



DHCR First Aid Policy

Department: HSE

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Policy and Procedure – DHCR HSE First Aid Policy

INTRODUCTION

Dubai Healthcare City Authority- Regulatory Division requires that every employer must ensure the protection of health and safety of employees engaged in their workplace.

This policy has been prepared by DHCR HSE, and provides a clear policy on First Aid.

1- Purpose:

- 1.1 Engaging in pro-active first aid in the management post an event.
- 1.2 First-aid is applied in the immediate, temporary treatment following an incident or sudden illness before the service of a physician can be secured.
- 1.3 First-aid should be for prompt attention, given to injuries such as cuts, scratches, bruises and burns which are usually minor in nature. The provision of proper first-aid facilities is an important safety and health requirement.

2- Scope of application:

- 2.1 DHCC is committed to provide guidance on the requirements of a first aid service that satisfies the legal obligation for the Business Partners / Investors, to its staff, and visitors alike. This Policy and its associated guidelines specify minimum requirements for the provision of first aid services, including trained first aiders.

3- Applicable To:

- 3.1 This policy applies to; healthcare facilities, staff, patients, visitors, contractors and others attending DHCC. The policy is applicable to all property (buildings owned or occupied) and premises including residential accommodation, and businesses), internal or external within the DHCC campus.



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4- Policy:

4.1 Policy Statement

- 4.1.1 Every Business Partner and their staff including all contractors' staff should adhere strict adherence to this DHCR First Aid Policy.
- 4.1.2 All new staff shall be oriented on the First Aid Policy as part of general staff orientation program
- 4.1.3 It should be understood that the onus on all operating / working in DHCC to demonstrate compliance with the DHCC Regulatory Division First Aid policy
- 4.1.4 Every Business Partner and their staff including all contractors staff should be required to report all incidents, whereby First Aid was applied, regardless of the severity nor the nature of event, to DHCR HSE Department as an oversight adviser, ensuring the appropriate corrective actions are undertaken.
- 4.1.5 Each Business Partner will determine jointly within their own organization the appropriate safety provisions for a first aid service in the area, including the number of designated first aiders required, provision of first aid kits and first aid training.
- 4.1.6 Each Business Partner will ensure First aid kits will be supplied by each Employer (Business Partner / Investor) for the treatment of injuries in the workplace. A first aid kit will be in the care of a responsible person (usually a designated first aider) and will be maintained by that person.
- 4.1.7 Each Business Partner will ensure there are trained personnel will be designated to provide a basic first aid services. These designated first aiders will be in possession of a First Aid Certificate. They will participate as an active members of emergency preparedness teams, as and when required.
- 4.1.8 All first aid treatments and descriptions of those treatments will be recorded. Records will be retained for 3 years, unless other specific requirements apply.
- 4.1.9 It is an employer's responsibility to ensure they have sufficient qualified First Aiders to fulfil their safety needs at all times.
- 4.1.10 For facilities with potential for biohazard (blood or bodily fluid) exposure, access to eye wash equipment is required.



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4.2 Why Report an Event to DHCR HSE

- 4.2.1 It is a DHCC wide quality initiative, which will enhance the safety of our patients, employees and visitors
- 4.2.2 First Aid Events are analysed to determine whether there are any trends that represent potential problems in the delivery of care
- 4.2.3 First Aid reports call attention to situations that may require corrective action. They help identify trends and patterns of unsafe practices

4.3 What to report

The following information must be reported regarding a First Aid 'Event' (refer to Definitions) to DHCR HSE, regardless of severity or nature, (refer to the 2018 DHCR HSE Incident Policy):

- 4.3.1 Exact Location (example: Room Number, Unit Number, Name of Company, Floor, Building)
- 4.3.2 Date & time (exact time)
- 4.3.3 Names of personnel involved (full name and contact of all who witnessed / involved)
- 4.3.4 Full details of the Person in Charge (Name / Mobile / Email)
- 4.3.5 Description of the Event
- 4.3.6 Initial actions taken to avoid recurrence
- 4.3.7 Nature of injuries or suspected injuries
- 4.3.8 Details of property damage
- 4.3.9 All areas of the Incident form to be completed
- 4.3.10 Only factual and objective details should be recorded – not opinions
- 4.3.11 Writing should be legible and using a black permanent ink pen or typed if in electronic format
- 4.3.12 Signatures on the form are to be written legibly

5- Procedure

First Aid Boxes Locations

- 5.1.1 Every workplace, there shall be a first-aid box or cupboard provided, maintained and readily accessible during all working hours
- 5.1.2 Where the number of employees is more than 150, but less than 250, one more additional unit (complete set) shall be kept in the premises.



