

Policies and Procedures Manual

Title: CALLING AN AMBULANCE

Policy

1. U3A Knox Inc. has a duty of care to its members and others to call an ambulance in the event of a medical emergency.
2. If the member or other person resists the need to call an ambulance and it is believed urgent medical attention is required, an ambulance is to be called regardless of the wishes of the member or other person.
3. Any costs incurred will be the responsibility of the member or other person receiving treatment or service from paramedics or other medical professionals.
4. If a member appointed as volunteer is injured whilst performing an authorised activity and an ambulance is called, **the member is responsible for the costs incurred**. The member must rely on entitlements from third parties including from; Centrelink, Ambulance Vic membership, private health insurance or Transport Accident Commission etc. for reimbursement. The Secretary to report the incident to the insurers of U3A Knox Inc.
5. Persons applying for membership and members are to be informed and are required to accept the policy as a condition of membership of U3A Knox Inc.
6. The Secretary will arrange for this policy to be regularly featured in the Newsletter.

Practice

1. Look for any signs of hazards or danger to either the person or responder/s,
2. Check for any response by shouting or squeezing shoulders,
3. It is essential to **immediately call "000" Emergency Services for an ambulance** when symptoms such as; uncontrollable bleeding, cardiac arrest, heart attack or suspected heart attack (even if mild), unconsciousness, unresponsiveness, chest pain, suspected or fractured limbs or any other severe symptoms are present .
4. It is preferable to use a *mobile telephone when calling "000" Emergency Services as this will allow you to remain with the patient while receiving instructions from Emergency Services.

5. If required, obtain the Automated External Defibrillator and use it in accordance with the instructions from Emergency Services or the manufacturer's instructions.
6. As our automated external defibrillator is registered with Ambulance Victoria the "000" Emergency Call Centre will be aware of its presence and actual location in the complex and provide advice on its use and other resuscitation methods prior to the arrival of paramedics.
7. If a second person is present ask that person to commence CPR whilst waiting for instructions from Emergency Services.
8. **Do not** cease attempted resuscitation until paramedics arrive.
9. Ascertain from the paramedics which hospital the member or other person is to be conveyed to.
10. The Welfare Officer is to be immediately informed.
11. If the Welfare Officer, a Committee member, or office staff are not available, as soon as possible inform the person nominated on the member's U3A Knox identification badge as the emergency contact.
12. Make arrangements for any property including a motor vehicle to be collected, delivered or secured.
13. The Secretary is to be advised details of the incident.
14. If a member appointed as volunteer is injured whilst performing an authorised activity and claim for consequential losses is received, the member should be informed the claim will be forwarded to the Insurers for consideration.

***Calls to "000" Emergency Services are free of charge when using a mobile telephone.** If "000" does not work, you can dial "112".

You can dial emergency services using your mobile telephone when you're in an area with network coverage - even if your phone is blocked, does not have a SIM card or is PIN protected.

CPR (Cardiopulmonary Resuscitation) is administered by;

1. clearing the airways of obvious food or vomit
2. check if breathing by placing one hand on forehead tilt head back and lift chin listen and feel for breathing,
3. looking for signs of life and commencing rotations of;
 - (a) 30 chest compressions per minute, followed by
 - (b) 2 breaths,

CPR should be continued until the AED is attached and deployed.
Once a shock has been delivered recommence CPR for two minutes.