

Work Based First Aid Training

Pre-Course Resource Pack

Please complete this resource pack prior to attendance and bring the completed Review Quiz with you to the practical course.



Welcome to the first step in your First Aid training with Life Care Consultants

Our courses are facilitated by fulltime professional Health Consultants who are passionate about first aid and workplace safety. They will ensure your learning experience reflects our core values and most of all, that you walk away feeling confident in your ability to administer appropriate first aid.

This resource pack is to help you prepare for your course with some background information on some of the first aid topics covered in the course. We encourage you to visit the suggested websites and consider the questions you will find throughout the pack.

Resource Pack Quiz

This must be completed and brought with you to your practical class. If the quiz is incomplete, Life Care may be unable to award your NZQA Unit Standards.

All our courses are active and practical, and we will ensure the training is relevant to your workplace. You will be invited to share experiences and knowledge so expect to be fully involved!

"Definitely a 10' - the course was great, good to be able to focus on what is relevant to our industry. The booklet was really good - easy to follow and a good resource. Will definitely use LCC again."

"Course was absolutely fantastic, got the group working together well. Great manner, made everything easy to understand and we were never bored. Certainly went away having learnt something. Double tick!"

"Ease of booking, helpfulness on onsite, the trainers have been awesome."

"Brad was awesome, loads of fun, knowledgeable and he didn't use fancy jargon - the course contents was really easy to understand."

Life Care's Key messages:



As you read through this resource pack, you will come across four key icons with a "What to Do" message.

The four crucial 'take home' messages are easy to remember and will also help you in your decision making to do the right thing, in a medical emergency.



As you work your way through the resource pack, look out for the lightbulb icons – we've added helpful reference links to more information.

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What is first aid?

First aid is generally considered to be the care provided by 'everyday people'.

It is the provision of initial care for an illness or injury without medical or emergency personnel. The aim is to preserve life and prevent further harm until the medical professionals arrive and take over.

- ✓ **Preserve life**
- ✓ **Prevent further harm**

In 2019 Life Care Consultants trained over 26,000
people in First Aid!

As a First Aider there are things you may want to consider

- Who knows I am a first aider?
- What happens when I'm not there?
- Am I familiar with all the hazards on the worksite?
- Do I need further Advanced First Aid training?

Every year thousands of people are injured or have a medical emergency at work. A quick first aid response can reduce the severity of the injury and may mean the difference between life and death.

There is a legal requirement for workplaces and PCBU's to provide adequate first aid facilities and to have emergency procedures in place. These requirements are set out in the Health and Safety at Work Act 2015 (HSWA).



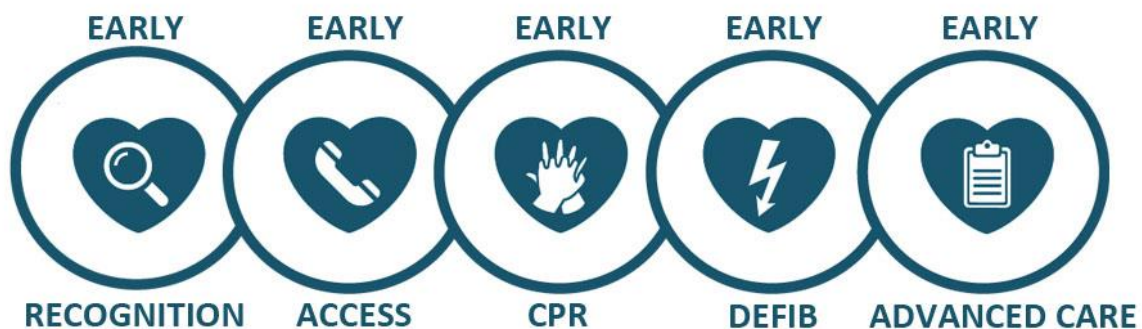
If you are responsible for Health and Safety in your workplace or are a designated first aider, Worksafe has an excellent resource called '**First Aid at Work**'.

It is a guide to help you think about your first aid needs and what facilities and skills you need at work.

