



# First-Aid Policy

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## Vision, Mission, and The Glendale Jewels

**Vision:** To Evolve, To Excel, To Be Inspired

**Mission:** Glendale International School provides an enriched British education that emphasizes character development, leadership, and academic excellence. Students explore learning under a framework that integrates social and emotional development with a curriculum designed to foster creativity, curiosity, and compassionate behavior.

## Core Values – The Glendale Jewels (3Rs and 3Es):

- **Respect:** Valuing and accepting everyone, regardless of differences.
- **Responsibility:** Being dependable, making informed choices, and taking accountability for one's actions.
- **Resilience:** The ability to overcome adversity and recover from challenging experiences.
- **Empathy:** Understanding and reflecting on the feelings of others by placing oneself in their situation.
- **Excellence:** Producing high-quality work, setting high personal standards, and taking pride in achievements.
- **Empowerment:** Motivating oneself and others to achieve goals and objectives.

## First Aid Policy

### 1. Purpose

1.1 This policy ensures a robust first aid framework is in place, enabling Glendale International School to comply with local first aid legislation.



## 2. Scope

2.1 This policy covers all first aid provisions and personnel at Glendale International School, including all students, employees, and any visitors requiring first aid while on school premises.

## 3. Responsibilities

- **School Principal:** Ensures sufficient first aid personnel and equipment in accordance with Dubai Health Authority (DHA) requirements.
- **School Doctor:** Monitors medical provisions and ensures required items are readily available.
- **Manager of School Operations (MSO):** Maintains validity of first aiders' qualifications, liaises with training providers, and organizes training sessions.
- **Trained First Aiders:** Maintain their certifications, provide care as needed, and attend scheduled training.
- **School Nurse:** Ensures first aid kits are stocked, performs weekly content checks, and reports incidents through the Toddle system.
- **Line Manager and HSO:** Review policy compliance, assess technical competence of training providers, and coordinate with the School Doctor.
- **New School Openings:** MSO ensures medical provisions are available before opening.

## 4. References

- Dubai Health Authority – Manual for Private Schools in Dubai
- Abu Dhabi First Aid Code of Practice
- UAE Labour Law – Articles 93 & 95
- Dubai Technical Guideline 17 – First Aid
- DHA School Requirements (<https://www.dha.gov.ae/en>)
- OSHAD SF COP-4: First Aid and Medical Emergency Treatment; COP-5: Occupational Health Screening and Medical Surveillance

## 5. Procedure

### 5.1 Appointing First Aid Personnel

- Schools must appoint doctors and nurses based on DHA requirements (see Table 1).



- **Part-time Doctor:** Minimum two hours per visit, twice weekly.
- **Advanced Resuscitation or Paediatric Life Support Professional:** Available until all students leave the school.
- **First Aider Ratio:** At least 10% of full-time staff.

#### 5.2 First Aid Training

- Additional first aiders are identified and appointed, focusing on staff in high-risk areas (PE, swimming, etc.).
- MSO coordinates training with approved providers.
- Training covers emergency first aid, AED use, and oxygen use; valid for two years.
- Certificates are retained by both the employee and MSO.
- All staff must meet local health requirements and maintain up-to-date certifications.

#### 5.3 First Aid Clinics & Equipment

- Clinics comply with DHA guidelines for equipment, medications, and supplies.
- Monthly checks of clinic and first aid boxes are mandatory; missing items must be replaced.
- Checklists are maintained for compliance audits.

#### 5.4 Reporting Incidents

- All incidents must be recorded; certain cases are reported in Toddle HSE, including:
  - Referral for further medical treatment
  - Parent notification for illness
  - Injuries resulting from process, equipment, or standard failure
- Immediate actions may be taken to prevent recurrence; higher-level incidents are discussed at monthly HSE meetings.

#### 5.5 Incidents Outside School Hours

- School medical staff remain on duty during school hours.
- First aiders or emergency services respond to incidents outside of these hours.
- Contractors and after-school providers must ensure staff are trained in first aid.
- All incidents involving third parties must be reported to MSO via Toddle HSE.

#### 5.6 Managing Injuries

- Immediate care is provided, and injured students are taken to the clinic if possible.



- Assessment determines if emergency services or parental contact is required.
- An appointed staff member is responsible for contacting emergency services.
- The same process applies to staff or contractors.

#### **5.7 Communication**

- All staff and security personnel are briefed on emergency and reporting procedures.
- Lists of trained first aiders are maintained and communicated.
- Contractors are oriented on first aid protocols upon first entering the school.

#### **5.8 Medical Procedures**

- Schools follow DHA-mandated procedures (Appendix 1), including:
  - Bullying prevention
  - Business continuity
  - Hazardous and medical waste management
  - Incident reporting and infection control
  - Student health records, medication management, vaccination, and informed consent
  - Emergency response readiness and referral criteria
  - Staffing plans and clinical privileging
  - Student confidentiality and health education
- The school doctor and medical team maintain these procedures and may implement additional protocols.

