



Aquatic Consulting Services

1220 Rosecrans Street #915 • San Diego • California • 92106

Pool Tip #45: Calling for Help in an Emergency

If it is safe to leave the accident victim briefly, or if no one else is around to place the phone call, activate the emergency medical system (EMS) by dialing 911 from any phone. In some areas of the country still not connected to an emergency network, you may need to dial "0" or a regular seven digit phone number in order to obtain emergency service. In some facilities, it may be necessary to first dial "9" or some other number in order to reach an outside line.

An emergency telephone should be installed in the pool area. Or, at least one regular telephone line should be dedicated for emergency use only. It is not necessary to deposit coins when dialing 911 from a pay phone.

Instructions regarding emergency calls should be prominently posted next to the phone, including phone numbers of the nearest fire, police, hospital, physician, and emergency services provider, along with the address and phone number of the facility, directions to the facility and other pertinent information to be conveyed to the 911 operator.

When you reach the emergency operator, tell her who you are and the phone number you're calling from. Give the operator the name of the facility and the street address of the pool. Give accurate directions to the facility and mention cross streets and nearby landmarks that might help emergency personnel find the facility.

Describe what happened. Describe the victim's condition and what first aid is being provided. Make sure you mention if more than one person is injured.

Do not hang up the phone. The operator may need more information, better directions, or may want to convey information from medical personnel. Let the operator know if you are the only person available to speak on the phone, and you must get back to the victim to provide additional first aid.