

# Haslemere Community Rugby Club

Woolmer Hill Sports Association Clubhouse, Woolmer Hill Road, Haslemere, Surrey GU27 1QA



## First Aid Procedures Manual

# **Haslemere Community Rugby Club**

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## 1 Introduction

This document sets out the procedural guidelines and responsibilities for the Lead Coaches, Administration Managers and First Aiders in the provision of first aid to members, spectators and other club players and participants. It forms a subset of the Club's Health & Safety Policy.

In the event of any accident or injury, the Club wants to ensure that appropriate support is given to all those concerned before, during and after the event and that everyone knows what they are required to do, what they are responsible for and have the necessary tools to carry out these duties.

This document is divided into four main sections:

- The responsibilities of the Lead Coaches and Administration Managers
- The responsibilities and procedures of the First Aiders
- The procedure for contacting emergency services
- Very Serious Injury Reporting procedure

## 2 Responsibilities of Lead Coaches and Admin. Managers

### 2.1 Register & Emergency Contact Details

Prior to the start of any training session, match or tournament, home or away, an attendance register should be completed and held together with a record of emergency contact details and any relevant medical details for each player. This information should be available to Coaches and First Aiders.

### 2.2 First Aid Cover

Prior to commencement of any session it is the responsibility of each age group's Lead Coach to ensure that a qualified First Aider is available at training sessions and matches. A First Aider may provide cover for more than one section, but this should be clarified prior to start of play to ensure that their location and identity is known.

In the event that some squads are playing away and the remaining squad trains at the Club, the first aid kit and a first aid trained person should travel with the away team.

### 2.3 Following-up after an injury

Following any accident or injury the Lead Coach, in conjunction with the First Aider, should liaise with the relevant family. Coaches should follow up any serious injuries, resulting in hospitalisation or home convalescence, with a phone call to enquire as to well-being and progress. The coach should also make an assessment with regard to 'reportable injuries' and, in conjunction with the First Aider, take appropriate action if necessary (See 3.3).

The Lead Coach should call a visiting coach if a visiting player has been injured and suffered a potentially 'reportable injury' to obtain details and, in conjunction with the First Aider, take follow up action if necessary (See 3.3).

### 2.4 Head Injuries

It is the Club's responsibility, in conjunction with the coaches to ensure that any of its Players in a match, or during a training session, having left the pitch with a head injury shall not be allowed to resume playing or training, without the clearance of a Medical Person. Similarly, any Player who

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has suffered concussion shall not be allowed to resume playing or training for a period of at least three weeks from the time of injury, and then may only do so after being declared fit by a Medical Person.

Following any such injury all coaches must insist on having a medical note from the Player's doctor confirming fitness to play or a letter from the parents/guardians confirming the same.

## **2.5 Tours**

Prior to any tour, it is the responsibility of the Lead Coach, in conjunction with the First Aider, to complete a 'risk assessment' of the tour and consideration must be given to First Aid provision including:

- Features of tour, including transportation and sleeping accommodation
- Any specific hazards or risks likely to be incurred
- Any attendees with special health needs/disabilities
- The number of First Aiders required to provide adequate cover
- Authority for the dispensation of any medication/medical attention in the absence of parents

## **3 Responsibilities and procedures of First Aiders**

### **3.1 Pre-match preparation**

Prior to any training session or match the First Aider should ensure that they are adequately prepared for the job in-hand and have a fully stocked First Aid Kit available to them.

At all sessions, including away games and tournaments, the First Aider should obtain the address and map of the nearest hospital to the Club as they may need to give details to parents/responsible adult following an ambulance evacuation.

### **3.2 Incident management**

In the event of an injury or incident requiring First Aid support you should follow the guidelines detailed in the Incident Management Procedure (See Appendix 2), a copy of which should be kept in the First Aid Kit. If you decide that Ambulance Assistance is required then you should follow the procedures defined in Section 4.

