WRHA

OCCUPATIONAL HEALTH AND SAFETY

OPERATIONAL PROCEDURES

Subject: First Responder Program

Effective Date: November 1, 2007

Review Date: 3 years or legislation changes

1.0 GUIDING PRINCIPLES:

- The following Operational Procedures provides the framework required to ensure emergent medical/fire emergencies are dealt with at WRHA Community office, primary care clinics, corporate locates, and other locales not considered to be Acute Care, Long Term Care or Personal Care Homes, and at RDF and Logistics.
- In keeping with the Winnipeg Regional Health Authority commitment to providing a safe and health workplace as noted in the WRHA ‘Workplace Safety and Health’ policy (20.10.080), the following Operational Procedure has been developed to ensure this policy is supported and to inform staff of their rights and responsibilities respecting Working Alone.
- This operational procedure is designed to ensure that when followed the minimum requirements of Manitoba Workplace Safety and Health legislation is complied with and where possible exceeded.
- As with all matters relating to the Safety and Health of workers the Occupational Safety and Health Committee should be consulted for their input.

2.0 DEFINITIONS:

2.1 The Act: The Workplace Safety and Health Act W210 of Manitoba.

2.2 Committee: Means a workplace (occupational) safety and health committee established under section 40 of the Workplace Safety and Health Act.

2.3 Employer:

2.3.1 Every person who, by himself or his agent or representative employs or engages one or more workers, and

2.3.2 The Crown and every agency of the government.

2.4 Safety and Health Officer: Means a person designated as a Safety and Health Officer under the Workplace Safety and Health Act.
2.5 **Supervisor:** Means a person who has charge of a workplace or authority over a worker.

2.6 **Worker:**
- **2.6.1** Any person who is employed by an employers to perform a service whether for gain or reward, or hope of gain or reward or not.
- **2.6.2** Any person engaged by another person to perform services, whether under a contract of employment or not.
- **2.6.3** Any person undergoing training or serving an apprenticeship at an education institution or at any other place.

2.7 **First Responder:** A staff member who carries out the collective responsibilities of Fire Warden and First Aider (FA1). A First Responder will lead the immediate response to fire and medical first aid within their work location until the appropriate personnel (police, fire paramedics) arrive on site and/or until the appropriate local Incident Command structure is in place as noted in the WRHA Disaster Management plan.

2.8 **Alternate First Responder:** The Alternate First Responder will assume the First Responder’s responsibilities in his or her absence.

2.9 **Senior First Responder:** Same duties as a First Responder in their specific area. Acts as the lead first responder and coordinates emergency response activities with the Site Management.

2.10 **Fire Marshall:** An individual appointed by the building owner to carry out the administration requirements outlined in the building fire plan and to instruct the building tenants in their duties.

2.11 **First Aid:** Treatment rendered initially for the care of an emergent condition.

2.12 **BCLS:** Basic Cardio-Pulmonary Life Support, training provided to learn CPR (may change).

2.13 **Emergency Codes**
- Code Red – Fire Emergencies
- Code Green – Site Evacuation
- Code Blue – Workplace medical emergencies such as cuts, burns, fainting spells, respiratory episodes (asthma), heart attack
- Code Brown – Internal events including chemical spills, loss of utilities (electricity, water, natural gas)
- Code White – Security emergencies such as intoxicated or disgruntled clients, unauthorized persons in the workplace
- Code Black – Bomb threat, suspicious packages
- Code Grey – Air contamination such as dangerous good release, smoke

3.0 **RESPONSIBILITIES:**

3.1 Occupational and Environmental Safety and Health (OESH) will:
- Maintain the First Responder database
• Provide notification of training
• Send a reminder to First Responder’s when their certification is near expiry.
• Monitor for appropriate training exercises (drills).
• Provide information and consultation regarding issues, which may arise.
• Provide the First Responder equipment (identifying vest, flashlights and batteries, storage container).

