

APPROACHING SURVIVOR, INTROS, PERMISSIONS

Communicate to make a connection. 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 every 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**: E.g., "What happened?" "What hurts?" (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." Create a record, with date, time/ Write notes on their chart