

G.15 First Aid Policy and Procedure

1.0 INTRODUCTION/BACKGROUND

Mercy Services operate a range of services each with its own unique risks of injury. While every effort is made to prevent injuries, contingencies are also in place to assist those who are injured. The provision of first aid is a vital component of how Mercy Services can assist people injured at our worksites or through our activities.

2.0 SCOPE

The purpose of this procedure is to ensure that first aid is in place and adhered to in the event that a Mercy Services staff member, volunteer, client or other visitor is injured.

3.0 POLICY STATEMENT

Mercy Services aims to preserve life and minimise pain/reduce severity of injury until medical assistance arrives for people injured at our worksites or through our activities.

4.0 PROCEDURE

4.1 Assessing First Aid Requirements

The tasks and duties performed in the workplace often determine the hazards faced by workers and others. The medical condition of workers/clients at the workplace will also be a factor. Therefore there may be different first aid requirements in different workplaces and for different groups of workers in that workplace.

The Work Health & Safety (WHS) Coordinator will consult with Coordinators and the Director of Care to determine the number of Designated First Aid Officers, the type of First Aid kit required and the nature of the First Aid response.

4.2 Designated First Aid Officers

The General Manager will decide who will be the designated First Officer for that site.

A designated First Aid Officer is nominated for each Mercy Services workplace where ambulance services are likely to take more than 30 minutes to respond.

The following ratios of first aid officers are recommended:

- low risk workplaces – one first aider for every 50 workers
- high risk workplaces – one first aider for every 25 workers.

Designated First Aid Officers as at 31 March 2016:

Carrington:.....*Sharon Page*
 Elmore Vale:.....*Denise Barrett*
 Newcastle Elderly Citizens Centre:.. *Carolyn Leishman, Chris Hunt*
 Singleton:*Registered Nurse on duty*
 Tighes Tce:.....*Elvira Johnson and Sue Moyle*
 Union St:*Linden Wright and Lisa Bycroft, with nursing
 backup from Karen Sargent and Sandi Martin*
 Wallsend Carers:.....*nil*
 West Wallsend:.....*Patricia Pitt with nursing backup from
 Margaret O'Halloran*

The responsibilities of the First Aid officer are to:

- dispense and control items from First Aid Kit
- ensure kit supplies are adequate
- treat minor wounds and injuries, such as applying dressings, stopping bleeding and treating burns
- deal with fits, fainting
- resuscitation (including operation of defibrillator if one is present)
- completing Incident Report Form regarding need to use First Aid skills/supplies
- arranging further medical assistance if required
- advise senior management immediately of any serious or potentially serious accident for which treatment has been required.

First Aid Officers must limit their assistance to the level of their competence. They should not attempt any assistance that they lack either the skills or confidence to complete.

Where a First Aid Officer is not a Registered Nurse, or similarly qualified, the person will be provided with Workcover approved Senior First Aid training and have this training updated every three years during work time and with the First Aid Course fee being paid by Mercy Services.

A First Aid allowance will be paid only if required by that person's Industrial Award.

4.3 Other staff with First Aid Qualifications

Mercy Services will offer other staff the opportunity to obtain a first aid certificate at Mercy Services expense. If a person is trained in first aid and there is no designated first aid officer present, there is a normal expectation for this person to provide first aid to the extent of their competence (e.g. administer a band aid to a cut finger). For more serious matters in which the person has not been trained or when they don't feel confident in administering first aid, then they may call an ambulance rather than provide first aid¹.

¹ See: 26-11-10 Email correspondence with CCER <..\.\.\.Shared\WHS\First Aid\RE First Aid.htm>

4.4 First Aid Response

The following guidelines are recommended for management of any medical emergencies where Mercy Services activities occur.

Gloves must always be worn when administering first aid as there is a chance of contact with blood or other body fluids.

