



Measham CE Primary School Supporting Children with Medical Needs Policy

*This policy will be reviewed
by the Governing Board in
January 2020*

Rationale

Measham CE Primary School is an inclusive community that aims to support and welcome children with specific or complex medical conditions so that they are afforded the same opportunities as other pupils at the school.

Examples of health needs which fall into this category may include:

- Diabetes
- Gastrostomy feeds
- A tracheostomy
- Anaphylaxis
- Leukaemia/Cancer
- A central line or other long term venous access
- Severe asthma that has required a hospital admission within the last 12 months
- Epilepsy with rescue medication

Policy Guidelines

1) We will help to ensure that pupils can be healthy; stay safe; enjoy and achieve; make a positive contribution; achieve economic well-being through the following:

- Measham CE Primary School aims to include all pupils with medical conditions in all school activities.
- Parents/carers of pupils with medical conditions are aware of the care their children receive at this school.
- Pupils with medical conditions are encouraged to take control of their condition.
- Measham CE Primary School understands that certain medical conditions are serious and can be potentially life-threatening, particularly if ill managed or misunderstood.
- All staff have an understanding of the common medical conditions that affect children at this school.
- Staff receive additional training about any children they may be working with who have complex health needs supported by an Individual Health Care Plan (IHCP). The Headteacher is responsible for ensuring staff receive regular updates. The School Nursing Service can provide the updates if the School requests.
- The Supporting Children with Medical Needs Policy is understood and followed by the whole school and local health community.
- The school ensures all staff understand their duty of care to children and young people in the event of an emergency.
- All staff have access to information about what to do in an emergency.

2) The Supporting Children with Medical Needs Policy is supported by a clear communication plan for staff, parents/carers and other key stakeholders to ensure its full implementation.

- Parent/carers are informed about the Medical Conditions Policy by including a policy statement in the schools' prospectus and signposting access to the policy; at the start of the school year when communication is sent out about Individual Health Care Plans; when their child is enrolled as a new pupil.
- The policy is available on the school's website.

3) School staff are informed and regularly reminded about the school's medical conditions policy through:

- Staff meetings
- Scheduled medical conditions updates



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- All supply and temporary staff are informed of the policy and their responsibilities including who is the designated person, any medical needs or Individual Health Care Plans related to the children in their care and how to respond in emergencies
- Staff are made aware of Individual Health Care Plans as they relate to their teaching groups.

4) Relevant staff understand and are updated in what to do in an emergency for the most common serious medical conditions at this school.

- Staff understand their duty of care to pupils both during, and at either side of the school day in the event of an emergency. In an emergency situation school staff are required under common law duty of care to act like any reasonably prudent parent/carer.
- Staff receive updates at least once a year for anaphylactic shock and other medical needs and know how to act in an emergency. Additional training is prioritized for key staff members who work with children who have specific medical conditions supported by an Individual Health Care Plan.
- Measham CE Primary School uses Individual Health Care Plans to inform the appropriate staff (including supply teachers and support staff) of pupils with complex health needs in their care who may need emergency help.
- If a pupil needs to be taken to hospital, a member of staff will always accompany them and will stay with them until a parent arrives. The Headteacher will try to ensure that the staff member will be one the pupil knows.

5) The school has clear guidance on the administration of medication at school

Administration – emergency medication

- This school will seek to ensure that pupils with medical conditions have easy access to their emergency medication.
- Measham CE Primary School will ensure that all pupils understand the arrangements for a member of staff to assist in helping them take their emergency medication safely.

Administration – general

- All staff are aware that there is no legal or contractual duty for any member of staff to administer medication or supervise a pupil taking medication unless they have been specifically contracted to do so or unless the situation is an emergency and falls under their regular duty of care arrangements.
- Staff do not administer non-prescription medicine such as Calpol.
- Staff will only administer prescription medicine such as antibiotics for pupils on the 3rd day of treatment
- All use of medication for pupils with specific medical conditions will be agreed in the Individual Health Care Plan and will have the written consent of the pupil's parent. The administration of prescribed medicine, as recorded on the IHCP will be done under the appropriate supervision of a member of staff unless there is an agreed plan for self-medication.
- Specific training and updates will be given to all staff members who agree to administer medication to pupils with specific medical conditions.
- This school understands the importance of medication being taken as prescribed. Staff should be aware if pupils are using their medication in an abnormal way and should discuss this with the child.
- Parents/carers understand that if their child's medication changes or is discontinued, or the dose or administration method changes, that they should notify the school immediately. Parents/carers should provide the school with any guidance regarding the administration of medicines and/or treatment from the GP, clinics or hospital.
- If a pupil at this school refuses their medication, staff will record this and parents/carers will be informed as soon as possible.



