



UNTIL HELP ARRIVES

WELCOME



HOUSEKEEPING

- Breaks
- Restrooms
- Emergency Exits
- Course Duration



GRAPHIC IMAGE WARNING

This course contains graphic images and audio clips from real life events that some may find disturbing.





GOAL OF THE COURSE

To teach you the basic skills to keep people with potentially life-threatening injuries alive until professional help arrives.

COURSE OVERVIEW

- Introduction: **You Make a Difference**
- Step 1: **Call 9-1-1**
- Step 2: **Stay Safe**
- Step 3: **Stop the Bleeding**
- Step 4: **Position the Injured**
- Step 5: **Provide Comfort**
- Before You Go: **Prepare to Help**



COURSE OBJECTIVES

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

- ✓ Effectively communicate with 9-1-1 operators
- ✓ Stay safe
- ✓ Stop life-threatening bleeding
- ✓ Position the injured
- ✓ Provide emotional support





Introduction

YOU MAKE A DIFFERENCE

A PERFECT STRANGER



Please select the picture within the slide to play the video



Video can be found at:

<https://www.youtube.com/watch?v=qBrMU0sLoHQ>



OBJECTIVES

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

- ✓ State the steps you can take when responding to an emergency situation.
- ✓ Be familiar with different reactions you may have in a stressful event.
- ✓ Understand how practice can improve your skills.



GROUP ACTIVITY



Instructions:

- 1 Break up into small groups.
- 2 Observe the following slides, which contain pictures of real emergencies.
- 3 Write down **who** you see in each picture, and **what** they are doing.





Photo by Rebecca Droke/Post-Gazette | Noncommercial

CAR CRASH



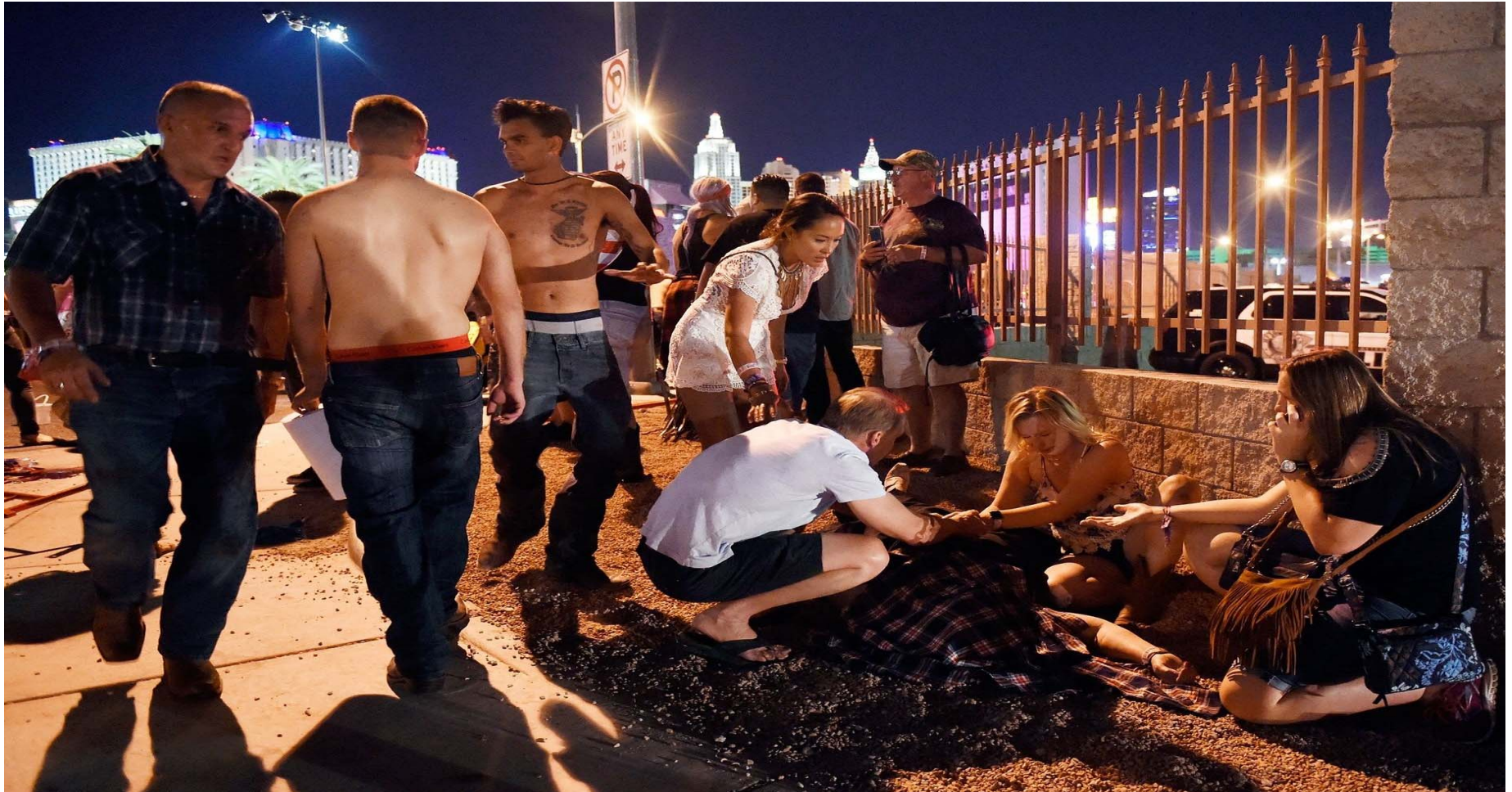


Photo by David Becker/Getty Images | Getty's Open Content Program

LAS VEGAS SHOOTING





Photo by hahatango | CC BY 2.0

BOSTON MARATHON BOMBING



ACTIVITY DISCUSSION

What did you see?