4.4.1 Emergency First Aid required by Mercy Services workers, clients and others at a Mercy Services site:

- a) The first staff member present will reassure and make the injured person comfortable and safe. Ensure the First Aid Officer/ambulance is called to assist. Don't leave the injured person unless it is absolutely unavoidable (such as needing to call an ambulance/First Aid Officer and there is no other person able to do this).
- b) The First Aid Officer/s will provide first aid as appropriate until an ambulance arrives. Unless requested by the First Aid officer, all other staff will vacate the area.

4.4.2 Emergency First Aid required by Mercy Services staff, volunteers, clients and others at client's home or elsewhere in community:

If there is no urgent/life threatening situation the staff member is to contact the Coordinator/Manager/Director Care for advice/assistance. The Coordinator/Manager/Director of Care will determine what the staff member will do and how long they should stay with the client.

For minor injuries, staff members are to provide first aid to the extent of their skill level with the first aid kit in their car or materials supplied by the client.

If the client is on the floor and unable to get up unassisted, staff are always to seek the assistance of their Coordinator and an ambulance for an assessment of injuries and for ambulance staff to assist the client to get off the floor.

If the client has Vitalcall, this facility should be used as they will have accurate and written information required by emergency services.

4.4.3 Emergency First Aid required by Mercy Services staff, volunteers, clients and others while in transit:

** Where the injured person is a member of the public with no connection to Mercy Services the only requirement from Mercy Services is that the Mercy Services staff/volunteer phones an ambulance. It is the decision of the Mercy Services staff/volunteer as to whether they provide first aid assistance to the level of their competence.*

Drivers of vehicles on their own experiencing a medical emergency will:

- Utilise the contents of their First Aid kit as appropriate

- ring 000 (if 000 not working, on a mobile telephone use 112) and request an ambulance (notifying them of their location and the nearest cross street)
- Phone their supervisor (Manager/Coordinator/Director of Care) or the General Manager/WHS Coordinator as soon as possible
- The Coordinator/Manager/Director of Care or designated other will go immediately to the assistance of the injured person at the road-side or at the hospital.

In the event of a medical emergency with a passenger, a driver should:

- stop the vehicle in a safe area
- determine the need for assistance.

If in the opinion of the driver, a potentially serious situation exists, i.e. a medical emergency, the following procedure must be initiated:

- Complete the DRSABC Assessment
- ring 000 (if 000 not working, on a mobile telephone use 112) and request an ambulance (notifying them of their location and the nearest cross street)
- if unconscious, place the sick person in recovery position and clear airways, control any bleeding
- reassure and observe the sick person until the ambulance arrives
- reassure any other people in the vehicle
- contact their site Manager/Coordinator/Director Care or the General Manager/WHS Coordinator and advise of the situation
- liaise with the Coordinator/Manager/Director of Care whether to continue the journey once the ambulance has taken responsibility of the sick person.

4.4.4 Incidents not requiring Emergency Response

- if an injured person is orientated and stating that they are not dizzy or experiencing pain, make the person comfortable and allow them time to recover from any distress. If in doubt, call an ambulance (notifying them of the location and the nearest cross street) and do not move the person.
- if the person continues with the service for the rest of the day, closely monitor them for the remainder of their time with Mercy Services. Being mindful of privacy and confidentiality considerations, where necessary contact and advise the next of kin or nominated “emergency contact” of developments regarding the injured person.
- Ensure all required documentation is completed, i.e. the Incident Report Form, and forwarded to the WHS Coordinator.

4.5 First Aid Kit types

Mercy Services will provide a first aid kit in all workplaces (Appendix 1 sets out the required contents of First Aid Kits for different sized workplaces).

<i>Workplace</i>	<i>Large</i>	<i>Standard</i>	<i>Maintenance</i>
<ul style="list-style-type: none"> ➤ Carrington ➤ Elmore Vale Community Centre ➤ Newcastle Elderly Citizen’s Centre ➤ Singleton Residential Aged Care ➤ Union St., Tighes Hill ➤ West Wallsend Centre 	✓		
<ul style="list-style-type: none"> ➤ Tighes Tce site ➤ Community Transport buses ➤ Community Care Assistants ➤ All other vehicles used by Mercy Services workers 		✓	
<ul style="list-style-type: none"> ➤ Home maintenance vehicles 			✓

4.5.1 Kit Location

The First Aid Kits are to be located so that no part of the workplace is more than 100 metres from the kit or more than one floor from a kit. Where a defibrillator is onsite, it must be located with the first aid kit. The kits should also be close to a supply of clean running water.

