

THE DO'S AND DON'TS FOR DEALING WITH A CASUALTY

Task 1. The statements below provide guidance on responding to a first aid situation and assessing the priorities for the casualty. Match the sentence beginnings (1-8) to the endings (a-h).

<i>beginning</i>	<i>ending</i>
1. Make eye contact	a. but always acknowledge what you are told, for example by summarizing what a casualty has told you to show that you understand.
2. Use a calm, confident voice that is loud enough	b. and "mmms" to show you are listening when the casualty speaks.
3. Do not speak	c. use short sentences and simple words.
4. Keep instructions simple:	d. but look away now and then so as not to stare.
5. Use affirming nods	e. understands what you mean – ask to make sure.
6. Check that the casualty	f. and movements.
7. Use simple hand gestures	g. to be heard but do not shout.
8. Do not interrupt the casualty	h. too quickly.

Task 2. Match the headings from the box with the paragraphs (1-5).

Keeping Notes	Enlisting Help from Others	Care of Personal Belongings	When a Casualty Resists Help	Treating the Casualty
----------------------	-----------------------------------	------------------------------------	-------------------------------------	------------------------------

1.....
 If someone is ill or injured he may be upset, confused, tearful, angry and/or keen to get away. Be sensitive to a casualty's feelings; let him know his reactions are understandable. Also accept that you may not be able to help or might even be seen as a threat. Stay at a safe distance until you have gained the person's consent to move closer, so that he does not feel crowded. Do not argue or disagree. A casualty may refuse help, for example because he is suffering from a head injury or hypothermia. If you think a person needs something other than what he asks for, explain why. For example you could say, "I think someone should look at where you're hurt before you move, in case moving makes it worse." If someone still refuses your help and you think they need urgent medical attention, call 999/112 for emergency help. A casualty has the right to refuse help, even if it causes further harm. Tell the emergency services that you have offered first aid and been refused. If you are worried that a person's condition is deteriorating, observe from a distance until help arrives.

2.....
 When dealing with a casualty, always relate to him calmly and thoughtfully to maintain trust. Think about how he might be feeling. Check that you have understood what the casualty said and consider the impact of your actions, for example, is the casualty becoming more (or less) upset, angry and tense? A change in emotional state can indicate that a casualty's condition is worsening. Be prepared to change your manner, depending on what a person feels comfortable with, for example, ask fewer questions or talk about something else. Keep a casualty updated and give him options rather than telling him what to do. Ask the casualty about his next-of-kin or friends who can

assist, and help him to make contact with them. Ask if you can help to make arrangements so that any responsibilities the casualty may have can be taken care of.

Stay with the casualty. Do not leave someone who may be dying, seriously ill or badly injured alone except to go to call for emergency help. Talk to the casualty while touching his shoulder or arm, or holding a hand. Never allow a casualty to feel alone.

3.....
In an emergency situation you may be faced with several tasks at once: to maintain safety, to call for help and to start giving first aid. Some of the people at the scene may be able to help you do the following: make the area safe, for example, control traffic and keep onlookers away, call 999/112 for emergency help, fetch first aid equipment, for example an AED (automated external defibrillator), control bleeding with direct pressure, or support an injured limb, help maintain the casualty's privacy by holding a blanket around the scene and encouraging onlookers to move away. Transport the casualty to a safe place if his life is in immediate danger, only if it is safer to move him than to leave him where he is, and you have the necessary help and equipment. The reactions of bystanders may cause you concern or anger. They may have had no first aid training and feel helpless or frightened themselves. If they have seen or been involved in the incident, they too may be injured and distressed. Bear this in mind if you need to ask a bystander to help you. Talk to people in a firm but gentle manner. By staying calm yourself, you will gain their trust and help them remain calm too.

4.....
Make sure the casualty's personal items are with them at all times. If you have to search belongings for identification or clues to a person's condition (medication, for example), do so in front of a reliable witness. If possible, ask the casualty's consent before you do this. Afterwards, ensure that all of the clothing, personal belongings and medication accompany the casualty to hospital in the ambulance or are handed over to the police.

5.....
As you gather information about a casualty, write it down so that you can refer to it later. A written record of the timing of events is particularly valuable to medical personnel. Note, for example, the length of time a casualty is unresponsive, the duration of a seizure, the time of any changes in the casualty's condition (improvement or deterioration), and the time of any intervention or treatment. Hand your notes to the emergency services when they arrive, or give them to the casualty. Useful information to provide includes: casualty's details, including his name, age and contact details; history of the incident or illness; brief description of any injuries; unusual behaviour, or change in behaviour, treatment – where given, and when; vital signs – breathing, pulse and level of response; medical history; medication the casualty has taken, with details of the amounts taken and when; next-of-kin contact details; your contact details as well as the date, time and place of your involvement. Remember that any information you gather is confidential. Never share it with anyone not involved in the casualty's care without his agreement. Let the casualty know you are recording information and who you will give it to. When you are asking for such information, be sensitive to who is around and of the casualty's privacy and dignity.

Task 3. In your own words, explain why it is important to:

- Not argue or disagree with the casualty and maintain trust.
- Keep a casualty updated and give him options rather than telling him what to do.
- Not leave someone who may be dying, seriously ill or badly injured alone.

Bibliografia:

Kelly Andrew, Anthony Lawlor, *10th Edition First Aid Manual*. Penguin Random House 2017.

Ćwiczenia na licencji Creative Commons
mgr Joanna Mazur

