



**STATS GROUP**  
Managing Pressure, Minimising Risk

# Emergency Response Plan

2 x 16" BISEP and Hot Tapping

for

Reversing Falls

STATS Job number J02020



## STATS Emergency Response Plan – Reversing Falls

### Contents

<b>1</b>	<b>Emergency Contact List .....</b>	<b>3</b>
1.1	Hospital Map .....	4
1.2	Purpose and Process .....	5
1.3	Media Response.....	5
1.4	Muster Points .....	5
1.5	Definitions .....	5
1.6	Emergency Equipment.....	6
<b>2</b>	<b>Types of Potential Emergencies .....</b>	<b>7</b>
2.1	Emergency During Hot Tapping Scope .....	8
2.2	Emergency Evacuation.....	9
2.3	Medical Emergencies.....	10
2.4	Fire .....	11
2.5	Chemical / Environmental Spill .....	12
2.6	Severe Weather .....	14
2.6.1	Tornadoes .....	14
2.6.2	Severe Lighting Storms .....	14
2.6.3	Hail .....	15
2.6.4	Blizzards and High Winds.....	15
2.6.5	Flood.....	15
2.7	Bomb Threat .....	17
2.8	Motor Vehicle Collision (MVC) .....	18
2.9	H2S or Vapor release .....	19
2.10	Thermal Exposure .....	20
2.10.1	Heat Stress .....	20
2.11	Fall Rescue Plan and Procedures .....	22



## STATS Emergency Response Plan – Reversing Falls

### 1 Emergency Contact List

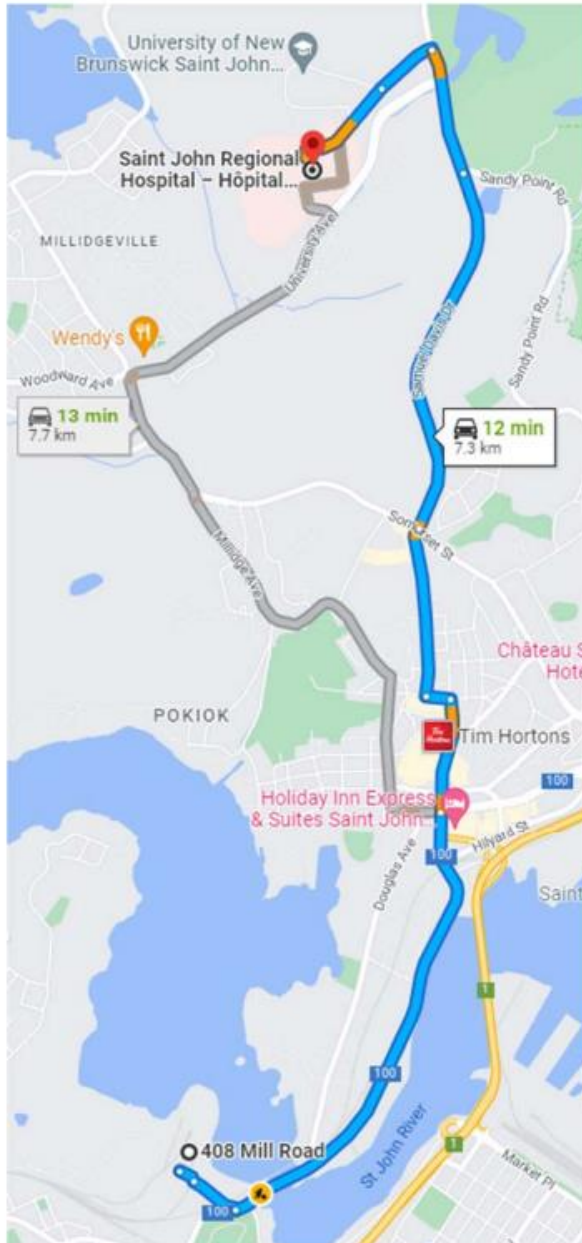
Police	Fire	Ambulance
911	911	911
<b>New Brunswick Specific</b>		
Saint John Regional Hospital		506 648 6000
WorkSafe NB		1 800 999 9775
New Brunswick One call		1 866 344 5463 or 811
New Brunswick Power		1 800 663 6272
Enbridge Gas New Brunswick		1 800 994 2762
Poison Control NB		811 or 800 565 8161
Environmental Emergencies		1 800 565 1633
Canutec		1 888 226 8832 or *666 from cell phone
<b>STATS Group</b>		
Project Manager	Steven Kristensen	587 712 4863
General Manager	Scott Reid	780 863 2083
QHSE Advisor	Cindy Zubko	780 919 9224
<b>Enbridge Site Specific</b>		
Construction Manager	Olivia Curti	519 903 5554
Chief Inspector	Joel Maynard	519 242 3433
SR Safety Advisor	Chuck Widenmaier	780 604 2779



