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# **ARCADIA SCHOOL**

## **First Aid & Emergency Policy and Procedures (H&S)**

2025 - 2026






Jumeirah Village Triangle  
Dubai, United Arab Emirates



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# ARCADIA SCHOOL

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	Designation	Name	Signature
Developed By:	Manager of School Operations	Alroy Kinny	
	KCH Nurse Supervisor	Tricel Aspuria	
Reviewed By:	Head of Primary	Sarah Gray	
	Head of Secondary	Michael Strachan	
Approved By:	Executive Principal	Giles Pruett	
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## FIRST AID & EMERGENCY POLICY & PROCEDURE AY 2025-2026

### Objective:

- To provide effective first aid, minor injuries and emergency support for all pupils, staff and visitors.
- To ensure that all pupils, staff and visitors are aware of their roles and responsibilities in relation to First Aid and the First Aid system in place.
- To prioritise the emergencies and provide immediate care using emergency Referral Pathway

### RATIONALE:

This policy provides clear information on the procedures to follow in the event of an injury or incident which compliments the King's College Hospital (KCH) policies and procedures to ensure the safety of everyone at Arcadia Schools.

### ROLES & RESPONSIBILITIES:

The **KCH School Nurse Supervisor** will ensure that the correct practices and procedures are followed by the Clinic Team regarding First Aid and that regular reviews are conducted by auditing medical files and timely actions of Incident Reports are carried out. KCH team ensures that all medical staff are up to date with relevant training.

The **KCH Clinic Team** will provide First Aid, minor injury and emergency treatment of all staff and students, inform parents of clinic outcomes, and maintain the emergency consent and transfer of children. They will also ensure that adequate supplies, equipment and pharmaceutical items are available.

The **KCH Clinic Team** will notify the Senior Leadership Team, Health & Safety Officer and the form tutor immediately on identification of any situation that is of significant concern or that may have the potential to escalate into something more serious.

The **KCH Clinic Team** will complete Incident Reports (IR) for any cases requiring referral to hospital, whether accidental or intentional, to ensure that adequate investigation is carried out, in a timely manner, according to the clinic reporting categories.

**KCH Clinic Team** or any **SLT Staffs** are responsible for accompanying the casualty to hospital with the EMS, should parents be unable to reach the school prior to EMS departure.

The **Health & Safety Officer** in coordination with Human Resource dept. is responsible for ensuring that the school maintains an acceptable level of qualified First Aiders and that they are proportionately distributed across the school site. He responsible for ensuring First Aid staff are certified by an accredited body, bi-annually and certification is valid. They are also responsible for ensuring that all staff receive relevant training on essential medical equipment. He is responsible for ensuring that First Aid and Emergency Procedure posters are updated annually and visible to all staff.

**Parents/Guardians** must complete and sign medical consent forms together with the Emergency Transfer Consent Form for their children on admission to Arcadia. They must also ensure that changes to contact details and medical conditions



are communicated to the KCH Clinic Team. In the event of an emergency, where no consent form has been submitted, KCH will act in the best interest of the child and aim to contact the parent.

**All staff** must have the external Clinic contact number stored in their mobile phones in case of a medical emergency situation.

**Staff First Aiders** are to provide immediate first aid response to the patient until the arrival of the Clinic Team. This could include performing procedures such as: cardiopulmonary resuscitation, administering the AED, stopping bleeding using pressure and elevation, or keeping a fractured limb still and supported. A list of trained first aiders is visible throughout the school.

**SLT** are to ensure all staff are oriented in their staff induction regarding important school policies, the location of AED's, First Aid Kits and first aiders and the Evac Chair. They must ensure that all staff have key contacts saved in their phones in case of an Emergency.

#### **KCH EMERGENCY REPORTING CATEGORIES:**

##### **Severe/Life Threatening:**

Cardiac arrest, open fracture, severe bleeding, shock, complicated asthma, Anaphylaxis (severe allergy), repetitive seizures, severe head injury, severely deformed position of limbs, choking, chest pain, severe breathing difficulties, hypoglycaemia, drowning, polytrauma, safeguarding

##### **Major:**

Difficulty in breathing, **severe** abdominal pain, bites, fever (38.5 or above), severe vomiting/diarrhoea, inhalation of foreign body, burns (>5%), dental/facial Injury, excessive bleeding, nail bed injuries, anxiety or panic attacks.