### **3.3 Post Incident procedures and reporting**

Following any accident or injury the First Aider should liaise with the Lead Coach to ensure that all appropriate forms and reporting requirements are adhered to.

There are a number of forms that have to be used and First Aiders must be aware of the application of each and of the necessity to maintain privacy of information about anyone they provide first aid service to.

The category of incident determines the paper work to be completed.

### **Injury Report Book**

This is used for all incidents where a First Aider is called upon to make an assessment of a potential injury, makes a diagnosis, treats or allows continuance of play. This is necessary in the event that a later condition experienced by the casualty is tracked back to this event. We need to demonstrate that we acted upon what was diagnosed at the time and record what treatment (if any) was given. This book is kept with the First Aid Kit.

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The following information should be recorded:

- Name and address of player injured
- Name and address of person reporting the incident
- Time and location of incident
- Description of incident, including nature of injury.
- Action taken and any First Aid kit used.
- Record details about emergency services used: services contact details (e.g. ambulance service from Surrey or Hampshire), names and contact details of personnel, time of 999 call (Mobile phones record the exact time a call is made. Look it up and record the time.), hospital casualty sent to, how casualty was moved.

In the case of respiratory and/or cardiac incident, the response times of services should also be noted as extended CPR may have had to be given due to late arrival of services.

## Head Injury Notification Form

In instances of any head injury, the Head Injury Notification Form (see Appendix 5) should be sent home with the parent/guardian in the event the player has sustained a concussion injury or develops a compression injury (can be weeks later).

This is a reference sheet for guidance only. If any doubt exists, refer to medical professionals.

## 'Reportable Injury' Form

This form is to be completed in addition to the Injury Report Book if a Player sustains a 'reportable injury'.

These are defined as

- Any head or neck injury that requires a player to be transported directly from the ground to an Accident and Emergency Department
- Any injury that results in admission to a hospital as an inpatient after the game/training has finished and is game/training related
- Any injury that prevents a player from playing or training for a period of 8 weeks or longer
- Deaths, which occur during the game or within 6 hours of the game finishing.

The First Aider needs to ensure that copies of the 'Reportable Injury' forms are given to the Lead Coach and Executive Committee, so that they can submit the twice-yearly injury return to the RFU Sports Injuries Administrator.

## 4 Procedures for Contacting Emergency Services

In the event that ambulance assistance is required the following procedure should be adhered to:

- Stay calm
- Find out where you are if you do not know (If ringing from a payphone your call can be traced to the address where the phone is registered. Mobile phones do not have this advantage so you need to know where you are). Many mobile phones can now provide GPS location coordinates.
- When asked by the control officer which service, state 'Ambulance'.  
If a vehicle is involved and there are casualties, ask also for the police. If risk of fire, ask for fire emergency services as well. You will be put through to the ambulance control and they will alert the other services for you.

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- Once through, stay on the line until the control officer says you can go. The operator will confirm your number when putting you through to the controller so they can call you if you get cut off.
- You may be asked to stay on the phone and be redirected through to the emergency vehicle attending, so you can talk them in to the incident site if they have difficulties finding you.

## WHAT TO TELL THE EMERGENCY SERVICES

- State your name clearly and that you are acting in your capacity as a First Aider or helper
- Confirm your number if asked
- State exact location of incident, give a road name, number or landmark details
- Type of incident (e.g. sports injury/road traffic accident)
- Gravity of incident (e.g. cars involved and people trapped, fire risk)
- Number, gender and approximate age of casualties
- Details of condition from diagnosis (e.g. suspected neck injury, loss of movement in limbs, paralysis, casualty distressed)
- Details of any hazards (e.g. fog, waterlogged/boggy ground, overhead power lines)

## WHAT TO ASK THE CONTROLLER

- Ask how long it will take for the ambulance to arrive. (If access difficult, arrange for someone to meet and greet the vehicle and escort them on to the pitches or accident location.)
- Agree how to be notified by ambulance service (e.g. on your mobile)
- Ask if a paramedic, doctor or emergency medical technician will be in attendance for: Cardiac cases, respiratory cases, severe bleeding, neck and spine injuries that require casualty evacuation by stretcher, spine boards and neck collars.