- ✔ People calling 9-1-1
- ✔ People moving the injured away from danger
- ✔ People providing care for life-threatening injuries
- ✔ People providing comfort to the wounded



TYPES OF INCIDENTS

Serious injuries can result from different types of incidents.

Common

Type:
Vehicle crashes
and injuries at home

Examples: Car,
motorcycle, bicycle,
pedestrian, home
repair injuries

Rare

Type:
Man-made and
local weather
incidents

Examples: Tornado,
multi-vehicle crashes,
active shooter

Very Rare

Type:
Large-scale
disasters

Examples: Acts of
terrorism, bombings,
large-scale
transportation incidents

YOU MAKE A DIFFERENCE

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

- Call 9-1-1.
- Stay safe and move the injured away from danger.
- Apply pressure or a tourniquet to stop bleeding.
- Help the injured breathe by allowing them to position themselves, or placing them on their side if they are unconscious.
- Provide comfort.



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.

*Fire Department City of New York (FDNY). Citywide Ambulance Incidents & Runs. *Citywide Performance Indicators*. January 2017.



Please select the picture within the slide to play the video



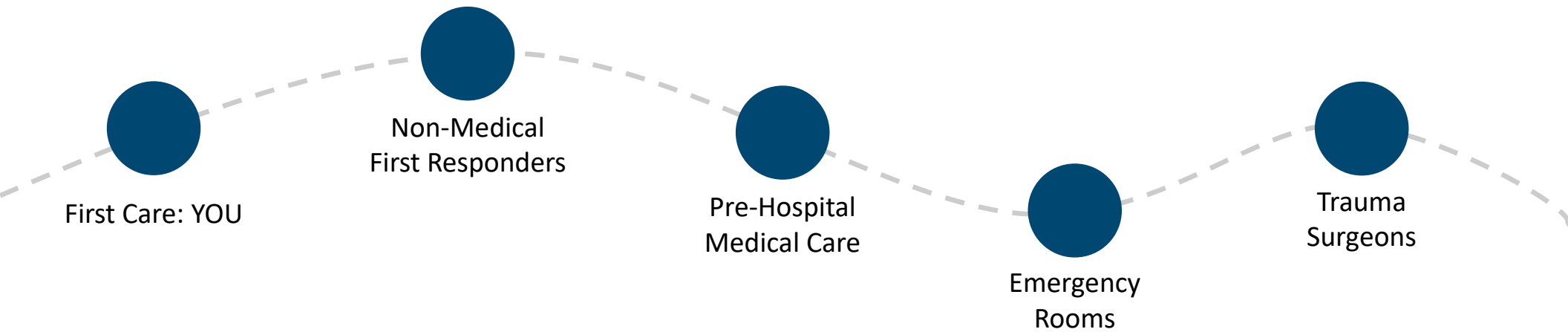
Video can be found at:

<https://www.youtube.com/watch?v=i8Wc5VwksPU>



CHAIN OF SURVIVAL

How the emergency medical system keeps people with serious injuries alive:



GROUP ACTIVITY



When a life-threatening incident occurs, what would:

- 1** Boost the chances that someone will help?
- 2** Cause someone not to take action?



FEMA, 2015



WHEN PEOPLE ACT

TEND TO HELP

- Event is unexpected, sudden
- More than one person is injured
- Experience the event firsthand
- Believe they can help
- Recognize an immediate threat to life that appears to be getting worse
- Empathize with the injured

TEND NOT TO HELP

- Assume professional medical responders will arrive quickly and take action
- Feel they don't know what to do
- Are afraid



DIFFUSION OF RESPONSIBILITY

- Someone must be the first to act!
- When multiple people witness an emergency, everyone assumes that someone else will help.
- The first person to step forward often triggers a supportive response from others.



