

Emergency First Response

First Aid at Work
Instructor Guide
Great Britain Edition



EMERGENCY[™]
first response

www.emergencyfirstresponse.com

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Emergency First Response™ (EFR)
First Aid at Work Instructor Guide
Great Britain Edition

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Acknowledgements

Patient Care Standards

The Emergency First Response First Aid at Work programme follows the emergency considerations and protocols from the consensus view of the Basic Life Support (BLS) Working Group of the International Liaison Committee on Resuscitation (ILCOR). ILCOR is an international standards group representing many of the world's major resuscitation organisations. A source authority for the development of content material in the Emergency First Response programme is Guidelines 2005 for Cardiopulmonary Resuscitation and Emergency Cardiovascular Care Science, International Consensus on Science, Resuscitation: 67 (2005) 157-34; European Resuscitation Council. Medical content review was completed by an international group of respected physicians.

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Introduction

The Emergency First Response First Aid at Work programme is comprised of the Emergency First Response Primary Care (CPR) and Emergency First Response Secondary Care (First Aid) modules as outlined in this Instructor Guide.



The Emergency First Response Primary Care (CPR) and Emergency First Response Secondary Care (First Aid) modules teach people how to provide emergency care for someone in need, with an emphasis on the workplace. These modules make learning easy by providing a nonstressful environment in which participants practice and apply emergency care skills. The modules are designed to:

1) help participants remember appropriate emergency care procedures during times of need, and 2) encourage them to apply those procedures by assisting those needing emergency care.

Emergency First Response Primary and Secondary Care modules are based on internationally recognised medical guidelines for emergency care – guidelines produced through a consensus process of practising professionals in the emergency medical field. Educationally, the modules reflect a well-researched instructional design for this type of training.

How to Use This Guide

This guide consists of five sections – Programme Standards and Overview, Knowledge Development, Skill Development and Scenario Assessment.

All required standards, activities and performance requirements for the programme appear in boldface print. This clearly separates training requirements from supporting rationale, general recommendations and how-to information. Headlines and section titles are in boldface for readability and easy identification only; such a headline or title does not mean everything under it is required. Items not in boldface are recommendations for your information or consideration.

This guide speaks to you, the Emergency First Response Instructor. Here's what you'll find in each section:

Section One

Programme Overview and Standards

This section covers general information on how to conduct the Emergency First Response First Aid at Work programme. Topics include:

- Programme Philosophy
- Programme Goals
- Core Performance Requirements
- Programme Structure
- Performance-Based Training
- Role of the Instructor
- First Aid at Work Programme Standards
- First Aid at Work Requalification
- First Aid at Work Instructor Renewal Requirements
- Emergency Responders in Action

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Section Two

Knowledge Development

This section details how to teach the foundational material for the programme. Topics include:

- Programme Introduction
- Primary Care (CPR)
- Secondary Care (First Aid)



- Caring for Specific Injuries and Illnesses
- First Aid in the Workplace

Section Three Skill Development

This section outlines the nine required skills and two recommended skills for the Primary Care module of the First Aid at Work programme. It also includes the four required Secondary Care skills. Instructor notes and skill descriptions provide detailed guidelines for leading participants through each skill and reinforcing correct techniques. You may use the dvd segments to help support skill development.

You'll also find specific directions and suggestions for effective skill development. During skill development, you introduce and demonstrate skills, then have participants practice while you provide encouragement and suggestions.

Typically, skill development encompasses the majority of instructor-participant contact time.

Section Four Scenario Practice

This section covers emergency scenarios that allow participants to apply their Emergency Responder knowledge and skills to realistic situations. There are four primary care scenarios and one secondary care scenario. Each scenario outlines situations that require participants to make decisions based on their training, recall steps for performing emergency care skills and take appropriate action. Although each scenario focuses on a specific emergency or accident, you may change the location and other factors to accommodate specific workplace needs and procedures.

Step-by-step procedures for conducting scenarios help you guide practice. Evaluation questions allow you to discuss participant performance and concerns. By helping participants apply skills and knowledge through

scenarios, you build their confidence and reinforce the need to act.

