

READ THIS IMMEDIATELY

You never know when you may need this knowledge

NOTES ON WHAT TO DO IN AN EMERGENCY SITUATION

Some people may have already had a situation whereby they have been confronted suddenly by an event whereby action was required to obtain emergency assistance and even offer emergency assistance. The following is for advice, is general and.....this is the important part.....does not and cannot cover every situation. When confronted by a sudden event that requires urgent action whether that be coming across a severe accident, a fire in the campo or even sitting on your terrace and watching someone fall into your pool, everybody has a different reaction and way of dealing with how the body reacts to a sudden occurrence requiring sudden and urgent action!!!

The Human Body is a remarkable device and your brains immediate reaction upon you clapping eyes on an event that requires urgent action is to release large amounts of a hormone, adrenaline, into your system. Adrenaline increases your heart rate that in turn increases your blood flow, speeds up your breathing and can often cause people to shake. What it also does is cause you to make sudden and often stupid decisions.

So, rule 1 in dealing with an Emergency:

1. STOP: STAY CALM AND PAUSE FOR THOUGHT: Yes, it's an emergency and time is of the essence but your actions could make matters worse and with that sudden increase of adrenaline you may not be thinking exactly straight. For the few seconds it takes to gather yourself, control your breathing and take stock of the situation that lies before you, nothing is going to change. Take long deep breaths. By doing so you are reducing the amount of adrenaline entering your blood stream. If you don't your bodies natural reaction is to breath quicker, more adrenaline, etc. likely to cause you, the responder, to make matters worse.

2. SAFETY: THAT'S YOUR SAFETY: Seriously, forget about the emergency that confronts you.....again this takes seconds!!!.....If you don't you could become part of an even bigger problem. Above all you can't do a bloody thing to help in any emergency situation if you are not safe yourself. THINK AM I SAFE?.....look around you.....focus.....focus.....focus and breath slowly and deeply!!!.....Again gather your thoughts!!!.....WHERE ARE YOU? Most people wouldn't have a clue!!!.....How many people reading this can honestly say that if they were out of there home area that they could tell the Emergency Services where they are?..Not a lot, that's for sure!!!

The operator at the 112 Emergencias you will speak to next does not know the area of the incident at all.....has no local knowledge so do not use local area terminology like 'Its the road past the strip in Calahonda'.....again think clearly.....'It's the Avenida de España, Calahonda, Mijas'.....and give a door number or other very prominent land mark!!!

If you are in the countryside things get even more difficult. **Why not download a GPS app that will give you your coordinates** or, try and make a mental note of which road your on, it's number and kilometre number. I travel the San Pedro - Ronda road way too much but I drill my family, kids and all, on their position and make them practice what they would say to call the emergency services to a point as we pass it!!!

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3. As a first responder. Warn others in the area immediately. Then take an inventory of the situation so that the emergency services respond appropriately.

GET HELP: DIAL 112: If there are other members of the public about ask them to help but above all before trying to assist or take any other action even, dare I say, trying to get somebody out of a car on fire as an example, CALL 112.....STAY CALM.....

Practice makes perfect so practice in your mind what you would say to the 112 operator BUT STAY CALM, TALK SLOWLY AND PRECISELY. Yes, that amazing Spanish service will communicate in English, French, German or Arabic but as you well know, listening to the Spanish speak, here even if you are good with the lengua, can sometimes escape you because they talk fast.

You with all that uncontrolled adrenaline talking to an operator who may be fluent but its not their native language is going to sound like your on Helium!!!.....SLOW DOWN, KEEP CALM, CONTROL YOUR BREATHING, TALK CLEARLY.....Professional help is on its way!!!.....It's also possible that the operator will give you instructions depending on the event at hand so be prepared to listen!!!

4. ASSIST: IF IT IS SAFE TO DO SO!!!... Don't be a dead hero....or another casualty.

DONT RUSH....If you rush you will make mistakes. If you think you can help then do so providing it is safe to do so. If for any reason you are not comfortable with assisting then don't.....Seriously DONT!!!.....

Your actions so far to get the professional assistance from the Emergency Services is good enough but sometimes, particularly in remote areas, there response time is high so if you have doubt about your abilities stay on that phone with the operator and continue to provide information. On the other hand if you can and it is the type of situation that your help will benefit the outcome then do it but do it safely and calmly.

