

OCT 23 2024

NEW FIRST AID REGULATION

PART 3: UNDERSTANDING DRILLS & BEST
PRACTICES FOR STAFF TRAINING

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Industry
Health and Safety

welcome

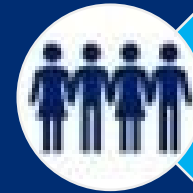


WHO WE ARE

go2HR is BC's
tourism and
hospitality
human resource
and health &
safety
association.



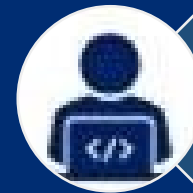
Health & Safety



Human Resources



Industry Training



Research and Strategy

go2HR exists to drive **strong workforces** and **safe workplaces** to deliver world-class tourism and hospitality experiences in BC



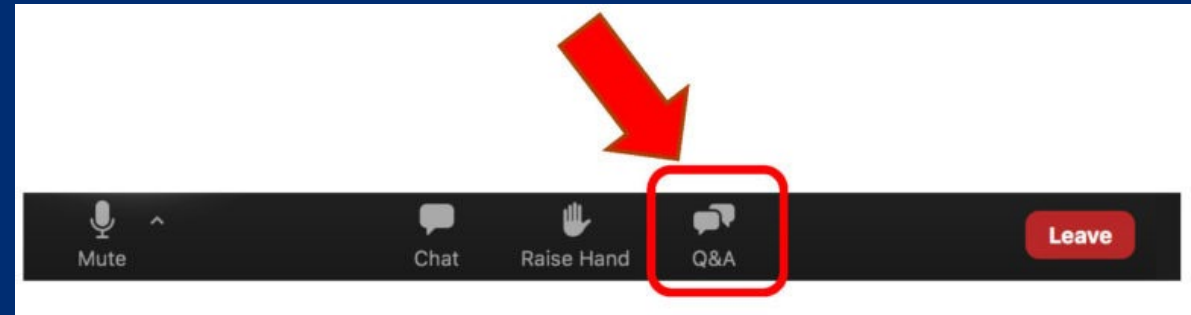
FOLLOW UP FROM LAST WEEK

- Regulatory Requirements for Written Procedures
- Industry Best Practices
- Available Resources & Support
- Q&A

TODAY'S PRESENTATION

- Training Requirements
- Drill Requirements
- Industry-specific Considerations
- Practical Drill Building
- Available Resources & Support
- Q&A

HAVE QUESTIONS?

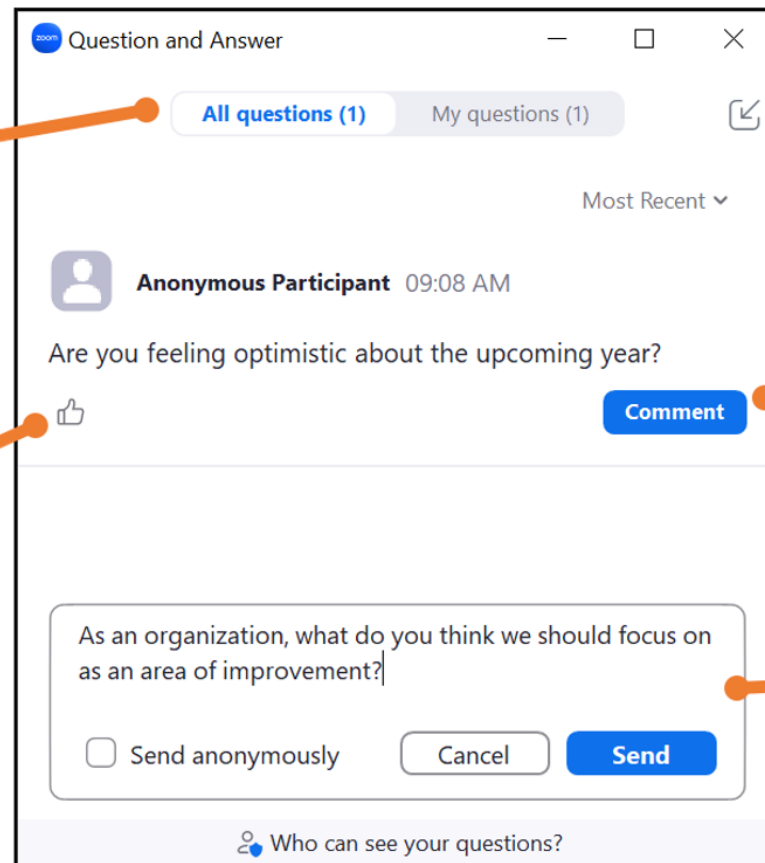


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or just your own

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question





TRAINING REQUIREMENTS

[OHS Regulation Part 3.17](#)

