Emergency scenes usually begin with a lot of confusion as people realize there is an emergency unfolding in front of them; no one knows what to do first, who should be in charge or how they can help. In this situation, the first aider needs to follow a sequence of actions that ensure safe and appropriate first aid is given and everyone’s safety is protected. St. John Ambulance first aiders use *emergency scene management (ESM)* to do this. ESM has four steps:

**Scene Survey** – take control of the scene, get an idea of what has happened and what is going on, and get things organized so you can start helping any casualties

**Primary Survey** – assess each casualty for life-threatening injuries or illnesses and give the needed life-saving first aid

**Secondary Survey** – assess the casualty for injuries or illnesses that are not life threatening and give appropriate first aid; sometimes you don’t have to do this

**Ongoing Casualty Care** – stay with the casualty until medical help arrives and takes over

These steps are always done in the order above, though sometimes you don’t carry out the secondary survey.