Section Five

Assessment

This section covers assessment performance requirements and set up considerations. First Aid at Work Instructors can use this section to facilitate assessment preparation and by First Aid at Work Assessors to prepare actual participant assessment. The assessment includes written and practical evaluations.

One

Programme Overview and Standards



(CPR) module before beginning the Emergency First Response Secondary Care (First Aid) module.

The First Aid at Work programme's two modules, Emergency First Response Primary Care (CPR) and Emergency First Response Secondary Care (First Aid), make up a foundational offering in emergency care for the lay provider. CPR and first aid skills are integrated into an easy-to-remember emergency care sequence within the programme, which allows participants to provide effective emergency care to injured or ill persons.

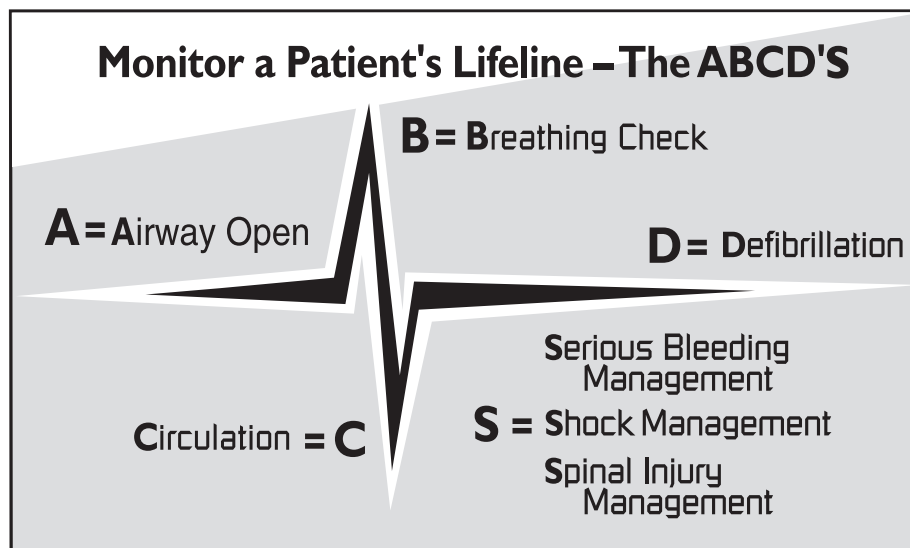
Because of the sequence of skills and information, participants must complete the Emergency First Response Primary Care

Programme Philosophy

Emergency First Response Primary Care (CPR) and Secondary Care (First Aid) are medically based, following the same priorities of care used by professional emergency care providers. Both assume a local Emergency Medical Service (EMS) is in place to support Emergency Responder care. However, the Emergency First Response Secondary Care (First Aid) module assumes that local Emergency Medical Service personnel are unavailable or delayed.

Emergency First Response Primary Care (CPR) and Secondary Care (First Aid) follow emergency considerations and protocols from the consensus view of the Basic Life Support (BLS) Working Group of the International Liaison Committee on Resuscitation (ILCOR). ILCOR is an international standards group representing many of the world's major resuscitation organisations. A source authority for the development of content material in the Emergency First Response programme is Guidelines 2005 for Cardiopulmonary Resuscitation and Emergency Cardiovascular Care Science, International Consensus on Science, Resuscitation: 67 (2005) 157-34; European Resuscitation Council. Medical content review was completed by an international group of respected physicians.

1.2



The Emergency First Response Primary Care (CPR) module of the Emergency First Response First Aid at Work programme covers emergency care for most life-threatening situations. This programme focuses on the ABCD'S of primary care:

The Emergency First Response Secondary Care (First Aid) module of the Emergency First Aid at Work programme covers secondary patient assessment and first aid. Secondary patient assessment teaches participants how to conduct patient head-to-toe evaluations, allowing them to determine the extent of an injury or illness when Emergency Medical Service personnel are temporarily unavailable or delayed. Participants learn both injury and illness assessment sequences, which helps them prepare information for EMS personnel. The first aid portion of the programme teaches participants how to support and care for specific disabilities, injuries and illnesses discovered during a secondary patient assessment and prior to EMS arrival.

