

Tocumwal Pre-School

SECTION: 2 – Children’s Health and Safety

POLICY NO: 2.8.1

POLICY: Procedure for calling an Ambulance

REVIEW DATE:

DATE OF APPROVAL:

Introduction

In a medical or dental emergency or an accident involving a centre child, staff member, or visitor – the staff or the Nominated Supervisor has a duty of care to take immediate action and provide appropriate services or care to prevent further injury or death. The Education and Care Services National Amended Regulations 2014 requires the Centre to obtain **prior authorisation from a parent** (see Policy 2.8.0 Authority for Emergency Treatment) on enrolment for a child to be provided with assistance, or call a doctor, dentist, ambulance, other person or service as is considered appropriate for the situation.

Goals – What are we going to do?

The centre will ensure immediate action and appropriate procedures are undertaken in a medical, dental emergency or accident when contacting an ambulance. The emergency number in Australia is Triple Zero (000). Dialling Triple Zero (000) is the quickest way to get the right help from the Ambulance Service of NSW in a medical emergency.

National Quality Framework Standard 2.1 Each child’s health is promoted

- 2.1.1 Each child’s health needs are supported
- 2.1.4 Steps are taken to control the spread of infectious diseases and to manage injuries and illness, in accordance with recognized guidelines.

Strategies - How will it be done?

For all medical emergencies dial Triple Zero (000) immediately and ask for Ambulance.

To ensure immediate action and appropriate procedures are undertaken in a medical, dental emergency or accident when contacting an ambulance, centres will:

- **Assess the injury or illness**, the severity and degree of urgency, administer first aid or cardiopulmonary resuscitation (CPR) as appropriate, call for an ambulance dial Triple Zero, (000).
- Calls to Triple Zero (000) are free and can be made 24 hours a day, seven days a week from any landline, pay phone or mobile phone
- When you call Triple Zero (000), an operator will ask you which service you require - Police, Fire or Ambulance
- In the event of a medical emergency, ask for AMBULANCE and you will be transferred to an ambulance control centre.
- The control centre officer will ask you a standard set of questions to help organise the most appropriate service as quickly as possible.
- Stay calm. Speak slowly and clearly.
- **Provide the following information**
 - your name, the name of the centre, address (suburb name, street address and nearest cross street or location you are calling from).

- the phone number you are calling from
- exactly what has happened
- the age of the ill or injured person,
- is the person conscious/awake?
- is the person breathing?

DO NOT HANG UP

Answering these questions to the best of your ability ensures the Ambulance service have the most accurate information and can assess the situation quickly. From your responses to the questions above, Ambulance will determine the most appropriate service for you. Ambulance uses the internationally recognised Medical Priority Dispatch System (MPDS) to determine the level of response required based on the severity of the patient's condition.

- The control centre officer may ask you additional questions to assist paramedics en route. The control centre officer can also provide further assistance and/or medical advice depending on the emergency.
- If you have a life-threatening injury or illness, paramedics will be sent immediately.
- If you require medical assistance but do not have a life-threatening injury or illness, paramedics will be sent as soon possible.

- If you do not require onsite medical assistance, your call may be transferred a registered nurse who can provide you with over-the-phone advice and direct you to alternate healthcare providers.

(See Section 2, Appendix 31 Calling an Ambulance Flow Chart)

- **Ensure an appropriate person accompanies the injured child in the ambulance to the hospital** until the child's family arrives. Ensure the centre is adequately staffed and have a plan in place in case a staff member is required to accompany the child to hospital. (An example of a Hospital Transfer Form is at Appendix 6.)
- **Inform the child's parent, authorised nominee**, emergency contact and the designated responsible person that you have called an ambulance, the nature of the emergency, action taken or first aid provided, and the hospital the child was transferred to (see Policy 2.9.0 Notifying families in acute illness or injury cases).
- **Follow up any required advice or action, complete an Accident/Injury/Acute Illness Report Form** and provide copies of form and other documentation to the parent.

If a death of a child occurs, inform the police, WorkCover NSW and the Department of Education if a serious incident occurs such as serious injury, trauma and illness that requires urgent medical attention of a registered medical practitioner or attendance at hospital at the time, or if these ought reasonably to have been sought at the time. (See Policy 2.9.1 Keeping an Injury and Illness Register and Appendix 7 - Accident/Injury/Acute Illness Report Form).

Statutory Legislation & Considerations

- *The NSW Work Health and Safety Regulation 2011*

- *The NSW Work Health and Safety Act 2010*
- *National Quality Standard for Early Childhood Education and Care and School Age Care , Council of Australian Governments December 2011*
- *Education and Care Services National Amended Regulations 2014*

Sources

- Guide to the Education and Care Services National Law and National Regulations
- NSW Government Health, Ambulance Service of NSW Fact Sheet
<http://www.ambulance.nsw.gov.au/Media/docs/2012%20Calling%20an%20ambulance%20fact%20sheet-e67ec17d-9b76-496b-9aad-beefc54ea890-1.PDF>