



First Aid and Medical Emergency Response Process

HS-ERP-01

Produced by

HSS – Facilities & GS Department

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1.1 Purpose

The purpose of the First Aid and Medical Emergency Response Plan is to define the policies and Process that are necessary for responding in an effective and timely manner to events that lead to first aid or medical emergency injuries for Qatar University (QU) employees, students, contractors, visitors, or the community.

1.2 Scope

This Process covers all potential first aid and medical emergencies that may occur at QU work premises including site works and work related travel.

1.3 Responsibilities

1.3.1 Top Management

QU Top management team shall ensure that all activities undertaken at QU are in accordance with the relevant laws and regulations through the allocation of appropriate resources to Health & Safety and (HS). This includes:

- Implementation of this Process in their area of responsibility and accountability;
- Ensuring availability and provision of advice, information and assistance where required; and
- Undertaking all the duties identified in line with this Process.

1.3.2 Health & Safety Section (HSS)

The Health & Safety Section (HSS) shall be responsible for:

- Implementation of this Process in their area of responsibility and accountability;
- Ensuring that the control measure implemented are reviewed and monitored;
- Providing assistance, where requested with the conduct of HS assessments prior to the commencement of works; and
- Undertaking all the duties identified in line with this Process.

1.3.3 First Aid and Medical Emergency Plan Custodian(s)

First aid and medical emergency plan custodian(s) shall act as QU's single point of accountability to ensure that first aid and medical emergencies are managed within QU facilities and the First Aid and Medical Emergency Plan is developed, updated and implemented.

1.3.4 First Aid and Medical Emergency Plan Owner(s)

First aid and medical emergency plan owner (s) shall act as the QU single point of contact during first aid and medical emergencies and ensures that these are managed within QU facilities.

First aid and medical emergency plan owner (s) shall also ensure first aid and medical emergencies are attended to in line with the requirements in Section 1.5.6 of this plan.

1.3.5 Emergency Duty Officer

The Emergency duty officer shall assist QU First Aid and Medical Emergency Owner and coordinate the roles and responsibilities amongst the different First Aid and Medical Emergency Response Team members.

1.3.6 First Aid and Medical Emergency Response Team

The first aid and medical emergency response team shall be responsible for:

- Taking reasonable steps to ensure that they do not place themselves or others at risk of harm;
- Limiting their first aid treatment to that within the scope of their authority and training level;
- Ensuring that their training is certified and current in accordance with the requirements of this plan;
- Keeping documentation of cases treated in accordance with requirements of Section 1.5.10 of this plan;
- Being knowledgeable about the nature and type of hazards that they are reasonably practicable to encounter and the types of injuries and specific health conditions that are reasonably practicable to require first aid treatment;
- Ensuring that emergency support services are pursued to ensure timely intervention by specialist services; and
- Responding to emergencies in line with the instructions outlined in Section 1.5.6 of this plan.

1.3.7 Other Accountabilities

Employees, students, contractors and visitors shall be responsible for:

- Taking reasonable steps to ensure that they do not place themselves or others at risk of harm;
- Co-operating fully and complying with any procedures that QU may introduce as a measure to protect the safety and well-being;
- Reporting any hazards associated with the working environment, work tasks or activities to their superior as soon as becoming aware of them;
- Participating in the development of appropriate risk control measures for identified hazards to eliminate or minimise risk; and
- Using control measures as required and any other action taken, which is designed to protect Health & Safety.

1.4 Risk Assessment

- 1.4.1 To facilitate identification of the potential injuries and illnesses that might occur, HS risk assessments for QU undertakings, facilities and activities shall be carried out according to QU HSMS-*Risk Management Process*.
- 1.4.2 Although control measures to reduce risks of personnel injuries and ill health to as low as reasonably practicable (**ALARP**) shall be implemented, there is normally some residual risk that may lead to emergencies, as a result of control failures associated with routine operations.
- 1.4.3 Use Appendix A – Common Hazard Tool as a reference tool **only**, as it identifies common hazards with corresponding injury and illness that could occur. However, other common medical conditions should not be overlooked such as, but not limited to, asthma, epilepsy, heart attack, or hypoglycaemia.
- 1.4.4 To further facilitate the risk assessment, a combination of the following methods can be used to help identify likely injuries and illnesses at QU:
- Review of accident, injury, and near miss data;
 - Consultation with employees;
 - Office Inspections;
 - Review of Safety Data Sheets and product labels of chemicals on QU premises; and
 - Review Audits and Incident Investigation

