

MAYDAY PROCEDURES AND INTAKE FORM

Instructions: Remain calm and keep the caller calm in order to communicate accurate information in the least amount of time. Document information received, use back of document as needed.	
Calling "Mayday" 1. Secure the scene first 2. Call office "Mayday" 3. Give your name 4. Give reason for calling 5. Request assistance needed 6. Give location of injured 7. Provide care as necessary 8. Describe actions taken for the injured 9. Have message read back	1 Location of incident. Get precise information such as; address, section line, map, nearest pole number, nearest meter number, county road.
	2 Nature of incident. Identify the number injured and describe what happened such as; car accident, electrical contact, crushing, entrapment, etc.
Receiving "Mayday"	
1. Document time of call 2. Get name of person calling 3. Location of accident (map, section) 4. Type of accident 5. Emergency assistance needed? 6. What's being done for injured? 7. Read back message 8. Notify line superintendent 9. Call emergency assistance	3 Nature of injuries. Are the victims conscious? Breathing? Bleeding? Trapped? Able to moving?
List Additional Emergency Numbers 	4 Actions taken. Has 911 been called? Is the scene secured? Is care being provided to the victims? What hazards are present?