

**Crisis Management Guidelines & Emergency Protocols**

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## General Crisis Management

This section will address a variety of emergency situations that may arise. They can range in destructiveness from a simple nuisance to a major tragedy. Our hope is that you never experience a crisis, but it is important that you are appropriately prepared just in case.

This page will offer general instructions for crisis situations. The remainder of this section will provide detailed instructions for specific types of emergencies.

### Plan

- Know your campus and community's emergency warning systems. Will an alarm sound? Will you receive a text?
- Work with the VPHM to determine an emergency notification plan for the immediate delivery of information in the case of an emergency. She may suggest setting up a phone tree so every member calls/texts one other member to deliver the message.
- Have emergency and evacuation plans in place. Each type of crisis may require a different plan.
- The VPHM should provide regular emergency plan training for all members.
- If your facility is located in an area that is prone to a certain type of natural disaster, it would be wise to keep needed supplies on hand at all times. (e.g. Extra food and shovels for snow storms).
- Implement a sign-in system so that you are aware of any guests at all times. In the event of a crisis, it will be vital that you know who needs to be accounted for.

### Prepare

- Take inventory of exactly who is on site and, if appropriate, ensure that they are aware of the possible threat of danger. (e.g. appropriate for a natural disaster or campus lockdown; not appropriate for a student concern such as attempted suicide).
- Take any precautions you can for that specific emergency, as outlined on the following pages.
- Listen to NOAA Weather Radio (NWR) or local radio to stay informed about severe weather watches and warnings and emergency situations.

### Follow Up

- Check on the safety of the residents. This is why it's essential to know who is on site at the time of a crisis.
- Capture photos of the damage. (e.g. following a flood or a physical altercation)
- Document your experience by taking down notes. Even as a little time passes, you may forget important details needed for insurance or police reporting.

### Communicate

- First and foremost, keep your Housing Department at IHQ current with any pertinent updates as often as needed—before, during and after an incident. They will be your greatest support.

- Notify the Lead Advisor, President, VPHM and/or Property Advisor of any concerns.
- In the event of a major disaster, let others know that you are safe. In addition to a basic phone call, text or email, you may choose to utilize:
  - Facebook Safety Check—If you are near a major crisis and log in to Facebook, it will automatically ask if you are safe. Your answer will be shared as a notification to your friends.
  - American Red Cross Safe and Well Website—Register at [safeandwell.org](https://safeandwell.org) or call 1.866.GET.INFO to let your family and friends know about your welfare.

# Flood

What should I do to PREPARE for a flood, given the time to do so?

- Work with the VPHM to review the emergency plan with all residents.
- Take inventory of exactly who is on site and ensure that they are aware of the possible threat of danger.
- Bring in outdoor furniture and plants—anything that could be swept away or damaged.
- Move important indoor items to the highest possible floor.
- Disconnect electrical appliances.
- Turn off your gas and electricity at the main switch or valve. This helps to prevent fires and explosions.

What should I do DURING a flood?

- Move immediately to higher ground.
- Do not move to an attic or a floor without windows or doors. In the case of severe flooding, it is better to climb onto the top of the house than to be trapped inside.
- Avoid walking or driving through standing or rushing waters.
- Listen to the radio for updated information.
- Follow evacuation orders from local officials.

What should I do AFTER a flood?

- Call your Coordinator of Housing at IHQ.
- If you are away from the facility, return only when authorities say it is safe to do so.
- Watch out for fallen power lines or broken gas lines and report them to the utility company immediately.
- If you smell gas or hear a blowing or hissing noise, open a window and get everyone out of the building quickly then call the gas company and/or fire department.
- Use battery-powered flashlights—NOT candles—when examining the building.
- Clean up spilled medications, bleaches, gasoline or other flammable liquids that could become a fire hazard.
- Avoid walking or driving through flood waters. The water can knock you down, hide dangerous debris or be electrically charged from underground or downed power lines.
- Check on the safety of the residents. This is why it's essential to know who is on site at the time of a crisis.
- Check for injuries. Call 911 for emergencies and provide first aid to persons in need until emergency responders arrive.
- Take pictures of the damage, both of the building and its contents, for insurance claims and reporting purposes.

