

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 #6 (Adult)

A 55-year-old male suddenly collapses in a public parking lot. An onlooker calls 911.

- Be upset – the victim collapsed onto the pavement and has several cuts and gashes on his knees, hands, and the side of his face
 - “I think he fell hard onto the cement – he’s all scraped and bleeding! I don’t know what to do!!!! HELP!!!”
- Be panicked and reluctant – when they say CPR say you are afraid/disgusted of doing mouth-to-mouth resuscitation to a stranger
 - “I don’t want to give mouth-to-mouth to this guy – I don’t know him. I can’t do it.”
- The victim is heavy and bleeding. “He’s really heavy to move! I don’t want to get his blood on me! Shouldn’t I get a Band-Aid or something for his face?”
- Panic even more when the victim briefly breathes and then stops breathing again
 - “He moved! Oh good! Wait, now he stopped! Oh my God, he’s not breathing again! He took a gulp and then he stopped!”

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
 - “My wife is a diabetic. She was just discharged from the hospital two weeks ago because of complications. I don’t know what’s going on!!!!”
- Be panicked and reluctant – you are fixated on the diabetic complications and worried anything else won’t help
 - “Are you sure I should be doing this? She’s diabetic and was just really sick. Isn’t this a complication from that?? You’re not listening to me! Oh God, I thought she was getting better and now this happened!!!”
- Become hysterical – you notice her start gurgling all of a sudden
 - “Oh my God, she’s gurgling!!! Is she choking? What do I do? She’s going to suffocate and die! Help me!!! I can’t press on her chest when she’s making these noises!!”

Scenario #2 (Adult with Respiratory Problem)

A 30-year-old woman is found floating in a community pool. She was last seen swimming about 5 minutes earlier, but it is unclear how long she has been down. You have pulled her out of the pool and called 911. You were the lifeguard on duty and did not see her go under the water.

- Be hysterical and crying
 - “One minute she was swimming and then this happened!!! I don’t know how long she’s been in the water!”
- Panic when the first round of chest compressions hasn’t worked
 - “She’s still not breathing – she had to have swallowed a lot of water!”
 - “Should I do the Heimlich maneuver or something?”

Scenario #3 (Child > 8 years old)

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

- Be hysterical
 - “She’s not moving! I think she’s having some sort of heart attack or something! Oh my God, please help me!”
- Be panicked as you apply compressions
 - “Come on! Come on! Please, come on! Where is the ambulance? She’s still not moving!”

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 long she's been like this! Please send help"
- When asked you report that she is not awake or breathing.
 - "I cannot wake her up, what if she's dead? I don't know what to do! Oh my God!"
- Hesitate to give breaths and resist giving chest compressions – you are fearful of hurting your child and breaking ribs
 - "How hard am I supposed to breathe in the mouth? I don't want to hurt her."
 - "I don't want to press on the chest – I'll crush her!"

Scenario #7 (Child < 1 year old)

A 5-month-old infant boy is found unconscious in his/her infant seat after a parent attempts to unbuckle him upon returning home. The parent calls 911.

- Be hysterical – you don't know how long your child has been unconscious and you fear he is dead
 - “Oh my God, I don't know how long he's been like this! It was just a 10-minute trip from the grocery store to home!!!! He will not wake up. I don't know what to do!”
- Fight the dispatcher on placing your son on a hard surface
 - “I don't want to put him on the ground!!! I don't have a blanket to cushion his head!”
- Hesitate to give breaths and resist giving chest compressions – you are fearful of hurting your child and breaking ribs
 - “How hard am I supposed to breathe in the mouth? I don't want to hurt him!”
 - “I don't want to press on the chest – I'll crush him!”