

NNLM Emergency Response

Visual Materials

Getting Information & Staying Calm



In this training, you will learn about handling **emergencies**.

We will review these topics:

- Is it an **emergency** or not?
- How to get help
- How to call 911
- How to get more information
- How to stay calm

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Note to the Teacher

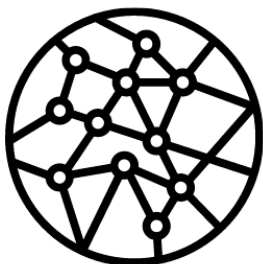
These visual materials are a part of the **NNLM Emergency Response** project, designed to help adults learn how to respond to emergencies and high-stress situations. Use them to guide students in practicing 911 calls, role-playing scenarios, and understanding when to use urgent care, emergency care, telehealth, and 911.

Research led by health literacy expert, Dr. Teresa Wagner with pedagogical support and editing by Adult Education consultant, Talley Caruso.

If you have any questions, comments, or suggestions regarding this material, please reach out to Talley Caruso at talley@digital-esl.org

Happy teaching,

Talley Caruso & Dr. Teresa Wagner



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Suggested Activities



Sort **Situations** (diamond shape)

- Emergency or Not an Emergency
- Call 911 or Use Other Service



Match Situations to **Action** (triangle shape)

- Call 911, Go to the ER, Go to Urgent Care, Call Doctor, or Use Telehealth



Put **Process Steps** (rectangle shape) in order

- Calling 911, Calming Techniques, House Fire, Small Fire, Earthquake, Active Shooter, Choking/Self-Heimlich, Bleeding nonstop, and Unconscious/CPR



Sort **Information Sources** (wavy rectangle)

- Trusted Information or Not Trustworthy
- Online Sources, Social Media, and Professionals

More Practice

- Show the image > Student says the word / creates a sentence
- Matching: Word to Image (or) Image to Word
- Show the word > Student practices pronunciation
- Memory game > Flip over to match Word to Image
- Show the image or word > Role-Play conversation or 911 call
- Sentence with a missing word > Student finds word or image

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Getting Information

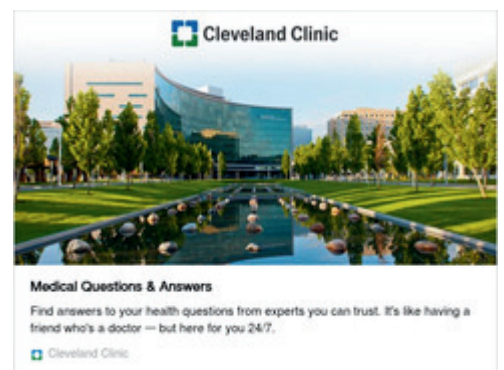
Getting Accurate Information



Use Official, Verified Websites

Use **official, verified websites** during an emergency such as MedLinePlus, Mayo Clinic, and Cleveland Clinic.

- **MedLinePlus** has health information in [multiple languages](#)
- **Mayo Clinic - Health Library** has a [Symptom Checker](#)
- **Cleveland Clinic - Health Library** has an [searchable Online Library](#)