# Tornado

## Tornado Danger Signs

- Dark, often greenish sky—a phenomenon caused by hail
- Wall cloud—an isolated lowering of the base of a thunderstorm
- Large, dark, low-lying cloud
- Funnel cloud—a visible rotating extension of the cloud base
- Cloud of debris
- Large hail
- Roaring noise—similar to a freight train

## What should I do PRIOR to tornado season?

- Work with the VPHM to designate an area where members should gather for safety. This should be a basement, storm cellar or an interior room with no windows on the lowest floor.
- Work with the VPHM to review the emergency plan with all residents.
- Trim or remove damaged trees and limbs.

## What should I do to PREPARE for a tornado, given the time to do so?

- Take inventory of exactly who is on site and ensure that they are aware of the possible threat of danger.
- Move or secure lawn furniture, trash cans, hanging plants or anything else that can be picked up by the wind and become a projectile.
- Put on sturdy shoes.
- Go to the designated area and alert residents to do the same.
- Listen to the radio for updated information.

## What should I do AFTER a tornado?

- Call your Coordinator of Housing at IHQ.
- If you are away from the facility, return only when authorities say it is safe to do so.
- Watch out for fallen power lines or broken gas lines and report them to the utility company immediately.
- If you smell gas or hear a blowing or hissing noise, open a window and get everyone out of the building quickly then call the gas company and/or fire department.
- Use battery-powered flashlights—NOT candles—when examining the building.
- Clean up spilled medications, bleaches, gasoline or other flammable liquids that could become a fire hazard.
- Check on the safety of the residents. This is why it's essential to know who is on site at the time of a crisis.
- Check for injuries. Call 911 for emergencies and provide first aid to persons in need until emergency responders arrive.
- Take pictures of the damage, both of the building and its contents, for insurance claims and reporting purposes.

## Hurricane

What should I do PRIOR to hurricane season?

- Work with the VPHM to review the evacuation route(s) with all members.
- Trim or remove damaged trees and limbs.
- Secure loose rain gutters and downspouts and clear any clogged areas or debris.
- Reinforce the roof, windows and doors as needed.
- Consider purchasing a portable generator or install a generator for use during power outages.

What should I do to PREPARE for a hurricane, given the time to do so?

- Take inventory of exactly who is on site and ensure that they are aware of the possible threat of danger.
- Move or secure lawn furniture, trash cans, hanging plants or anything else that can be picked up by the wind and become a projectile.
- Cover all windows with permanent storm shutters or 5/8" exterior grade/marine plywood cut to fit and ready to install.
- Fill your car's gas tank and stock it with emergency supplies, in case you are instructed to evacuate.
- Listen to the radio for updated information.
- Follow evacuation orders from local officials.

What should I do AFTER a hurricane?

- Call your Coordinator of Housing at IHQ.  
Note: In the case of a hurricane where you may have days to prepare, you will need to be in touch with your Coordinator of Housing at IHQ before and during the hurricane as well.
- If you are away from the facility, return only when authorities say it is safe to do so.
- Watch out for fallen power lines or broken gas lines and report them to the utility company immediately.
- Avoid walking or driving through flood waters. The water can knock you down, hide dangerous debris or be electrically charged from underground or downed power lines.
- If you smell gas or hear a blowing or hissing noise, open a window and get everyone out of the building quickly then call the gas company and/or fire department.
- Use battery-powered flashlights—NOT candles—when examining the building.
- Clean up spilled medications, bleaches, gasoline or other flammable liquids that could become a fire hazard.
- Check on the safety of the residents. This is why it's essential to know who is on site at the time of a crisis.
- Check for injuries. Call 911 for emergencies and provide first aid to persons in need until emergency responders arrive.
- Take pictures of the damage, both of the building and its contents, for insurance claims and reporting purposes.

