



**STANDARD OPERATING PROCEDURE (SOP)**

DOCUMENT ID: <b>SOP-148</b> <b>VERSION #3</b>	TITLE: <b>FIRST AID ASSISTANCE</b>	SEARCH KEY:
PURPOSE:	<ul style="list-style-type: none"> <li>To outline the protocol for requesting First Aid assistance.</li> </ul>	POST TO: Public Website <input checked="" type="checkbox"/> DC Connect <input checked="" type="checkbox"/>
SCOPE (Applies To):	<ul style="list-style-type: none"> <li>COLLEGE EMPLOYEES</li> <li>DC CAMPUS SECURITY OFFICERS</li> <li>DC STUDENTS</li> </ul>	
STATUS: <b>FINAL</b>	AUTHOR: <b>NANCY CONSTABLE, DIRECTOR, SAFETY SECURITY &amp; RISK MANAGEMENT</b> CONTACT INFORMATION: <b>604-527-5828</b>	CREATED: <b>2017/08/30</b> (yyyy/mm/dd)
	RESPONSIBLE OWNER: <b>SAFETY SECURITY &amp; RISK MANAGEMENT</b>	
PROCESS REVISIONS:	REVISION AUTHOR: As Above	REVISED: <b>2018/11/16</b> (yyyy/mm/dd)
RELEVANT FORM(S)	<b>SSRM DC Connect Page:</b> <a href="#">Accident and Injury Reporting / Investigating</a>	REVISED: (yyyy/mm/dd)
ACCORD/POLICY APPROVAL BODY:	<ol style="list-style-type: none"> <li>K. COLLINS, MANAGER, HEALTH &amp; SAFETY, EMERGENCY MANAGEMENT, SSRM</li> <li>N. CONSTABLE, DIRECTOR, SAFETY, SECURITY &amp; RISK MANAGEMENT</li> <li>HEALTH, SAFETY &amp; RISK MANAGEMENT OFFICER, SSRM</li> <li>C. UDY, PALADIN SECURITY SITE MANAGER</li> </ol>	DATE APPROVED: <b>2017/09/19</b> (yyyy/mm/dd)
QUALITY ASSURANCE FORMAT APPROVAL: <input checked="" type="checkbox"/> <b>ADMINISTRATORS' COMMUNITY OF PRACTICE (ACP) SOP SUBCOMMITTEE</b> <input checked="" type="checkbox"/> <b>THOR BORGFORD, VICE-PRESIDENT, ACADEMIC AND PROVOST</b>		DATE APPROVED: <b>2017/10/12</b> (yyyy/mm/dd)
RELEVANT POLICY:	<a href="#">Douglas College Policies</a> <ul style="list-style-type: none"> <li>Health and Safety</li> </ul> <b>WorkSafeBC Occupational Health &amp; Safety Regulation (OHSR) -</b> <a href="https://www.worksafebc.com/en/law-policy/occupational-health-safety/occupational-health-safety-regulation">https://www.worksafebc.com/en/law-policy/occupational-health-safety/occupational-health-safety-regulation</a>	
RELEVANT ACRONYMS & DEFINITIONS:	<b>DC:</b> Douglas College <b>OFA:</b> Occupational First Aid <b>SSRM:</b> Safety, Security & Risk Management	

**PREAMBLE:**

Douglas College maintains an **Occupational First Aid Program** in accordance with *WorkSafe BC* Regulations. The **Occupational First Aid Program** includes:

- **Campus Security Officers** who are trained in Occupational First Aid (OFA) Level 1 and/or Level 2, are available to administer first aid within the scope of their training to **employees, students and campus users**. A trained OFA Level 1 or 2 **Security Officer** is on duty during regular campus hours (i.e. 07:00 to 23:00, 7 days per week).
- A **First Aid Room** is available and maintained at the Coquitlam and New Westminster Campuses and the Douglas College Anvil Centre. **First Aid kits**, in addition to OFA2 required supplies, include Automated External Defibrillators (AED) and Naloxone Nasal Spray.
- All **First Aid responders/providers** have received OFA training to use AED's, and have received additional training in the use of Naloxone Nasal Spray. This includes recognizing the signs and symptoms of an Opioid overdose and the subsequent administration of Naloxone Nasal Spray.

1) In an urgent, potentially life-threatening situation, call 911 first, then call Campus Security immediately to advise them of the nature, and location of the emergency on campus.

2) TO REQUEST CAMPUS SECURITY FIRST AID, PLEASE USE A COLLEGE EMERGENCY PHONE OR ADHERE TO ONE OF THE FOLLOWING PROTOCOLS:

Douglas College Coquitlam Campus 1240 & 1250 Pinetree Way ↓	Douglas College New Westminster Campus 700 Royal Avenue ↓	Douglas College Anvil Centre 11 - 8th Street ↓
Call local <b>2400</b> , from a College landline. <i>This is the College's internal emergency phone number,</i> OR	Call local <b>2400</b> , from a College landline. <i>This is the College's internal emergency phone number,</i> OR	Call local <b>2400</b> , from a College landline. <i>This is the College's internal emergency phone number,</i> OR
Call <b>Coquitlam Campus Security</b> , from your cell phone: <b>604-777-6254,</b> OR	Call <b>New Westminster Security</b> , from your cell phone: <b>604 -527-5405,</b> OR	Call <b>Anvil Centre Security</b> , from your cell phone: <b>604-777-6666,</b> OR
Go to the <b>Coquitlam Campus Security</b> kiosk at Level 1, Building A/B Atrium	Go to the <b>New Westminster Campus Security</b> kiosk at Level 2, Concourse	Go to the <b>Douglas College Anvil Centre Security</b> kiosk on the 6 <sup>th</sup> Floor

### 3) IF YOU CONTACT CAMPUS SECURITY FOR FIRST AID:

- i. Provide as much information as possible to **Campus Security**, and if calling by phone, stay on the line. **Campus Security** will immediately dispatch a **Security Officer** to the area and will call 911 emergency responders as needed.
- ii. If emergency care is required, **Campus Security** will arrange for a **Security Officer** or **designated person** to meet **emergency responders** and direct them to location of the emergency.
- iii. **Campus Security** will keep in contact with 911 dispatchers to update them on changes to the status of the situation.
- iv. All patient care will be transferred to **BC Ambulance or Fire crews** as they arrive on scene.

### 4) TO REQUEST FIRST AID AT DC TRAINING GROUP LOCATIONS (Burnaby, Maple Ridge and Surrey):

- i. **Non-emergency first aid** is available at each site and will be provided by designated on-site **employee(s)** who have been trained in basic first aid. Name and contact information of non-emergency first aid attendant is posted at each site. A basic **First Aid kit** is available and maintained at each site.
- ii. **For emergency first aid, call 911.**