

# The “WAIT” while Help Arrives

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## *Waiting for help to arrive...*

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### **Objectives:**

- Review the process for activating the **Emergency Medical System (EMS)**
- Provide guidelines for assisting the victim while waiting for help to arrive
- Answer Questions
- Encourage CPR / First Aid certification

***This is not a First Aid / CPR training***



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Calling 911...

Calling Security:

8171 or

(951) 222-8171

# Calling 911 – Why?

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- **The only system that is always available**
  - ✓ Security should always be called **after** 911
  - ✓ College nurse can be called (6103) **after** Security
  - ✓ 911 is the only resource for distance sites
  
- **Gets the best help for the victim**

**Security and the College Nurse do not have the equipment necessary for the appropriate care of a medical emergency. EMS (Emergency Medical Services) personnel are specially trained to care for medical emergencies outside of the hospital.**



# Activate **EMS** – When?

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- ❑ Difficulty breathing
- ❑ Chest pain / Brain attack
- ❑ Loss of consciousness / seizure
- ❑ Uncontrolled bleeding
- ❑ Head injury
- ❑ Possible poisoning
- ❑ Possible fracture
- ❑ Mental health emergency (*situations*)

# What if I'm unsure **EMS** is needed?

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- Call!! Take the safest option for the victim  
If Security and the College Nurse activate **EMS**, so should you!
- **EMS** personnel will evaluate and advise the victim / their family.
- The student cannot tell you to activate **EMS**—  
Example: person with frequent seizures.  
Safest option: Activate **EMS** and let the **EMS** Personnel evaluate and advise.

# Activate **EMS**—How?

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- Stay calm ! 😊
- Dial 8171 or 951-222-8171
- Dial 911 Do not dial “9” first
- Pay phones can be dialed without coin
- **Blue phones** ring directly to Security

# Activating EMS – How?

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Once you have a dispatcher on the line, you'll be asked to:

- Describe the **problem**
- Give the **age / gender** of the victim (**size** if it is a child)
- Give the **location** of the emergency (building / room#)
- Describe the **condition** of the victim:

**Active or lethargic?**

**Agitated?**

**Unconscious?**

**Complaining of chest pain or having symptoms of brain attack?**

**Struggling to breathe?**

**Bleeding uncontrollably?**

- If known, list any **medications** the victim is currently taking, but don't spend undue time on this.



# Activating **EMS** – How?

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**Do not hang up the phone until instructed to do so by the emergency dispatcher.**

- Dispatchers are specially trained to assist you by phone and will offer to stay on the line with you until emergency personnel arrive.
- By staying on the line, they can continue to gather information and monitor the situation as it develops.



# Ok, what next?...

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- 1. Call Campus Security 951-222-8171**
  - Trained in First Aid / CPR / Mental Health  
They can help with the situation until EMS arrives
  - Linked with RPD
- 2. If directed by Security, call College Nurse (951)571-6103 who, if available, may assist Security until **EMS** arrives.**

(Reminder – Health Services closes after 4:00pm, M-TH and after 12noon Friday)
- 3. Call a family member or friend for victim**
- 4. Document**

# I am still waiting.....

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## Difficulty breathing

- ❑ Encourage victim to relax
- ❑ Allow position of comfort
- ❑ Reassure – you have called for help



# I am still waiting..

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## Chest pain

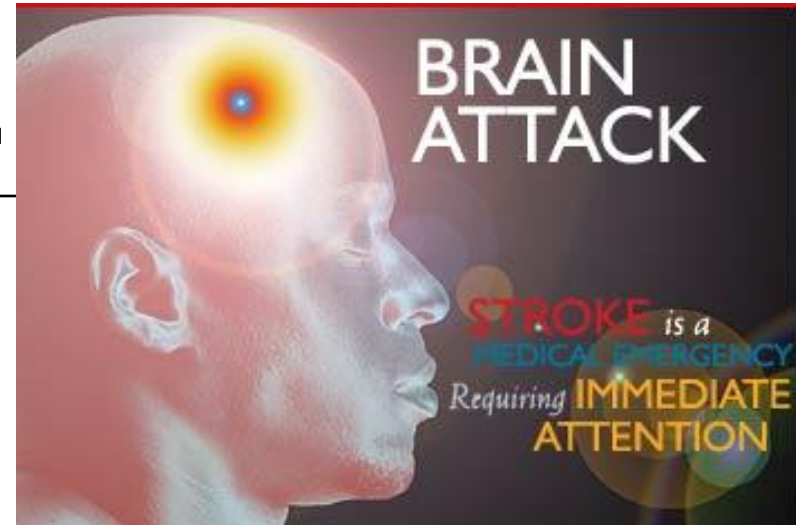
Indications of a heart attack include sweating, anxiety and chest pains



- ❑ Encourage victim to relax
- ❑ Allow position of comfort
- ❑ Rest – do not allow them to walk around
- ❑ Reassure – you have called for help

# I am still waiting..

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## Brain Attack

- ✓ **Lopsided smile**
- ✓ **Speech is garbled**
- ✓ **Weakness on one side of body**
- ❑ Encourage victim to relax
- ❑ Allow position of comfort
- ❑ Rest – do not allow them to walk around
- ❑ Reassure – you have called for help



# About gloves...

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- Find a way to have vinyl gloves and First Aid supplies / information available- have director contact security for ideas.