Specific to learning philosophy, both modules of the First Aid at Work programme establish skill retention through increased skill practice and repetition. Knowledge retention is gained through programme content simplification. Teaching programmes in a low-stress educational environment is also key to programme philosophy. Emergency First Response First Aid at Work programmes need to be conducted in a relaxed, encouraging atmosphere, focusing on positive reinforcement throughout participant skill development.

Simplification of Primary Care (CPR) Training

There is a widespread consensus within the medical community that layperson CPR training should be simple. Several research studies indicate that simpler, objective-oriented and media-based course does a better job at teaching primary care skills and improving retention than do longer, more traditional courses. (See Appendix for referenced research studies and documents.)

Simplification of training, along with the philosophy of conducting the programme in a low-stress educational environment, allows participants to comfortably focus on learning primary care skills. Simplification is the primary reason that the Emergency First Response First Aid at Work program is divided into two fundamental modules – to break up the skill load while preserving the emergency care sequence thread running between them.

Programme Goals

For both modules, the goals are as follows:

- Provide a positive and nurturing learning environment that reduces participant anxiety, guilt and fear of imperfect performance.
- Teach a programme that increases the percentage of CPR and first aid-trained laypersons who use their skills without hesitation to assist those in need.
- Combine CPR and first aid into one Emergency Responder protocol.
- Teach a simple CPR and first aid protocol that promotes long-term memory retention by participants.
- Maximise participant skill development and practice time.
- Teach a programme following the ILCOR 2005 (International Liaison Committee on Resuscitation) Basic Life Support guidelines.
- Enable participants to act safely, appropriately, promptly and effectively with first aid emergencies in their workplace.

Core Performance Requirements

Upon completion of the programme, Emergency Responders will be able to:

- Perform a scene assessment.
- Use barriers appropriately.
- Perform a patient responsiveness check by giving the responder statement and then tapping, grasping, gently shaking or squeezing the shoulder or arm to gain patient attention.
- Phone an Emergency Medical Service number at the appropriate time within the CPR and first aid sequence.
- Recognise unresponsiveness or other emergency situations and determine when resuscitation is appropriate.
- Perform an emergency move and place a person in the recovery position.
- Open and maintain an airway using the head tilt-chin lift technique.



- Perform one rescuer, adult CPR.
- Explain the importance and timeliness of defibrillation within the CPR and first aid protocol and list the two ways it can be obtained (EMS and AED provided).
- Manage serious external bleeding.
- Perform appropriate shock management.
- Stabilise and manage suspected spinal injury.
- Provide manual stabilisation of suspected skeletal injuries when Emergency Medical Service personnel will be delayed.
- Care for a patient who has been burned or scalded, has an eye injury, has been overcome by gas or fumes or may have been poisoned or exposed to harmful substances.
- Care for patients with a range of other injuries and illnesses.
- Perform initial and ongoing assessments of an injured or ill person when Emergency Medical Service personnel will be delayed.
- Perform all skills in a manner that minimises risk to the Emergency Responder, patient and bystanders.

Programme Structure

Both the Emergency First Response Primary Care (CPR) and Secondary Care (First Aid) modules of the Emergency First Response First Aid at Work programme are divided into three segments: 1) Knowledge Development, 2) Skill Development and 3) Scenario Practice. This is followed by an independent assessment of all candidates at the end of the Emergency First Response First Aid at Work programme. Programme conduct should proceed as follows:

- Teach material directly from Knowledge Development Outlines in Section Two.
- Conduct role-model demonstrations of all skills in Section Three.
- Organise Scenario Practice as outlined in Section Four.
- Set up classroom for independent assessments as outlined in Section Five.

Performance Based Training

The Primary Care (CPR) and Secondary Care (First Aid) modules of the Emergency First Response programme are performance-based (whilst still meeting minimum time-based criteria as defined by regulations). This means participants progress through the programme by meeting measurable learning objectives. The programme instructional design sequences these objectives from simple to complex, so participants use and build upon previous learning as they progress.

As an Emergency First Response First Aid at Work Instructor, you encourage participants to master the skills in the programme. However, it is very important to avoid hinting at any need for perfect performance. Allow participants to learn the skills without stress. Remember to provide a positive and nurturing learning environment that helps reduce participant anxiety, guilt and fear of imperfect performance.