Please select the picture within the slide to play the video

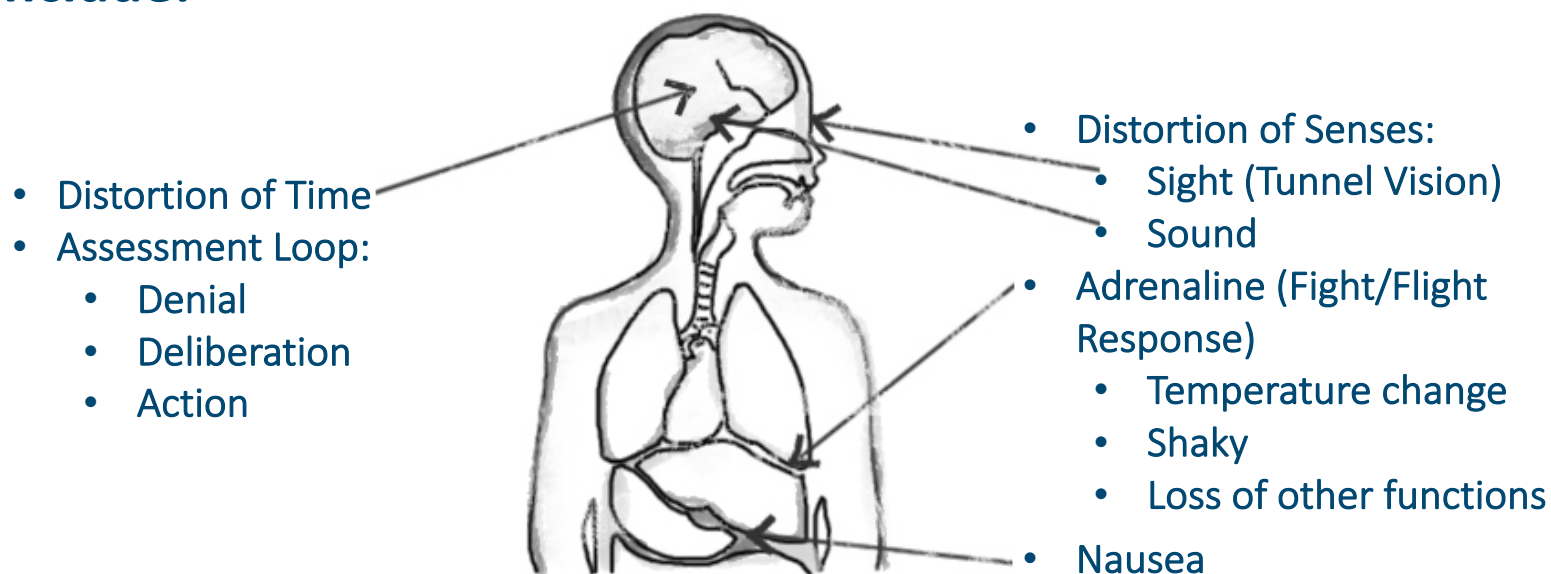
Video can be found at:

<https://www.youtube.com/watch?v=aIGTyANMFb4>



IMPACT OF STRESS

In an emergency, you will experience physical and psychological effects that may include:



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.



FEMA, 2016



KEY POINTS



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





STEP 1
CALL 9-1-1

STEP ONE OBJECTIVES

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

- ✔ Answer the 9-1-1 operator's questions.
- ✔ Work with them during the call to help the injured.



GROUP ACTIVITY



Instructions:

- 1 How many of you have ever called 9-1-1?
- 2 If you have called 9-1-1, rate your demeanor on the phone using your fingers, on a scale of 1 – 5. (1 = not calm and 5 = really calm)



STEP 1: CALL 9-1-1

CALL 9-1-1

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

- ✔ Assess what is going on.
- ✔ Take appropriate action.
- ✔ Be as safe as possible.

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



Photo by HHLIDave5 | Royalty-Free



STEP 1: CALL 9-1-1

9-1-1 CALL: SHOOTING



Please select the picture within the slide to play the audio

9-1-1 call for a woman shot at an apartment complex



Photo by Manual on Uniform Traffic Control Devices | Public Domain

Audio can be found at:

[Soundcloud Link](#)



STEP 1: CALL 9-1-1

9-1-1 CALL: HOME INJURY



Please select the picture within the slide to play the audio

Operator: With your mouth?
Boy: No with my math. I have to do it. Will you help me?
Operator: Sure. Where do you live?
Boy: No with my math.
Operator: Yeah I know. Where do you live though?
Boy: No, I want you to talk to me on the phone.
Operator: No I can't do that.
I can send someone else to help you.
Boy: Okay.
Operator: What kind of math do you have that you need help with?
Boy: I have take aways.
Operator: Oh you have to do the take aways.
Boy: Yeah.
Operator: Alright, what's the problem?
Boy: Um, you have to help me with my math.

Video can be found at:

https://youtu.be/YoTlaRyGzac?list=PLE8lPyHpIOnp_UBWU3NDo7l7U1uHx_KoF



YOU AND 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 situation.**



COMMON QUESTIONS

- Q Where: Specific locations such as floor, room number, landmarks
 - So responders can find you easily and quickly.

- Q Type and severity of life-threatening situation
 - So the right responders and equipment are sent.

- Q Safety concerns (obvious dangers or ongoing threats)
 - To help protect and aid everyone on the scene.



GROUP ACTIVITY



Instructions:

- 1 Use the scenario and role play as the witness.
- 2 Relay crucial information to the operator (role-played by the instructor) using what you just learned on the previous slides.





Photo by neilkendall | Standard license

SCENARIO

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ACTIVITY DISCUSSION

- ✓ **Specific Locations:** Mile markers, closest exit, nearby road sign, direction of travel
- ✓ **Incident Details:** Car position, number of cars involved
- ✓ **Injuries:** Awake? Talking? In pain? Breathing?
- ✓ **Potential Hazards:** Flammable liquids, unstable ground, oncoming traffic



KEY POINTS



- ✓ Always call 9-1-1 as soon as possible, but never delay bleeding control or moving someone away from imminent danger.
- ✓ Provide as much specific information as possible including where you are, what happened, how many are injured, the severity of the injuries, and any potential hazards.
- ✓ Follow the operator's instructions and guidance.





STEP 2
STAY SAFE

STEP TWO OBJECTIVES

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

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



ASSESS THE SITUATION

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Briefly pause. Use all your available senses:



What do you see?

- Downed power lines
- Smoke
- Debris
- Moving vehicles
- People running



What do you hear?