<https://worksafe.govt.nz/managing-health-and-safety/businesses/general-requirements-for-workplaces/first-aid/>

Chain of Survival

The 'Chain of Survival' is a sequence of actions that when implemented, in order and as quickly as possible, will give the best chance of surviving a life-threatening situation.



The five links in the Chain of Survival are:

- **Early recognition** – recognise the signs and symptoms of a first aid emergency and take the appropriate action as soon as possible.
- **Early access** - call 111 to get the ambulance on its way.
- **Early CPR** - start effective Cardiopulmonary resuscitation (CPR) to maintain blood flow, and oxygen supply to the brain.
- **Early defibrillation** – early use of the defibrillator will increase the chance of survival.
- **Early advanced life care** – the sooner the casualty has advanced medical care the greater the chance of survival.

A strong Chain of Survival can improve chances of survival and recovery for victims of heart attack, stroke, and other life-threatening emergencies.



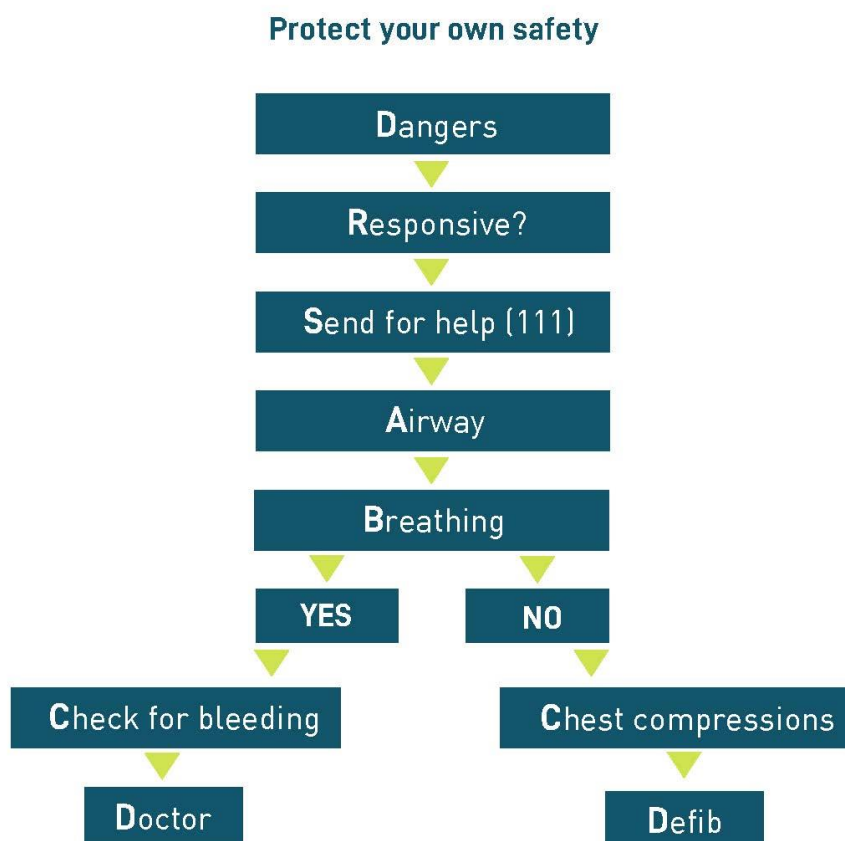
*You enter your workplace to find a workmate lying very still on the floor.
What do you do?*



Before you rush in and become the second possible casualty there are a series of steps to follow to help keep you safe and provide the right care, until medically qualified personnel arrive and can take over.



“The steps are DRSABCD or Doctors ABCD”



CPR

While assessing the casualty using DRSABCD, if you find them unconscious and not breathing, start CPR immediately.



CPR - “30:2 no matter who”

CPR stands for Cardiopulmonary Resuscitation and refers to the heart and lungs.

30:2

30 chest compressions followed by 2 breaths.

Repeated, cycle after cycle, until emergency services arrive.

