

When and How to Call for Help – Uncontrolled Environment

Setting: Outside a downtown bar

Characters: Neelu, Paramedic (*she/her*); Jason, Paramedic (*he/him*)

Neelu and Jason are paramedics called to a downtown bar.

When they arrive, they find an injured person on the sidewalk and a crowd of bystanders.

While treating the person for an injured arm, a bystander suddenly lunges at Neelu with a broken beer bottle.

Neelu and Jason jump back and get in the protective stance.

They tell the attacker to stop.

What should Neelu and Jason do next?

Text on Screen:

A: They should call for help. This is a behavioural emergency and it is not safe to de-escalate.

How should they call for help?

Text on Screen:

A: They should remove themselves to safety, then call for law enforcement assistance and use physical defense measures as needed.