



American  
Heart  
Association.

STUDENT WORKBOOK

# HEARTSAVER<sup>®</sup>

A photograph of a man with glasses and a white shirt, smiling broadly and gesturing with his hands as if in conversation. He is seated at a table with two other people, whose backs are partially visible. The background is a bright, out-of-focus indoor setting.

FIRST AID | CPR | AED

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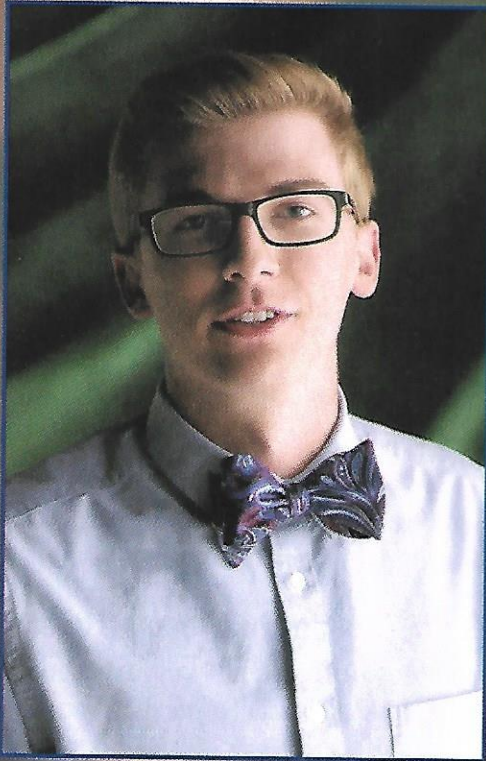
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## *Kurt's Story* Survivor's Story



*"I have someone in my arms who is dying."*

It was early in my shift at the café, around 8:45 on a Monday morning, and I was still feeling tired and groggy. A customer ran up to the counter and asked, "Does anyone know CPR?" A man had collapsed outside, on the patio.

Suddenly, I was wide awake.

I didn't have formal training in cardiopulmonary resuscitation—that's CPR—but I had learned some skills from the American Heart Association website and from Boy Scouts, when I was a kid. At first, I was nervous, but there was no time to waste—somebody needed help now.

Outside, the adrenaline kicked in like a shot of espresso, and I knew exactly what to do. The customer had collapsed in a patio chair. I'll never forget his face—it was as pale as a piece of paper. He wasn't breathing, moving, or responding.

While someone called 9-1-1, we lowered the man to the patio. I remember thinking, "I have someone in my arms who is dying." Another barista held the man's head, and I started CPR. I put both hands on the center of his chest and just started pushing, hard and fast. I kept doing chest compressions and breaths for about 2 minutes, until medical help arrived.

After medical help took over, I washed up, tied my apron on, and went back to serving coffee. But for the rest of my shift, I wondered how that customer was doing.

Later, I found out he was a 66-year-old man named Mike. He survived his cardiac arrest and is doing well. I also found out that most people who witness a cardiac arrest either don't know CPR or are afraid to do it. So, they call 9-1-1—and then they wait. Medical help gets there as fast as they can, but in the United States, it still takes an average of 4 to 10 minutes for them to reach someone in cardiac arrest. The problem is, when someone's heart stops, death occurs within 10 minutes. That means receiving CPR from a bystander is a person's only chance to survive until medical help arrives. It also means any CPR is better than no CPR.

My career goal is to become an emergency medical technician and do search and rescue. But you don't have to be a medical professional to help save a life. By learning CPR, you too can be ready to help someone in cardiac arrest. It might even be a friend or a family member whose life is in your hands.

On your next coffee break, why not take the time to learn CPR?

# Introduction

## What You Will Learn in This Course

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Welcome to the Heartsaver® First Aid CPR AED Course. During this course, you will gain knowledge and skills that may help save a life. But the most important goal of this course is to teach you to act in an emergency. Sometimes, people don't act because they are afraid of doing the wrong thing. Recognizing that something is wrong and phoning 9-1-1 for help are the most important things you can do.

We'll also teach you how to keep yourself safe by assessing the scene *and* using personal protective equipment (PPE). And we'll discuss Good Samaritan laws, which protect first aid rescuers.

This book contains all the information that you need to understand and perform lifesaving CPR and first aid skills correctly. During the course, you will practice these skills and receive valuable coaching from your instructor.

