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# Until Help Arrives

## You Make a Difference



Injuries can happen at any time. In fact, you never know when you might find yourself in a situation where someone, a stranger perhaps, needs immediate medical help for a life-threatening injury. You are the most important help available to someone with a serious, life-threatening injury.



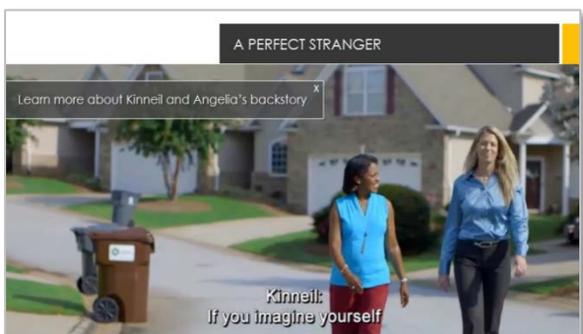
When someone experiences a life-threatening emergency, the first care they can get can be the difference between life and death.

**OBJECTIVES**

By the end of this topic, you will be able to:

1. State the steps you can take when responding to a life-threatening situation.
2. List different reactions you may have in a stressful situation.
3. Understand the importance of practice and rehearsal to improve your response to a life-threatening situation.

Over the next 30 minutes, we'll explain why you should help, how you can help, different reactions you might experience in the midst of an emergency, and how to mentally prepare yourself to help as much as possible.



The following tells the story of an event that brought two strangers together. It is a powerful reminder that at a moment's notice, any one of us might find ourselves in a situation where we are the help until help arrives. In the end, this film calls on all Americans to remake what it means to be a bystander. The following is the transcript of the video entitled, "A Perfect Stranger."

# Until Help Arrives

**Kinneil:** It was a little strange to sit down to someone that you've never met before, and decide that you're gonna grab their hand and tell them everything is okay.

**Angelia:** I screamed. That's all I remember doing at that moment. I knew I was going to wreck.

**Kinneil:** I remember feeling like we had to do something immediately right now.

**Angelia:** The day started out like any other day. It wasn't cold. It wasn't hot. My friend called me that morning and said, "I'm gonna take out my Harley, and you got your new bike, and so let's just go out and have some fun."

**Kinneil:** All of a sudden, I see the woman on the motorcycle just flying through the air. I just remember saying, "Stop the car."

**Angelia:** I remember getting thrown headfirst over the motorcycle. And I heard them say, "Don't move. Please don't move." Blood was streaming down and it went on into the cutter. There's still the mark of the blood.

**Kinneil:** And then when we pulled up and saw her, blood was rushing down out of her leg and into the gutter. My husband's cousin took his shirt off and immediately started applying pressure to stop the bleeding.

**Angelia:** Kinneil was holding my hand. I remember that distinctly. She was saying, "You're going to be okay." And to hear those words was so important.

**Dr. Lutz:** I really feel bystanders have a responsibility to act. Don't be afraid. You're not gonna hurt yourself. You're not gonna hurt the patient. All you'll do is help. Even if it's just a comforting hand.

**Andrew:** Doing something is better than doing nothing. That helps us more than they would ever realize. That can make all the difference between life and death.

**Kinneil:** If you imagine yourself in a situation where you've been in an accident, you're vulnerable; you're frightened, think about what you would want.

End Video.

For more information about Angelia and Kinneil's back story, go to:  
[https://community.fema.gov/story/a-perfect-stranger?lang=en\\_US](https://community.fema.gov/story/a-perfect-stranger?lang=en_US)

# Until Help Arrives

**YOU MAKE A DIFFERENCE**

If you act quickly and purposefully, you can save lives:

- Call 9-1-1 to activate the Chain of Survival.
- Move the injured away from danger to keep them safe.
- Keep them alive until medical responders arrive:
  - Apply pressure to bleeding.
  - Help them to breathe by allowing them to sit up or lean forward, or by placing them on their side if they are unconscious.
- Talk to the injured and provide comfort.

v.1

If something happens where people are injured, act quickly and with a purpose. Remember to call 911 as soon as possible. Then, move the injured away from any remaining danger, and then, do anything within your ability to keep them alive: apply pressure to stop bleeding, reposition them to help them breath, talk to them and provide comfort if they are conscious.

It's important to note that if you think an injured person is in immediate danger that could result in additional injuries, try to get them out of harm's way before calling 9-1-1. If you are able, you should help them and then call, or get someone else to help them or call.

**RESPONSE IMPACT**

**EMS Response Time: 6-9 minutes\***

Life-threatening injuries can kill within minutes – before medical responders arrive. Simple actions save lives; you can take relatively easy steps that may have a great impact on survival.