1.5 Organisation and Emergency Response Process

1.5.1 General Requirements

- QU shall ensure all employees working within QU facilities (including contractors/consultants/etc.) have appropriate medical insurance that will provide coverage for medical care provided in the State of Qatar.
- QU shall ensure in the event of a medical emergency or work related injury/illness, those persons who require emergency services receive prompt, appropriate first aid services by an appropriately certified trained first aid officer, whilst appropriate arrangements for emergency support are being pursued. The casualty shall be transferred to the nearest medical facility that can provide appropriate care.
- QU shall ensure that a routine review of the effectiveness of the First Aid and Medical Emergency Response Plan review is undertaken by the HS in coordination with the HS Committee and the First Aid and Medical Emergency Response Team to determine

the first aid and medical emergency training, competency and first aid kit requirements of QU. This review shall include a consideration of:

- the nature of the work and workplace hazards and risks;
 - the size of the organisation;
 - the nature of the workforce;
 - work patterns;
 - the number and distribution of the workforce;
 - the entities history of incidents;
 - provision for treatments throughout a 24-hour day and during weekends;
 - the need of travelling, remote or lone employees;
 - the remoteness of the worksite from emergency medical services;
 - transport arrangements for emergency evacuation when required;
 - annual leave and other absences of first aiders and appointed persons; and
 - First aid provisions for non-employees.
- QU shall ensure that employees understand how and where to receive first aid or medical treatment through continuous awareness campaigns, training and communication.
- Communication regarding contact details for first aiders or appointed persons, the emergency contact number/radio frequency, and where the first aid box is, shall be provided to all QU employees. Special consideration shall be given to the provision of first aid information to employees in a manner taking into account language and literacy levels.

1.5.2 First Aid Signage

QU shall ensure that all first aid facilities are appropriately identified and marked with the recognised first aid sign and that the environment where first aid treatment may take place is, as far as reasonably practicable, free from hazards.

1.5.3 Emergency Contacts

- QU shall ensure that all first aid facilities are appropriately identified and marked with the recognised first aid sign and that the environment where first aid treatment may take place is, as far as reasonably practicable, free from hazards.
- The list will contain as a minimum:
- Names of Emergency First Aid Officers;
 - Location of first aid station;
 - Nearest ambulance service;
 - Nearest doctor/clinic for emergency care; and
 - Nearest hospital with accident and emergency department.

1.5.4 Emergency Response Personnel

First aiders may not have the primary duty of providing medical assistance, but they shall be able to respond if an incident occurs.

Teams who regularly undertake field work should contain at least one person trained in first aid.

1.5.5 Emergency Services

Initial first aid treatment shall be available anywhere on the QU facilities worksite within a three minute response time.

For QU employees travelling for work-related activities, first aid requirements shall as per QU HSMS-*Section 6.0– Risk Management Process*.

1.5.6 Emergency Response Process

This section specifies the roles, responsibilities and activities undertaken by the First Aid and Medical Emergency Response Team members during different stages of an emergency.

Pre-Emergency Arrangement:

