Canada

Now and Tomorrow, Excellence in Everything We Do

# Departmental Occupational Health and Safety Program

# First Aid Program Guide

Version 2.2

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### 1. PURPOSE

Employment and Social Development Canada (ESDC) is responsible for ensuring that the health and Safety at work of every person employed by the employer is protected.

The First Aid Program Guide is intended to help ESDC fulfill its duty as an employer under the authorities and references below. It provides the information and tools necessary for the management, monitoring and evaluation of an effective departmental first aid program.

# 2. SCOPE

The First Aid Program Guide applies to all work locations and all employees within the Department, including Service Canada, the Labour Program and all other service offerings managed within ESDC, as well as every person granted access to the workplace.

## 3. AUTHORITIES AND REFERENCES

- <u>Canada Labour Code</u>, Part II, Section 124
- <u>Canada Occupational Health and Safety Regulations</u> (COHSR) Part XVI First <u>Aid</u>
- The National Joint Council Occupational Health and Safety (OHS) Directive, Part XVIII – First Aid

Definitions for terms used in this document may be found in Annex A.

## 4. RESPONSIBILITIES

Under the First Aid Program Guide, responsibilities are as follows:

# 4.1. Senior Management

For all areas within his or her respective authority, either individually or in collaboration with other senior management functioning within the same region, an Assistant Deputy Minister (ADM), a director general or a director shall:

 a) allocate adequate human and financial resources to implement and maintain the Departmental First Aid Program within his or her administrative or geographic area of responsibility; and b) ensure the implementation of first aid services as described in this guide.

### 4.2. Management Leads and Site Leads

At each workplace for which he or she is responsible, a management/site lead shall:

- a) ensure the application of a first aid program that meets the operational requirements of his or her site with the participation of the workplace health and safety committee;
- b) plan for and commit the necessary funds for an effective on-site first aid program;
- c) ensure that supervisors are made aware of the provisions of this guide;
- d) ensure that where there are two or more employees, <u>at least one qualified first</u> <u>aid attendant per 50 employees</u> is available at all times during each shift or working period;

**Note:** In smaller workplaces, in order to ensure that the required number of first aid attendants are available at all times, the management/site lead may consider having the majority of employees or all the employees trained in first aid. In addition, all workplaces should consider the potential for planned and unplanned absences, regular travel and meetings, instances of multiple employees working outside core business hours, etc. when evaluating whether they have the required number of first aid attendants available at all times.

- e) ensure that appropriate first aid training is provided on a regular basis to maintain a sufficient number of certified first aid attendants:
- f) ensure that appropriate first aid kits are provided and maintained as outlined in section 6.1;
- g) ensure that first aid records are maintained as outlined in section 9;
- h) provide an employee with a copy of the first aid record pertaining to the employee's treatment, upon receiving a written request from a workers' compensation authority for the province where the workplace is located or upon receiving a request from a medical practioner;
- i) ensure that there is a procedure in place and posted for emergency medical situations that involve calling an ambulance or other suitable means of transportation to transport an an employee to a medical treatment facility;
- j) ensure that proper signage is in place as identified in section 5;
- k) ensure that lists of first aid attendants are current and posted at every first aid station and any other location deemed appropriate for his or her operations;

- ensure that <u>first aid stations</u>, including first aid kits provided in motor vehicles owned by the Department, are inspected and replenished monthly (refer to <u>Annex B</u>: Sample First Aid Station Inspection Checklist);
- m) ensure that first aid attendants are familiar with the <u>TBS Policy on Legal</u> Assistance and Indemnification;
- n) canvass and select first aid attendants in consultation with the Workplace Health and Safety Committee (WHSC) / Health and Safety Representative (HSR) to effectively cover his or her area of responsibility; and
- o) post, in a conspicuous place accessible to every employee in the workplace, information regarding first aid to be rendered for any injury, occupational disease or illness (refer to Annex C).

Management/site leads are encouraged to identify a lead first aid attendant to assist management in the application of the first aid program based on operational needs.

