



## OHIO PHCC ToolboxTalk

### Weekly Safety Meeting

#### Calling 911

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*One day, perhaps sooner than you expect, you might have to make an emergency 911 call. Keep calm, cool and collected. Have your "facts" ready. Remember, KEEP CALM!*

Do you think making the emergency telephone call to the 911 number is a piece of cake? It's not, but it can be, if you know the complexities of making a proper 911 call.

- **First, remember** to make that 911 call if you suspect the accident victim needs prompt and professional medical help. Even if in doubt, make that 911 call. Remember, you're not a doctor, and sometimes even minor accidents can result in severe injury to one or more workers on a jobsite.
- **Remember, too**, that a 911 call is also used to dispatch the power company, the gas company, police and fire, to accident sites where these public service agencies are geared to handle fires, explosions, chemical spills and disasters beyond the control of ill-equipped individuals.
- **When you make that decision** to make that 911 call, be sure the person you send to make the call has all the facts needed to properly inform the dispatcher. Do you know the "exact" location of the site where the accident or disaster has occurred? Do you know the nearest "landmark?" Do you know if there are any bridges or roads that are "out" on the approach to the accident site?
- **The 911 dispatcher will need** to know the approximate age and sex of the accident victim, the nature of the accident (fall, explosion, fire, chemical spill, etc.). In addition, the dispatcher will want to know if the illness or injury requires that a special emergency unit (heart victim, fire, high-rise building, excavation, etc.) needs to be dispatched.
- **If you are obliged** to leave the jobsite to make that 911 call, it may be wise to send two of your crew to make that call. So that one of the callers can remain at the phone where the 911 call is being made in case the 911 dispatcher needs to call you back to obtain clearer directions to the accident site.
- **If the accident site** is in an area where rescue vehicles might have trouble reaching the scene, advise the 911 dispatcher that you will assign one of your crewmembers to stand on the highway approaching the accident site with a flagger's red flag, hardhat, and high visibility vest.
- **When the rescue** equipment arrives at the accident scene, be sure to identify yourself to the person in charge. So that they can obtain additional facts from you regarding the nature of the accident, the condition of the victim, and source of other types of rescue and/or treatment (i.e. ladders to reach victim, stretchers, cranes to access high-rise operations, etc.).

*Making an effective and workable 9-1-1 call is much more than just dropping that coin in the pay phone and yelling for "help." Get the facts, keep calm, and stay by the phone where the initial 9-1-1 call is made so that you can provide "back-up" if called upon.*

**PHCC of OHIO**



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