

ACTIONS FOR A PERSONAL INJURY

- Evaluate the situation and determine if emergency help is required
- Assign a person to call for emergency help (911), if needed, and provide all necessary information (see below) to 911 Dispatch
- If the individual is unresponsive, check for a pulse and breathing
- If you are not able to find a pulse or the patient is not breathing, use the AED immediately. Once you open the case, the AED unit will direct you with clear verbal prompts
- If able, move the person off the ice
- Clear risk of further harm to the injured person by securing the area and shelter the injured person from the elements.
- Designate a person to oversee other participants (clear the ice if needed)
- Wait by the injured person until the ambulance arrives
- Ask someone to clear any traffic from the west entrance and wait by the road to direct the ambulance
- Position someone at the main entrance to re-direct the ambulance to west entrance, as necessary
- Call the person’s emergency contact if they request it
- Fill in an **Injury/Incident report form** and place it in the injury report folder

Emergency Services	Phone number
Ambulance – Fire - Police	911
Police	Non-emergency - 519-661-5670
Address of facility	1922 Highland Heights
Nearest major intersection	Commissioners and Ridout/Upper Queen St.
Facility phone numbers	(519) 681-8223 (Highland Country Club)
Location of First Aid Kit/ Defibrillator	Ice Lobby beside the double doors. AED (defibrillator) in marked case on the wall, first aid kit hanging below defibrillator. *Second AED located in the stairwell off the south end of the main lobby.
Incident/Injury Reports	Injury report folder located in ice lobby on the middle bulletin board
Nearest Hospital to facility	London Health Sciences- Victoria Hospital
Location of nearest hospital	Address: 800 Commissioners Rd East, London ON Ph: 519-685-8500
Directions to hospital from facility	From Highland Heights Rd, turn right onto Commissioners Rd. Proceed 1.7 Km east, and turn left into Victoria Hospital entry/Western Counties Rd.
HCCC President	Tom Jones Cell: 519-630-2608
Facility Manager – Highland Country Club	Matt Kerr – Business Hours Ph: 519-681-8223 ext. 225