#### 4.3. Managers, Supervisors and Team Leaders

Managers, supervisors and/or team leaders shall:

- a) be familiar with the workplace first aid program;
- b) provide orientation to his or her employees on the first aid program including the location of the nearest first aid kit and attendant, and the procedure for calling an ambulance (refer to <a href="OHS Orientation Checklist">OHS Orientation Checklist</a>);
- ensure that employees in his or her area of responsibility have easy access to a first aid attendant;
- d) allow a first aid attendant the time required to render first aid;
- e) ensure that first aid is rendered as necessary, and that emergency medical transportation is provided, if warranted;
- f) notify the persons' emergency contact, if warranted; and
- g) complete an OHS incident report and Investigate the incident/accident if first aid was rendered as a result of a workplace incident/injury, or in an any other situation where the OHS reporting requirements warrant it.

## 4.4. Employees

All employees shall:

a) obtain first aid immediately when injured or ill;

- b) submit to the care administered by a first aid attendant when injured or ill;
- when injured or ill, abide by the recommendation made by a first aid attendant or the manager to seek medical services via an ambulance or other means of transportation identified by management;
- d) report to their supervisor any occurrence requiring first aid as soon as reasonably practicable;
- e) be familiar with the workplace first aid program;
- f) cooperate with any person conducting a first aid activity; and

#### 4.5. First Aid Attendants

All first aid attendants shall:

- a) be readily available and accessible to render first aid during working hours as determined by their level of certification;
- b) be in charge of providing care for the injured or ill person until the treatment is complete or medical help arrives;
- c) accompany an injured or ill employee to a medical treatment facility and render first aid in transit, in cases where a vehicle other than an ambulance is used;
- d) notify the management/site lead if they are relocating or can no longer act as a first aid attendant;
- e) document treatment of first aid rendered using the First Aid Record template (Annex I), as per section 9, and keep in a secure location;
- f) be familiar with the TBS Policy on Legal Assistance and Indemnification; and
- g) notify Management / Site Lead or the delegate when first aid supplies require replenishment.

The CLC II, <u>subsection126.(3)</u> releases first aid attendants from any personal liability for anything done or omitted to be done in good faith when providing first aid assistance to an injured or ill person.

# 4.6. Policy Health and Safety Committee (PHSC)

The PHSC shall:

- a) Monitor national health and safety issues related to first aid;
- b) Participate in the review and evaluation of the first aid program.

# 4.7. Regional Health and Safety Advisory Committees (Regional Advisory Committees)

The Regional Advisory Committee shall:

- a) monitor regional health and safety issues related to first aid;
- b) liase with the WHSC/HSR in their region to ensure the implementation of this Guide.

# 4.8. Workplace Health and Safety Committees (WHSC) and Representatives (HSR)

WHSCs and HSRs shall:

- a) participate in implementing the first aid program in the workplace and monitoring its effectiveness;
- make recommendations to site managers on matters related to the first aid program;
- c) review the first aid attendant list twice a year at a minimum, evaluate needs and make recommendations concerning the list of first aid attendants to the management/site lead as necessary, and send a copy of the list to the Regional Occupational Health and Safety Advisor (ROHSA) for posting to the <a href="Workplace">Workplace</a> OHS Info intranet; and
- d) inspect the First Aid Records at three-month intervals to verify their proper maintenance.

# 4.9. Regional OHS Advisors (ROHSAs)

#### ROHSAs shall:

- a) provide information, advice and recommendations to local managers, WHSCs, and HSRs on the elements of maintaining an effective first aid program within their region;
- b) monitors the first program in their region in conjunction with the Regional Health and Safety Advisory Committee and the Workplace Health and Safety Committees or Health and Safety Representatives;
- c) consult with the National OHS Office to ensure consistency in information, advice, and recommendations.

## 4.10 National Occupational Health and Safety Office (NOHSO)

The NOHSO shall:

- a) enable the review and update of the First Aid Program Guide, with the participation of the PHSC; and
- b) provide advice and guidance on the first aid program to senior departmental officials.

### 5. FIRST AID STATIONS

- a) At least one first aid station shall be provided for every workplace.
- b) In multi-storey buildings, the location of first aid stations shall be such that employees are no more than two stories from a first aid station.
- c) Management/site leads, in consultation with the WHSC or HSR, may go beyond these requirements based on the workplace layout and operations.
- d) Every first aid station shall be readily accessible and clearly identified with the following sign as required by the Federal Identity Program. Requests for first aid signage are to be processed through Accommodation Services.



