

## PATHWAYS ABILITIES SOCIETY

### **PROCEDURE: INJURY AND/OR MEDICAL EMERGENCY**

**Applies to:** All Personnel, Volunteers, Persons Served, Families, Advocates and Caregivers

Original Approval Date: 1993

Date Approved: November 23, 2020

Replaces Procedure Dated: September 23, 2019

\*The First Aid Attendant is the first qualified person attending to the injury or illness.

#### **Preparation**

1. The Activity Quality Assurance Manager (AQAM) ensures the annual medical emergency drills are completed in the month of May.

#### **Minor Injury or Illness**

1. The First Aid Attendant ensures the area and individuals are safe.

2. The First Aid Attendant takes the injured person to the designated First Aid station in the specific work location. They delegates specific tasks to other employees i.e. calling 911, notifying supervisor, manager or designate.

3. With consent of the injured worker, the First Aid Attendant applies first aid and determines if the person should be transported to medical aid. If the injury is the result of a blow to the head, even if the blow or fall appears to be minor, the individual must be taken to medical aid to be assessed.

4. If the injury will not be aggravated, use a society vehicle or the First Aid Attendant's personal vehicle to transport. The First Aid Attendant is responsible for delegating who will transport the injured person.

5. If the injured person is:

- Employed by Pathways or supported by Pathways in an employment situation, or volunteer, complete the Employee Report of Injury or Occupational Disease in ShareVision by 10:00 am the following day. The first aid attendant completes the First Aid Incident Report in ShareVision by 10:00 am the following day. If the employee's physician recommends time off or a change in regular duties the employee must contact the executive director or designate to obtain the required documentation that is completed by the physician prior to the employee returning to work.
- A person receiving service, the attending staff completes a Critical Incident Report as outlined in the procedures and the First Aid Incident Report on ShareVision prior to the completion of the shift.

6. Notify the supervisor that an Employee Report of Injury or Occupational Disease form or a Critical Incident Report and a First Aid Incident Report have been completed in ShareVision.

7. The injured employee, when able, contacts Work Safe BC either by telephone at 1-888-967-5377 (follow the prompts) or online at [www.worksafeBC.com](http://www.worksafeBC.com) and completes the employee report. They inform the supervisor it has been completed.

8. The supervisor:

- Notifies the Executive Director, Finance Manager and People and Culture Manager that an injury has occurred.
- Contacts the individual's family or caregiver to notify them of the injury. If the primary contact does not answer the phone and there is a relevant secondary contact listed then the secondary contact is notified.
- Reviews the Critical Incident Report and notifies the executive director that it has been completed.
- Notifies the LPN that a First Aid Incident Report and/or Employee Report of Injury or Occupational Disease form has been completed.

9. The LPN reviews the First Aid Incident Report and makes prevention recommendations and/or begins a preliminary investigation of the Employee Report of Injury or Occupational Disease using the Employer Incident Investigation Report (EIIR) form on ShareVision.

10. The Executive Director:

- Reviews the Employee Report of Injury or Occupational Disease ShareVision form.
- Determines if an accident investigation must be initiated and refers to the Investigation of Accidents Involving Employees Policy and Procedure.

11. The Finance Manager:

- Completes and submits the form referring the person to the Disability Management Institute (DMI)-Work Safe BC Claims program.
- Completes the Work Safe BC Form 7 and sends the completed form to Work Safe BC for processing by the end of the day.

12. The AQAM, if required:

- Provides the OH&S committee with copies for analysis, strategy development and follow-up to prevent reoccurrence.
- Ensures the recommendations are implemented and documents the results.
- At the next leadership meeting, brings up the completed form for analysis, strategy development and follow-up to prevent reoccurrence.

### **Serious Injury or Illness**

1. The First Aid Attendant ensures the area and individuals are safe.

2. The First Aid Attendant:

- Keeps the injured person calm and still.
- Makes the decision to call the BC Ambulance Service (person requires stretcher transport).
- If the injury is the result of a blow to the head the individual must be taken to medical aid to be assessed.

3. If BC Ambulance is required, the First Aid Attendant appoints another employee to call for the ambulance. If not refer to procedure 4 above.

4. The employee assigned to call the ambulance stays calm, speaks clearly and relays the following information:

- Location of incident, name of worksite, address and entrance to use.
- How to get to the injured person.
- Contact phone number for call back.
- Mechanism of Injury (what happened).
- Known injuries to the person (unconscious, fractures, heart attack, etc).

5. If the injured person is:

- A person with a disability, remove the person's ShareVision Missing Person Poster and send it with attending personnel.
- An employee, obtain emergency contact information from management personnel.

6. The appointed employee meets the ambulance and directs them to the injured person.

7. Complete "Minor Injury or Illness" steps 5 to 12.