[OHS Regulation Part 3.21](#)

[OHS Guidelines 3.17 & 3.21](#)

TRAINING REQUIREMENTS

Responsibilities should be communicated to:

All Workers:

OHSR 3.17 (2)

- Posting of procedures conspicuously in suitable locations

FA Attendants:

OHSR 3.21

- Providing FA
- Completing FA records
- Medical aid referral
- FA attendant authority
- Transfer of care

TRAINING REQUIREMENTS

Training should be conducted during:

- Onboarding (orientation)
- Seasonally (refresher)

Training methods should include:

- Introduction to FA procedure
- Knowledge building
- Knowledge check

Training records considerations:

- Orientation checklists, group training log template, safety talk, training follow-up
- Training logs should be submitted and audited for completion

DRILL REQUIREMENTS

A drill required at least once annually OR during a procedural change

Changes to:

- Transportation methods
- Methods for summoning FA
- Workplace class
- Level of FA certification
- Rescue procedures

DRILL REQUIREMENTS

Opportunity to:

Practice
responsibilities

Identify and resolve
deficiencies in
procedures

Mock scenarios should evaluate the effectiveness of six procedural factors:

- Access to equipment, supplies, and first aid facilities.
- Worker knowledge of how to call for FA & find supplies
- Summoning and response time of FA attendant for minor vs serious injuries
- Access and transport of injured workers, testing barriers
- Effective preparation and transportation of injured worker to BCEHS accessible area (if required)
- FA attendants' familiarity with documentation/reporting requirements

A top-down view of various survival and emergency supplies. In the top left is a blue first aid kit with a white cross and the text 'FIRST AID KIT'. To its right are several clear plastic water bottles with blue caps. Below the first aid kit is a white container with a green cap and a white strap. In the bottom left is a red and black radio. In the bottom center is a blue and silver multi-tool knife. In the bottom right is a blue plate with a silver fork and knife. A yellow can is visible on the right side. A woven mat is at the bottom right. The background is a dark, textured surface.

EXTRA CONSIDERATIONS

General & Industry-specific

GENERAL DRILL CONSIDERATIONS

Drills should not pose an undue hazard to worker safety, the public, or FA attendants

Use 'dummies' to simulate injured workers and transporting injured worker to ETV/area accessible to BCEHS

Where undue hazards exist, a tabletop drill can be used to supplement drill activities

INDUSTRY-SPECIFIC CONSIDERATIONS

Guest Interactions
(operating hours)

Weather Conditions
(rain, snow, cold)

Remote Locations
(lodges, ski resorts)

Staff Experience
(foreign workers, seasonal, volunteers)