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	5.1.3 Each first-aid box or cupboard should be placed in a clearly identified and readily accessible location.
5.1	<p>Quality and Location of First Aid Boxes</p> <p>5.2.1 Boxes and kits should be checked frequently to ensure they are fully stocked and all items are in a usable condition. The first-aid box or cupboard should protect the contents from dampness and dust.</p> <p>Storage of First Aid Boxes</p> <p>5.2.2 First-aid box should be kept as near as possible to hand-washing facilities</p> <p>5.2.3 First-aid boxes should be free from dust and damp and kept clean and tidy at all times</p> <p>5.2.4 Access to First Aid Boxes must not be obstructed</p>
5.2	<p>Workplace with < 250 Employees</p> <p>5.3.1 Where there are 250 or more workers at work, a first-aid room of size 20 sq. meters containing the prescribed equipment and material under the charge of a qualified first-aider possessing a certificate approved by Dubai Municipality / Government of Dubai / U.A.E.</p> <p>5.3.2 The name of the first-aider should be exhibited in the premises.</p> <p>5.3.3 The employer should ensure that adequate facilities are available to call physician or ambulance or contact any other agency or to transport the injured person from the workplace.</p>
5.3	<p>First-aid</p> <p>Access to First Aid Boxes</p> <p>It is the Business Partners responsibility to identify the location of the first aid boxes, in their Department, where they are working and ensure the following:</p> <p>5.4.1 Be readily available and used only for rendering of first aid</p> <p>5.4.2 Maintain and ensure there is a consistent supply of first-aid</p> <p>5.4.3 A list of first-aiders must be made available</p> <p>5.4.4 All must familiarise themselves with who are the First Aiders</p>



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5.4 Items Required in a First Aid Box

Item	No. of Employees				
	1-10	11-25	26-50	51-100	101-150
Guidance card	1	1	1	1	1
Plastic Band aids	40	75	150	300	450
Adhesive Tape 1/2" x 10 yds	1	1	1	2	3
Adhesive Tape 1" x 10 yds	1	1	1	2	3
Absorbent Cotton - Bundle	1	1	1	1	2
Gauze Bandage - 1"	1	1	2	4	6
Gauze Bandage - 2"	1	2	4	8	10
Gauze Bandage - 3"	1	2	4	8	10
Gauze Pads - 3" x 3"	1	2	5	10	15
Oval Eye Pads	1	3	3	6	9
Triangular Bandage	1	2	2	4	6
Ammonia Inhalant - Bottle	1	1	1	1	2
Eye wash	2 oz	4 oz	4 oz	4 oz	4 oz
First Aid Cream	1	1	1	1	2
Paracetamol Tablets	10	25	50	100	150
Calamin Lotion	1 oz	2 oz	2 oz	4 oz	6 oz
Cotton Tipped Applicator- 6"	25	50	100	200	300
Rescue Breather	-	1	1	1	1
Surgical Scissors	1	1	1	1	1
Anti-septic Solution	250 ml.	500 ml.	500 ml.	500 ml.	1000 ml.

5.5 What is required in a First Aid room should

- A Stretcher
- Wheel Chair
- A sink with hot and cold running water
- Drinking water
- Paper Towels, soap and nail brushes
- Smooth topped impermeable work surfaces
- Clean garments for use by first-aiders
- Clinical thermometer
- One wash bottle
- A couch with pillow and blankets frequently cleaned
- Dressing Trolley (2 shelves with castor wheels)
- Kidney Tray Medium size - 2 Nos.
- Splints of different size
- Eye wash equipment (for facilities with potential bio hazard exposure)