\* National Average

30 minutes is a long time. The person who's bleeding and continues to bleed and there's a giant puddle of blood on the ground which should be inside that person's body.

v.1

The typical EMS response time is only about 6 to 9 minutes. However, life-threatening injuries can kill within minutes, before medical responders arrive! The following is the transcript of the video entitled, "You are Part of Our Team."

**Dr. E. Reed Smith:** Any first responder will tell you that it is rare, really rare, to show up on any scene—whether it's a fire, whether it's someone sick, whether it's a cat in a tree, where someone isn't

trying to do something. We do a pretty good job as professional medical response; we do a good job getting there quickly.

But we get there and nothing's been done. When we get there and there's been a huge time lag. When you get there and it's been 30 minutes, and that person's now cold and we know that getting hypothermic, getting cold, when you're traumatically injured kills you, we know that... If a person's in a position where they can't breathe well, right and they haven't been getting enough oxygen, that kills you we know that. 30 minutes is a long time. The person who's bleeding and continues to bleed and there's a giant puddle of blood on the ground which should be inside that person's body...

So can we keep them alive? Maybe. But it's going to be way harder if we don't have the citizen helping us out. You know it's a team, we're a team, we're here to help you - we need you to help us.

**Clare Burley:** People are afraid because they don't have formal training, that they might make a situation worse. Really it's very very hard to make the situation worse. If you're in a situation where someone is suffering some kind of life threatening emergency, it's pretty hard to make it worse for them than it already is. It's much better to try to do something, you're very unlikely to cause them harm. So it's better to at least give it a shot, it's a difference between life and death for that person. We're quick but we're not that quick.

# Until Help Arrives

**Anne Marsh:** If people knew that they could intervene and do something immediately, would help enormous numbers of people. The worst thing you can do is just stand by and do nothing. End of video.

**GOOD SAMARITAN LAWS**

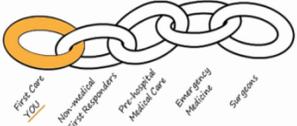
- Good Samaritan Laws protect those who help until help arrives from liability.
- All 50 states and the District of Columbia provide measures of protection to those who provide care in a prudent and reasonable manner to ill or injured persons.
- Good Samaritan laws differ from place to place so check the laws in your area if you are concerned.

v.1

It's important to note that you won't get in trouble for helping! Good Samaritan Laws help protect those who help until help arrives. State laws known as "Good Samaritan" laws generally protect people who provide uncompensated medical care or assistance during a life-threatening situation. These laws vary by state, but their shared aim is to protect people who provide care in a prudent and reasonable manner to ill or injured persons.

**CHAIN OF SURVIVAL**

How the emergency medical system flows to keep people with life-threatening injuries alive:



v.1

When you call 911, you are starting the first part of the emergency medical system. The Chain of Survival is how the emergency medical system flows to keep people with life-threatening injuries alive. It starts with YOU.

**IMPACT OF STRESS**

In a life-threatening emergency, you will experience physical and psychological effects that may include:

- Distortion of Time Assessment Loop:
  - Denial
  - Deliberation
  - Action
- Distortion of Senses:
  - Sight (Tunnel Vision)
  - Sound
- Adrenaline (Fight/Flight Response)
  - Temperature change
  - Shaky
  - Loss of other functions
- Nausea



<http://emergency.cdc.gov/mentalhealth/>

v.1

In a life-threatening emergency, you will experience physical and psychological effects that may include distortion of time, distortion of sense – like having tunnel vision or muffled sounds. Your adrenaline may kick in and activate your fight or flight response, meaning you may experience a change in body temperature, feel shaky, and/or lose control of other body functions. You may also feel nauseous. These are all normal reactions to

stress, and most people will experience them. In an emergency, your brain will search your previous experiences for an anchor that tells it how to respond. Training, including mentally rehearsing how you would react, provides a hook for your brain and speeds your assessment process, making your response faster.

# Until Help Arrives

**IMPROVE YOUR RESPONSE**



**Train your brain.**  
Talk about and practice what you would do in various emergency situations to improve the speed with which you respond.

v.1

Professional first responders train regularly to make their reactions to emergencies second nature; many report doing their jobs during a crisis 'without thinking about it.' Even the process of talking through **how** you would respond will improve your response time; talk with your family, friends, and workers about how you would respond in certain situations.

**There's been a car accident . It looks like people are injured. A conscious victim is bleeding in front of you. What should you do?**



Run Away to Safety

Call 911

Yell for others to help

v.1

Let's see what you remember. We discussed what you should do when you arrive at the scene of a life-threatening situation. Select the best answers for the following scenarios.