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- All staff attending off-site visits are aware of any pupils on the visit who have medical conditions. They will receive information about the type of condition, what to do in an emergency and any other additional support necessary, including any additional medication or equipment needed.
- If a trained member of staff, who is usually responsible for administering medication, is not available school will make alternative arrangements to provide the service. This is always addressed in the risk assessment for off-site activities.
- If a pupil misuses medication, either their own or another pupil's, their parents/carers are informed as soon as possible. The school will seek medical advice by ringing A&E if this situation arises. In such circumstances, pupils will be subject to the school's usual disciplinary procedures.

6) This school has clear guidance on the storage of medication at school

Safe storage – emergency medication

- Emergency medication is readily available to pupils who require it at all times during the school day or at off-site activities. If the emergency medication is a controlled drug and needs to be locked up, the keys are readily available and not held personally by members of staff.
- If the pupil concerned is involved in extended school services then specific arrangements and risk assessments should be agreed with the parent and appropriate staff involved.

Safe storage – non-emergency medication

- All non-emergency medication is kept in a secure place, in a lockable cupboard in a cool dry place.
- Staff ensure that medication is accessible only to those for whom it is prescribed

Safe storage – general

- Measham CE Primary School has an identified member of staff who ensures the correct storage of medication at school.
- All controlled drugs are kept in a locked cupboard.
- The identified member of staff checks the expiry dates for all medication stored (e.g. Epipens or similar) at school each term (i.e. three times a year).
- Parents/carers of pupils with medical conditions, ensure that all emergency and non-emergency medication brought in to school is clearly labelled with the pupil's name, the name of the medication, route of administration, dose and frequency, an expiry date of the medication.
- All medication is supplied and stored in its original containers as above.
- Medication is stored in accordance with the manufacturer's instructions.
- All medication (including blue inhalers) is sent home with pupils at the end of the school year.
- It is the parent/carer's responsibility to ensure new and in date medication comes into school with the appropriate instructions and ensures that the school receives this.

Safe disposal

- Parents/carers at this school are asked to collect out-of-date medication.
- Sharps boxes are used for the disposal of needles. All sharps boxes in this school are stored in the medical room, which is locked when not in use.
- Collection and disposal of sharps boxes is arranged with the local authority's environmental services.

7) This school has clear guidance about record keeping for pupils with medical conditions

Admissions/Enrolment Forms

- Parents/carers at this Measham CE Primary School are asked if their child has any medical conditions. This applies to new pupils starting in Reception, as well as any new pupils who join the school. School collates the response and identifies those needing individual health plans.



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Individual Health Plans

- Measham CE Primary School uses an Individual Health Care Plan for children with complex health needs to record important details about the individual children's medical needs at school, their triggers, signs, symptoms, medication and other treatments.
- Examples of complex health needs which may generate an Individual Health Plan following discussion with the school nurse and the school may include: diabetes; gastrostomy feeds; a tracheostomy; anaphylaxis; a central line or other long term venous access; severe asthma that has required a hospital admission within the last 12 months; epilepsy with rescue medication.
- An Individual Health Plan, accompanied by an explanation of why and how it is used, is sent to all parents/carers of pupils with a complex health need. This is sent: at the start of the school year; at enrolment; when a diagnosis is first communicated to the school; transition discussions; new diagnosis
- It is the parent's responsibility to fill in the Individual Health Care Plan and return the completed form to the school nurse. This school ensures that a relevant member of school staff is present, if required, to help draw up an individual health plan for pupils with complex health or educational needs. The school will contact the parent/carer if health information has not been returned.
- The finalised plan will be given to parents/carers, school and school nurse.

