

37. Medical Emergency

- (a) Medical Emergency drills will be held at least once a year and documented on the Emergency Drills Record. See Policy #34: Emergency Preparedness.
- (b) When to seek emergency treatment: The following guidelines are intended to assist staff in deciding when to seek emergency treatment for an individual. These are general guidelines only. Staff should refer to individual care plans for person-specific protocols.
 - (i) For any of the symptoms listed in Policy #36: Supporting Individuals who are Ill, if severe or incapacitating
 - (ii) Seizures - if longer than typical for the individual, or repeat seizures without full recovery of consciousness between seizures
 - (iii) Bleeding - if spurting, continuous or bright red oozing
 - (iv) Any head injury
 - (v) Fall - if limbs are in an unnatural position
 - (vi) Difficult or painful breathing
 - (vii) Sudden and/or severe chest pain
 - (viii) Any eye injury
 - (ix) Err on the side of caution - don't hesitate to call 911 if you're unsure
- (c) For serious illness or injury which requires immediate medical attention, phone ambulance 911. Staff should not transport individuals themselves if they are seriously injured. It is not necessary to accompany individuals if they are transported in an ambulance.
- (d) **AFTER** calling the ambulance, call the emergency contacts listed on the person's Profile. Unless otherwise stated, only the supervisor will call the family and social workers.
- (e) **AFTER** arriving at the hospital, assist with communication between the individual and hospital staff. **DO NOT** provide consent for treatment. Spectrum personnel are not authorized to provide consent on behalf of an individual. If the person cannot provide consent themselves, contact the people noted on the person's Profile. If the emergency contacts cannot be reached, the hospital can proceed with treatment if they have two doctors provide an opinion that treatment is urgent and necessary.
- (f) For a medical emergency involving an employee, the following procedure will apply:
 - (i) Call Emergency – 911. Give street address / area of building. Describe:
 - What has happened – check for medic alert bracelet or necklace
 - Type of help needed
 - Nature of injury
 - If there is a first aider on the scene
 - (ii) Alert any necessary individuals that an emergency is occurring – alert Human Resources or Administrator who has access to personnel files for emergency contacts or medic alert information (eg. if employee is diabetic, allergies, etc.).

- (iii) Administer necessary first aid and keep the person as safe and comfortable as possible until the ambulance arrives.
- (iv) Make sure someone is outside to direct the emergency team / ambulance.