- Voices
- Creaking
- Hissing
- Booms
- Gunshots



What do you smell?

- Gasoline
- Smoke
- Chemicals



GROUP ACTIVITY



Instructions:

- 1 For the following slides, write down what you may see, hear, or smell.
- 2 Look for hazards and resources.





Photo by Pixabay | CC0

SCENE: CAR CRASH

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Photo by Halfpoint | Royalty-Free

SCENE: CIRCULAR SAW INJURY

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Photo by Halfpoint | Royalty-Free

SCENE: MOTORBIKE ACCIDENT

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Photo by oneinchpunch | Standard License

SCENE: BICYCLE ACCIDENT

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ACTIVITY REVIEW

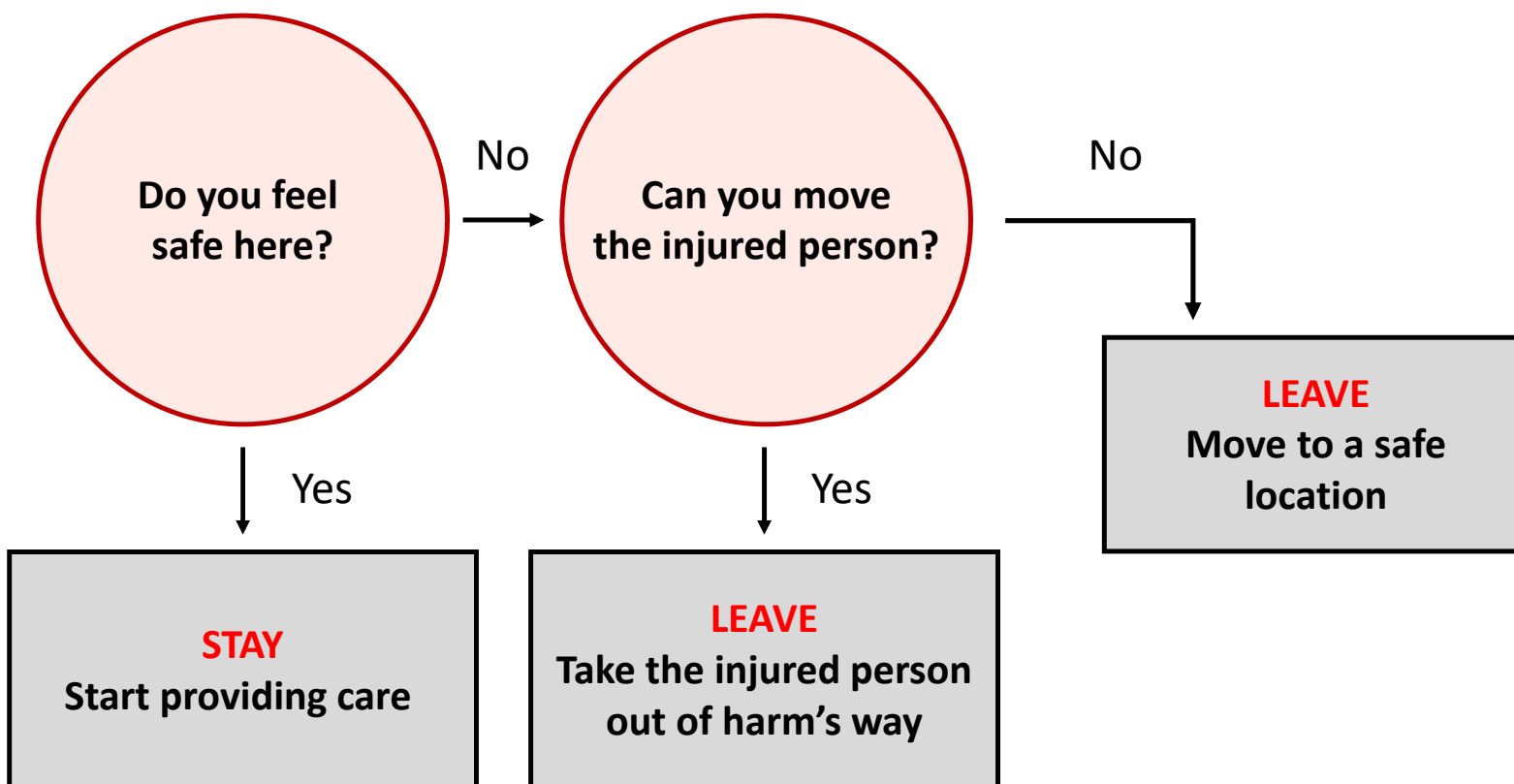
What did you notice?

- Car Crash
- Circular Saw Injury
- Motorbike Accident
- Bicyclist Struck



BEFORE TAKING ACTION

Use your best judgment...