School Individual Health Care Plan Register

- Individual Health Care Plans are used to create a centralised register of pupils with complex health needs. An identified member of school staff has responsibility for the register at this school. Schools should ensure that there is a clear and accessible system for identifying pupils with health plans/medical needs such as names being 'flagged' on the SIMs system. A robust procedure should be in place to ensure that the child's record, contact details and any changes to the administration of medicines, condition, treatment or incidents of ill health in the school are updated on the schools record system.
- The responsible member of school staff follows up with the parents/carers and health professional if further detail on a pupil's Individual Health Care Plan is required or if permission or administration of medication is unclear or incomplete.
- Parents/carers at this school are regularly reminded to update their child's Individual Health Care Plan if their child has a medical emergency or if there have been changes to their symptoms (getting better or worse), or their medication and treatments change. Each Individual Health Care Plan will have a review date.
- Parents/carers should have a designated person to direct any additional information, letters or health guidance to in order that the necessary records are altered quickly and the necessary information disseminated.

Storage and access to Individual Health Plans

- Parents/carers and pupils (where appropriate) at this school are provided with a copy of the pupil's current agreed Individual Health Care Plan.
- Individual Health Care Plans are kept in a secure central location at school.
- The information in the Individual Health Care Plan will remain confidential unless needed in an emergency

Use of Individual Health Plans - Individual Health Plans are used by this school to:

- Identify important individual triggers for pupils with complex health needs at school that bring on symptoms and can cause emergencies. This school uses this information to help reduce the impact of triggers



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- Ensure this school's emergency care services have a timely and accurate summary of a pupil's current medical management and healthcare in an emergency

Consent to administer medicines

- If a pupil requires regular prescribed medication at school, parents/carers are asked to provide consent on their child's medication plan giving the pupil or staff permission to administer medication on a regular/daily basis, if required. This form is completed by parents/carers for pupils taking short courses of medication.
- All parents/carers of pupils with a complex health need who may require medication in an emergency are asked to provide consent on the Individual Health Care Plan for staff to administer medication.

Residential visits

- Parents/carers are sent a residential visit form to be completed and returned to school before their child leaves for an overnight or extended day visit. This form requests up-to-date information about the pupil's current condition and their overall health. This provides essential and up-to-date information to relevant staff and school supervisors to help the pupil manage their condition while they are away. This includes information about medication not normally taken during school hours.
- All residential visit forms are taken by the relevant staff member on visits where medication is required. These are accompanied by a copy of the pupil's individual health plan.

Record of Awareness Raising Updates and Training

- Measham CE Primary School holds updates on common medical conditions once a year. A record of the content and attendance of the medical condition training is kept by the school and reviewed every 12 months to ensure all new staff receive updates. The School Nursing Service will provide updates if the school request this.
- All school staff who volunteer or who are contracted to administer emergency medication are provided with training, if needed, by a specialist nurse, doctor or school nurse. The school keeps a register of staff who have had the relevant training, it is the school's responsibility to arrange this.

8) Measham CE Primary School is committed to providing a curriculum and 'learning' environment that is as accessible as possible to pupils with medical conditions.

Physical Environment

- Measham CE Primary School's commitment to an accessible physical environment includes out-of-school visits. The school recognises that this may sometimes mean changing activities or locations.

Social interactions

- Measham CE Primary School ensures the needs of pupils with medical conditions are adequately considered to ensure their involvement in structured and unstructured social activities, including during breaks and before and after school.
- Measham CE Primary School ensures the needs of pupils with medical conditions are adequately considered to ensure they have access to extended school activities such as school discos, breakfast club, school productions, after school clubs and residential visits.
- Staff use opportunities such as personal, social and health education (PSHE) lessons to raise awareness of medical conditions amongst pupils and to help create a positive social environment.

Exercise and physical activity

- Measham CE Primary School understands the importance of all pupils taking part in sports, games and activities.



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- This school seeks to ensure all classroom teachers, PE teachers and sports coaches make appropriate adjustments to sports, games and other activities to make physical activity accessible to all pupils.
- This school ensures all PE teachers, classroom teachers and school sports coaches are aware of the potential triggers for pupils' medical conditions when exercising and how to minimise these triggers.
- This school seeks to ensure that all pupils have the appropriate medication or food with them during physical activity and that pupils take them when needed.

Education and learning

- This school ensures that pupils with medical conditions can participate fully in all aspects of the curriculum and ensures that appropriate adjustments and extra support are provided.
- Teachers at this school are aware of the potential for pupils with medical conditions to have special educational needs (SEN). Pupils with medical conditions who are finding it difficult to keep up with their studies are referred to the SEN coordinator.

