

Calling an Ambulance Policy

POLICY STATEMENT

- a. U3A Knox Inc. has a duty of care to its members and others to call an ambulance in the event of a medical emergency involving a member or a guest.
- b. If the member or guest 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.
- c. Any costs incurred will be the responsibility of the member or other person receiving treatment or service from paramedics or other medical professionals.
- d. 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 for reimbursement from third parties including from Centrelink, Ambulance Vic membership, private health insurance or Transport Accident Commission etc.
- e. If a member appointed as volunteer is injured whilst performing an authorised activity and claim for consequential losses is lodged with the Secretary, the Secretary must report the incident to the insurers of U3A Knox Inc.

PROCEDURES

When an injury occurs:

- a. Look for any signs of hazards or danger to either the person or responder(s).
- b. Check for any response by shouting or squeezing shoulders.
- c. 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.
- d. 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. 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.

- e. If required, obtain the Automated External Defibrillator, and use it in accordance with the instructions from Emergency Services or the manufacturer's instructions.
- f. 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.
- g. If a second person is present to assist, ask that person to commence CPR whilst waiting for instructions from Emergency Services.
- h. Do not cease attempted resuscitation until paramedics arrive.
- i. Ascertain from the paramedics which hospital the member or other person is to be conveyed to.
- j. If a Committee of Management member, or office staff are not available, inform as soon as possible the person nominated on the member's U3A Knox identification badge as the emergency contact.
- k. Make arrangements for any property including a motor vehicle to be collected, delivered, or secured.
- l. The Secretary is to be advised details of the incident.

Administering Cardiopulmonary Resuscitation (CPR)

CPR is administered by:

1. Clearing the airways of obvious food or vomit.
2. Checking 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.
 - i. 30 chest compressions per minute, followed by
 - ii. 2 breaths.

CPR should be continued until the Automatic External Defibrillator is attached and deployed.

Once a shock has been delivered recommence CPR for two minutes.

APPROVAL

This policy was reviewed and amended by the U3A Knox Inc. Committee of Management on August 11, 2021.