## STATS Emergency Response Plan – Reversing Falls

### 1.1 Hospital Map

Saint John Regional Hospital  
400 University Ave, Saint John  
(506) 648-6000



408 Mill Rd  
Saint John, NB E2M 2J9

Follow Mill Rd to Bridge Rd/NB-100 E

- 1 min (350 m)  
↑ 1. Head southeast on Mill Rd toward Mill Rd
- 85 m  
↩ 2. Turn left to stay on Mill Rd
- 250 m

Continue on NB-100 E to Visart St

- 5 min (2.8 km)  
↩ 3. Turn left onto Bridge Rd/NB-100 E  
Continue to follow NB-100 E
- 2.3 km  
↑ 4. Continue straight onto Lansdowne Ave
- 550 m

Take Churchill Blvd to Samuel Davis Dr

- 2 min (900 m)  
↩ 5. Turn left onto Visart St
- 120 m  
↪ 6. Turn right onto Churchill Blvd
- 800 m

Continue on Samuel Davis Dr to Tucker Park Rd

- 3 min (2.4 km)  
↑ 7. Continue onto Samuel Davis Dr
- 1.8 km  
↑ 8. Continue onto Sandy Point Rd
- 600 m

Continue on Tucker Park Rd to your destination

- 2 min (850 m)  
↩ 9. Turn left onto Tucker Park Rd
- 300 m  
↑ 10. Continue straight
- 500 m  
↩ 11. Turn left  
Destination will be on the right
- 59 m

Saint John Regional Hospital – Hôpital régional de Saint John  
400 University Ave, Saint John, NB E2L 4L2



## STATS Emergency Response Plan – Reversing Falls

### 1.2 Purpose and Process

The Emergency Response Plan (ERP) is in place to minimize injury to people, the environment and property. This Emergency Response plan will work in conjunction with the main site ERP.

Emergency preparedness will address the needs of STATS employees, client personnel, contractors, and members of the community by facilitating a co-ordinated response to an emergency, which may affect STATS Group or other direct contactors for this Enbridge Reversing Falls Project, in Saint John, New Brunswick.

All STATS employees are trained and competent to effectively respond to an emergency as set out in this plan. Emergency response actions are concurrent with STATS standard operating procedures, HSE manual and risk assessments.

STATS will ensure employees have a means of communication that is readily available to contact emergency services.

All incidents and or near misses regardless of severity must be reported to the Enbridge onsite supervisor, senior safety lead and STATS management. All incidents and near misses regardless of severity shall be investigated, root causes determined and corrective actions put in place

Hard copies of this ERP will be in job binders in STATS vehicles as well as electronic copies available via TEAMS.

### 1.3 Media Response

In any emergency situation it is important that the Company must be able to cope with the incident but must also be seen to do so. Rumour or incorrect information given to the media at the time of an incident can cause untold damage to the morale of the Company's employees as well as the Company credibility.

The following personnel are the Company's ONLY appointed spokespersons to the media:

- Peter Duguid
- Leigh Howarth
- Stephen Rawlinson

### 1.4 Muster Points

Muster Points are located at the entrance to the project yard and at each entrance to site.