The Role of the Instructor

The role of the Emergency First Response Instructor is to:

- Help participants feel at ease during the programme by providing a positive, relaxed and low-stress learning environment.
- Demonstrate role-model quality skills and emphasise application during scenario discussions.
- Provide participants with positive and constructive instruction.
- Never rush participants through skill development. Individualise skill development time based on each participant's ability to meet performance requirements. Allow participants plenty of time to practice.
- Emphasise the need for personal safety through scene assessments and barrier use.
- Encourage participants to use their knowledge and skills to assist those in need of emergency care once they complete the programme.
- Feel the reward and satisfaction of teaching others emergency care.

1.6



First Aid at Work Programme Standards

Who May Take the Emergency First Response First Aid at Work Programme?

Anyone wanting to learn about emergency care in the workplace may take the Emergency First Response First Aid at Work programme.

Supervision and Ratios

Only current Emergency First Response First Aid at Work Instructors may teach the Emergency First Response First Aid at Work programme.

The participant-to-instructor ratio is **12 participants per Emergency First Response First Aid at Work Instructor**.

The maximum participant-to-mannequin ratio is 4:1 and the use of more mannequins is recommended. Although no specific model is required, CPR mannequins capable of simulating an airway obstruction with an improperly positioned airway are recommended. Be sure to follow manufacturer guidelines for disinfecting mannequins after each session or programme.

Instructor Qualifications and Requirements

First Aid at Work Instructors must maintain personal portfolios available for inspection during the First Aid at Work programme being conducted.

The portfolio must consist of:

- A current First Aid at Work certificate
- An up-to-date Curriculum Vitae with details of relevant experience, skills and qualifications and course list
- A First Aid at Work (Great Britain) Instructor Certificate and current EFRI certificate/card
- Annual skill review

Materials and Equipment Requirements

Required and recommended materials for the Emergency First Response First Aid at Work programme are as follows:

Required for Instructors

1. *Emergency First Response First Aid at Work Instructor Guide*
2. *Emergency First Response First Aid at Work Participant Manual*
3. *Emergency First Response DVD*
4. **CPR Mannequin** (recommended that mannequin can simulate an airway obstruction if the airway is not positioned properly)
5. **Gloves***
6. **Ventilation barrier**
7. **Sterile pads, dressings and gauze for bandaging**
8. **Roller bandages**
9. **Triangular bandages**
10. **Splints** (commercial, padded wood, heavy cardboard, rolled news paper, etc.)
11. **Current Great Britain First Aid at Work related literature****, including but not limited to:
 - a. RIDDOR Reporting Forms and leaflets
 - b. COSHH leaflets
 - c. First Aid at Work Approved Code of Practice
 - d. Related HSE leaflets
 - e. UK Resuscitation Council Guidelines 2005



1.8

**Participants must use barriers for practice during the programme. You must provide participants with an adequate supply of barriers. In certain circumstances, and at appropriate times within the training, participants may simulate using barriers (i.e., putting on gloves, appropriately placing ventilation masks and shields, etc.) during skill development sessions. These circumstances and times are noted in Section Three and in the participant manual. Also, some participants may be sensitive to latex. Consider having non-latex type gloves on hand for these individuals.*

***A reference list is in the Appendix*

Recommended for Instructors:

- Blankets or towels for shock management

- Rugs or floor coverings for participant comfort and protection during skill development
- Bag marked Biohazard for disposal of barriers to show as examples
- Different types of ventilation barriers to show as examples
- Oxygen unit (recommended skill)
- Phone to simulate EMS call during scenarios
- Automated External Defibrillator (AED) unit (with training unit) or AED trainer
- Extra adhesive pads to simulate AED pad placement



Materials and Barrier Requirements for Participants

Required and recommended materials for participants (for both modules) are as follows:

- *Emergency First Response First Aid at Work Participant Manual* (unless the manual is unavailable in a language the participant understands)
- *Emergency First Response DVD* is highly recommended.
- **Gloves**
- **Ventilation barrier**
- **Sterile pads, dressing and gauze for bandaging**

1.9

Programme Duration

The First Aid at Work programme must consist of at least 24 participant contact hours. Contact hours include actual teaching and final assessment time, but not breaks. The programme must be run over a minimum of four days and a maximum of 13 weeks. If you choose to run the programme over a period of weeks, each session must last at least two hours.