No matter who

It doesn't matter the age, gender, race or size of the person in need of CPR.

The ratio is always 30:2 – no matter who!

Speed

100 – 120 compressions a minute. That's 2 a second!

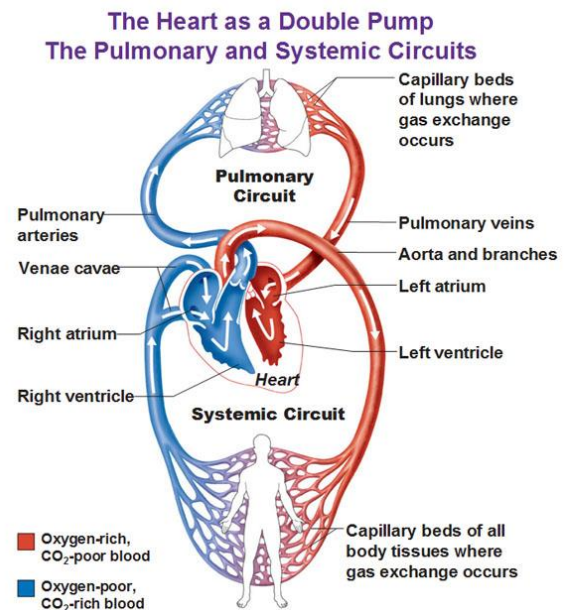
You'll get plenty of instruction and opportunity during your course, to practice and perform CPR on manikins covering three different age groups:

1. Infant
2. Child
3. Teenager/ Adult.

Your health is our priority

Our Health Consultants clean and sanitise their equipment to the NZRC Guidelines after EVERY training session.

You will be given your own manikin 'mouth' to use so you are not sharing any equipment with other course participants.



When should I call 111?

Call 111 and ask for an ambulance if someone:

- Is having breathing difficulties
- Has chest pain
- Has any other severe pain
- Is choking
- Is unconscious
- Has bleeding that you can't stop.

Don't be afraid to call for assistance. The operator is trained to help you in your emergency and will send the appropriate response team. They will stay with you on the phone and tell you what to do until help arrives. Did you know, you can call 111 even if your phone is out of credit?

What to expect when you call 111

1. When the 111 operator answers, they will ask, "do you want to speak to Police, Ambulance or Fire?" Ask for Ambulance.
2. When you are connected to the Ambulance Communication Centre, they will ask a series of questions:
 - **What is your address?**
Give as much information as you can including the name of the building, business, or apartment number where applicable.
 - **What is your telephone number?**
Provide your number and your extension (if you are at work).

These questions do not delay the response of an ambulance but are necessary to arrange the correct care for the patient.

What's happening now? The operator will ask you specific questions about the medical emergency. Possible questions include:

- Are you safe?
- Are you with the patient?
- Can you tell me what has happened?
- Are they awake?
- Are they breathing?
- How old is the patient?

There is an emergency team being initiated as you answer the questions. Once enough information has been gathered you will be provided with first aid instructions to assist the patient. If necessary, the operator will remain on the line to give you support and further instructions until the ambulance arrives.

DO YOUR BEST TO STAY CALM
DO NOT HANG UP UNTIL THE OPERATOR SAYS YOU CAN!

The New Zealand Ambulance Communications Centre received more than half a million emergency 111 calls in 2019.

Click on the below useful links if you want to find out more about the 111 calling system:



Emergency Caller Location Information (ECLI) – how it works and how your privacy is protected.