The video in the course will cover many, but not all, of the skills in this workbook. So, to be fully prepared to help in an emergency, it is important to read this book before your class and regularly refer to it as a resource.

### Successful Course Completion

During the course, you will be asked to practice and demonstrate important skills. As you read and study this workbook, pay attention to those skills.

If you complete all course requirements and demonstrate the skills correctly, you'll receive a course completion card. Your course completion card is valid for 2 years.

### CPR AED Course Objectives\*

At the end of the CPR AED portion of this course, you will be able to

- Describe how high-quality CPR improves survival
- Explain the concept of the Chain of Survival
- Recognize when someone needs CPR
- Describe how to perform CPR with help from others
- Demonstrate giving effective breaths by using mouth to mouth or a mask for all ages
- Demonstrate performing high-quality CPR for an adult, a child, and an infant
- Demonstrate using an AED on an adult and on a child
- Describe when and how to help a choking adult or child
- Demonstrate how to help a choking infant

\*Course objectives may vary on the basis of the course topics taught.

### First Aid Course Objectives\*

This course also includes first aid. At the end of the first aid portion, you will be able to

- List the priorities, roles, and responsibilities of first aid rescuers
- Describe the key steps in first aid
- Demonstrate removing protective gloves
- Demonstrate finding the problem
- Describe the assessment and first aid actions for these life-threatening conditions: heart attack, difficulty breathing, choking, severe bleeding, shock, and stroke
- Describe when and how to help a choking adult, child, or infant

- Demonstrate how to help a choking infant
- Demonstrate how to use an epinephrine pen
- Demonstrate how to control bleeding and apply bandaging
- Recognize elements of common illnesses and injuries
- Describe the benefits of living a healthy lifestyle and the risks of smoking and vaping
- Describe how to find information on preventing illness and injury
- Recognize the legal questions that apply to first aid rescuers

\*Course objectives may vary on the basis of the course topics taught.

## Heartsaver Terms and Concepts

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The following key terms and concepts are used throughout this course:

### First Aid

*First aid* is the immediate care that you give a person with an illness or injury before rescuers with more advanced training arrive and take over.

Anyone, in any situation, can start giving first aid. It may help an ill or injured person recover more completely or more quickly. In serious emergencies, first aid can mean the difference between life and death.

Most often, you'll give first aid for minor illnesses or injuries. But you may also give first aid for problems that could become life threatening, such as providing aid for a heart attack, applying a tourniquet for severe bleeding, or giving epinephrine for a severe allergic reaction.

### Preventing Illness and Injury

Being able to see an accident coming and helping to prevent illness and injury are important parts of your role as a first aid rescuer.

### Responsive vs Unresponsive

During an emergency, the person you are helping might become unresponsive. Here is how to decide whether someone is responsive or unresponsive:

- *Responsive*: A person who is responsive will move, speak, blink, or otherwise react to you when you tap them and ask, "Are you OK?"
- *Unresponsive*: A person who does not move, speak, blink, or otherwise react is unresponsive.

For someone who is unresponsive, you will learn to check to see if that person needs CPR.

### Agonal Gasps

A person in cardiac arrest will not be breathing normally or may only be gasping. When we refer to *gasps*, we mean agonal gasps. Agonal gasps are frequently present in the first minutes after cardiac arrest.

Someone who is gasping will seem to be drawing air in very quickly and may even move their mouth, jaw, head, or neck. The gasp may sound like a snort, snore, or groan. These gasps may appear forceful or weak. Some time may pass between gasps because they often happen at a slow rate.

Gasping is not regular or normal breathing. It's a sign of cardiac arrest in someone who is unresponsive.

## Cardiopulmonary Resuscitation

*CPR* stands for cardiopulmonary resuscitation. When a person's heart stops suddenly, receiving CPR can double or even triple the chances of survival.

CPR is made up of 2 skills:

- Providing compressions
- Giving breaths

A *compression* is the act of pushing down hard and fast on the chest. When you push on the chest, you pump blood to the brain and other organs. To give CPR, you provide sets of 30 compressions and 2 breaths.

## Automated External Defibrillator

*AED* stands for automated external defibrillator. It's a lightweight, portable device used to detect abnormal cardiac rhythms that require treatment. An AED can deliver an electrical shock to convert the rhythm back to normal.

When you give first aid, you will need to get the first aid kit and sometimes an AED. AEDs should be located in a building's main office, high-traffic area, or break room or in a high-risk area, such as a gym—anywhere that the most people can see and access them in an emergency.

