

Policy and Procedure – first aid

Policy Title:	First aid
Effective Date:	15 May 2018
Scheduled Review Date:	15 December 2022
Version number:	Version 2.0
Approved By:	VP Health, Safety & Environment

1. Purpose

- 1.1. The purpose of the policy is to ensure that a suitable first aid framework is provided, in order to allow all schools to comply with local first aid legislation.

2. Scope

- 2.1. The scope of this policy covers the first aid provisions and personnel within all GEMS MENASA schools. The scope covers all students, employees and any other persons who may require first aid care, whilst present on a GEMS facility.

3. Responsibilities

- 3.1. The school principal is responsible for ensuring adequate first aid personnel and equipment are available, in line with requirements defined by the Dubai Health Authority (DHA).
- 3.2. The school doctor is responsible for monitoring all medical provisions, to ensure that the required amounts are readily available.

Company Confidential: This document is protected by international copyright laws. Any unauthorised use, distribution, transmission, alteration or reproduction of this document, or any part of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.

- 3.3. The Manager of School Operations at each school is responsible for monitoring the validity of trained first aiders within the school. The MSO is responsible for liaising with the selected training providers and arranging timely first aid training.
- 3.4. All trained first aiders also have a responsibility to monitor their own training qualification and ensure that it remains current.
- 3.5. The MSO is responsible for keeping an up to date copy of each first aider's qualification.
- 3.6. The school nurse is responsible for ensuring the weekly first aid content check is completed. Any missing/expired items must be reported to the MSO, who can then order additional items.
- 3.7. For new school openings, the MSO is responsible for ensuring all medical provisions are available prior to opening.
- 3.8. The VP Health, Safety and environment is responsible for monitoring the policy.
- 3.9. The VP Health, Safety and Environment in consultation with the GEMS Senior Doctor is responsible for reviewing the technical competence of any proposed first aid training providers.
- 3.10. All trained first aiders are responsible for providing first aid care as and when required.
- 3.11. All first aiders are responsible for attending any first aid training which has been scheduled. This could be refresher training or new training.
- 3.12. The office manager is responsible for ensuring that head office first aid kits remain fully stocked.
- 3.13. The doctor or MSO are responsible for reporting any incidents onto the Phoenix HSE incident reporting system.

Company Confidential: This document is protected by international copyright laws. Any unauthorised use, distribution, transmission, alteration or reproduction of this document, or any part of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.

4. References

- 4.1. Dubai Health Authority - manual for private schools in Dubai
- 4.2. Abu Dhabi first aid code of practice
- 4.3. UAE Labour Law - Article 93 & 95
- 4.4. Dubai Technical Guideline 17 - First Aid
- 4.5. Health Authority Abu Dhabi (HADD) school requirements (<http://schoolsforhealth.haad.ae/school-clinics.aspx?lang=en-US>)
- 4.6. OSHAD SF COP- 4 First aid and Medical Emergency Treatment, COP-5 Occupational Health Screening and Medical Surveillance

5. Procedure

Appointing adequate first aid personnel

- 5.1. Each school is responsible for appointing the correct number of doctors and nurses based upon the requirements defined by the DHA (defined below in table 1)

Table 1:

NUMBER OF STUDENTS	NUMBER OF NURSES/DOCTORS
LESS THAN 750	AT LEAST 1 FULL TIME NURSE
	1 NURSE FOR EVERY 750 STUDENTS
1 - 500	1 PART TIME DOCTOR
500 - 3000	1 FULL TIME DOCTOR
3000 - 10000	TWO FULL TIME DOCTORS
10000 +	THREE FULL TIME DOCTORS

- 5.2. Any part time doctors are required to be available at least twice per week, for a minimum period of 2 hours per visit.
- 5.3. At least one professional with training in advanced resuscitative techniques and paediatric advanced life support should be immediately available until all school students leave the school.
- 5.4. The required first aider ratio is 10% of total full-time staff.

Company Confidential: This document is protected by international copyright laws. Any unauthorised use, distribution, transmission, alteration or reproduction of this document, or any part of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.

First aid training

- 5.5. In addition to the appointed nurses and doctors within each school, a selected number of additional first aiders will be identified. Each school is responsible for identifying and appointing the first aiders. Only persons who are comfortable in potentially being required to administer first aid should be appointed as a first aider. Employees operating in roles such as physical education, swimming and other higher risk areas, should be trained and competent in emergency first aid care.
- 5.6. The MSO will liaise with the appointed GEMS first aid training provider, in order to schedule the training.
- 5.7. Upon successful completion of the course, a copy of the certificate will be provided. The employee should provide a copy of the certificate also to the MSO.
- 5.8. The validity of the course is generally 2 years. The course will cover emergency first aid + AED and oxygen use.
- 5.9. Only GEMS approved first aid training providers are to be used.
- 5.10. All school doctors and nurses must ensure that they hold the required certificates, in order to allow them to operate within this capacity. All local health requirements must be met.

First aid clinics & equipment

- 5.11. All first aid clinics must comply with local requirements. The Dubai Health Authority manual for private schools provides detailed guidance on the equipment, quantities and medications which are required in each school. Similar guidance can be found within the Health Authority Abu Dhabi (HAAD) standards
- 5.12. First aid contents should be checked on a monthly basis, using HS FORM 8 and logging the findings onto Phoenix HSE by completing the Monthly First Aid Contents audit. The nurse should ensure that the check is completed and that any missing items are replaced.

Company Confidential: This document is protected by international copyright laws. Any unauthorised use, distribution, transmission, alteration or reproduction of this document, or any part of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.