Risk Assessments

- Risk assessments are carried out by this school prior to any out-of-school visit or off site provision and medical conditions are considered during this process. This school considers: how all pupils will be able to access the activities proposed; how routine and emergency medication will be stored and administered, where help can be obtained in an emergency, and any other relevant matters.
- Measham CE Primary School understands that there may be additional medication, equipment or other factors to consider when planning residential visits or off site activities. This school considers additional medication and facilities that are normally available at school.
- This school carries out risk assessments before pupils start any work experience or off-site educational placement. It is this school's responsibility to ensure that the placement is suitable, including travel to and from the venue for the pupil. Permission is sought from the pupil and their parents/carers before any medical information is shared with an employer or other education provider.

9) This school is aware of the triggers that can make medical conditions worse or can bring on an emergency. The school is actively working towards reducing these health and safety risks.

- Measham CE Primary School is committed to working towards reducing the likelihood of medical emergencies by identifying and reducing triggers both at school and on out-of-school visits.

10) Each member of the school and health community knows their roles and responsibilities in maintaining an effective medical conditions policy

- Measham CE Primary School works in partnership with all interested and relevant parties including the school's governing body, school staff, and community healthcare professionals and any relevant emergency practitioners to ensure the policy is planned, implemented and maintained successfully.
- The following roles and responsibilities are used for the medical conditions policy at this school. These roles are understood and communicated regularly.

Governors have a responsibility to:

- Ensure the health and safety of their staff and anyone else on the premises or taking part in school activities (this includes all pupils). This responsibility extends to those staff and others leading activities taking place off-site, such as visits, outings or field trips
- Ensure the schools health and safety policies and risk assessments are inclusive of the needs of pupils with medical conditions and reviewed annually.
- Make sure the medical conditions policy is effectively implemented, monitored and evaluated and regularly updated.



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- Ensure that the school has robust systems for dealing with medical emergencies and critical incidents, at any time when pupils are on site or on out of school activities.

The Headteacher has a responsibility to:

- Ensure the school is inclusive and welcoming and that the medical conditions policy is in line with local and national guidance and policy frameworks.
- Ensure the policy is put into action, with good communication of the policy to all staff, parents/carers and governors.
- Ensure every aspect of the policy is maintained.
- Monitor and review the policy at regular intervals, with input from governors, parents/carers, staff and external stakeholders.
- Report back to governors about implementation of the health and safety and medical conditions policy.

All school staff have a responsibility to:

- Be aware of the potential triggers, signs and symptoms of common medical conditions and know what to do in an emergency.
- Call an ambulance in an emergency.
- Know which pupils in their care have a complex health need and be familiar with the content of the pupil's Individual Health Plan.
- Know the school's registered first aiders and where assistance can be sought in the event of a medical emergency.
- Maintain effective communication with parents/carers including informing them if their child has been unwell at school.
- Ensure pupils who need medication have it when they go on a school visit or out of the classroom.
- Ensure that all pupils with medical conditions are not excluded unnecessarily from activities they wish to take part in.
- Ensure that pupils have the appropriate medication or food during any exercise and are allowed to take it when needed.

Teaching staff have an additional responsibility to also:

- Ensure pupils who have been unwell have the opportunity to catch up on missed school work.
- Be aware that medical conditions can affect a pupil's learning and provide extra help when pupils need it, in liaison with the SENCO.
- Liaise with parents/carers, special educational needs coordinator and welfare officers if a child is falling behind with their work because of their condition.
- Use opportunities such as PSHE and other areas of the curriculum to raise pupil awareness about medical conditions.

The School Nurse or healthcare professional has a responsibility to:

- Help provide regular updates for school staff in managing the most common medical conditions at school at the schools request
- Provide information about where the school can access other specialist training.
- Update the Individual Health Care Plans in liaison with appropriate school staff and parents/carers

Parents/carers have a responsibility to:

- Tell the school if their child has a medical condition or complex health need.
- Ensure the school has a complete and up-to-date Individual Health Plan if their child has a complex health need.



