

crews respond more quickly and effectively. When you call 911, the 911 dispatcher will transfer you to an Acadian Ambulance dispatcher, if your emergency requires medical attention and/or ambulance transport.



When calling 911:

- **Stay calm.** The dispatcher understands the urgency of the situation. If you stay calm, you're less likely to miss questions or instructions.
- **Know where you are.** Provide your exact address and phone number. If you don't know the address, use well-known landmarks to describe your location.
- **Answer all questions.** These do not delay the response. If your emergency requires an ambulance, crews are dispatched immediately, while you are on the phone.
- **Follow instructions.** If the dispatcher gives you medical self-help directions, follow them exactly. If you don't understand what you are being asked to do, ask for clarification.
- **Do not hang up.** Stay on the phone until the dispatcher releases the line. Give a good call-back number in case the dispatcher needs additional information, such as clarification of directions to the location. If possible, have someone meet the ambulance crew when they arrive.

Hands-Only CPR

About 70% of out-of-hospital cardiac arrests happen in homes. Hands-only CPR has been shown to be as effective in the first few minutes as conventional CPR for cardiac arrest at home, at work or in public.

Hands-Only CPR has two steps, performed in this order:

1 Call 911 if you see someone suddenly collapse.

2 Push hard and fast in the center of the chest to the beat of a familiar song that has 100 to 120 beats per minute.