<https://www.mbie.govt.nz/science-and-technology/it-communications-and-broadband/our-role-in-the-ict-sector/emergency-call-services/emergency-caller-location-information/>



Emergency Call Services

<https://www.mbie.govt.nz/science-and-technology/it-communications-and-broadband/our-role-in-the-ict-sector/emergency-call-services/>



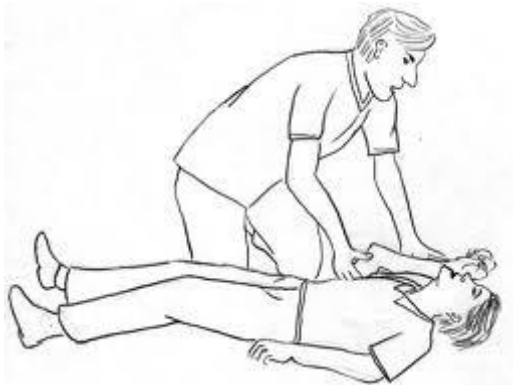
Call Emergency – Police

<http://www.police.govt.nz/contact-us/calling-emergency-111>

General Cares

While waiting for emergency services to arrive you can continue to care for the patient.

General Cares are the routine actions you must consider for every ill or injured person. These cares are provided as you manage their condition.



- Protect the casualty
- Reassure the casualty
- Rest the casualty in a position of comfort
- Remain with the casualty
- Remove or loosen any restrictive clothing
- Temperature – warm or cool as needed.

Key “General Cares + 1 (plus one)”



You are first on the scene of an accident where the casualty has broken their leg and is bleeding. What do you do?

During your training, you will be instructed on how to provide first aid for specific injuries. For each of these injuries or conditions there is one key treatment that we want you to take away and remember in an emergency.

This key treatment is the “Plus One”.

You will have an opportunity to provide General Cares and the specific Plus One treatment for a variety of injuries.



Defibrillator

An AED or Automated External Defibrillator is an extremely safe device that delivers a controlled electric shock to reset the heart's electrical system. The shock is delivered when the casualty's heart is in 'fibrillation,' usually as a result of a heart attack, electrical shock or trauma.



You will have the opportunity to use an AED during your course.

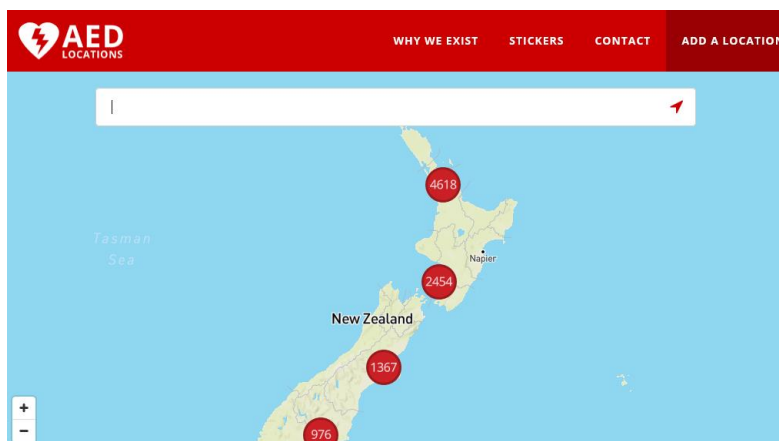
These operate exactly as an AED however they won't actually deliver a shock!



For every minute that passes without CPR - the chances of survival decrease by 7 – 10%



Where is the closest defibrillator to your workplace or home?



There is an excellent free App, for either iPhone or Android, that is very handy if you are in a new location.

AED Locations is a community-orientated volunteer project designed to make people aware of how many AEDs (automated external defibrillators) there are in New Zealand.



Visit www.aedlocations.co.nz





“Do the best you can with what you’ve got”

- Doing something is better than doing nothing!
- The most likely scenario is that you’re not going to have a well-stocked first aid kit with you, so you will need to make do and improvise with what is available.
- With that approach in mind our training is about learning some practical skills to help you do the best you can with what you’ve got in an emergency situation.

Did you find the four key messages?



Life Care’s Key messages:

-  DRSABCD
-  30:2 no matter who
-  Provide General Cares + Plus One
-  Do the best you can, with what you’ve got.

Our experience shows that if you remember these four simple key messages, you’ll be well on your way to doing the right thing!

You will hear a lot more about these key “What to Do” messages during your course.

Cardiovascular Disease (CVD)

This is the term for all diseases that affect the heart - including coronary artery disease, heart defects and clogged arteries.