## 5 Very Serious Injury Report

A very serious injury is an injury that involves an insurance claim on the RFU insurance and may qualify for assistance from the RFU Charitable Fund.

The report takes the form of a letter from the Chairman of the Club and includes the following:

- Summary covering letter outlining the incident
- Copy of the entry in the Injury Report Book
- Copy of the Reportable Injury Form
- 2 independent adult witness statements – signed and dated
- Personal detail sheet from squad team representative
- Copy notice to RFU insurers (This is required in the event of death/loss of limb/loss or partial loss of sight/brain injury/paralysis). Marsh Sports Group (Claims) Tel: 0131 311 4254 Fax: 0131 343 6667

All the details will need to be fully covered by documentation and submitted as urgent to the Sports Injuries Administrator ("SIA") at the RFU. The current contact details for the Sports Injuries Administrator can be found in the RFU directory on the RFU web page: <http://www.rfu.com>  
Tel: 0800 298 0102 Fax: 0208 8831 7684 Email: [sportsinjuriesadmin@therfu.com](mailto:sportsinjuriesadmin@therfu.com)

The Sports Injuries Administrator will contact the Club and will arrange to visit the injured player in hospital, with a member of the family present. They will also meet with representatives of the Club to outline action needed to help the player and family.

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## Appendix 1

*(A laminated copy of this 999 call sheet should be kept in each First Aid Kit and besides the Clubhouse telephone.)*

### '999' Call Sheet

- Stay calm
- Establish exact location
- Dial 999 & state service required – 'Ambulance' + 'Police'/'Fire' if appropriate
- Stay on the line until the control officer says you can go. The operator will confirm your number when putting you through to the controller so they can call you if you get cut off.

### WHAT TO TELL THE EMERGENCY SERVICES

- State your name clearly and that you are acting in your capacity as a First Aider or helper
- Confirm your telephone number if asked
- State exact location of incident, give a road name, number or landmark details
- Type of incident (e.g. sports injury/road traffic accident)
- Gravity of incident (e.g. cars involved and people trapped, fire risk)
- Number, gender and approximate age of casualties
- Details of condition from diagnosis (e.g. suspected neck injury, loss of movement in limbs, paralysis, casualty distressed)
- Details of any hazards (e.g. fog, waterlogged/boggy ground, overhead power lines)

### WHAT TO ASK THE CONTROLLER

- Ask how long it will take for the ambulance to arrive. (If access difficult, arrange for someone to meet and greet the vehicle and escort them on to the pitches or accident location.)
- Agree how to be notified by ambulance service (e.g. on your mobile)
- Ask if a paramedic, doctor or emergency medical technician will be in attendance for: Cardiac cases, respiratory cases, severe bleeding, neck and spine injuries that require casualty evacuation by stretcher, spine boards and neck collars.

Home Game directions are as follows:

Haslemere Community Rugby Club  
Woolmer Hill Sports Association Pavilion  
Woolmer Hill Road  
Haslemere  
Surrey  
GU27 1QA

Clubhouse telephone number: 01428 643072

Website: [www.haslemererugby.co.uk](http://www.haslemererugby.co.uk) ("Getting Here" tab-For our location details, map and layout of pitches)

GPS: 51°05.722'N, 0°44.869'W (Clubhouse)

### Directions:

The Club is behind The Edge Leisure Centre on Woolmer Hill Road.

### From Haslemere Town Centre (2.1 miles):

From Haslemere High Street, turn right at top of the High Street by the Town Hall into Lower Street, continue ahead for (1.4 miles) past the station, through Wey Hill and on to the A287 Hindhead Road towards Hindhead. Approx 250 metres after passing Deepdene on your left, take the next left turn into Critchmere Hill and continue ahead up Woolmer Hill Road for (0.7 miles). Shortly after passing Woolmer Hill School and Busy Bees nursery at the signposts for "Woolmer Hill Sports Ground" and "The Edge" on the right, turn immediately right into the lower car park. Go to the far end of this car park taking the third exit on the right, where the road to Haslemere Community Rugby Club is signposted. This road takes you to the Clubhouse and main car park after 500 metres, passing the access gate to the pitches at the sharp right hand turn after 200 metres.