HOW TO MOVE THE INJURED



Photo by Aaron Tang | CC BY 2.0

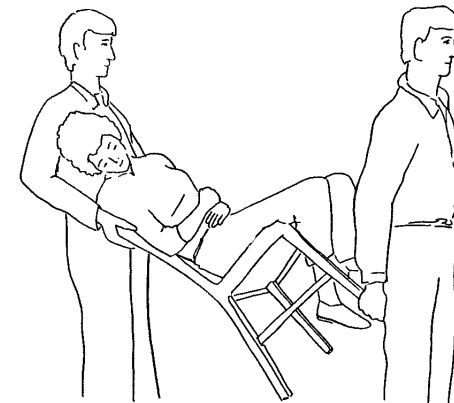
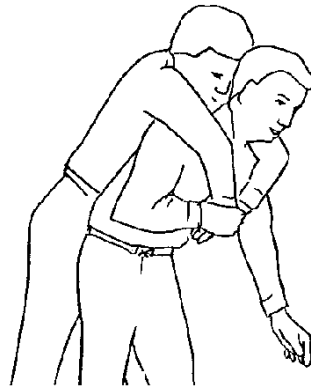
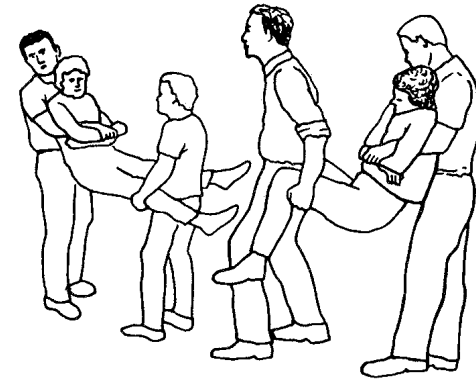
Move Smartly

- Get help from others around you
- Use things around you, such as blankets, chairs, and carts.

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

HOW TO MOVE THE INJURED

- Drags and one-person carries for moving injured short distances
- Two-person carries for longer distances



KEY POINTS



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



STEP 2: STAY SAFE

BREAK
•••••



STEP 3

Stop the Bleeding

STEP THREE OBJECTIVES

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

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



WHY STOP THE BLEEDING

Stop the Clock!

- Every minute with uncontrolled bleeding decreases the chance of survival!
- 35% of pre-hospital trauma deaths are due to blood loss.*

*Jones, A. R., & Frazier, S. K. (2014). Increased mortality in adult trauma patients transfused with blood components compared with whole blood. *Journal of trauma nursing: the official journal of the Society of Trauma Nurses*



Video can be found at:

<https://www.youtube.com/watch?v=z331Zcmropc>



Please select the picture within the slide to play the video



IRREVERSIBLE SHOCK

When your body loses approximately half its blood volume, it cannot survive – **regardless of the quality of medical care you eventually receive.**

You can lose that amount in just **minutes!**

This is the average amount of blood in the body.



5 liters



2.5 liters



STEP 3: STOP THE BLEEDING

HOW TO STOP THE BLEEDING



Please select the picture within the slide to play the video



Video can be found at:

<https://www.youtube.com/watch?v=e1nR5stSZn0>



STEPS TO CONTROL BLEEDING

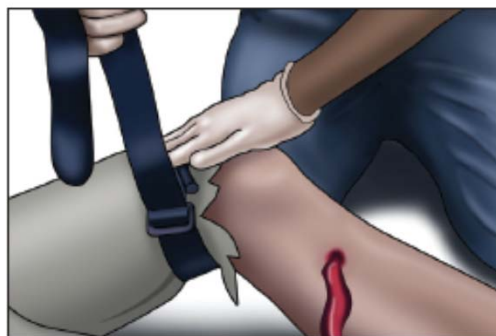
- 1 Find the source(s) of bleeding.
- 2 If you have something to put in between the blood and your hands, use it. Examples include gloves, a cloth, or a plastic bag.
- 3 Apply firm, steady pressure directly on the source of the bleeding. Push hard to stop or slow bleeding – even if it is painful to the injured!
- 4 Keep applying pressure until EMS arrives.



WHEN TO USE A TOURNIQUET

Think of a tourniquet as another way to apply firm, steady pressure when:

- The injury is to an arm or leg.
- The bleeding is so severe it cannot be controlled otherwise.



HOW TO USE A TOURNIQUET (OPTIONAL)

- 1 Place as high up as possible on the injured limb – closer to the torso. It can be placed over clothing.
- 2 Pull the strap through the buckle.
- 3 Twist the rod tightly until bleeding stops/slows significantly. This may be painful!
- 4 Secure the rod.
- 5 If bleeding doesn't stop, place a second tourniquet.
- 6 Leave in place until EMS takes over care.



MAKESHIFT TOURNIQUETS (OPTIONAL)

If you don't have a commercially available tourniquet, you can attempt to improvise one using material that is:

- ✓ Broad
- ✓ Flexible
- ✓ Strong
- ✓ Able to be twisted, tightened, and secured.



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.
- ✔ Continue applying pressure and do not remove a tourniquet until professional first responders arrive.





STEP 4
Position the Injured

Photo by John Tlumacki / AP | Noncommercial

STEP FOUR OBJECTIVES

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

- ✔ Describe life-preserving body positions for an injured person who is conscious.
- ✔ Describe life-preserving body positions for an injured person who is 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!

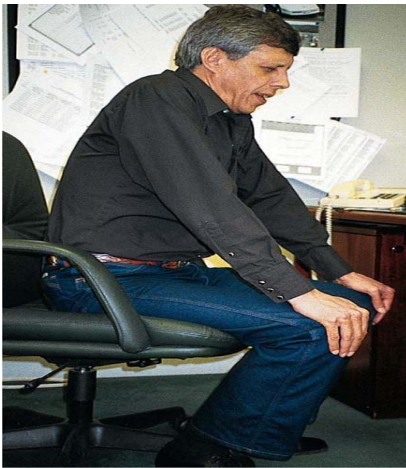


Photo by Purestock | Royalty-Free



TRIPOD POSITION

Allows the lungs and ribcage to expand as fully as possible.



