

WORK- BASED FIRST AID TRAINING



THE LIFE CARE STORY

From First Aid Trainer to leading NZ HEALTH & TRAINING PROVIDER

Life Care Consultants has been a leader in specialist healthcare since 1994. We offer our services to industries and organisations throughout New Zealand so no matter where you are based, Life Care Consultants will service you nationwide.

Our mission is to make it easy for our clients, to constantly strive to deliver excellent service to both new and existing clients, and to further expand the company through innovative management and dynamic training. We have adopted the latest technology in testing and reporting so our clients are getting the best and most efficient service.

How Life Care can help you SAVE TIME AND MONEY!

Onsite or offsite options

All our health and training services take place at your workplace or at one of our training facilities, to ensure your specific workplace requirements are met.

Minimal disruptions

We understand the difficulties created when taking staff away from a workplace, which is why we work efficiently around your schedule to ensure minimal productivity interruptions.

Customised solutions

We offer tailor-made services to suit your business requirements and to ensure your staff value the importance of being healthy and remaining safe both in and out of the workplace.

Professional facilitators and industry leaders

Our passionate qualified facilitators are skilled in customising their delivery and content to ensure that your staff are fully engaged and up-to-date with the latest health & safety requirements.

“ We are committed to consistently responding to our clients’ needs by providing a broad range of quality health and safety related training, while at the same time maintaining our core business attitude of honesty and integrity in every service we provide. ”

Janet Brothers
Managing Director



NZ-WIDE COVERAGE

We offer our services to industries and organisations throughout New Zealand so no matter where you are based, Life Care will be available nationwide.

Our regional offices are in:

- Auckland
- Tauranga
- Hamilton
- New Plymouth
- Wellington
- Christchurch
- Napier
- Dunedin



“Attitude is everything, Positive, Fun and Passionate”

Life Care Consultants Ltd is a registered Private Training Establishment with the New Zealand Qualifications Authority under the provisions of the Education Act 1989 and its subsequent amendments. Life Care Consultants Ltd is accredited by NZQA to provide education and training based on the unit standards for which it has consent to assess.

For more information on the topics covered today visit:
www.cpr.co.nz

WELCOME TO YOUR FIRST AID TRAINING!

Life Care Consultants (incorporating Fire & Rescue NZ) welcomes you to your First Aid training course. To ensure you get the best outcome from your training today, please note the following:

Course enrolment, attendance and completion

You have been pre-registered for this course by your employer or school or through our online booking system. We also require you to complete a formal enrolment so that your achievement can be formally recorded and reported. Your facilitator will advise you of the first aid certificate you are undertaking and the requirements you will need to meet in order to successfully be awarded the certificate. If you have any queries regarding the specific certificate you have been enrolled in, please discuss this with the course facilitator.

In the interest of providing quality training and ensuring all attendees get the best outcome from today's training, please ensure you are able to stay for the duration of the training, are able to minimise interruptions and follow the timetable set by the instructor.

For learners enrolled to be assessed against and awarded the NZQA unit standards in first aid, please note the following:

- NZQA have set minimum hours requirements that must be met in order for us to award the unit standards and your First Aid Certificate as follows:
 - For First Aid training based on unit standards 6402, 6401 & 6400 the minimum hours requirement is 12 hours of learning, training and assessment.
 - For First Aid training based on unit standards 6402 & 6401 the minimum hours requirement is 8 hours of learning, training and assessment.
 - For refresher training, the minimum hours requirement is 6 hours of learning, training and assessment.
- Life Care Consultants has NZQA approval for their Course Resource Pack to account for 4 hours of learning towards an 8 and 12 hour course requirement, and 2 hours towards a 6 hour refresher.
- The course facilitator will assess all learners throughout the course in a specific way that meets the requirements of NZQA.
- Should you not be able to provide sufficient evidence to be deemed as having successfully completed the assessments, the assessor will advise you of this. Further opportunities to be re-assessed will be offered throughout the day or at another opportunity by mutual arrangement in order to attain the unit standard.

- If you have any queries regarding the assessment process, please feel free to discuss these with your instructor/assessor.

If you do not agree with the outcome of the course as determined by the facilitator/assessor, you have the right to appeal their decision. Any such appeal should be submitted in writing to the Appeals Manager:

Life Care Consultants Ltd, PO Box 9301, Hamilton 3240.

All appeals will be acknowledged, investigated and responded to. If the outcome of the appeal is still not to the satisfaction of the learner, where the appeal is in relation to NZQA unit standards, the learner may raise their concerns with the New Zealand Qualifications Authority, PO Box 160, Wellington.

Conduct

Any learner conducting themselves in a manner which is detrimental to the training and affects other learners or the facilitator will be addressed by the facilitator in an effort to resolve the disruptive conduct.

If a satisfactory resolution cannot be reached, the facilitator can:

- Withhold the learner from continuing the programme.
- Require the learner to leave the course and where appropriate, inform the client or school.
- Any further disciplinary action will be the responsibility of the learner's employer or school.

Evaluations

All learners will be given the opportunity to complete a course evaluation at the end of the training. The information we receive from these evaluations is regularly reviewed and used to ensure our training remains current, enjoyable and is meeting the needs of our clients and learners. Please take the time to provide feedback on your experience today.