There's been a car accident. It looks like people are injured. A conscious victim is bleeding in front of you. What should you do? Run away to safety? Call 911? Go find somebody else to help? The correct answer is call 911.

**You've stopped the flow of blood, but there are still no first responders around. You are starting to feel nervous and doubting yourself. You should...**



Call for the assistance of someone else, you need to get a clear head first

Since the bleeding has stopped, run away and look for help

Continue working with the injured person, realizing this is a normal reaction to stress

v.1

You've stopped the flow of blood, but there are still no first responders around...you are starting to feel nervous and doubting yourself. What should you do? Call for the assistance of someone else, you need to get a clear head first? Since the bleeding has stopped, run away and look for help? Continue working with the injured person, realizing this is a normal reaction to stress? The correct answer is continue working with the injured person, realizing this is a normal reaction to stress.

**KEY POINTS**

- You are the first link in the Chain of Survival.
- Stress can significantly affect how you respond.
- Practice how you will respond to improve your ability to act quickly and effectively.

v.1

You just learned why and how you should help when you encounter someone who has been injured. Kinneil didn't just stand by, she cared enough to stop and provide a comforting hand and reassuring voice. You can do the same thing. Remember, you may be the only help available to someone with a serious, life-threatening injury.

# Until Help Arrives



Over the next several minutes, we'll review ways you can help. Of course, always call 9-1-1. Keep in mind your safety and the safety of the injured. If someone is bleeding, take action to stop the bleeding. You may need to position the injured so they can breathe more easily. And finally, providing comfort and support can be just as valuable as providing medical support. End of Topic.

## Call 9-1-1

**ROLE OF THE 9-1-1 OPERATOR**

**Keep calm and follow directions:**

- Take a deep breath.
- Let the 9-1-1 operator guide you.

The questions they ask help send the right resources to the right place. Depending on the situation, they will give you specific instructions – **follow their lead and let them coach you through the life-threatening situation.**

v.1

Let's start with calling 9-1-1. We all think we know how to call 9-1-1 during an emergency, but have you ever really had to do it? You might be surprised at how stressful it can be. Here are some tips for how to do it well so the operators can get the right kind of help to you as soon as possible.



This topic will go over the questions that a 911 operator will ask and will explain how you can work together with your operator to provide the best possible response.

**OBJECTIVES**

**By the end of this topic, you will be able to:**

1. Answer the questions asked by the 9-1-1 operator.
2. Collaborate with the operator during the call.

v.1

No matter what, you should ALWAYS call 911! 911 operators are highly trained and will help you work through the situation, tell you what to do to help, help you to focus, and instruct you on how to be as safe as possible. Always make the call...even if you think others may have done it already.

**CALL 9-1-1**

**Always call 9-1-1!**

9-1-1 operators are highly trained and will help you:

- Assess what's going on.
- Take appropriate action.
- Be as safe as possible.

It always helps to call – don't assume someone else has already done so.

v.1

When you make a 911 call, it's normal to feel stressed; you might be surprised to find that this happens even when you practice! Take a deep breath and lean on the operator. They will ask you specific questions that help them send the right type of help to you. Depending on the situation, they may give you specific instructions. Follow their lead and let them coach you!

# Until Help Arrives

**COMMON QUESTIONS**

- Q** Where: Specific locations such as floor, room number, landmarks  
**A** so respondents can find you easily and quickly.
- Q** Type and severity of life-threatening situation  
**A** so the right respondents and equipment are sent.
- Q** Safety concerns (obvious dangers or ongoing threats)  
**A** to help protect and aid everyone on the scene.

v.1

Operators may ask you some common types of questions about where you are, what is happening, who else is involved, and if the emergency is still happening, for example, if there is still a fire in the building or if there is a shooter nearby. It's ok if you don't know the answer, don't worry about knowing exactly what to say or sounding silly in front of the operator. Just give them as much specific information as you can, for example, if you

are in a building, what floor number are you on, are you nearby any signs or other landmarks that will help responders to find you? This type of information can be really important to the people coming to help you.

**In which situation should you call 9-1-1?**



v.1

Let's see what you remember. We just discussed the importance of calling 9-1-1. Use the information you learned to select the best answers for the following scenarios.

In which situation **should** you call 9-1-1?

Scenario 1, you see a car crashed into a telephone pole with someone unconscious.

Scenario 2, you see someone standing around their car which has had its tires stolen.

The correct answer is scenario 1- when you see someone unconscious after an accident.

**What is the first question you should be prepared to answer from the 911 operator?**



- Can you get someone else to help?
- Where is your emergency?
- How old are you?

v.1

What is the first question you should be prepared to answer from the 911 operator? A. How old are you? B. Where is your emergency? C. Can you get someone else to help? The correct answer is B, where is your emergency?