Always find out the location of the nearest first aid kit and AED so that you can provide the best possible help if someone is ill or injured.

## Adults, Children, and Infants

In this course, we use the following age definitions:

- **Adult:** Adolescent (after the onset of puberty) and older
- **Child:** 1 year of age to puberty
- **Infant:** Less than 1 year of age

Signs of puberty include chest or underarm hair on boys and any breast development for girls.

Treat anyone who has signs of puberty as an adult. If you are not sure whether someone is an adult or a child, provide emergency care as if the person is an adult.

## Phone 9-1-1

In this course, we say, "phone 9-1-1." You may have a different emergency response number. If you do, phone your emergency response number instead of 9-1-1.

In an emergency, use the most readily available phone. This may be your own cell phone or the cell phone of someone who comes to help. After phoning 9-1-1, put the phone on speaker mode, if possible, so that the person providing emergency care can talk to the dispatcher.



## Course Delivery and Options

This course will help prepare you for the most common types of first aid emergencies and equip you with CPR skills for adults, children, and infants. As part of Heartsaver First Aid CPR AED, the American Heart Association (AHA) designed a course that is flexible in its delivery, with the most current relevant science and information. It includes core concepts that you will be required to complete. In addition to these topics, your instructor may include optional topics. Check with your respective agency or workplace to ensure that the course or course path fulfills their requirements.

- **Heartsaver** is designed to be flexible for students who need to review only certain topics to meet requirements for the Heartsaver First Aid CPR AED Course. Course objectives may vary on the basis of the course topics taught.
- **Heartsaver Total** is designed to meet licensing requirements for Occupational Safety and Health Administration (OSHA) and other regulatory agencies.

In addition to the Heartsaver and Heartsaver Total course options, this course may be realigned to meet the needs of many audiences. Heartsaver First Aid CPR AED is designed to allow instructors the flexibility to target specific audience needs.

If you are a teacher or an office worker, your instructor may create an agenda that will be more targeted toward your first aid and CPR AED needs. For more information on those specific path topics, refer to Table 1.

**Table 1. Topic List for Course and Path Options\***

Topic	Heartsaver	Heartsaver Total	Office	Educator
			Recommended topics for these paths	
<b>Introduction (for all)</b>	✓	✓	✓	✓
<b>CPR and AED Use for Adults<sup>†</sup></b>	✓	✓	✓	✓
<b>CPR and AED Use for Children<sup>†</sup></b>	Optional	Optional	Optional	✓
<b>CPR for Infants<sup>†</sup></b>	Optional	Optional	Optional	Optional
<b>How to Help an Adult With a Drug Overdose Emergency</b>	Optional	✓	Optional	Optional
<b>Water Safety</b>	Optional	✓	Optional	Optional
<b>Duties, Roles, and Responsibilities of First Aid Rescuers (finding the problem<sup>†</sup>)</b>	✓	✓	✓	✓
<b>Personal Safety (exposure to blood and removing gloves<sup>†</sup>)</b>	✓	✓	✓	✓
<b>Breathing Problems (Asthma)</b>	Optional	✓	Optional	Optional
<b>Choking in an Adult, a Child, or an Infant</b>	Optional	✓	Optional	Optional

*(continue)*

Topic	Heartsaver	Heartsaver Total	Office	Educator
			Recommended topics for these paths	
Allergic Reactions (using an epinephrine pen <sup>†</sup> )	✓	✓	✓	✓
Heart Attack	✓	✓	✓	✓
Fainting	Optional	✓	Optional	Optional
Diabetes and Low Blood Sugar	Optional	✓	✓	✓
Stroke	✓	✓	✓	✓
Seizure	Optional	✓	✓	✓
External Bleeding (direct pressure and bandaging <sup>†</sup> and tourniquet)	✓	✓	✓	✓
Shock	Optional	✓	Optional	Optional
Wounds (Bleeding From the Nose, Bleeding From the Mouth, Tooth Injuries, and Eye Injuries)	Optional	✓	✓	✓
Penetrating and Puncturing Injuries	Optional	✓	✓	✓
Amputation	Optional	✓	✓	✓
Internal Bleeding	Optional	✓	✓	✓
Concussions	Optional	✓	Optional	✓
Head, Neck, and Spine Injuries	Optional	✓	✓	✓
Broken Bones and Sprains	Optional	✓	Optional	✓
Splinting	Optional	✓	Optional	✓
Burns and Electrical Injuries	Optional	✓	Optional	✓
Bites and Stings	Optional	✓	Optional	✓
Heat-Related Emergencies	Optional	✓	Optional	✓
Cold-Related Emergencies	Optional	✓	Optional	✓
Poison Emergencies	Optional	✓	Optional	✓
Risks of Smoking and Vaping	Optional	✓	Optional	Optional
Benefits of a Healthy Lifestyle	Optional	✓	Optional	✓
Preventing Illness and Injury	Optional	✓	✓	✓

\*Topic groups vary by course or path.

