

## **When a PASSENGER has Fallen or is Critically Ill**

1. Stay calm. DO NOT MOVE THEM.
2. **If your passenger has fallen or had a medical emergency and they are:**
  - a. **Not breathing**
    - If you are in a medical facility, call out for help from staff.
    - If no one is around, call 911.
    - If you have CPR training, initiate CPR.
  - b. **Breathing but unconscious, very sick or injured OR  
Conscious but cannot get back up on their own**
    - If you are in a medical facility, call out for help from staff.
    - If no one is around, call 911.
3. **If your passenger has a medical emergency while in your car, immediately pull over and call 911.**
4. **After Emergency Responders arrive:**
  - Ask responders what hospital they are taking your passenger to.
  - Inform your Senior Center staff contact or coordinator of incident/hospital information.  
They will share it with your passenger's emergency contact. *(If your contact is unavailable, leave a message with the Senior Center receptionist or call RSVP at 238-7787.)*

**5. If your passenger has fallen/had a medical emergency BUT they are:**

- Able to get back up on their own
- Have no visible injuries,
- Able to move all limbs and walk without pain.
- Did not hit their head on their fall

**Discuss whether they want to be assessed.**

**a. If they DO want to be assessed:**

- Call 911 OR if they prefer, call your staff contact or coordinator to request that they call your passenger's emergency contact.
- Wait with them until emergency responder or emergency contact arrives.
- Ask responders what hospital they are taking your passenger to.
- Inform your staff contact or coordinator of incident/hospital information. They will contact your passenger's emergency contact if necessary. *(If your contact is unavailable, leave a message with the Senior Center receptionist or call RSVP at 238-7787.)*

**b. If they DO NOT want to be assessed:**

- Report the incident to your staff contact or coordinator, asking them to contact your passenger's emergency contact to let them know of the incident.
- **If they tell you they are okay to continue to their appointment and you feel confident in their self-assessment, proceed with their ride.**
- If you are not comfortable, be honest with your passenger and ask your staff contact or coordinator to call your passenger's emergency contact.