

**What to do in case of FIRE**

- Don't panic—escape may depend on clear thinking.
- Get out of the house following the planned escape routes, if possible.
  - Do not stop to collect valuables or to get dressed.
- Open doors carefully only after feeling them to see if they are hot.
  - If they are hot, do not open them, follow an alternate escape route.
- Keep close to the floor—smoke and hot gases rise.
  - When breathing, take short, shallow breaths.
  - Cover your mouth with a wet towel.
- If your clothes catch fire, STOP where you are, DROP to the ground, cover your face with your hands, and ROLL to smother the flames. While it is human nature to run if your clothes catch on fire, it's actually the worst thing you can do. Running “fans the flames” and intensifies the fire.
- Keep doors and windows closed unless it is necessary to open them for escape, close doors on your way out.
- Meet at your pre-established meeting place after leaving your house.
- Call 9-1-1 as soon as possible from outside the home. Give address, name, and call back phone number.
- NEVER re-enter a burning building
- Warn your neighbors.



**Bexar-Bulverde Volunteer  
Fire Department**

**Station One  
1126 E. Borgfeld  
San Antonio, TX 78260**

**Station Two  
23103 Bulverde Road  
San Antonio, TX 78259**

**Fire Prevention Office  
(830) 980-4733**

[www.bexarbulverdebfd.org](http://www.bexarbulverdebfd.org)

**EMERGENCY  
CALL  
911**      **POLICE  
FIRE  
MEDICAL**

**WHAT TO DO**

**UNTIL HELP  
ARRIVES**

## **General Emergency Care Rules**

- Do not move the person unless they are in immediate danger.
- Call 9-1-1 immediately. Send someone to make the call so you can stay with the person.
- STAY ON THE LINE until the 9-1-1 dispatcher tells you to hang up.
- Try to keep the injured person calm and still.
- Teach your children how to use 9-1-1. They may have to make the call for you someday.

## **Convulsions/Seizures**

- Call 9-1-1 immediately.
- Maintain an open airway.
- Turn person onto one side and protect them from physical harm.
- DO NOT put anything into their mouth
- DO NOT restrain the person.

## **Neck or Back Injuries**

- Call 9-1-1 immediately.
- DO NOT move the person.
- DO NOT prop up the head.
- DO NOT remove from a vehicle (unless case of immediate danger).
- Carefully move the jaw forward to open the airway

## **Bleeding**

- Stop the blood flow...direct pressure on the injury, elevate the injury higher than the heart, and put firm pressure on the artery near the injury site.
- If dressing becomes soaked, leave it on and place another one on top of it.
- DO NOT USE tourniquets!!

## **Burns**

- Remove the person from the burn source.
- Keep the person comfortable.
- Cool minor burned skin
- DO NOT over cool. Maintain body heat.
- DO NOT break blisters.
- DO NOT remove burned skin or stuck clothing.
- DO NOT use butter or ointments.
- DO NOT cover with burn ice.
- Cover burn with a clean sheet.

## **Broken Bones**

- Keep the injured limb from moving.
- If the bone protrudes through the skin, cover it with a dry dressing, but DO NOT try to push the bone back in.
- Look for swelling, deformity, and pain.
- Ice packs will minimize pain and swelling.

## **Bites or Stings**

- Remove the stinger if possible. Do not use tweezers.
- Apply cold compress.
- Keep the patient calm.
- Call 9-1-1 immediately if symptoms of allergic reaction occur.
- Avoid excessive movement.
- Be able to identify or describe the snake or insect.

## **IMPORTANT EMERGENCY**

### **PHONE NUMBERS:**

- In case of any emergency, always dial 9-1-1 first
- Bexar County Sheriff Office:  
(210) 335-6010
- Poison Control:  
1-800-222-1222
- Pop-A-Lock:  
(210) 637-0303