- e) Every first aid station shall be located in a dry and clean environment to avoid contamination, and shall be inspected at least monthly.
- f) A list of first aid attendants shall be posted at each first aid station, and shall contain the following information (an example is shown in <u>Annex D</u>):
  - The name, location, and telephone number of all first aid attendants on the floor and/or in the workplace. It is important to identify more than one first aid attendant in the vicinity in case one is absent or cannot be reached
- g) The name and contact information of the person responsible for providing first aid supplies and for inventory control shall be posted at each first aid station, separate from the list of first aid attendants.

# 6. FIRST AID SUPPLIES AND EQUIPMENT

#### 6.1. First Aid Kits

- a) Appropriate first aid kits shall be provided as outlined in Part XVI, First Aid, of the Canada Occupational Health and Safety Regulations:
  - For the type of first aid kit required, refer to Annex E.
  - o For the content of first aid kits, refer to Annex F.
  - For additional first aid supplies and equipment for remote workplaces, refer to <u>Annex G</u>.
- b) Replacement and/or purchase of first aid containers should be of the soft shelled or plastic type.
- c) Sunscreen, over-the-counter medications such as, but not limited to, pain and inflammation relief medication and wound cleaner (other than the antiseptic swabs that are required in kits), and prescription medication such as EpiPens, shall not be stored in first aid kits and shall not be dispensed by first aid attendants.

Note: Depending on the province/territory and the supplier, pre-packaged first aid kits may be sold to the employer with ice packs already in them, however they are not a required item. As such, ice packs will not be removed from first aid kits, but ESDC is not required to replace them once they are used or once they reach their expiry date.

For further information please contact your ROHSA.

# 6.2. Emergency Showers and Eye Wash Facilities

- a) When a hazard for skin or eye injury from a hazardous substance has been identified in the workplace (e.g. a laboratory), prescribed shower facilities to wash the skin and eye wash facilities to irrigate the eyes shall be provided for immediate use.
- b) Portable equipment shall be provided and maintained where permanent facilities are not practicable or available.

# 7. FIRST AID TRAINING

 a) Where workplaces are office environments and the ambulance response time is less than two hours, first aid attendants require a Basic First Aid Certificate (a one-day training course).

- b) For office environment workplaces where the ambulance response time is greater than two hours, such as in remote workplaces, and for workplaces other than an office, such as a laboratory, a Standard First Aid Certificate (a two-day training course) is required.
- c) The content of Basic First Aid Training and Standard First Aid Training courses are described in Annex H.
- d) Certification for the successful completion of courses shall be issued to employees and are valid for a period of three years from the date of issue. Annual re-certification is not required.
- e) First aid training shall be provided by a qualified person who holds a valid certification from an approved organization attesting that they are competent to deliver first aid training..

#### 8. EMERGENCY TRANSPORTATION

- a) An ambulance service or other suitable means of transportation for transporting an injured or ill employee to a medical facility shall be available.
- b) A procedure for quickly summoning the ambulance service or other suitable means of transportation shall be posted and communicated to all employees. Please refer to section 4.2 Medical Emergencies of the <u>Manager's Guide to</u> <u>Emergency Situations</u> when establishing or reviewing the procedure specific to your workplace.
- c) Managers/supervisor must demonstrate due diligence in determining whether an incident requires an ambulance. In case of doubt, an ambulance should be called.
- d) Once an ambulance has been called the ill or injured employee must sign the Refusal of Service form provided by the attending paramedics if they wish to decline ambulance transport.
- e) When a vehicle other than an ambulance is used to transport an ill or injured employee to a medical treatment facility, a first aid attendant shall accompany the injured worker to provide first aid assistance as necessary.
- f) The manager of the ill or injured employee shall be responsible for ambulance or other transportation costs to get the employee to a medical facility when needed.
  - Note: The manager with appropriate financial authority delegation will have to complete a <u>Requisition for payment</u> Form (FIN2865) to arrange payment for all ambulance costs. The appropriate GL Coding to include in the is form 533521

(Emergency Paramedical and Ambulance Services). The form and the invoice have to be submitted to the Chief Financial Officer Branch via the <u>National Accounting Operations - Payment Request.</u>

