

COORDINATED RESPONSE TO A MEDICAL EMERGENCY

A coordinated response to a medical emergency is vital to ensuring care is received in a timely manner. By giving staff members a CALM role, they will know what their individual responsibility is during a medical emergency. If your program has less than four staff, discuss which tasks can be combined to ensure the safety of all people receiving services and staff in the program.

C A L M

Communicator	Assistant	Leader	Milieu Manager
<ul style="list-style-type: none"> ◇ Meets emergency personnel upon arrival ◇ Shares important information about situation with first responders ◇ Shares the “to go” binder with EMS ◇ Makes necessary internal notifications ◇ Performs necessary life saving procedures as directed 	<ul style="list-style-type: none"> ◇ Assists the Leader with ensuring the person in crisis remains safe ◇ Brings emergency/ first aid supplies ◇ Ensures only essential staff are in the immediate area ◇ Performs necessary life saving procedures as directed 	<ul style="list-style-type: none"> ◇ Stays with person during crisis ◇ Performs necessary life saving procedures as directed ◇ Models calmness 	<ul style="list-style-type: none"> ◇ Directs other people away from situation ◇ Monitors other areas around the crisis ◇ Ensures access to residence/unit is clear of debris, snow, ice, and that EMS has clear path ◇ Performs necessary life saving procedures as directed

Best Practices

- **Make staff aware of their CALM role upon arrival to shift. Consider including it on their shift assignment sheet.**
- **Practice using CALM roles during mock code drills.**