



First Aid Policy

1. Purpose of this Policy

The Special Lioness is committed to ensuring the safety and wellbeing of all children, families, volunteers, and visitors who attend our activities and events. As a volunteer-run charity, we aim to provide appropriate first aid support within our capacity while recognising that a trained first aider may not always be present. This policy outlines our approach to first aid provision, emergency response, and volunteer responsibilities.

2. Our Commitment

We will:

- Take reasonable steps to ensure first aid support is available at our events
- Provide clear procedures for responding to accidents and emergencies
- Ensure volunteers understand their role and limitations
- Encourage families to share relevant medical information
- Maintain a safe environment to reduce the likelihood of incidents
- Call emergency services whenever needed

We prioritise safety while acknowledging the practical realities of a volunteer-led organisation.

3. Scope

This policy applies to:

- All volunteers
- Trustees
- Families and visitors attending our events
- Contractors or partners supporting activities

4. First Aid Provision

4.1 When a Trained First Aider Is Present

Where possible, we will aim to have at least one trained first aider at larger events or higher-risk activities.

If a trained first aider is present, they will take the lead in responding to incidents within their competence.

4.2 When No Trained First Aider Is Present

If no trained first aider is available:

- Volunteers will provide basic assistance only, such as offering reassurance or helping someone to a safe space.
- Volunteers must not attempt any medical procedures they are not trained or competent to perform.
- Emergency services will be contacted immediately for any injury or illness requiring medical attention.



Making Special Memories With Special Families

- Families remain responsible for administering their child's specialist medical care unless otherwise agreed in advance.

5. Responsibilities

5.1 Trustees

Trustees are responsible for:

- Ensuring appropriate first aid arrangements are in place
- Providing guidance and training opportunities for volunteers
- Ensuring first aid kits are available and maintained
- Reviewing incidents and updating procedures

5.2 Volunteers

Volunteers must:

- Follow this policy and event-specific safety guidance
- Know where first aid kits and emergency exits are located
- Report incidents promptly
- Call emergency services when needed
- Never administer medication or medical procedures unless trained and authorised

5.3 Families

Families are encouraged to:

- Share relevant medical information about their child
- Bring and manage their own medical equipment
- Administer any specialist care their child requires
- Inform volunteers immediately if an incident occurs

6. First Aid Kits

- A fully stocked first aid kit will be available at all events.
- Kits will be checked regularly by a designated volunteer.
- Kits will include basic supplies such as plasters, bandages, wipes, and gloves.
- Specialist medical equipment will not be provided by the charity.

7. Emergency Procedures

In the event of an accident or medical emergency:

1. Ensure the area is safe for the injured person and others.
2. Call emergency services if the situation requires medical attention.
3. Provide basic first aid only if within the volunteer's competence.
4. Reassure the individual and keep them comfortable.
5. Inform the event lead or trustee as soon as possible.
6. Record the incident using the charity's incident reporting procedure.

8. Children with Complex Medical Needs



Many children attending our events have life-limiting or complex medical needs. To ensure safety:

- Families remain responsible for their child's medical care unless a specific arrangement has been agreed in advance.
- Volunteers will not undertake medical interventions such as tube feeding, suctioning, oxygen administration, or seizure management unless trained and authorised.
- Emergency services will be contacted immediately if a child becomes unwell.

9. Incident Reporting

All accidents, injuries, and near misses must be recorded and reported to a trustee. Reports will be reviewed to identify patterns, risks, or improvements needed.

10. Training

Where possible, volunteers will be offered opportunities to attend:

- Basic first aid training
- Emergency response awareness
- Condition-specific awareness sessions (optional)

Training is encouraged but not mandatory.

11. Review of Policy

This policy will be reviewed annually by the Board of Trustees or sooner if:

- There are significant changes in activities
- New risks emerge
- Legislation or best practice changes