Biology-forums.com

When sitting on a chair or bench: Legs shoulder width apart, elbows or hands on knees, leaning slightly forward.

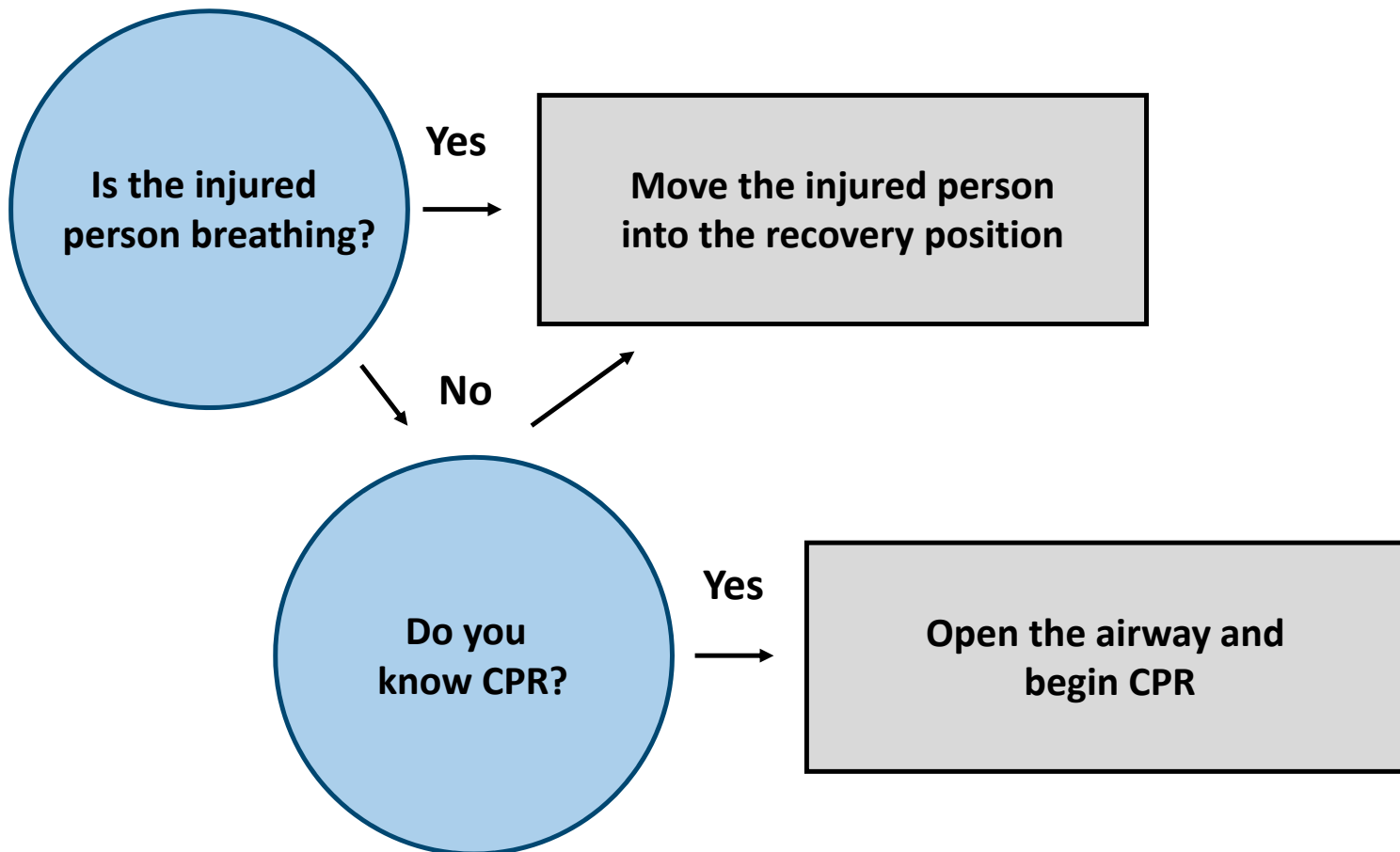


Biology-forums.com

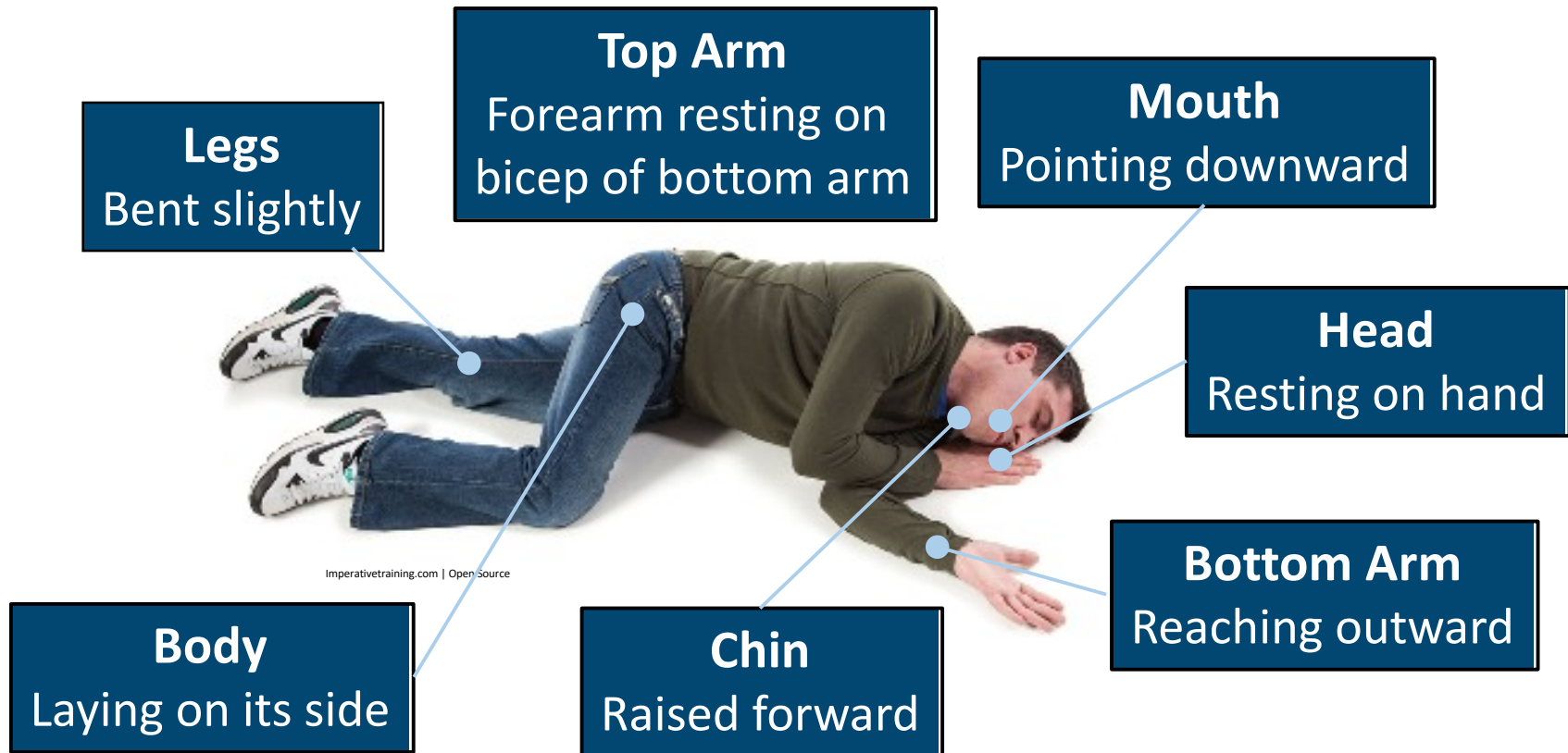
When standing: Legs shoulder width apart, hands on knees arms straight, leaning forward with flat back.



ASSESS THE UNCONSCIOUS



RECOVERY POSITION SETUP



MOVE WITH PURPOSE

Although the risk is very small, it is possible that moving someone into the recovery position could cause harm to their spine.

- Try to support the head and neck when rolling them onto their side.
- Continue supporting their head if possible.
- Don't move the individual more than necessary.



GROUP ACTIVITY



Demonstration:

- 1 Assume that the unconscious injured individual is breathing.
- 2 Position the individual in the recovery position using the technique you just learned.



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.





Step 5
PROVIDE COMFORT

STEP FIVE OBJECTIVES

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

- ✔ Use simple words to comfort and engage with the injured.
- ✔ Use simple actions to provide comfort and practical assistance.



GROUP ACTIVITY

Instructions:



Think about if...

- 1 You were in a position to provide comfort and assistance to someone else.
- 2 Someone else provided comfort and assistance to you.
- 3 What did you/they do? How did it affect you?
- 4 Write down your memories of the experience.



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 happened, but don't speculate.
- What is being done to assist them.
- What is going to happen next.



SIMPLE ACTIONS

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.



KEEPING THE INJURED WARM

Keeping the injured person warm will:

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



Photo by warrengoldswain | Standard License



WORKING WITH CHILDREN



Photo by Nayomiee | Standard License

- 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



WORKING WITH THOSE WITH DISABILITIES AND 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.



KEY POINTS



- ✓ Keep the injured warm.
- ✓ Ask permission to provide help if the injured person is conscious.
- ✓ Be respectful of individual needs.

