PROCEDURES FOR CALLING 911

(Adapted from Seattle Public Schools)

Do not leave the injured person alone or without an adult present

REMAIN CALM. This helps the operator receive your information.

DIAL 911. Remember you may need to access an outside line first. Give the 911 operator as much of the following information as possible:

“My name is _______________. I am a (your role) ___________ with the (your youth program)______________ at the University of Washington.

We have a medical emergency.

My exact address is _______________ and there is a person with (type/location of injury)______________ injury.

The person’s name is ____________ and they are ___ years old.

The person is located at ____________, which is on the (North/South/East/West) _________________ side of the facility.

I am calling from (telephone number) ________________.

(Name) ____________________ will meet the ambulance.”

Don’t hang up. Ask for the information to be repeated back to you and answer any questions the dispatcher may have. Do not hang up until all of the information is correct and verified.

Wait until the dispatcher hangs up first and wait with person until EMS arrives.

Paramedics will take over care of the person when they arrive. An adult must accompany any injured minor in the ambulance and remain with the minor until the parent/guardian arrives.

Call the parent/guardian and the Program Director. File an Incident Report.

Important Phone Numbers:

Unit/Person: ___________________________  Phone Number: ________________
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