4.5.2 Kit Markings and Construction

Each First Aid Kit is to be made of impervious material. Each kit is to be clearly marked on the outside with the words “FIRST AID” and a safety information sign (White cross on green square background complying with AS1319). All kits must also have a list of contents inside of the kit.

4.5.3 Maintenance and Cleanliness

The designated First Aid Officer at each workplace is responsible for the maintenance and cleanliness of that workplaces First Aid Kit(s). These Officers will check the contents of the kits, against its contents list, at least once a month. Where necessary the designated First Aid Officer will arrange for the replacement of supplies from Karen Sargent (HCP Coordinator and Registered Nurse at Tighes Hill office) or Director of Care for Singleton.

Where a First Aid kit is permanently assigned to a particular motor vehicle/ worker, it is the responsibility of the driver/ worker to ensure that the kit is maintained and cleaned. The First Aid Officers at each site are responsible for co-ordinating the maintenance and cleanliness of kits in pool vehicles at that site.

4.5.4 Notices

Notices must be put near any site based first aid detailing:

- Name of Designated First Aid Officer at that site
- Telephone number of Designated First Aid Officer, and
- Designated First Aid Officer work location/program

4.6 Injuries Register

The register of injuries and of first aid treatment is completed in an Incident Report Form which is recorded and stored by the WHS Coordinator (see Workplace Injury Management and Workers Compensation Act 1998). The WHS Committee will be informed of all completed Incident Report Forms. All Incident Report Forms are kept for seven years. Where the person injured is less than 18 years of age the form is kept until that person turns 25 years of age.

4.7 Compliance

Compliance with this policy is being measured by:

- a) The quarterly WHS workplace inspection will include a check of first aid kits contents;
- b) The quarterly WHS workplace inspection will include a check of first aid kit markings and notices (as per this Policy)

4.8 Evaluation

The performance indicators for the evaluation of this policy are:

- a) 0% injuries related incorrect or delayed first aid; and
- b) At least 90% of Mercy Services staff giving a positive rating on how well Mercy Services is committed to safety.

5.0 REFERENCES

1. Current issues	a) None identified
2. Australian Standards	b) nil
3. Legislation	a) Work Health and Safety Act, 2011 (NSW) b) Work Health and Safety Regulations, 2011 (NSW)
4. Professional guidelines	a) nil
5. Codes of Practice	a) Safe Work Australia (2011) Code Of Practice: How to Manage Work Health and Safety Risks http://www.safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Documents/633/How_to_Manage_Work_Health_and_Safety_Risks.pdf
6. Codes of Ethics	a) Australian Association of Social Workers Code of Ethics 2010 http://www.aasw.asn.au/document/item/1201 b) Australian Psychological Association Code of Ethics http://www.psychology.org.au/Assets/Files/APS-Code-of-Ethics.pdf c) Code of Ethics for Nurses in Australia 2008 http://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/Codes-Guidelines.aspx#codesofethics d) Integrity in the Service of the Church https://www.catholic.org.au/media-centre/media-releases/cat_view/10-organisations/38-national-committee-for-professional-standards e) Mercy Services Code of Conduct
7. Evidence	a) Workcover NSW (2001) First Aid in the Workplace Guide b) Workcover NSW (1996) Code of Practice: HIV and other blood-borne pathogens in the workplace

	c) Email 26-11-10 correspondence with CCER ..\\..\\Shared\\OHS\\First Aid\\RE First Aid.htm
8. Mercy Services Values	a) Justice, Respect, Care, Unity, Service

