

Workplace First Aid

Office of Risk Management

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Contents

INTRODUCTION	4
WORKPLACE FIRST AID RESPONSES.....	4
FIRST AID RESPONSIBILITIES.....	4
Primary Responsibilities.....	4
Secondary Responsibilities.....	5
FIRST AIDER RECRUITMENT	6
Coverage Zones	6
FIRST AID TRAINING.....	6
FIRST AID KITS	8
Restricted and Discouraged Items.....	8
AUTOMATED EXTERNAL DEFIBRILATORS (AED).....	9
FIRST AIDER SIGNAGE	9
PERSONAL PROTECTION OF FIRST AIDERS	10
PROTECTION FROM LIABILITY	10
APPENDIX 1 – RECORD OF FIRST AID TREATMENT OR ADVICE	11
APPENDIX 2 – FIRST AID KIT INSPECTION RECORD.....	12
APPENDIX 3 – LABEL FOR UNOFFICIAL WORKPLACE FIRST AID KITS	13
APPENDIX 4 – WORKPLACE FIRST AID RISK ASSESSMENT	15
APPENDIX 5 – DEFINITIONS	16

Version Control Table

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V4.0	Graham Nelson	June 24, 2021	Align to WSIB Safety Excellence Framework	Complete.

INTRODUCTION

Regulation 1101 of the *Workplace Safety and Insurance Act* outlines in detail the obligations of employers in the provision of first-aid equipment, facilities, and trained personnel in their workplace.

WORKPLACE FIRST AID RESPONSES

While the University of Ottawa (uOttawa) is near municipal emergency services, uOttawa has implemented a workplace first aid program. The program consists of response layers intended to maximize coverage for the campus, based on the level of risk. The program includes resources and responses from Protection Services, the University of Ottawa Student Emergency Response Team (UOSERT), persons designated as first aiders (workplace first aiders) and additional venue-specific response teams such as housing community advisors, sports facilities attendants and lifeguards. Any of these resources may be contacted to obtain first aid:

- **Protection Services** is available 24/7, 365 days per year through their emergency phone number, extension 5411 or through 613-562-5411. Additionally, non-emergency services may be requested via the general number at extension 5499 or through 613-562-5499.
- **UOSERT** is a supplement to Protection Services and comprised of students having received advanced first aid training. The team is available by contacting Protection Services and available during the academic year (September 1 to April 30). During the months of May through August, the service is suspended.
- **Workplace First Aiders** are available throughout campus and are identified through consistent [building signage](#). The requirements for workplace first aiders are based on a risk assessment conducted by the university in conjunction with the joint health and safety committee. The risk assessment considers factors such as foreseeable hazards, expected number of people in the building, historical accident/incident reports, access to emergency services, availability of AEDs, distance to additional medical care, etc.
 - Venue-specific first aiders are a supplement to the university first aid program and consist of workers from these locations. Examples include sports facility attendants, lifeguards, athletic therapists, campus recreation personnel and residence community advisors. These individuals augment the organizational first aid program through job requirements to be first aid certified.

FIRST AID RESPONSIBILITIES

To ensure that the workplace first aid obligations are met, the following points establish the responsibilities of workplace first aiders when providing first aid treatment or advice to an injured person.

Primary Responsibilities

1. Provide the appropriate first aid, within the scope of their training.
2. Call Protection Services for assistance in providing first aid or to arrange for immediate transportation¹ of the injured person to hospital via ambulance. Protection Services can be reached by pressing an emergency button, dialing 5411 on a university landline telephone,

¹ As a first aider, you are not responsible for transporting or escorting an injured person to seek medical attention or to their home. Instead, call Protection Services, which will take the necessary actions. Follow the instructions of emergency or medical personnel once they arrive.

or dialing 613-562-5411 when calling from a cell phone. For persons off campus, dial 911 for immediate assistance *and* call Protection Services (613-562-5411).