#### **5.9 Students and Staff with Pre-existing Conditions**

- Parents and staff must declare any medical conditions or allergies.
- Records are maintained in student or staff files.
- EpiPens are stored in the clinic and, if appropriate, with older students.
- Teachers are trained on EpiPen use and anaphylaxis procedures.

#### **5.10 First Aid on School Trips**

- A trained first aider must be present on all trips, with a first aid kit available.
- Incidents must be reported through the Toddle HSE system.



### **Reporting incidents**

5.15. An incident record must be completed for all persons visiting the clinic.

5.16. Certain types of incidents will need to be reported onto the Toddle. Examples include:

a. If a person is sent or advised to go for further medical treatment or illness.

b. If a parent is requested to collect a child due to sickness.

c. An injury that is potentially caused as a result of failure in a Glendale HSE process, standard, equipment, etc.

5.17. The school doctor and nurse is provided with access to Toddle HSE system, in order for them to report such incidents. The HSE Department will receive notification of such incidents.

5.18. Immediate and further action may be required to prevent a reoccurrence. Control actions can be identified by the school operations or the HSE Department. The Toddle HSE system can be used to monitor allocated actions.

5.19. Higher level incidents should be discussed during the monthly HSE committee meetings and communicated to all relevant stakeholders.

### **Incidents which occur within the school but outside of school hours**

5.20 School doctors and nurses will remain on duty throughout the duration of school hours.

5.21 If an incident occurs when a nurse or doctor is not on duty, a member of the first aid trainer will be able to provide immediate first-aid care.



- 5.22. Third-party after-school sports providers should ensure that their staff is first aid trained.
- 5.23 Alternatively, emergency services may be requested in order to provide further medical care.
- 5.24. All incidents involving contractors or service providers within the school should be reported using the Toddle HSE system. It is the contractor's responsibility to report any incidents to the school's MSO.

#### Injury to a student/staff/parent/contractor

- 5.25 If a child suffers an injury at school, the initial responder should provide immediate medical care of the child.
- 5.26. If possible, the injured child should be taken to the school clinic for further treatment.
- 5.27. An initial assessment of the injured student will be carried out by the school medical team.
- 5.28. Based upon the assessment, the medical team will decide if any further medical treatment is required by paramedics. If yes, the emergency services and parents will be contacted.
- 5.29. An appointed person within the school must be identified whose role it is to call the emergency services.
- 5.30. If not, the child will be dealt with by the school medical team, returned to class, advised to seek further medical treatment, and contacted.
- 5.31. The same process will be applied if an injury or illness to a staff member or contractor occurs.

#### Communication

- 5.32. All staff members and security will be briefed on the emergency and reporting procedures to follow.
- 5.33. A list of trained first aiders will be available within the school.
- 5.34. The findings of certain incidents will be communicated to all staff members in order to prevent any reoccurrences.
- 5.35. Contractors will be briefed on emergency procedures and first aid protocols when entering the school for the first time.



### School's Medical Procedure

5.36. As per DHA requirements, each school is required to have a number of mandatory health procedures (Appendix 1 of the DHA school clinic regulation):

- 1 Bullying prevention
- 2 Business continuity
  - Hazardous waste management as per Dubai Municipality (DM)
3. Requirements
4. Medical waste storage and disposal
5. Incident reporting
6. Infection control measures
7. Laundry services
8. Managing HASANA system
9. Managing student health records
10. Medication management
  - Monitoring and maintenance of medical, electrical and mechanical equipment
11. Patient notification
12. Readiness plan/emergency response
13. Referral criteria
14. Reprocessing of reusable equipment
15. Safe use of chemicals used for infection control
16. Service description and scope of service
17. Staffing plan, staff management and clinical privileging
18. Stay at home if you are ill
19. Student assessment criteria
20. Student confidentiality and privacy
21. Student health education, communication and informed consent
22. Vaccination



5.37. The school doctor and his or her team are responsible for developing and maintaining the above-mentioned procedures. Additional procedures may be developed beyond the above minimal requirements.

Students and staff with pre-existing medical conditions and allergies (use of Epi pens)

5.38. Any pre-existing medical conditions and allergies must be highlighted by the parents or guardians. A record of such conditions and allergies must be documented in the student's medical record.

5.39. Any staff members with pre-existing medical conditions or allergies must highlight this so that it can be documented within their staff records.

5.40. Some students may require an Epi pen for allergic reactions. The Epi pen should be kept within the school clinic, along with details of the allergy and emergency contact numbers. Older students may also keep an Epi pen with them. 5.42. Teachers should be aware of students who require an Epi pen and the correct procedures to follow in the event of anaphylactic shock.

5.41. the school should have a specific EpiPen procedure.

First Aid on school trips

5.42. The school must ensure that a trained first responder is present on all school trips that take place outside of the school.

5.43. the trained first aider must also ensure that a first aid kit is available for the trip. The school clinic can provide support for the content and availability of such kits.

5.44. All incidents on school trips must be reported via the Toddle HSE reporting system.