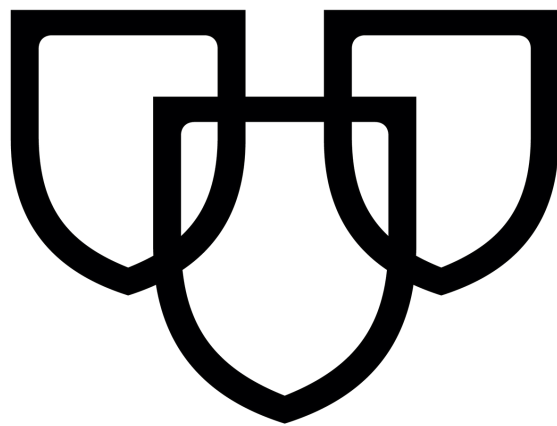


MedLine Plus



Mayo Clinic

MAYO CLINIC



Cleveland Clinic



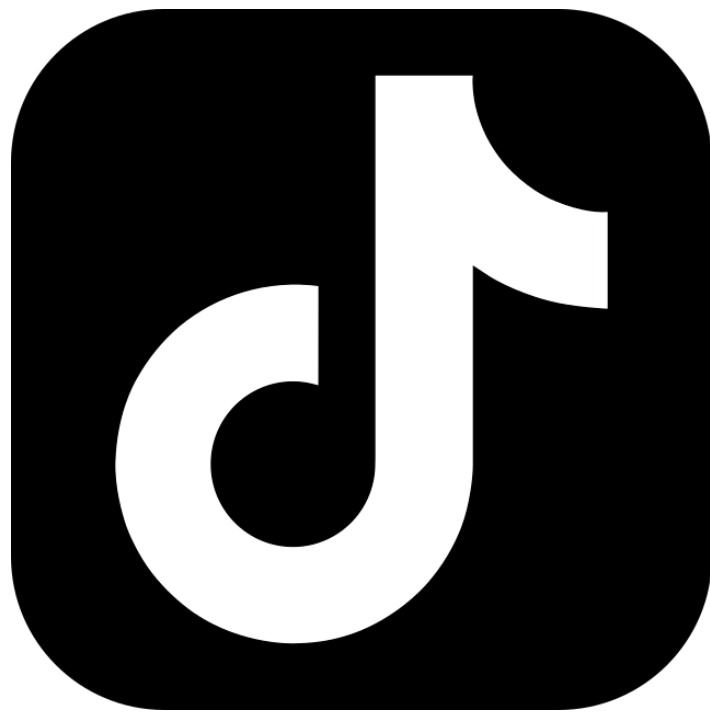
Cleveland Clinic



Instagram



TikTok



TikTok



Facebook



WhatsApp



YouTube



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Getting Information - Emergency Plan

Who Should I Call in an Emergency?



Make an Emergency Contact Plan

An emergency contact plan helps you stay calm and get help fast.


- **Plan ahead:** Know the closest emergency room and how to get there. Know which hospital your doctor uses.
- **Keep phone numbers ready:** Save emergency phone numbers in your phone and on your wall at home. Everyone at home should know how to call for help. Useful numbers include:
 - Local fire department, local police department
 - Poison control
 - Your doctor
 - A family member, friend, or neighbor
- **Stay safe:** Wear a medical ID if you have a health problem.

Source: [Medline Plus](#)


Calming Breaths

answer key


- Breathe in**
(1...2...3...4...)




AI image: OpenAI (2026)
- Hold breath**
(1...2...)



AI image: OpenAI (2026)
- Breathe out**
(1...2...3...4...)



AI image: OpenAI (2026)
- Repeat**
2-3 times



AI images: OpenAI (2026)

Grounding

- Say 3 things**
you SEE



AI image: OpenAI (2026)
- Say 3 things**
you HEAR




AI image: OpenAI (2026)
- Say 3 things**
you TOUCH




AI image: OpenAI (2026)


Calming Affirmations (any order is ok)

- 

"I can do this."

AI image: OpenAI (2026)
- 

"One step at a time."

AI image: OpenAI (2026)
- 

"Help is on the way."

AI image: OpenAI (2026)

Next ONE step

- Focus on**
now



AI image: OpenAI (2026)
- DO NOT**
worry about
ALL the steps



AI image: OpenAI (2026)
- Think about**
the next
one step only



AI image: OpenAI (2026)
- Complete the**
next one step
only



AI image: OpenAI (2026)

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Staying Calm

Emergencies can be stressful. This is normal. Learn how to stay calm.

- Panic is a natural stress response.
- When you panic, you breathe faster and it is hard to think clearly.
- Staying calm will help you think clearly during an emergency.



0:25

1x




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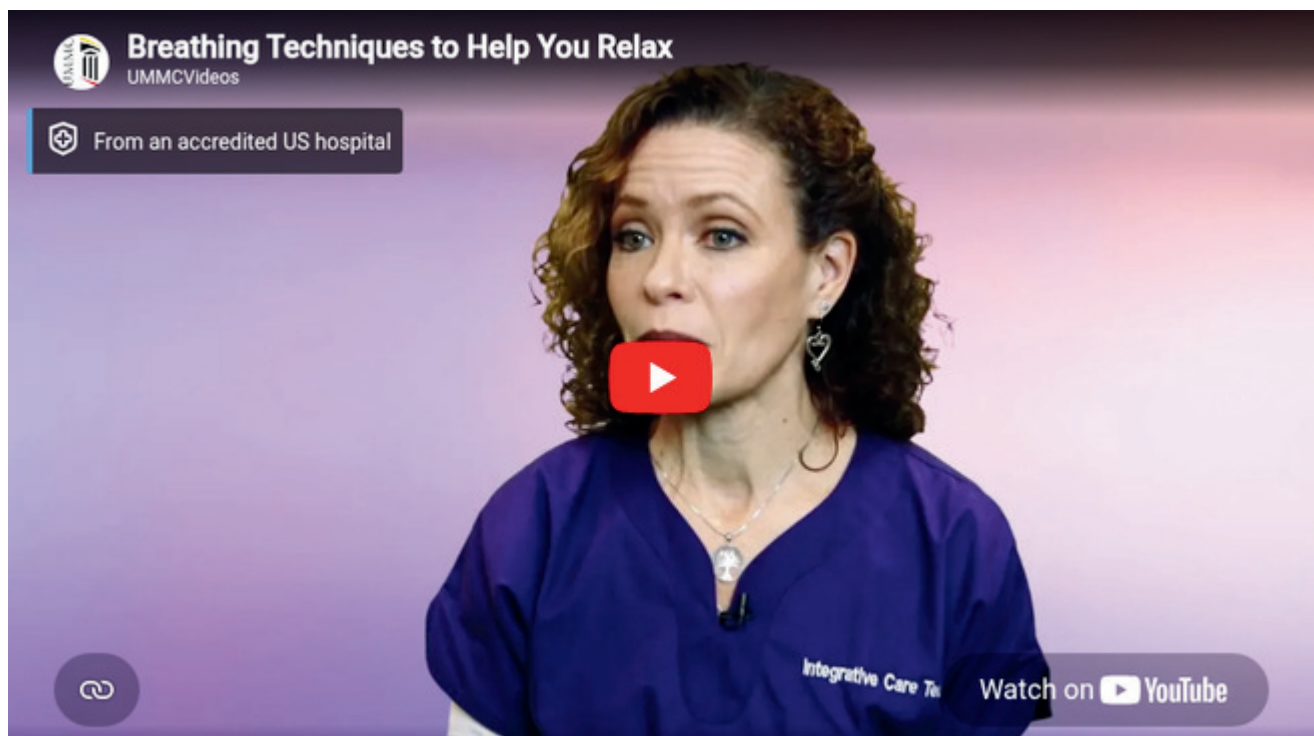
Staying Calm - Option A

Option A: BREATHING to Calm Down

Steps for Breathing to Calm Down

1. Breathe in deeply through your nose (count in your head 1-2-3-4)
2. Hold your breath for 2 seconds
3. Breathe out slowly through your mouth (count in your head 1-2-3-4)
4. Repeat 2-3 times to slow your body's stress response