- CVD causes Heart Attacks and Angina
- Cardiovascular disease is one of the leading causes of death in New Zealand
- Every 90 minutes, a New Zealander dies from coronary heart disease
- 1 in 23 people are living with heart disease
- Almost 1 in 3 deaths in NZ are caused by cardiovascular disease
- 5,000 people die from smoking-related complications, or second-hand exposure each year.



But it is often thought to be a 'male' problem [4]



Compared to women who don't smoke [5]



That's almost 8 women a day, or about 55 each week [1]



than any other single cause. [1]



For more information go to: www.heartfoundation.org.nz

Signs and symptoms of a Heart Attack or Angina

Are you experiencing...	In any of these areas?	You may also experience:
<ul style="list-style-type: none"> • Heaviness • Tightness • Pressure • Discomfort/pain 	<ul style="list-style-type: none"> • Chest • Shoulder • Jaw • Arm • Neck • Back 	<ul style="list-style-type: none"> • Sweating • Shortness of breath • Nausea • Fatigue • Dizziness

If you or anyone else is experiencing these symptoms, then call 111 immediately.



Learn How the Heart Works

<https://www.heartfoundation.org.nz/your-heart/how-the-heart-works>

Stroke

A stroke happens when a blood clot blocks the blood flow to the brain, or when a burst blood vessel bleeds into the brain.

The cells in the affected part of the brain start to die and that part of the brain cannot work properly.

This can affect a person's ability to walk, talk, eat, see, read, socialise, or do things they were able to do before the stroke.

Signs of Stroke

FACE	Is their face drooping on one side? Can they smile?
ARM	Is one arm weak? Can they raise both arms?
SPEECH	Is their speech jumbled or slurred? Can they speak at all?
TAKE ACTION	Call 111 immediately.



This will be discussed further in your training. You can find out more information by visiting www.stroke.org.nz

F.A.S.T. covers the main symptoms of a stroke

If you think you or someone else is having a stroke call 111 immediately

- Stroke is the second largest killer in New Zealand. Every day about 24 New Zealanders have a stroke.
- Stroke is the major cause of adult disability in New Zealand. There are an estimated 60,000 stroke survivors in New Zealand. Many are disabled and need significant daily support.
- High blood pressure is a major cause of strokes.
- Stroke is largely preventable and early detection and effective control of stroke risk factors, can greatly reduce the possibility of stroke.
- Mini strokes can happen prior to a stroke. These signs of stroke disappear within minutes or hours but should be a clear warning that a more severe stroke might follow. Early medical attention and treatment can prevent this.
- Stroke affects all ages. 40 strokes a year in New Zealand is suffered by children. About a quarter of all strokes will occur in people under retirement age.

You can lower your risk of Heart Attack and Stroke



Even small changes have a positive effect on your risk factors and your overall risk of heart attack and stroke.

As you get comfortable with one small change, you may like to add another one. Slowly you can start building sustainable, healthier habits.

www.heartfoundation.org.nz



Read the Heart Foundation's booklet on lowering your risk of heart attack and stroke to learn what lifestyle changes you can make to keep your heart healthy.

hf-lower-your-heart-attack-risk-2018.pdf (heartfoundation.org.nz)

Poisoning

The New Zealand National Poisons Centre (NPC) is a poisons information service available to all New Zealanders, 24 hours a day, 7 days a week.

They maintain an accurate and up-to-date database of almost all poisonous substances known in New Zealand and Australia and provide professional and timely advice during poisoning incidents.

If you are dealing with a poisoning incident - you should contact 0800 POISON immediately or call 111.



In New Zealand, we consider ourselves lucky not to have poisonous snakes and spiders, but there are other things we may be exposed to, that are toxic.



