

# WEST AFRICAN RESCUE ASSOCIATION

## WARA CALL CENTRE

Most people at some time in their life will have to phone an emergency line for assistance. If you have ever called for assistance before you may be wondering why the person on the other side of the line asks so many questions when all you want is an ambulance?

Perhaps the mere thought of having to phone for assistance makes you nervous or overwhelmed.

The goal of this article will better equip you with how to deal with making an emergency call for help:

### WHAT TO EXPECT WHEN CALLING WARA IN AN EMERGENCY?

1. **Stay calm:** Take deep breaths before calling for help. Adrenaline will be pumping; you might be frightened, unsure or just experienced something traumatic. Staying calm and level headed allows you to share the right information to us and ensures a faster response.
2. **Know your location** and number you are calling from. To reach you, you have to tell us accurately where you are. Look for well-known landmarks. Know your number and keep your phone switched on - in case we will need to reach you again.
3. Call taker will ask you **pertinent standard questions** regarding your emergency situation. Answer them calmly and clearly and give as much information as you can.
4. **Let the call center agent guide the conversation.** They are trained in knowing what to ask. This will also save time as the pertinent information is requested and gained more effectively.

### WHAT WILL THE AGENT REQUIRE FROM YOU?

You may feel a lot of the questions are unnecessary or time delaying but they give us a clear indication of the exact assistance you may require and which personnel and equipment to send to the scene.

Depending on the emergency here are some **standard questions** which may be asked:

1. **Location** – where you are and where did accident happen? Can you identify any well-known landmarks?
2. **Nature of the problem** – What actually happened? How many people are injured? The age and sex of the injured/sick person? What are the injuries or nature of the situation? Basic description of what happened? What does the scene look like?
3. **Time Element** – when did this happen? When did the symptoms start? This is a good gauge of how serious the problem could be or possibly indicative of what could be wrong.

Included in the above questions you will also be asked:

- Your full name
- Your contact number – in order to call you back for more information or to get directions to where you are.
- Membership number – Only registered WARA members can access our 24 hour emergency ambulance services. If you do not have your number on hand we can search you on the system but this may take some time.

Try as best as possible to give a truthful and accurate account of the scene – exaggeration and exacerbation will not increase our response time.

If you or your child dials us by mistake – yes this does happen. Don't just hang up the call we will call you back anyway to ensure it was not an emergency.

### **Additional Tips:**

- Ensure our hotline numbers are both saved on your phone along with your membership identification number
- Place these essential details on your fridge or next to your landline as well.
- Ensure if your children are members and at home with child care that all your staff are educated with your children's full names, membership numbers and WARA hotline numbers.
- Be first aid trained – our call center may give you important advice how to save someone's life before we arrive on the scene – a simple recovery position for example. More information on WARA first aid training's click here <http://ghana.westafrican-rescue.com/Related-Links/Support-Services/Training-Academy.aspx>
- Know your area well so you can give us accurate directions on how to reach you.
- If your house is difficult to find and without a house number – in an emergency send out a staff member or a security guard to wave down our ambulance.