 Follow the "Breathing Techniques to Help You Relax" video below to practice

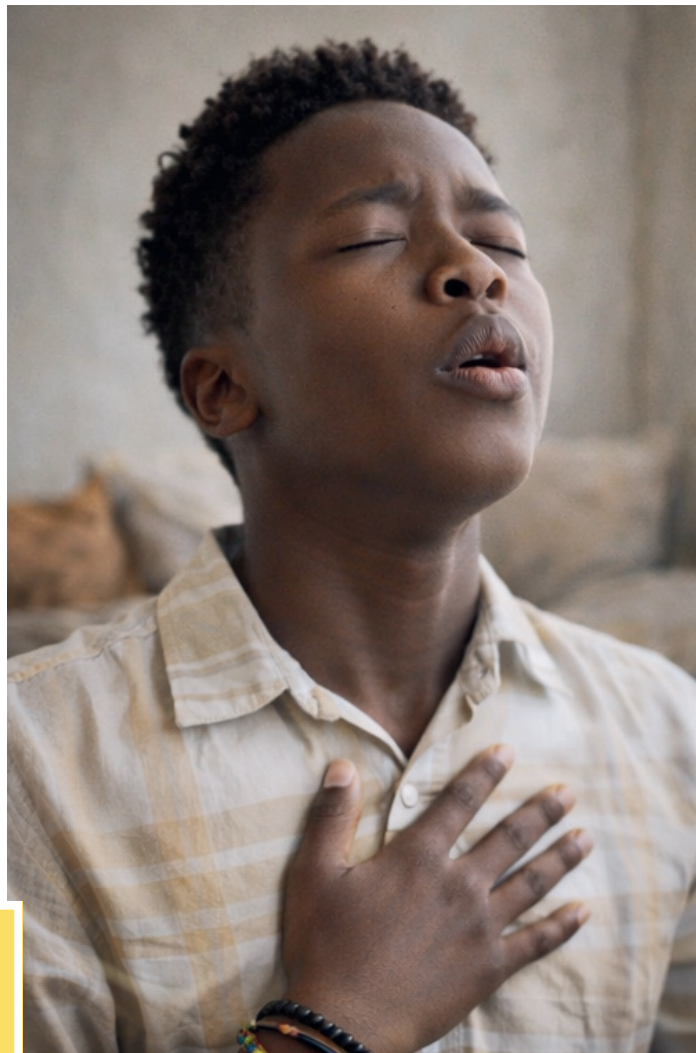


Calming Breaths



AI images: OpenAI (2026)

Breathe in (1...2...3...4...)



AI image: OpenAI (2026)

Hold breath (1...2...)



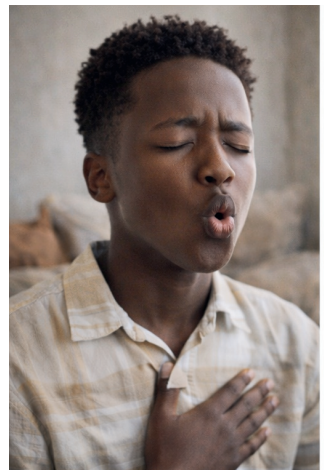
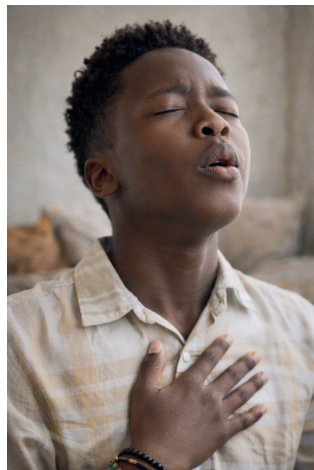
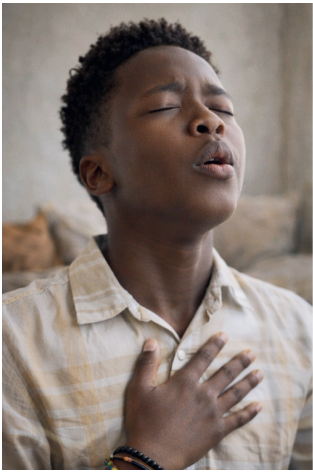
AI image: OpenAI (2026)

Breathe out (1...2...3...4...)



AI image: OpenAI (2026)

Repeat 2-3 times



AI images: OpenAI (2026)

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Staying Calm - Option B

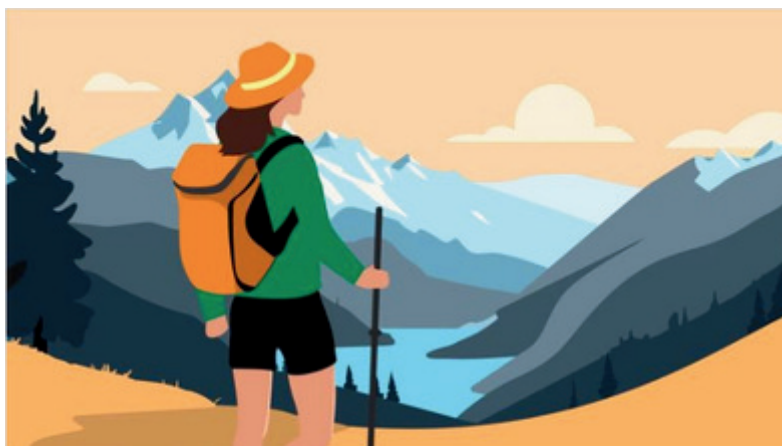
Option B: GROUNDING to Calm Down

Steps for **Grounding** to Calm Down (the 3-3-3 Grounding Technique)