As a first responder. Having warned others in the area, try and get others to set up a cordon at the incident. Then start to respond, if capable people are available get them to protect and care for children and walking wounded.

5. TAKE STOCK. When all is said and done and the incident dealt with your body is going to come crashing down if it was a serious event, and although you may not realise it, you could go into shock. So, sit down and if possible write it down.....compile a report....what did you see, what actions did you and any other parties take!!!.....

First and foremost this will keep your brain occupied whilst at the same time calming your body down so the sooner you do this the better effect it will have. On top of that, by writing it down you will hopefully have a better recognition of the event in case it's needed.....WELL DONE, you did the best you can!!!

So remember; STOP... ..THINK SAFETY.....CALL 112... ..ASSIST... ..RELAX.. ..deep breaths.....deep breaths.....deep breaths!!!

The Emergency Personnel who attend have to do this daily then go home and lead a normal life so it can be done!!!.....

Thank you for taking the time to read this but I hope you will never need it.....Jim Fraser for the EiALERT NETWORK is posting regularly on Facebook items like this.

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ADDENDUM

112 EMERGENCY SERVICE Information on how they operate.

The all important number 112; it is the one point of contact from virtually any phone that you should dial to report any Emergency issue pretty much across Europe and even in many other countries of the world and most importantly, here in Spain!!!...

Fire, Flood, Accident, Medical emergency, major crimeif you require Police, Ambulance, Fire Brigade, Coast Guard, Mountain Rescue attendance.....dial 112 even on mobile phones that are locked or blocked or even have no credit, this number will work and is free.

It is a European wide number and works alongside each countries existing emergency numbers!!!

So, what happens when you dial it here in Spain???.....Well, your are, of course, put through to an Emergency Call Centre where your number is instantly visible to the operator.....even if you have it blocked!!!.....and if you are calling from a fixed line the highly trained and skilled operator will know instantly your location!!!.....If you are calling from a mobile the operator will know your approximate area based on the Cell Communication Antenna your phone is currently linked to!!!..

Here in Andalucia your call to 112 goes to one of two regional Emergency Call Centres in either Malaga or Seville. Depending on where you are phoning from within Andalucia will depend on which centre your call goes to, but here's the important thing, the 112 centre will put you through to an operator in the following languages if required; English, French, German and Arabic and Spanish of course which is an amazing service.....don't get me wrong, obscure dialects such as those spoken in the north of England may not be covered, but they have operators covering a wide selection!!!

Whilst you are talking to the 112 Emergency Operator they are typing away and the computer system in place is already sending this information to one of 8 regional Emergency Control Centres who's job it is to act on the information given and alert the appropriate Emergency Service for an appropriate response to be sent!!!.

These regional Control Centres are in direct contact with the responders and coordinate what is happening on the ground.....So, the 112 Emergency contact number is the door to Civil Protection, the starting point in the management of an Emergency!!!..

However, if you are the person making that all important call then you are advised here in Spain to 'Conducto PAS, Proteger, Aviser y Socorrer!!!' - Protect, Advise & Assist!!!.....

This is a subject in its own right so we will talk in depth about this another day but the important issue if you are making that all important call is to make sure you are safe yourself before doing so!!!

Returning back to the point of acceptance of that emergency call, the 112 Emergency Call Centre operator and their input of information given by the caller is dealt with

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across the Regional Control Centres and onward to the appropriate responding agency or agencies electronically.

With a mere input of data the Guardia, Policia National, Policia Local, Civil Protection, Ambulance, Fire, Coast Guard are already receiving the data whilst you are still talking on the telephone and although there are some very remote areas of Malaga that in turn may take some time for Emergency Services to become visible to you, rest assured the 112 system is extremely fast in getting that info through and getting those responders en-route!!!

Once an initial emergency call is complete, the work of the 112 Regional Control Centres is just beginning. They monitor the response, adjust it accordingly, add assets as required and even move assets to cover those responding just in case, and above all, log the process right through to what is hoped is a satisfactory conclusion and therefore closure of the incident!!!.

**The above has been extracted from the Facebook page:
EMERGENCY INFO ALERTS - ALMERIA & GRANADA**

it is free to join and a good source of weather and other emergency information.