5.13. All first aid boxes should also be checked in the same manner.

5.14. The completed HS FORM 8 must be held for future compliance checks.

Reporting incidents

5.15. An incident record must be completed for all persons visiting the clinic.

5.16. Certain types of incidents will need to be reported onto the Phoenix Incident Management System. Examples include:

a. If a person is sent or advised to go for further medical treatment.

b. If a parent is requested to collect a child due to sickness or illness.

c. An injury that is potentially caused as a result of a failure in a GEMS HSE process, standard, equipment etc.

5.17. The doctor within each school is provided with access to the Phoenix HSE system, in order for them to report such incidents. The HSE Department will receive notification of such incidents.

5.18. Immediate and further action may be required to prevent a reoccurrence. Control actions can be identified by the school operations or the HSE Department. The Phoenix HSE system can be used to monitor allocated actions.

5.19. Higher level incidents should be discussed during the monthly HSE committee meetings and communicated to all relevant stakeholders.

Incidents which occur within the school but outside of school hours

5.20. School doctors and nurses will remain on duty throughout the duration of school hours.

5.21. If an incident occurs when a nurse or doctor is not on duty, a member of the security team will be able to provide immediate first aid care. All security personnel should receive first aid training.

Company Confidential: This document is protected by international copyright laws. Any unauthorised use, distribution, transmission, alteration or reproduction of this document, or any part of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.

- 5.22. Third party after school sports providers should ensure that their staff are first aid trained.
- 5.23. Alternatively, emergency services may be requested in order to provide further medical care.
- 5.24. All incidents involving contractors or service providers within the school, should be reported using the Phoenix HSE system. It is the contractor's responsibility to report any incidents to the school MSO.

Injury to a student/staff/parent/contractor

- 5.25. If a child suffers an injury at school the initial responder should provide any immediate medical care to the child.
- 5.26. If possible, the injured child should be taken to the school clinic for further treatment.
- 5.27. An initial assessment of the injured student will be carried out by the school medical team.
- 5.28. Based upon the assessment, the medical team will decide if any immediate further medical treatment is required by paramedics. If yes, the emergency services and parents will be contacted.
- 5.29. An appointed person within the school must be identified whose roll it is to call the emergency services.
- 5.30. If no, the child will be dealt with by the school medical team and returned to class or advised to seek further medical treatment and the parents contacted.
- 5.31. The same process will be applied if in case injury/illness to a staff member, parent or contractor occurs.

Communication

- 5.32. All staff members and security will be briefed on the emergency and reporting procedures to follow.

Company Confidential: This document is protected by international copyright laws. Any unauthorised use, distribution, transmission, alteration or reproduction of this document, or any part of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.

- 5.33. A list of trained first aiders will be available within the school.
- 5.34. The findings of certain incidents will be communicated to all staff members, in order to prevent any reoccurrences.
- 5.35. Contractors will be briefed on emergency procedures and first aid protocols when entering the school for the first time.

School medical procedures

5.36. As per DHA requirements each school is required to have a number of mandatory health procedures (appendix 1 DHA school clinic regulation):

1	Bullying prevention
2	Business continuity
3	Hazardous waste management as per Dubai Municipality (DM) requirements
4	Medical waste storage and disposal
5	Incident reporting
6	Infection control measures
7	Laundry services
8	Managing HASANA system
9	Managing student health records
10	Medication management
11	Monitoring and maintenance of medical, electrical and mechanical equipment
12	Patient notification
13	Readiness plan/Emergency response
14	Referral criteria
15	Reprocessing of reusable equipment
16	Safe use of chemicals used for infection control
17	Service description and scope of services
18	Staffing plan, staff management and clinical privileging
19	Stay at home if unwell
20	Student assessment criteria
21	Student confidentiality and privacy
22	Student health education, communication and informed consent.
23	Vaccination

Company Confidential: This document is protected by international copyright laws. Any unauthorised use, distribution, transmission, alteration or reproduction of this document, or any part of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.

5.37. The school doctor and his/her team are responsible for developing and maintaining the above-mentioned procedures. Additional procedures may be developed, the above the minimal requirements.

5.38. For schools outside of Dubai, the doctor should check on any additional local requirements pertaining to mandatory policy.

Students/staff with pre-existing medical conditions & allergies (use of Epi pen)

5.39. Any pre-existing medical conditions and allergies must be highlighted by the parents/guardians. A record of such conditions and allergies must be documented within the student's medical record.

5.40. Any staff members with pre-existing medical conditions and allergies must highlight this, so that it can be documented within their staff records.

5.41. Some students may require an Epi pen for allergic reactions. The Epi pen should be held within the school medical centre, along with details of the allergy and emergency contact numbers. Older students may also keep an Epi pen with them.

5.42. Teachers should be aware of students who require an Epi pen and the correct procedures to follow in the event of anaphylactic shock.

5.43. Each school should have a specific Epi pen procedure.

First aid on school trips

5.44. The school must ensure that a trained first aider is present on all school trips which take place outside of the school.

5.45. The trained first aider must also ensure that a first aid kit is available for the trip. The school clinic can provide support for the content and availability of such kits.

Company Confidential: This document is protected by international copyright laws. Any unauthorised use, distribution, transmission, alteration or reproduction of this document, or any part of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.



5.46. All incidents on school trips must be reported via the Phoenix HSE reporting system.

Company Confidential: This document is protected by international copyright laws. Any unauthorised use, distribution, transmission, alteration or reproduction of this document, or any part of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.

IMS-MGT 09/FIRST AID/VERSION 2.0/MAY 2018