



## CALLING AN AMBULANCE POLICY

### Introduction

1. U3A Emerald Inc. has a duty of care to its members to call an ambulance in the event of an accident or medical emergency.

### Purpose

2. The purpose of this document is to document the procedures to be applied in any incident.

### Policy

3. An ambulance will be called if those present consider urgent medical attention is required.
4. If the member resists the need to call an ambulance an ambulance is to be called regardless of the wishes of the member.
5. If a member is injured whilst performing an authorised activity and an ambulance is called, the member is responsible for the costs incurred. The member must rely on entitlements from third parties including; Centrelink, Ambulance Victoria membership, private health insurance or Transport Accident Commission etc. for reimbursement. The Secretary is to report the incident to the insurers of U3A Emerald Inc.
6. If a committee member, tutor or member appointed as a volunteer is injured while performing an authorised activity and claim for consequential losses are received, the member should be informed that the claim will be forwarded to the insurers for consideration.
7. Persons applying for membership are to be informed of the policy and accept it as a condition of membership of U3A Emerald Inc.
8. This policy is to be regularly featured in the Newsletter.

### Key responsibilities

9. The President/Vice President receives all reports of any incident of serious illness or injury and checks that all procedures have been completed.
10. The Secretary reports incidents to the insurers of U3A Emerald Inc. if required and forwards any claims for consideration.
11. The President follows up any incident to check that the *Serious Injury or Illness Report* is completed.
12. The Newsletter Editor publishes this policy on a regular basis in the Newsletter.

### Specific tasks

13. It is essential to immediately call 000 Emergency Services for an ambulance when symptoms are present such as:
  - uncontrollable bleeding
  - cardiac arrest, heart attack or suspected heart attack (even if mild)
  - unconsciousness or unresponsiveness
  - chest pain
  - suspected or fractured limbs or any other severe symptoms.
14. It is preferable to use a \*mobile telephone when calling 000 Emergency Services as this will allow you to remain with the patient while receiving instructions from Emergency Services.
15. If required, commence CPR whilst waiting for instructions from Emergency Services. Do not cease attempted resuscitation until Paramedics arrive.

16. If required, obtain the Automated External Defibrillator and use it in accordance with the instructions from Emergency Services or the manufacturer's instructions.
17. Automated external defibrillators are registered with Ambulance Victoria – the 000 Emergency Call Centre will be aware of its presence and actual location and provide advice on its use and other resuscitation methods prior to the arrival of Paramedics.
18. Ascertain from the Paramedics the name of the hospital to which the member is to be conveyed.
19. Immediately inform the President or Vice President.
20. As soon as possible, inform the person nominated on the member's U3A Emerald Inc. identification badge as the emergency contact.
21. Arrange for any property, including a motor vehicle, to be collected, delivered or secured.
22. Advise the President and Secretary of the incident. The President will follow up the incident to ensure that the *Serious Illness or Injury Report* is completed.

**\* NOTE:**

**\*Calls to 000 Emergency Services are free of charge when using a mobile phone. If dialing 000 does not work, you can dial 112.**

**You can dial emergency services using your mobile phone when you are in an area with network coverage – even if your phone is blocked, does not have a SIM card or is PIN protected.**

### **Authorisation**

This Calling An Ambulance Policy was adopted by the Committee of Management of U3A Emerald Inc. and minuted as such, on 30 April 2019.