- **First Aid and Medical Plan Custodian**
 - Ensure First Aid and Medical Emergency Response resources (including personnel, equipment and training) are maintained in line with the requirements of this plan.
 - Ensure the emergency response Porcess are kept up-to-date.
- **First Aid and Medical Emergency Plan Owner**
 - Maintain a current register of First Aid and Medical Emergency Response Team members.
 - Replace First Aid and Medical Emergency Response Team members when a position becomes vacant.
 - Conduct regular exercises.
 - Ensure the emergency response Porcess are kept up-to-date.
 - Attend meetings, as appropriate.
 - Attend training and emergency exercises, as required.
 - Ensure personal First Aid and Medical Emergency Response Team identification is available.
- **Emergency Duty Officer**
 - Confirm appropriate First Aid and Medical Emergency Response Team members are assigned to different areas of responsibility.
 - Report on deficiencies of first aid kits.
 - Ensure that First Aid and Medical Emergency Response Team members have communicated the emergency response Porcess to all occupants within their nominated areas.
 - Ensure that occupants are aware of the identity of their First Aid and Medical Emergency Response Team members.
 - Attend training and emergency exercises, as required.
 - Ensure personal identification is available.
 - Ensure reporting of any incidents in line with QU HSMS *Section 12.0- Hazard, Near Miss and Incident Investigation and Reporting requirements*.
- **First Aid and Medical Emergency Response Team**
 - Attend regular first aid training.
 - Practice use of first aid kits provided.
 - Inspect and maintain first aid kits stocked and as per Appendix B.
 - Ensure that personal protective equipment is maintained and available.
 - Ensure personal identification is available.
 - Participate in emergency exercises, as required.

General Treatment of Injured Persons:

- **First Aid and Medical Response Team:**
 - Minor injuries, which include minor burns, nose bleeds, cuts, scratches and scrapes- injured persons shall be evaluated and treated according to their injuries.
 - Non-life threatening injuries that require a higher level of medical treatment, the injured person shall be transported by a QU vehicle to the nearest medical treatment centre or hospital.
 - Major injuries, which involve chemical burns, electric shock, inhalation of fumes, fractures, dislocations, sprains, deep cuts and injuries that are life threatening, ambulatory services shall be called upon to transport the patient to the nearest hospital for treatment.
 - Employees complaining of chest pain shall always be treated as a life threatening condition and ambulatory services called immediately. As far as reasonably practicable, an employee complaining of chest pain shall not be transported to a medical treatment centre or hospital in a personal or company vehicle.
 - All contaminated items (bandages, used equipment) shall be placed into a labelled sealed container or plastic and shall be disposed of as hazardous waste.

1.5.7 First Aiders Safety and Infection Control

- First aid personnel and employees may be at risk of exposure to infectious diseases or biological hazards and shall receive training on the various types of blood borne pathogens and methods to protect themselves from exposure.
- Appropriate Personal Protective Equipment (**PPE**) shall be provided to protect first aid personnel and ill or injured persons from risks of exposure to infections.
- PPE shall include at a minimum:
 - Protective gloves such as disposable PVC, latex gloves or heavy duty gloves where there is a risk of exposure to sharp objects or when cleaning blood or body substance spills;
 - Protective clothing such as disposable non-porous overalls or plastic aprons;
 - Eye protection such as goggles and safety glasses;
 - Safety footwear to protect feet from sharp objects; and
 - Resuscitation mask to reduce the risk of exposure to blood and body substances.
- Control measures shall be in place for the management of skin penetrating injuries (**SPI**) and other blood or body substance exposures.
- Management of a SPI includes the following:
 - Encourage the wound to bleed by gently squeezing;
 - Wash the area with cold running water and soap if available; and
 - Apply an antiseptic if available then cover the wound with an appropriate dressing.

- Process shall be in place for the management of exposure to blood or body substances. Management of exposure to blood or body substances include the following:
 - Wash away the blood or body substance with soap and water. If water is not available then use a 60-90% alcohol based hand rinse or foam;
 - If the eyes are contaminated, rinse eyes while open with tap water or saline solution; and
 - If blood gets into the mouth, spit it out and then repeatedly rinse with water.
 - If exposed to blood or body substances the person shall be referred for medical assessment immediately. The doctor can then assess the degree of exposure and arrange blood tests and immunisation where appropriate. Access to professional counselling shall also be provided, if necessary.
 - Records of blood or body substance exposure shall be documented and kept. Records of exposure and treatment shall be kept confidential.
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1.5.8 First Aid Kits

