

# Emergency Procedures

The most important help you can provide to a victim who is seriously injured is to call for professional medical help. Make the call quickly, preferably from a cell phone near the injured person. If this is not possible, send someone else to make the call from a nearby telephone. Be sure that you or another caller follows these steps.

1) **First dial 9-1-1.**

2) **Give the dispatcher the necessary information.** Answer any questions that he or she might ask. Most dispatchers will ask:

- **The exact location or address of the emergency?** Include the name of the city or town, nearby intersections, landmarks, etc. as well as the field name and location of the facility, if applicable.

Our address is:

---

Cross-streets are :

- 
- **The telephone number from which the call is being made?**
  - **The caller's name?**
  - **What happened** — i.e., a softball ball-related accident, bicycle accident, fire, fall, etc.?
  - **How many people are involved?**
  - **The condition of the injured person** — i.e., unconscious, chest pains, or severe bleeding?
  - **What help is being given** (first aid, CPR, etc.)?

3) **Do not hang up until the dispatcher hangs up.**

The dispatcher may be able to tell you how to best care for the victim.

4) **Continue to care for the victim until professional help arrives.**

5) **Appoint someone to go to the street and look for the ambulance or fire engine and flag them down if necessary.** This saves valuable time. Remember, every minute counts.