

# Cabarrus Meals on Wheels Volunteer Policy

## Emergency Situations Requiring 9-1-1 Calls

### Purpose

The purpose of this policy is to provide clear guidance for Cabarrus Meals on Wheels (CMOW) volunteers on when and how to call 9-1-1 while delivering meals or visiting clients. Volunteer safety, client well-being, and rapid response in emergencies are our highest priorities.

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### Policy Statement

Volunteers are not expected to provide medical care or intervene in emergencies beyond their training and ability. However, volunteers are required to act responsibly if they encounter a situation where a client's health, safety, or life appears to be at immediate risk.

If in doubt—call 9-1-1.

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### Situations That Require Calling 9-1-1

Volunteers should immediately call 9-1-1 if they encounter any of the following:

1. **Medical Emergencies**
  - Client is unconscious, unresponsive, or has collapsed.
  - Client is having difficulty breathing, choking, or gasping for air.
  - Signs of stroke (sudden confusion, slurred speech, facial drooping, weakness on one side).
  - Signs of a heart attack (chest pain/pressure, sweating, nausea, dizziness).
  - Severe bleeding, burns, or visible trauma.
  - Seizures that do not stop within a few minutes.
2. **Accidents or Falls**
  - Client has fallen and cannot get up, is injured, or complains of severe pain.
  - Client is trapped or unable to move safely.
3. **Environmental or Safety Threats**
  - Fire, smoke, gas leak, or unsafe living conditions posing immediate danger.
  - Domestic violence, abuse, or unsafe situation observed in the home.
4. **Other Situations**
  - Any circumstance where the client or volunteer is in immediate danger.
  - If the volunteer is uncertain but feels the situation may be life-threatening.

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## Volunteer Responsibilities

1. **Ensure Safety First** – Do not put yourself in danger. Call from a safe location if needed.
2. **Call 9-1-1 Immediately** – Provide the address, describe the situation, and follow dispatcher instructions.
3. **Stay With the Client if Safe** – Remain calm, reassure the client, and wait for emergency personnel if your safety is not at risk.
4. **Notify Cabarrus Meals on Wheels Office** – As soon as practical after calling 9-1-1, contact the CMOW office at **704.932.3412** to report the situation.
5. **Document the Incident** – Complete an incident report form as instructed by staff.

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✔ **Key Reminder:** You are not expected to diagnose or treat emergencies. Your role is to recognize danger, call for professional help, and notify Cabarrus Meals on Wheels immediately.