##### **Mild:**

Headache, well controlled epistaxis, constipation, insect bites, mild skin rashes, nausea, epigastric pain, redness/itchy eyes, earache, general body pains, minor dental issues, tiredness, mild allergies, corneal abrasions, graze/bruises or minor head injuries.



## FIRST AID and EMERGENCY EQUIPMENT:

First Aid and Emergency Equipment can be found in the below locations:

Campus	First Aid Kit	AED / Defib	Evac+ Chair	Stretcher	Wheelchair	Spinal Board	Emergency Grab Bag/ Oxygen
Secondary 3F	RM 301D	Opposite Lift / By the staircase door	N/A	N/A	N/A	N/A	N/A
Secondary 2F	Swimming Pool Basketball Court DT Lab Science Lab – 201B Science Lab – 201A Science Lab – 201D Canteen Foodtech Lab RM 210 RM 213	Opposite Lift / By the staircase door Swimming Pool	N/A	N/A	Near the lift	Swimming Pool	N/A
Secondary 1F	Academic Secretary Office	Opposite Lift / By the staircase door	Staircase across the lift (on the landing between 1F and 2F)	N/A	N/A	N/A	N/A
Secondary GF	Reception School Clinic	Reception Front Desk Area School Clinic	N/A	School Clinic	School Clinic	N/A	School Clinic
Secondary Basement	MPH Climbing Wall Gym		N/A	N/A	Corridor	N/A	N/A
Primary GF	Reception Front Desk School Clinic	Reception Area Near Main Door School Clinic	N/A	N/A	Clinic Security Reception	N/A	N/A
Primary 1F	Foodtech Lab	Corridor – Opposite Foodtech Lab	N/A	N/A	N/A	N/A	N/A
Primary 2F	Science Lab MPH	Corridor – Opposite Science Lab	Staircase Leading to Exit Gate C – 2F Landing	N/A	N/A	N/A	N/A
Primary 3F	Swimming Pool	Swimming Pool	N/A	N/A	N/A	N/A	N/A



First aid materials and medicines are kept in a locked cupboard in the school clinic and the School Nurse will ensure that supplies are replenished if needed. First aid kits and AEDs are checked weekly in line with clinic policy. Any discrepancies or malfunctions are reported immediately to the supplier and facility manager.

## **TRAINING:**

All new staff must be trained on operating the AED and Evac Chair before the start of the school year. The Clinic Team will schedule and coordinate with the supplier on behalf of the school.

All staff will be briefed on key First Aid and emergency procedures during Induction Week.

Annually during Term 1 the First Aid trained team will be reviewed by the KCH Clinic Team and Health & Safety Officer. An assessment will be made on the distribution of First Aiders across the site and recommendations made to SLT on requirements.

## **PROCEDURE:**

### **CLINIC REQUEST TO ATTEND AN INCIDENT/ACCIDENT:**

Should the Clinic Team be called to attend an accident or incident outside of the Clinic, however serious, the below procedure must be followed:

- When the Clinic Team is called to attend an incident, they must be provided with information on the student's name, year group, nature of the incident and the student's condition.
- First Aiders or trained staff will provide first aid until the Clinic Team arrives.
- The Clinic Team will respond with appropriate equipment based on the information received when called to attend.
- Parent Contact - For severe incidents the below emergency procedure will be followed.
- Parent Contact - For major/minor non-life-threatening incidents the Clinic Team will attempt to contact parents via all means - medical form emergency contacts, iSAMS contacts etc.

### **CLINIC TEAM RECEIVING AN INCIDENT/ACCIDENT INSIDE SCHOOL CLINIC:**

Should the Clinic Team treat an accident or incident inside the Clinic, however serious, the below procedure must be followed:

- When the Clinic Team receives the patient, they must be provided with information on the student's name, year group, nature of the incident and the student's condition.
- The Clinic Team will respond to the patient with appropriate equipment based on assessment of the patient.
- The Head of School & Health & Safety Officer will be contacted as per the below procedure, if declared as a medical emergency and EMS will be instructed by the Clinic Team.
- Parent Contact - For severe situations the below emergency procedure will be followed.
- Parent Contact - For major/minor non life threatening situations the Clinic Team will attempt to contact parents via all means utilising medical form emergency contacts, iSAMS contacts etc.

