

Medical Emergency

Perhaps the most common emergency in the workplace is a medical emergency. You may not be aware of any pre-existing medical conditions of co-workers or visitors. Firstly it is a requirement under the Work Health & Safety Act that all staff should make themselves familiar with who the nominated First Aid personnel are and where they are located. It is also important that all staff know the location of any First Aid Kits as they may be requested to retrieve one for a responding First Aid Officer. First Aid issues in the workplace can also be traumatic to other staff members or visitors. It is important to remember the person's dignity, as a member of the Warden team you are within your authority to ask people to move away, and depending on the situation normal work activities may also need to be suspended.

In the event of a Medical Emergency ensure the nominated First Aid person has been notified. Once in attendance they may request additional assistance. This may include, but is not limited to:

- Seeking another First Aider to attend
- Notifying or greeting emergency services
- Depending on the situation contacting HR for knowledge of any pre-existing conditions
- Moving occupants away from the situation
- Ensuring responding emergency services are greeted upon arrival and escorted to the area
- Note taking



More information given to responding Ambulance staff about the persons condition and what treatment has been administered will greatly aid their priorities. Occupants working in secure buildings must ensure responding ambulance staff are not hindered by security gates, or access into the building as this is often overlooked.



When dialling Triple 0 for a medical emergency you will be prompted by a number of questions, to the untrained this can seem frustrating. The operator is highly skilled and deals with this type of situation daily. Speak slowly and clearly. If the First Aider is in attendance you may have to relay information regarding the person's condition.

Knowing the nearest cross street and ensuring someone has been despatched to greet responding services is a great asset.