Enjoy your training today! If you require any further assistance or would like to provide any other feedback following your training, please feel free to contact us.

Ph: **0800 493 559**

E-mail: **info@lifecare.co.nz**

Life Care Consultants Ltd, PO Box 9301, Hamilton 3240.

YOUR SAFETY COMES FIRST

THINK – Can I help without endangering myself?

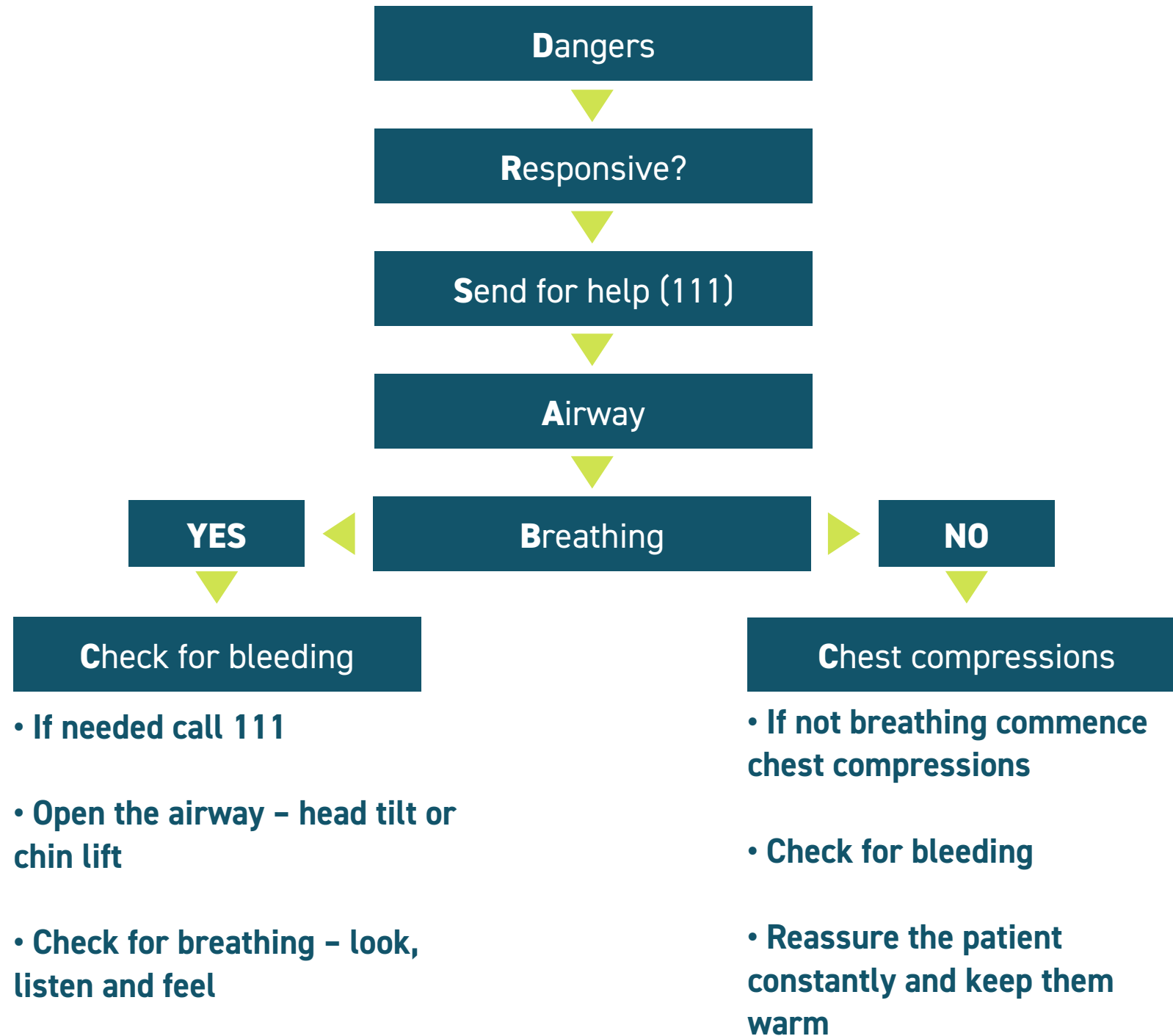
What do I need to consider to keep myself safe?

- Traffic
- Body Fluids
- Weather Conditions
- Other People
- Electricity
- Hot Surfaces
- Broken Glass
- Leaking Fuel
- Uneven Terrain
- Electrical Tools
- Unstable Surroundings



PATIENT CHECK

Protect your own safety.



UNCONSCIOUS PATIENT



DANGER

RESPONSIVENESS

SEND FOR HELP (111)

AAIRWAY

BBREATHING

CCPR

DEFIBRILLATOR

CHOKING

Protect your own safety.

What to do:

Call an ambulance and perform up to 5 sharp individual back blows with the heel of your hand between their shoulder blades.

If the blockage is not cleared, provide up to 5 individual chest thrusts in the same position as CPR (the thrusts are sharper and slower than CPR compressions).

Each individual thrust should have the intention of dislodging the obstruction.

For an infant under 1 year old:

- Place the child face down along your arm and give up to 5 individual back blows.
- Turn the child over and give up to 5 individual chest thrusts with 2 fingers.

