

## MANUAL OF ADMINISTRATION

<b>TOPIC:</b> SUPPORT SERVICES	<b>SUBJECT:</b> EMERGENCY MEDICAL SERVICES	<b>Code:</b> SS006
		<b>Date of Issue:</b> November 2013
		<b>Revised:</b>
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### **PURPOSE:**

To clarify the role and responsibility of the support worker in event of a medical emergency of a client when participating in Avenue II supports and services.

### **DEFINITION:**

Medical Emergency – when a person appears to be in need of IMMEDIATE medical attention

### **PROCEDURE:**

1. The support worker will call 911 immediately and request an ambulance.
2. The support worker will provide first aid as needed until the emergency services respond/arrive.
3. The support worker will provide medical information to the emergency responders. Informing of medical conditions, medication(s) name and dosage, special considerations (i.e. Hearing impaired, allergies, non-verbal), past medical issues (if applicable), Health Card, family physician and any other information that may be requested.
4. Inform Manager, or On-call Supervisor if after hours.
5. Arrange to have someone meet the individual at the hospital.
6. Notify emergency contact persons listed on Emergency Facesheet
7. Document on an incident report and submit within 24 hours as per policy AD082 and Serious Occurrence Reporting as per policy AD155.
8. Keep notes and complete medical treatment sheets as per policy SS140.