

Estates and Facilities Guidance for First Aiders



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1 Introduction

Glasgow Caledonian University has arrangements in place to manage a range of incidents that may occur on University premises. This includes first aid arrangements for those who may fall ill or suffer an injury. These arrangements are in place to ensure that individuals receive immediate attention and that an ambulance is called in serious cases. First aid can save lives and prevent minor injuries becoming major ones.

First aid arrangements are in place to meet the requirements of The Health and Safety (First Aid) Regulations 1981 and ensure that suitable first aid resources are provided. This requires adequate and appropriate equipment, facilities and personnel to ensure employees and University stakeholders receive immediate attention.

2 First Aiders

First aiders perform an important role in responding to first aid incidents at GCU to ensure that the individual receives immediate attention. First aiders are part of a weekly first aid rota covering the hours of 09:00 and 17:00. Out with these hours, security performs first aid duties. It is vital that first aiders have the ability to act calmly in an emergency situation and are able to use a defibrillator in an emergency. However, first aiders must be aware of their limitations and be able to make appropriate judgements about the need to seek medical advice or call an ambulance. Some key requirements for first aiders are that they must:

- Be willing to be on the University First Aid Rota for 3 years
- Be readily available and reliable to respond immediately to an emergency Monday – Friday between the hours of 09:00 – 17:00 whilst on the rota (out with these hours, security will attend)
- Keep their provided mobile phone available at all times and answer any call that is made whilst they are on the rota
- Notify the Facilities Admin whenever they will not be available, including holidays, going off-site at any time whilst on the rota
- Notify the Facilities Admin of any mobile phone problems/faults encountered
- Complete an incident/near miss form for all incidents attended and email to hsforms@gcu.ac.uk
- In the case of a major injury or fatality, the First Aider must telephone the University Health and Safety Department with the details immediately

2.1 Training Requirements

All GCU first aiders receive suitable and sufficient first aid training to ensure that they are able to respond to first aid incidents as necessary. A breakdown of training requirements is as follows:

- Attend a First Aid at Work Course (3 Day) prior to going on the University rota
- First Aid Requalification Course (2 Day) every 3 years

- Attend a First Aid Annual Update (1/2 Day) to maintain your first aid skills between requalification trainings.

3 Defibrillators

As part of a first aid response, there may be the need for the use of a defibrillator. If this is identified during the first aid call, a first aider trained in defibrillation will be contacted. Defibrillators are located in the following locations:

Defibrillator Locations	
Building	Location
Arc	Wall at reception
Arc Level 1	Wall outside S112 on wall
George Moore building	Ground floor ramp at the Grab & Go on wall
Govan Mbeki building	Wall at main entrance
Hamish Wood building	Ground floor on wall opposite lifts
Sir Alex Ferguson Library Centre	Ground floor on left side wall at main entrance
Security Office	Main wall
Caledonian Court Security Office	Main wall
Student Association	First floor reception at side wall
Britannia building	Ground floor on wall beside window
Britannia building	Second floor on wall at toilets
Milton Street	Main entrance on wall beside stairs
Charles Oakley High Voltage area	Ground floor on wall
Charles Oakley	Second floor on wall next to C236
PHD Centre (Teaching Block)	Ground floor entrance on right hand wall

4 Procedures

The following procedures are in place to help GCU provide necessary equipment, facilities and personnel to ensure employees and University stakeholders receive immediate attention. It is vital that these procedures are followed to ensure an adequate response is provided.

4.1 Mobile Phones

First Aiders are provided with a mobile telephone for use. This may take the form of their existing work mobile phone or a specific one for first aid duties. It is their responsibility to ensure that it is sufficiently charged at all times.

All First Aiders should notify Facilities Admin (ext. 3999) whenever they will not be available, including holidays, sickness absence, lunch breaks and going off-site at any time whilst on the rota. This will enable the Facilities Management Co-ordinator and receptionists to exclude the First Aider from the rota to ensure the first aid response for an individual is not delayed. Where a first aider experiences a problem/fault with the mobile phone, then they should notify Facilities Admin, with a description of the fault encountered.

4.2 Mobile Phones - Pre-programmed telephone numbers

All dedicated first aid mobile phones are pre-programmed with the numbers below. If using your existing work mobile phone you must have these numbers also.

Name	Number
Main Desk	0141 331 3000
Campus Emer	0141 273 1999 (Routes to Ext. 2222)
Facilities Desk	0141 331 3999
Colette Hamilton	0141 331 8255 (Health and Safety)
Emergency Services	999
Security Desk	0141 331 3787

4.3 First Aid Response

First aiders must keep their mobile phones available at all times and answer any call that is made whilst they are on the rota. Once contacted, the First Aider will be advised of the location and nature of the emergency and the First Aider(s) will make their way to the casualty and administer first aid treatment

The first aider will assess the individual and may determine the individual requires attention at a hospital accident and emergency department, even as a precautionary measure. The first aider should contact “Campus Emerg” (which is pre-programmed to 0141 273 1999 and routed to ext. 2222) in order to arrange suitable transport. This may take the form of a contract hire taxi or ambulance depending on the severity.