For more information about different types of poison and, some common poisons around the home and garden, visit <https://poisons.co.nz/articles-and-info/>



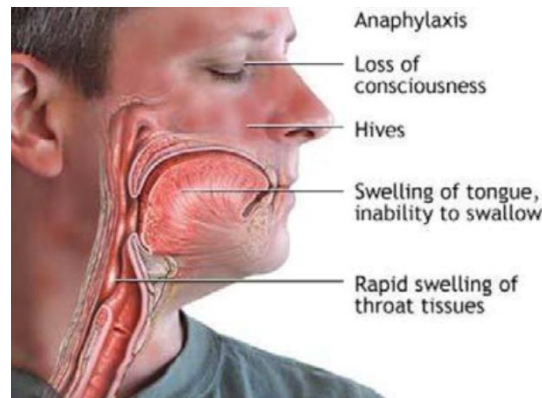
Are there any poisons specific to your workplace?

If the answer is yes, do you know where to locate the Safety Data Sheet?

Severe Allergic Reactions

An allergy is when your body's immune system reacts to normally harmless substances that it identifies as harmful.

Anaphylaxis is the most severe form of allergic reaction, often affecting several parts of the body. It may create breathing difficulties, a sudden drop in blood pressure, or both.



Symptoms typically occur within 30 minutes of exposure, often within five minutes and usually develop rapidly.



What are some of the common causes of anaphylaxis?

What should you have with you if you are at risk of anaphylaxis?



Go to <http://www.allergy.org.nz>

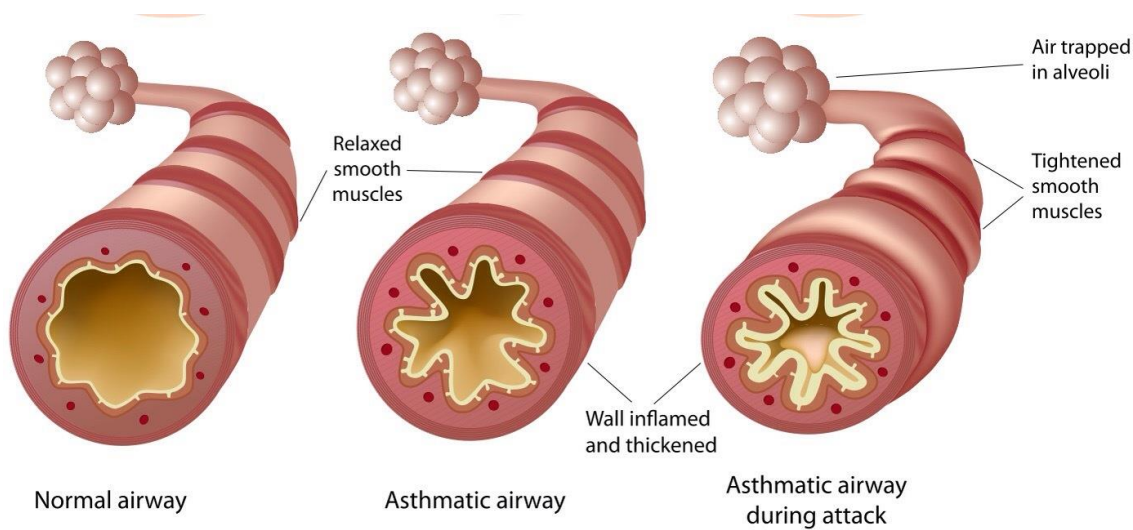
If a child is the person at risk - make sure his or her teachers and friends' parents, have a copy of the Anaphylaxis Action Plan and know where to find the auto injector (Epi Pen).

Asthma

Asthma is a common illness of the airways of the lungs. The airways become obstructed in response to stimuli, making it hard to get air in and out of the lungs. This causes breathlessness and wheezing.

People with asthma have sensitive airways, which may be irritated by a trigger in the environment (such as pollen), by an illness, or by an emotion (such as anxiety). The irritation causes the airways to swell up and the muscles surrounding the airways tighten so that it becomes difficult to breathe.

1 in 7 children and 1 in 8 adults take medication for Asthma



From <https://www.asthmafoundation.org.nz/your-health/living-with-asthma>



<https://www.asthmafoundation.org.nz/your-health/living-with-asthma/common-asthma-triggers>

Seizures

A seizure is a sudden burst of uncontrolled or erratic electrical and chemical activity in the brain, causing a temporary disruption of the brain's normal function.