**The operator is asking you several questions that you aren't able to answer. You should:**

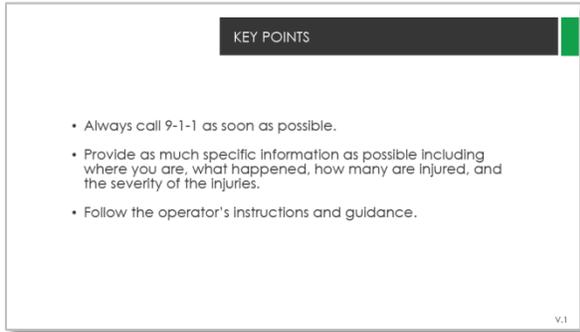


- Explain to the operator that they are asking too many questions and that you can't answer them.
- Take a deep breath, and provide as much information as you can...no matter how non-specific it may be.
- Say you can't help and that you are going to try to find someone else to give the phone to.

v.1

The operator is asking you several questions that you aren't able to answer. You should: A. Say you can't help and that you are going to try to find someone else to give the phone to. B. Explain to the operator that they are asking too many questions and that you can't answer them. C. Take a deep breath, and provide as much information as you can...no matter how non-specific it may be. The correct answer is C.

# Until Help Arrives



KEY POINTS

- Always call 9-1-1 as soon as possible.
- Provide as much specific information as possible including where you are, what happened, how many are injured, and the severity of the injuries.
- Follow the operator's instructions and guidance.

v.1

You just learned why it's important to call 9-1-1. One of the best things you can do when you come upon what may be a life-threatening situation, is to call. Stay on the line with the operator, and answer their questions as calmly as you can. 9-1-1 Operators will help you get the help you need. End of Topic.

## Stay Safe



During a life threatening situation, you need to be aware of what's happening around you, before you try to offer assistance. You can't help anyone if you get hurt yourself.

**OBJECTIVES**

By the end of this topic, you will be able to:

1. Decide whether to stay and help, grab the injured and get to safety, or get yourself to safety.
2. Demonstrate how to safely move an injured person away from further harm.

v.1

In this topic, you'll get some tips on how to approach an emergency and what to keep an eye out for when you are helping others.

**ASSESS THE SITUATION**

Briefly pause. Use all your available senses:

 What do you see? <ul style="list-style-type: none"><li>• Downed power lines</li><li>• Smoke</li><li>• Debris</li><li>• Moving vehicles</li><li>• People running</li></ul>	 What do you hear? <ul style="list-style-type: none"><li>• Voices</li><li>• Creaking</li><li>• Hissing</li><li>• Booms</li><li>• Gunshots</li></ul>	 What do you smell? <ul style="list-style-type: none"><li>• Gasoline</li><li>• Smoke</li><li>• Chemicals</li></ul>
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v.1

Remember that you'll probably feel the effects of stress when dealing with an emergency....so it's very important pause, and try to gather as much information as you can using all your senses. For example...what do you see? What's happening around you? What do you hear? Any voices, screams, noises that cause concern? And what do you smell? Any fumes or chemical smells?

**BEFORE TAKING ACTION**

Use your best judgment...

```
graph TD
    Q1((1. Do you feel safe at this spot?)) -- YES --> A1[STAY  
Start providing care.]
    Q1 -- NO --> Q2((2. Can you move the injured person?))
    Q2 -- YES --> A2[LEAVE  
Take the injured person out of harm's way.]
    Q2 -- NO --> A3[LEAVE  
Move to a safer location.]
```

v.1

It's important to help when you can, but it's also important to be as safe as possible. It all comes down to using your best judgement before taking action! You want to decide if you are safer where you are or somewhere else, and if you do decide to leave, if you need to consider if you can take someone else with you.

# Until Help Arrives

**HOW TO MOVE THE INJURED**

**4 Person**



**2 Person**



**Move Smartly**

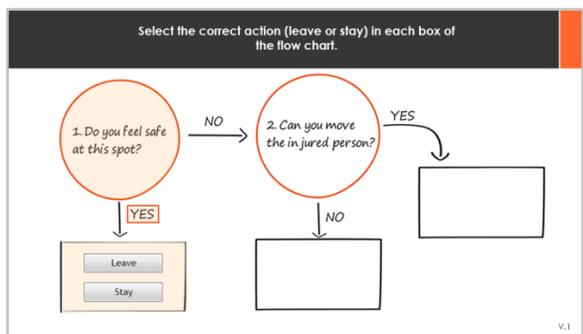
- Use others around you
- Use things around you: blankets, chairs, carts etc.

Moving an injured person who is in grave danger will not cause more harm than leaving them to die.

V.1

If you decide to go, and you want to take an injured person with you to get them away from continuing danger, you want to move smartly. What does that mean? It means using what's around you- like other people, a cart or vehicle, chairs, blankets, etc. OR using a smart carry- like the ones pictured. You want to use the least amount of energy possible, especially if you need to move multiple people.

Remember, if someone is in grave danger, the goal is to get them away from that danger by whatever means possible, so when in doubt, do whatever you can. Think about someone lying in the middle of a busy street; if they stay there, they are in great danger of being hit by a car so you want to get them out of traffic however you can, including dragging them if that's the best way to get them off to the side of the road. Once they are safe, call 9-1-1.



Let's see what you remember. Earlier we had you explore a flow chart of questions to ask yourself prior to providing care. Work through the flowchart from left to right. Based on the "yes" or "no" responses to the questions you should ask, choose "Leave," or "stay."

**KEY POINTS**

- Use your senses to gain situational awareness.
- When you can, move the injured away from harm using others to assist when possible.
- Use your best judgment, you are the help until help arrives.

V.1

You have learned why it's important to be aware of your surroundings during a life threatening situation. Remember to keep yourself safe, so that you are able to help others.  
End of Topic.

## Stop the Bleeding



Bleeding is a fast killer; one of the easiest and most important things to do is to stop bleeding as quickly as possible.

**OBJECTIVES**

By the end of this topic, you will be able to:

1. Recognize life-threatening bleeding.
2. Apply firm, steady pressure to stop life-threatening bleeding.
3. Understand when to use a tourniquet.
4. Optional: Apply a tourniquet.

v.1

The following topic discusses life-threatening bleeding and how to control it; either by applying firm, steady pressure or if necessary, using a tourniquet.

**WHY YOU NEED TO STOP THE BLEEDING**



We have a set amount of blood in our bodies based upon your size and other things, generally 5 liters, 5-6 liters of blood.

v.1

Transcription of video, “Time is Crucial”.

**Dr. E. Reed Smith:** If you see somebody and you’re like “Wow that’s a lot of blood!” or “Wow that’s a lot of bleeding!” you should do something. That’s significant bleeding. What happens is it’s all about the amount of blood loss. We have a set amount of blood in our bodies based upon your size and other things, generally 5 liters, 5-6 liters of blood.

We know from medical science and studies at what point your body starts to have not enough blood. To the point where it’s causing physiologic problems, it’s causing problems. That starts around 500cc or about half a liter to a liter of blood. If you lost 2 liters of blood, and 3-5 minutes is pretty fast to lose that amount, it’s more like 10-15 minutes in bad bleeds. Once you get to that point and beyond that, potentially, you can go into a state of what we call irreversible shock. And essentially the tank doesn’t have enough gas in it to keep the engine running.

# Until Help Arrives

Irreversible shock is irreversible. Which means it doesn't matter what we do. It doesn't matter how good your trauma center is, it doesn't matter how good your doctors are, it doesn't matter how good your paramedics are, it doesn't matter. Once you start that physiologic process of irreversible shock, it continues. We can't break that cycle, and you will die, or that person will die. The point- the only treatment for irreversible shock is prevention of irreversible shock. Don't let them get to that point. That blood belongs in the body; it doesn't belong on the street. It belongs in the body, so let's keep it there. No matter how we do it, let's keep it there. End of Video.



Thanks Dr. Smith! When someone is bleeding badly, you need to stop the bleeding right away so they don't go into shock. When your body loses about half its blood volume, about the amount pictured in these liter bottles, a person WILL die, even if you eventually make it to a hospital and receive medical care. You can lose that amount of blood within minutes so every drop of blood counts. So how can you stop the bleed?



Transcription of video, "How Do You Stop The Bleeding?"

**Dr. E. Reed Smith:** Pressure stops bleeding, it's one of those things in medicine we've known a long time. It's one of the things that, it's a truth in medicine that's true today and it'll be true in a hundred years. Pressure stops bleeding. So what we really want the citizen to do, how do you stop

bleeding if you're on the side of the road or in the middle of the woods and waiting for someone to come help you? Is you have to put pressure on the bleeding. There are a couple things about that that people need to understand.

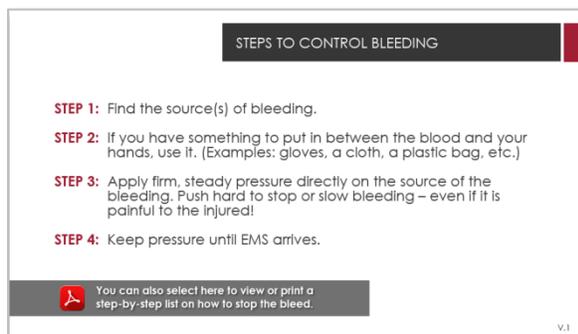
Number one: You got to understand a little about the anatomy. The major blood vessels, the ones that'll cause bleeding to the point where you're going to die, are always deep under the skin near the bone. So there always down and they run along major bones. That means you have to apply a lot of pressure. It's not just a little bit of pressure; it's a significant amount of pressure.

Number two: It may cause some discomfort and that's okay, you're not doing any damage, you're not hurting them; you're actually saving them.

# Until Help Arrives

And number three: You have to hold it for a long time. You have to make sure you're holding pressure for long enough that the clotting process starts. How long is that pressure? As long as you can- until we get there or you can't hold it anymore. What people have a tendency to do is they want to come up and put a bandage on a bleeding wound. A bandage doesn't stop bleeding; all it does is soak up blood. And again, that blood that it's soaking up into that bandage should be in your body, it shouldn't be being soaked up into that bandage; we want it to stop. So before you put the bandage on, before you make something look pretty, you got to put pressure on it. And that pressure is what works.

If you don't get the bleeding stopped, even if you slowed the bleeding, maybe you buy that person enough time until we can get there and completely control the bleeding. And then some bleeding can't be controlled, the wounds are too big, the artery is too large, the vein too large... that's where we look at tourniquets. And even still, if you have a wound that needs a tourniquet, I want to put pressure on it while I'm getting the tourniquet in place. Because if you're free flowing blood while I'm working on getting my tourniquet, you're dying while I'm getting my tourniquet in place. We want to stop the dying. We stop the dying by stopping the bleeding with pressure and then we apply the tourniquet which then further controls it. That's the key. End of Video



Thanks again Dr. Smith. Just for review, here are the steps to control bleeding. First, you find the source of the bleed. It may come from one place, or multiple wounds. Second, if you have something to put in between the blood and your hands, like a pair of gloves, a piece of cloth, or even a plastic bag, you should use it to keep things as sanitary as possible. Third, apply firm, steady pressure directly on the source of the bleed. Push hard to stop or

slow down the bleeding, even if it's painful to the person you are helping! Finally, keep pressure until EMS arrives and takes over; use other people to help you if you get tired.



Think of the tourniquet as another way to apply firm, steady pressure when the injury is to an arm or leg, and the bleeding is so severe it cannot be controlled otherwise. If you have access to a tourniquet, you should practice using it (carefully) on a friend so you are familiar with it.

# Until Help Arrives

**HOW TO USE A TOURNIQUET** (OPTIONAL)

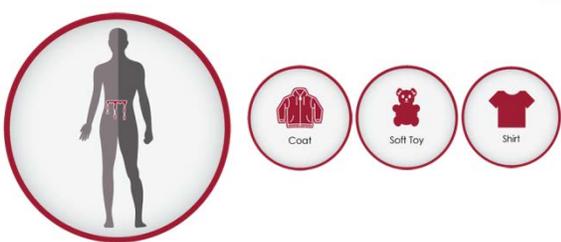
1. Place as high as possible on the injured limb – closest to the torso. (Can be placed over clothing.)
2. Pull the strap through the buckle.
3. Twist the rod tightly until bleeding stops/slowly significantly. (May be very painful.)
4. Secure the rod.
5. If bleeding doesn't stop place a second tourniquet.
6. Leave in place until EMS takes over care.



v.1

This is a step-by-step list on how to use a tourniquet.

Which of the following items would be best used to stop heavy bleeding?

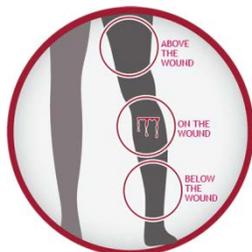


Coat      Soft Toy      Shirt

v.1

Let's see what you remember. Dr. Smith discussed why it's so important to stop the bleeding. Which of the following items would you use to stop heavy bleeding if a tourniquet is not appropriate or available? A coat? A soft toy? A shirt? The correct answer is a shirt.

In order to slow the rate of bleed, select the best place for the application of a tourniquet.



ABOVE THE WOUND  
ON THE WOUND  
BELOW THE WOUND

v.1

We also learned that a tourniquet is a way to provide steady pressure to a bleed when it cannot be controlled otherwise. In order to slow the rate of the bleed, what is the best place for the application of a tourniquet if the wound is located near the knee? On the wound? Above the wound? Below the wound? The correct answer is above the wound.