**Important information overleaf....**



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## From the A3

**Southbound (1.5 miles).** Immediately after the Hindhead Tunnel take the A333 turning on the left to Haslemere, Grayshott and Hindhead. After (0.1 miles) take the third exit at the roundabout and cross the A3. At the second roundabout after (0.1 miles) take the first exit signposted to Bramshott Chase on Portsmouth Road. After (0.7 miles) turn right at the junction on to Upper Hammer Lane and follow this for (0.4 miles). Turn left into Woolmer Hill Road and after (0.2 miles) turn left at the signposts for "The Edge" and "Woolmer Hill Sports Ground" into the lower car park. Go to the far end of this car park taking the third exit on the right, where the road to Haslemere Community Rugby Club is signposted. This road takes you to the Clubhouse and main car park after 500 metres, passing the access gate to the pitches at the sharp right hand turn after 200 metres.

**Northbound (0.6 miles).** Approx 1 mile before reaching the Hindhead Tunnel take the exit left signposted to Bramshott Chase on to Upper Hammer Lane and follow for (0.4 miles). Turn left on to Woolmer Hill Road. After (0.2 miles) turn left at the signposts for "The Edge" and "Woolmer Hill Sports Ground" into the lower car park. Go to the far end of this car park taking the third exit on the right, where the road to Haslemere Community Rugby Club is signposted. This road takes you to the Clubhouse and main car park after 500 metres, passing the access gate to the pitches at the sharp right hand turn after 200 metres.

**Ambulance Access:** This is by the gate on the single lane road (with passing places) signposted to Haslemere Community Rugby Club (and other sports) running from the far right hand end of the lower car park (3rd exit) directly off Woolmer Hill Road. Go past the hockey pitches on the left and after 200 metres access to the pitches is at the sharp right hand turn. This gate is kept locked / the key is located behind the bar in the Clubhouse (once an ambulance has been called please collect the key). The Lead Coaches for each age group should also have a key.

Please designate a responsible person to meet the ambulance and direct them where to go from the lower car park, where the casualty is located and whether pitch access or Clubhouse access is required.

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## Appendix 2

### Incident Management Procedure

- Keep calm and take control.
- Ask people to wait before they take it upon themselves to call for ambulance assistance.
- Identify any dangers to yourself/casualty/other players and officials/crowd. Attend to this first through assessment and bystander delegation.
- Keep the referee informed.
- Get history of the incident from casualty/players/match officials if you did not witness it yourself
- Evaluate casualty condition:
  - Continue play
  - Stop play - walk off
  - Stop play - carry off
  - Stop play stretcher off – *this requires a certificate in 'Casualty Handling' and is not a standard part of the standard first aid qualifications. If the casualty needs a stretcher, then an ambulance should be called for, unless a medical organisation is present with the correct qualified staff and equipment to move the casualty.*
  - Referral to parent for head injury
  - Referral to doctor with parent for medical condition
  - Referral to hospital with parent providing transport
  - Referral to hospital with ambulance
- If you decide that the injured player should not be moved, the referee is responsible for moving the match off pitch to another to avoid waiting and game delays.
- Nominate and appoint responsibility to bystanders and match officials to do the following:
  - If continuing the game on same pitch – whilst waiting ensure players kept away, warm and active. Arrange Coach to counsel them if they are worried about team mate
  - Assist with casualty movement if safe to do so
  - Call for an ambulance, if appropriate (See 999 Call Sheet)
  - Provide reception at entrance to gate to give ambulance directions
  - If 'Home' match ensure someone is despatched to entrance of lower car park to meet ambulance and prevent further cars entering and impeding access/exit for ambulance
  - Provide driven escort for ambulance if pitches and site very big
  - Move obstacles such as parked cars and ensure clear access before emergency vehicles arrive
  - To talk to casualty to assist you with casualty management
  - Fill out the Injury Report Book in accordance with your instructions, whilst you are busy with first aid treatment and to record your observations of: Pulse rate - respiratory rate - pallor - pupils - levels of consciousness - initial assessment, 5 mins, every 10 mins thereafter
- Ensure observations are given to doctor and ambulance crew on scene
- Make sure ambulance crew have your contact details if they need to clarify anything later.