1. Say out loud - Three things you can **see**.
 - a. Look for people and things around you
 - b. *"I see a person on the ground. I see a blue car and a red bicycle next to him."*

2. Say out loud - Three things you can **hear/listen**.
 - a. Listen for sounds of people and things around you
 - b. *"I hear car horns, people, and birds."*

3. Say out loud - Three things you can **feel/touch**.
 - a. Touch solid objects around you
 - b. *"I am touching a wall, the grass, and the street."*

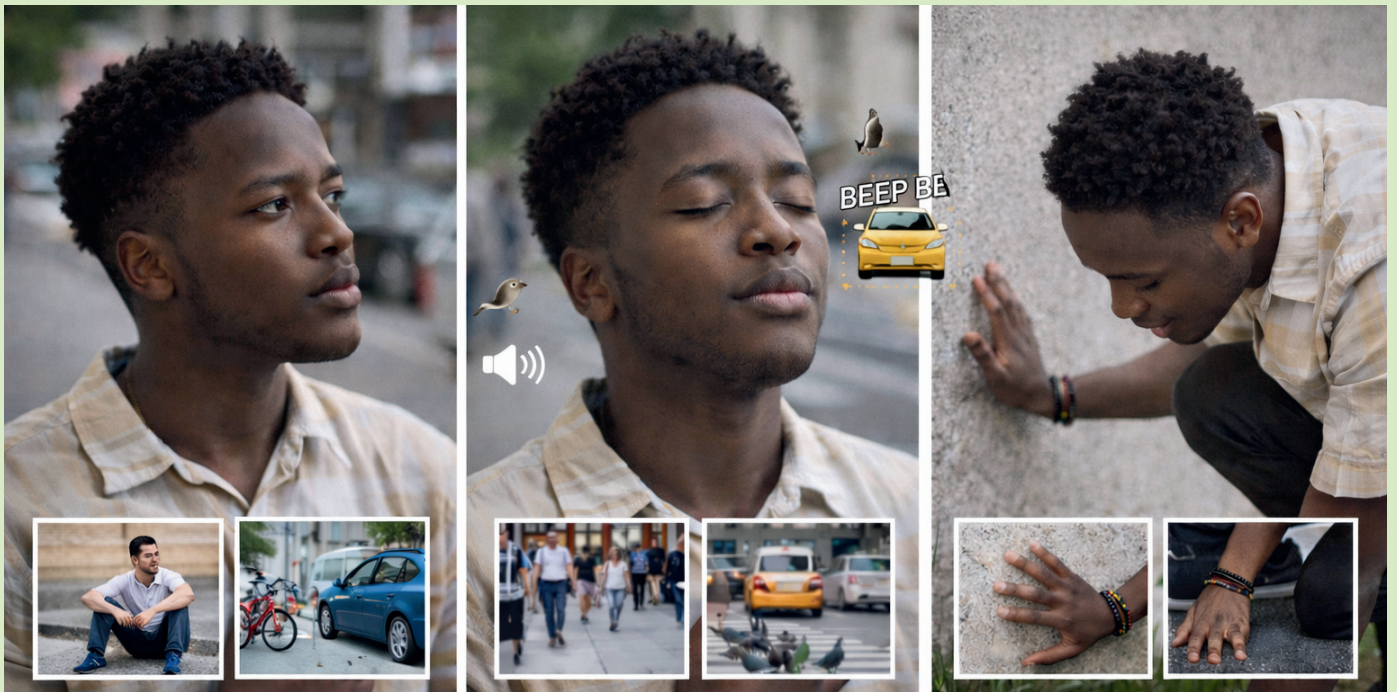


13 Grounding Techniques To Help Calm Anxiety

If your anxiety is making you feel disconnected from your body, you're not alone. Here are some ways you can ground yourself in the present moment to soothe your body and mind.