<sup>†</sup>Topic requires a skills test.

## Legal Concerns

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### Deciding to Provide First Aid

Providing first aid and CPR may be part of your job description. If so, you must help while you're working. However, when you're off duty, you can choose whether to provide first aid. If you choose to help, first ask if you can help. Anyone has the right to refuse your help.

### Good Samaritan Laws

If you have legal questions about providing first aid, you should know that all states have Good Samaritan laws that protect anyone who gives first aid and CPR. The laws differ from state to state, so be sure to check the laws in your area or talk to your instructor.

### Protecting the Person's Privacy

As a first aid rescuer, you may learn private things about the people you help, such as a medical condition. Give all information about an ill or injured person to EMS rescuers. If you are in your workplace, also give this information to your company's emergency response program supervisor. You may need to fill out a report for your company.

If an emergency does happen in your workplace, you must not share any information you learn with other coworkers. Keep private things private.

### Have Confidence in Your Training

Thank you for taking the Heartsaver First Aid CPR AED Course. As a first aid rescuer, you can prevent further illness or injury, reduce suffering, and help someone heal faster—you might even save a life.

Refresh your knowledge by reviewing this book often, and keep the digital reference guide handy. Even if you don't remember all the steps exactly, it is important for you to try. Any help is better than no help at all. More than anything, we want you to have both the knowledge and the confidence to act in an emergency. Recognizing that something is wrong and getting help on the way is one of the most important things you can do.

We also want to recognize the heroes who step in to help save a life during an emergency. If you have a story to share or want to be inspired by other survivor stories, please visit [heart.org/heart saverhero](http://heart.org/heart saverhero).

# First Aid Rescuers

## Duties, Roles, and Responsibilities of First Aid Rescuers

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Some people may be required to perform first aid while they are at work. For example, police officers, firefighters, flight attendants, lifeguards, teachers, and park rangers may have a duty to give first aid when they are working. Others may not have a duty to respond but want to know how to help their family members, friends, coworkers, and customers in the event of an emergency.

## Your Role in the EMS System

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Your role as a first aid rescuer is to

- Recognize that an emergency exists
- Make sure that the scene is safe for you and the ill or injured person
- Phone 9-1-1
- Provide care until someone with more advanced training arrives and takes over

When you phone 9-1-1, you activate a network of emergency responders, or emergency medical services (EMS). Getting help on the way quickly in an emergency can save a life.

## Find the Problem

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Before you give first aid, assess the ill or injured person to find out what the problem is. Sometimes the problem is apparent, and you can begin to give first aid. Other times, the problem may not be easily seen, and you will have to follow the below steps before providing first aid. They are listed in order of importance, with the most important step listed first.

### **Actions to Take: Find the Problem**

- Make sure that the scene is safe.
- Check to see if the person responds. Approach the person, tap them, and shout, "Are you OK? Are you OK?" (Figure 1)

*If the person is responsive*

- Ask if you can help.
- If the person only moves, moans, or groans, shout for help. Phone or send someone else to phone 9-1-1 and get the first aid kit and an AED.
- Check for breathing.
  - If the person is breathing and doesn't need immediate first aid, look for any obvious signs of injury, such as bleeding, broken bones, burns, or bites.
  - Look for any medical information jewelry. It can tell you if the person has a serious medical condition (Figure 2).

