



Meals on Wheels | Family Respite Centre | Health Promotion Services | Community Integration

Volunteer Program

Client Who Has Fallen and/or Requiring Medical Assistance Policy and Procedure

The Health and Home Care Society of BC (Care BC) will ensure all Meals On Wheels (MOW) volunteers clearly understand the procedures to follow when encountering a client who may have fallen and is unable to get up or a client who may require emergency medical assistance.

Policy:

- Volunteers should NOT move the client under any circumstances.
- Volunteers must notify the MOW office (604-732-7638) if a client has fallen and/or needs medical assistance or denies medical assistance.
- Volunteers are not required to administer First Aid.

Procedure:

If you discover a fallen client who is unable to get up and/or who requires immediate medical attention:

1. Call 9-1-1 immediately to request an ambulance; do not attempt to move the client.
2. Call the MOW office (604-732-7638) as soon as possible to inform them of the event; wait for further instructions. MOW Service Coordinators will notify the family member/contact person of the client.
3. Stay with the client until the ambulance arrives. When the situation is resolved, call the MOW office in order to discuss next steps. MOW Service Coordinator may ask you to continue with your route.

If you suspect that a client might require medical assistance, but the client has refused the service, call the MOW office immediately. MOW Service Coordinators will notify the family member/contact person of the client.

A MOW Service Coordinator will complete a "Client Incident Report" after the event.

Review Date: January 2016