3. Keep a written record of the [first aid treatment and/or the advice given](#) to the injured person. Completed records are automatically sent to the Office of Risk Management. Records include the date, time, exact location of incident, names of witnesses, injured body part, nature of the injury and date, time and nature of each first aid treatment or advice provided.
4. Inform the injured person's supervisor (where applicable) or university representative of the situation. The injured person's supervisor must complete the [accident, incident, occupational illness or near miss form](#) and forward it to the [Human Resources, Health and Wellness](#) within 24 hours.
5. In case of a critical injury² or an accident resulting in a fatality:
 - a. Do not disturb the scene until permission to do so has been given by an inspector except for the purpose of,
 - i. saving life or relieving human suffering;
 - ii. maintaining an essential public utility service or a public transportation system; or
 - iii. preventing unnecessary damage to equipment or other property, interfere with, disturb, destroy, alter or carry away any wreckage, article or thing at the scene of or connected with the occurrence.
 - b. Immediately contact Protection Services.
6. If in doubt, call Protection Services anyway.

Secondary Responsibilities

1. Ensure that the workplace first aid kit(s) contains the items required by the regulation. Required contents are listed herein based on the type of workplace first aid kit.
2. [Inspect the contents](#) of the first aid kit at least **once every 3 months and following each use** to ensure that it is complete and in good, usable condition. The contents should be sterile and topped up to the quantities specified. The faculty or service in which the kit is located is responsible for maintaining and replenishing the kit. If there are items missing, they may be ordered through your respective faculty/service purchasing procedure or through SciQuest at the faculty/service expense. The Health, Safety and Risk Manager or the Office of Risk Management can provide recommendations for first aid item procurement.
3. Keep your first aid certification up to date. Certificates are valid for three (3) years with annual CPR certification recommended. Workshops are regularly organized.
4. Inform the Health, Safety and Risk Manager and/or the Office of Risk Management if:
 - you can no longer act as a first aider;

² Definition of a critical injury

A critical injury means an injury of a serious nature that

- (a) places life in jeopardy;
- (b) produces unconsciousness;
- (c) results in substantial loss of blood;
- (d) involves the fracture of a leg or an arm, but not a finger or a toe;
- (e) involves the amputation of a leg, an arm, a hand or a foot, but not a finger or a toe;
- (f) consists of burns to a major portion of the body; or
- (g) causes the loss of sight in an eye.

- your first aid certificate has expired, is no longer valid, is missing, or requires replacement;
- the location of the first aid kit is not identified with a first aid sign; or
- your name and your location do not appear on the building signage.

FIRST AIDER RECRUITMENT

Based on the results of the workplace first aid risk assessment, workplace first aiders are recruited to supplement the layered response of Protection Services and UOSERT. The desired workplace first aider is:

- an employee of uOttawa;
- able to work a consistent work week to cover the shift period;
- able to work in a consistent location to support their coverage zone(s);
- able and willing to respond to first aid situations, when called upon;
- able to fulfill the ancillary duties, such as the inspection of first aid kit(s) and completing first aid reports;
- able to maintain current training.

Coverage Zones

Larger building and/or higher risk areas (such as workshops, laboratories or isolated locations) will have a greater number or concentration of first aiders. Because of the layered response available on campus, this allows some smaller and/or lower risk areas (such as offices and administrative spaces) to space out and enlarge coverage zones. Smaller buildings may be grouped together as part of a zone (e.g., a cluster of buildings on King Edward Ave. may be served by a single first aider and/or Protection Services exclusively).

Fitness Centres and Athletic Facilities

Frontline staff working in fitness centres and athletic facilities are first aid trained. Sports Facility Attendants, Lifeguards and Athletic Therapists are designated first responders for their facility or activity. All sports facilities are [equipped with an AED](#).

Student Residences

Frontline staff (e.g. Community Advisors) working in campus residences are first aid trained. All residences are [equipped with an AED](#).

FIRST AID TRAINING

Training is provided to workplace first aiders in accordance with [Regulation 1101 – First Aid Requirements](#), made under the [Workplace Safety and Insurance Act](#). Training provided to personnel incorporated into the workplace first aid program includes:

Protection Services

- Standard first aid (16 hours)
- Oxygen therapy and airway management
- Cardio-pulmonary resuscitation
- Automated external defibrillator

UOSERT

- First responder (40 hours)

- Standard First Aid (16 hours)
- Oxygen therapy and airway management
- Cardio-pulmonary resuscitation
- Automated external defibrillator

Lifeguards

- National Lifeguard (40 hours)
- Standard first aid (16 hours)
- Oxygen therapy and airway management
- Cardio-pulmonary resuscitation
- Automated external defibrillator