- Appropriate first aid kits shall be maintained and readily available at all QU premises (minimum one at each floor) and vehicles.
 - First Aid kits shall be stored in clearly identified locations. Location of all first aid kits shall be communicated to all QU employees, including contractors and visitors as may be required.
 - Inspection of first aid kits shall be undertake at least once each month, to ensure that these are adequately available in an emergency event. A First Aider shall be nominated to complete and regularly update the First Aid Checklist (Appendix B) which shall be kept together with the first aid kits and reported to the HSE.
 - The HSS and Emergency Response Team shall ensure that first aid kits / medical supplies are inspected by and replenished with necessary items (including replacing expired items).
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1.5.9 Training and Exercises

- First aiders shall be registered and maintain a valid certificate of training from one of the approved training providers and/or approved training courses.
- Competent First Aiders shall be designated for all QU facilities. The designation shall be properly documented through a Letter of Appointment (Appendix CAppendix A).
- First aider's initial training shall be refreshed as required by the training provider, but at a minimum annually for life threatening emergencies, cardiopulmonary resuscitation (**CPR**) Porcess and automated external defibrillator (**AED**) use. Unless otherwise stipulated by the training provider, nonlife-threatening response refresher training shall be provided at a minimum every two years.

- Any nurses employed by QU shall receive training on common worksite hazards prior to starting work. All nurses shall hold the designation of Registered Nurse and maintain a valid license issued by Supreme Health Council, Qatar.
- The first aid training and competency undertakings shall be in line with the requirements and Process of the QU HSMS *Section 11.0 – Training and Competency Process*.

1.5.10 Record Keeping

- QU shall ensure that all records be kept with regards to First Aid statistics and emergency cases treated.
- All first aid incidents shall be recorded including the following information:
 - Injured person's name, Qatar ID number, employee ID number, and profession;
 - Date, time, and place of injury;
 - Description of injury;
 - Description of how the injury occurred;
 - Treatment provided (QU first aid and external medical services);
 - Any follow-up treatment required; and
 - Name and signature of First Aider.

1.5.11 Monitoring and Review

- The HSE, with support from Top Management, Department and Team Managers, and First Aid and Medical Response Teams, shall be responsible for the monitoring and annual review of the First Aid and Medical Emergency Plan.
- The First Aid and Medical Emergency Plan shall be reviewed:
 - Following a change in the assessment level;
 - Upon the addition of or change in new legal requirements and process changes;
 - As part of regular HSMS audits;
 - Following an emergency management response exercise/drill;
 - Following an actual emergency occurrence (such as a fire or spill); or
 - At least annually.
- During the review of the First Aid and Medical Emergency Plan, the HSE shall take into account the following:
 - Feedback provided by the members of First Aid and Medical Response Team;
 - Feedback from medical practitioners or injured personnel on adequacy of the first aid care provided;
 - The response time required to attend to first aid cases; and
 - Adequacy of the available first aid equipment.
- Following the formal review and feedback process, the HSE shall re-submit reviewed First Aid and Medical Response Plan to the designated First Aid and Medical Response Plan Custodian.

1.6 Document Control

This Process is a controlled document. The controlled version of this Process is located on the QU Electronic Documentation Management System.

Any printed copies of this controlled document are reference copies only. It is the responsibility of all of those with printed copies to ensure their copy is kept up to date.

Refer to QU HSMS – *Documented Information Process*.

1.7 Appendices

Appendix A: First Aid Common Hazard Tool

Appendix B: First Aid Kit Checklist

Appendix C: QU HSMS Letter of Appointment: First Aider

Appendix - A Common Hazard Tool – For Reference Use Only	Ref:	HS-CHT-01
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Hazard	Typical Problems	Injury/illness requiring First Aid
Manual Handling	Overexertion/Repetitive Movement	Sprains, Strains, Fractures
Falls	Falls from heights, slips and trips on uneven surfaces	Fractures, bruises, cuts, dislocations, concussion
Electricity	Contact with electrical current	Shock, Burn, loss of consciousness, cardiac arrest
Plant	Being hit by projectiles, striking objects, being caught in machinery overturning vehicles	Cuts, bruises, dislocations, dermatitis, fractures, amputation, eye damage
Hazardous substances	Exposure to chemicals, e.g. Solvents, acids, hydrocarbons	Dizziness, vomiting, respiratory problems, burns to skin or eyes
Temperature, UV radiation	Effects of heat or cold from weather or work environment	Sunburn, frostbite, heat stress, heat stroke, hypothermia
Biological	Allergens, needles stick exposure to infectious agents	Severe allergic reaction, injuries, skin rash, infection
Occupation violence	Intimidation, conflict, physical assault	Nausea, shock, collapse, physical injuries

