

CLAREMONT EAP IMPACT

MANAGER SUPPLEMENT

How to Respond to a Medical Emergency



Knowing what to do if someone you're with is bleeding profusely or appears to be having a heart attack could save the person's life.

Taking a standard first-aid and CPR class can help prepare you for most medical emergencies. The National

Safety Council, the Red Cross and many hospitals offer classes.

The following suggestions can help you respond appropriately; keeping in mind your organization's emergency procedures.

Burns

For first-degree burns (those without blisters), put the injured area under cool water. Second-degree burns with blisters should be washed with soap and water and treated with an antibiotic ointment. If the blisters are severe, cover the burn with a sterile gauze bandage and seek medical attention.

Seek immediate emergency treatment if the burn is on the face, hands or feet; covers more than one square inch of skin; or causes respiratory problems because of smoke inhalation, indicated by coughing, wheezing, soot-tinged spit or red sores in the mouth.

Choking adult

Stand up and hold the person from behind. Wrap your arms around his or her waist and put one fist against the abdomen. Make sure your fist is slightly above the navel but below the rib cage. Holding your other hand

over your fist, quickly thrust in and up with both hands 4 to 10 times. Call for emergency medical help if the person continues to choke.

Heart attack

If you suspect someone is having a heart attack:

- Call 911 or your local access number for emergency medical service. Tell the dispatcher where you are. Don't hang up until you're told to do so.
- Give the person CPR only if you've been properly trained to do so. While waiting for emergency help to arrive:
- Give the person an aspirin.

If possible, get the person into a relaxed sitting position, with the legs up and bent at the knees, to ease strain on the heart. Loosen tight clothing around the neck and waist. Stay calm and reassuring.

Poisoning

If someone has been poisoned, call a poison-control center or 911. Try to determine what the person has swallowed by finding the product container. Don't induce vomiting unless instructed to do so by medical personnel.

Severe bleeding

Elevate the injured area, support it, then use a sterile pad to apply pressure to the wound. If blood seeps through the pad, place additional clean pads on top of each other. Wear rubber gloves or place plastic bags over your hands to prevent hepatitis or HIV infection. Call for emergency medical assistance.

Stroke

If someone is having a hard time breathing, talking, seeing or moving one side of his or her face or body, the person could be having a stroke. Call 911 or seek emergency medical help right away.

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A Message to Managers from Claremont EAP

Often, the employee who needs their Employee Assistance Program the most doesn't think to call for assistance. A manager's referral to the EAP can be an effective strategy for improving an employee's effectiveness, productivity, motivation and morale. A referral to the EAP can also decrease absenteeism, reduce turnover, foster acceptance of change and reduce stress . . . [An EAP referral can make a difference.](#)





Three Key Tips Toward Better Communication

The following communication techniques will help you better connect with others. By using these techniques, you'll be able to talk about uncomfortable or sensitive topics and reduce the risk that the person could get angry or communication lines could shut down. By asking questions using "I" statements rather than "you" statements, and by being specific, you can improve your communication skills and keep communication lines open.

Ask Questions

Instead of assuming, ask questions. For example, asking a question like, "Did something cause you not to meet this deadline?" is better than making assumptions as to why the person did not fulfill the deadline. In turn, the person will feel less defensive and more able to explain what happened.

Use "I" Rather than "You"

When confronting a person about a problem, use "I" sentences rather than "you" sentences: Approaching someone with "I'd like..." invites a much more positive response than approaching someone with "You don't..." or "You haven't..." For example, use "I need this project completed by the end of the day" instead of "You move too slow on these projects; you need to finish this one today."

Be Specific About What You Need

When you are specific about goals, deadlines, and expectations, other people know exactly what is expected of them and what they need to do. For instance, if you say, "You need to communicate better," the person has to guess on what communicative skills need improving. You can better help your employee know what you expect and what he or she needs to improve on when you say things like, "A customer complained that you did not communicate the details of the product; please work on better explaining these details."

Written by Life Advantages - Author Delvina Miremadi

CONCERNED ABOUT AN EMPLOYEE?

- Work quality
- Productivity
- Change in demeanor
- Attendance problems
- Conflicts or interpersonal problems

Personal problems can impact job performance.

As performance issues emerge, call Claremont EAP for a telephonic management consultation. It is free and confidential. You stay focused on the employee's performance issues while Claremont addresses the underlying cause of the problem. Claremont EAP helps good managers become *better* managers.

DID YOU KNOW?

- Managers can call Claremont for free consultations to discuss employee performance issues, conflicts at work, attendance problems, etc.
- Whether it's a performance issue or you are simply concerned about an employee's well-being, a Claremont management consultant can help develop an action plan for improvement.
- EAP is a tool to be used in conjunction with your organization's regular disciplinary procedures, not as a substitute.

800.834.3773

www.claremonteap.com