### 1.5 Definitions

For purposes of this emergency response plan (ERP), an emergency is defined as:

an event that results in, or has the potential to result in, serious adverse effects on the health and/or safety of employees, the community or the environment and requires the prompt coordination of action.



## STATS Emergency Response Plan – Reversing Falls

### Incident severity classification

#### Minor Incident

- Property damage under \$500
- Injury to personnel requiring first aid treatment or no first aid treatment
- Small spill contained and cleaned up on Stats property
- Supervisor and/or Manager will investigate with the assistance, if required, of HSE personnel

#### Moderate Incident

- Property damage between \$500 and \$1000
- Injury to personnel requiring medical attention
- Small spill contained and cleaned up off Stats property
- Supervisor and/or Manager will investigate with the assistance, if required, of HSE personnel

#### Serious Incident

- Property damage between \$1,000 and \$5,000
- Injury to personnel that enables them to work their regular duties
- Spill which requires an outside agency to be involved in the clean-up
- Manager, Supervisor and QHSE personnel will investigate.

#### Major Incident

- Property damage or loss between \$5,000 and \$10,000
- Injury requiring medical treatment resulting in lost time
- Spill or discharge which requires to be reported to the local municipality or Government agencies
- Manager, Supervisor and HSE personnel will investigate

#### Critical Incident

- Property damage or loss over \$10,000
- Life threatening injury with potential of a fatality
- Permanent containment of land, water and air
- Executive team, Manager, Supervisor and HSE personnel will investigate

### 1.6 Emergency Equipment

All of STATS vehicles and or job boxes are equipped with the following emergency equipment

- Fire extinguisher
- First aid kit
- Spill kit
- Emergency roadside kit.



## STATS Emergency Response Plan – Reversing Falls

### **2 Types of Potential Emergencies**

Guidelines for response to the following emergencies will be addressed:

- Hot Tapping
- Emergency Evacuation
- Medical Emergency
- Fire
- Environmental
- Severe Weather
- Bomb Threat
- Motor Vehicle Collision
- Gas Leaks and releases
- Heat Stress
- Fall Rescue



## STATS Emergency Response Plan – Reversing Falls

### 2.1 Emergency During Welding Hot Tapping and Isolation Scope

Prior to commencing any work on the live pipeline, review client's emergency response plan and emergency shutdown procedures. Ensure all STATS personnel are aware of their roles and responsibilities under these procedures.

In the event of an emergency during hot tapping activities. STATS technicians will follow the below guidelines.

1. Stop work, turn off all equipment and all sources of ignition and secure equipment.
2. Evacuate area (on foot) and proceed upwind/cross wind to a muster point.
3. Call for help.
4. Secure the area.
5. Conduct a head count.
6. Inform the site emergency contacts.





## STATS Emergency Response Plan – Reversing Falls

### 2.2 Emergency Evacuation

In the event of a leak or rupture of any pipeline:

1. Stop work, turn off all equipment and extinguish all sources of ignition. Ensure all equipment is de-energized.
2. Evacuate work site (on foot), proceed upwind/cross wind to a muster point.
3. Call for help and maintain contact.
4. Secure the area.
5. Conduct a head count.
6. Inform the site emergency contacts



## STATS Emergency Response Plan – Reversing Falls

### 2.3 Medical Emergencies

If a Medical Emergency is declared, shut down and de energize equipment and proceed to the nearest muster location.

#### Response to Various Levels of Injuries

##### Non-Life-Threatening Injuries, Illness and First Aids

- Employees must report all incidents to Enbridge site supervisor, STATS Management and HSE personnel.
- Immediate care will be given to injured/ill worker by fellow workers with valid first aid certificate.
- If medical attention is required, the injured/ill worker will be transported by the supervisor or a member of the QHSE team or arrangements made to transport to the nearest hospital.
- Designated manager shall prepare proper documentation for WCB and notification reports for Occupational Health and Safety as required.