## 9. RECORDS

- a) First aid records must be completed (as per the template provided in <u>Annex I</u>) any time first aid is administered, even in situations where first aid is self-administered.
- b) These confidential records are considered "Protected B" and shall be maintained and protected by the management/site lead, or their delegate, in a secure location in the workplace in accordance with the <a href="Departmental Privacy Guidelines">Departmental Privacy Guidelines</a> and record keeping procedures.
- c) Records must be maintained at each place of employment for a period of **ten years** following treatment.
- d) In case of a workplace injury a copy of the first aid record should be provided to the manager or management lead who is investigating and recording the incident.

## 10. CONFIDENTIALITY

Persons with access to first aid records shall keep the information contained in the records confidential, except with the person's written consent or as required for the purposes of meeting reporting obligations under Part XV of the COHSR.

# 11. ENQUIRIES

Questions regarding the First Aid Program Guide, or its interpretation, must be directed to your ROHSA through the <u>Human Resources Service Centre (HRSC)</u>.

# 12. CONSULTATION

The First Aid Program Guide was developed in consultation with the PHSC and other stakeholders.

# 13. MONITORING AND EVALUATION

The First Aid Program Guide will be monitored and evaluated in accordance with Module VI: Reporting, Monitoring, and Evaluation of the Departmental Occupational Health and Safety Program including regular reporting and data collection methods and with the participation of the PHSC, Regional Advisory Committees, WHSCs and HSRs, management, employees and OHS advisors.

# 14. EFFECTIVE AND REVIEW DATE

Version 2.0 of the First Aid Program Guide takes effect on November 24, 2015 and replaces all previous versions of the First Aid Program Guide. It will be reviewed every three (3) years, or as required, to ensure consistency with changes to OHS-related legislation, regulations and directives. The next scheduled review will be 2018.

Version	Date	Made By	Description
1.0	February 2012	Stephen Ramsay	1 <sup>st</sup> Version
1.1	December 2014	Colette Daudelin	Updated Template
2.0	November 2015	David Zanetti	Cyclical Review
2.1	November 2016	David Zanetti	Minor revisions
2.2	March 2017	Rosine Alie	Revision to 8 f)

## **ANNEX A - DEFINITIONS**

**Ambulance response time**: the time necessary for an ambulance with trained personnel and emergency medical equipment to reach the workplace from the nearest point of dispatch under normal travel conditions.

**Ambulance service**: all paramedics, ambulance attendants, ambulance technicians and health professionals who respond to calls from persons needing an ambulance.

**Approved organization**: an organization that is approved by any province for the teaching of first aid.

**Basic First Aid Certificate**: the certificate issued by an approved organization for successful completion of a one-day first aid course. Refer to Annex H.

CLC II: the Canada Labour Code, Part II.

**COHSR:** Canada Occupational Health and Safety Regulations.

**First aid**: emergency medical treatment or care conforming to the practices recommended by an approved organization and administered to a person who has sustained an injury or become ill.

First aid attendant: a holder of a valid basic or standard first aid certificate.

**First aid kit**: a regulatory container with the first aid supplies recommended in Schedule II of Part XVI of the COHSR.

**First aid station**: a place at which first aid supplies and/or equipment are located.

**Lead first aid attendant**: a first aid attendant assigned to assist management in the application of a first aid program.

**Medical treatment facility**: a hospital, medical clinic or physician's office, at which medical treatment can be dispensed.

**Remote workplace**: a workplace for which the ambulance response time is more than two hours.

**Shift or working period**: any work period established by the employer.

**Standard First Aid Certificate**: the certificate issued by an approved organization for successful completion of a two-day first aid course. Refer to Annex H.

**Workplace**: any place where an employee is engaged in work for the employee's employer.

# ANNEX B – SAMPLE FIRST AID STATION INSPECTION CHECKLIST

- Verify that appropriate signage is in place and visible.
- Verify that a first aid attendants list and the name of the person responsible for maintaining the first aid kit are posted in close proximity.
- Verify that the first aid kit and/or other first aid equipment are easily accessible at all times.
- Verify that the contents are only items approved for the identified kit and do not contain any type of medication.
- Verify that kits have a sufficient quantity of clean and usable supplies and that items are not expired. Items that do not have an expiry date should be inspected to ensure that they are still in good condition (i.e. not visibly damaged, discoloured, or otherwise compromised).
- Sign and date the inspection chart after every inspection.