Programme Schedule

A suggested schedule follows:

Day 1 Morning 9.00 AM - 12.30 PM Minutes

Registration	30
Presentation - Programme Introduction	30
Break	30
Presentations	90
Helping others in Need	
The Emotional aspects of Being an Emergency Responder	
Keeping Your Skills Refreshed	
Leading a Healthy Lifestyle	
Protecting Yourself Against Bloodborne Pathogens	
Recognising life-threatening Problems	
Background Information on Primary Care	

Skill Development

- Primary Care Skill #1 Scene Assessment 15
- Primary Care Skill # 2 Barrier Use 15

Afternoon 1.30 PM - 5.00 PM Minutes

Skill Development Continued

• Primary Care Skill # 3 Primary Assessment	45
• Primary Care Skill # 4 One Rescuer, Adult CPR	90
Break	30
• Primary Care Skill # 5 Serious Bleeding Management	30
• Primary Care Skill # 6 Shock Management	30

1.10

Day 2 Morning 9.00 AM - 12.30 PM Minutes

Review	15
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Skill Development Continued

- Primary Care Skill # 7 Spinal Injury Management 30
- Primary Care Skill # 8 Conscious Choking Adult 15
- Optional: Primary Care Skill # 9 AED Orientation 30

Break	30
Knowledge Review - Primary Care	30
Primary Care Scenarios 1-4	60

Afternoon 1.30 PM - 5.30 PM Minutes

Presentation - Background Information on Secondary Care	30
Skill Development Continued	
Secondary Care Skill # 1 Injury Assessment	45
Secondary Care Skill # 2 Illness Assessment	45
Break	30
Secondary Care Skill # 3 Bandaging	60
Secondary Care Skill # 4 Splinting	30

Day 3 Morning 9.00 AM - 12.30 PM Minutes

Review	30
Knowledge Review - Secondary Care	30
Secondary Care Scenario	30
Break	30
Presentation - First Aid in the Workplace	60
Knowledge Review	30

Afternoon 1.30 PM - 5.00 PM Minutes

Presentations: Caring for Specific Injuries & Illnesses:	60
Minor Cuts	
Dental Injury	
Strains and Sprains	
Eye Injuries	
Electrical Injury	
Primary Care skill practice	30
Break	30
Presentations: Caring for Specific Injuries & Illnesses:	90
Temperature Related Injuries	
Heart Attack	
Stroke	

- Diabetic Problems
- Seizures
- Allergic Reaction
- Poisoning
- Optional: Primary Care Skill # 11 Emergency Oxygen Use Orientation 30

Day 4 Morning 9.00 AM - 12.30 PM Minutes

Presentations: Caring for Specific Injuries & Illnesses:	30
Crush injuries	
Head Injuries	
Asthma	
Primary and Secondary Care Review	30
Primary Care Skill #3 Primary Assessment/ Recovery Position Review	30
 Break	 30
Debrief and Critique	30
Practice time	60

Afternoon 1.30 PM - 5.00 PM Minutes

First Aid at Work External Assessment:	
Written Examination and review	90
Practical Evaluation	90
Close and paperwork	30

Programme Registration Procedures

The First Aid at Work programme must be registered with Emergency First Response at least four weeks in advance using the First Aid at Work Programme Registration Form located in the Appendix.

Training Premises

Emergency First Response First Aid at Work programmes must be conducted at facilities authorised for workplace training by Emergency First Response. Such locations must be clean, tidy and free from intrusive noise. Each participant must also have safe access and means of escape, adequate toilet facilities, adequate heating, lighting and ventilation and adequate floor space for practice sessions.

Assessment

The Assessment section consists of a final written exam and practical evaluation as outlined in Section Five. Two assessors not involved in training must conduct each participant's final assessment. Since participants may not view the other practical assessments, you should ensure a suitable waiting area.



