

Scenario #1 (Adult)

A 75-year-old female is at home and lives with family. Her son/daughter hears a “thud” from upstairs, finds the victim collapsed on the floor in her bedroom and calls 911.

- Be panicked – your mom is laying in an awkward position on her side
 - “My mom’s on her side. She must’ve had a heart attack! Help me!!”
- Express concern and resist applying chest compressions to the victim because you don’t want to hurt her.
 - “I don’t want to push on her chest – she will break a rib! I don’t want to push that hard!”

Scenario #11 (Adult)

A 30-year-old female experiences shortness of breath. Her husband calls 911.

- Be upset – your wife was just fine a few minutes ago
 - “She can’t breathe! I don’t know what to do!!!! HELP!!!”
- Be panicked – your wife is standing up and frantically waving her arms
 - “Honey, honey, sit down! Sit down! It’s going to be okay! You have to sit down!”
- Tell your spouse to do whatever directions are told to you by the dispatcher.
 - E.g., “honey, lay down. You have to lay down flat on your back.”

Scenario #4 (Adult)

A 45-year-old male suddenly goes unconscious sitting behind the wheel of a parked car. His 20-year-old son calls 911.

- Be upset – you’re reluctant to get your father out of the front seat and lay him down on the cement
 - “I don’t know what to do!!!! Help me!!! He’s really heavy to move! I don’t want to drop him getting out of the car – I’ll hurt him more!!”
- Be panicked and reluctant – you’re not trained in CPR
 - “Oh God! I don’t know how to do CPR! I don’t know what I’m doing! I’ll just make it worse!!!”

Scenario #10 (Adult, Gurgling)

A 40-year-old female collapses. Her husband calls 911. The patient is a diabetic and was discharged from the hospital two weeks prior.

- Be upset – repeatedly try telling the dispatcher that your wife is a diabetic, even when the dispatcher tries to give CPR instructions
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Scenario #3 (Child > 8 years old)

A 12-year-old girl collapses on the field during a softball game. Her parent calls 911.

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Scenario #5 (Child < 8 years old)

A 6-year-old boy collapses during a school field trip. A teacher calls 911.

- Be hysterical and crying
 - "Help me!!! Oh God, what do I do? His not moving!"

Scenario #8 (Child < 8 years old, Drowning)

A 6-year-old girl is found floating in a pool. A lifeguard clears the pool, pulls the girl out, and calls 911.

- Be hysterical – you have been watching the pool and are upset you didn't see her right away.
 - "Oh God, I don't know how long she's been in there. I think she may have drowned! I was watching the pool the whole time, I swear, I don't know how I missed her!!!"
- Keep returning to the issue that you don't know how long she's been unconscious
 - "She had to have swallowed a lot of water!! She's probably dead!!! Oh God, help me!!! I don't know what to do!!! How are we going to clear her lungs?!?!"
- Be panicked as you apply compressions
 - "Come on! Come on! Please, come on! Nothing's happening!"

Scenario #9 (Child < 1 year old)

A 9-month-old infant girl is found unconscious in his/her crib. The parent calls 911.

- Be hysterical – you don't know how long your child has been unconscious and you fear she is dead
 - ♣Oh my God, I don't know how I

Scenario #7 (Child < 1 year old)