

Student Health and Emergency Procedure

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Category: Student Life	Date Created: April 2005
Responsibility: Student Success Senior Manager	Date Last Reviewed: October 2014
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Scope

To ensure the health of students at UCOL through the provision of an effective, safe health service. To make clear the roles and procedures to follow in the event of a health related emergency. To clarify student and staff eligibility for health services. This will apply to UCOL on all sites.

Responsibility

The Executive Director Student Success has overall responsibility for this Procedure.

Procedure

- 1. Students may refer themselves at any time to the Student Health Service.** The service is provided for all students enrolled at UCOL. Students may bring family members with them when using the counselling and financial services available through student health. The health service is not for the use of staff. Staff members requiring medical assistance should see their own GP.
- 2. Doctors' Service.** This service, funded through the AS@U (Student Association), operates on some sites. Other sites have access to doctors in the town which is subsidised by AS@U. The doctors' service offers medical advice in the normal range of a general practitioner. These students may use the doctors' service on campus up to five times each semester:
 - Enrolled fulltime students with a Community Services Card (CSC) have free medical care.
 - Enrolled fulltime students without a CSC pay part fee.
 - Enrolled paying part time students with CSC pay part fee.
 - Enrolled paying part time students without CSC pay higher part fee.
 - Enrolled fulltime international students pay a higher fee.
 - Access to doctors on campus varies across campuses. A community services card and student ID must be presented at the time of the visit.

- 3. The Student Health Centre is NOT an emergency health centre for either students or staff.** It does not have the equipment or staffing to provide such a service.

In the event of an emergency, those first on the scene should contact emergency services, such as the ambulance service. On an inside line, dial 1 then 111. In the event of a medical emergency, if first on the scene, the nurse would act in a first aid capacity. Any person present with first aid training would act in this way until expert help arrived.

If you have to use a phone which is barred from making outside calls (student studio phones, for example) ring the UCOL operator, ask for emergency services, and STAY ON THE LINE. You will need to be able to give instructions about the emergency and the location. You will be connected to the Emergency Operator and can request the service required.

- 4. Importance of First Aid Training.** It is highly desirable that as many staff as possible have up to date first aid training. Current training will be useful for any emergency.
- 5. If a member of staff is concerned about a student who is suddenly very unwell, has lost consciousness or has a serious injury, dial 111 (1-111) and ask for an ambulance.** If you are questioning whether the problem is serious enough to warrant an ambulance, don't doubt, just call. You may then call the Student Health Centre and tell them what you have done. If there is a nurse or doctor available, they will come to apply first aid skills and offer support. Once St John have dispatched an ambulance, staff should make contact with the student's next of kin or emergency contact person to meet the student at the hospital. Send a reliable student to guide ambulance staff to the place the unwell person is.

In the case of a student who is unwell in class, but not seriously unwell, the person may be directed to the Student Health Centre. This service is for students only. Staff should be directed to City Doctors, or The Doctors (in PN), or the GP they usually see.

- Lecturers should remain with their classes, so choose a reliable person to go with the unwell person to the health centre. Tell the buddy that his/her role is to explain what the concern is if the person is unable to do that for him/herself.
- Leave the classroom to make a quick phone call to the Health Centre Ext 70010. Phones are available in all student studios. You can ring 0 if you don't know the extension, and the operator will connect you. Explain the situation and what you have observed. If you do this, Health Centre staff will be alerted to the student's needs.
- Leave your name with the receptionist at the centre so that a nurse will be able to contact you to let you know what action has been taken.

See Flow Chart Attached: Student Health and Emergency Procedure to be followed by Staff Member

Relevant Legislation and/or Web Sites

- Health and Safety at Work Act 2015

- Public Sector Act 2020

Related Documentation

- [Incident Reporting Procedure](#)
- [Hazard Identification and Reporting Procedure](#)
- [Health and Safety Policy](#)
- [Drug Free Campus and Substance Abuse Policy](#)
- [Fire Policy](#)
- [Student Health Service Policy](#)

STUDENT HEALTH AND EMERGENCY PROCEDURE TO BE FOLLOWED BY STAFF MEMBER