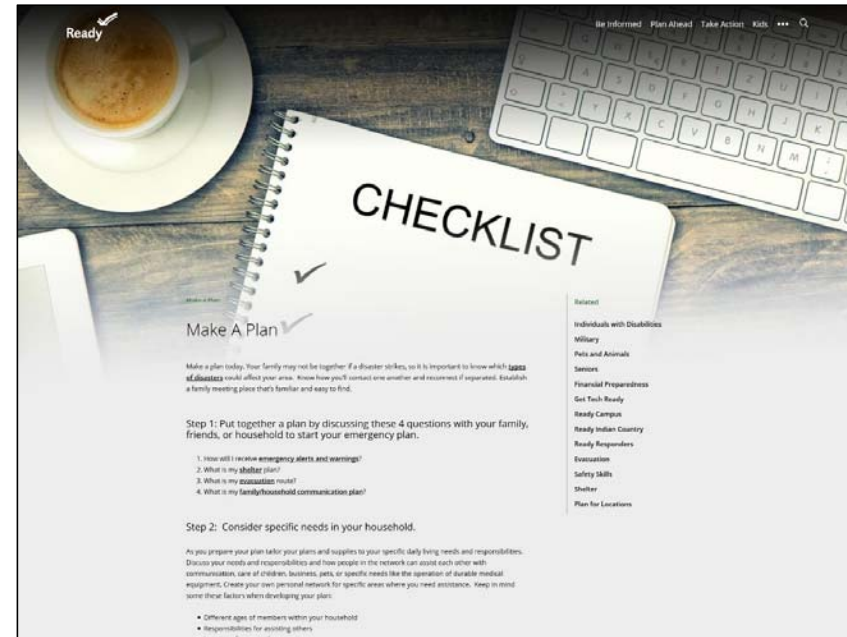




Before You Go
PREPARE TO HELP

PREPARE AT HOME

- ✓ Make a plan.
- ✓ Keep supplies at home, work, and in your vehicle.
- ✓ Sign up for emergency alerts and warnings.
- ✓ Practice.



EMERGENCY AID KIT

For life-threatening events, have one kit for home, work, and vehicles:

- ✓ Emergency trauma dressing(s) – 6-inch
- ✓ S-rolled gauze
- ✓ An effective tourniquet with instructions
- ✓ Trauma shears
- ✓ Gloves
- ✓ Emergency blanket
- ✓ Bag/Container to hold the equipment and dressings



BEFORE YOU GO: PREPARE TO HELP

ENHANCE YOUR SKILLS



**American
Red Cross**



American Heart
Association ®
Learn and Live



SUPPLEMENTAL RESOURCES



BEFORE YOU GO: PREPARE TO HELP

ENHANCE YOUR SKILLS

Training Programs

- ✓ First Aid
- ✓ Heartsaver CPR/AED
- ✓ Babysitting and Child Care
- ✓ Lifeguard
- ✓ Swimming/Water Safety



**American
Red Cross**

www.redcross.org/take-a-class



BEFORE YOU GO: PREPARE TO HELP

ENHANCE YOUR SKILLS

Training Programs

- ✓ CPR/AED & First Aid
- ✓ CPR in Schools
- ✓ Hands-Only CPR
- ✓ Workforce Training



Learn and Live
www.cpr.heart.org



ENHANCE YOUR SKILLS

Community Emergency Response Teams (CERT)

- ✓ Respond to emergencies in your neighborhood.
- ✓ Learn basic disaster preparedness and response skills.
- ✓ Improve the resilience of your community.



www.ready.gov/CERT



ENHANCE YOUR SKILLS

Medical Reserve Corps (MRC)

- ✔ As a member of an MRC unit, you can be part of an organized and trained team.
- ✔ You will be ready and able to bolster local emergency planning and response capabilities.
- ✔ Many MRC volunteers assist with activities to improve public health in their community.



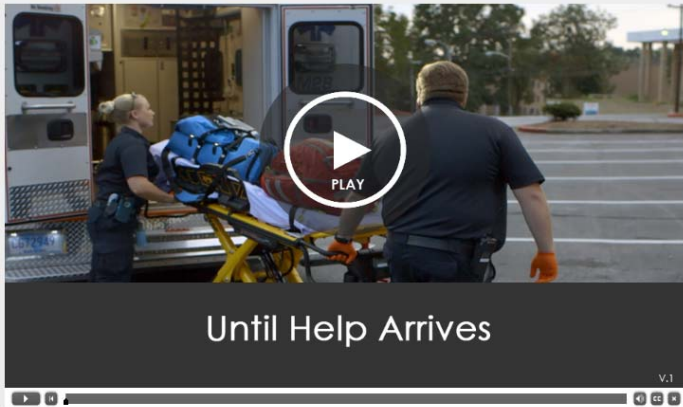
<https://mrc.hhs.gov>



SURVEY AND CERTIFICATE

<https://www.ready.gov/until-help-arrives>

Take the You Are the Help Until Help Arrives web-based training below:



[Access the Transcript to the Web-Based Training](#)



Download in-person training materials.

Follow this link to visit the instructor page and download the course content so that you can teach others.



Complete the survey and earn your certificate.

Follow this link to get your certificate of completion.

1

2

You Are the Help Until Help Arrives

The people nearest in proximity to someone with life-threatening injuries are best positioned to provide first care. First care focuses on five essential actions, including moving someone away from ongoing danger, positioning the injured so they can breathe, stopping life-threatening bleeding, keeping them warm, and providing comfort. First care can contribute to saving a life.

Congratulations! You have completed the course!

Please answer the following questions about the instructor-led Until Help Arrives course that you just finished in order to get your certificate of completion.

This course taught me valuable concepts.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Please provide additional comments below:

After taking this course, I am more likely to provide help to an injured person in an emergency situation.

Agree Disagree

Which modules did you complete? (select all that apply)

Module 1: You Make a Difference
 Module 2: Call 9-1-1
 Module 3: Stay Safe
 Module 4: Stop the Bleeding
 Module 5: Position the Injured
 Module 6: Provide Comfort

What could make this course better?

Why did you take this course? (select all that apply)

To fulfill a requirement
 To broaden my understanding and awareness
 To improve my response in an emergency situation
 To increase my level of comfort in providing emergency medical care
 To satisfy my curiosity

How did you hear about this course? (select all that apply)

Internet search
 Word of mouth
 Advertisement
 Social Media
 Other

Videos

You Are Part of Our Te...

Why You Need to Stop...

Stories

A Perfect Stranger
Read

THANK YOU
.....