QU HEALTH And SAFETY MANAGEMENT SYSTEM (HSMS)

D06- Firs Aid Kits Inspection Checklist	Ref:	HS-D06-0001/year
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Date:	Building Code:	Building Name:	Ref: PL-ES-014-04-28
Inspector-1:	Title:	Inspector-2:	Title:
Observations Summary:	Total:	Open:	Closed:

SN	Items/ Activity to Observe	Yes	No	N/A	Observations
1	Is the First Aid Guide available?				
2	Is the contact number of First Aider displayed?				
3	Is the First Aid Treatment Record available?				
4	Is the First Aid cabinet locked?				
5	Is the Triangular Bandage (1pc) available?				
6	Is the Scissors (1pc) available?				
7	Is the Antiseptic Spray Bandage (1pc) available?				
8	Is the Burn Relief Spray (1pc) available?				
9	Is the Betadine Antiseptic Solution (1pc) available?				
10	Is the Pain Relief Spray (1pc) available?				
11	Is the Plaster (100 pcs) available?				
12	Is the Alcohol Pads (100 pcs) available?				
13	Is the Gloves Nitrile or Vinyl Powerless (20 pcs) available?				
14	Is the Forceps (1 pc) available?				
15	Is the Face Mask (10 pcs) available?				
16	Is the Cold Pack (1 pc) available?				
17	Is the Burn shield (1 pc) available?				
18	Is the Gauze Bandage (2 pcs) available?				
19	Is the Gauze Swab (2 pcs) available?				
20	Is the Gauze Roll (3 pcs) available?				
21	Is the Sting Relief Pad (100 pcs) available?				
22	Is the Emergency Blanket (1 pc) available?				
23	Is the Sam Splint (1 pc) available?				
24	Is the Pocket Resuscitator Mask (3 pcs) available?				
25	Is the Plaster Roll 5 X 5 (1pc) available?				
26	Is the Dressing Pad 7.5 X7.5 (1 pc) available?				
27	Is the Wound Dressing (5 pcs) available?				
28	Is the Cotton Balls (2 pcs) available?				
29	Is the Eye Wash 450 ml (1pc) available?				
30	Is Sterile eye pads available?				
31	Are all the items valid (not expired)?				

HEALTH & SAFETY MANAGEMENT SYSTEM (HSMS)

Appendix C - First Aider Appointment Letter	Ref:	HS-FAAL-001
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Appointment of First Aider

Date:	Building Code:	Building Name:	Ref: HS-FAAL-001
Department/College :	Assigned from Date:		Assigned to Date:

1- Personal Information:

Name	Title	QU ID	Tel No	Mobile No

2- First Aid Training Information:

Training Provider	ID Card Ref No	Issue Date	Expiry Date

Hereby you are appointed as a volunteer First Aider at _____ and you should take the following responsibilities:

- Administer first aid as required within the scope of the first aid training level received and license.
- Understand the nature and type of hazards to be encountered as a first aider including exposure to blood and take all precautionary measures to ensure your safety.
- Treat all personnel work First Aid injury types promptly and properly as required and transfer serious injuries immediately to the Medical Clinic.
- Ensure that sufficient first aid equipment is available in your area of responsibility and adequately stocked by replacing any used and expired items.
- Undertake monthly inspection on first aid equipment and complete relevant register.
- Record all injuries in the appropriate registers and report them to QU HSE.

Appointer Name (HSS):	Appointee Name (First Aider):
Signature:	Signature:
Date:	Date: