

CARE Emergency Protocols

Critical Response Guidelines

 **ALWAYS CALL 911 FIRST FOR LIFE-THREATENING EMERGENCIES**

This guide is for reference AFTER ensuring immediate safety.

Emergency Contact Numbers

Life-Threatening Emergency

911 - Police, Fire, Ambulance

CARE Coordinator

321-252-9411 - Text or leave a voicemail anytime for urgent concerns

Crisis Lines

- **988** - Suicide & Crisis Lifeline
- **1-800-222-1222** - Poison Control
- **1-800-799-7233** - Domestic Violence Hotline
- **1-800-677-1116** - Eldercare Locator

Adult Protective Services (Florida)

1-800-962-2873 - Report abuse, neglect, exploitation

Medical Emergencies - CALL 911

Always Call 911 For:

Heart Attack Signs

- Chest pain, pressure, or discomfort
- Pain in arms, back, neck, jaw, or stomach
- Shortness of breath
- Cold sweat, nausea, lightheadedness

Stroke Signs (BE FAST)

- **Balance** - sudden loss of balance
- **Eyes** - vision changes in one or both eyes
- **Face** - face drooping on one side
- **Arms** - arm weakness, can't raise both arms
- **Speech** - slurred speech or difficulty speaking
- **Time** - call 911 immediately

Breathing Problems

- Severe difficulty breathing
- Gasping for air
- Blue lips or fingernails
- Choking
- Chest tightness with breathing difficulty

Falls with Injury

- Cannot get up
- Visible injury (bleeding, broken bones)
- Hit head
- Severe pain
- Loss of consciousness

Other 911 Situations

- Unresponsive or unconscious
- Severe bleeding
- Suspected poisoning
- Severe burn
- Seizure
- Suicidal statements with plan/intent
- Any life-threatening situation

911 Call Protocol

When You Call 911:

1. Stay Calm

- Speak clearly and slowly
- Answer all questions the dispatcher asks

2. Provide Information

- Your name
- Participant's name
- Address with specific location details (apartment #, gate code, etc.)
- Phone number they can call you back at
- What happened
- Current condition of participant
- Any known medical conditions or allergies

3. Follow Instructions

- Dispatcher may give you instructions to help
- Don't hang up until told to do so
- Keep phone line available for callback

4. Stay With Participant

- Don't leave them alone if possible
- Keep them calm and comfortable
- Don't give them food, water, or medication unless instructed

5. Notify Others

- CARE coordinator: 321-252-9411
- Participant's emergency contact
- Text coordinator: "Called 911 for [Name] at [address]. [Brief situation]. Will update."

6. Document

- Note time of 911 call
- What happened
- Response time
- Which hospital if transported
- Write incident report after situation is stable

Cannot Reach Participant Protocol

If No Answer to Scheduled Check-In:

Hour 0-4:

1. Leave voicemail with callback number
2. Wait 2-4 hours, try again
3. Try alternate contact method (text if you called, call if you texted)

Hour 4-24:

4. Try calling 2-3 more times throughout the day
5. Text: "Hi [Name], I haven't been able to reach you. Please call me back at [number] to let me know you're OK."
6. Check if they mentioned any plans that day
7. Review database for any notes about being away

Hour 24-48:

8. Contact CARE coordinator: 321-252-9411
9. Coordinator will:
 - Try contacting participant
 - Call emergency contacts
 - May arrange wellness check
10. You may be asked to go to their home if nearby

If Coordinator Cannot Reach After 48 Hours:

11. Request police welfare check through non-emergency line
12. Provide: Name, address, reason for concern, last contact date
13. You or coordinator may go to home with police
 - Never enter alone if you have safety concerns

Note: Due to length, this is an abbreviated version. The full document continues with additional sections including Welfare Checks, Abuse Signs, Mental Health Crises, and more.

CARE Contact Information

CARE | Community And Relationship Enrichment



Emergency Coordinator Line: 321-252-9411



coordinator@vieracareteam.org



vieracareteam.org

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