

# Calling 999

Sometimes someone may become unwell either because of the heat, an underlying health condition or they may have taken something which they haven't reacted well to.

If someone is overheating, dehydrated, uncontrollably panicked, anxious, fitting, struggling to breathe, hyperventilating, unconscious, unable to respond or other symptoms you feel are an emergency **call 999**. It's ok to call 999 and better to call them and get advice in an emergency than hesitate whilst you try and call other people for help.

## Top tips in an emergency:

- If someone has fallen, **don't move them** until you have called 999 for advice.
- If you know what **they believe they have taken** and how much they have taken, make sure you tell 999 and also paramedics.
- If you **don't know where you are**, use What3Words to help find your location.
- It can be really hard and upsetting for you too, so make sure you focus on calling 999 and **listening to the call taker**.
- **Stay with the person** whilst you are speaking to 999.
- If they are **drowsy, non-responsive or unconscious**, don't try to wake them up by putting them in water, giving them a drink, scaring/shocking them or hitting them.
- If they are drowsy but awake, keep talking to them to try and **keep them awake**.

Aquarius Young People

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