6.0 OTHER RELATED POLICIES

- G.05 Risk Management Policy
- G.06 Safe Home Visiting Policy
- G.08 Infection Control Policy
- G.09 Manual Handling Policy
- G.17 Incident Investigation Policy
- G.20 Safer Driving Policy
- G.21 Vehicle Policy

7.0 RELATIONSHIP WITH STANDARDS

<i>Aged Care Accreditation Standards</i>	<i>Home Care Standards</i>	<i>Disability Standards</i>	<i>EQIP Standards</i>
1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9, 4.1, 4.2, 4.3, 4.4, 4.5	1.1, 1.4, 1.5, 1.6, 1.8, 2.1, 2.2, 2.3, 3.1, 3.2, 3.5,	2.5, 5.5, 6.1, 6.2, 6.3	1.1.1, 1.1.2, 1.1.6, 1.1.8, 1.4.1, , 2.1.2, 3.2.1, 3.2.5,

8.0 DOCUMENT CHANGES RECORD

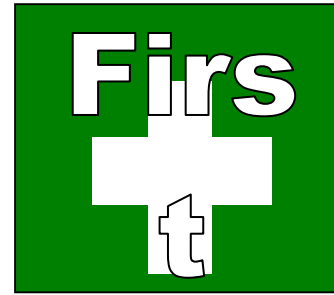
<i>Date of change</i>	<i>Section altered</i>	<i>Natures of changes made</i>
June 2005	First record of document	
05/11/2008	a) Header and footer details, b) 3.0 c) 4.0 Definition d) 5.1 and 5.1.1 e) 5.2, 5.3 and 5.4 f) New 5.2 g) New 5.3.1 h) New 5.3.2 i) New 5.4 j) New 5.4.2 k) New 5.4.3 l) New 5.5 m) 5.6 Document Changes record	a) Titles and dates b) Deleted “Providing First Aid...” as a reference document c) Limited to preserve life and assist until medical help arrives d) Combined these sections. Simplified details. Specified OHS Coordinator as person to facilitate assessment e) Change the order of sections to: Designated First Aid Officer; First Aid response; and First Aid Kits f) Added: GM decides who will be First Aider; formula for calculating number at each site; limitations of First Aiders role; and that allowance and course fees will be paid g) Specified that this is Mercy Services sites. Clarified role of non-First Aider h) Added no obligation to assist general public; Solo worker to apply First Aid to self as appropriate; phone ambulance before Mercy Services; OHS Coordinator as a person who can respond. Similar minor changes to response to passenger in emergency i) Information summarised in a table j) Delete requirement that kit be locked k) Named the person responsible for first aid supplies