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5.6	<p>Treatment of minor / non-life threatening injuries</p> <p>Employees who suffer minor harm, if they can carry out local minimal treatment to minimise injury by following these steps:</p> <ul style="list-style-type: none"> • Seek help from colleagues • Utilise the First Aid Box • Apply preliminary First Aid, if suitable • Attend ED for clinical intervention • Attend Occupational Medicine
5.7	<p>Procedure in the event of an incident (injury/illness)</p> <p>The first-aider should be notified immediately. Following an accident the first-aider must decide on assessing the situation whether to treat the person if a minor injury/illness as presented or refer to an Emergency Department in a local Hospital.</p>
5.8	<p>Hygiene/Infection control</p> <p>5.9.1 All first-aiders should take precautions to avoid infection and must follow the hygiene procedures and comply with the First Aid Training</p> <p>5.9.2 All first-aiders must ensure that waste is disposed of in the correct manner.</p> <p>5.9.3 Where blood spills occur, Biohazard kits are available to assist with spillage of body fluids.</p> <p>5.9.4 All First Aiders must have the immunisation against Hepatitis B completed.</p>
5.9	<p>Duties of designated first-aiders</p> <p>The duties of the designated first-aiders include:</p> <p>5.9.1 Maintenance to approved standards of first-aid stations (kits and boxes) in their area.</p> <p>5.9.2 Ordering / replenishing of first-aid material</p> <p>5.9.3 Management and leadership in the event of an accident at work</p>
5.10	<p>Training Requirements of First Aider</p> <p>Employers must ensure First Aider has the appropriate valid and certified training qualification from one of the following Training Providers:</p> <p>5.11.1 Red Cross</p>



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	<p>5.11.2 Red Crescent</p> <p>5.11.3 St Andrew's First Aid</p> <p>5.11.4 St John's Ambulance</p> <p>5.11.5 Or a Training Provider that provides accredited courses</p>
5.11	<p>Audit</p> <p>All BP must retain Incident Reports for all First Aid Events, which should be available for inspection by DHCR HSE Inspection Team.</p>
5.12	<p>Enforcement</p> <p>It is the responsibility of the Business Partners to ensure compliance with the DHCR Incident Policy.</p>

6-Appendix

6.1	Incident reporting Form
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7-Communication: (Check all that apply)

<input checked="" type="checkbox"/>	Announcement
<input type="checkbox"/>	Awareness
<input type="checkbox"/>	Training
	Other specify

8-Definitions:

Accident:	An accident is an unplanned event resulting in death, or resulting in an injury such as a severe sprain or strain (for example, manual handling injuries), a laceration, a broken bone, concussion or unconsciousness
Adverse Event:	An adverse event is defined as an unexpected, undesirable, or potentially dangerous occurrence
Dangerous Occurrence:	<i>(Below is not an exhaustive list)</i> dangerous occurrence' means an occurrence arising from work activities in a place of work that causes or results in – (a) the collapse, failure, explosion, bursting, electrical short circuit discharge or overload, or malfunction of any work equipment,



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	(b) the collapse or partial collapse of any structure under construction or in use as a place of work, (c) the uncontrolled or accidental release, the escape of any chemical, fume, gas or the ignition of any substance, (d) a fire involving any substance, or (e) any unintentional ignition or explosion of explosives, as may be prescribed.
Event:	Anything that constitutes an Incident, Unsafe Act, Near Miss and Dangerous Occurrences
First Aid:	Incident that resulted in injury and treated by a first aider on site or no treatment required and the injured is generally able to return to the normal duties afterwards
Incident:	Any event that could have or did lead to unexpected or unintended harm, loss or damage to a patient, staff, visitor, third party, hospital property or premises
Near Miss:	An incident, which could have but did not result in harm, loss or damage to a patient, staff, visitor, third party, hospital property or premises.
Sentinel Event:	A sentinel event is defined as, but not limited to: An unexpected occurrence involving: unanticipated death; or Major permanent loss of function or major injury; or serious psychological injury

9-References :

9.1	UAE Labor Law 8
9.2	Guidelines for First-Aid Requirement, DM-PH&SD-P4-TG17, Dubai Municipality, Government of Dubai, 2010.
9.3	Local Order 11 of 2013 Concerning Public Health & Community Safety in the Emirate of Dubai
9.4	Code of Practice First Aid and Medical Treatment OSHAD 2016



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Revision History

S No:	Summary	Amend Type*	Page	Issue No.	Issue Date
1.					
2.					
3.					
4.					
5.					
6.					

* Amend Type: New- Add – Modify – Cancel