



Sunshine Neighborhood Watch – CERT Team
(Est. 2008)
SCCE - Harlingen's premier NW & CERT Team.



Lights On -- Lock Up and Look Out for each other!
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Calling 911 and other stuff.....



QUESTIONS FROM THE 911 DISPATCHER TO CALLER:

1. WHAT IS YOUR EMERGENCY?

Be as concise as you can. Example: “my sister was just hit in the chest with a baseball and is now unconscious and does not seem to be breathing.....”

#2. IS THE VICTIM CONSCIOUS? -- ARE THEY BREATHING?

Describe the condition of the victim.

Tell dispatch if they are conscious or unconscious.

If you are unsure, - say you can't tell.

#3. WHAT IS HAPPENING NOW?

Tell dispatch if you are initiating First Aid – or if you are finding someone who can, or if you or someone has begun CPR.

Has someone gone for the AED (defibrillator)?

#4. WHAT IS YOUR LOCATION?

If you do not have an address, try to describe your location as best you can.

Name any landmarks or businesses nearby if possible.

Be as exact as you can (example: I am at Harlingen High School – in the football field near the south parking lot etc.)

If there are a number of people – send someone to the front of the building to meet EMS and show them exactly where to go.

#5. WHAT PHONE NUMBER ARE YOU CALLING FROM?

Keep the phone you used to call 911 nearby or stay by the landline until help arrives.

EMS may need to call you back if they have trouble finding your location.

No matter what the emergency, you can expect to have a conversation very similar to the one listed above.

Possible situations – specific emergencies:

CARDIAC ARREST - (may include)

collapsing unexpectedly

and the victim being unresponsive and not breathing.

If no one has started CPR, the 911 dispatcher will tell you to instruct someone nearby to do so, or to put them on speaker phone while you begin CPR if you are alone.

The dispatcher will walk you thru the steps of CPR if you had not had training.

CHOKING EMERGENCIES:

Depending if the person is consciously choking or unconscious, the EMS dispatcher will walk you thru a set of instructions to follow to help the victim until medical personnel arrives.

This may include chest thrusts if they are awake or CPR if they are not breathing.

DROWNING EMERGENCIES:

Describe whether an adult, child or infant.

How the victim became unconscious.....

If you have information – did they hit their head in the water?

Were they struggling to keep themselves above the water?

If no one is giving CPR, the dispatcher can walk you thru the steps on how to start chest compressions and begin mouth-to-mouth resuscitation while you are waiting for EMS.

HOME FIRE: If you are experiencing a home fire.....

As soon as you notice a fire in your home – get out of the house!

Go to a neighbor and begin calling 911.

When you call 911, tell the dispatcher if there is anyone else (including pets) inside the home.

If you or someone else is injured, tell dispatch so they know EMS is needed.

BLEEDING EMERGENCIES:

Give the dispatcher a concise description of the situation.

Did someone fall, cut themselves, bullet wound etc.?

Are they on blood thinners?

Describe the condition and the location of the victim's injury (arm, leg, head, chest, abdomen etc.)

If the victim is unconscious, the dispatcher may ask you to begin CPR. They may tell you to get the First Aid Kit and start treating, cleaning or wrapping the wound.

It is important to remember that 911 services may not be able to pick up a caller's location if they are calling from a mobile phone.

The ability to know and describe your position as best you can makes the difference in the quality and swiftness of medical care.

Remember, EMS never asks any unnecessary questions.

Be sure to follow all instructions given.

To further prepare yourself to help in an emergency, look into completing CPR and First Aid Certification. You can revive or sustain someone while waiting for medical personnel to arrive.



Red Envelope with Health history:

The premise is when the EMTs arrive and things are in a stir, - you have this RED ENVELOPE on your fridge at the ready with a brief, current health history (example: meds, surgeries, medical conditions such as Diabetes etc.) FREE compliments from SEPO and NW-CERT.

The separate little red square (2x2) is a sticky label for your door so when EMS comes to you, they see it and know to look on the fridge.

***Emergency Awareness Training* – this is not part of an Emergency First Aid plan at Sunshine however, we welcome the presence of awareness training as it instills confidence in the use of the AED and even First Aid.**

Who's Your Buddy? Suggestion – have a good friend or two – handy - in case of.... For when you anticipate calling 911 because you will be stuck on the phone. Your Buddy can call other volunteers, help gather papers, go to the Front Gate – turn on revolving red light on our Frontage Road on Texas Avenue to signal the emergency location. Great help! Our Front Gate has a “SOS Yelper” installed – Police, Fire and EMS have a siren to activate it to open the gate).

By the way, if you need the AED – make sure you also call 911 !!!!!



Who has called 911, who is doing compressions etc. etc. etc.??



Stop The Bleed Bags – Sunshine has 3 of these special RED BAGS with First Aid stuff especially focused for STOP THE BLEED as a result from serious accidents, excessive bleeding from medicines etc. (Please do not use this for a First Aid Kit).

Also contains PPE - Personal Protection Equipment – goggles, gloves etc. and special gauze with a hemolytic agent which helps clotting. There is extensive info on the web site about this.

Locations: One is in the Library by the Neighborhood Watch information, one at the Work Shop area where their equipment (big golf course machines etc. are stored) and at the Woodshop. If you need this bag – you must also call 911 since they have more extensive equipment and the victim will need it.