## Earthquake

What should I do to PREPARE for an earthquake?

- Work with the VPHM to review the emergency plan with all members.
- Take inventory of exactly who is on site and ensure that they are aware of the possible threat of danger.
- If your area is prone to earthquakes (even very weak earthquakes), secure items that could fall and cause injuries (e.g. bookshelves, mirrors, light fixtures).

What should I do DURING an earthquake?

- Drop to the ground and cover your head and neck with your arms to protect yourself from falling debris.
- If a safer place is nearby, crawl to it and hold on. (e.g. sturdy desk or table, low furniture, interior corner)
- Stay away from glass, windows, outside doors or walls and anything that could fall on you (e.g. light fixtures or flimsy furniture)
- Stay where you are until the shaking stops.
- People who use wheelchairs or other mobility devices should lock their wheels and remain seated until the shaking stops. Protect your head and neck with your arms, a pillow, a book or whatever is available.
- If you are in bed, stay there and cover your head and neck with a pillow. Attempts to move in the dark result in more injuries than remaining in bed.

What should I do AFTER an earthquake?

- Call your Coordinator of Housing at IHQ.
- If you are trapped, do not move about or kick up dust. Call for help, whistle, tap on a pipe or knock on a wall so rescuers can locate you.
- If you are away from the facility, return only when authorities say it is safe to do so.
- If you smell gas or hear a blowing or hissing noise, open a window and get everyone out of the building quickly then call the gas company and/or fire department.
- Use battery-powered flashlights—NOT candles—when examining the building.
- Clean up spilled medications, bleaches, gasoline or other flammable liquids that could become a fire hazard.
- Check on the safety of the residents. This is why it's essential to know who is on site at the time of a crisis.
- Check for injuries. Call 911 for emergencies and provide first aid to persons in need until emergency responders arrive.
- Take pictures of the damage, both of the building and its contents, for insurance claims and reporting purposes.

## Wildfire

What should I do PRIOR to wildfire season?

- Familiarize yourself with local emergency plans and work with the VPHM to review the evacuation route(s) with all members.
- Regularly clean the roof and gutters.
- Maintain an area approximately 30 feet away from the facility that is free of anything that could burn, such as wood piles, dried leaves, newspapers and other brush.
- Connect garden hoses long enough to reach any area of the home.
- Build or restock your individual emergency preparedness kit, including a flashlight, batteries, cash and first aid supplies.

What should I do to PREPARE for a wildfire, given the time to do so?

- If you see a wildfire and haven't received evacuation orders yet, call 911. Don't assume that someone else has already called.
- Take inventory of exactly who is on site and ensure that they are aware of the possible threat of danger.
- Fill garbage cans, tubs or other large containers with water.
- Close all windows and doors to prevent outside smoke from getting inside.
- When smoke levels are high, do not use anything that burns and adds to indoor air pollution, such as candles, fireplaces and gas stoves. Do not vacuum because it stirs up particles that are already inside the facility.
- Fill your car's gas tank and stock it with emergency supplies, in case you are evacuated.
- Listen to the radio for updated information about the fire, smoke levels and air quality reports.
- Follow evacuation orders from local officials.

What should I do AFTER a wildfire?

- Call your Coordinator of Housing at IHQ.
- Return only when authorities say it is safe to do so.
- For several hours after the fire, maintain a "fire watch." Check and re-check for smoke, sparks or hidden embers throughout the facility, including the roof and the attic.
- Use caution when entering burned areas as hazards may still exist, including hot spots, which can flare up without warning. Evacuate and call 911 immediately if you smell smoke.
- If you smell gas or hear a blowing or hissing noise, open a window and get everyone out of the building quickly then call the gas company and/or fire department.
- Use battery-powered flashlights—NOT candles—when examining the building.
- Watch out for fallen power lines or broken gas lines and report them to the utility company immediately.
- Watch for ash pits and mark them for safety.
- Follow public health guidance on safe cleanup:
  - Use masks.
  - Wet debris down to minimize breathing dust particles.
  - Wear leather gloves and heavy soled shoes to protect hands and feet.
  - Cleaning products, paint, batteries and damaged fuel containers need to be disposed of properly to avoid risk.
  - Discard any food that has been exposed to heat, smoke or soot.

