What do you do during an emergency on the job? How do you handle first aid? The following workplace document might be posted on a company bulletin board or in the medical office or placed in the server of a company’s Web site. It also might appear in restaurants.

**FOCUS: WORKPLACE DOCUMENT**

The following document explains how to deal with one type of emergency. As with many workplace documents, it includes graphics that will help you follow the text:

- Boldface text calls out important information.
- A numbered list gives step-by-step instructions.
- A bulleted list presents specialized instructions.
- An illustration accompanies the text, demonstrating what to do.

**TERMS TO KNOW**

- **Boldface**—a heavier, darker type.
- **Cross-reference**—words, usually in parentheses, telling you to look at an illustration or at a different section of the text.
- **Graphics**—visual materials that enhance the text, such as art, photos, drawings, and diagrams.
- **Figure**—an illustration or diagram.
- **Format**—the design of a document.
- **Header**—a label or heading that begins a section of a document.
- **Point-by-point sequence**—a sequence that states each point as a separate item, in no particular order.
- **Step-by-step sequence**—a sequence that tells what to do first, second, third, and so on.
The Heimlich Maneuver

Choking can be caused by food, drink, gum, or objects accidentally inhaled through the nose or mouth that block the airway to the lungs. If air is unable to reach the lungs, death may result. The Heimlich maneuver is one of the most effective ways to help a choking person. (See diagram.)

1 **Make sure the victim is choking.** The victim will not be able to talk but will probably communicate through signs and actions, such as grabbing his or her throat. Get someone to call 911.

2 **Stand behind the victim and put your arms around his or her abdomen.**

3 **Make a fist at the bottom of the victim’s breastbone.**

4 **Push your fist upward into the victim’s chest in a quick motion, putting pressure on the lungs.** This will push air out of the lungs and into the windpipe, forcing the object to dislodge from the throat.

5 **Repeat the procedure.** It may take many tries before you dislodge the object.

- **If the victim is pregnant or obese,** pressure should be directed to the chest instead of the abdomen.
- **If the victim is unconscious,** turn him or her onto the back. Put your hand against the victim’s middle abdomen. Place your other hand on top, and push upward with a sharp thrust. Try to remove the obstruction with your fingers. If the victim stops breathing, begin artificial respiration.
- **If the victim is a child,** put the heel of your hand above the navel and well below the rib cage. Cover it with the other hand and push down with a sharp upward movement. The child should be on his or her back.
- **If the victim is a baby,** straddle the infant over your arm with its head lower than the torso. Hold the baby’s jaw in your hand to support the head. Give four back blows between the shoulder blades to dislodge the foreign object.

*“Heimlich Maneuver” from The Big Book of Life’s Instructions, edited by Sheree Bykofsky and Paul Fargis. Copyright © 1995 by The Stonesong Press, Inc. Reprinted by permission of the publisher.*
The Heimlich Maneuver

Complete the sample test item below. The box at the right explains why three of these choices are not correct.

<table>
<thead>
<tr>
<th>Sample Test Item</th>
<th>Explanation of the Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The purpose of a <strong>cross-reference</strong> is to—</td>
<td>The correct answer is <strong>A</strong>. Labels show the parts of illustrations, not cross-references, so <strong>B</strong> is incorrect. Information is highlighted by things such as color, typeface, and size, so <strong>C</strong> is incorrect. Usually numbers or letters show the order of steps, so <strong>D</strong> is incorrect.</td>
</tr>
<tr>
<td>A refer you to a different section of a document</td>
<td></td>
</tr>
<tr>
<td>B show the different parts of an illustration</td>
<td></td>
</tr>
<tr>
<td>C highlight important information</td>
<td></td>
</tr>
<tr>
<td>D show the order of steps</td>
<td></td>
</tr>
</tbody>
</table>

**DIRECTIONS:** Circle the letter of the best response to each item.

1. The **cross-reference** to the illustration in this document appears in—
   A boldface
   B italics
   C parentheses
   D capitals

2. The first five steps of the maneuver are in **step-by-step sequence** because—
   F the steps may all be done at once
   G the steps must be done in the order listed
   H the steps can be done in any order
   J the victim may be unable to count

3. You can find important information in the bulleted list quickly because—
   A it is numbered
   B it is printed in boldface
   C it is in parentheses
   D it is underlined

4. The **graphic** in this chart is placed—
   F at the most attractive point
   G near the steps it refers to
   H at the end of the steps
   J in the middle of the steps