

KEEP CALM AND CALL 911 NOW!

Best Practice: Review this information at staff meetings and at CPR/First Aid Classes.

Always remember:

- *The best time to prepare for a crisis is before one*
- *Do NOT leave the person alone except to call for help.*
- *Do NOT wait to see if the symptoms go away*

Ohio Department of
Developmental Disabilities
MUI/Registry Unit
1800 Sullivant Avenue
Columbus, Ohio 43222
Phone: 614-995-3810
Abuse/Neglect Hotline:
866-313-6733
Fax: 614-995-3822


Ohio | Department of
Developmental Disabilities

RESPONDING IN AN EMERGENCY

Calling 911

**One of the most important
calls you will ever make**


Ohio | Department of
Developmental Disabilities

*The Mission of the Ohio Department
of Developmental Disabilities is
continuous improvement of the
quality of life for Ohio's citizens with
developmental disabilities and
their families.*

When to call 911 for assistance



This listing may not be all-inclusive and should be updated to meet the needs of the individuals you serve.

- The person appears very ill; sweating, skin looks blue or gray
- Severe, constant abdominal pain
- Bleeding heavily, despite direct pressure
- Blood pressure of 220 or above for upper number and/or 120 or above for lower number
- Blood pressure below 90 for upper number, when normally above 90
- Pulse (heart rate) is less than 40 or greater than 140
- Difficulty breathing and/or severe wheezing
- Chest pain
- Fainting or loss of consciousness
- Change in responsiveness
- Fall with severe head injury (fall on face, bleeding, change in level of consciousness). Do not move; keep warm
- Fall, unable to get up on own and normally would be able to do so, or in a lot of pain when lying still or trying to get up. Do not move; keep warm
- Fall, limb deformity noted (bone sticking out, swelling, unusual position of arm, leg). Do not move; keep warm
- First time seizure; roll to side, protect head, and move obstacles that may pose a threat

When to call 911 for assistance



- Seizure lasting 5 + minutes; one seizure right after the other; person does not wake up after the seizure; person does not start breathing within one minute after seizure stops (is CPR needed?).
- Repeated vomiting/diarrhea for less than 12 hours, but not responding normally
- Any bloody or “coffee grounds appearance” looking vomit/diarrhea
- Sudden loss of vision
- Person appears not to be breathing

Immediate Medical Care:

CPR attempts always should be started immediately, unless a Do Not Resuscitate (DNR) order is in place, and should continue until effective, or until death has been determined by a medical professional as defined in O.A.C. 4731-14.

What to say when you call:

When you call the 911 Operator, they will most likely have your location based on the phone number. You will need to be prepared to verify this information and provide the following critical information.

What to say when you call:



- The location/address where help is needed. Be specific! Include Street name, number and apartment.
- The phone number you're calling from
- Describe the problem and indicate if it has just happened or is still in progress.
- Give your name and any information on who is involved.
- Answer all other questions as quickly and accurately as possible.
- Stay on the phone as long as it is safe to do so
- Follow all of the directions given to you by the 911 operator.
- Speaking in a loud and clear voice is paramount! If you are difficult to understand, care could be delayed to the person who needs it.

Practice a script of what to say!

For example: “Hello my name is John Smith - I am calling from 3455 Peaceful Acres. Please send help right now. Tim Brown is not breathing...” The 911 personnel can ask more detailed questions but that gives them the problem and the address immediately.