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- Inform the school about the medication their child requires during school hours or while taking part in visits, outings or field trips and other out-of-school activities.
- Tell the school about any changes to their child's medication, what they take, when, and how much.
- Inform the school of any changes to their child's condition.
- Ensure that the school has full emergency contact details for them.
- Provide the school with appropriate spare medication labelled with their child's name.
- Ensure that their child's medication is within expiry dates.
- Keep their child at home if they are not well enough to attend school.
- Ensure their child has regular reviews about their condition with their doctor or specialist healthcare professional.
- If the child has complex health needs, ensure their child has a written Individual Health Care Plan for school and if necessary an asthma management plan from their doctor or specialist healthcare professional to help their child manage their condition.
- Have completed/signed all relevant documentation.

11) The medical conditions policy is regularly reviewed evaluated and updated.

- Measham CE Primary School's medical condition policy is reviewed, evaluated and updated in line with the school's policy review timeline.
- The views of pupils with various medical conditions are actively sought and considered central to the evaluation process.

Further advice and resources

The Anaphylaxis Campaign

PO Box 275
Farnborough
Hampshire GU14 6SX
Phone 01252 546100
Fax 01252 377140
info@anaphylaxis.org.uk
www.anaphylaxis.org.uk

Diabetes UK

Macleod House
10 Parkway, London NW1 7AA
Phone 020 7424 1000
Fax 020 7424 1001
info@diabetes.org.uk
www.diabetes.org.uk

Long-Term Conditions Alliance

202 Hatton Square
16 Baldwins Gardens
London EC1N 7RJ
Phone 020 7813 3637
Fax 020 7813 3640
info@ltca.org.uk
www.ltca.org.uk

Asthma UK

Summit House
70 Wilson Street
London EC2A 2DB
Phone 020 7786 4900

Epilepsy Action

New Anstey House
Gate Way Drive
Yeadon
Leeds LS19 7XY

Council for Disabled Children

National Children's Bureau
8 Wakley Street
London EC1V 7QE
Phone 020 7843 1900



Fax 020 7256 6075
info@asthma.org.uk
www.asthma.org.uk

Measham CE Primary School
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Phone 0113 210 8800
Fax 0113 391 0300
epilepsy@epilepsy.org.uk
www.epilepsy.org.uk

Fax 020 7843 6313
cdc@ncb.org.uk
www.ncb.org.uk/cdc

FORM 1 – INDIVIDUAL HEALTH CARE PLAN

For pupils with complex medical needs at Measham CE Primary School

Date form completed		Date for first review	
Reviewed by	Date	Changes to IHCP	YES/NO
Reviewed by	Date	Changes to IHCP	YES/NO
Reviewed by	Date	Changes to IHCP	YES/NO
1. Pupil's Information			
Name	DOB	Class	M/F
2. Contact Information			
Pupil's Address:			
Family Contact Member 1			
Name		Relationship to child	
Address (if different to the above)			
Telephone Numbers:			
Work	Home	Mobile	
Family Contact Member 2			
Name		Relationship to child	



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Address (if different to the above)		
Telephone Numbers:		
Work	Home	Mobile
GP		
Name		Telephone
Address		
Specialist Contact		
Name		Telephone
Address		
Details of pupil's medical condition (cause, signs, symptoms, etc.)		
Triggers or things that make the condition worse		
Routine treatment/healthcare (e.g. dietary, therapy, nursing needs, care before physical activity etc.)		
During school hours		
Outside school hours		
What to do in an emergency		



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Regular medication taken outside of school hours (for background information and to inform planning for residential trips)

Name/type of medication (as described on the container)

Are there any side effects that could affect the pupil at school?

Name/type of medication (as described on the container)

Are there any side effects that could affect the pupil at school?

Please use additional sheets if necessary

Medication to be taken in school hours

Medication 1

Name/type of medication (as described on the container)

Dose and method of administration (the amount taken and how the medication is taken e.g. tablets, inhaler, injection)

When should the medicine be taken? (time of day)

Are there any side effects that could affect the pupil at school?

Are there any contraindications (signs when this medication should not be given)?

Can the pupil administer this medication themselves? Yes/No/Yes, with supervision from a member of staff (staff member's name _____)

Medication expiry date

Medication 2



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Name/type of medication (as described on the container)

Dose and method of administration (the amount taken and how the medication is taken e.g. tablets, inhaler, injection)

When should the medicine be taken? (time of day)

Are there any side effects that could affect the pupil at school?

Are there any contraindications (signs when this medication should not be given)?

