

## IS THE PERSON I'M SERVING ACTING DIFFERENT?

Are there changes in the person I'm serving? If yes, you must contact your employer right away. What are examples of changes?

- Refusing to eat or drink
- Change in sleeping habits (too much or too little)
- Unable to complete tasks (s)he can usually complete (bathing, standing, moving, getting out of bed, toileting, swallowing, etc.)
- Not using the bathroom as (s)he does typically (no urination/bowel activity, or different urination /bowel activity)
- Falls or loses balance more than usual
- Appears more confused than usual
- Health seems to have changed or deteriorated
- The participant is "not acting the same" for him/her
- Something doesn't seem "quite right"
- Equipment failures in a home that could affect health and safety of the person you serve (air/heat, water, stove, etc.)

It is important that you to report to your employer when you notice a change as described above or if there is an unusual event.

FOR ACTIONS THAT REQUIRE A CALL TO **911**, PLEASE SEE THE REVERSE SIDE OF THIS PAGE.

## WHEN TO CALL 911

1. If you need to Call 911, call your employer **AFTER** you have called 911.
2. The following situations require an immediate call to 911:
  - Attempted suicide (and threat of suicide if unable to immediately transport participant to emergency room or physician's office safely)
  - Chest pain or discomfort that lasts longer than a few minutes, or goes away and comes back, or radiates to the shoulder, arm, neck, jaw, stomach, or back.
  - Signs of stroke (sudden trouble walking, talking, understanding, or paralysis/numbness on one side of body, trouble seeing in one or both eyes)
  - Not breathing or difficulty breathing
  - Altered level of consciousness (confusion or unusual drowsiness)
  - Significant injury to head, neck, or spine
  - Consumer is unresponsive, fainting, unconscious
  - Severe external bleeding
  - Vomiting blood or passing blood
  - Seizures:
    - First time seizure or
    - Seizures in individuals who are diabetic or pregnant or
    - Continual seizures (back to back) or
    - Seizure that lasts more than five minutes
  - Suspected poisoning
  - Aggressive behavior resulting or potentially resulting in injury to participant or another person.
  - Medical condition that prevents participant from being safely transported by you for immediate medical treatment.
  - Any situation where you **are not sure** if immediate emergency medical care is needed.

**Remember, call 911 first. You are not the medical professional.** Get medical personnel on the phone/scene by calling 911. They are trained to make decisions on the seriousness of a condition.