



SUPERIOR FIRE DEPARTMENT

CAREGIVER PRESENTATION

ABOUT SFD

Our services:

- Fire extinguishment and Prevention
- Technical Search & Rescue
- Hazardous materiel response
- Emergency Medical Services
- Structural collapse
- Community Education
- Fire Safety inspections
- Community Risk Reduction

ABOUT SFD CONT.

CALL VOLUME:

4,279 CALLS IN 2023

AVERAGE OF 12 EMERGENCY
CALLS A DAY

Staffing:

- 36 front line personnel
Maximum of 12 personnel on
for any given day
- 3 Fire apparatus operating
each day

WHAT IS AN EMERGENCY?

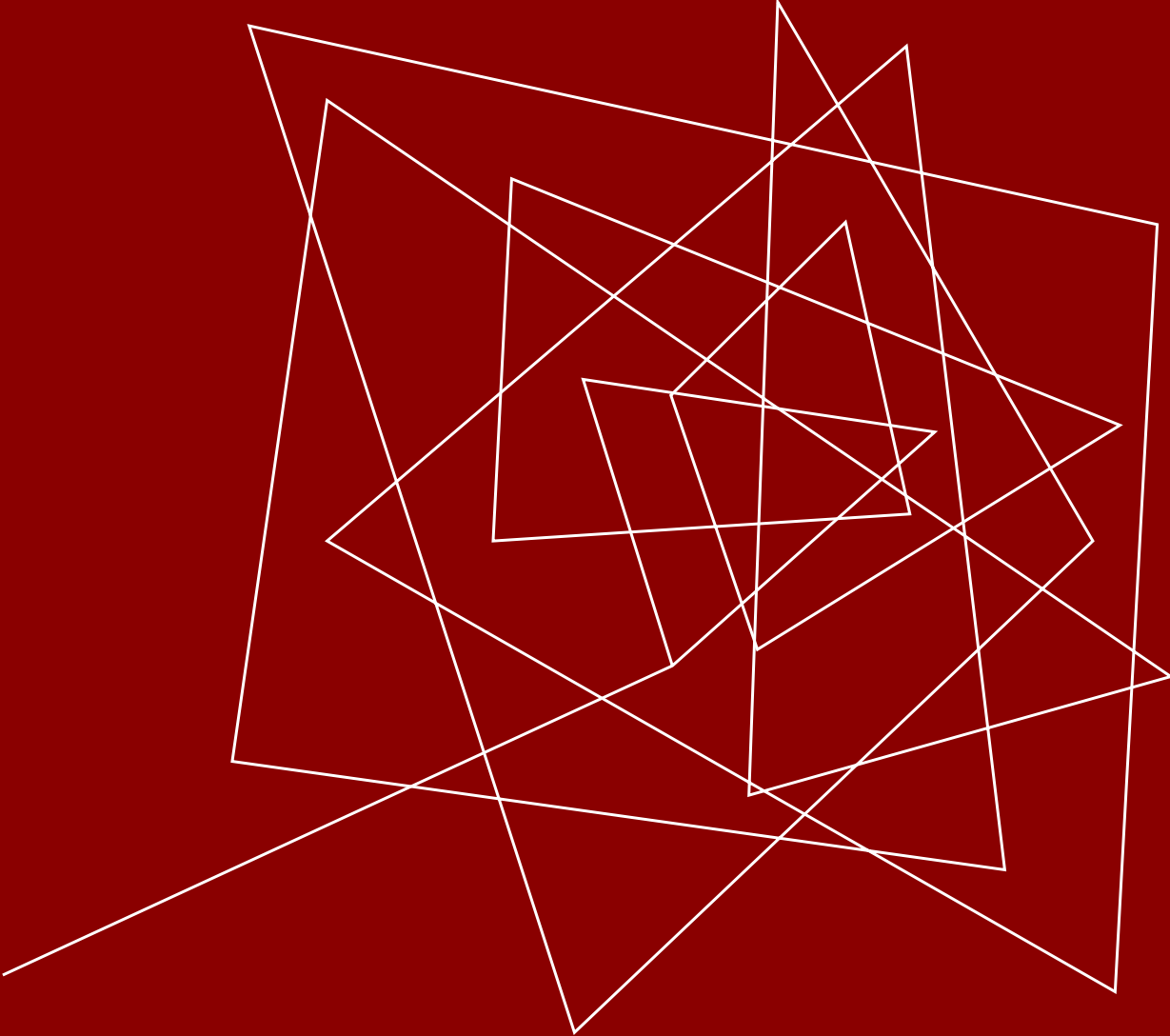
An Emergency is:

