



## FALLSVIEW CASINO RESORT VISITOR MEDICAL EMERGENCY PROCEDURES

EFFECTIVE: January 1, 2015

### **FOR ANY MEDICAL EMERGENCY PLEASE NOTIFY A STAFF MEMBER OR CONTACT SECURITY AT EXT. 59999**

*The Fallsview Casino Resort Security Department is responsible for responding to all medical emergency situations.*

*For minor injuries/illnesses that can easily be treated on-site, Security will administer first aid at the scene or in the First Aid room where appropriate. For first aid situations that do not require immediate ambulance response but nonetheless require more treatment than security is trained to provide, the patron can be sent to a walk-in clinic, urgent care clinic, or hospital for further medical assessment.*

*For injuries/illnesses of a more serious or advanced nature, on scene Security will immediately contact 911 and request an ambulance to attend. On scene Security will provide responding Emergency Medical Services attendants with relevant information including the nature of the medical emergency, the response location and any other required details. In addition to providing crowd control, on scene Security will attend with two Automated External Defibrillators (AED) to provide first aid and Cardio Pulmonary Resuscitation (CPR) as required. Security Department representatives are trained on the proper usage of the AED unit and follow established protocols authorized by Medical professionals.*

**NOTE:** *There is a stationary AED unit located in the back of house Grand Hall service corridor on the Concourse level.*