##### Life Threatening and Extensive Injuries

- Immediately arrange for medical assistance.
- Immediate care will be given to the injured/ill worker by fellow workers with a valid first aid certificate.
- The incident is immediately reported to the direct supervisor and HSE personnel.
- All work shall be stopped, and site shall not be disturbed.
- The site supervisor/HSE will secure the site and ensure a path is made for emergency vehicles. They will direct emergency response to the proper place and help in any way with the injured person.
- The injured/ill worker will be transported to the nearest hospital by emergency services.
- The supervisor and/or HSE personnel to accompany the ill or injured employee to the hospital.
- The area will remain secured until advised by management to return to work.
- QHSE or designate shall conduct incident investigation reports and documentation for WCB.

##### Fatality

Director of QHSE or appointed designate is responsible to contact OH&S of the time, place and nature of the Incident as soon as possible after calling for ambulance and securing the safety of all others.

If a fatality or severe injury (involving hospitalization) occurs all work must be stopped immediately. Important facts and evidence may be lost if work recommences prior to the completion of an investigation.



## STATS Emergency Response Plan – Reversing Falls

### 2.4 Fire

#### Fire Response Procedures

As soon as a fire is discovered:

- Sound the alarm and commence evacuation.
- Shut down and de energize all equipment.
- Report to the muster point for head count
- Call emergency services.

These are important steps for everyone's safety, even if you feel the fire can be brought under control by using an extinguisher. If you feel the fire is manageable:

- Test that the extinguisher works before you approach the fire.
- Protect yourself at all times; stay between the fire and exit.
- Take care. Speed is essential but it is more important to be cautious.
- Keep your back to the exit at all times and stand 2 to 2.4m (6 to 8 ft.) away from the fire.
- Follow the 4-step P-A-S-S procedure:
  - Pull the pin. (release the lock latch or press the punch lever)
  - STATS Group the nozzle at the base of the fire.
  - Squeeze or press the trigger.
  - Sweep the extinguisher from side to side.

If the fire does not go out immediately or the extinguisher appears to be getting empty, leave the area at once. Back out with the lever squeezed and the nozzle pointed at your feet. This will help protect you until you are out of the area.



## STATS Emergency Response Plan – Reversing Falls

### 2.5 Chemical / Environmental Spill

Potential spill hazards are to be determined, evaluated and addressed with the assistance of the site emergency contacts.

Any commercial vehicle that carries hydraulic fluid or any other hydrocarbon must have spill kit supplies with the vehicle.

Vehicle spill supplies Include:

- Gloves
- Glasses
- Absorbent Pads/socks

Shop Spill Supplies Include:

- Absorbent Pads/socks
- Gloves
- Glasses
- Drain Cover

#### Spill Response and Reporting

All spills and leaks of potentially harmful substances are to be reported as per emergency contact list. A Member of the QHSE team or appointed designate will make any required reports to regulatory agencies. Containment and clean-up action should begin as soon as possible to protect human health and the environment.

#### Response Procedures

The following will be the guideline for all employees:

1. Do an assessment of the situation. (stop work immediately in a safe manner)
2. Ensure the area has adequate ventilation.
3. Call for help – inform the other party to contact your direct supervisor and the QHSE department.
4. Go retrieve the spill kit supplies or have it brought to the area.
5. Apply absorbent material to soak up the spill.

#### Containment Procedures

Using the needed supplies determine the best way to contain the release.

- a. absorbent pads
- b. gloves
- c. goggles
- d. drain cover
- e. Absorbent Granular

If a release occurs employees will do everything that they can to ensure the spill does not enter the sewer system or manmade lakes.

Once the spill kit supplies are brought to the area:

## STATS Emergency Response Plan – Reversing Falls



- The employees will use the supplies to contain the release and minimize the amount soaking into the ground.

### **SPILL SITE CLEAN-UP**

Once the release is contained, the clean-up begins. All contaminated spill response material shall be disposed of in the onsite hazardous waste bin or bagged and brought back to Stats Group's contaminated Waste bin on site for disposal.



## STATS Emergency Response Plan – Reversing Falls

### 2.6 Severe Weather

#### 2.6.1 Tornadoes

Tornados are rare but a powerful phenomenon. The dangers posed by tornadoes are essentially the extreme wind speeds and suction effects when they touch down and the flying debris that is created. They are often unpredictable and may change direction with little notice.