 Cleveland Clinic

Grounding



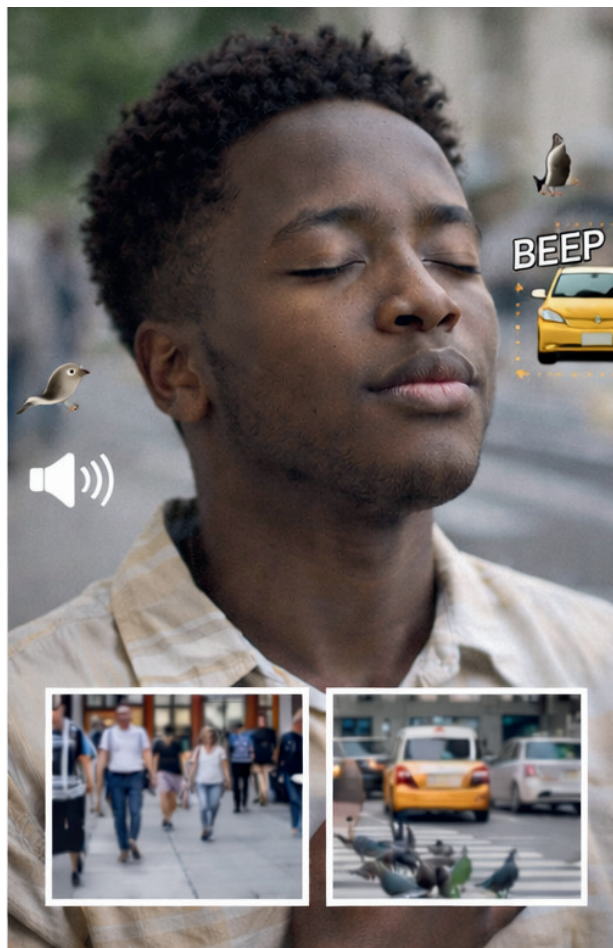
AI images: OpenAI (2026)

Say 3 things you SEE



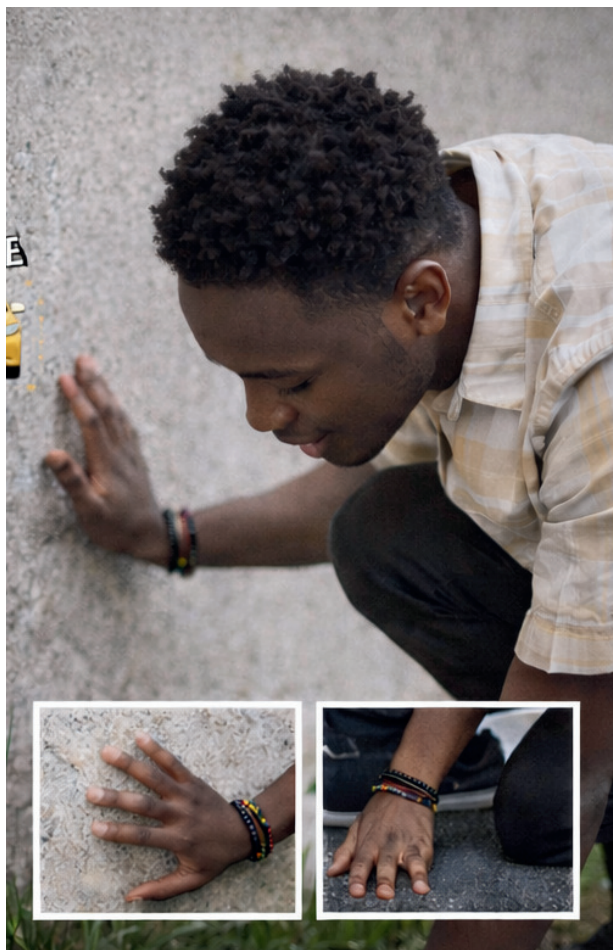
AI image: OpenAI (2026)

Say 3 things you HEAR



AI image: OpenAI (2026)

Say 3 things you TOUCH



AI image: OpenAI (2026)

