

# STAFF ACTIONS

- ◇ Don't delay, call right away! Call 911 for any concerns about the immediate health and safety of people receiving services.
- ◇ If applicable, call an emergency code such as a code blue for an internal emergency response.
- ◇ For settings such as day habilitation programs where there are nurses on the premises, call 911 immediately in an emergency, then contact the nurse.
- ◇ After calling 911, immediately start CPR for anyone not breathing. If rescue breaths are not possible due to an airway obstruction or the presence of bodily fluids, start chest compressions.
- ◇ Try not to panic! Stay calm and follow the directions from the 911 dispatcher.
- ◇ Do not delay medical attention because of concerns about staffing. Contact 911 immediately for all medical emergencies, then address staffing concerns.
- ◇ Do chest compressions on a hard, flat surface. Place a backboard under the person or move them to the floor if they are not already there.
- ◇ Provide emotional support to people who witnessed the medical emergency and may be scared or worried for their peer.



## PROGRAMS WITHOUT NURSING SUPPORTS

- Ensure policies and procedures clearly identify when staff should elevate medical concerns to 911 or primary care physicians and empower them to do so without first getting permission for any life-threatening situations.
- Train staff to recognize signs and symptoms of illness, true medical emergencies, and behavioral changes that could indicate an underlying medical issue and to contact primary care physicians or 911 as soon as there are concerns.
- Train program managers, supervisors, & administrators who may provide after hours on-call supports to direct staff to contact 911 when receiving calls regarding medical concerns.
- Consider providing all staff with CPR and first aid training.