

## Simple Words

### Share names and ask basic questions . . .

- How can I help?
- What do you need? or where are you hurt?
- What happened?

### Tell them what . . .

- You currently **know** about what happened (don't speculate)
- Is being done to assist them
- Is going to happen next

### What can you do?

- Maintain eye contact
- Be patient and understanding
- Keep them warm
- If you must move on to provide aid to another person, let them know

### Working with those with access and function needs

- Ask what you can do to help, don't assume, ask for their guidance
- If the person has a caregiver or family member with them, keep them together
- If the person has medical equipment or a service animal with them, keep them together