- A serious, unexpected, and often dangerous situation that poses an immediate risk to health, life, property, or the environment.

WHAT TO EXPECT IF YOU NEED TO CALL 911

- Dispatcher on the other end will ask questions and try to help you stay calm
 - They may give you directions on immediate actions you can take to create a better outcome for the situation
- Fire/Police/EMS will be dispatched dependent upon the type of emergency
 - Be sure to paint a full and calm picture so the dispatcher can get the right help to you
- Help will arrive between 5 to 10 minutes dependent upon multiple factors: such as time of day, your location, the severity of the emergency, and how many other emergent calls are currently underway.

ONLY CALL FOR TRUE EMERGENCIES



HOW TO REMAIN CALM IN A CRISIS



TIPS FOR IMPROVED CRISIS OUTCOMES

Plan ahead for your unique caretaking situation

Every caretaker is in a unique position. You know your client/family better than anyone else. Plan ahead for what issues they may have:

- Fall Prevention
- Medication Management
- Behavioral Issues
- Environmental Risks
- TIME!!!

Practice Mindfulness

Keeping your body and mind grounded in the present will allow you to detach from emotions and focus on the crisis at hand.

- Deep, slow breaths
- Focus on your feet and the connection you have with the ground
- Accept that not all things are within your control
- Practice removing yourself from the intensity of present situations

TIPS FOR IMPROVED CRISIS OUTCOMES CONT.

Listen to the 911 Operator

- Dispatchers are trained to remain calm and help you remain calm
- Focus on their voice and answer questions to the best of your ability
- Dispatchers may be able to give you instructions or advice on what to do while waiting for 1st responders.

Remember: emotional responses do not help the situation

Remaining calm in a crisis may not be easy but is necessary for positive outcomes.

- Practice visualizing yourself in a stressful situation and remaining in control of your actions.
- Remember that the goal in a crisis is to help the individual who is having the emergency – focus on their needs rather than your feelings.



START WITH SAFETY PLANNING

Your ability to respond to a crisis will be directly correlated to your emergency planning!

HOW TO CREATE AN EMERGENCY PLAN

Assess your unique situation as a caregiver to identify risk factors.

Once identified, produce mitigation tactics and know crisis response plan

<u>RISK</u>	<u>Causes</u>	<u>Mitigation</u>
Falls Likely	<u>Environmental</u>	<u>Environmental</u>
	Rugs	Remove all rugs
	Steps	Relocate necessary items to same level
	Slippery Socks	Where full healed slippers with good grip in the home
	Slippers with no heel	Leave walkers/canes strategically about house
	<u>Physical</u>	
	Lack of Strength	Install handrails in key locations
	Lack of Mobility	(bed/bathroom/stairs/etc.)
	Preexisting condition	<u>Physical</u>
		Good diet
		Physical Therapy

PRACTICE

RISK: BEHAVIORAL OUTBURST

Causes:

- Loved One's/Client's triggers
 - Unexpected change in schedule
 - Trauma response
 - Dietary change
 - Over stimulating environment
 - Etc.

Mitigation:

- Pre-Teach before events happen
- Keep “Mile-High View”
- Use De-escalation Techniques
 - Remain calm
 - Mirror and Match (within Reason)
 - Find Common Ground
 - Redirect Attention
- Call 911 if Individual is escalating to a place where they will hurt themselves or others



PRACTICAL DEMONSTRATION:

LIFTING TECHNIQUES



THANK YOU!

Got Questions?

Caleb Sorvik – Lead Fire Inspector

715-969-8923

sorvikc@superiorwi.gov