for breathing
- » Do not remove headgear

## Extremities:

- » Support the injured area above and below the injury site
- » Do not move the injured part
- » Splint an injury only if the victim must be moved
- » Splint an injured limb in the position you find it

# Burn

**Stop:** The burning by removing the victim from the heat source

**Cool:** The burn by flushing with large amounts of cool water for a minimum of 10 minutes (This will provide some comfort to the area)

**Cover:** The area with a sterile dressing

- » Do not break blisters
- » Do not apply ointments or creams
- » Flush chemical burns for a minimum of 15 minutes

## **Call 9-1-1 for:**

- » Burns that cause breathing difficulty or signs of burns around the mouth/nose
- » Burns covering more than one body part
- » Burns on the head, neck, hands, feet or genitals
- » Burns on a child or elderly person
- » Burns on victims with medical conditions
- » Burns resulting from chemicals, explosions or electricity

## **Bleeding & Shock**

### **Bleeding:**

- » Cover the wound with a dressing and apply direct pressure
- » Do not remove the dressing. If it soaks through, add more on top
- » Elevate the injured area above the level of the heart if you do not suspect broken bones
- » Cover snugly with a bandage
- » If bleeding does not stop, call 9-1-1 and apply more direct pressure

### **Shock: May develop from any serious injury or illness.**

#### **To help prevent shock:**

- » Monitor airway and breathing
- » Help the victim rest comfortably
- » Keep the victim from getting chilled or overheated
- » Do not give food or drink

## **Heart Attack**

### **Signs/Symptoms:**

- » Persistent chest discomfort/pain: Mild to intense pressure, tightness, burning or squeezing in the chest that is not relieved by resting, changing position or taking oral medication
- » Radiating pain: Pain spreading to the neck, jaw, shoulders, abdomen or arms
- » Breathing difficulty: Shortness of breath, rapid breathing, noisy breathing
- » Changes in pulse rate: Faster, slower or irregular
- » Skin appearance: Pale, bluish, moist, sweating profusely
- » Psychological effects: Anxiety, nervousness, feeling of impending doom

## Care:

- » Call 9-1-1
- » Monitor airway and breathing
- » Strongly consider administering 4 chewable baby aspirin if available
- » Do not give the victim anything to eat or drink
- » Keep the victim comfortable
- » Restrict activity by not moving around

## Loss of Breathing

- » Call 9-1-1

### Open the airway:

- » Tilt the head back with one hand on the forehead and one on the chin
- » If you suspect head, neck or back injury, do not move head. Grasp under the person's chin and pull lower jaw open and slightly forward.

### Check breathing:

- » Look, listen and feel for breathing for about 5 seconds

### No breathing:

- » Give 2 breaths by pinching the nose shut and breathing into the victim's mouth until the chest rises
- » Release the nose in between breaths

Note: If the chest does not rise, See **CHOKING SECTION**

### Check for signs of life:

- » Coughing, moaning, movement

### Life signs absent:

- » Provide CPR

### Life signs present:

- » Continue breaths 1 every 5 seconds
- » Check life signs and breathing once a minute

## Choking

### Conscious:

- » If the victim **can** cough, speak or breathe, encourage them to cough
- » If the victim **can not** cough, speak or breathe, the airway is blocked:
  - Stand behind the victim
  - Make a fist with one hand and place the thumb side of fist against the middle of the victim's abdomen, just above the belly button
  - Grab the fist with the other hand and give quick, upward thrusts

**Unconscious:**

- » Give 30 chest compressions
  - Look for a foreign object by opening the victim's mouth
  - Continue cycle of chest compressions, foreign object check

**Note:** See **CPR SECTION** for chest compression instructions

**Adult CPR**

**After completing the LOSS OF BREATHING SECTION, begin CPR as follows:**

- » Call 9-1-1
- » Find the notch at the lower end of the victim's breastbone
- » Place the heel of one hand next to and above this notch, on the center of the breastbone. Place your other hand on top.
- » Position your shoulders directly over your hands
- » Compress the victim's chest by pressing hard and fast, about 2" deep
- » Repeat. Recheck for signs of breathing and life signs after about 1 minute:
  - No breathing or life signs: Continue CPR
  - No breathing but life signs present: Continue breaths only

# Make your **first** call **ALWAYS TO ... 911**

*Start your EMS TEAM working for you immediately*

## **WHEN YOU MAKE AN EMERGENCY CALL:**

1. Stay calm.
2. Promptly state the nature of the emergency:  
Medical, Fire, or Crime
3. Give directions and any important details
4. Stay on the line until the dispatcher has all of the information.

***This information is not a substitute for  
First Aid and CPR training.***

***To register for a CPR/First Aid Class,  
contact the YMCA or UND Wellness Center.***

For more information contact  
**Safe Kids Grand Forks**

c/o Altru Health System  
P.O. Box 6002  
Grand Forks, ND 58206-6002

Phone: 701.780.1489  
Email: [safekids@altru.org](mailto:safekids@altru.org)

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