

CALLING THE NUMBER 1-1-8

When to call the number 1-1-8

In case of situations where there is a risk to a person's life or health, such as:

- difficulty (or lack) of breathing
- chest pain
- prolonged loss of consciousness (the person cannot speak or is not responding)
- trauma and wounds with evident bleeding
- accident (domestic, road, sporting, agricultural, industrial)
- difficulty in speaking or difficulty/ inability to use one or both limbs on the same side
- signs of suffocation, poisoning, drowning or burns.

How to call the number 1-1-8:

- Dial the 1-1-8.
- Calmly respond to the operator's questions and hold the line until asked to do so.
- Give your own phone number.
- Specify the place where the event is taking place (town, street, street number).
- Explain the event (a person is unwell; there has been an accident, etc.) and explain what you can see.
- Specify the number of people involved.
- Describe the condition of the person involved: *is he/she responding, breathing, bleeding, has pains?*
- Describe the specific situation: small child, pregnant woman, elderly person, person with known illnesses (heart conditions, asthma, diabetes, epilepsy, etc.).

IMPORTANT

- ⇒ The conversation must be carried out with a clear voice and all the information requested by the operator must be provided so that he can analysed them: it is not a waste of time!!
- ⇒ At the end of the conversation make sure the receiver has been hung up.
- ⇒ Free up the phone used to call for help: you could be called at any moment for additional information or instructions.