- Do not ever use water that you think may be contaminated to wash dishes, brush teeth, prepare food, wash hands or make ice.
- Check on the safety of the residents. This is why it's essential to know who is on site at the time of a crisis.
- Check for injuries. Call 911 for emergencies and provide first aid to persons in need until emergency responders arrive.
- Take pictures of the damage, both of the building and its contents, for insurance claims and reporting purposes.

## Fire Safety

What should I do in the case of a fire?

- If the fire is small and contained, utilize one of the on-site fire extinguishers. Otherwise:
  - Call 911.
  - Activate the building alarm.
  - Exit the facility and encourage members to do the same, following the evacuation plan.

What should I do AFTER a fire?

- Call your Coordinator of Housing at IHQ..
- Return to the facility only when authorities say it is safe to do so.
- Check on the safety of the residents. This is why it's essential to know who is on site at the time of a crisis.
- Check for injuries. Call 911 for emergencies and provide first aid to persons in need until emergency responders arrive.
- Take pictures of the damage, both of the building and its contents, for insurance claims and reporting purposes.

What should I do to PREVENT a fire?

- **General Fire Prevention:**
  - Smoking is prohibited inside all Delta Phi Epsilon properties and on the grounds. Be aware that some campuses are completely smoke-free, both inside and outside.
  - Candles are prohibited inside all Delta Phi Epsilon properties, although exceptions may be made for Initiation and other Ritual ceremonies. Electric or no-flame candles are allowed.
  - Remind residents not to overload circuits, use multi-outlet devices and install their own custom wiring as well as the risks of leaving small appliances (e.g. curling irons) on and unattended.
  - Flammable and combustible liquids should be stored in approved containers in accordance with NFPA 30, Flammable and Combustible Liquids Code.
  - Flammable liquids or aerosol cans should be properly disposed of.
  - Storage, furnace, maintenance and electrical rooms should be kept clean, uncluttered and clear of combustible materials.
  - Exit doorways and stairwells should be kept clear and accessible.
  - Fire doors should not be wedged open or the self-closing device installed on the door disengaged.
- **Evacuation Plans:**
  - Work with the VPHM to implement fire drills in accordance with Delta Phi Epsilon rules.
  - Work with the VPHM to review multiple evacuation routes with all members. If the primary route is blocked by fire or smoke, you will need a second way out.
  - Inspect windows, doors, screens and security bars to ensure they are not stuck and can be opened/removed quickly. Make sure all members know how to open windows and release security bars.
  - Inspect fire escapes and collapsible ladders to ensure their safety.
- **Fire Extinguishers:**
  - Each NDC property is required to have multiple fire extinguishers. The number of extinguishers will vary, based on the size of the facility.

- Regularly check the expiration date to ensure that the extinguishers are current. Make note of upcoming expiration dates and prepare to replace the extinguishers before they expire.
  