Athletic Therapists

- Sports First Responder (40 hours)
- Standard first aid (16 hours)
- Oxygen therapy and airway management
- Cardio-pulmonary resuscitation
- Automated external defibrillator

Workplace first aiders – Standard First Aid (16 hours)

- Standard first aid (16 hours)
- Cardio-pulmonary resuscitation
- Automated external defibrillator

Training is conducted by a [provincially approved provider](#). Participants are provided with a certificate attesting to their successful completion, with a copy maintained by the respective work unit (e.g., Protection Services, Office of Risk Management, Student Affairs, etc.). Training is valid for three (3) years, with annual retraining in CPR and AED recommended. Training registration costs for workplace first aiders are borne by the University through their respective unit (e.g., Protection Services is responsible for training Protection Services members, Student Affairs is responsible for training facility attendants in sports facilities and residences, Office of Risk Management is responsible for training workplace first aiders, etc.).

Additional Training

Ad-hoc and in-service training sessions may be coordinated for specific circumstances and will be delivered in accordance with the regulation. Training on the organizational first aid program is [available as an online, asynchronous workshop](#).

Mental Health First Aid Training

First aid training is not limited to the physical, but also the psychological well-being. As part of the workplace first aid program, first aiders will be offered the opportunity to complement their training in physical first aid with the [Mental Health First Aid workshop](#). Participants learn about the four categories of mental illness. The workshop enables participants to better recognize symptoms of mental health problems and improve their confidence in providing help to others to guide them towards appropriate resources for care.

Pairing the two workshops provides the campus community with further resources and front-line support for one another.

FIRST AID KITS

CSA Standard Z1220-17 – First Aid Kits for the Workplace sets out classifications for workplace first aid kits, including:

- Type 1 – personal first aid kit (also suitable for vehicles)
- Type 2 – basic first aid kit
 - Small (2-25 workers per shift)
 - Medium (26-50 workers per shift)
 - Large (51-100 workers per shift)
- Type 3 – intermediate first aid kit
 - Small (2-25 workers per shift)
 - Medium (26-50 workers per shift)
 - Large (51-100 workers per shift)

The material contained in each first aid kit classification and the number of kits based on the number of people per shift is provided for in Tables 1 through 4 in [CSA Z1220-17](#), available for complimentary view access on the CSA online store. The selection of first aid kits at uOttawa is based on the workplace first aid risk assessment will generally consist of:

- Personal first aid kits (e.g., vehicles)
- Basic, large first aid kits (e.g., office / administrative or low risk environments)
- Intermediate, large first aid kits (e.g., lab / industrial or higher risk environments)

Workplace first aid kits are assigned to a workplace first aider and are located in close proximity to them. Kits will be easily identified due to their design and [signage](#). Workplace first aid kits are suitable for 51-100 people and will be:

- Sufficient size to contain all required items;
- Capable of being securely closed to protect items;
- Portable;
- Readily identifiable (visually or otherwise) as a first aid kit.

Additional first aid kits (e.g., for an individual lab or sector) may be purchased by the faculty or service from the uOttawa supplier. Any additional first aid kits must be labelled to indicate the location of the nearest official workplace first aid kit. An example of such a label is included in Appendix 3 and can be printed on Avery 08164 labels. The purchaser of an auxiliary kit is responsible to maintain their kit(s) to the same standard.

While the performance criteria for first aid kit supplies is not specified, it is recommended that these items be of good quality (e.g., fabric bandages in lieu of plastic bandages).

The first aider is encouraged to use the [first aid kit inspection checklist](#) to record the number of each usable item. This log sheet is available online. Each completion is provided to the faculty Health, Safety and Risk Manager (where applicable).

