You must call 9-1-1 in the event of a life-threatening emergency.

**Ask yourself:**

- Could this condition be potentially fatal?
- Could the condition get worse and become life threatening if you drove the person to the hospital on your own?
- Could moving the person on your own cause further injury?
- Does the person require the skills/equipment of emergency medical personnel?

**Life-threatening emergencies may include:**

- Unconsciousness, unusual confusion/disorientation or losing consciousness
- Difficulty breathing, not breathing, or breathing in a strange way
- Having persistent chest pain, discomfort or pressure which persists for more than 3-5 minutes or that goes away and comes back
- Severe bleeding from a body part
- Broken bone that is showing through the skin or severe disfigurement of body part
- Severe headache with slurred speech
- Seizures that are not typical or back-to-back (3 in a row)
- Seizures lasting longer than 5 minutes
- Seizure resulting in serious injury; seizure in someone who is pregnant; seizure in someone who is diabetic; seizure in someone for the first time
- Serious injury to head, neck or back

Call 9-1-1 first **before** your supervisor in a life-threatening emergency.

If you are unsure whether a situation is a life-threatening emergency, call 9-1-1. If the situation is **not** life-threatening, call your supervisor and provide appropriate care, including obtaining medical attention.