Repeat these two manoeuvres until the blockage is cleared.

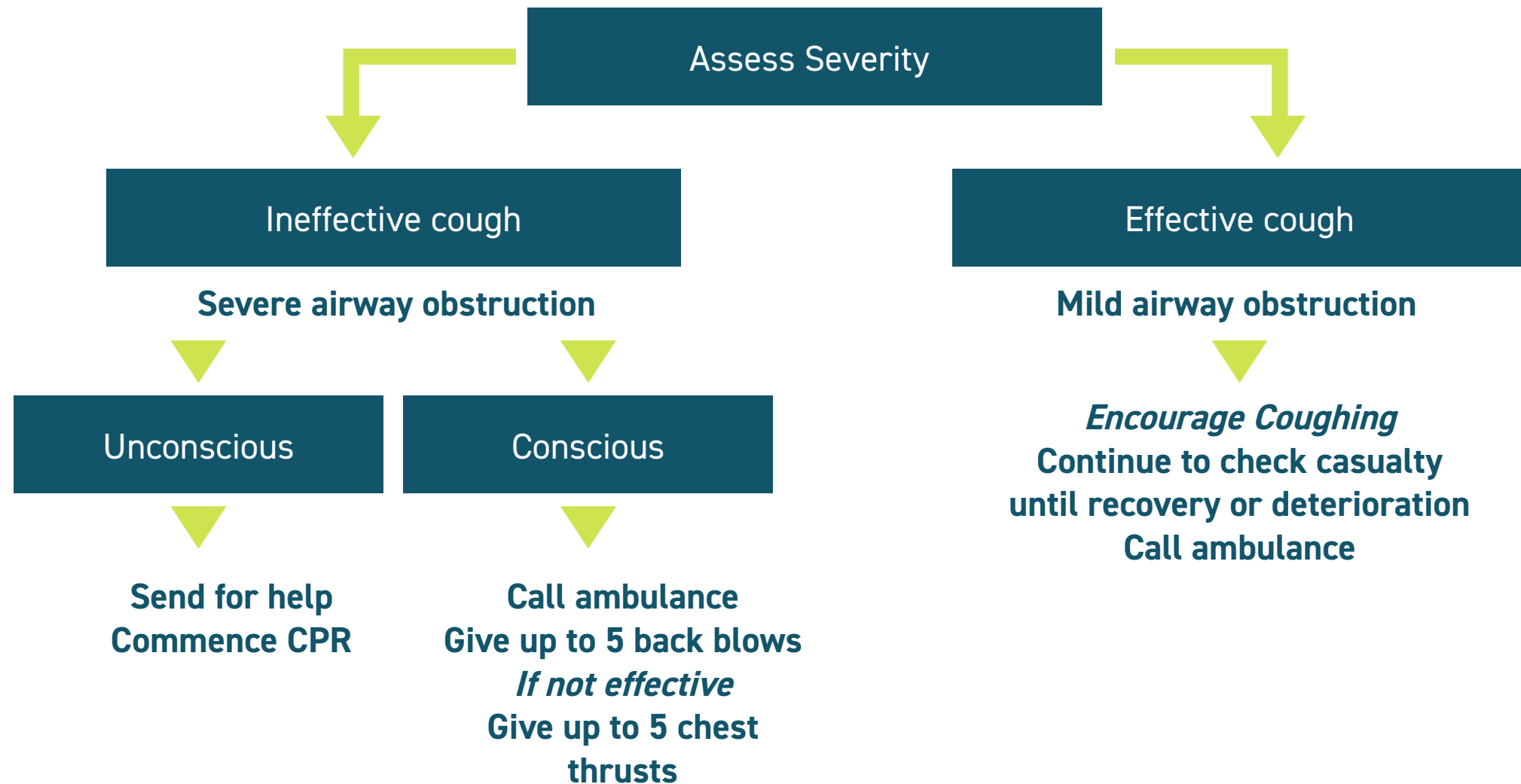


CHOKING

Protect your own safety.

THINGS TO LOOK FOR:

- Blue face
- Grasping at their throat
- Anxious look
- Gagging



SHOCK

Treatment: General Cares + **WAIT FOR SUPPORT**

Protect your own safety.

THINGS TO LOOK FOR:

- Pale, cold and sweaty skin
- Looks unwell

In many emergency situations, the casualty may also suffer from physiological shock. People suffer from shock when there is not enough blood getting to the brain.

What to do:

Provide General Cares

- Protect the casualty
- Reassure the casualty
- Remain with the casualty
- Rest the casualty in a position of comfort
- Remove or loosen any restrictive clothing or jewellery
- Assess temperature – warm or cool as needed
- Continue to monitor them using **DRSABCD**



CONTROL BLEEDING

Treatment: General Cares + DIRECT PRESSURE

Protect your own safety.

THINGS TO LOOK FOR:

- Bleeding
- Pale colour
- Cold and clammy skin

What to do:

Place direct pressure over the bleeding site, using whatever is available.

Keep it in place even if it becomes soaked in blood.
If needed, put more dressing over top and continue direct pressure.

Pressure points on a limb will also be effective when controlling major bleeding.



BURNS

Treatment: General Cares + COOL AND COVER

Protect your own safety.

