

THE COUNCIL OF THE DEVON

The Devon Condominium
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February, 1999

To: DEVON RESIDENTS

From: The Council of The Devon

Re: **EMERGENCY ASSISTANCE**

Occasionally, residents call the Devon office or our doormen to request assistance from a staff member for themselves or for another resident. This assistance usually involves moving a person who has fallen, and who may have been injured, bringing up possible medical problems for which staff members are not trained. Movement without professional diagnosis can result in injury either to the one stricken or to the untrained person asked to help.

This is the basis for the decision by the Council in November, 1993, after advice from legal and insurance professionals, to adopt the following policy to protect both Devon residents and our staff.

- Devon employees may not provide emergency or medical assistance that involves touching or moving a person.
- Devon employees may provide comfort, such as a blanket or conversation, while waiting for qualified assistance.
- Devon employees will offer to call 911 or other preferred medical assistance if requested by the resident.
- If the resident does not want 911 called, but in the opinion of the Devon employee this is necessary, the employee shall call 911.
- Any expense incurred by a call for outside emergency medical assistance by an employee of The Devon will be the responsibility of the person for whom the call is made.

We care about our residents and our employees. We feel we must make every effort to protect the well-being of all our people here insofar as we can. We, therefore, hope for your understanding and your help in following this policy. If you have a question, please call the Devon office.