

PATHWAYS ABILITIES SOCIETY

PROCEDURE: INJURY AND/OR MEDICAL EMERGENCY

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

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*The First Aid Attendant is the first qualified person attending to the injury or illness. Any person with current first aid / CPR certification is considered a first aid attendant.

Minor Injury or Illness

1. The First Aid Attendant:

- Ensures that all individuals in the area are safe.
- Administers first aid as required, with the consent of the injured worker if possible. Each work location has a designated First Aid station that can be utilized. They delegate specific tasks to other employees (i.e. calling 911 and notifying the supervisor, manager, or designate).
- 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. If the injured person is a supported individual and they experienced an injury or blow to their head (even minor), their family member, caregiver, or emergency contact is notified, and they are encouraged to assist the person to seek medical treatment.
- Is responsible for delegating who will transport the injured person. If the injury will not be aggravated by transportation, use a society vehicle or the First Aid Attendant's personal vehicle to transport.

2. If the injured person is:

Employed by Pathways or supported by Pathways in an employment situation:

- Complete the Employee Report of Injury or Occupational Disease in ShareVision by 10:00 am the following day and notify the immediate supervisor or manager. If on a Travel Club trip or travelling for work, any expenses related to long-distance phone calls or emergency medical treatment will be reimbursed or paid by the agency.
- 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 People and Culture Manager to obtain the required documentation that is completed by the physician prior to the employee returning to work.

An individual receiving services:

- The attending staff completes a Critical Incident Report as outlined in the Incident and Critical Incident Reporting policy and procedure, and the First Aid Incident Report on ShareVision (if applicable), prior to the completion of their shift and notifies the supervisor or manager.

3. The injured employee, when able, contacts WorkSafe BC either by telephone at 1-

888-967-5377 (follow the prompts) or online at www.worksafeBC.com and completes the employee report of injury. They inform the supervisor that it has been completed.

4. 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 their immediate supervisor that it has been completed.
- Notifies the LPN and chair of the Joint Occupational Safety and Health (JOSH) committee that a First Aid Incident Report and/or Employee Report of Injury or Occupational Disease form has been completed.

5. The LPN reviews the First Aid Incident Report and makes prevention recommendations.

6. The chair of the JOSH committee either begins or delegates someone else to begin a preliminary investigation of the Employee Report of Injury or Occupational Disease, using the Employer Incident Investigation Report (EIIR) form on ShareVision if there were injuries requiring treatment beyond first aid, and minor injuries that had the potential to be serious (e.g., an employee scraping their knee because they had to jump out of the way of a moving car).

7. A full investigation of the Employee Report of Injury or Occupational Disease is completed as soon as possible using the Employer Incident Investigation Report (EIIR) form in ShareVision, and any corrective actions are identified.

8. The Finance Manager:

- After consulting with the chair of the JOSH committee and the People and Culture 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.
- Notifies the People and Culture Manager (PCM) or designate if the person will be off in excess of 5 days.

9. The PCM refers to and follows the Sickness and Disability Management procedure.

Serious Injury or Illness

1. The First Aid Attendant:

- Ensures that the area and individuals are safe.
- Keeps the injured person calm and still.
- Administers first aid as required.
- If the injury is the result of a blow to the head the individual must be taken to medical aid to be assessed.
- If BC Ambulance is required, appoints another employee to call for the ambulance, if possible. If an ambulance is not required, refer to steps listed above.

2. 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 a call back.
- Mechanism of Injury (what happened).
- Known injuries to the person (unconscious, fractures, heart attack, etc).

3. If the injured person is:

- A person with a disability, print off the person's ShareVision Individual's Information (Individual's page > Individual's Information) and send it with attending personnel.
- An employee, obtain emergency contact information from management personnel.

4. The appointed employee meets the paramedic(s) when they arrive and directs them to the injured person.

5. Complete the "Minor Injury or Illness" steps above.

First Aid Drill

1. Annually in the month of May, a first aid drill is completed at each work location.

2. The person coordinating the drill completes an Emergency Response Drill form in ShareVision > Health and Safety portal > Emergency Response Drill.

3. The employer representative of the Joint Occupational Safety and Health (JOSH) committee reviews the emergency response drill and adds any deficiencies or items requiring follow-up to the next JOSH meeting agenda.

Note: Reviewing a real incident that required first aid will not generally be considered an acceptable alternative to a drill as this practice may discourage the identification of deficiencies and/or introduce privacy or other concerns for injured workers, first aid attendants, and others involved.