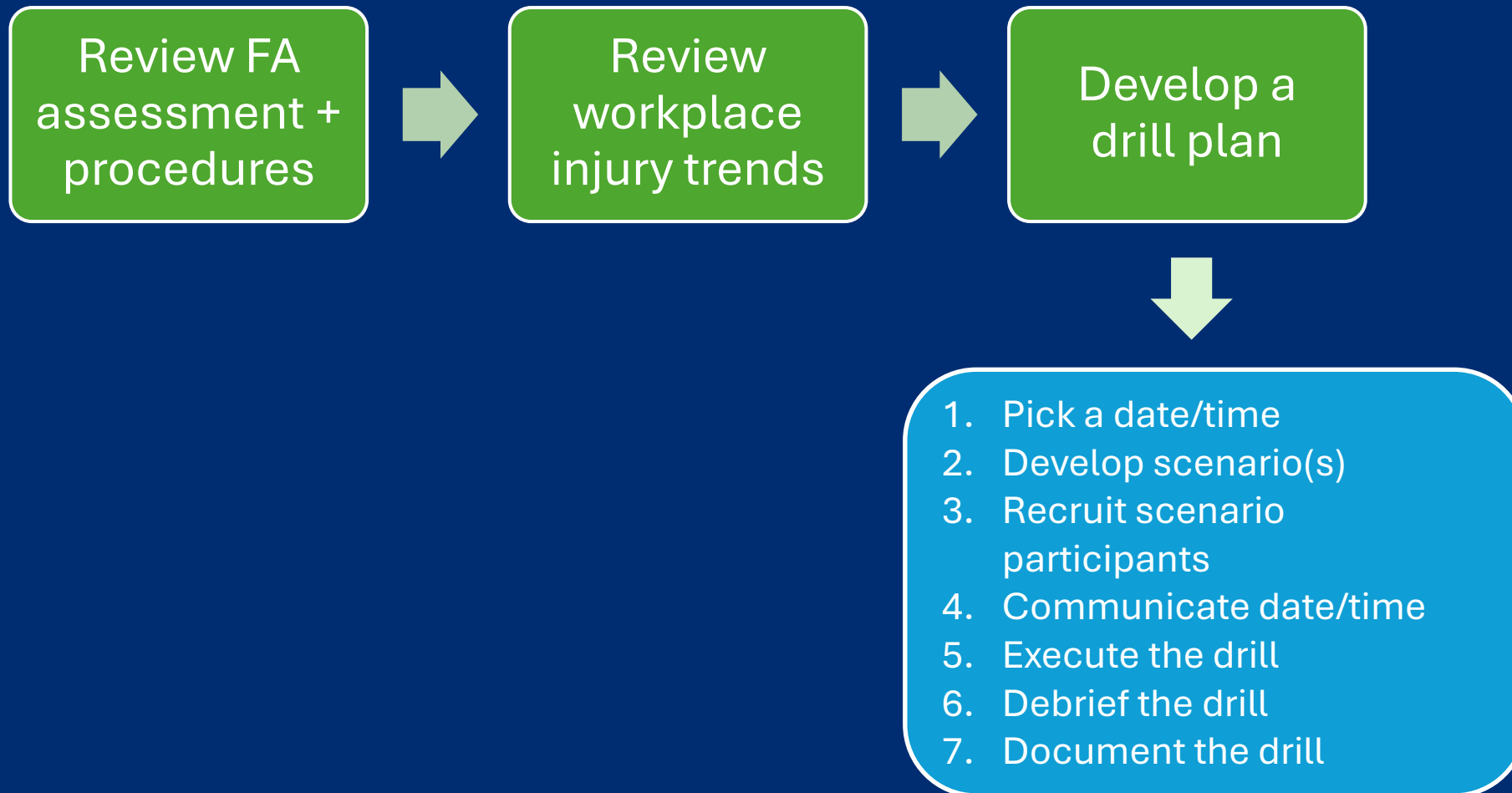
Seasonal Fluctuations
(staffing levels, # of visitors, events)



PRACTICAL DRILL BUILDING

Drill Development
Drill Example
Drill Ideas

DRILL DEVELOPMENT



DRILL EXAMPLE

Review FA
assessment +
procedures

WORK SAFE BC

First Aid Assessment Worksheet

Document any additional factors applicable to the workplace being assessed

- Risk & Hazard Beyond 761056 CU: Restaurant (Lacerations, burns), Pool (Exposure to hazardous materials, slips trips and falls), Seasonal Hazard (Heat Stress, Snow clearing - slips & MSI)
- Previous Injuries: Lacerations and burns in the kitchen, MSI for housekeeping, psychological injuries dealing with difficult guests.
- Barriers to First Aid: Communication channels (not everyone carries a radio), large hotel property (can take FA attendant 10+ min to get to someone)
- Rescue Equipment for Less Accessible Areas: N/A (could be roof accessibility, confined space program equipment, etc.)
- Known Barriers for BCEHS: N/A (could be road accessibility, multiple options for ambulance stations, closed ER's, etc.)

Document first aid services provided at this workplace

Based on the minimum first aid services required by Schedule 3-A and your consideration of the additional factors above, **document the first aid services provided at this workplace.**

The minimum first aid services required by Schedule 3-A are provided at this workplace.

If services provided are different than the minimum required, document below.

