

Number: SS 3.1

Date: July 7, 2009 Supersedes: Aug 26, 2003

**GENERAL MANUAL POLICY** 

APPROVED BY:

**Executive Director** 

**CATEGORY:** 

Supports & Services

TOPIC:

**Medical Treatment** 

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## **POLICY**

It is the policy of Community Living Thunder Bay that all individuals and children receiving support from the organization will receive necessary medical treatment immediately.



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## GENERAL MANUAL PROCEDURE

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# PROCEDURE (Refer to Medical Treatment Flowchart)

When 1<sup>st</sup> Aid is required (i.e. bleeding nose, cut, lacerations, choking incident, burns, hypothermia, fever (104°), the following steps must be taken:

- 1. Administer appropriate 1st Aid treatment; (In the case of a serious illness or accident that threatens the life or immediate well being of the individual, an ambulance must be called by staff.)
- 2. Notify and speak directly to the Team Leader or On-call Supervisor immediately. If unable to speak with the Team Leader or On-call Supervisor, contact the Supports and Services Coordinator. The Team Leader or Coordinator will determine if additional medical treatment is required;
  - The Team Leader or Coordinator will document direction given to the support
  - The Team Leader will contact the family member immediately unless notification is contraindicated.
- 3. Complete the Incident / Occurrence Report form. Include full details and follow-up;
  - In the event that an injury occurs away from the residence, administer 1st Aid treatment, document details of the incident immediately and transfer information to the Incident / Occurrence Report form upon returning to the residence.
  - Fax or deliver the Incident / Occurrence Report to the CLTB office immediately or at the latest, within 24 hours.
- 4. If there is a possibility of further injury as a result of the incident, medical attention must be sought. If there are further complications as a result of the injury, or if the seriousness of the injury becomes evident at a later date, medical attention must be sought immediately.
- 5. The Team Leader or On Call Supervisor will ensure that adequate resources are available to obtain medical attention. (i.e. additional staffing supports)
- 6. If the individual refuses medical attention, but medical attention is deemed necessary, some means of medical attention will be sought (i.e., doctor coming to home). Where applicable, an action plan will be developed and communicated to the support staff.
- 7. The individual will be monitored and observed for the next 24 hours or as directed by a medical practitioner to ensure no further complications result from the injury.

At Community Living Thunder Bay, in the event of doubt as to whether medical treatment is required for an individual, staff is to err on the side of caution and seek medical attention.



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#### **Medical Treatment Flowchart**

1st Aid Required

Administer appropriate 1st Aid

Notify Team Leader or On Call Supervisor

Team Leader determines if additional medical treatment is required, and documents.

Medical Attention Sought

Team Leader will ensure adequate supports are provided for medical attention.

An Incident / Occurrence Report is completed by front line staff (may be completed after medical attention is obtained).

Support worker communicates result of exam to Team Leader or On-Call Supervisor.

Team Leader documents in his/her communication log, results of examination and communicates this with the family.

Incident / Occurrence Report is faxed/delivered to the CLTB office within 24 hours.

If the injury is a Serious Occurrence, see the Serious Occurrence Reporting Policy and Procedure.

Medical Attention Not Sought

The individual is observed and monitored for the next 24 hours. The support worker will log accordingly.

An Incident / Occurrence Report is completed and faxed/delivered to the CLTB office within 24 hours.

At Community Living Thunder Bay, in the event of doubt as to whether medical treatment for individuals is required, staff are to err on the side of caution and seek medical attention.