THINGS TO LOOK FOR:

- Redness
- Charred Skin
- Blisters
- Pain
- Hot to touch

What to do:

Cool the area with cool running water.

Minimum ten minutes, maximum twenty minutes.

Cover the area with clean, dry dressing or cling wrap.

If water is not available, use whatever non-flammable fluid is available.

For any burn larger than a milk bottle top, seek medical attention.

If the burn area is larger than the victim's hand – **CALL 111!**



BURNS



Identify what type of burns are shown in the pictures above.

- A** Sunburn
- B** Electrical Burn
- C** Chemical
- D** Thermal Contact
- E** Hot Liquid

FRACTURES & DISLOCATIONS

Treatment: General Cares + IMMOBILISE
Protect your own safety.

THINGS TO LOOK FOR:

- Pain
- Swelling
- Reluctance to move the body part
- Deformity

What to do:

If it is necessary to move the patient, keep movement to a minimum as this can cause intense pain.

Stabilise the fractured limb in the as-found or most comfortable position.

If an ambulance is being called, let them do the splinting.

Do not attempt to relocate a dislocated joint
– it requires medical attention.

Watch for signs of shock; reassure and keep warm.

If you are not sure if the bone is broken, get an x-ray.



SOFT TISSUE INJURY

Treatment: General Cares + RICE

Protect your own safety.

THINGS TO LOOK FOR:

- Pain
- Swelling
- Bruising
- Reluctance to use

Causes

Bruising – caused by bleeding into the soft tissue.

Strains – caused by stretching or tearing of a muscle or tendon.

Sprains – caused by stretching or tearing of ligaments in a joint.

What to do:

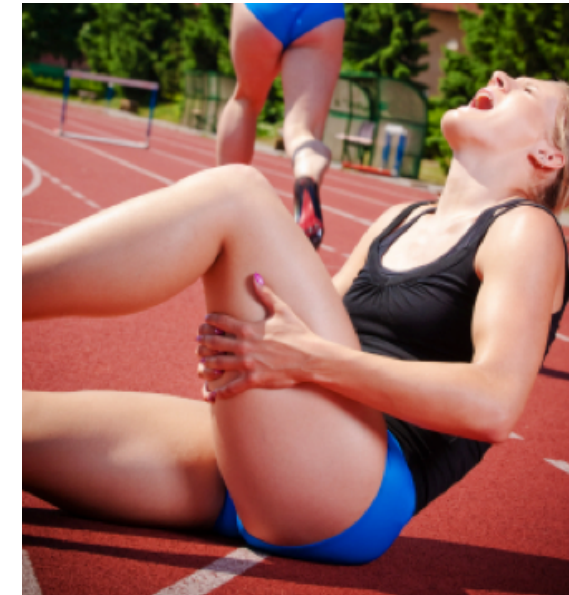
REST

ICE

COMPRESSION

ELEVATION

Seek medical attention if unsure.



HEART ATTACK & ANGINA

Protect your own safety.

THINGS TO LOOK FOR:

- Pain or discomfort
- Pale skin
- Shortness of breath
- Nausea or vomiting
- Sweating
- Feeling dizzy or light-headed

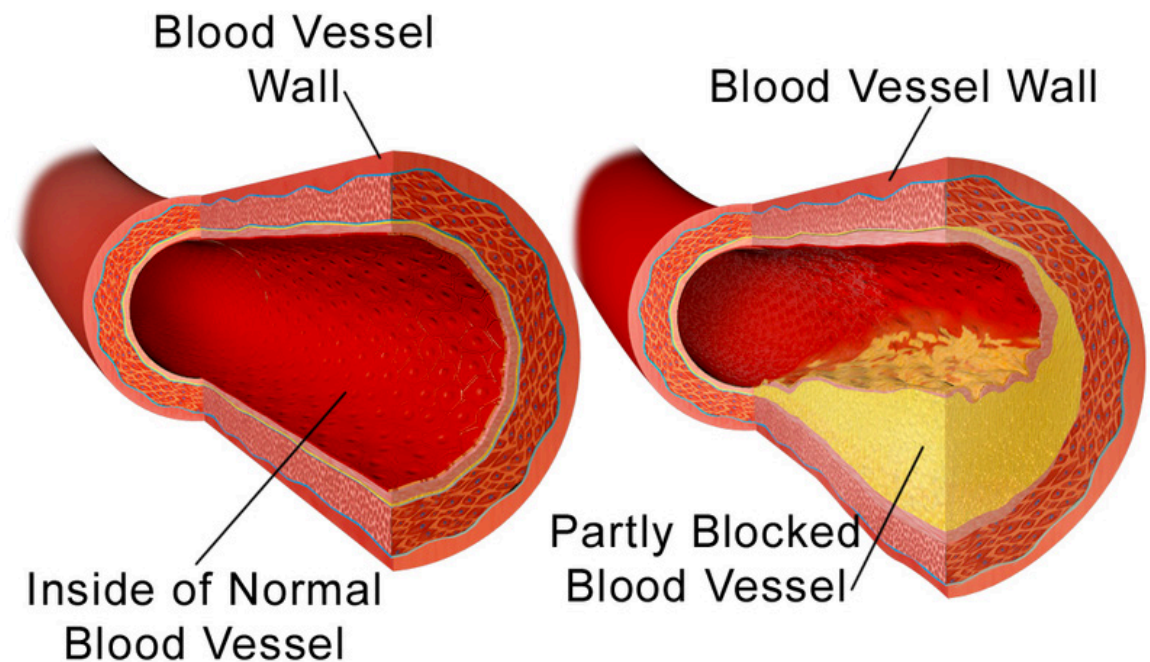
What to do:

Ask the patient if they have angina and if so, assist them to take their medication.