First aid kits (number of kits and kit types) 3 Basic FA Kits (*location)	First aid attendant(s) (number of attendants and certification level for each) Per shift Worker 1 FA Attendant (*location + cert + communication) Worker 2 FA Attendant (*location)
Supplemental first aid supplies or equipment Burn Cream, Additional Ice Packs	Total at this workplace

Scenarios based on:

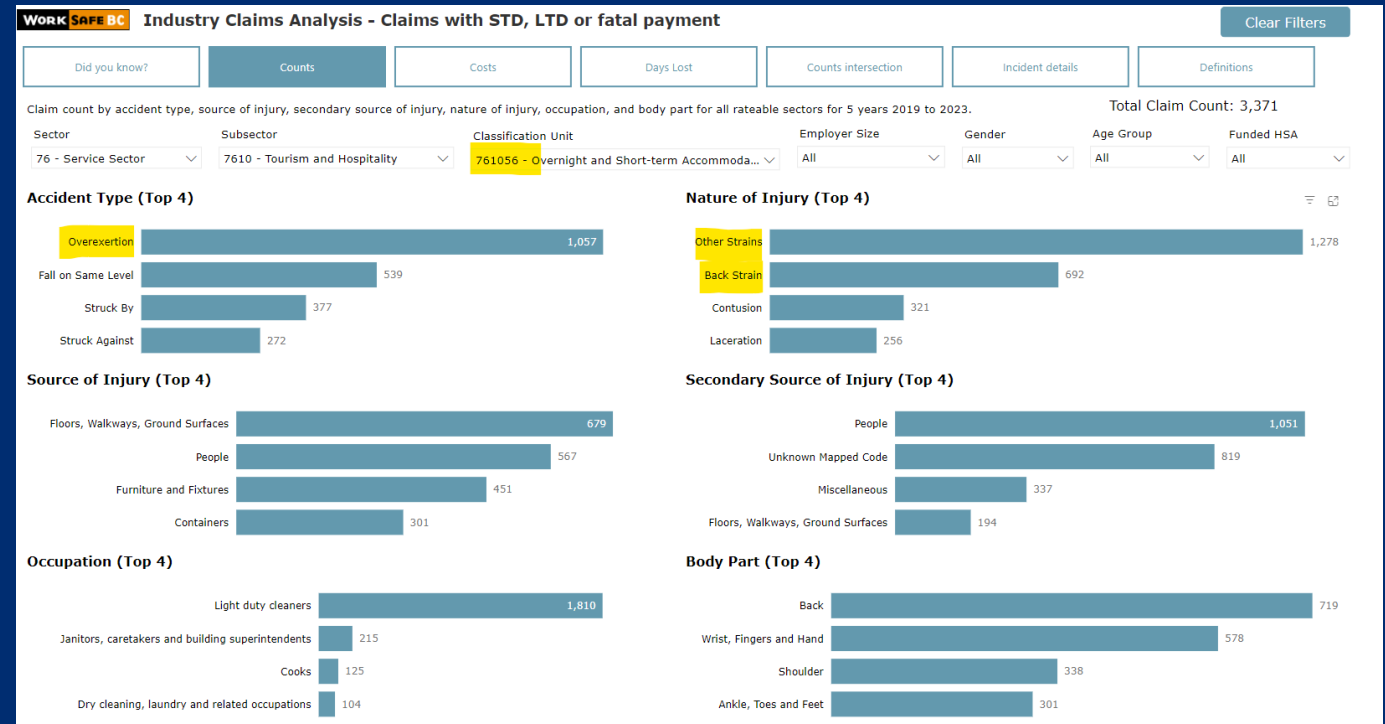
- Lacerations or burn injuries
- Testing communication channels
 - Conducting a drill with workers who carry a radio vs with workers who do not carry a radio
- Testing FA attendant response time
 - Create scenarios for injuries happening in different locations of the workplace (or the areas where you believe FA response will take the longest)

DRILL EXAMPLE

Review workplace injury trends

Minor Injury scenario ideas

- Strains due to overexertion (e.g. lifting heavy boxes)
- Contusions (bruising)
- Lacerations



