

# Emergency medical support

## Introduction

**Purpose** The purpose of this policy is to describe the requirements for providing emergency medical support to Fire and Emergency New Zealand personnel or members of the public.

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**Contents** This policy contains the following content:

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## About this policy

**When to use** Fire and Emergency personnel will follow the requirements of this policy when in our workplaces, on duty, or while undertaking any response duties.

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**Policy objectives** This policy aims to support Fire and Emergency personnel and set in place the actions they should take when our people, or members of the public, need emergency medical assistance.

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**Policy requirements** When the injured or unwell person is a member of Fire and Emergency, the person in charge of the workplace is responsible for ensuring:

- emergency medical support is provided, (e.g. first aid), see Definitions
- relevant people and agencies are notified
- any required reporting is completed. See [Report workplace safety, health or wellbeing event](#)
- the injured or unwell person is transported safely home or to a medical provider or hospital as needed
- any relevant leave or workplace cover requirements are actioned.

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**Definitions** Emergency medical support means:

- first aid
- visit to a doctor or other relevant health professional
- an ambulance.

Decontamination means:

Any decontamination where the OIC considers that those being decontaminated may need medical assistance, or medical assessment. This will generally not include post-fire decontamination unless deemed necessary for any reason by the OIC

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## Emergency medical support

### First aid

First aid provided should follow the guidance in [G2 TM First aid technical manual](#).

**Note:** First aid should only be administered by a trained first aider, unless there is no other option.

First aid provided in the operational environment is covered by the [G2 POP Operational first aid policy](#)

### Notifications

When the injured or unwell person is a member of Fire and Emergency, the person in charge of the workplace is responsible for:

- Completing any required reporting. See [Report workplace safety, health or wellbeing event](#)
- Making sure the patient's emergency contact person is contacted.
- Notifying their workplace manager
- If the person has an operational role, notifying ComCen so senior officer notifications can occur.

**Note:** If the situation involves serious injury or significant harm, notifications will include WorkSafe New Zealand or another external agency. See [Notifiable injury, illness or incidents guide](#)

### Incident-related requirements

During an incident, the Officer in Charge (OIC)/Incident Controller (IC) is responsible for leading these actions.

If...	Responsibilities,
Emergency medical support is required for: <ul style="list-style-type: none"> <li>• Fire and Emergency personnel</li> <li>• the public</li> </ul>	OIC/IC ensures: <ul style="list-style-type: none"> <li>• first aid is administered</li> <li>• ComCen are advised to:               <ul style="list-style-type: none"> <li>○ request ambulance response if further treatment is required</li> <li>○ make required notifications from ComCen SOPs</li> </ul> </li> </ul>
there are persons reported	OIC/IC notifies ComCen, who then action notifications to: <ul style="list-style-type: none"> <li>• ambulance, who will attend until all persons are accounted for</li> <li>• senior officers as required by ComCen SOPs</li> </ul>
the incident is 3rd alarm or higher	ComCen will notify ambulance and request a standby attendance <b>Note:</b> If there are injuries, the OIC/ IC must request an ambulance response as stated above
the incident is lower than 3rd alarm, and the IC considers there is a significant risk of injury	the OIC/IC will advise ComCen to notify ambulance and request a standby attendance
decontamination (see definitions) is required on people wearing: <ul style="list-style-type: none"> <li>• no PPE</li> <li>• level 1 or 2 PPE</li> <li>• compromised level 3 or 4 PPE</li> </ul>	the OIC/IC will advise ComCen to request ambulance response.

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**Concussion protocols**

If there is any possibility of a concussion (witnessed or not), arrange for an early medical assessment.

Indications of a concussion may include any level of being dazed, confused, unsteady or disoriented following an impact to the head.

Anyone who loses consciousness after an impact to the head (even if brief) has a concussion.

A concussion can acutely affect physical capacity, such as balance and coordination as well as causing temporary cognitive symptoms affecting decision-making. Because this will cause a level of impairment, the OIC/IC or person in charge of the workplace is responsible for leading the actions listed:

The injured person:

- shall not continue in any safety critical role
- shall stand down and seek a medical assessment at the earliest opportunity (including a request for an ambulance response to an incident ground)
- shall always be accompanied and not drive a vehicle until a full concussion assessment has been done and they have been cleared.

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**Additional actions**

If the injured person leaves the workplace, they should be accompanied by a colleague or manager, where practicable.

- If taken to hospital this may be until handover to the emergency contact person, or until they are discharged and returned home.
  - If going home, ensure they have travel home provided (including for their vehicle).
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## Related information

### Procedure

[Report workplace safety, health or wellbeing event](#)

### Policies

[G2 POP Operational first aid](#)

### Guide

[Notifiable injury, illness or incidents guide](#)

[G2 TM First aid technical manual](#)

**Document information**

Owner	National Manager Response Capability
Steward	Specialist Response Manager
Last reviewed	26 November 2020
Review period	Every second year

**Record of amendments**

Date	Brief description of amendment
March 2021	Definition for decontamination added for clarity, no approval required
November 2020	Information about concussion protocols added, some content tidy up for clarity
November 2019	New template, updated for Fire and Emergency, some content tidy up to avoid repetition
May 2012	Initial version

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