Restricted and Discouraged Items

First aid kits should not contain:

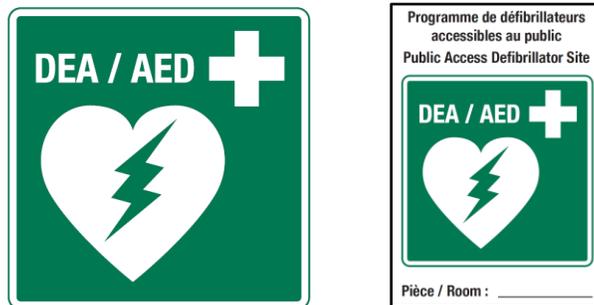
- Burn gel;
- Antibiotic ointment / creams;
- Medication, prescribed or otherwise (such as Tylenol or Aspirin)³;
- Epipens³;
- Antidote products (unless as part of formalized risk assessment (e.g., calcium gluconate))

AUTOMATED EXTERNAL DEFIBRILATORS (AED)

There are several automated external defibrillators (AED) strategically located on campus and in satellite spaces, all of which are identified by highly visible signage. Although any member of the University community may use an AED, it is highly recommended that users notify Protection Services so that further first aid and medical care can be expedited. AEDs undergo regular inspection (by Protection Services and front-line personnel in sports facilities) and maintenance. All annual maintenance is coordinated by Protection Services for units owned by uOttawa, including those in sports facilities and residences.

The location of AEDs on campus is maintained in a [map format](#). AEDs are generally located at the main entrance of the building, at regularly staffed reception counters, or in alarmed cabinets. AEDs are also kept in target response kits or vehicles (e.g. Protection, UOSERT, Lifeguards). All units are identified by a highly and prominently placed sign, which are located:

- Over the location of the AED (green signage)
- At the building entrance doors (where a unit is located) and includes the nearest room number (white signage)



FIRST AIDER SIGNAGE

As part of the first aid program, signage for first aid stations and first aiders are posted prominently throughout campus buildings. First aiders are located throughout campus buildings and their locations identified with:

- Green signage – over the location of the first aid kit
- White signage – conspicuously located in high-traffic areas (e.g., building entrances, elevators, etc.). The signage includes the name of the first aider, the location of the first aid kit and the first aider’s extension number.

³ First aiders, when encountering an anaphylactic, allergic or cardiac event, may assist an individual in administering their own personal medication.

APPENDIX 1 – RECORD OF FIRST AID TREATMENT OR ADVICE

Record all first aid treatment or advice provided in the execution of your duties as a first aider using the [record of first aid treatment or advice form](#).

APPENDIX 2 – FIRST AID KIT INSPECTION RECORD

Record all first aid kit inspection using the [first aid kit inspection form](#).

APPENDIX 3 – LABEL FOR UNOFFICIAL WORKPLACE FIRST AID KITS

The label page may be printed using Avery 08164 labels.



La trousse de premiers soins officielle la plus proche est située au _____.

The nearest designated first aid kit is located at _____.



La trousse de premiers soins officielle la plus proche est située au _____.

The nearest designated first aid kit is located at _____.



La trousse de premiers soins officielle la plus proche est située au _____.

The nearest designated first aid kit is located at _____.



La trousse de premiers soins officielle la plus proche est située au _____.

The nearest designated first aid kit is located at _____.



La trousse de premiers soins officielle la plus proche est située au _____.

The nearest designated first aid kit is located at _____.



La trousse de premiers soins officielle la plus proche est située au _____.

The nearest designated first aid kit is located at _____.



APPENDIX 4 – WORKPLACE FIRST AID RISK ASSESSMENT

The [workplace first aid risk assessment](#) was conducted in conjunction with the joint occupational health and safety committee and is available online.

APPENDIX 5 – DEFINITIONS

Automated external defibrillator (AED) – means a portable device used to assist those experiencing sudden cardiac arrest. The device analyzes the heart's rhythm and, if necessary, delivers an electrical shock to help the heart re-establish an effective rhythm.

Cardio-pulmonary resuscitation (CPR) – means an emergency procedure that combines chest compressions, often with artificial ventilation, to manually preserve intact brain function until further measures are taken to restore spontaneous blood circulation and breathing in a person who is in cardiac arrest.

Risk — a combination of the likelihood of the occurrence of harm and the severity of that harm.

Risk assessment — the overall process of hazard identification, risk analysis, and risk evaluation.

Training — any structured activity with measurable competencies provided to gain, improve, or retain a learner's specified knowledge and skills.

Workplace first aid — means emergency care provided to an injured/ill worker in the workplace.

Workplace first aid risk assessment — a process used to determine the risk level in a workplace as it relates to the provision of workplace first aid services, first aid kits, and supplies.

Workplace first aider — a worker with a first aid certificate that is current and recognized as defined by legal requirements in Ontario.