

#17 5 mins.

APPROACHING SURVIVOR, INTROS, PERMISSIONS

Communicate to make a connection: 1st observations. Get OK

- **Come around to their front**, don't startle them; eye contact, smile (even with mask)
- **Identify yourself**: name & organization: e.g., "...Hello, my name is:___; I'm a volunteer with Sunnyvale's CERT Response Team. May ask their name.
- **Get each person's permission to check/ treat**. "Can I help?" Ask a parent/guardian for permission to treat a child. Can encourage aid but not coerce. If unconscious = 'implied consent'

Personal Communication & Care:

- **Ask**: "What happened?" (Early insight into their ability to understand & respond).
- **Tell**: What is being done to assist them; what is going to happen next.
- **Answers**: Respond to questions with what you currently know, without speculating.
- **Respect**:
 - **Cultural norms**: People are different, may have different customs. Accommodate as best you can.
 - **Privacy**: Medical patients entitled to confidentiality (HIPAA). Avoid speaking about their condition when non-essential personnel/ others can hear.
- **Communicate steps as you go**: get permissions for larger steps, e.g., treatment, transport. Listen. Respect. Be patient.
- **Personal considerations after treatment**: Keep them warm, & hydrated if not in shock. If you have to move on, ask what you might do to make them comfortable. Say "others know you are here." Write notes on their chart/ create a record, with date, time.