# I am still waiting....

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## Loss of consciousness

- ❑ If on floor, turn to side
- ❑ Do NOT put anything in victim's mouth
- ❑ Observe for breathing
- ❑ Wear vinyl gloves for your own protection
- ❑ Speak quietly to the victim & reassure...they may still be able to hear you!



# I am still waiting....

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The Recovery Position



## A word about seizures

### Do . . .

- ❑ Protect the person from injury, move furniture away
- ❑ Only move the person if they are in a dangerous place
- ❑ Protect the head from injury – pad with soft material
- ❑ As soon as convulsions have ceased, turn the person to the '*recovery position*' to keep airway clear
- ❑ Speaking in a calm voice, reassure them that help is on the way. Assume hearing is intact – they may not be able to respond, but they can possibly hear.

### Do Not . . .

- ❑ Put anything in the person's mouth or force anything between their teeth - they cannot swallow their tongue
- ❑ Restrain the person
- ❑ Give anything to drink until they ask for a drink – then only sips of water





# I am still waiting....

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## **After a seizure the victim:**

- Is usually *VERY* tired – may not respond to their name
- May have lost control of bowel or bladder
- May go into another seizure

# I am still waiting....

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## Diabetic emergency

(VERY low blood sugar from taking insulin)

- ❑ **Loss of consciousness**
- ❑ **Follow “Loss of consciousness” guidelines.**

While conscious - Any food source will help to raise blood sugar – sugared sodas are best, but anything is good.

If you know you have a coworker taking insulin, keep some sugared snacks / drinks around.



# I am still waiting....

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## Uncontrolled bleeding

- ❑ Wear vinyl gloves!!!
- ❑ Use whatever supply you have to as an absorbent material, clean but not necessarily sterile
- ❑ Don't take a dressing off! No peeking!
- ❑ Add more absorbent material on top of the previously added material
- ❑ Elevate if the injured area is a limb, if not appearing broken
- ❑ Encourage victim to relax - do not allow them to walk around
- ❑ Reassure the victim you have called for help



Apply direct pressure on external wounds with sterile cloth or your hand, maintaining pressure until bleeding stops

# I am still waiting....

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What common themes are you seeing??

- ✓ *Encourage victim to relax*
- ✓ *Allow for position of comfort*
- ✓ *Provide a place to sit or rest*
- ✓ *Reassure – you have called for help*
- ✓ *Use vinyl gloves to protect yourself!*



# I am still waiting....

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Mental health emergencies (*situations*)

- Anxiety
- Anger / Agitation
- Severe depression / lethargy

# I am still waiting....

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## Anxiety / Panic attack

- ❑ Not always an emergency needing 911
- ❑ Call security for initial assistance
- ❑ Respond calmly / in control
- ❑ Assist with firm directions to:
  - \* stop talking
  - \* focus on breathing
  - \* slow breathing – take 10 seconds to exhale a breath
- ❑ If person becomes unconscious – Activate **EMS**



# I am still waiting....

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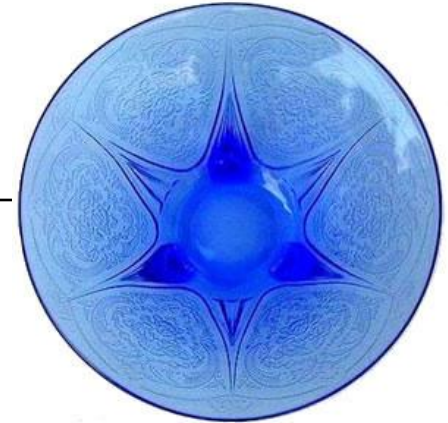
## Anger

- ❑ May be an emergency – depends...
- ❑ Acknowledge anger, use “I” statements
- ❑ Reassure person you are trying to help
- ❑ Contact Security for assistance, trained in defusing

# I am still waiting....

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## Severe Depression



- Persons making serious statements about ending their own life, or the life of another require attention.
- Have person wait in quiet area while you “get assistance”
- Call Security, and if not available, Activate **EMS**.



# I am still waiting....

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- You are best able to help when certified in First Aid and CPR
- Check for classes in the community, if only for your own information.

