

995 Emergency Call Protocol

in the event of unconsciousness or serious injury

Be prepared to perform CPR if victim is **not conscious** and **not breathing normally**. If unsure, call 995 and the dispatcher will help ascertain the need for CPR.

1. **Call** 995 by Victim's side (e.g., use a mobile phone)

2. **Give** clear information to 995 Dispatcher

a) Give your name, phone number, location

b) Inform whether Victim is conscious and breathing normally

“My name is XXX. My phone number is XXX. I am at XXX School, XXX Road.”

3. **Stay** on the Line *and* **Stay** next to the Victim

a) Put Phone on Speaker Mode

b) Place Phone next to Victim's Head

“Is victim conscious?”

4. **Follow** 995 Dispatcher's instructions until Ambulance arrives

“Is victim breathing normally?”

In situations when CPR is needed...

- Follow Dispatcher's instruction to start or to perform CPR.
- **Ask another person to get an AED** while you perform CPR.

“Start CPR!”

ATTENTION:

- Avoid using the office phone to call unless it is next to the victim
- Caller attending to victim must be able to communicate clearly with 995 dispatcher