

XIII. MEDICAL EMERGENCIES

In the event of a medical emergency within your space, contact "911". The call to "911" should be followed up by a call to mall security's line at 360.731.5129.

- When a medical emergency is identified a call should be placed to "911". It is important that someone remains with the employee or customer needing medical assistance. If the employee or customer requests that emergency medical personnel be contacted immediately, prior to your assessing the actual needs of the emergency, PLACE THE CALL!
- Once mall security arrives, be prepared to provide all information you or another employee has regarding the emergency (witness, cause, medical condition). Advise the attending officer whether a call has been placed to "911" as of yet.
- The store employee attending to the individual in need should remain available for questions that emergency medical personnel may have.

MEDICAL EMERGENCY SAFETY TIPS

- Remain calm while assisting the employee or customer. This will assist employee or customer in relaxing.
- Avoid direct or indirect contact with any of the individual's body fluids, (i.e. blood, vomit urine, etc.)
- Attempt to provide a blanket if individual has a loss of bladder control, in efforts to protect the dignity of the individual.
- Keep other people from crowding around the individual.