*(continued)*

### Actions to Take: Find the Problem *(continued)*

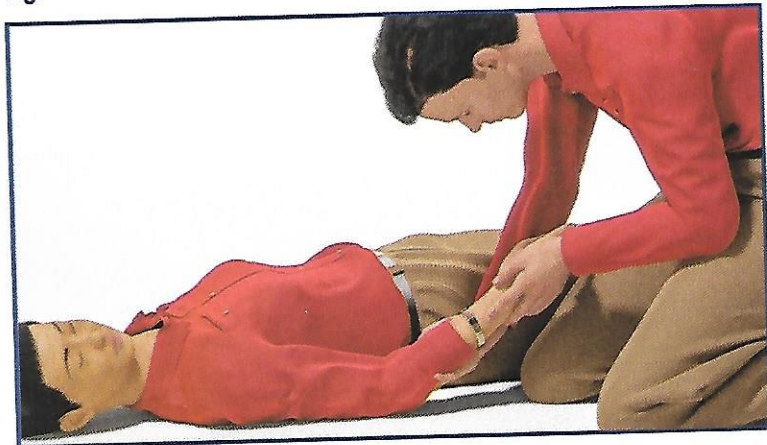
*If the person is unresponsive*

- Shout for help and phone 9-1-1.
  - Phone or send someone else to phone 9-1-1 and get a first aid kit and AED.
  - If you are alone and have a cell phone, put it on speaker mode and phone 9-1-1. Go get the first kit and AED yourself.
- Check for breathing.
  - If the person is breathing normally, stay with them until advanced help arrives. Check for injuries and medical information jewelry.
  - If the person is not breathing normally or is only gasping, begin CPR and use an AED (see the CPR and AED section).
- Stay with the person until advanced help arrives.

**Figure 1.** Check to see if the person is responsive or unresponsive. Tap and shout, "Are you OK?"



**Figure 2.** Look for medical information jewelry.



## When to Phone 9-1-1

As you assess the need for first aid, it's important to know when and how to phone for help. Phoning 9-1-1 activates the EMS network of responders. Once you phone 9-1-1, the dispatcher—the person who answers 9-1-1 calls—will guide you in what to do until help arrives. People with advanced training (emergency medical technicians, paramedics, and others) usually arrive and take over soon after you call.

Make sure you know the nearest location of a phone to use in an emergency (Figure 3). In many workplaces, the first aid kit and AED are stored right by the emergency phone.

**Figure 3.** Know the location of the nearest phone to use in an emergency. You also should know where the first aid kit and AED are stored.



## When to Phone for Help

Your company may have its own instructions about when you should phone the emergency response number (or 9-1-1).

As a rule, you should phone 9-1-1 and ask for help whenever someone is seriously ill or injured or you are not sure what to do in an emergency.

Some examples of when you should phone 9-1-1 are if the ill or injured person

- Doesn't respond to voice or touch
- Has chest discomfort (a sign of a possible heart attack)
- Shows signs of a stroke
- Has a problem breathing
- Is suspected of having a drug overdose
- Has a severe injury or burn
- Has severe bleeding
- Has a seizure
- Suddenly can't move a part of the body
- Received an electric shock
- Was exposed to poison

## How to Phone for Help

It's also important for you to know how to phone for help from your location. Do you know how to activate the emergency response number in your workplace? For example, do you need to dial 9 for an outside line? Or is there an internal number to phone that will notify responders who are on-site? Write the emergency response number in this student workbook, in the first aid kit, and near the telephone.

### Actions to Take: Phone for Help

#### *If you are alone*

- Shout for help.
- If no one answers and the person needs immediate care and you have a cell phone, phone 9-1-1 and put the phone on speaker mode.
- Listen to the dispatcher's instructions, such as how to give first aid, perform CPR, or use an AED.

#### *If you are with others*

- Stay with the ill or injured person and be ready to give first aid or CPR if you know how.
- Send someone else to phone 9-1-1 and get the first aid kit and AED if available.
- Have the person put the phone on speaker mode so that you can receive instructions from the dispatcher.

## Follow the Dispatcher's Instructions

When you're on the phone with the dispatcher, don't hang up until the dispatcher tells you to. Answering the dispatcher's questions won't delay the arrival of help. Knowing the address of your location will help emergency responders reach you more quickly. That's why it's important to always be aware of your surroundings.

## First Aid Kit Maintenance

One responsibility of a first aid provider is to maintain the first aid kit. The kit should always contain the supplies you'll need for most common emergencies.

**Table 2** is a sample list of contents for a first aid kit. The list divides recommended first aid kit supplies into 2 categories: Class A and Class B. Class A kits are suitable for homes or smaller workplaces. Class B kits are for larger workplaces and are designed to treat injuries more often found in densely populated workplaces with complex or high-risk environments, such as warehouses, factories, and outdoor areas. Use your best judgment on which class is most suitable for your location, and always be sure to restock the kit after any emergency. These lists follow the standards of the American National Standards Institute (ANSI); you can find more information at [ansi.org](http://ansi.org).