**KEY POINTS**

- Apply firm, steady pressure on the source of bleeding.
- If you cannot control the bleeding with manual pressure, then consider applying a tourniquet.
- Keep pressure until professional first responders arrive.

v.1

You have learned why it's important to stop the bleeding and how you can stop the bleeding. You also heard Dr. Smith talk about how quickly blood loss occurs and what happens when somebody loses too much blood. Remember to do what you can to keep blood in the body, hopefully preventing irreversible shock. End of Topic

## Position the Injured



Positioning an injured person correctly and comfortably is one of the easy ways you can help keep someone alive

**OBJECTIVES**

By the end of this topic, you will be able to:

1. Describe life-preserving body positions for an injured person who is conscious.
2. Describe life-preserving body positions for an injured person who is unconscious.

V.1

This topic shows you how to position someone to help them breathe as easily as possible whether they are conscious or unconscious.

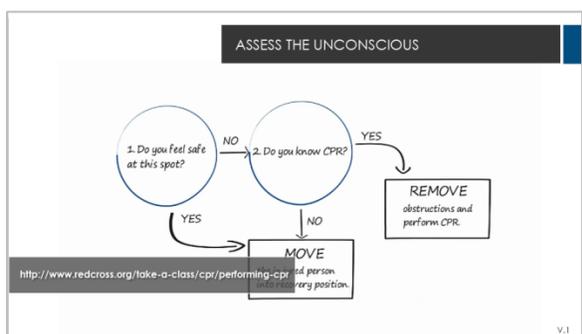
**ALLOW SELF MANAGEMENT**

When a person is conscious and breathing, allow them to position themselves, if they are struggling to do so assist them.

Do not force them to lie down or sit up!

V.1

We've all been told that when someone is sick, they should lie down but actually, if someone is conscious, meaning awake and probably talking to you, let them sit or lie however they feel best. The body will automatically go to the best position when someone is alert. If they are struggling to move, simply help them to a more comfortable position. Don't force them to lie down or sit up, especially if they are trying to re-position themselves!



What should you do if the person is unconscious, or not awake and able to respond? If the injured person is breathing, move them into the recovery position. If they aren't breathing, and you are able, remove obstructions and perform CPR.

# Until Help Arrives

**RECOVERY POSITION SET-UP**

- Body: Laid on its side
- Bottom Arm: Reached outward
- Top Arm: Rest hand on bicep of bottom arm
- Head: Rest on hand
- Legs: Bent slightly
- Chin: Raised forward
- Mouth: Pointed downward



 How to set up someone in the recovery position.

V.1

If you are helping an unconscious person, you should move them into what's call the "recovery position." The recovery position is a way to place the body on its side to keep the airway open and prevent choking.

**What is the correct position to place a seriously injured person in.**



V.1

Let's see what remember. We discussed the importance of moving an unconscious person to the recovery position. Select the best position for the unconscious person in the following scenario. What is the correct position to place a seriously injured person in? Rotate injured person onto side, Flip injured person flat on stomach, or attempt to sit the injured person up. The correct answer is to rotate injured person onto side.

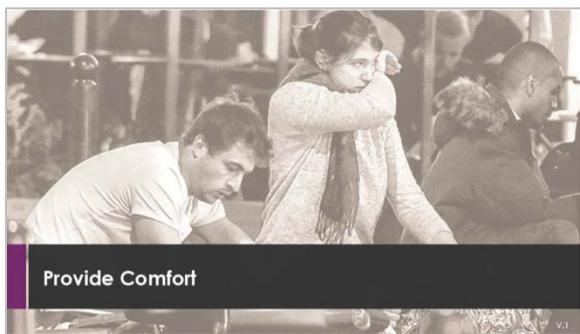
**KEY POINTS**

- If someone is conscious and breathing, allow them to position themselves. Do not force the injured to lie down or sit up.
- If someone is unconscious, move them into the recovery position. Minimize movement of the head and neck.

V.1

You have learned how to position both a conscious and unconscious person. The most important thing to remember is to put them in a position that will help them breath as easily as possible.  
End of topic.

## Provide Comfort



Offering comfort and kind, encouraging words can be just as valuable as offering medical support. Survivors often remember the words and support given by those around them.

**OBJECTIVES**

By the end of this topic, you will be able to:

1. Use simple words to comfort and engage with the injured.
2. Use simple actions to provide comfort and practical assistance to injured.
3. Ask simple questions to gather information from the injured.

v.1

This topic will give you some tips on how to best provide comfort to people who are seriously injured as well as those around them.

**SIMPLE WORDS**

**What can you say?**

Share names and ask basic questions.

- How can I help?
- What do you need?
- What happened?

Tell them what:

- You currently know about what happened but don't speculate.
- Is being done to assist them.
- Is going to happen next.

v.1

Any time you help someone; always start by asking them if you can help. You might start by saying your name and asking "How can I help?", "What do you need?", or "What happened?" Try to keep them calm and focused on you. Tell them what you currently know and what is going to happen next. Also help them understand what's being done to assist or treat them if someone is attending to them.