Can the pupil administer this medication themselves? Yes/No/Yes, with supervision from a member of staff (staff member's name _____)

Medication expiry date

Emergency Medication

Name/type of medication (as described on the container)

Dose and method of administration (the amount taken and how the medication is taken e.g. tablets, inhaler, injection)

When should the medicine be taken? (time of day)

Are there any side effects that could affect the pupil at school?

Are there any contraindications (signs when this medication should not be given)?

Can the pupil administer this medication themselves? Yes/No/Yes, with supervision from a member of staff (staff member's name _____)

Medication expiry date

Is there any follow up care as necessary?



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Who should be notified after the medication has been administered? (Please circle as required)
Parents/GP/Specialist Care Team/Hospital

Members of staff trained to administer medication for this pupil

Regular Medication

Emergency Medication

Specialist education arrangements required (activities to be avoided, special educational needs)

Any specialist arrangements required for off-site activities?

Any other information regarding the child's healthcare within school?

Parental and Pupil Agreement

I agree that the medical information in this plan may be shared with individual involved with my child's care and education (this includes the emergency services). I understand that I must notify the school of any changes.

Signed (pupil)

Date

Signed (parent)

Date

Healthcare Professional Agreement

I agree that the information is accurate and up to date.

Signed

Date

Print name

Job Title

Permission for Emergency Medication (tick box as appropriate)

I agree that my child can be administered their medication by a member of staff in an emergency.

I agree that my child cannot keep their medication with them 'on their person' and that the school will make the necessary medication storage arrangements.

I agree that my child can keep their medication with them for use when necessary (e.g. inhaler).

Name of medication carried by pupil



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Signed (parent)		Date
Headteacher Agreement		
It is agreed that (name of child)		
Will receive the above listed medication and the above listed time		
Will receive the above listed medication in an emergency		
This agreement will continue until the end date of the course of medication or until instructed by the child's parents.		
Signed		Date

TEMPLATE LETTER FROM SCHOOL NURSE TO PARENT



Measham CE Primary School
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Dear Parent

Re: The Individual Health Plan

Thank you for informing the school of your child's medical condition. With advice from the Department for Children, Schools and Families and the school's governing bodies, we are working with schools to follow our shared medical conditions policy.

As part of this policy, we are asking all parents/carers of children with a complex health need to help us by completing an Individual Health Plan for their child. Please complete the plan enclosed and return it to me at If you would prefer to meet me to complete the Individual Health Plan or if you have any questions then please contact me on [insert school nurse contact number].

Your child's completed plan will store helpful details about your child's medical condition, current medication, triggers, individual symptoms and emergency contact numbers. The plan will help school staff to better understand your child's individual condition.

Please make sure the plan is regularly checked and updated and the school and school nurse are kept informed about changes to your child's medical condition or medication. This includes any changes to how much medication they need to take and when they need to take it.

Thank you for your help.

Yours sincerely

SAMPLE MEDICATION PERMISSION FORM & RECORD

For pupils with complex medical needs at Measham CE Primary School



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INDIVIDUAL PUPIL

Name of pupil	
Class	
Date of medication provided by parent for school administration	
Nature of illness	
Name of Medication	
Dose and method (how much and when taken)	
When is it taken (time)?	
Quantity received (e.g. half a bottle, 5 tablets etc.)	
Expiry Date	
Any other information	
Staff name	
Staff signature	
Parent name	
Parent signature	
Parent contact number	
Date and quantity of medication returned to the parent (plus staff initial/signature)	

SAMPLE RECORD OF MEDICATION



CONTACTING EMERGENCY SERVICES

Dial 999, ask for an ambulance and be ready with the following information:

- 1. Your telephone number** 01530 270 371
- 2. Give your location as** **Measham CE Primary School**
 Ashby Road
 Measham CE
 Swadlincote
 Derbyshire
- 3. State the postcode** **DE127QF**
- 4. Give the exact location of the person needing help**
- 5. Give your name**
- 6. Give the name of the person needing help**
- 7. Give a brief description of the person's symptoms and any known medical conditions**
- 8. Inform ambulance control of the best entrance and state that the crew will be met at this entrance and taken to the pupil**
- 9. Don't hang up until the information has been repeated back to you**
- 10. Ideally the person calling should be with the child, as the emergency services may give instructions for first aid and medication**
- 11. Never cancel an ambulance once it has been called**