Responding to Emergency and Non-Emergency Situations

Determine type of situation

**Emergency**
Examples:
- Excessive, uncontrollable bleeding
- Broken bone(s)
- Failure to breathe
- No pulse
- Behavior that is a danger to self/others
- **Epileptic Seizure** of 4 or more minutes

**Non-Emergency**
Examples:
- Fever that is not reduced using usual methods
- Repeated episodes of uncontrolled behavior that are out of character
- Diarrhea that is not corrected using usual methods
- Vomiting that is not corrected using usual methods
- A persistent or unexplained rash, sore throat
- Changes in types/duration of seizures

**Are you working by yourself?**

- Yes
  - Can you stabilize the person?
    - Yes
      - 1. Stabilize the person.
      - 2. Call 911 and explain situation.
      - 3. Provide medical assistance until help arrives if capable and necessary.
      - 4. Document and report emergency to legal representatives and supervisor after person receives help.
    - No
      - Helper 1: Attempt to stabilize person.
      - Helper 2:
        - 1. Call 911 and explain situation.
        - 2. Provide medical assistance until help arrives if capable and necessary.

- No – 2 or more workers
  - Stabilize the situation (clean up wound, vomit, burn, etc.).
  - Report the situation to legal representatives and supervisor and follow their directions.
  - Take appropriate action.

Document, including the situation, recommendations from legal representative and supervisor, and your actions. Remember to use measurable descriptions!

Follow up:
- 1. Make sure someone schedules an appointment for the person to see the doctor.
- 2. Take the person to the doctor or Emergency Room.
- 3. Report changes in the person’s condition to legal representatives and your supervisor.