## **EMERGENCIES:**



**Severe:** Should the Clinic Team respond to a life threatening or severe situation (as defined above) the following procedure must be followed:

- The Clinic Team must be provided with information on the student's name, year group, nature of the incident and the student's condition to allow them to respond appropriately and with the correct equipment,
- First Aiders or trained staff will provide first aid until the Clinic Team arrives.
- The Head of School AND Health & Safety Officer must be notified
- SLT will be responsible for all subsequent coordination and actions - including the coordination of calls to parents.
- If you are in attendance at a serious incident and an instruction is made to 'call the emergency services' **ALL BYSTANDERS** must take the initiative to do so - it is not the role of the Clinic Team. Announce that you are making the call to the emergency services and gather the information as directed by the call centre.
- If you are a Bystander and have not heard a response to the instruction to call emergency services, make an announcement to check if the call has been made. If you are still in doubt - call the emergency services.
- In the event that parents cannot be contacted, and the patient requires emergency hospital treatment they will be transferred to KCH as per the Emergency Transfer Agreement unless the parent has stated otherwise in the medical consent form of the child. In the event that the parent is unreachable, and no consent is obtained, the patient will be transferred to a hospital best suited to the needs of the patient, instructed from Dubai Corporation Ambulance Services.
- In all situations of transfer, the KCH external referral and transfer form should be completed.



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# **Emergency Contact Numbers:**



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## PRIMARY CAMPUS



### EMERGENCY CONTACT NUMBERS



**Alory**  
Manager -  
School Operation  
**056 5454 667**  
EXT. 476

**Dr. Divya**  
School Doctor  
**052 4217 681**  
EXT. 458

**Rehana**  
APS Nurse  
**054 9912 464**  
EXT. 223

**Himanshi**  
APS Nurse  
**056 8309 829**  
EXT. 223

**Sachin**  
Facilities Engineer  
**054 7489 517**  
EXT. 206

**ARCADIA**  
APS Security  
**EXT. 231**

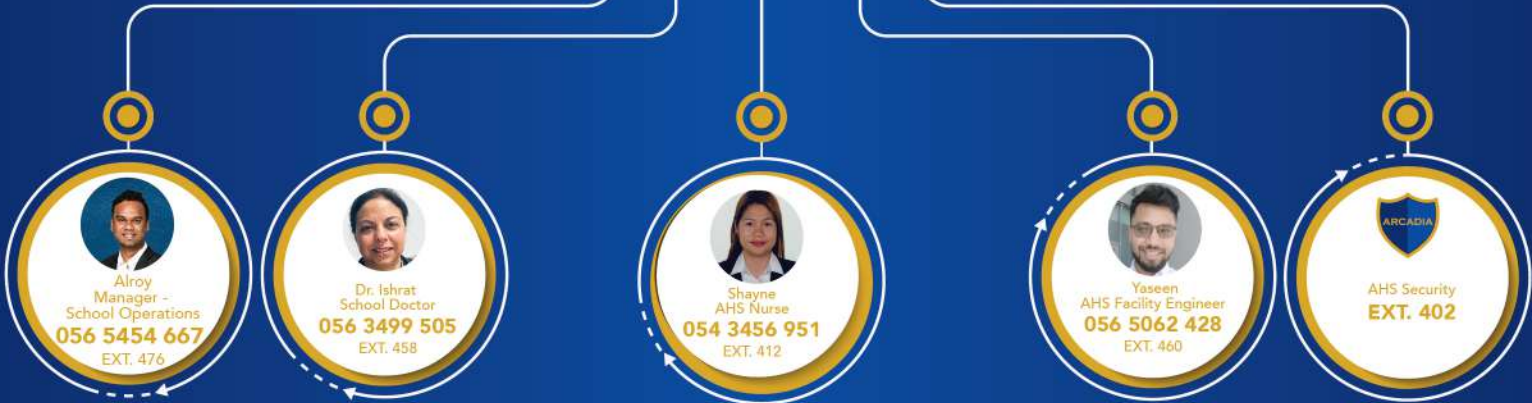


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## SECONDARY CAMPUS



### EMERGENCY CONTACT NUMBERS



  
Alroy  
Manager -  
School Operations  
**056 5454 667**  
EXT. 476

  
Dr. Ishrat  
School Doctor  
**056 3499 505**  
EXT. 458

  
Shayne  
AHS Nurse  
**054 3456 951**  
EXT. 412

  
Yaseen  
AHS Facility Engineer  
**056 5062 428**  
EXT. 460

  
AHS Security  
**EXT. 402**