

Calling 911

Paying attention to these simple guidelines when calling for aid will help emergency 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.



“I Wanna Dance With Somebody” - Whitney Houston: 119 bpm

“Eye of the Tiger” - Survivor: 109 bpm

“Glory Days” - Bruce Springsteen: 117 bpm

“Courtesy of the Red, White and Blue” - Toby Keith: 112 bpm

Emergency Safety

- **Pull to the right when you hear a siren.** If you see or hear an emergency vehicle (police, fire or EMS) while driving, pull to the right, parallel to the road and remain clear of any intersection until the vehicle passes. Use caution when reentering traffic.
- **Prepare your family for an emergency.** In a medical emergency, seconds can mean the difference between life and death. Learn how to recognize a medical emergency. Call 911 immediately. Teach children how to call 911 from your phone.
- **Keep your family's medical records handy and up-to-date.** A Medical ID on your smartphone provides information about you to first responders in the event of an emergency, like allergies, medical conditions, and your emergency contacts. Your iPhone, Apple Watch, or Android phone can display this information so that it's available for someone attending to you in an emergency and your emergency contacts can be notified if you use Emergency SOS via satellite.
- **Post directions to your home in a common space.** In an emergency, you may not be thinking clearly and may not be able to remember the directions to your own home. Post detailed directions, with nearby landmarks, in a common space in your home and make sure family members and visitors know where it is if needed.
- **Prepare your home.** If your home's numbers are missing or hard to read, it can be harder for fire, police or EMS to find you. Make sure your home's number is marked in a visible location on the front of the house and can be read from the street. Use reflective numbers or add a light so the numbers are visible at night



Stop the Bleed

1

Call 911.

2

Apply pressure with hands.

3

Pack wound and press.

4

Apply tourniquet.