

COMMUNICATION AND CASUALTY CARE + COPING IN AN EMERGENCY

Communication and Casualty Care

By the end of this session you will be able to:

- recognise the importance of effective communication.
- create an action plan to manage an incident.
- know how to make an emergency call.
- Make an emergency phone call.

Communication and Casualty Care

What is effective communication?

Coping with an emergency

Key points:

- Assess the situation
- Make the area safe
- Give emergency aid
- Get help

Communication and casualty care

Key points:

- Always communicate with the casualty if possible
- Listen carefully to what your casualty tells you
- Always make sure you have the correct information before dialling 999 or 112.



Communication and Casualty Care

When to call an ambulance

Before you call for an ambulance, you need to assess the casualty. To do this, follow the steps of the [Primary Survey](#), to see if they have any life-threatening or other serious conditions.

If the area isn't safe for you to assess the casualty, then call an ambulance straight away.

If someone's condition is life-threatening or very serious, then call 999 or 112 for medical help.

If someone's condition isn't serious, then you need to decide if they need treatment or not, and what options there are – for example, to drive them to hospital, or to call their doctor's surgery for medical advice.

Communication and Casualty Care

- **Listen**
- **Reassure**
- **Avoid cross-infection**
- **Dispose of waste properly.**
- **Always communicate with the casualty if possible**
- **Listen carefully to what your casualty tells you**
- **Always make sure you have the correct information before dialling 999 or 112.**

Communication and Casualty Care

Think about this scenario...

A young boy has fallen from a swing in the park. He is holding his head and crying loudly. His grandparents are panicked and a crowd is starting to gather.

- How would you approach the casualty?
- How would you deal with the bystanders?
- How might the casualty feel in this situation?
- What could you say and do make the casualty feel better?

When to call 999 or 112

Call 999 or 112 if someone needs immediate medical help. For example, if you think they: have had a heart attack, have a spinal injury or if they're bleeding severely.

When you get through to the emergency services, you'll need to give:

- your name
- a description of the condition of the casualty/casualties
- your telephone number or the best number for them to contact you on
- the exact location of the incident
- a description of the type of incident and how serious it is
- details of any hazards, such as gas, damage to power-lines or bad weather conditions

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