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Staying Calm - Option C

Option C: SAYING POSITIVE WORDS to Calm Down

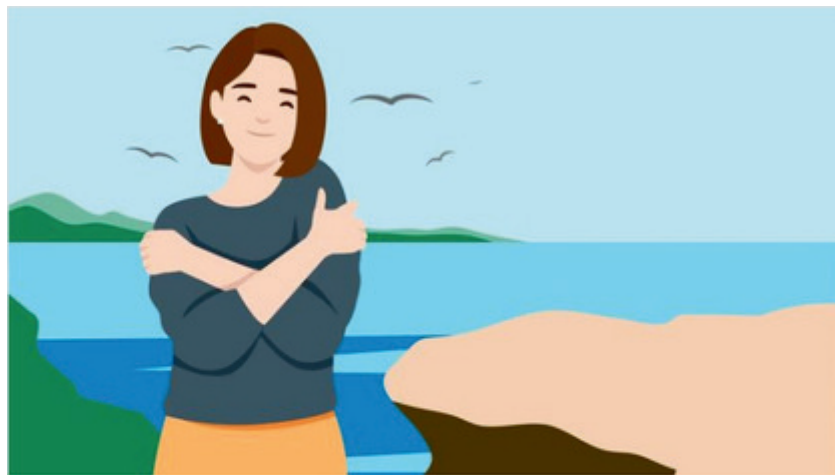
—

Steps for **Saying Positive Words** to Calm Down (Positive Affirmations)

Repeat short, calming phrases to improve your confidence:

- “I can do this.”
- “Help is on the way.”
- “One step at a time.”

These positive words can be in any language. These words should motivate and calm you.



Do Positive Affirmations Work? What Experts Say

Positive affirmations are a simple self-care exercise — but you need to practice it to make the most of it. Here's how this daily habit can help you overcome self-doubt, low confidence and fear.

 Cleveland Clinic

Calming Affirmations



AI images: OpenAI (2026)



“I can do this.”



AI image: OpenAI (2026)



“Help is on
the way.”



AI image: OpenAI (2026)



“One step
at a time.”



AI image: OpenAI (2026)

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Staying Calm - Option D

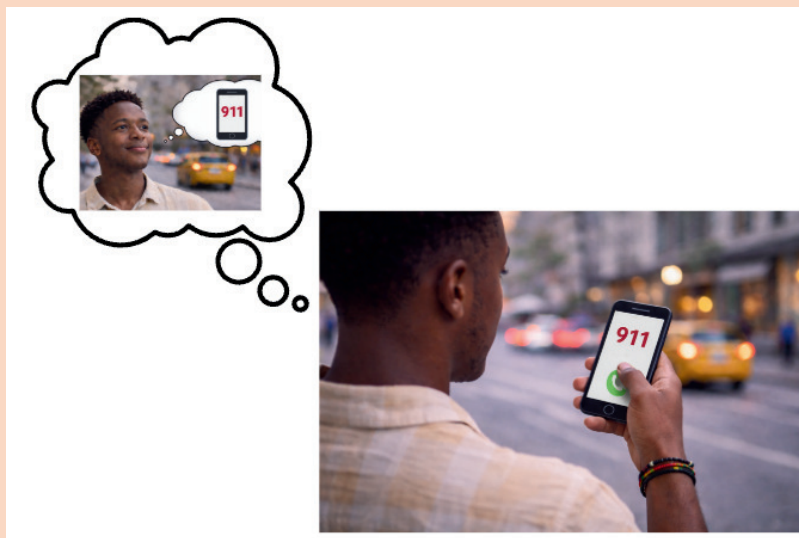
Option D: ONE STEP to Calm Down

Steps for FOCUSING ON ONE STEP to Calm Down

1. Focus on **now**: *"What is happening at the moment, right now?"*
2. Do not worry about all the steps ahead (in the future).
3. Ask yourself: *"What is the next, single (one) step?"*



Next ONE step



AI images: OpenAI (2026)

DO NOT
worry about
ALL the steps



AI image: OpenAI (2026)

Think about the next one step only



AI image: OpenAI (2026)

Complete the next one step only



AI image: OpenAI (2026)