Date of change	Section altered	Natures of changes made
		l) Combines old 5.3 and 5.4. Eliminate need for separate Register of Injuries as this information is easily found in Incident Report Form. Extended length of time reports kept in line with Health Records Information Privacy Act m) Added
04/02/2009	a) New 1.0, 3.0, 5.0, 6.0, 7.0 b) Old 2.0 c) New 2.0 d) New 4.2 e) New 4.3 f) New 4.4.2 g) New 4.5	a) Added to comply with EQuIP requirements b) Added to new 1.0 and 3.0 c) Previously 1.0 d) Adds length of ambulance response as requirement for a workplace requiring a Designated First Aid Officer e) Added to explain situation of other staff who have first aid qualifications f) Delete option of asking another person to phone Mercy Services from driver on own g) Add home maintenance as requiring kit type A
01/12/2010	a) Various b) 4.3 c) 4.4.1 d) 4.4.2.b e) 4.4.3 (new) f) 7.0	a) Correct minor word and grammar errors b) Clarified that Mercy Services would pay for First aid course and that there is an obligation for providing first aid if the trained person is competent and confident. c) Section on Stockton Centre added – changing the rest of 4.4 numbering d) Requirement that non-essential personnel vacate a first aid area e) Added this section and reordered the rest of 4.4 f) Converted previous HACC and CACP Standards to Community Care Standards
06/02/2012	a) All sections b) 4.5 Compliance c) 4.6 Evaluation d) 5.0 References	a) Updated with how new WHS laws and Codes of Practice apply at Mercy Services b) New section c) New section d) Updated with new WHS laws and Codes of Practice
27/11/2012	a) All Sections b) 4.5 First Aid kits	a) Organisation name updated b) Inclusion of Newcastle Elderly Citizen's Centre
01/02/2013	a) 4.2 designated First Aid Officers b) 4.5.1 Kit Location	a) Add using defibrillator as first aid officer role b) State that defibrillator be located with first aid kit
06/08/2014	a) 4.2 Designated First Aid Officers b) 4.4.5 Incidents not requiring Emergency Response c) 4.5 First Aid kits d) 5.0 References e) 7.0 Relationship to Standards	a) Added list of designated first aid officers for each site b) Delete section requiring injured person to stand c) Add Singleton, Wallsend Carers and Elernmore Vale d) Update Codes of Ethics e) Add Aged Care Accreditation Standards and update Disability Standards
04/03/2015	a) 4.1 Assessing first aid requirements b) 4.2 Designated First Aid Officers 4.4.1 First aid at Stockton and 4.5 First Aid kits	a) Add Director of Care and made minor re-wording b) Delete reference to FGP Stockton Centre as this program has closed c) Limit response to staff members not volunteers, remove requirement of General Manager to go to the assistance of worker in community

<i>Date of change</i>	<i>Section altered</i>	<i>Natures of changes made</i>
	c) 4.4 First aid response d) 4.4.2 Emergency First Aid required by Mercy Services staff, volunteers, clients and others at client's home or elsewhere in community: e) 4.5 First aid kits and Appendix 1 f) 4.5.2 Kit Markings and Construction	d) Add requirement to call an ambulance if person is on the ground and unable to get up unassisted e) Update types and content of first aid kits f) Add that list of First Aid kit contents be included in the kit
31/03/2016	a) 4.2 Designated First Aid Officers b) 4.5 First Aid Kit types	a) Add Carrington b) Add Carrington
Review due 31/03/2019		

APPENDIX 1

<p>Ambulance 000</p>	<p>Poisons Info Centre 13 11 26</p>
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FIRST AID KIT CONTENTS



Description	Use	Large	Standard	Maintenance
Adhesive Strips (bandaids)	Minor wound cover	50	25	25
Antiseptic swabs	Clean wounds	1	1	1
Bag - large resealable plastic	Severed parts & other uses	2	1	1
Bag – medium resealable plastic	Severed parts & other uses	2	1	1
Bag – small resealable plastic	Severed parts & other uses	2	1	1
Bandages - 5 cms	Secure dressing, apply pressure	2	1	1
Bandages - 10cms	Secure dressing, apply pressure	2	-	1
Combine pad 20 x 9cms	Wound dressing & padding	3	2	2
Dressing – adaptic & atraumann	Wound dressing	2	-	-
Dressing - Melanin 7.5 x 5.5cms	Wound dressing	3	3	3
Eye pad – sterile	Dressing for eye injury	3	1	2
First aid kit contents Listing	Keeping kit properly packed	1	1	1
First Aid Reference Guide	Easy Read Book	1	1	1
Gauze squares 7.5 x 7.5 cms	Wound dressing	2	2	2
Gloves - disposable	Hygiene	4	2	2
Instant ice pack	For sprains, burns and stings	-	-	1
Rescue blanket	Weather protection/maintain body heat	1	-	1
Resuscitation Mask	For CPR	1	1	1
Safety pins (packet)	Secure dressings	1	1	1
Saline 10ml ampoule (6)	Clean wounds	6	2	6
Scissors (1)	To cut dressings, clothes as needed	1	-	1
Splinter probes (1)	To remove splinters	1	-	1
Tape - Hypo-allergenic (1)	Secure dressings	1	1	1
Triangular bandage (2)	For slings; padding	2	1	2