- **Sprinkler Systems:**
  - Sprinkler heads may not be painted for any reason, except for factory applied coatings.
  - A minimum 36-inch clearance should be maintained between the top of any storage/furniture/decoration and the sprinkler head deflector to eliminate any obstruction of water distribution.
  - Conduct monthly visual inspections of the equipment:
    - Control valves, to ensure that they are in the normal open position, accessible, properly sealed, locked and/or supervised, free from leaks and provided with appropriate signage identifying the portion of the system they control. (Many municipalities require that the sprinkler control valves be chained or locked open to prevent fraud or tampering. If your valves are locked, locate the key and keep it with your house keys. In the event of an accidental discharge from a sprinkler head, you will need to unlock the valves so that the water can be turned off. If the valves are locked with no known key, have the lock changed as soon as possible)
    - Gauges on wet/dry pipe systems, to verify that they are in good condition and that normal water/air pressure is being maintained.
  - Conduct quarterly inspections and tests:
    - Hydraulic nameplates on hydraulically designed systems, to verify that it is legible and securely attached to the sprinkler riser.
    - Alarm devices, to verify that they are free of physical damage.
    - Fire department connections, to verify that they are visible and accessible, that couplings or swivels are not damaged and rotate smoothly, that plugs or caps are in place and not damaged, that gaskets are in place and in good condition, that identification signs are in place, that the check valve is not leaking and that the automatic drain valve is in place and operating properly.
    - Test the water flow alarm on wet and dry pipe systems.
  - Conduct annual inspections and tests:
    - Spare sprinkler head supply, to ensure that there is a minimum of two sprinklers of each type and temperature rating and that there is a sprinkler wrench for each type of sprinkler.
    - A check of all sprinklers, hangers, pipes and fittings.
    - Test the main drain.
    - Test any antifreeze solution used.
    - Test and maintain valves.
  
- **Smoke Detectors:**
  - Conduct monthly inspections, per the manufacturer's instructions.
  - Replace the batteries at least once a year, even if they are only used in a backup situation. If an alarm starts making a chirping noise, replace the battery immediately and reset it.
  - Keep them clean. Dust and debris can interfere with their operation, so regularly vacuum over and around each alarm.
  - To perform a functional test of the detector, spray an aerosol can about 6-8 inches from the smoke detector, making sure that the "smoke" enters the sensing chamber of the detector.
  
- **Heat Sensors (if installed):**
  - Conduct regular inspections, per the manufacturer's instructions.

- Test and replace batteries as needed.

## Lockdown or Intruder

What should I do to PREPARE for a lockdown or intruder?

- Work with the VPHM to review the emergency plan with all members.
- Learn about the campus' specific alert notification plan.

What should I do in the case of an **intruder in the facility**?

- Call 911 immediately.
- Be as quiet as possible.
- If you can safely exit and run to safety, do so quickly and quietly.
- If you cannot safely exit or are unsure, find a safe place, barricading or locking the door(s) behind you. Stay low and be as invisible as possible.
- Do not leave safety to confront the intruder. They may be armed and/or unstable.
- Silence your cell phone and enact the emergency notification plan to alert residents to the situation.

What should I do when the **campus announces a lockdown**?

- Immediately restrict access to the facility, allowing only chapter members and appropriate officials (police, fire, medical and university personnel) to enter.
- Lock or barricade all doors and accessible windows—any possible entry point.
- Turn off the lights. Shut curtains and blinds.
- Take inventory of exactly who is on site and assemble everyone in a safe location, away from windows. Ensure that no one leaves the facility until you receive an official “all clear” announcement.
- Work with LT officers to determine the location of any resident or usual guest (e.g. all members, if during a chapter meeting) missing from the house.
- Call your Coordinator of Housing at IHQ.

What should I do AFTER a lockdown or intruder?

- Check on the safety of the residents. This is why it's essential to know who is on site at the time of a crisis.
- Check for injuries. Call 911 for emergencies and provide first aid to persons in need until emergency responders arrive.
- Unlock doors and windows, move barricades, open curtains, etc.

## **Suicide and Death**

It is our hope that no chapter will have to experience such a tragedy. Sadly, it does happen and you need to be prepared, just in case.

### **In the case of a suicide attempt. With or without serious injury.**

- Do not try to handle the situation without professional assistance.
- Call 911 in the case of serious injury, or if you worry that the member may still harm herself or others.
- Notify the Chapter President and Chapter Advisor.
- Work with the Chapter President to contact the counseling center on campus as soon as possible. They may be able to come to the facility to talk with the woman or meet her at the hospital.
- Keep a safe distance, especially if she has a weapon.
- Inform her that you have called for help and that it is on the way.
- Attempt to discretely isolate the student so there is not an audience and she cannot harm others.
- Stay with her until help arrives, or as long as you feel safe.
- Call your Coordinator of Housing at IHQ.
- Remember: This is her story to tell, and hers' alone. Do not discuss the situation with others, except as needed with your Coordinator of Housing at IHQ, Chapter President, Chapter Advisor or official personnel.

