

# WHAT TO EXPECT WHEN HELP ARRIVES

*A Guide to Staying Calm and Getting Help!*

When you call for help, emergency responders (Police, Firefighters, or Emergency Medical Technicians (EMTs)) will arrive to make sure everyone is safe.

## 1. What You Will See and Hear: 👁️👂

The emergency might be very busy and loud. It is normal to feel overwhelmed, but remember: They are there to help you!

- **Bright Lights** 🚨: You will see red, blue, or white flashing lights on the trucks and cars.
- **Loud Noises** 🔊: You will hear loud sirens, honking, and crackling two-way radios.
- **Uniforms** 🛡️: Responders wear special clothes, badges, and sometimes helmets or heavy coats.
- **Many People** 🚓🚒: There may be more than one person, or many loud, large cars and trucks, coming at the same time.

## 2. What Responders Might Do: 📋

Emergency responders have to work quickly.

They might:




- **Ask Questions** 🗣️❓: They will ask your name and what happened.
- **Check Your Health** 🩺: EMTs might check your pulse or use a "blood pressure cuff" on your arm.
- **Give Instructions** 🛑: They might say "Stay here" or "Move to the sidewalk" to keep you away from danger.
- **Talk on Radios** 📻: They need to tell their office that they are helping you.

# WHAT TO EXPECT WHEN HELP ARRIVES


*A Guide to Staying Calm and Getting Help!*

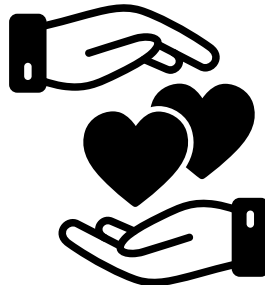
## 3. What You Can Do


You can help the responders by following these steps:

- **Take a Deep Breath** : Try to stay as calm as you can.
- **Show Your Info Card**: If you have an **Emergency Alert Card**, hand it to them right away.
- **Use Your Power Phrases** :
  - “I have a disability.”
  - “Please speak slowly.”
  - “I need a moment to answer.”
  - “I use these supports.”
- **Ask for What You Need** : If the lights or noise are too much, it is okay to say, “The noise is too loud for me.”

## 4. Important Reminders

- **You are not in trouble.**
- **It is okay to be scared.** Just keep talking to the responders or show them your communication device. 
- **They want to keep you safe.** Every question they ask is to help you.



 **Tip:** Practice reading this with a friend or family member so you feel confident when help arrives!