Preparing for an imminent tornado

- Alert all workers to stop work.
- Take shelter in a permanent building.  
If you are on site and are caught outside during a tornado and there is no adequate shelter immediately available, avoid areas with many trees or vehicles and be sure to lie down flat in a gully, ditch, culvert, or low spot on the ground. Ensure you protect your head with your arms from flying debris.
- Perform a head count
- Secure all building openings. (windows, doors) with whatever means necessary
- Have a communication device (cell phone or two-way radio) when you take shelter
- Always stay on top of the weather reports when the weather begins to change rapidly through battery operated radio.
- Determine the most update information and always keep your radio on to determine if the path of the tornado is going to pass by your location.
- If tornado hits, employees within building enclosures go into a crouching position under anything sturdy. Stay away from windows and doors
- If tornado hits when driving, pull over immediately and take shelter. If unable to do so, take cover in a low-lying area (ditch, culvert)

Actions after a Tornado

After the tornado passes, assess the situation for the following:

- Ensure there are no immediate hazards in the area.
- Complete another head count.
- Administer first aid for all injuries; prioritize by the severity of each injury.
- Contact emergency services if necessary.

Return to Work

Once the all clear to resume operations has been given by management a return-to-work notification will be made.

#### 2.6.2 Severe Lighting Storms

When there is 30 seconds or less (6 miles) from “flash to bang” or the sight of a lightning flash to the resulting sound of thunder, then you are too close to the storm and need to implement the response procedures immediately. Thunder takes 5 seconds to travel one (1) mile after the flash. The average length of a lightning bolt is 8 miles and the maximum distance you can hear thunder is as short as two (2) miles and seldom exceeds twelve (12) miles. Therefore, even if you don’t hear the thunder but see the light from the flash, you may be in immediate danger.

- Retreat to a safe shelter. A safe shelter can include a building, piece of equipment with a metal roof and sides or a hard-top vehicle.

## STATS Emergency Response Plan – Reversing Falls



- Wait at least 30 minutes after the last flash before leaving the sheltered area. Research indicates that 50 percent of lightning related deaths occur after the storm has passed and most people think the storm is over.
- If outside, with no time to reach a safe shelter (building or vehicle) follow these rules:
- Do not stand underneath a natural lightning rod: tall, isolated trees, towers, power lines, telephone poles etc.
- Avoid all unsafe shelters: metal objects such as power poles, fences, gates, bleachers, small sheds, partial shelters,
- electrical equipment, excavation, and road machinery. Also, avoid solitary trees, hilltops, water, open fields, high ground, and caves.
- Stay away from wire fences, metal pipes, rails and other metallic paths which could carry lightning towards you.
- If you are in a forest, seek shelter in a low area under a thick growth of shorter trees. Crouch down away from tree trunks. In open areas, seek shelter in low places such as a ravine or a valley.
- Get out of and away from open water. Lightning can strike water and travel some distance from its point of contact.
- Get off and away from motorcycles, scooters, mowing equipment, bicycles, and metal machinery.

### 2.6.3 Hail

Hailstorms are another form of precipitation that has the potential for serious injury or damages. When hail begins to fall, take shelter immediately. Do not go out and attempt to cover the vehicles or equipment. If driving, pull over in a safe location, turn four-way flashers on and stay in your vehicle.

### 2.6.4 Blizzards and High Winds

Always check with Environment Canada for the most updated weather conditions. During storms of heavy snowfall and/or high winds, the following actions are to be taken:

- Monitor the rate of snowfall and the wind-chill factor and determine if conditions permit continuation of operations.
- Alert all field personnel to stop all outdoor work when the wind-chill factor drops to a hazardous level or if blowing snow reduces visibility.
- Assemble all field personnel in a heated enclosure to wait out the storm.
- Conduct a head count to ensure that all personnel are accounted for.
- If someone is missing, a search party will be organized and set out when visibility improves.
- Notify local police or search and rescue organizations.
- Secure all materials or objects that may be dislodged in high winds.
- If driving, pull over and turn your four-way flashers on and wait out the storm.