First Aid at Work Certification

1.13

Instructors must complete and submit the First Aid at Work Programme Completion Form located in the Appendix. Emergency First Response will then issue First Aid at Work certificates. You must also complete the Certification Authorisation Form (available from Emergency First Response Limited) and issue each successful candidate an Emergency First Response First Aid at Work temporary certificate.

You may also fill out and submit a Completion Card envelope for each participant meeting Emergency First Response Primary Care (CPR) or and Secondary Care (First Aid) module performance requirements. See the Completion Card envelope for specific instructions.

First Aid at Work certificates are valid for three years.

Emergency First Response First Aid at Work Requalification

People with current First Aid at Work certificates may attend an Emergency First Response First Aid at Work Requalification programme up to three months prior to their certificate's expiry date. The new certificate will then be effective from that date.

The Requalification programme is run over a minimum of two days and maximum of six weeks. If the programme is run over a period of weeks, each session must last at least two hours.

Participants must complete all skill development portions of the First Aid at Work programme. You may not, however, combine the First Aid at Work and First Aid at Work Requalification programmes. Requalification participants must also successfully complete the First Aid at Work Assessment as outlined in the full First Aid at Work programme.

Upon programme completion, instructors should complete and submit the First Aid at Work Programme Completion Form (stating clearly that it was a Requalification programme) and attach photocopies of the participants' previous First Aid at Work certificates. Instructors must also complete the Certification Authorisation form and issue each successful candidate an Emergency First Response First Aid at Work temporary certificate.

Requalification Programme Sample Schedule

Day 1 Morning 9.00 AM - 12.30 PM

1.14

Registration and Orientation Session

Skill Development Refresher

- Primary Care Skill # 1 Scene Assessment
- Primary Care Skill # 2 Barrier Use
- Primary Care Skill # 3 Primary Assessment
- Primary Care Skill # 4 One Rescuer, Adult CPR

Afternoon 1.30 PM - 5.00 PM

Skill Development Refresher Continued

- Primary Care Skill # 5 Serious Bleeding Management
 - Primary Care Skill # 6 Shock Management
 - Primary Care Skill # 7 Spinal Injury Management
- During this skill development session represent the

information on spinal injury found in the **Background Information on Primary Care (CPR)** knowledge development presentation (page 2.22 - 2.23) including log roll and moving a casualty.

Primary Care Skill # 8 Conscious Choking Adult

Optional: Primary Care Skill # 9 Automated External Defibrillator Orientation

Primary Care Scenarios

Day 2 Morning 9.00 AM - 12.30 PM

Skill Development Refresher Continued

Secondary Care Skill # 1 Injury Assessment

During this skill development session represent all background information found in the **Caring for Specific Injuries and Illnesses** knowledge development presentation (pages 2.26-2.47) on the following injuries:

- **Temperatures-Related Injuries (Burns)**
- **Eye injuries**
- **Poisoning**

Secondary Care Skill # 2 Illness Assessment

Secondary Care Skill # 3 Bandaging

Secondary Care Skill # 4 Splinting

Secondary Care Scenarios

Presentation - First Aid in the Workplace Review

Afternoon 1.30 PM - 5.00 PM

First Aid at Work Assessment

Written Examination and review

Practical Evaluation

Close and paperwork

1.15

Skills Refresher

You should encourage Emergency Responders to keep their primary and secondary skills fresh by practising skills on their own and by reviewing their Emergency First Response materials. Encourage participants to watch the video, study their manual and practice their skills every six months or any time they feel a refresher is needed.

Instructor Renewal Requirements

To remain current, instructors agree to stay up-to-date with Emergency First Response First Aid at Work programme standards and implement any changes announced during the past year. In addition, instructors must have a current First Aid at Work certificate, a current Emergency First Response Instructor rating, a current skill review confirmation and a current personal portfolio.

Emergency Responders in Action

When Emergency Responders use their skills to care for an injured or ill person, it's significant and worth sharing. If you know of Emergency Responders who have used their skills in an emergency situation or if you've used your training to help someone in need, please send this information to Emergency First Response.

Involved Emergency Responders will receive formal recognition for their efforts and, with permission, their stories may be posted on the Emergency First Response website and generally shared with the Emergency Responder community. Examples of Emergency Responders in action help inspire and motivate others to use their skills when situations arise.