

# 4. Contacts in an emergency

## When to call ambulance

1. When the person:
  - Is unconscious
  - Has difficulty breathing
  - Is not breathing
  - Has no pulse
2. When the person has:
  - Troubled breathing (audible wheeze/crackle, loud snoring or gurgling noises)
  - Altered conscious state
  - Cyanosed – blue skin, clammy skin, hot, red, dry skin
  - A history of breathing problems such as asthma
  - Recent undiagnosed psychotic symptoms and the CATT (Crisis Assessment and Treatment Team) cannot attend or there is immediate life threat to patient or staff (Police to respond as well – Section 10 of Mental Health Act).

## When to call unit supervisor or on-call worker

The unit supervisor or on-call worker should be contacted for advice in these situations or at any other time that the worker is concerned or unsure of the next steps and procedures.

The contact for the unit supervisor is:

## When to call the Police

Inhalant use is not an illegal activity. However if a child or young person continues to place themselves at risk by inhaling volatile substances and staff/carers have followed the *Management Response to Inhalant Use Guidelines* and their Community Service Organisation policy, Police may be contacted. Please refer to the '*Interagency Protocol between Victoria Police and nominated agencies*'.

Police have limited civil powers under the *Drugs Poisons and Controlled Substances (Volatile Substances) Act 2003* to search young people under 18 years suspected or at risk of inhaling a volatile substance. Police can detain the young person and seize the volatile substance and any items used to inhale.

Contacts:

