

## MEDICAL EMERGENCY PROCEDURE

If a medical emergency happens in the library, please follow these steps:

### ***For Patron Medical Emergencies:***

If a patron cannot communicate or is not coherent, call 911 immediately. DO NOT hesitate. While waiting for assistance, stay with person and make sure he/she is comfortable and not alone.

Inform the Director/Librarian in charge of the medical situation.

If a patron can communicate and is coherent and it is not life threatening, but needs medical attention, inform that person that you are calling 911 for emergency medical assistance.

If the patron refuses medical assistance, ask the patron to give you the phone number of an emergency contact person. If the patron cannot do this or refuses to give you that information and you still feel medical help is needed, call 911.

Using the first aid kits, please use gloves, bandages and ice packs only. Do NOT administer any over the counter medications.

While waiting for assistance, stay with the person and make sure he/she is comfortable and not alone.

### **DO NOT TRANSPORT THE PATRON TO MEDICAL HELP!**

We want the very best care for our patrons and the best care is with our local EMTs. In addition, Town policy forbids this action as it places the Town with more liability if anything goes wrong to either of you on the way to the medical facility.

### ***For Staff Medical Emergencies:***

If a staff member cannot communicate or is not coherent, call 911 immediately. DO NOT hesitate. While waiting for assistance, stay with person and make sure he/she is comfortable and not alone.

Inform the Director/Librarian in charge of the medical situation.

If a staff member can communicate and is coherent and it is not life threatening, but needs medical attention, inform the employee that you have called 911 for emergency medical assistance. Override any decision if it appears life threatening – call 911.

If the staff member refuses medical assistance, they can contact a family member, etc. to arrange for other medical help. It is up to that staff member and his/her family to make other assistance arrangements.

Using the first aid kits, please use gloves, bandages and ice packs only. Do NOT administer any over the counter medications.