

If you are having an emergency use this phone to call 911.

More instructions are posted on the wall next to the entrance door.

Expect to answer the following questions:

QUESTION #1: WHAT IS YOUR EMERGENCY?

A: Describe your emergency as concise as you can.

QUESTION #2: IS THE VICTIM CONSCIOUS OR DO THEY APPEAR NOT TO BE BREATHING?

A: Describe the condition of the victim; tell the dispatcher if they are conscious or unconscious.

QUESTION #3: WHAT IS HAPPENING NOW?

A: Tell the EMS dispatcher if you are initiating First Aid, if you're finding someone who can, or if you or someone else has begun CPR.

QUESTION #4: WHAT IS YOUR LOCATION?

A: **Big Creek Reserve - 58801 Highway 1, Big Sur 93920.** Use the additional instructions on the emergency sheet on the wall next to the front door. Plan to meet EMS at the highway gate.

QUESTION #5: WHAT PHONE NUMBER ARE YOU CALLING FROM?

831-667-2543. Keep the phone you used to call 911 nearby, or stay by the landline until medical personnel arrive. EMS may need to call you back if they have trouble finding your location.

Then use the hand-held radio in the lobby to try contacting Big Creek personnel. See radio instructions. If you are unable to contact someone on the radio, try the staff telephone numbers on the emergency contact sheet next to the door.

Emergency Radio Instructions

This radio is only for contacting reserve personnel during an emergency

DO NOT USE THIS RADIO FOR ANY OTHER PURPOSE

DO NOT REMOVE THIS RADIO UNLESS INSTRUCTED BY RESERVE PERSONNEL

After calling 911:

1. Pick up the radio and turn it on by twisting the left knob on top of the radio.
2. Ensure the middle knob is turned to "1". The display should read "1 RPT 1"
3. Take a deep breath. Prepare to talk slowly and clearly.
4. Press the large black button on the side of the radio. Wait 1 second before talking. Talk across the microphone, not directly into it.
5. Say "MAYDAY MAYDAY MAYDAY. This is visitor center emergency. Repeat, this is an emergency. Mayday, visitor center emergency. OVER"
6. Release the side button.
7. Wait up to 1 minute for a response. If you don't hear a response, repeat steps 2 – 6.
8. While you are waiting, use the land line phone to call the personnel phone numbers on the emergency contact sheet next to the door.
9. When you get a response from reserve personnel, answer their questions and follow their instructions.