If they have not had angina before or their medication does not stop the pain – **ACT QUICKLY – CALL 111!**

Provide General Cares

- Protect & reassure the casualty
- Remain with the casualty
- Rest the casualty in a position of comfort
- Remove or loosen any restrictive clothing or jewellery
- Assess temperature – warm or cool as needed
- Continue to monitor them using **DRSABCD**



Normal and Partly Blocked Blood Vessel

STROKE

Protect your own safety.

THINGS TO LOOK FOR:

A stroke is a “brain attack” that happens when a blockage (such as a clot) blocks the blood flow to the brain, or when a burst blood vessel bleeds into the brain.

Stroke is a medical emergency – ACT FAST!

FACE: Is their face drooping on one side?
Can they smile?

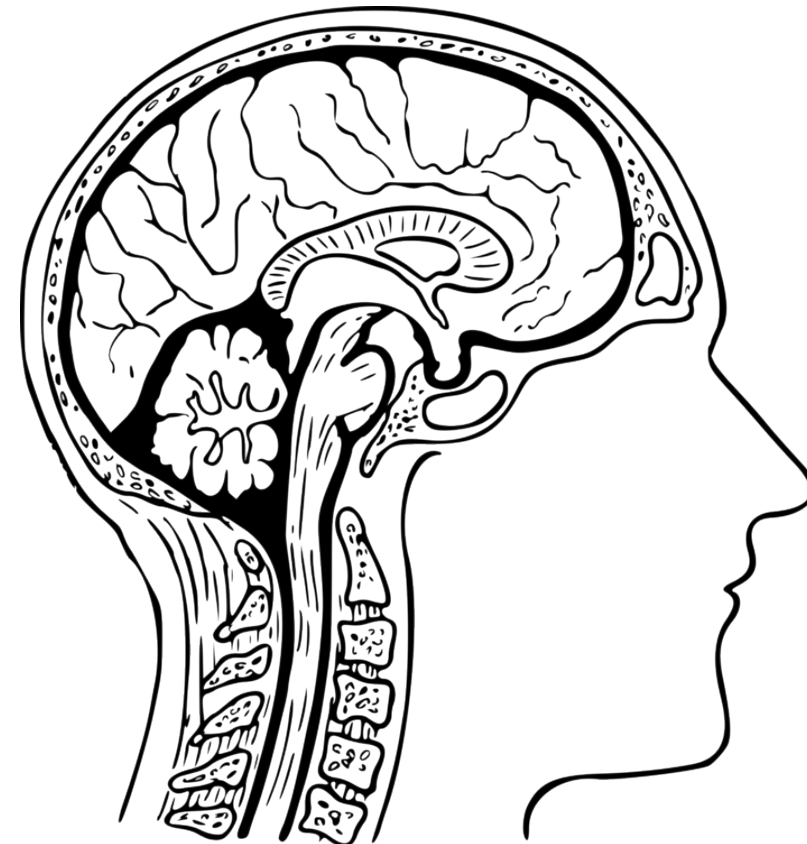
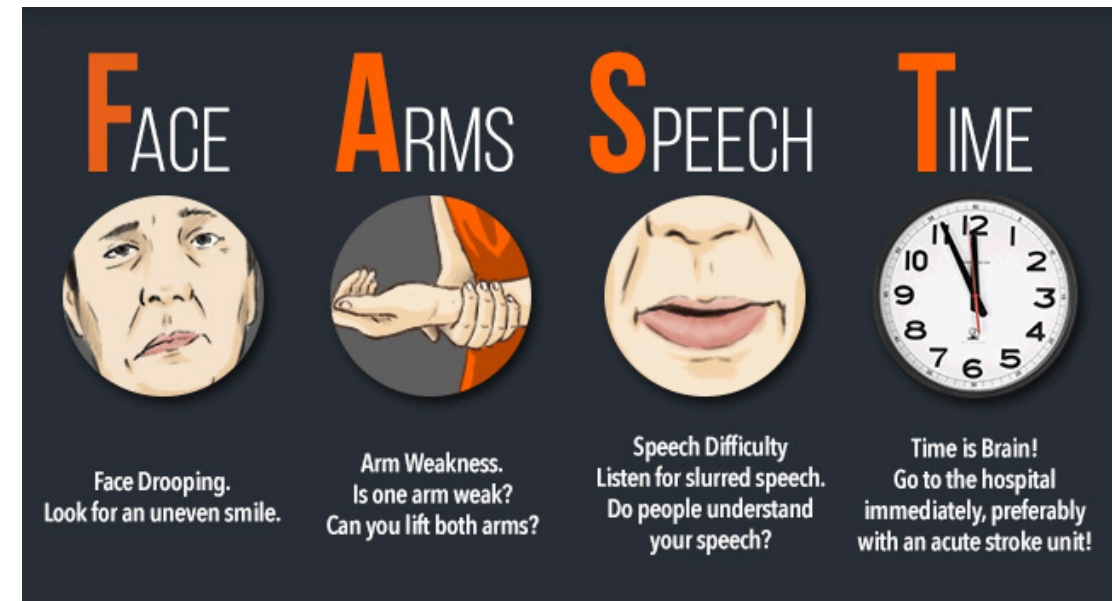
ARM: Is one arm weak?
Can they raise both arms?

