

EMERGENCY GUIDELINES

All medical and non-medical emergencies **must** be reported to The CareGivers, Inc. director as soon as possible. A complete history of the emergency will be taken. Please be prepared to provide information and the steps you took during the emergency. It may be helpful to write down the events as they unfold in order to provide an accurate account when necessary.

Once a volunteer has safely secured the client into the hands of the proper medical personnel, family member, police, etc., the volunteer is free to leave.....but not until then.

- **IF YOUR CARE-RECEIVER DOES NOT ANSWER THE DOOR**

1. Check around the house, look through the windows, ring the doorbell, and call on the phone. ***Do not enter the home alone.**
2. Contact your Volunteer Coordinator at The CareGivers, Inc. office to check if a change in plans has occurred.
3. If you are unable to secure an answer from the office or are unsure of what to do, contact “911” and explain the situation.

- **MEDICAL EMERGENCIES**

If a client becomes ill while with you, ask them what they would prefer you to do (i.e. take them home, go to the doctors, etc.). If the client is unable to answer or you believe they are temporarily unable to make a decision, immediately drive them to the nearest hospital. **PULL UP TO THE EMERGENCY ROOM ENTRANCE AND GET HELP. DO NOT TRY TO MOVE THE CLIENT ON YOUR OWN.**

If a more serious medical emergency arises, such as an apparent heart attack, stroke, bleeding etc., call “911” and do not move the client. Stay with the client until help arrives. If you can solicit information about the client, such as primary physician, medications they may be taking, etc. then go ahead and do that.

***Please note: when in doubt, seek professional help**

The CareGivers, Inc. office should be notified at once so that an incident report can be completed after any emergency situation.