### 2.6.5 Flood

If any Stats personnel are travelling in routes that are prone to flooding, special attention should be paid to weather warnings.

#### Actions during a flood

When flooding has already occurred or if caught in an unexpected flood, the following actions are to be taken:

- Move immediately to higher ground



## STATS Emergency Response Plan – Reversing Falls

- Turn off electrical power
- Do not drive through flooded areas
- Listen for instructions on a battery powered radio





## STATS Emergency Response Plan – Reversing Falls

### 2.7 Bomb Threat

If a bomb threat or any threatening phone call is received, initiate evacuation procedures immediately and contact location management. It will likely be communicated by telephone or email notification.

If the threat or warning is received by telephone, the recipient shall:

- Obtain as much information as possible
- Keep the caller talking as long as possible and contact the local police or RCMP.

## STATS Emergency Response Plan – Reversing Falls



### 2.8 Motor Vehicle Collision (MVC)

In the event of a motor vehicle collision, whether directly involved or as a witness, ensure all people involved are okay. If any injuries are apparent, seek medical attention. Do not assume that you are all right. An undetected injury may cause problems if not found right away. As soon as possible, inform your direct supervisor.

The following steps must be taken to ensure coverage from our insurance company if company vehicles are involved.

- If the potential cost of repair is greater than \$2,000, notify local RCMP or police detachment. Get a file number from them, along with the attending RCMP/police members' name.
- If there are injuries, you must notify the local RCMP/Police.
- If you are a victim of a hit and run, you must notify the local RCMP/Police.
- Record all the information in your vehicle incident checklist book.
- Fill out a Vehicle Incident Report Form and Witness Statement. All STATS vehicles have a vehicle incident guidebook binder
- Whether the accident is your fault or not, do not lay or take blame for the accident until investigation has been conducted.



## STATS Emergency Response Plan – Reversing Falls

### 2.9 H2S or Vapor release

If a release occurs, follow these simple directions:

- Evacuate to muster point by upwind or cross wind route
- Sound alarm
- Contact site supervisor
- Assess the situation (i.e. plan of action and account for all personnel)
- Protect yourself and others



## STATS Emergency Response Plan – Reversing Falls

### 2.10 Thermal Exposure

#### 2.10.1 Heat Stress

When it comes to heat, your body is like a car if it overheats, problems can arise. Knowing the signs and symptoms of heat stress and what to do to lessen the effects can help your body to keep running properly. Overheating can produce either heat exhaustion or the more serious heat stroke.

##### Heat Exhaustion

Heat exhaustion typically occurs when people exercise heavily or work in a warm humid place where body fluids are lost through heavy sweating. As blood flow to the skin increases, blood flow decreases to the vital organs. Heat exhaustion starts with the accumulation of large quantities of blood in the skin and the body's attempt to increase its cooling efficiency. This results in a form of mild shock. If not treated, the victim's condition will worsen. Body temperature will keep rising and the victim may suffer heat stroke.

Symptoms of heat exhaustion include:

- Nausea, dizziness, weakness, headache
- Skin is pale and moist, possibly heavy perspiration
- Weak pulse
- Dilated pupils
- Disorientation or fainting spells

First aid for heat exhaustion:

1. Remove victim to cooler location, out of heat source or sun.
2. Loosen or remove clothing and cool victim with water, fanning for quick evaporation.
3. Use cold compresses – specially to head and neck areas, also to armpits and groin.
4. DO NOT give any medication to lower fever.
5. Give victim electrolyte beverages to sip
6. DO NOT give any liquids containing alcohol or caffeine as these may interfere with the body's ability to regulate its internal temperature.
7. If the victim's condition does not improve or worsens, seek medical attention immediately.

##### Heat Stroke

When a person has heat stroke, it is like a car running with almost all the water boiled out of the radiator. It is very serious and can lead without warning to a sudden and complete breakdown. When the body overheats, it begins to go into crisis.