SPEECH: Is their speech jumbled or slurred?
Can they speak at all?

TIME: Time is critical – **CALL 111 ASAP!**

What to do:

CALL 111! and provide general cares until the ambulance arrives.



POISONING

Protect your own safety.

THINGS TO LOOK FOR:

- Complaints of burning in mouth and throat
- Vomiting
- Diarrhoea
- Sleepiness or drowsiness

What to do:

CALL 111 and follow the advice given. Call the poison control centre at **0800 POISON** or **0800 764 766**.

Follow the advice on labels and safety sheets. Do not make the patient vomit unless you have been told to do so.

Provide General Cares

- Protect & reassure the casualty
- Remain with the casualty
- Rest the casualty in a position of comfort
- Remove or loosen any restrictive clothing or jewellery
- Assess temperature – warm or cool as needed
- Continue to monitor them using **DRSABCD**



0800 POISON
0800 764 766



DIABETES

Treatment: General Cares + ANYTHING SWEET

Protect your own safety.

THINGS TO LOOK FOR:

- Confused
- Pale
- Sweaty
- Lethargic
- Irritable

What to do:

Give sugar or anything sweet.

The sugar level will rise in a matter of minutes and an ambulance may not be required.

If the patient's condition does not improve after being given sugar – **CALL 111!**



SEIZURES

Protect your own safety.

THINGS TO LOOK FOR:

- Slurred speech
- Unfocused eyes
- The patient falling and having spasms

What to do:

Clear an area to stop them from hurting themselves.

Speak to the patient and reassure them.

Allow the seizure to take its course.

Check DRSABC and place the patient in the recovery position.

Call an ambulance if:

The patient has not had a seizure before.

The seizure lasts longer than 5 minutes.

The patient goes from one seizure to another without regaining consciousness.

The patient is injured or has breathing difficulties.



ASTHMA

Treatment: General Cares + BLUE INHALER Protect your own safety.

THINGS TO LOOK FOR:

- Wheezing
- Shortness of breath
- Anxiety
- Persistent cough

What to do:

Reassure the patient.

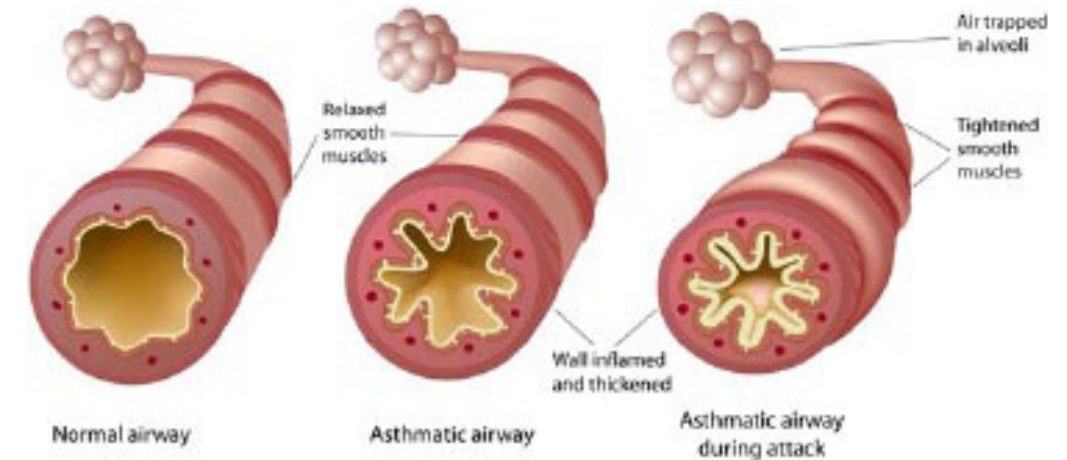
Assist with their blue inhaler, use a spacer if possible.

If the medication does not relieve the shortness of breath –
CALL 111!

Reassure the patient.



Source: Asthma + Respiratory Foundation NZ



Source: asthmafoundation.org.nz

SEVERE ALLERGIC REACTION

Treatment: General Cares + EPIPEN

Protect your own safety.