### **In the case of a death or suicide on-site or during a chapter activity**

- Call 911, then your Coordinator of Housing at IHQ.
- Do not touch the body or alter the scene.
- Do not call attention to the situation. Discretely isolate the space from any audience.
- Notify the Chapter President.
- Wait for emergency personnel to arrive.

### **In the case of a member's death or suicide off-site**

- Do not announce it to the members. The Chapter President and Chapter Advisor will work with Fraternity staff and university personnel to handle the situation appropriately.

### **Following a death**

- Do not move any of the deceased resident's personal possessions. Wait until you know the family's wishes.
- If there is a roommate, the VPHM should talk with her about moving out of the room (even temporarily).
- Work with chapter leadership to share support services with the membership, such as:
  - Counseling services
  - Therapy dogs
  - Sisterhood activities

- Memorial services

## **Resident and Guest Concerns**

### **Noise Complaints**

- Knock on the door and identify yourself.
- Ask the resident to lower the volume.
- If the noise complaint is due to voice levels, there may be an altercation going on inside. Prepare to call for help, if needed.

### **Fighting**

- Verbally try to break up the fight. Never put yourself in harm's way by physically intervening.
- Call campus police or 911, if needed.
- Observe and document participants as well as any "encouragers."

### **Drunkenness**

There is a very fine line between drunkenness and alcohol poisoning. Pay attention to their behavior and don't hesitate to call 911 if you sense alcohol poisoning. If it is a simple case of drunkenness:

- Notify the Chapter President.
- Help them to their room.
- Offer them water or an electrolyte drink to hydrate.
- Assign their roommate or another friend to stay with them to monitor their breathing. Drunkenness may develop into alcohol poisoning while they sleep. Remind the friend(s) of the signs of alcohol poisoning and instruct them to call 911 if they are concerned.

### **Disruptive or Unwanted Guest**

Disruptive guests come in a variety of forms—ex-significant others vying for a resident's affection once more, intoxicated parents on game day, a resident's friend who makes other residents uncomfortable, anyone who overstays their welcome, etc.

- Attempt to find out which resident invited the guest and request she ask them to leave or invite them to leave yourself. If they are agitated, be sure to keep a safe distance.
- Call 911 if you worry that someone may harm him/herself or others.

## Medical Emergencies

The best thing you can do in a medical emergency is to remain calm and comfort the person in pain. Remember, you are NOT a medical professional. Call 911 for major injuries and emergencies, and then administer first aid until professional help arrives. Never transport a member in your vehicle. Wait for emergency transportation.

### Alcohol Poisoning

Symptoms may include confusion, vomiting, seizures, slow or irregular breathing, blue-tinged or pale skin, low body pressure or passing out. Remember: A “passed out” person may die. Call 911 and stay with them until help arrives.

- If they are unconscious, roll them on their side to protect airways in case of vomiting.
- Try to wake the person up by calling their name, shaking them or pinching their skin.

### Drug Overdose

Symptoms will vary depending on the person, the drug(s) and the amount, but may include nausea and vomiting, drowsiness, loss of consciousness, trouble breathing, difficulty waking, agitation, aggression or violence, enlarged pupils, tremors, convulsions or hallucinations. Call 911 and stay with them until help arrives.

- If they are unconscious, roll them on their side to protect airways in case of vomiting.
- Try to wake the person up by calling their name, shaking them or pinching their skin.

### Mental Health Crisis

Mental illness shows up through a variety of symptoms, including everyday hints like stand-offish behavior to extreme interruptions like panic attacks. If you believe that a member is having a dangerous mental health crisis:

- Call 911 and stay with them until help arrives.
- If you can, isolate them from anything that could be used as a weapon.
- Attempt to isolate the individual from an audience.

## First Aid Intervention

First aid can save lives. While it is not a substitute for professional medical treatment, it can be administered while you wait for professionals to arrive in order to prevent long-term complications.