#### **Sample First Aid Station Inspection Verification Chart**

Year:	Date	Inspected by
January		
February		
March		
April		
May		
June		

Year:	Date	Inspected by
July		
August		
September		
October		
November		
December		

# ANNEX C - IN CASE OF INJURY AT WORK







# **IN CASE OF INJURY AT WORK**

- Obtain first aid assistance immediately
- Tell your supervisor as soon as possible
- For MEDICAL EMERGENCY call:

Nearest first aid kit is located:







# ANNEX D - FIRST AID ATTENDANTS CONTACT LIST

<workplace name>

de travail>

First Aid Attendants | Secouristes

Contact List | Liste de contact

**Police 9-1-1** 

Fire / pompier 9-1-1

Ambulance 9-1-1

Security / sécurité 000-000-0000 Poison Control / anti poison 000-000-0000

Name / Nom	Location / Endroit	Expiry Date / Date d'échéance	Telephone / Téléphone
		yyyy-mm-dd	000-000-0000
			000-000-0000
			000-000-0000
			000-000-0000

Regional OHS Advisor / Conseiller régional en SST <name>

# **ANNEX E - REQUIREMENTS FOR FIRST AID KITS**

# SCHEDULE I (Subsection 16.7(1))

#### REQUIREMENTS FOR FIRST AID KITS

Item	Column 1	Column 2
	Number of Employees	Type of First Aid Kit
1.	2 to 5 (subject to item 5)	Α
2.	6 or more, where the first aid attendant is required to have at least a basic first aid certificate	В
3.	6 or more, where the first aid attendant is required to have at least a standard first aid certificate	С
4.	1, detached from the main party in a remote workplace	D
5.	1 to 3, travelling by snowmobile or other small vehicle, other than a truck, van or automobile	D

Note: The contents of first aid kits A, B, C and D are set out in Schedule II.

For requirements of first aid kits in vehicles, including rental vehicles, please refer to the <u>Safe Driving Guide</u>.

# **ANNEX F - CONTENT OF FIRST AID KITS**

# SCHEDULE II (Subsections 16.7(2) and (4))

#### CONTENT OF FIRST AID KITS

Item	Column 1 Column 2					
	Supplies and Equipment	Quantity According to Type of First Aid Kit:				
		Α	В	С	D	
1.	Antiseptic swabs (10-pack)	1	1	4	1	
2.	Scissors: super shears	_	_	1	_	
3.	Bandages: adhesive strips	12	48	100	6	
4.	Plastic bags: waterproof, sealable	_	_	2	_	
5.	Bandages: triangular, 100 cm, folded	2	6	8	1	
6.	Blankets: emergency, pocket size	1	_	_	_	
7.	First Aid Kit Container	1	1	1	1	
8.	Dressings: combination, 12.7 cm x 20.3 cm	_	_	6	_	
9.	Dressings: compress, 7.5 cm x 12 cm	1	2	_	_	
10.	Dressings: gauze sterile 10.4 cm x 10.4 cm	4	12	24	2	
11.	Dressings: gauze, non-sterile 10.4 cm x 10.4 cm	10	40	200	_	
12.	Forceps: splinter	1	1	1	_	
13.	Gloves: disposable	4	8	40	_	
14.	Mouth-to-mouth resuscitation mask with one-way valve	1	1	1	_	
15.	Record book: First Aid	1	1	1	1	
16.	Scissors: bandage	1	1	_	_	
17.	Self-adhering gauze bandage: 7.5 cm x 4.5 m	2	6	24	_	
18.	Tape: adhesive, 1.2 cm x 4.5 m	_	_	_	1	
19.	Tape: adhesive, 2.5 cm x 4.5 m	1	2	4	_	
	Additional supplies and equipment maintained outside of the kit itself (for remote workplace)					
20.	Blankets: bed type	_	_	2	_	
21.	Splint set	_	1	1	_	
22.	Stretcher	_	_	1	_	