THINGS TO LOOK FOR:

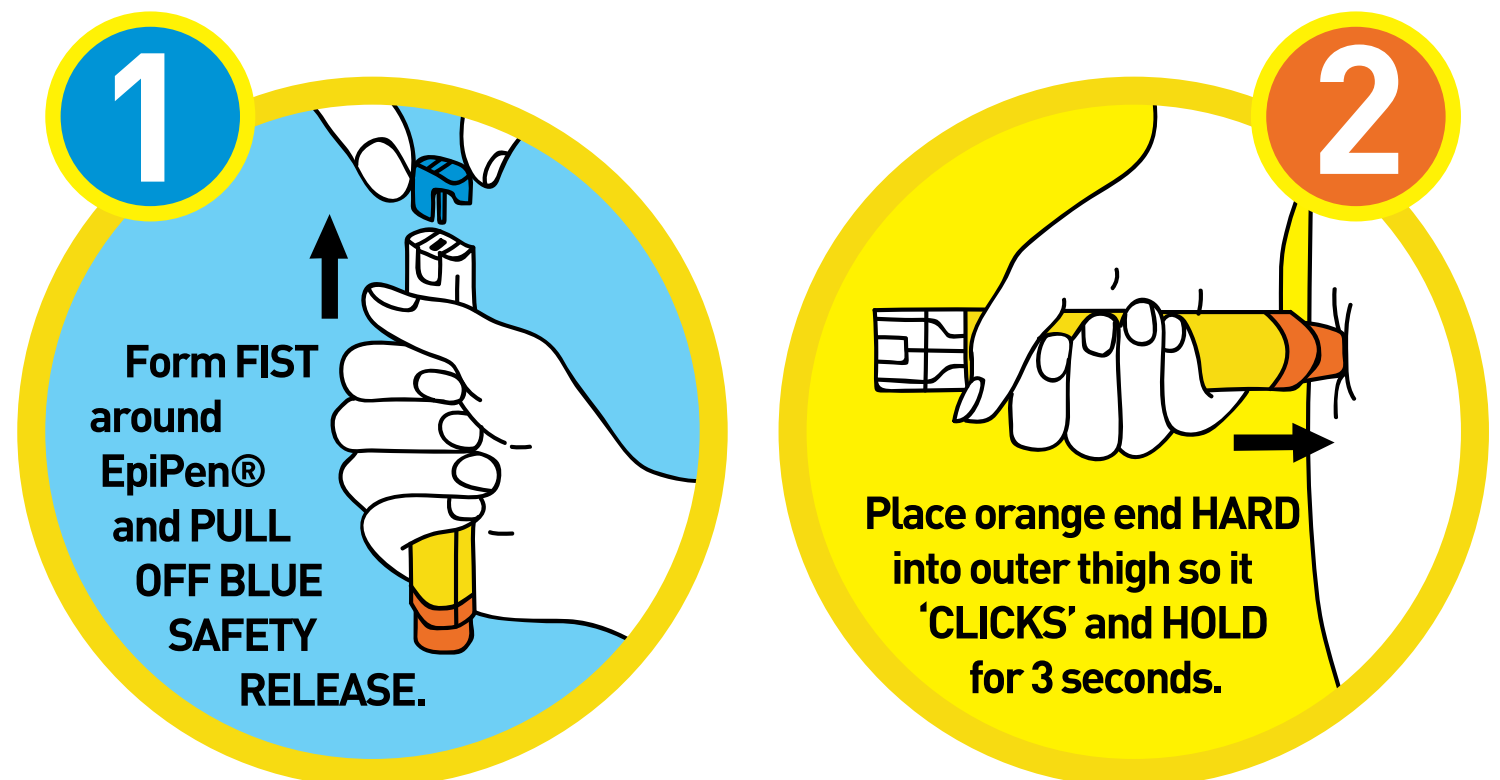
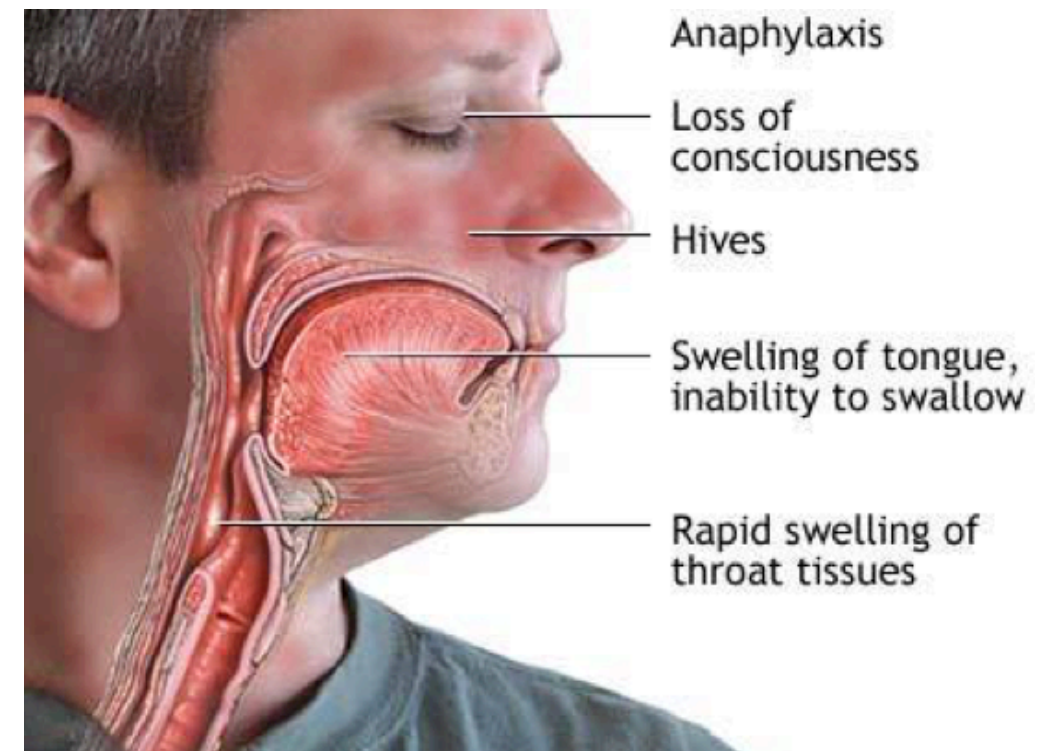
- Anxiety
- Shortness of breath
- Medic alert bracelet

What to do:

Give medication if the patient has it with them.