**Table 2. Sample First Aid Kit List**

First aid supply	Minimum quantity		Minimum size or volume	
	Class A kits	Class B kits	US	Metric
Adhesive bandage	16	50	1 × 3 in	2.5 × 7.5 cm
Adhesive tape	1	2	2.5 yd (total)	2.3 m
Antibiotic application	10	25	1/57 oz	0.5 g
Antiseptic	10	50	1/57 oz	0.5 g
Breathing barrier	1	1	N/A	N/A
Burn dressing (gel soaked)	1	2	4 × 4 in	10 × 10 cm
Burn treatment	10	25	1/32 oz	0.9 g
Cold pack	1	2	4 × 5 in	10 × 12.5 cm
Eye covering (with means of attachment)	2	2	2.9 sq in	19 sq cm
Eye skin wash	1 fl oz total			29.6 mL
		4 fl oz total		118.3 mL
Hand sanitizer	6	10	1/32 oz	0.9 g
Medical exam gloves	2 pair	4 pair	N/A	N/A
Roller bandage (2 inch)	1	2	2 in × 4 yd	5 cm × 3.66 m
Roller bandage (4 inch)	0	1	4 in × 4 yd	10 cm × 3.66 m
Scissors	1	1	N/A	N/A
Splint	0	1	4.0 × 24 in	10.2 × 61 cm
Sterile pad	2	4	3 × 3 in	7.5 × 7.5 cm
Tourniquet	0	1	1 in (width)	2.5 cm (width)
Trauma pad	2	4	5 × 9 in	12.7 × 22.9 cm
Triangular bandage	1	2	40 × 40 × 56 in	101 × 101 × 142 cm
Directions for requesting emergency assistance (including a list of important local emergency telephone numbers, such as the police, fire department, EMS, and poison control center*)	1	1	N/A	N/A
Heartsaver First Aid Digital Reference Guide*	1	1	N/A	N/A

\*Items marked with an asterisk are in addition to those listed in the ANSI guidelines.



### **Actions to Take: Maintain the First Aid Kit**

- Keep the supplies in a sturdy, watertight container that is clearly labeled.
- Know where the first aid kit is.
- Replace what you use so that the kit will be ready for the next emergency.
- Check the kit at the beginning of each work period for expired supplies, and make sure it is complete and ready for an emergency.

# Personal Safety

For every emergency, you will want to take these actions to protect yourself and the victim:

1. Assess the scene.
2. Take universal precautions.

## Assess the Scene

First, make sure the scene is safe. Be aware of any danger for you, the ill or injured person, and anyone else nearby. Do this every time you are providing first aid or CPR. Continue to be mindful of the scene while you provide first aid or CPR for changes that could make the scene unsafe. You can't help if you're injured yourself.

### Watch for Unsafe Places

Some places that may be unsafe are

- A busy street or parking lot
- An area where power lines are down
- A room with noticeable fumes

#### Actions to Take: Assess the Scene

When you look around, ask yourself these questions:

- **Danger:** Is there danger for you or the ill or injured person? Move an injured person only if they are in danger or if you need to move them to safely provide first aid or CPR.
- **Help:** Are others around to help? If so, have someone phone 9-1-1. If no one else is near, phone for help yourself.
- **Who:** Who is ill or injured? Can you tell how many people are hurt and what happened?
- **Where:** Where are you? You'll need to tell others how to get to you—in particular, the 9-1-1 dispatcher. If other bystanders are at the scene, send one to meet the emergency responders and lead them to the scene.

### Moving an Ill or Injured Person

When giving first aid, you might wonder, "Should I move an ill or injured person?"

The answer is generally no—especially if you suspect a pelvic or spinal injury.

However, there are times when you should move the person, such as the following:

- If the area is unsafe for you or the ill or injured person, move to a safe location.
- If a person is unresponsive and breathing normally, you can roll the person onto their side. This may help keep their airway open in case they vomit.

One way to move someone is to drag them by their clothes (Figure 4). Simply grab the person's clothes at the shoulders and pull them to safety.

**Figure 4.** The shoulder pull is a way to move an ill or injured person.



## Take Universal Precautions

After you assess scene safety, there are certain precautions you should always take. These precautions are called *universal* because you should use them in every emergency. You'll use these precautions because you could come into contact with blood and other body fluids—and you should treat these fluids as though they could contain germs that can cause diseases.

