



FIRST AID, MEDICATION AND EMERGENCY REPORTING POLICY

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This policy ensures the safety of service users, staff and independent contractors (including mentors and counsellors) during online sessions. It defines the protocols for managing emergencies and risks in a remote environment where staff/independent contractors have no physical control over the mentee's immediate surroundings. As an online only provider, the primary responsibility for MindJam is emergency coordination since direct intervention cannot be achieved.

This policy should be read in conjunction with MindJams [Safeguarding Policy](#), [Health and Safety Policy](#) and [Session Risk Assessment](#).

Purpose and Scope

This policy applies to all staff and independent contractors working remotely, and all young people, parents/carers, Local Authorities and schools accessing MindJam's services. As MindJam has no physical site and cannot intervene directly, our focus lies on ensuring appropriate emergency reporting is in place.

Please note that MindJam has a legal and ethical obligation to take action if any person is in immediate danger. This may override standard confidentiality agreements.

First Aid

As MindJam is an online only provision, first aid cannot be provided to service users. However, all staff and independent contractors can act as emergency coordinators by:

- Ensuring they are aware of the young person's physical location at the start of each session
- Ensuring they have up to date emergency contact details for the parent/carer/school
- Ensuring their mentee referrals and accounts are open and accessible during session
- Ensuring that, as appropriate, the young person is being supervised by a responsible adult while virtual sessions take place

Parents/carers and schools are responsible for ensuring their young person is supervised during sessions and that first aid equipment is available as needed. Schools are also responsible for ensuring they have a first aid trained member of staff on site.

If a member of staff or independent contractor has any concerns around the wellbeing and safety of a child, the concern should be reported immediately to MindJam's Safeguarding Team via the [Safeguarding Webform](#).

As staff and independent contractors work from private residences, they are also responsible for their own immediate physical first aid. MindJam recommends that all remote workers:

- Maintain a basic first aid kit
- Identify an emergency contact, for example by ensuring a neighbour, friend or family member knows their working hours and has a means of entry to the property in an emergency

- Make MindJam aware of any pre-existing medical conditions that may require specific emergency responses

Benedict's Law

Benedict's Law is statutory legislation that requires all educational institutions and childcare providers, including unregistered provisions, to maintain allergy safety policies, staff awareness/training and physical emergency supplies on site.

As MindJam is an online only provider, emergency supplies cannot be stored or administered, and physical drills cannot be conducted.

The responsible adult (i.e. the parent/carer, Local Authority representative or school) supervising the session must ensure they have received the appropriate training to support the young person and have access to emergency supplies such as Adrenaline Auto-Injectors should these be required.

MindJam must be informed if a young person has an allergy and staff/mentors/counsellors will uphold their duty of care by following the below Emergency Reporting guidance if a young person has a medical emergency.

Medication

As an online only provider, staff and independent contractors must not and cannot advise on or supervise the physical administration of medication. The parent/carer, Local Authority and/or school are responsible for ensuring the young person is accurately taking the prescribed doses. In addition, staff/mentors/counsellors should not be asked by parents/carers, the Local Authority or schools to remind a young person to take medication. A young person must be supervised while taking any medication.

Parents/carers, Local Authorities and schools have a responsibility to notify their mentor/counsellor if there are any changes to their young person's medication/medical needs that may impact or become more prevalent during their sessions.

If a mentee mentions new medication, or any changes to their medication, during a session, the member of staff/mentor/counsellor must discuss further with the parent/carer to ensure appropriate support is in place.

If a young person appears to be suffering from an adverse reaction to medication during a session (i.e. slurred speech, hives, difficulty breathing), the mentor/counsellor must follow the below Emergency Reporting guidance.

Emergency Reporting

If a member of staff or independent contractor becomes aware of an emergency involving a young person during an online session, the following steps must be taken:

1. **Assess the situation:** Stay on the call, do not hang up. Try to keep the young person calm and engaged
2. **Gather information:** Quickly confirm the young person's current physical location (e.g. home, school, which room are they in, what can they see around them?) and the nature of the emergency
3. **Intervention:** MindJam sessions must be supervised by a responsible adult. If the young person is at school, direct them to alert the supervising teacher or staff member immediately. If at home, direct the young person to alert their parent/carer immediately.

Staff/mentors/counsellors should also simultaneously refer to the young person's referral form and their own mentee registers to obtain emergency contact details for the parent/carer/school. Contact should be made to highlight and address the emergency, regardless of the severity

4. **Escalation:** If a young person is alone, or they do not require supervision/live alone (e.g. they are 18+), and are in immediate danger (e.g., medical collapse, fire, or serious self-harm), the staff member or mentor/counsellor must immediately call 999 and provide the emergency services with the young person's address
5. **Internal Notification:** Once the immediate danger is managed, the member of staff/mentor/counsellor must notify MindJams Head of Safeguarding as soon as possible by completing a [Safeguarding Webform](#)

All staff and mentors/counsellors are entitled to post-incident support. This will be offered to them by the Senior Leadership Team, Consultant Mentors, or Mental Health First Aiders.

Staff & Independent Contractor Requirements

To support emergency reporting, all staff and independent contractors must:

- Ensure they have a private, quiet space to do sessions so they can hear distress signals and maintain confidentiality during emergencies
- Have a second communication device available, such as a mobile phone, that is charged and accessible should emergency services need to be called
- Ensure the referral/account for their young people are up to date with accurate emergency contact details and home addresses