

# ROYAL HOLLOWAY, UNIVERSITY OF LONDON

## FIRST AID AT WORK

### POLICY AND PROCEDURE

(Version 4)

This document sets out the commitment of the Council of Royal Holloway, University of London to meeting the requirements of the Health and Safety (First-Aid) Regulations 1981. In doing so, it recognises that adequate first aid provision must be provided to employees and other persons who may be injured or become ill at work.

This Policy and Procedure identifies the measures to be taken to meet the College's statutory obligations and places day-to-day responsibility for meeting its requirements with each Head of Department/School/Director (hereafter referred to as 'managers'), assisted by their Departmental Health and Safety Co-ordinator. Each manager shall be responsible for identifying an appropriate level of first aid provision within their area of responsibility based on an estimation of the potential risk of accidents or injuries arising from departmental activities.

#### **Section 1 – Definitions**

For the purpose of this Policy and Procedure, "first aid" means –

- (1) *cases where a person will need help from a medical practitioner or nurse, treatment for the purpose of preserving life and minimising the consequences of injury and illness until such help is obtained, and;*
- (2) *treatment of minor injuries which would otherwise receive no treatment or which do not need treatment by a medical practitioner or nurse (provided by a person trained to the Health and Safety Executive initial, standard, 3 day training course – See Section 4).*

#### **Section 2 – Provision of first aid personnel**

Managers shall ensure that an assessment is conducted of the first aid needs within their area(s) of responsibility, being appropriate to both the circumstances within their department and the risk of accidents or injuries that could arise from departmental activities. The purpose of the assessment is to establish an adequate and appropriate level of first aid cover, bearing in mind both routine day-to-day and other non routine activities (on or off-site). The assessment, which will be a formal written risk assessment, will normally be conducted by the departmental Health and Safety Co-ordinator or other member of staff trained in the risk assessment process, using the College's 'First Aid Needs Assessment' checklist.

In assessing needs, the issues identified below will need to be taken into account.

- Workplace hazards and risks.
- The number of personnel in the department.
- The department's history of accidents and incidents.
- The nature and distribution of the workforce.
- Work patterns (i.e. employees who work shifts and out of hours)
- The remoteness of the sites and locations from emergency medical services.
- The needs of travelling, remote and lone workers.
- Annual leave and the absence of first aiders.
- Events where staff, students and the public are participating.

It is anticipated that for most low risk departments, risk assessment will identify that, given the nature of the activities undertaken, the risk of accidents and injury is low and, therefore, the needs of the department will be satisfied by the appointment of two first aiders, which may be shared between one or more low risk departments. The Health & Safety Adviser will assist in establishing where such provision is adequate.

### **Section 3 – Selection of first aid personnel**

When selecting members of staff as first aiders, the following personal characteristics will be necessary:

- reliability and communication skills;
- aptitude and ability to absorb new knowledge and learn new skills;
- ability to cope with stressful and physically demanding emergency procedures;
- their normal duties should be such that they may be released immediately and rapidly to deal with an emergency.

### **Section 4 – First aid training**

First aid training for the College will be co-ordinated by the Health and Safety Office. Each first aider must hold a valid certificate of competence in first aid at work, issued by an organisation whose training and qualifications are approved by the Health and Safety Executive. The following training standards shall, therefore, apply:

- Initial First Aid at Work (FAW) training – 18 hours, Health and Safety Executive approved course.

- First Aid at Work (FAW) re-qualification – 12 hours, Health and Safety Executive approved course required every 3 years, following the above initial training.
- Initial Emergency First Aid at Work (EFAW) training – 6 hours, Health and Safety Executive approved course.
- Emergency First Aid at Work (EFAW) re-qualification – 6 hours, Health and Safety Executive approved course required every 3 years, following the above initial training.
- Basic Skills Update / Annual Refresher – 3 hours, undertaken by each first aider during the first and second year following initial training.
- Automatic External Defibrillation (AED) training – 4 hours, by a training provider approved by the College Health & Safety Adviser.
- Automatic External Defibrillation (AED) requalification – 2 hours, provided annually by a training provider approved by the College Health & Safety Adviser.

Other first aid training needs identified to be necessary from the risk assessment process, and which cannot be met by the above specified training, shall be approved by the College Health & Safety Adviser with all associated costs being met from the budget of the department requiring such training.

The Health & Safety Adviser will ensure that a comprehensive list of all current first aiders is held together with training records and copies of individual training certificates. This list is available to view on the Health and Safety Office webpages.

*Special note: Treatment of personnel with potential infections*

As part of their formal training, first aiders are advised of the need to adopt the ‘universal precautions’ principles when treating persons with whom they may come into contact with blood or other body fluids. Essentially, this means treating all persons as potentially infected and, accordingly, to wear appropriate personal protective equipment e.g. gloves and the use of a face shield if giving resuscitation. This information is provided when a person undertakes their initial first aid training and during subsequent refresher training.

**Section 5 – Legal Indemnity**

Trained first aid personnel rendering assistance within the bounds of their formal training will not, in law, be considered to be negligent and, therefore, subject to legal action. Furthermore, the College provides, through its insurance, indemnification for any member of staff who assists an employee who has an accident or has become ill at work, either on or off the premises. The same cover will apply where treatment is provided to either students or members of the public where this is in connection with the business of the College.