### Personal Protective Equipment

Your first aid kit includes PPE, such as eye protection and medical gloves. Always wear them when you are giving first aid. They help keep you safe from body fluids, such as blood, saliva, and urine. The first aid kit also contains a mask for giving breaths in case you need to give CPR.

Some people are allergic to latex. Others have developed a sensitivity to latex that can cause serious reactions. This is why you should use nonlatex gloves if possible.

#### Actions to Take: Universal Precautions

- Wear PPE whenever necessary (Figure 5).
  - Wear protective gloves whenever you give first aid.
  - Wear eye protection if the ill or injured person is bleeding or vomiting.
- Place all disposable equipment that has touched blood or body fluids in a biohazard waste bag (Figure 6) or as required by your workplace.
  - To dispose of the biohazard waste bag, follow your company's plan for hazardous waste.
- After properly removing your gloves, wash your hands well with soap and lots of water for 20 seconds.

**Figure 5.** Wear protective gloves whenever you give first aid, and wear eye protection if the ill or injured person is bleeding or vomiting.



**Figure 6.** Place all disposable equipment that has touched body fluids, including the gloves you wore, in a biohazard waste bag if one is available. Dispose of the bag according to company policy.



While the AHA always recommends the use of PPE and this course will often show PPE being used, it's possible you may find yourself in an emergency where PPE is unavailable. In this situation, use your best judgment for how to render first aid. If the person's blood does touch your skin or splash in your eyes or mouth, take action.

### Actions to Take: Exposure to Blood

- Remove your gloves, if you are wearing them.
- Immediately wash your hands and rinse the contact area with soap and lots of water for 20 seconds.
- Rinse your eyes, your nose, or the inside of your mouth with plenty of water if body fluids splattered on any of these areas.
- Contact a healthcare provider as soon as possible.

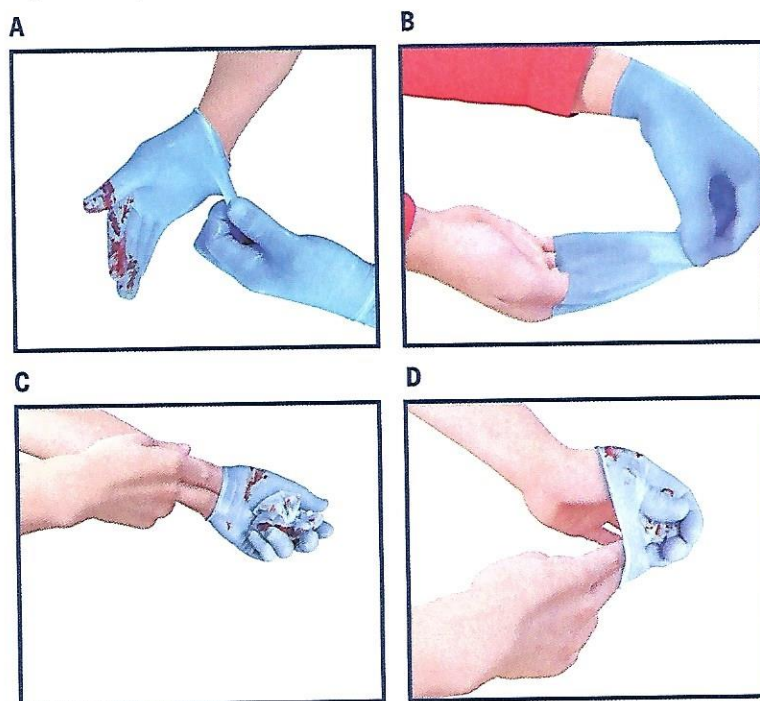
### Remove Protective Gloves Properly

Most of us have worn some type of glove in our lifetime, and you probably removed them without much thought. However, because of the risk of infection, using protective gloves and taking them off correctly are important safety steps. Always dispose of protective gloves properly so that anyone else who comes into contact with the biohazard waste bag will not be exposed to blood or other body fluids.

### Actions to Take: Remove Protective Gloves

- Grip one glove on the outside near the cuff and peel it down until it comes off inside out (Figure 7A).
- Cup it with your other gloved hand (Figure 7B).
- Place 2 fingers of your bare hand inside the cuff of the glove that is still on your other hand (Figure 7C).
- Peel that glove off so that it comes off inside out with the first glove inside of it (Figure 7D).
- If blood or blood-containing material is on the gloves, dispose of the gloves properly.
  - Put the gloves in a biohazard waste bag.
  - If you do not have a biohazard waste bag, put the gloves in a plastic bag that can be sealed before you dispose of it.
- Always wash your hands after removing gloves, just in case blood or other body fluids came into contact with your hands.