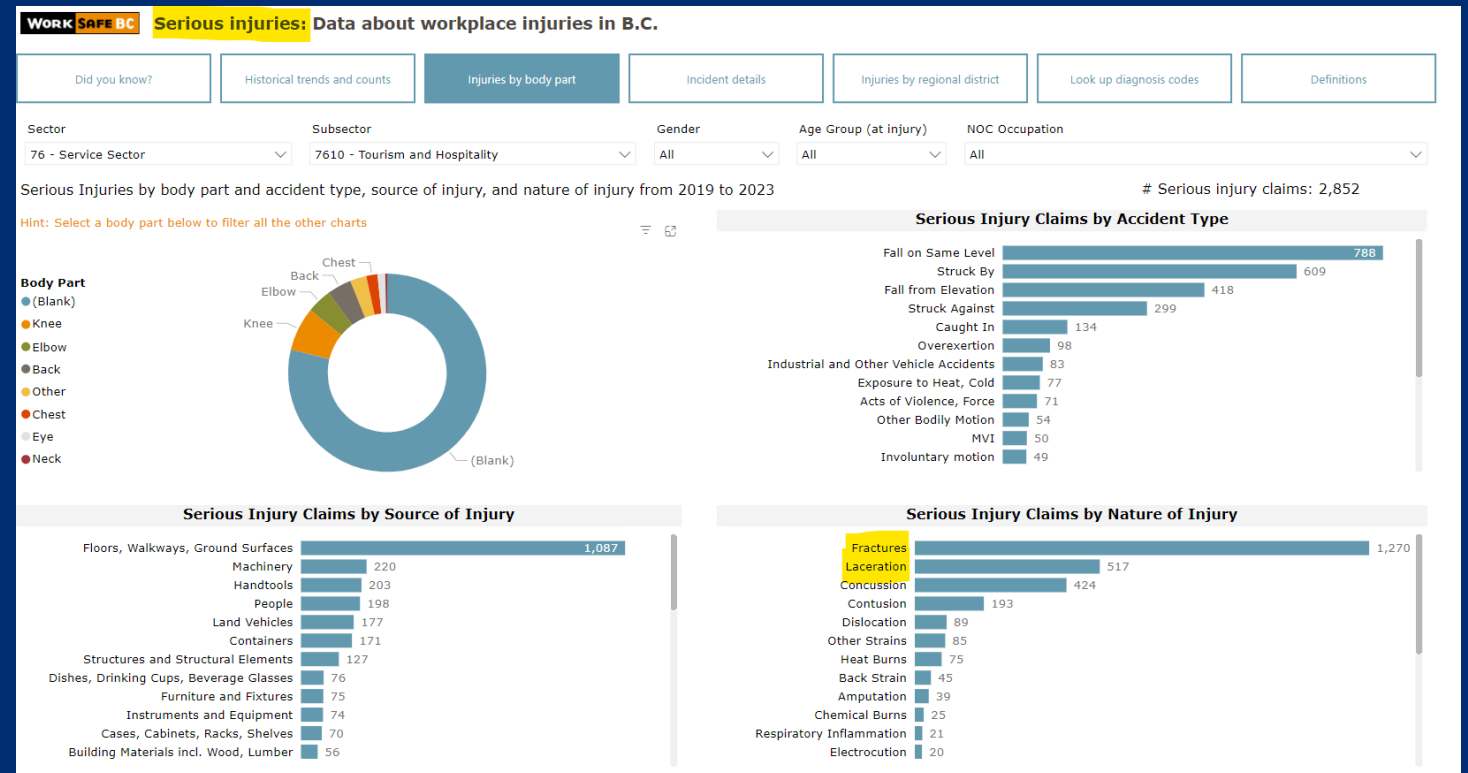
Microsoft Power BI

DRILL EXAMPLE

Review workplace injury trends

Major Injury scenario ideas:

- Fracture (maybe due to slipping on a wet floor?)
- Serious lacerations (cut from a box knife?)



[Microsoft Power BI](#)

DRILL EXAMPLE

Develop a drill plan

DRILL REPORT

LOCATION Ellis St & Cambridge Ave - Lonnie's Hotel - Kitchen

DATE October 24th 2024

TIME 4:30 PM (PM Shift)

PARTICIPANTS

- Lonnie (FA Attendant - Intermediate)
- Simi (FA Attendant - Basic)
- Alanna (Transportation Assistant)
- Bryce (Head Chef)
- Dougie (Server)

SCENARIO

While kitchen staff was transporting hot pot of boiling water to sink, they bumped into another worker causing hot water to splash onto their skin resulting in minor burns.