When training is organised through the Health and Safety Office, the approved training provider will grant all students with Associate Membership Insurance cover for the duration of the validity of their training qualification. This insurance covers first aiders against claims arising from first aid they may have delivered outside of their workplace and when not

covered by the College's (or any other) insurance. Personnel who have not trained through the College's training provider should obtain their own personal cover as the College's insurance is conditional on this requirement.

Further advice and details on personal liability insurance can be obtained from the College Health & Safety Adviser.

## **Section 6 – First aid facilities**

The following first aid facilities will be provided at the College:

### *First Aid kits*

Managers will ensure that the risk assessment conducted under Section 2 identifies, where necessary, the need for additional first aid equipment. It shall be the responsibility of the first aider for this area to ensure that the kit remains stocked with all necessary items (see Appendix 1 for kit contents). Appendix 1 is a guide to the minimum stock of first aid items where no special risks arise in the workplace (i.e. standard first aid kit). Any additional first aid materials and equipment identified to be necessary from the risk assessment process must be approved by the College Health & Safety Adviser.

Replacement supplies can be ordered from the College Health Centre using the form in Appendix 2. The Health Centre will ensure that adequate stock levels are maintained, and where necessary replacements ordered through the College Health and Safety Office using the form in Appendix 3.

### *Face Shields*

Face shields will be provided to each first aider on successful completion of their training in order to reduce the risk of cross contamination should they be required to perform cardio-pulmonary resuscitation (CPR). Replacement face shields can be obtained from the Health Centre using the form in Appendix 2.

Note – Due to the potential for allergy development and the possibility that a person requiring first aid may possess an existing allergy, the use of latex gloves in first aid kits is prohibited; nitrile gloves are provided and must be used.

### *Health Centre and Rest Rooms*

In the event of any person feeling unwell, and wishing to lie down, facilities for that person to rest and recuperate away from their immediate work environment shall be available in the College Health Centre. However, for the purposes of this Policy and Procedure, Health Centre staff are not the primary providers of treatment in the event of injury or illness arising from work activities. Where possible, first aid treatment should be provided by a College First Aider.

A designated First Aid Room is also located at Huntersdale.

## **Section 7 – Procedure for requesting an ambulance**

In the event that any person requires an ambulance at any time, they should in the first instance dial 444 (or 01784 443888 from an external line or mobile) to notify Security, who will call for an ambulance.

In the case that a person dials 9-999 directly, they should contact Security on 444 (or 01784 443888 from an outside line or mobile) immediately following the call in order to notify them that an ambulance has been requested.

Dialling 444 first is the accepted College procedure.

### **Section 8 – Automatic External Defibrillation (AED)**

In the event of a known or suspected heart attack, Security Services personnel will be available to respond to such emergencies and trained in the use of an automated external defibrillator (AED). AED training (including requalification training) will be co-ordinated by the College Health & Safety Adviser in accordance with the standards identified under Section 4 above.

### **Section 9 – Accident/Incident investigation and reporting**

In accordance with the College Accident/Incident Investigation and Reporting procedure, all accidents and incidents, irrespective of whether injury results or notification is required to be made to the Health and Safety Executive, shall be reported using the College Accident/Incident report form.

First aiders providing treatment will record brief details of the care given on a College ‘First Aid Treatment card’, copies of which will be retained in each first aid kit, with replacements being available from the College Health Centre using the ordering system for first aid supplies.

### **Section 10 – Information and instruction**

It is the responsibility of managers to ensure that all staff and others who may be required to act in an emergency are provided with such information, instruction and training (including refresher training) as is suitable and sufficient for them to operate effectively and efficiently in the event of that emergency. As a minimum, such information and training shall be provided through departmental staff induction using the departmental health and safety staff induction checklist. First Aiders will also be provided by the College Health & Safety Adviser with an information leaflet outlining the information that all first aiders should be aware of following successful completion of their training, including access to a ‘Frequently Asked Questions’ webpage. Any further information, instruction and training shall be established from the risk assessment conducted under Section 2 of this Policy.

### **Section 11 - First aid signs**

Managers will ensure that first aid signs are posted within their Department at locations where they can be seen (not obstructed from view) and easily identified. These signs will provide the contact details and locations of first aiders in the department or neighbouring departments so that they can be easily contacted in an emergency. Signs are available from the Health and Safety Office website.

### **Section 12 – Lone working/out of hours working**

Where lone working or working outside of ‘normal’ hours is a feature of the work/studies of identifiable members of staff/students, then managers will need to ensure that such persons are provided with an adequate and appropriate level of first aid cover.

Outside the hours of 8.00am to 6.00pm Monday to Friday, any person requiring first aid assistance should immediately contact Security on 444 (or 01784 443888 from an outside line or mobile).

### **Section 13 – Departmental Compliance with this College Policy and Procedure**

Each department’s compliance with the requirements of this Policy and Procedure will be reviewed by members of the College Health and Safety Office during the health and safety audit process.

This Policy and Procedure forms part of the College’s Health and Safety Policy.

Matt Purcell  
Deputy Health & Safety Adviser  
Version 4  
20/06/2011

Signed by the Principal, Professor Paul Layzell on 23<sup>rd</sup> June 2011.

In accordance with the College's commitment to equality and diversity, this Policy has been written and screened to avoid discrimination and promote a positive approach to race, disability and gender issues. Comments on the content of this document should be directed to the College Health & Safety Adviser.