# ANNEX G – ADDITIONAL FIRST AID SUPPLIES AND EQUIPMENT FOR REMOTE WORKPLACES

# SCHEDULE III (Subsections 16.7(3) and (4)) ADDITIONAL FIRST AID SUPPLIES AND EQUIPMENT FOR REMOTE WORKPLACES

Item	Column 1	Column 2
	Supplies and Equipment	Quantity
1.	Guide on wilderness first aid	1
2.	30 mL (6 teaspoonsful) table salt, sealed in strong plastic bag	1
3.	30 mL (6 teaspoonsful) baking soda (not baking powder), sealed in strong plastic bag	1
4.	60 mL (12 teaspoonsful) sugar, sealed in strong plastic bag	1
5.	1 litre plastic bags	5
6.	Large plastic garbage bags	2
7.	Patient treatment record forms, which include vital sign recording sections	3
8.	Oral temperature thermometer in an unbreakable case	1
9.	Emergency signalling mirror	1
10.	Blanket: emergency, pocket size	1
11.	Anti-itch ointment/lotion/swabs (10-pack)	2
12.	Scissors: super shears	1
13.	Bags: disposable, waterproof, emesis	4
14.	Burn jelly (5 mL)	4
15.	Plastic bags: waterproof and sealable for disposal of contaminated waste	2
16.	Cold packs: instant type	2
17.	Hot packs: instant type	2

Note: In addition to the type A first aid kit and the above items, an effective means of communication with the base camp of operations must be available. The contents of a type A first aid kit are set out in Schedule II.

# ANNEX H – SUBJECTS TO BE INCLUDED IN FIRST AID COURSES

# SCHEDULE V (Subsection 16.12(1)) SUBJECTS TO BE INCLUDED IN THE COURSES

#### 1. Basic first aid:

- (a) the provision of basic first aid and the first aid attendant's role and obligations in relation to basic first aid;
- (b) emergency scene management;
- (c) cardiopulmonary resuscitation;
- (d) medical emergencies;
- (e) shock and unconsciousness;
- (f) anti-contamination procedures; and
- (g) wounds and bleeding.
  - 2. Standard first aid:
- (a) the provision of standard first aid and the first aid attendant's role and obligations in relation to standard first aid;
- (b) emergency scene management;
- (c) cardiopulmonary resuscitation;
- (d) medical emergencies;
- (e) shock and unconsciousness;
- (f) anti-contamination procedures;
- (g) wounds and bleeding;
- (h) fractures and their immobilization;
- (i) chest injuries;
- (j) head and spinal injuries;
- (k) muscle, ligament and joint injuries;
- (/) burns;
- (m) eye injuries;
- (n) pelvic, genital and abdominal injuries;
- (o) movement and transportation of casualty;
- (p) environmental illnesses and injuries;
- (q) toxicological emergencies; and
- (r) evacuation and transportation of casualties.

# ANNEX I - FIRST AID RECORD

Protected B when completed

#### **First Aid Record**

(to be completed by First Aid Attendant)

Protégé B une fois rempli

# Registre des premiers soins

(à être compléter par le secouriste)

Name of Employee	Date time and location of injury/illness
Nom de l'employé	Date, heure et lieu où est survenue la blessure ou maladie
Brief description of injury/illness	Brief description of first aid rendered/supplies utilized
Brève description de la blessure ou maladie	Brève description des soins administré/équippement utilisé
Brief description of arrangements made for the treatment or transportation of the injured or ill employee (where applicable)	Names of witnesses (where applicable)
Brève description des arrangements pris pour traiter ou transporter l'employé blessé ou malade (là où applicable)	Noms des témoins (là où applicable)
Date and time of injury reported	Signature of First Aid Attendant
Date et heure auxquelles la blessure ou la maladie a été signalée	Signature du secouriste

First Aid Records must be retained in the workplace by the employer for 10 years following treatment / Les régistres de premiers soins doivent être conservés par l'employeur pendant 10 ans suivant la date du traitement.

In case of a workplace injury a copy of the first aid record should be provided to the manager or management lead who is investigating and recording the incident / En cas d'une blessure en milieu de travail, une copie du registre de premiers soins doit être fournie au gestionnaire ou au responsable de la gestion chargé de mener l'enquête et de consigner l'incident.