Seek medical attention.

If the patient has had a serious reaction before or you become anxious about the patient's condition
– **CALL 111!**



SEVERE ALLERGIC REACTION



Identify the different symptoms of these severe allergic reactions:

- A** Swollen Lips
- B** Skin Rash
- C** Rash
- D** Swollen Tongue
- E** Hives

HEAD INJURIES

Protect your own safety.

THINGS TO LOOK FOR:

- Bleeding or clear fluid from their nose or ears
- Nausea
- Change in behaviour
- Pain
- Drowsiness
- Vomiting
- Unresponsive

What to do:

If any of the above are present **CALL 111!**

Be aware with knocks to the head, as the injury is not always obvious.

With a significant blow to the head, the neck should be treated as if it is broken until x-rayed.



Should you remove the helmet of a person having a head injury?

Only remove the helmet if it is effecting the persons airway

BACK INJURIES

Protect your own safety.

TREAT THE SPINE AS IF IT IS BROKEN IN THE FOLLOWING TYPES OF ACCIDENTS:

- Fall from a significant height
- Significant force to the head
- Car or motorbike accident
- Significant impact to the body

What to do:

DO NOT MOVE THE PATIENT

Do not move an injured patient unless:

- Either of you are in danger or
- They need CPR or
- They need to vomit and are on their back and unconscious.



EYE INJURIES

Protect your own safety.

Prevention is far better than cure.

WEAR SAFETY GLASSES

What to do:

1. Foreign Body

Rinse the eye out immediately with...

- Fresh water or
- Optrex or
- Saline

2. Chemical

- Rinse as above
- Continue rinsing until the patient is seen by a doctor
- Rinse with the head tilted so the affected eye is closest to the ground to ensure the other eye remains unaffected

3. Impaled Object

- Do not attempt to remove it
- Cover both eyes gently if possible



WOUNDS

Protect your own safety.

A wound is a break in the skin.

What to do:

Control bleeding.

Do not remove an impaled object.

If the wound is on the face, over a joint or has gaping edges, stitches may be required.

When a body part is amputated:

- Control bleeding.
- Wrap the body part and put it in a plastic bag. Keep it cool by placing the bag in a container of ice.
- Send the body part with the patient.



EXPOSURE TO HEAT

Protect your own safety.

THINGS TO LOOK FOR:

- Sweating
- Lethargic
- Red skin
- Headache
- Nausea
- Thirst

HEAT CRAMPS: caused by a loss of nutrients through perspiration.

Replace fluids during physical work.

HEAT EXHAUSTION: caused by losing more fluids through perspiration than the body has taken in.

Give the patient lots of fluids and rest in a cool area.

HEAT STROKE: caused by the body over heating.

Heat stroke can be fatal, so cool the patient down as quickly as possible.

What to do:

If responsive:

- Give as much water to drink as they can manage.
- Continue until recovered.
- Remove them from the heat.

If unresponsive:

- **CALL 111!** and check DRSABC.
- Run cool water over them.
- If the patient regains consciousness give them as much water to drink as they can manage.



EXPOSURE TO COLD

Protect your own safety.

THINGS TO LOOK FOR:

- Frost nip and frost bite
- Loss of sensation and colour change to fingers and toes
- Hypothermia
- Lethargic
- Loss of coordination
- Slow reaction time
- Unresponsiveness
- Shivering stops

What to do:

FROST NIP: Put the affected body part into warm area
e.g. armpits to warm.

FROST BITE: Tissues become frozen. Need to be thawed
slowly. – **CALL 111!**

HYPOTHERMIA: Warm the body by getting the patient into dry,
warm clothes in a sheltered area. – **CALL 111!**



TOOTH INJURIES

Protect your own safety.

What to do:

For first teeth which are knocked out, give the child ice to suck.

For second teeth which are knocked out, put the tooth in milk and see a dentist as soon as possible.



ELECTRIC SHOCK

Protect your own safety.

What to do:

Break the electric circuit before coming into contact with the patient.

If responsive, check for burns.

If unresponsive check DRSABC and **CALL 111!**

After significant electric shock, even if the patient remains conscious, seek medical attention.



CHEST AND CRUSHING INJURIES

Protect your own safety.

THINGS TO LOOK FOR:

- An impaled object in the chest
- A chest wound
- An object crushing a part of the body

What to do:

Control bleeding with direct pressure around the object.

DO NOT REMOVE AN IMPALED OBJECT.

Assist with breathing if required.

Apply an airtight dressing to a chest wound.

Treat the patient for shock – reassure and keep warm.

If the object is obstructing their breathing, remove the object as soon as possible.



GO DIGITAL AND DOWNLOAD THE WORKBOOK

Simply scan the QR code below and download a digital first aid workbook. This can be saved to your phone to be easily accessed at any time in the future