Below is a list of basic injuries with first aid interventions, as suggested by the CDC and Mayo Clinic:

### Anaphylaxis (Life-Threatening Allergic Reaction)

Call 911 then take the following actions:

- Ask the person if they are carrying an epinephrine auto-injector (e.g. EpiPen, Auvi-Q, etc.).
  - If so and they need help injecting the medication, it is usually done by pressing the auto-injector with force against the person's thigh.
- Have the person lie still on their back.
- Loosen tight clothing and cover the person with a blanket.
- Don't give them anything to drink.
- If there is vomiting or bleeding from the mouth, turn the person on their side to prevent choking.
- If there are no signs of breathing, coughing or movement, begin CPR (if certified to do so). Perform uninterrupted chest presses until paramedics arrive.

### Bleeding

Minor cuts and scrapes usually stop bleeding on their own. If not, or you're dealing with a larger cut:

- Avoid direct contact with the blood by using latex or plastic gloves. Wash your hands with soap and water before and after to avoid infection.
- Apply gentle pressure with a sterile bandage or clean cloth and elevate the wound.
- Use clear water to rinse the wound. You can use soap to clean around it but avoid getting it in the wound itself.
- If dirt or debris remains in the wound after rinsing, use tweezers cleaned with alcohol to remove the particles.
- Apply a thin layer of antibiotic cream or ointment to help keep the surface moist.
- Cover the wound. Bandages can help keep the wound clean and keep harmful bacteria out.
- Deep, gaping or jagged wounds with exposed fat or muscle will need stitches. Send the injured person to her doctor or an emergency medical center as soon as possible. Proper closure within a few hours minimizes scarring and reduces the risk of infection.

### Bruises and Black Eyes

- Elevate the injured area.
- Apply an ice pack wrapped in a towel or a cloth dampened with cold water. Do this for about 10 minutes. Repeat several times a day for 1-2 days after the injury, as needed.
- Apply warm-hot compresses after a few days when the swelling has stabilized.

- Consider acetaminophen for pain relief or ibuprofen for pain relief and to reduce swelling.
- Additional aid for black eyes: If you see blood in the white or colored parts of the eye, send the injured person to her eye doctor or an emergency medical center. Seek professional medical care immediately if the injured person has vision problems, severe pain, bruising around both eyes or bleeding in an eye or from the nose.

## Burns

For minor burns:

- Cool the burn with cool running water for 10-15 minutes to help soothe the pain.
- Remove jewelry or other tight items from the burned area, before the area swells.
- Don't break small blisters (no bigger than your little fingernail). If blisters break, gently clean the area with mild soap and water, apply an antibiotic ointment and cover it with a nonstick gauze bandage.
- Apply moisturizer or aloe vera lotion or gel, which may provide some relief.
- If needed, take an over-the-counter pain reliever, such as ibuprofen, naproxen sodium or acetaminophen.
- Send the injured person to her doctor or an emergency medical center if the burn covers a large area of the body, you notice signs of infection (oozing, redness or swelling) or she develops large blisters. They are best removed, as they rarely will remain intact on their own.

For major burns, call 911 then take the following actions:

- Check for signs of circulation. Look for breathing, coughing or movement. Begin CPR if needed (and if certified to do so).
- Remove jewelry, belts and other restrictive items, especially from around burned areas and the neck. Burned areas swell rapidly. Don't remove burned clothing stuck to the skin.
- Don't immerse large severe burns in cold water.
- Cover the burn with a cool, moist bandage or a clean cloth and elevate the wound above heart level, if possible.

## Choking

- Give 5 back blows between the person's shoulder blades with the heel of your hand.
- Give 5 abdominal thrusts (also known as the Heimlich maneuver).
  - Stand behind the person. Wrap your arms around their waist and tip the person forward slightly.
  - Make a fist with one hand. Position it slightly above the person's navel.
  - Grasp the fist with the other hand. Press hard into the abdomen with a quick, upward thrust—as if trying to lift the person up.
- Alternate between 5 blows and 5 thrusts until the blockage is dislodged.
- If the person becomes unconscious, lower the person to the ground.
- If the blockage is visible at the back of the throat, reach a finger into the mouth and sweep out the cause of the blockage.
- Perform standard CPR with chest compressions and rescue breaths (if certified to do so).

