# 2025 First Aid Drill

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| **Building:** 305  Nanaimo Campus | **Date:** 4/10/2025 |
| **Attendees:**  Kordell Bergen Kim Sharpe Erin Bascom John Hansey James Olsen | **Drill Description:**  As part of the November 1, 2024 OHS Regulatory Amendment, under Section G3.17(4) Drills, must be conducted at least once per year and whenever the procedure changes. Drills for first aid provide the employer and workers with an opportunity to test the effectiveness of first aid procedures.  This drill simulated a trip and fall incident in a hallway resulting in an apparent arm injury. A bystander (simulated) initiated the first aid response by calling Campus Security at the posted emergency phone number (250-740-6600). |

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| **Fire Safety Record Type** | |
| First Aid Drill  First Aid Safety Meeting  Training  Other | |
| **Details** | |
| **First Aid Drill** | **Timeline and Observations:**  **10:02 AM:** Kordell dialed 250-740-6600 (Campus Security – Emergency). The call navigation system did not provide an option to request first aid. Kordell selected “Technical Support – Update Calling List” and remained on the line until 10:05 AM, at which point he disconnected (3-minute wait).  **10:05 AM:** Kordell called 250-740-6512 directly. The call was promptly answered by James Olsen.  **10:10 AM:** First aid attendants (Contracted Campus Security Guards) James Olsen and John Hansey arrived on site with drop kits; John also brought a Level 2 first aid kit. Upon their arrival, the drill concluded.  **Key Issues Identified:**  1. **Emergency Phone Number Limitations**   * The 250-740-6600 emergency line does not offer a direct option for first aid requests. * Callers may face delays navigating the menu before reaching a live responder.   2. **Campus-wide Messaging**   * The 6600 number is promoted extensively (on posters, websites, signage) despite not supporting direct first aid access. * One internal message was sent via the Digest to the VIU community in March. * A CUPE rep raised a concern at the JOHSC meeting on April 9, 2025, about a department made sign in B255 for summoning first aid. Confusion around what number to call for first aid has been reported. * Homemade emergency calling signs (not VIU branded) have been observed in buildings on campus.   3. **Call Response**   * During the drill, Security did not request a callback number, the caller’s name, or detailed information about the victim or injury. |

# Action Log

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| Area of Improvement | Improvement Action | Responsible Party/Areas | Targeted Completion Date | Status / Comments on progress |
| Emergency Number - Nanaimo | Conduct a campus-wide audit of the 6600 emergency number. Remove or revise as needed. | Security Manager | June 1, 2025 | Compete |
| Emergency Number - Cowichan | |  | | --- | | Review and confirm emergency contact procedures for the Cowichan campus who rely on 6600. |  |  | | --- | |  | | Security Manager | June 1, 2025 | Complete |
| Security Call Response Protocol | |  | | --- | | Develop and implement a standardized phone response script for first aid calls. | | Health and Safety Services | May 1, 2025 | Complete |
| Ongoing Communication Plan | Consider developing a communication plan to disseminate emergency contact updates to the VIU community as the 6600 issue is resolved. | Security Managers | June 15, 2025 | Complete |