This can cause muscle spasms, strange sensations or behaviours, jerking or twitching of the limbs and loss of consciousness.

There are many different types of seizures but they are classified into two main groups.

Partial - affecting only a part of the brain

Generalised - affecting the whole brain.

If you or someone you know has epilepsy it is important to learn about the possible triggers.

Stay with the person having the seizure
to keep them safe.



When should I call an ambulance?

Have a look at the website for more FAQ's



www.epilepsy.org.nz

<https://www.healthnavigator.org.nz/health-topics/epilepsy/>

Please take some time to browse through the following websites before attending your course.

Life Care Consultants

www.cpr.co.nz

This is our company website and, includes useful information related to our first aid courses and our other health services.

Health Navigator

<https://www.healthnavigator.org.nz/>

This provides reliable and trustworthy health information and self-care resources for New Zealanders.

It is a non-profit community initiative combining the efforts of a wide range of partner and supporter organisations and is overseen by the Health Navigator Charitable Trust.

Ministry of Health - Manatū Hauoro

<https://www.health.govt.nz/your-health/full-a-z>

Healthline 0800 611 116

Healthline is New Zealand's national 24-hour telephone health advice service. It is a free telephone health information service for the whole family.

The service is staffed by registered nurses, who will assess your health needs and, give you information and advice, to help you decide on the best level of care required and needed.

A final word before your course...

We guarantee our information is best practice and is fully aligned to the New Zealand Resuscitation Council's current guidelines as well as NZQA's First Aid as a Life Skill.

Life Care staff attend both national and international resuscitation conferences to ensure we can educate you with the most up to date studies, trends, and evidence.

To meet the requirements to issue the NZQA unit standards, you will need to complete the following quiz from this Resource Pack and bring it with you to the course.

We also appreciate that you have acquired your own knowledge throughout your life. We encourage you to share these stories and experiences while you attend the course.

We are really looking forward to working with you, to expand your knowledge and confidence and to help you gain your qualification. This will give you the skills to help your whanau, work mate, friend, or anyone in need.

Life Care Consultants core purpose:

"To empower Kiwis to save lives and improve their health!"

"Hei whakamana i nga kiwi ki te whakaora i te ora me te whakapiki i to raatau hauora"



Pre-Course Requirements

To meet the NZQA requirements for the minimum hours of training for the award of the unit standards in First Aid, you must present this completed Resource Pack quiz to your course facilitator.

I hereby attest that I have completed the Resource Pack as required- prior to attending my First Aid Course.

NAME: _____

SIGNED: _____ DATE: _____

Answer **TRUE** or **FALSE** to each of the following statements.

<u>STATEMENT</u>	<u>T or F</u>
The aim of First Aid is to preserve life and prevent harm	_____
Attending a First Aid course is part of the 'Chain of Survival'	_____
Early recognition is a key link of the 'Chain of Survival'	_____
In any First Aid emergency situation the first priority is to send for help	_____
In the DRSABCD, the 'A' means Ambulance	_____
CPR should be performed at a ratio of 25:5	_____
If a casualty is responsive, there is no need to call an ambulance	_____
Using an AED will increase the chance of survival	_____
"Always check for a pulse" is another of the 'General Cares'	_____
999 is the emergency number in New Zealand	_____
'What is your phone number' is a question you will be asked by a 111 operator	_____
When making a 111 call, you should not hang up until the operator tells you to	_____
The letters AED stand for 'Ambulance Emergency Device'	_____
Healthy eating and exercise can lower your risk of a Heart Attack	_____
Stroke cannot be prevented	_____
Stroke can affect all ages	_____
The NZ Poisons Centre is available 24 hours a day, 7 days a week	_____
People who have severe allergies should have an Anaphylaxis Management Plan	_____
Pain in the chest, shoulder or jaw could be a sign of a heart attack	_____

Remember to bring this with you to your course.