



NSS MONTHLY NEWSLETTER

August 2022

MEDICAL EMERGENCY POLICY

As Northern Safety Solutions moves towards offering First Aid Training, we would like to review your Medical Emergency Policy.



When a medical emergency occurs with a customer, do you know what to do?

Experience has shown that when a customer feels unwell/sick/dizzy or weak, the typical response from a worker is to sit the person down and ask them if they would like them to call someone or an Ambulance. The typical response from the customer is NO. What follows is usually a “wait and see” approach to the situation. Will the customer change their mind? Or better yet, will they leave the property?

The amount of liability taken on by the staff and the business is huge. By asking the customer what they want, you and your business have just taken medical responsibility of the customer. What if they get worse? What if they leave and hit someone or something on the way home?

The best approach to take is a “matter-of-fact” approach:

1. Sit them down or lie them down if you have the capability
2. Provide immediate First Aid if needed
3. Call 911. You do not need anyone’s permission to call for help. By making the call, you take the liability off your shoulders and place it squarely on the responding agency (EMS, Fire, etc....)

It is not up to you or your staff to figure out if someone requires medical attention. Your job is to ensure help is on the way.

By adopting this pro-active best practice policy, you serve both your customer and your business in the best way possible. The outcome is a safer management of the situation.

***Northern Safety Solutions can assist you with the development of this policy.
Please contact us for more information.***



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