

# PROTOCOL FOR NON-RESIDENT (N.R.) EMERGENCY MEDICAL RESPONSE FOR FRIENDS, LOVED ONES RESIDING IN GRAND HAVEN

1. Call **Flagler County Emergency Dispatch at 911** (*if non-resident currently in Flagler County*), request ambulance for medical emergency

Call **386-313-4911** (*if non-resident currently out of Flagler County*)

- Confirm with Dispatch Operator, *for person experiencing medical emergency*:
  - a. Name
  - b. Address
  - c. Age
  - d. Chief Complaint (medical problem)
  - e. Prior Medical History

2. Call **386-445-2376 (Grand Haven Main Guard Gate)**

- Request **Expedited Medical Emergency Entrance** to Grand Haven Gate by:
  - Inform guard of which Grand Haven Gate (Wild Oaks, Crossings, North, Main, South) you wish **Expedited Entry** and estimated time of arrival at that gate. *(Line may be busy, keep trying until successfully connect to Main Guard Gate.)*

3. When you arrive at gate, go to Call Box, select Main Guard number.

- When guard answers, identify yourself and state the following:
  - a. you are responding to “X” resident’s medical emergency
  - b. you have already called for an ambulance
  - c. you wish **Expedited Entry**

*If you followed step 2 above, the guard will have already confirmed that you are on the resident’s pre-approved visitor list and will immediately raise the gate arm.*

Alternately, if you have been in cell phone contact with the resident, and they are capable, you may select the resident’s phone number from the Call Box; the resident can press 9 from their home phone to raise the gate arm.

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In order to provide for the most successful and quickest **Expedited Medical Emergency Entry** into the Grand Haven Community, please take the following steps:

- a. Please verify that the resident has included your name on their pre-approved visitor list
- b. Please practice your use of the Call Boxes to call the Main Guard Gate
- c. Please practice your use of the Call Boxes to call the resident’s home and the resident’s response by pressing 9 on the resident’s home phone to raise the gate arm.

If any of these procedures do not function properly or, if you have any questions, please call the Grand Haven Community Development District Field Operations Office at 386-447-1888, during the hours of 8:00 a.m., to 5:00 p.m., Monday through Friday.

Thank you.