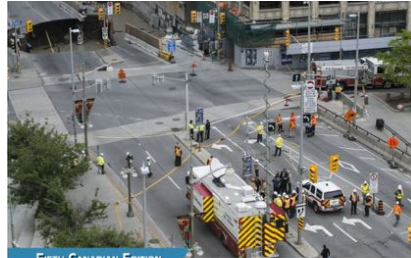


# Emergency Medical Responder: A Skills Approach

Fifth Canadian Edition



FIFTH CANADIAN EDITION

## EMERGENCY MEDICAL RESPONDER

A SKILLS APPROACH

MEETS PARAMEDIC ASSOCIATION OF CANADA'S  
NATIONAL OCCUPATIONAL COMPETENCY PROFILE



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## Chapter 2

The Well-Being of the  
Emergency Medical Responder

## Objectives (1 of 2)

- Identify reactions that may be experienced by the EMR, a patient, or a patient's family during or after a critical incident. Describe how these emotions may manifest themselves and how you as an EMR can respond to them.
- Describe ways to show care and compassion and display empathy for dying patients and their families.



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## Objectives (2 of 2)

- Recognize signs and symptoms of stress and explain strategies for dealing with its impact on you and your family.
- List proper cleanup and contaminated waste disposal methods.
- Describe the need for scene safety and which personal precautions should be taken in a variety of emergency situations.

## The Grieving Process Has Five Stages

- 1) Denial
- 2) Anger
- 3) Bargaining
- 4) Depression
- 5) Acceptance

## Dealing with a Dying Patient (1 of 2)

- Maintain the patient's dignity
- Show respect to the patient
- Communicate
- Allow family members to vent
- Listen with empathy

## Dealing with a Dying Patient (2 of 2)

- Don't give false assurances, but allow hope
- Use a gentle tone of voice
- Assure patient that everything possible is being done
- Do what you can to comfort the family

## Stress

- Stress is any change in the body's internal balance. It occurs when outside demands are greater than the body's resources.

## Stress and EMS

- Many EMRs expose themselves to a great deal of stress in order to meet the needs of their patients
  - shift work
  - inadequate sustenance
  - a stressful job environment
  - dealing with stressful calls
  - critical incidents

## Recognize the Signs of Stress



**Figure 2-1** The warning signs of stress.

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## How to Deal with Stress

- Remind yourself that the patient desperately needs you and your skills
- Close your eyes and take several long, deep breaths
- Hum quietly and sing peaceful songs
- Eat properly to maintain your blood sugar

## Lifestyle Changes to Avoid Stress

- Cut caffeine, sugar, and alcohol
- Avoid fatty foods
- Avoid self medicating
- Exercise more often
- Learn to relax
- Pray
- Maintain balance in your life

## Strategies for Managing Critical Incident Stress (1 of 2)

- Pre-incident stress education
- On-scene peer support
- One-on-one support
- Disaster support services

## Strategies for Managing Critical Incident Stress (2 of 2)

- Follow-up services
- Spouse and Family support
- Community outreach programs
- Other general health and welfare initiatives

## Critical Incident Stress Debriefing (CISD)

- Defusing
- Debriefing

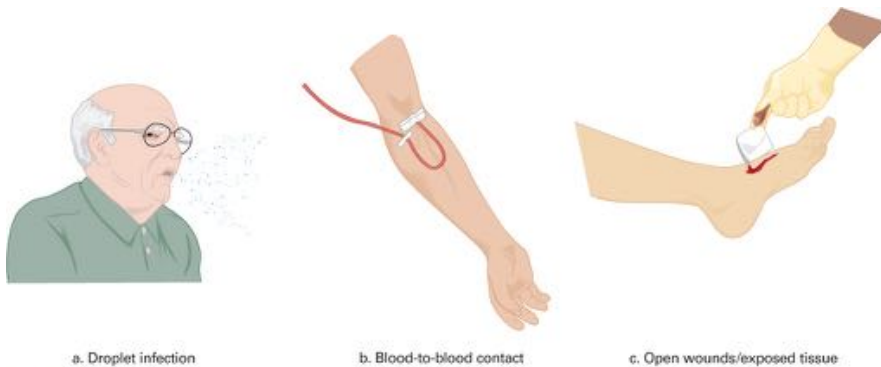
## Incidents Potentially Requiring CISD

- LODD death or serious injury
- Multi-casualty incident
- EMS worker suicide
- Event attracting media attention
- Injury or death of someone you know
- Any disaster

## Preventing Disease Transmission



## Figure 2-4 How Infectious Diseases Can Spread



a. Droplet infection      b. Blood-to-blood contact      c. Open wounds/exposed tissue

**Figure 2-4** How infectious diseases can spread.

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## Disease Transmission

**Direct** — blood to blood contact

- Open wounds
- Exposed tissues
- Mucous membranes of eyes or mouth

**Indirect** — by way of a contaminated object

- Needles
- Inhaled airborne droplets

## Diseases of Concern

- Hepatitis B & C
- Tuberculosis
- Acquired Immune Deficiency Syndrome
- SARS
- H1N1
- Others?

## Handwashing (1 of 2)



**Figure 2-7a** The first line of protection against infectious disease is handwashing.

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**Figure 2-7b** Anti-microbial hand lotion can offer extended protection.

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## Handwashing (2 of 2)

- Wash your hands well and often
- Keeping clean hands can be your first, last, and best line of defence

## Personal Protective Equipment (PPE) (1 of 2)



**Figure 2-9** Personal protective equipment (PPE) includes safety glasses or goggles, face mask or shield, gown or apron, gloves, cap, and shoe coverings.

## Personal Protective Equipment (PPE) (2 of 2)

- Eye protection
- Gloves
- Gowns
- Masks

## Immunizations

- Tetanus prophylaxis (every 10 years)
- Hepatitis B vaccine
- Influenza vaccine
- Polio vaccine
- Measles, mumps, rubella (MMR) vaccine

## Scene Safety

### **If the Scene Is Unsafe, Make It Safe Before You Enter!** (1 of 2)

Decide whether the scene is safe to approach the patient.

Look for:

- MVA or airplane crashes
- Presence of toxic substances
- Crime scenes
- Presence of a weapon of any kind

## **If the Scene Is Unsafe, Make It Safe Before You Enter!** (2 of 2)

Decide whether the scene is safe to approach the patient.

Look for:

- Possible drug or alcohol use
- Arguing, threats, violent behaviour, broken glass, overturned furniture
- Unstable surfaces like water or ice