OBSERVATIONS

- The First Aid attendant arrived swiftly and followed all burn treatment protocols effectively
- The transportation assistant hesitated when moving the injured worker, unsure of the best path through the kitchen.

STRENGTH

1. FA attendant (Simi) arrived quickly within 3 minutes of being notified about the injury
2. FA attendant (Lonnie) carried out correct documenting procedures

DEFICIENCIES

1. Delay in contacting FA attendant as staff was confused on where to find FA attendant contact information
2. Transportation assistants should receive more guidance on how to navigate the kitchen during emergencies

CORRECTIVE ACTIONS

- Post clear signage with First Aid Attendant contact information in key, visible locations (e.g., by phones, first aid kits, and in common areas). Ensure all workers are aware of where to find this information **[Completion date: October 30, 2024]**
- Conduct additional drills focused on transport within different areas of the restaurant **[Completion date: October 30, 2024]**

PROCEDURAL FACTORS

1. First Aid attendants and transportation assistants were able to access equipment, supplies, and first aid facilities.
2. Workers were familiar with how to call for First Aid and the location of First Aid equipment and supplies.
3. Effectiveness of summoning First Aid attendant(s) and their response to both minor and serious injuries.
4. Effectiveness of assessing and moving an injured worker (to test transportation barriers both onsite and to medical aid).
5. Effectiveness of preparing (packaging) and transporting an injured worker to an area accessible to BCEHS, if required.
6. Familiarity of First Aid attendants with documentation and reporting requirements

** Example of what a Drill Report may look like (will vary for different workplaces)

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1. Pick a date/time/location
2. Develop scenario(s)
3. Recruit scenario participants
4. Communicate date/time
5. Execute the drill
6. Debrief the drill
7. Document the drill

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1. Access to First Aid equipment and supplies:

- Were the First Aid kits and supplies accessible and complete?
- Any delays in accessing First Aid facilities?

2. Workers' familiarity with First Aid procedures:

- Did workers know how to call for First Aid?
- Were they familiar with the location of equipment and supplies?

3. First Aid Attendant's response to the injury:

- Was the scene assessed for safety?
- Were proper First Aid steps for burns followed (cooling, dressing, etc.)?
- Was the injured worker monitored for further complications (e.g., shock)?

4. Effectiveness of transporting the injured worker:

- Were there any barriers to moving the injured worker onsite (e.g., space limitations)?
- How effectively was the worker prepared for transport (if applicable)?

5. Coordination with BCEHS (if applicable):

- Was the injured worker moved to an area accessible to emergency services?

6. Documentation and reporting:

- Were all necessary forms and reports completed accurately and promptly?