**SIMPLE ACTS**

**What can you do?**

- Keep them warm.
- Offer a hand to hold.
- Maintain eye contact.
- Be patient and understanding.
- If you have to move on to provide aid to another person, let them know.



v.1

If it's comfortable for you, it's also appropriate to offer a hand to hold or a shoulder to lean against. Maintain eye contact, be patient and understanding, and if you have to move on to provide aid to another person, tell them help is coming.

# Until Help Arrives

**KEEPING THE INJURED WARM**

Keeping the injured person warm will:

- Improve blood clotting.
- Reduce stress on the body.
- Provide a level of comfort.



v.1

When people have serious injuries, it is very important to keep them warm. Cover the person you are helping up and if you can, put something between them and the ground.

Even if it seems warm out to you, the injured person may be losing body heat which can lead to hypothermia. Keeping an injured person warm improves blood clotting, reduces stress and lowers the risk of shock. It also makes them more comfortable.

**WORKING WITH CHILDREN**

- Sit or crouch at eye level.
- Shield them as much as possible from the scene; create a barrier between them and the injured.
- Use simple words.
- Listen carefully and ask questions to make sure they understand.
- Be aware that children may start acting younger than their age.



v.1

You might find yourself needing to help a child or someone with access and functional needs. In general, when addressing children, try to sit or kneel at eye level and explain things to them in a way they can understand.

**WORKING WITH THOSE WITH ACCESS AND FUNCTIONAL NEEDS**

- Ask what you can do to help, don't assume.
- If the person has a caregiver or family member with them, keep them together.
- If the person has medical equipment or a service animal with them, keep them together.
- Confusion, difficulty hearing, loss of memory, and other similar issues may be the result of injuries.



Psychological First Aid (PFA)

v.1

People with access and functional needs may need help moving or communicating; be patient and understanding and let them tell you how you can best help. You can learn how more about providing compassionate support by reviewing Psychological First Aid (PFA).

<http://emergency.cdc.gov/mentalhealth/>

You see an injured, conscious person propped up against a vehicle. From the options below, select the best thing to say to this person.



v.1

Let's see what you remember. We discussed the various ways you can provide comfort. Use the information you learned to select the best answers for the following scenarios.

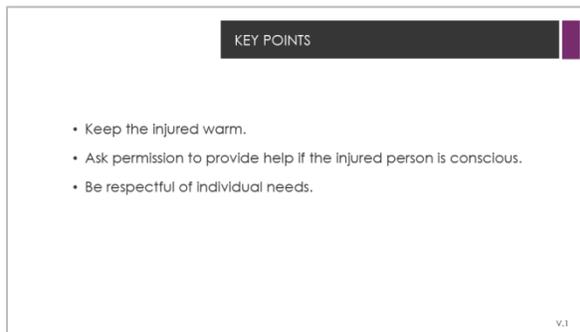
Scenario 1, you see an injured, conscious person propped up against a vehicle. From the following options, select the best thing to say to this person. Is there anything I can do to help? Your injury

looks serious; I need to get a doctor over here really fast. I'm going to go find somebody to help. The correct answer is the first option; ask them if there is anything you can do to help.

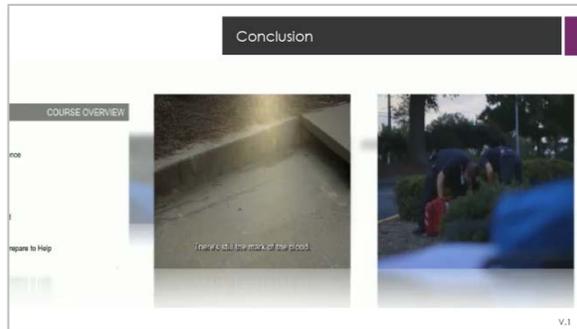
# Until Help Arrives



Scenario 2, the injured person becomes unresponsive. Of the following items available, select the most appropriate to help. Bottle of water, blanket, or granola bar. The correct answer is blanket.



You have learned that providing comfort can be just as valuable as providing medical support. Talk to the injured, ask them questions, hold their hand if appropriate. Also remember to keep them warm. These simple things can help someone survive. End of Topic.



You've just heard about the different ways that you can assist until professional help arrives. By making the decision to stay and help, and then doing simple things such as, *call 9-1-1, stay safe, stop the bleed, position the injured, and provide comfort*, you can be the difference between life and death. Thanks for watching! You will now be lead to your certificate where you can also learn more about what to do Until Help Arrives! End of topic.

Please go here (<https://community.fema.gov/until-help-arrives/wbt-student-post-course>) for your certificate. End of Course.