

What Should I Do In An Emergency?

Volunteers often wonder about the Community Caregivers policy regarding medical emergencies that may arise while providing service to a client. This rarely happens, but if it does, here's what we suggest:

- **If in doubt, call 911.** If you are concerned about a sudden change in the client's health status at any time, call 911 and ask for assistance. The emergency responders are trained to assess the situation and make decisions regarding care.

Please do not be embarrassed to call for help, or be concerned about making a scene. EMTs and police officers prefer that you sound the alert, and then let them decide if the situation is an emergency. If the client resists, it's still better to call – experts say the best time for treatment is within a half hour of a medical event.

- **Be aware of symptoms that may signal an emergency.** Call 911 if the client falls, has trouble breathing, faints, feels nauseous or vomits, has sudden difficulty walking, experiences unusual pain or can't proceed in a normal way. If you are driving when symptoms appear, pull over at your first opportunity and call 911.
- **There is no need to carry the client's emergency contact information with you.** In an emergency, your main responsibility is to call 911 in a timely fashion. When this is done and help is on the way, follow up with a call to the Community Caregivers office (456-2898). We will communicate with the client's family or designated emergency contact.
- **If it's not an emergency situation, but you're concerned about the client's general wellbeing, call the Community Caregivers office at 456-2898.** Let us know about your concerns if you notice a change in the client's condition, such as increased forgetfulness or reduced stamina, or if you arrive at the client's residence and are unable to make contact. We will follow up.