**Figure 7.** Proper removal of protective gloves without touching the outside of the gloves.



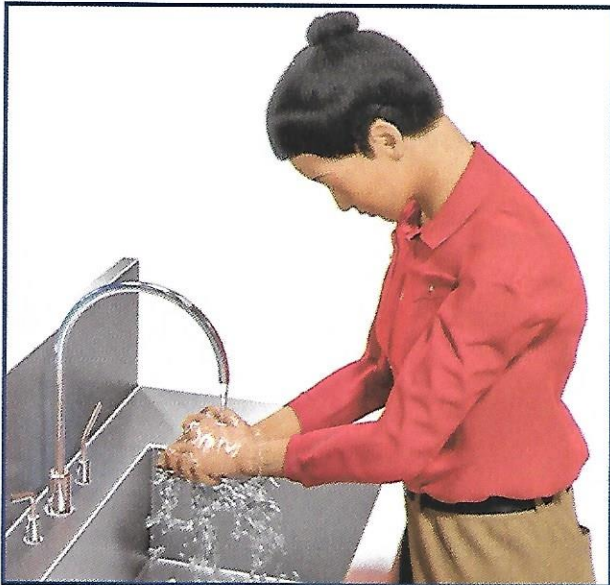
## Practice Good Hand Hygiene

Even if you've been wearing protective gloves, wash your hands in case body fluids came into contact with them. Washing your hands often and not touching your face is one of the best things you can do for your health and the health of those around you, even if you haven't been exposed to blood or other body fluids.

### **Actions to Take: Wash Hands Well**

- Wet your hands with clean running water (warm if available) and apply soap.
- Rub hands together and scrub all surfaces of hands and fingers for at least 20 seconds (Figure 8).
- Rinse hands with lots of running water.
- Dry your hands using a paper towel or air dryer. If possible, use your paper towel to turn off the faucet.

**Figure 8.** Wash your hands well with soap and lots of water after taking off your gloves.



## Using Waterless Hand Sanitizer

If you can't wash your hands right away, use waterless hand sanitizer. Rub your hands together so that the sanitizer covers the tops and bottoms of both hands and all fingers. Then, let the sanitizer air dry.

As soon as you can, wash your hands with soap and water.

## Personal Safety: Review Questions

1. When you are providing first aid, you should
  - a. Wear PPE
  - b. Only wear PPE if you do not know the person
  - c. Not be concerned about PPE if you wash your hands
  - d. Use cloth gloves to protect your hands
2. When you phone for help, you should stay on the line with the dispatcher until
  - a. People with more advanced training arrive
  - b. The dispatcher tells you it's OK to hang up
3. After giving first aid at your workplace, you
  - a. Can talk about what happened with anyone you want
  - b. Cannot discuss anything with coworkers; you must keep private things private
  - c. Can speak to a reporter about the incident
  - d. Can discuss the incident with your immediate coworkers only
4. You should wash your hands for at least
  - a. 10 seconds
  - b. 15 seconds
  - c. 20 seconds
  - d. 3 minutes
5. When assessing the scene, you should consider which of the following?
  - a. Danger to yourself and others
  - b. How many people are injured or ill
  - c. Where the nearest telephone is
  - d. All of the above
6. You should replace any supplies you use from the first aid kit.
  - a. True
  - b. False
7. Why should you wear personal protective equipment?
  - a. To protect yourself from bloodborne diseases
  - b. To impress people during treatment
  - c. To avoid getting your own clothes dirty

8. When you provide care to an injured person at work, be sure to
  - a. Write a report of the incident if your company requires it
  - b. Post a report to the company bulletin board
  - c. Tell the person to get a doctor's note before returning to work
9. It is important to properly remove your gloves after giving first aid so that
  - a. Contaminants on the gloves can be analyzed later
  - b. You don't touch the body fluids of the person you are helping
  - c. The body fluids on the gloves don't touch the person you are helping
10. If you find someone unresponsive on the ground, first look for
  - a. The person's cell phone
  - b. The person's driver's license
  - c. Medical information jewelry

**Answers:** 1. a, 2. b, 3. b, 4. c, 5. d, 6. a, 7. a, 8. a, 9. b, 10. c