Symptoms of heat stroke include:

- Usually we sweat when we are hot, but when someone has heat stroke, there is no sweat, and the skin is very dry and hot.
- Other symptoms include strong, fast pulse, very high temperature (106°F to 112°F), and confused, strange, or angry behaviour.
- The person may feel chilled, nauseated, or dizzy and will soon become unconscious.

First aid for heat stroke:



## STATS Emergency Response Plan – Reversing Falls

1. Get medical attention immediately.
2. While waiting for medical help follow steps laid out for heat exhaustion.

### How to Handle Heat

The following are ways to help deal with heat:

- Slow down. Try to plan to do the most strenuous activity during the coolest part of the day, which is usually in the morning.
- Provide shade for the work area. If air conditioning is not available, limit your time in the direct sun. Remember, electric fans do not cool the air, but they do help sweat evaporate, which cools the body.
- Wear lightweight, light-coloured clothing. Light colours will reflect away some of the sun's energy.
- Drink plenty of water regularly and often. Even if you are not thirsty, your body is losing fluid by sweating to cool your body and that needs to be replaced. STATS will ensure that potable water is available to employees to prevent heat stress.
- Water is the safest liquid to drink during heating emergencies. Avoid drinks with caffeine in them.
- Eat small meals and eat more often. Avoid foods that are high in protein as they increase metabolic rate.



## STATS Emergency Response Plan – Reversing Falls

### 2.11 Fall Rescue Plan and Procedures

#### Introduction

When workers are suspended in mid-air after a fall, their lives hang in the balance - even if they have survived the fall without a scratch. Every second counts. The intention of this guidance is to help you fully understand the implications of a worker falling, being arrested and then suspended by a harness, which initially saves them, but minutes later may kill them due to suspension trauma.

This guidance will show what action should be taken to prevent a fallen worker dying from suspension trauma.

#### Precautions

- Ensure you complete a Fall Rescue Plan
- Use suspension trauma straps

#### Emergency Response

##### General Guidelines

It is vital that the lowering system can be controlled to prevent the worker's body from being laid flat as it reaches the ground.

- Anyone released from immobile suspension should be kept in a sitting position for at least 30 minutes
- Keep the harness on and do not release the leg straps
- Try to get the person to sit in the 'W' position (legs pulled towards chest) if possible
- Let EMS know it is a fallen worker and that the worker should not be laid flat. They should be transported in the sitting position to the nearest hospital unless in cardiac arrest.

##### Ladder Rescue

If an elevating work platform is not available, use ladders to rescue the fallen worker with the procedure outlined below.

1. If the fallen worker is suspended from a lifeline, move the worker (if possible) to an area that rescuers can access safely with a ladder.
2. Set up the appropriate ladder(s) to reach the fallen worker.
3. Rig separate lifelines for rescuers to use while carrying out the rescue from the ladder(s).
4. If the fallen worker is not conscious or cannot reliably help with the rescue, at least two rescuers may be needed.
5. If the fallen worker is suspended directly from a lanyard or a lifeline, securely attach a separate lowering line to the harness.
6. Other rescuers on the ground (or closest work surface) should lower the fallen worker while the rescuer on the ladder guides the fallen worker to the ground (or work surface).
7. Once the fallen worker has been brought to a safe location, administer first aid and treat the person for suspension trauma and any other injury.
8. Arrange transportation to hospital if required.



## STATS Emergency Response Plan – Reversing Falls

### Rescue from Work Area of Floor Below

If the fallen worker is suspended near a work area and can be safely reached from the floor below or the area from which they fell, use the following procedure.

1. Ensure that rescuers are protected against falling.
2. If possible, securely attach a second line to the fallen worker's harness to help rescuers pull the fallen worker to a safe area. You will need at least two strong workers to pull someone up to the level from which they fell.
3. Take up any slack in the retrieving line to avoid slippage.
4. Once the worker has been brought to a safe location, administer first aid and treat the person for suspension trauma and any other injury.
5. Arrange transportation to hospital if required.