3.2 The Senior First Responder is responsible for:
• The duties of a First Responder in their area
• Coordinating all aspects of the First Responder program at their site.
• Leading and assisting other First Responders at their site.
• Responding to emergency situations, including fire and first aid.
• Ensuring their Alternate First Responders will be available during their absence.
• Knowing emergency color codes and associated guidelines.
• Familiarizing themselves with floor plans and exits.
• In consultation with the Site Manager and the site Health and Safety Committee, developing an evacuation plan (Code Green), Fire Plan (Code Red), first aid plan (Code Blue), security emergency (Code White). These plans will be developed using WRHA templates as provided or amended from time to time.
• Conduct monthly site audits of responsible area using checklist. (See Appendix 3).
• Respond to fire and first aid emergencies as required.
• In consultation with First Responder organize emergency response exercises and periodic emergency plan reviews.
• Maintain record of First Responders at site.
• Post all fire safety minutes/reports on Safety Committee bulletin board.

3.3 The First Responder is responsible for:
• Participate in development of program, emergency code plan, emergency response exercises and site audits as needed.
• Participate in orientation of new staff.
• Report possible fire hazards to Senior First Responders and Site Manager.

3.4 The role of the Alternate First Responder is to back-up the First Responders on site. This will help ensure the smooth operation of the program in the event of staff absences. The Alternate First Responder is responsible for:
• Assisting Senior First Responder to implement all aspects of First Responder program at site.
• In the absence of the First Responder, perform duties of the First Responder.
• Assisting the First Responders as needed.
• Participate in development of program, emergency code plan, emergency response exercises and site audits as needed.
• Participate in orientation of new staff.
• Report possible fire hazards to Senior First Responders and Site Manager.
4. OPERATIONAL PROCEDURE:

4.1 Emergency situations require a quick response. When fire and first aid incidents happen in the workplace, it’s important that there are processes and people designated to respond. The First Responder program involves WRHA community and corporate offices, RDF and Laundries. First Responders are not expected to manage critical trauma cases or endanger themselves, should a situation be beyond the comfort level of the First Responder, the procedure would be to take steps to preserve self and involve the appropriate emergency service.

4.2 The program is managed by Occupational and Environmental Safety and Health in cooperation with the Community/Corporate groups of the WRHA.

4.3 The management of individual First Responders will be responsible for all normal day to day expenses such as salary and mileage. OESH will pay for extra expenses related to training costs (e.g. registration fees) and First Responder equipment.

4.4 The First Responder Working Group (Director, WRHA Occupational and Environmental Safety and Health; Director, WRHA Regional Security Services; Direct, WRHA Disaster Management; and Manager, WRHA Occupational and Environmental Safety and Health) in consultation with the affected Workplace Safety and Health Committees, sets operational guidelines and determines First Responder procedures. The Working Group shall collaborate with the Site Management contacts that are responsible for coordinating the program at WRHA Corporate and Community sites.

5. FIRST AID RESPONSE:

5.1 Senior First Responders:
- Attend to scene
- Provide immediate and appropriate first aid
- In the event that a casualty needs greater medical assistance than can be provided by the First Responder (e.g. an ambulance is required) directs someone to call 911.
- Complete an Incident Evaluation form (Appendix 3) report form to be kept in the Senior First Responders’ files, with a copy sent to the Director, Occupational and Environmental Safety and Health.
- Advise employee/supervisor to complete an Injury/Near Miss form.

5.2 First Responders/Alternate First Responders:
- Assist with first aid at scene as required.
- Review Incident Evaluation forms.

6. FIRE EMERGENCY RESPONSE:

6.1 Senior First Responders:
- Assist with fire emergency
6.2 **First Responders/Alternate First Responders:** When a fire alarm sounds, the First Responder/Alternate will:

- Immediately wear the Identity Vest, carry a flashlight and if equipped two-way radio
- Ensure that 911 is notified of emergency incident
- Assist occupants to evacuate
- Ensure that an orderly and expedient evacuation is conducted and coordinate any additional staffing requires (i.e. assign personnel to assist one-on-one with persons with mobility impairments and others who may need assistance)
- Check all occupied areas to ensure occupants have evacuated (including meeting rooms and washrooms)
- Report to Senior First Responder once occupants have been confirmed evacuated that the floor is clear and whether or not injuries to staff were sustained.

Note: No occupant can be forcibly removed from any area in which they prefer to remain. The Fire Department is the only authority having jurisdiction on forcible evacuation. When 911 is notified, the caller should indicate that an individual has refused to leave the premises (this is unrealistic). When First Responder’s report to the Senior First Responder this information shall be passed along – the Senior First Responder can inform the Fire Incident Commander.