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- **Provision of transport following an injury** - DO NOT PROVIDE TRANSPORT YOURSELF TO HOSPITAL: Your vehicle insurance does not cover you for this type of activity unless previously declared and you leave the remainder team without first aid cover, unless there is more than 1 First Aider. Also if the casualty deteriorates whilst you are driving, you put yourself and the casualty at further risk.
- If another parent/adult takes a child to hospital and the child is not theirs, the casualty must be chaperoned by another adult or two other children. This is to ensure the person providing the transport is not put in a position of compromise with one child. (Child Protection Policy)
- No injured child should be sent home on their own. Identify the nominated adult in the event the child's parents/guardians have not attended - remember they are obliged to provide cover in the event they are not available. Call mobiles and contact numbers from 'Emergency Contact List'. Keep information confidential and do not give to unauthorised parties.

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## Appendix 3

### First Aid Kit and Equipment List

• Fabric strip	x 1
• Waterproof plasters	x 20
• Triangular bandage	x 2
• Eye pad	x 1
• Finger dressing	x 1
• Crepe bandage (5cm x 4.5m)	x 1
• Crepe bandage (7.5cm x 4m)	x 1
• Non-adherent absorbent dressing (5x5cm)	x 5
• Non-adherent absorbent dressing (10x10cm)	x 5
• Antiseptic wipes	x 20
• Emergency FOIL blanket	x 1
• Disposable Ice Packs	x6
• Re Usable Ice Pack	x1
• Tuff-Kut scissors	x 1
• Face shield	x 2
• Pair vinyl disposable gloves	x 3
• Disposable apron	x 1
• Clinical waste bag	x 1
• Eyewash phials (20ml)	x 4
• Low allergy tape	x 1
• Waterproof strapping	x 1
• Tissue pack	x 1
• White petroleum jelly	x 1
• Safety pins	x 1
• First Aid Kit checklist	x 1
• Injury Report book	x 1
• Serious Injuries reporting forms	x 3
• Head Injury notification forms for parent	x 3
• 999 call sheet	x 1
• Pencil	x 1

#### Kit list for Clubhouse

• Assorted plasters	x 20
• Eye pad	x 2
• Triangular bandages	x 4
• Safety pins (pk 6)	x 1
• Medium dressing 12 x 12cm	x 6
• Large dressing 18 x 18cm	x 2
• Antiseptic wipes	x 6
• Disposable gloves	x 3
• Disposable apron	x 1
• Spills kit	x 1
• Re-useable Cold Pack	x 2
• Stretcher	x 1
• First aid kit list	x 1

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## Appendix 4

### First Aid equipment order form

To re-order any of the items below, please highlight which items are required and quantity.

- ☐ Advice leaflet
- ☐ Fabric strip
- ☐ Waterproof plasters
- ☐ Triangular bandage
- ☐ Eye pad
- ☐ Finger dressing
- ☐ Crepe bandage (5cm x 4.5m)
- ☐ Crepe bandage (7.5cm x 4m)
- ☐ Non-adherent absorbent dressing (5x5cm)
- ☐ Non-adherent absorbent dressing (10x10cm)
- ☐ Antiseptic wipes
- ☐ Emergency blanket
- ☐ Tuff-Kut scissors
- ☐ Cold pack (re-useable)
- ☐ Disposable Ice Packs
- ☐ Face shield
- ☐ Pair vinyl disposable gloves
- ☐ Disposable apron
- ☐ Clinical waste bag
- ☐ Eyewash phials (20ml)
- ☐ Low allergy tape
- ☐ Waterproof strapping
- ☐ Tissue pack
- ☐ White petroleum jelly
- ☐ Safety pins
- ☐ First Aid Kit checklist
- ☐ Injury Report book
- ☐ Serious Injuries reporting forms
- ☐ Head Injury notification forms for parents
- ☐ 999 call sheet
- ☐ Pencil

Please complete your details below and email or hand to your team administrator

Name .....