## **Dislocation**

Immediately seek professional medical assistance. In the meantime:

- Don't move the joint or try to force it back into place. This can damage the joint and its surrounding muscles, ligaments, nerves or blood vessels. Only splint the injured joint if you have been trained to do so.
- Put ice on the injured joint to help reduce swelling by controlling internal bleeding and the buildup of fluids in and around the joint.

## **Fainting**

- Position the person on their back.
- If they are breathing, restore blood flow to the brain by raising the person's legs above heart level, if possible.
- If the person doesn't regain consciousness within one minute, call 911.
- Check the person's airway to be sure it's clear. Watch for vomiting.
- Check for signs of circulation (breathing, coughing or movement). If absent, begin CPR (if certified to do so) and continue until help arrives.

## **Fractures (Broken Bones)**

Immediately seek professional medical assistance. In the meantime:

- Stop the bleeding by applying pressure to the wound with a sterile bandage, a clean cloth or a clean piece of clothing.
- Immobilize the injured area. Don't try to realign the bone or push a bone that's sticking out back in. Only splint the injured area if you've been professionally trained to do so.
- Apply ice packs to limit swelling and help relieve pain.
- Watch for shock. If the person feels faint or is breathing in short, rapid breaths, lay the person down with the head slightly lower than the trunk and, if possible, elevate the legs.

## **Hyperglycemia (High Blood Sugar)**

Caused by too little insulin, the person may show the following symptoms: warm or dry skin, rapid pulse and breathing, fruity sweet breath, thirst, drowsiness or even unresponsiveness (a diabetic coma). Here's how you can help:

- Call 911.
- While you wait for help to arrive, check their responsiveness, breathing and pulse.

## **Hypoglycemia (Low Blood Sugar)**

Caused by too much insulin, the person may show the following symptoms: weakness, faintness, hunger, confusion, irrational behavior, rapid pulse, trembling, deteriorating level of response or sweating with cold, clammy skin.

- Help them sit down.
- Look for a medical warning bracelet.

- Ask if they have an insulin pen or tablets. If they do, help them take it.
- If they do not, give them something sugary like fruit juice or candy.
- If they improve quickly, give them more juice and let them rest.
- If they do not improve quickly, call 911.
- While you wait for help to arrive, check their responsiveness, breathing and pulse.

### **Nosebleeds**

- Sit upright and lean forward to reduce blood pressure in the veins of your nose and avoid swallowing blood.
- Seek emergency care if the bleeding lasts for more than 20 minutes.

### **Seizures (Epilepsy)**

Grand mal or tonic-clonic seizures may cause the person to cry out, fall, shake or jerk and become unaware of what's going on around them. Here is how you can help:

- Ease the person to the floor.
- Turn the person gently onto one side to help them breathe.
- Clear the area around the person of anything that could cause injury during the seizure.
- Put something soft and flat, like a folded jacket, under their head.
- Remove eyeglasses so they do not break.
- Loosen scarves or ties or anything around the neck that may make it difficult to breathe.
- Check to see if the person is wearing a medical bracelet or other emergency information.
- Time the seizure from start to finish.

Call 911 if:

- The seizure lasts longer than 5 minutes.
- The seizure happens in water.
- The person has never had a seizure before.
- The person is injured during the seizure.
- The person has difficulty breathing or walking after the seizure.
- The person has another seizure soon after the first.
- The person has a health condition like diabetes, heart disease or is pregnant.

### **Sprains**

- Rest the injured limb.
- Ice the area using a cold pack, a slush bath or a compression sleeve filled with cold water.
- Compress the area with an elastic wrap or bandage.
- Elevate the injured limb above the heart whenever possible to help prevent or limit swelling.