DRILL IDEAS

Accommodation

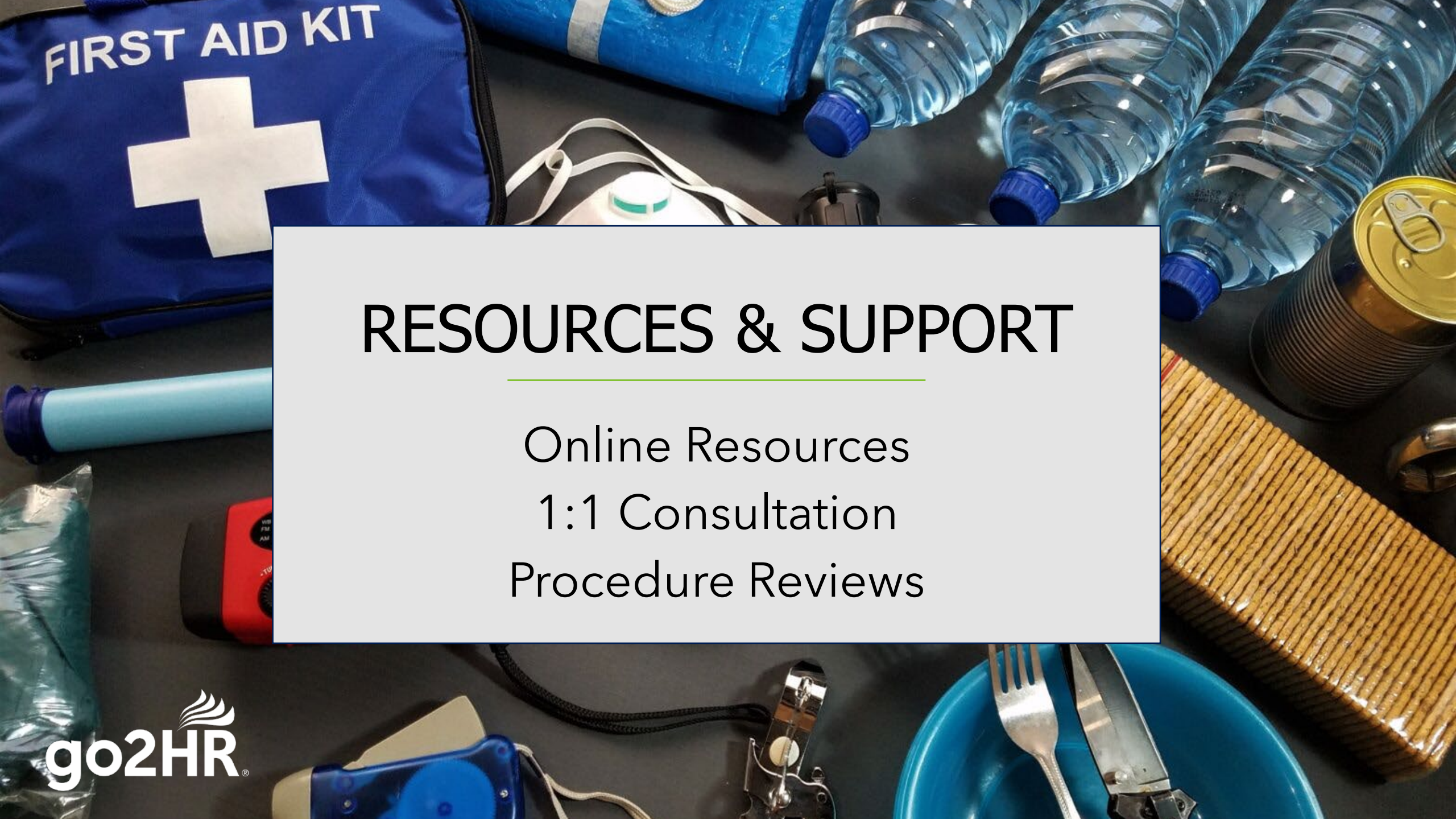
- Housekeeper sprained their wrist while repetitively vacuuming
- Maintenance worker got chemicals in their eye during routine water testing at the pool
- Groundskeeper broke their leg falling off a ladder trimming trees in the courtyard

Food & Beverage

- Bartender pulled their back while switching kegs in the back room
- Server broke wrist slipping and falling on wet floor
- Chef cut off the tip of their finger when chopping vegetables

Ski Hill

- Snowshoe guide sustained a concussion from a “snow bomb” during a spring snowshoe tour
- Patroller broke their finger getting it caught in the drill bit when putting up a rope line
- Snow school instructor tweaked their back lifting a child onto the chair during a lesson



RESOURCES & SUPPORT

Online Resources

1:1 Support

Drill Development

ONLINE RESOURCES

- go2HR's One-Pager on FA Drills **new*
- Drill Record **new*
- [Orientation Checklist](#)
- [Group Training Log](#)
- [OHS Regulations & Guidelines \(WorkSafeBC\)](#)



1:1 SUPPORT

First Aid Consultations & JHSC Drop-in

- Assist in Drill Development & Review
- Post-drill Review & Deficiency Correction

Email us your Questions:

- safety@go2hr.ca
- [Contact Us Form](#)



QUESTIONS



Submit your questions via the Q+A
at the bottom of your screen

All questions will be answered and
provided post webinar

WHAT'S NEXT

[Complete Webinar Series Survey!](#)

Train Staff on New Procedures

Develop and Conduct a FA Drill

[Request a FA Consultation and/or JHSC Drop In](#)

Register and Attend a FA Assessment Workshop:

- 1) [Ski & Recreation - Nov 7, 10 am](#)
- 2) [Accommodation - Nov 12, 10 am](#)
- 3) [Food & Beverage - Nov 14, 10 am](#)

