



Policy Name			Policy Number:
Emergency Care for Staff, Family Members and Visitors			0951
			Effective Date:
			June 20, 2007
Approved By: Management Committee	Drafted by:	Review Date: October, 2017	Date Revised: October 17, 2012
Classification: Administration			Page No: Page 1 of 2

POLICY

Agapé Hospice will provide all emergency and first aid care required under the "Good Samaritan's Act" to anyone who is not a resident at Agapé Hospice and suffering from an acute incident.

PROCEDURE

1. If there is an emergency involving a non-resident, the first responder will take charge of the situation: direct that **9-9-1-1** is to be called immediately; and that the Automatic External Defibrillator (AED) is to be brought from the workstation to the scene of the incident.
2. First Aid, CPR and/or AED will be initiated as required by the first responders until the Emergency Medical Services (EMS) personnel have arrived.
3. All efforts need to be made to provide a calm and respectful atmosphere surrounding the person by other staff not participating in first aid/CPR. Family members and visitors of residents need to be encouraged to return to their room unless they are first responders.
4. If the person needs to be transferred to a hospital:
 - A. During day time work hours:

Notify Director of Resident Care and/or Clinical Care Coordinator.
Either the Spiritual Care Coordinator OR Social Worker will offer to provide support to the person and their family members, as needed, as they are transferred to the hospital.
 - B. During all other times:

The On-Call Manager would be contacted by caregivers. If at all possible, the On-Call Manager would go to the hospital to provide support or would arrange for alternate support (ie. Spiritual Care Coordinator, Social Worker, Director of Resident Care, Clinical Care Coordinator, Volunteer Resource Manager, Registered Nurse, Executive Director).
5. Debriefing support needs to be done immediately with staff who were involved with the incident. The same protocol in #4 A+B should be followed with staff.



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CROSS REFERENCE

[Policy #1120](#) - Automatic External Defibrillator

REFERENCE

[Emergency Medical Aid Act](#) (Good Samaritan's Act)