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7. **TEAM DEVELOPMENT/MAKEUP:**

7.1 The first step in creating your location’s First Responder team is to assemble team members. The number of members on each site/team is governed by the number of employees in the building, how many are on each floor, building size and layout.

The table below provides a rough guideline as to how many members a team should have in order to have sufficient team members to account for anticipated absences due to illness or vacations. Each site must determine if additional members are required because of the circumstances of their location.

<table>
<thead>
<tr>
<th>Building Population (Employees per floor)</th>
<th>Minimum Suggested Team Size</th>
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<tbody>
<tr>
<td>2-6</td>
<td>All</td>
</tr>
<tr>
<td>7-25</td>
<td>1-1 alternates</td>
</tr>
<tr>
<td>26-50</td>
<td>2-2 alternates</td>
</tr>
<tr>
<td>50+</td>
<td>3-3 alternates</td>
</tr>
</tbody>
</table>

7.2 No staff should feel they need to physically intervene, detain or perform first aid procedures that they do not feel comfortable performing. Each person should respond in a manner that is
appropriate to his or her skills and comfort level. Part of the emergency response plan must be what to do if the incident is ‘too much to handle’ by the individual First Responder. The safety of First Responders is equally important to that of staff or customers. First Responder members should not take unnecessary risks.

7.3 When recruiting First Responders consider the following selection criteria:

- First Responders must be occupants of the floor to which they are assigned and must spend the majority of their time in the building during regular business hours.
- Persons who have previous First Responders or related experience and training are a great choice.
- No team member should have a serious medical condition or physical impairment that would limit his or her ability to respond or cause additional problems during an emergency.
- Team members should have the ability to work well with others and respond well under stress.
- In order to become a First Responders, volunteers must first fill out a First Responder application form (available from OESH), have their manager/supervisor approve and sign the form, and send the document back to OESH.

8.0 TRAINING

8.1 Training provides the First Responder team with the required knowledge and skills necessary to successfully handle an emergency.

8.2 Exercises provide the opportunity for team members to practice these skills with their team and will help build confidence, reinforce skills and help identify area for improvement.

8.3 All team members are required to be current in First Aid and Fire Prevention/Fire Extinguisher use. Remaining current in these disciplines requires an annual training commitment.

8.4 A record of training will be documented using the ‘Education and Training Record’ Appendix 1.

8.5 In addition to the mandatory training described below, team members should be familiar with their specific facility and how the team will respond. For example:

- Your location’s emergency response plan and procedures (Incident Command Structure).
- How you will respond to a specific emergency (i.e. Fire or evacuation of person with mobility impairment).
- The location and operation of specific emergency systems and equipment.
### First Responders

<table>
<thead>
<tr>
<th></th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CPR Policy</strong></td>
<td>First Aid/BCLS (1 day)</td>
<td>BCLS Refresher (1/2 day)</td>
<td>First Aid/BCLS (1 day)</td>
<td>BCLS Refresher (1/2 day)</td>
</tr>
<tr>
<td><strong>Fire Prevention</strong></td>
<td>Fire Prevention and Fire Extinguisher (1/2 day)</td>
<td>FIRE PREVENTION AND FIRE EXTINGUISHER (1/2 DAY)</td>
<td>FIRE PREVENTION AND FIRE EXTINGUISHER (1/2 DAY)</td>
<td>FIRE PREVENTION AND FIRE EXTINGUISHER (1/2 DAY)</td>
</tr>
</tbody>
</table>

8.6 Exercises (drills) are used to test and practice general readiness including equipment, procedures and personnel.

- A physical test where all persons practice their actual roles and/or equipment is tested (i.e. fire drill)

- A ‘table top’ is a meeting lead by a facilitator and uses an emergency scenario to seek input from First Responder members and generate further discussion on how the specific emergency situation would be resolved. This meeting can also involve outside individuals such as the police and can be a valuable planning tool.

- All exercises and results (good and bad) should be documented and actions taken to correct necessary issues. Complete the Incident Evaluation Form. (Appendix 2).
References:
Workplace Safety and Health Act W210 section 4, 4.1, 5, 22, 40.

Attachments:
Appendix A
Appendix B
Appendix C
Appendix D