Age Group.....

Email.....

Mobile .....

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## Appendix 5

### Head injury notification form for parents

Date of injury \_\_\_\_\_

Name of child \_\_\_\_\_

To the parent/guardian of \_\_\_\_\_

This is to notify you that your child received a blow to the head during rugby training/match. He/she received first aid but did not require hospital treatment at the time. If your child shows any of the following symptoms or signs, please follow the procedure outlined below.

#### Symptoms:

- Mild generalised headache
- Tiredness and sleepiness
- Dizziness – loss of balance
- Nausea/sickness
- Blurred vision
- Deteriorating levels of response when spoken to

#### Signs:

- Excessive tiredness/sleepiness/drowsiness
- Pulse more rapid than usual – if it starts to slow down and remains strong and full, it could indicate a compression injury (urgent admission to hospital is required)
- Breathing becoming more noisy
- Pupils in the eye not equal. (Urgent admission to hospital is required)
- Rising temperature
- Noticeable change in personality
- Any type of paralysis, weakness down one side of body or face

#### Procedure

If the symptoms and signs above are present, the medical services need to check the casualty for concussion and/or a compression injury.

**Referral to hospital** - same day as incident – Go to your local hospital - Accident & Emergency

**Day(s) after incident** – Go to your doctor's surgery (explain urgency and ask for immediate consultation). Doctor will complete referral slips and X-Ray forms which save much time during the assessment stage and gets admission to hospital A&E faster. Go straight to A&E with X-Ray forms and your doctor's referral and they will send you straight down for X-Ray before you get to Triage!

**Outside surgery hours** – GP on call centre will advise. Either attend night surgery centre or a doctor will come out – then follow procedure as (Days after).

If your son/daughter has been referred for medical assessment and treatment in hospital, please notify your Lead Coach as soon as possible and inform of diagnosis when known.

NOTE: The player cannot return to play rugby without evidence of a certificate of fitness to play from a doctor if a concussion and/or compression injury is diagnosed. Under RFU rules, the player should not play for a minimum of 3 weeks from date of injury.

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## Appendix 6

### 'Reportable Injury' Report Form

In the event of any player sustaining a possible '**reportable injury**' on or off the field, please complete the following information within 24 hours of the incident and return to your team administrator with a copy to the Club Secretary Ian Searle, Email: [irsearle1@aol.com](mailto:irsearle1@aol.com).

Name of player			
Age			
Address			
Telephone			
Accident details ✓ as appropriate	Match	Training	Travel
Date and time of incident			
Ground and weather conditions			
Type of injury sustained			
Location of injury on body			
Medical services attended ✓ as appropriate	Yes	No	
<b>Ambulance attended</b> ✓ as appropriate	Yes	No	
Hospital			
<b>Parents contacted</b> ✓ as appropriate	Yes	No	
Estimated number of weeks away from rugby activity			
Brief incident report & comments + witness names			
Coach's signature	<b>Please complete on back of sheet</b>		

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## Appendix 7

### Document Change Form

This form is to be used by Executive Committee members, Team Administrators, Coaches and First Aiders to submit change recommendations for sections in the First Aid Procedures Manual for Haslemere Community Rugby Club. Please send to the Club Secretary Ian Searle, Email: [irsearle1@aol.com](mailto:irsearle1@aol.com)

Page Number	Change details from	Change details/ add details/ delete details	Nomination by and date
	Nomination contact details and e-mail address =		