The first aider should provide the following information when requesting an ambulance, the patient’s name, gender, age, symptoms, exact location (building and room number) and whether the patient is breathing/conscious. This is to help the ambulance gain access onto the campus quickly and go to the correct location.

If it is deemed necessary to send an individual to hospital, a first aider or member of staff should, where possible, accompany the individual to hospital and must leave the individual in the care of the hospital staff. After the individual has been registered in the hospital the escort must phone the Main desk (0141 331 3000) where a receptionist will arrange for the escort to return to the University. The Head of School/Department or suitable deputy and receptionists should be informed when leaving the University and on return from hospital.

4.4 Bloods and Bodily Fluids

GCU has procedures in place to manage any spillage of bloods or bodily fluids. Only trained individuals should carry out this task in accordance with specific method statement and risk assessment. Spill kits are available within GCU with disposal of bloods, bodily fluids and contaminated materials within specific waste bins in the University first aid rooms.

4.5 First Aid Rooms

There are two first aid rooms within the University. These are located within:

- Charles Oakley ground floor C017
- Sir Alex Ferguson Library ground floor back service corridor

First Aiders on the rota will have keys to the first aid rooms, as will on call services such as Security. The rooms are to be used for the purposes of administering First Aid only. All first aid rooms have a wheelchair or carrier chair, a bed including blanket and pillows, sharps bin and body fluid bin.

4.6 Reporting Incidents

After giving treatment to any person, First Aiders must complete Sections 1 - 4 of an Incident /Near Miss Form (Form S1 or S1e) and forward the form to the Health and Safety Department by e-mail to hsforms@gcu.ac.uk (even in the case of a minor injury or ill-health). In the case of a major injury or fatality, the First Aider must telephone the University Health and Safety Department with the details immediately. Receptionist should also be informed of the outcome after treating the individual for their records.

The Incident/Near Miss Form can be found at: <http://www.gcu.ac.uk/healthandsafety/>

4.7 First Aid Supplies

All First Aiders on rota are issued with individual bags containing first aid supplies.

First Aiders should replenish their bags by contacting Catherine McFarlane on 0141 331 8026 or by e-mail at Catherine.McFarlane@gcu.ac.uk who will arrange supplies to be made available from the supply cupboard in Sir Alex Ferguson Library first aid room.

5 Symptoms of Covid-19

First aiders should consider the following aspects if an individual is showing symptoms of covid-19 in order to reduce the potential for exposure. They should assess the situation in line with their first aid training whilst considering reducing their interaction with the individual. They should:

- Assess the situation and first aid requirements over telephone or from a distance of 2 metres in the first instance.
- What is the requirement for first aid? (Is this due to injury or illness? Is it life threatening?)
- Is the person showing symptoms of covid-19?
- Consider the potential risk of personal injury or illness against the condition or symptoms the person is showing.
- If someone requires minor first aid, consider leaving first aid (wipes and plaster) from a distance for them to self-administer.
- If in any doubt and presenting a serious and imminent danger, contact 999 through security.
- Escalate incident as per Business Continuity process through security.

Delivering CPR until Arrival of Ambulance

- Inform security that CPR is to be delivered and call 999 immediately – tell the call handler if the patient has any covid-19 symptoms
- Ask for a portable defibrillator to be brought to the location.
- Before starting CPR, to minimise transmission risk, use a cloth or towel to cover the patient's mouth and nose, while still permitting breathing to restart following successful resuscitation

If available, use:

- a fluid-repellent surgical mask
- disposable gloves
- eye protection
- apron or other suitable covering

Only deliver CPR by chest compressions and use a defibrillator (if available) – don't do rescue breaths

Resuscitation Council (UK) has provided the following video showing the measures to take:

<https://youtu.be/f4Zl1PAsmks>

6 First Aid Allowance

All designated First Aiders who are on the First Aid Rota are paid an allowance, as determined by the University. The allowance is paid into the First Aiders' salary in November of every year. Those who have to discontinue first aid duties for the University will be given a proportion of the allowance depending on when they terminate their first aid duties.

7 Employee Assistance Programme

Glasgow Caledonian University has an external provider for occupational health services. This service is available to any employee who may require further assistance in terms of their wellbeing following an incident. The University has an employee assistance programme that staff can access 24 hours per day, 7 days per week, for any personal or work related issue, including for example, stress and anxiety and offer short term counselling through any one of the following access points:

- Freephone line (0800 882 4102)
- Website (www.pamassist.co.uk) - Please use username: GCU and password: EAP

Further information can be found on the Occupational Health website via the following link:

<https://www.gcu.ac.uk/healthandsafety/proceduresandarrangements/health/occupationalhealth/>