

3 THINGS TO KNOW TO SAVE A LIFE

A First Aid Quick Guide for Home & Work



Simple steps for home and work

Discover the three things to do for choking, heart attack, and poisoning, built around how your brain actually works under pressure, so you can respond with confidence when seconds count, without needing a full first aid refresher.



PRINT IT. SHARE IT.

Keep this guide handy, and put the orange summary page on the fridge or staffroom wall where everyone can see it.

BEFORE YOU BEGIN



At home or at work, first aid is for your people.

Maybe you've done a course. Maybe it's been a while, or maybe never. Either way, the question is the same: if someone near you stopped breathing, would you know what to do? And would they know what to do for you?

A story from one of our refresher courses

“Some time ago, we trained a team from a local workplace. When they came back for their refresher, the boss pulled us aside. ‘You wouldn’t believe it,’ he said, ‘but the week after our last course with you, one of my staff had to do CPR on his brother. He saved his life.’”

He’d learned it just days before. He never expected to use it, and certainly not on his own brother.

You never know who the first aid you learn will be for. Most often, it’s someone you love.

This guide answers three questions we hear most in class:

What do I do if someone is choking?

How can I tell if it might be a heart attack?

What if someone has been poisoned, and who do I call?

A guide built in threes



Adrenaline can narrow your thinking. Each page gives you three steps, three questions or three things to remember. Begin with the habit on the next page.

THE FIRST AID HABIT



First check for danger to you, then look for life threats to them. After that, manage what else is needed. Already trained? This is your 30-second reset. New to first aid? Just remember check, manage, monitor.

1 CHECK**D****Danger**

Is it safe for you to help? Look for traffic, fumes, chemicals, electricity or machinery. Do not put yourself at risk.

R**Response**

Talk to the person and gently touch their shoulder. Do they respond?

2 MANAGE**S****Send for help**

Call 111 or ask someone to call. Ask another person to find an AED.

A**Airway**

If unresponsive, remove visible debris from the mouth. Open the airway using head tilt/chin lift (or neutral head position for infants)

B**Breathing**

Check for normal breathing for up to 10 seconds.

C**CPR**

If they are not breathing normally, start CPR: 30 compressions and 2 breaths at a compression rate of 100–120 per minute, $\frac{1}{3}$ chest depth. Follow the 111 instructions.

D**Defibrillator**

Send someone for an AED and follow its prompts as soon as it arrives.

3 MONITOR

Stay with them. Watch their breathing and response, reassure them, and tell the 111 call taker or emergency services about any change.

!**Not sure how serious it is?**

Call 111. You do not need to know everything before asking for help.

1 OF 3

CHOKING

ADULTS AND CHILDREN OVER 1 YEAR



THE MOMENT

At lunch, your colleague suddenly goes silent. They're turning red, can't speak and look panicked. Then they rush out of the break room.

1

Cough

If they can cough effectively, encourage them to keep coughing. Stay close and watch for changes.

!

Can't breathe, speak or cough effectively?

Call 111. Ask someone to call while you help, or use speakerphone.

2

Up to 5 back blows

Lean them forward. Give up to 5 sharp blows between the shoulder blades with the heel of your hand. Check after each one.

3

Up to 5 chest thrusts

If still blocked, place your fist in the centre of the chest, other hand on top and give up to 5 sharp thrusts, slower than CPR compressions. Check after each. Keep alternating back blows and chest thrusts. If they become unconscious, start CPR.

Unresponsive and not breathing normally?

Start CPR. Send for an AED and follow 111 instructions.

Choking can be quiet. If someone goes silent during a meal, go and check.

INFANT CHOKING

BABIES UNDER 1 YEAR



THE MOMENT

Your baby is playing on the lounge floor while you fold washing. You hear a small gasp, then nothing. Her mouth is open, her face is red, and she isn't crying.

1

Cough or cry

If your baby is coughing or crying strongly, let them keep trying. Stay close and watch. Don't give back blows while the cough is effective.

!

Can't breathe, cry or cough effectively?

Call 111. Use speakerphone or ask someone to call while you help.

2

Up to 5 back blows

Place baby face down along your forearm or across your lap, head lower than their bottom. Support the head and jaw. Give firm blows between the shoulder blades. Check after each.

3

Up to 5 chest thrusts

Turn baby face up, keeping the head lower. Use two fingers - centre of the chest, on the lower half of the breastbone. Sharp & slow. Check after each. Alternate back blows and chest thrusts.

Unresponsive and not breathing normally?

Start infant CPR. Follow 111 instructions.

Never sweep blindly inside the mouth.

HEART ATTACK

CALL · REST · ASPIRIN



THE MOMENT

Out on the job, your workmate says her chest feels tight and she feels sick. She thinks it's just indigestion. Then she gets short of breath and breaks into a cold sweat.

WHAT TO LOOK FOR

Chest pressure, tightness, heaviness or pain that may spread to the arm, jaw, neck, back or shoulders. They may also feel short of breath, sick, sweaty, dizzy or suddenly very unwell. A heart attack can happen without chest pain.

1

Call 111

Call if symptoms are severe, get worse quickly or last more than 10 minutes. If you are worried, call. Say you think it may be a heart attack.

2

Rest

Help them stop what they are doing and rest in a comfortable position. Stay with them and reassure them.

3

Aspirin and prescribed medicine

If they have prescribed angina medicine, help them take it as directed. If they don't, or it isn't helping, ANZCOR suggests 300 mg of aspirin, chewed, for an adult with non-traumatic chest pain, unless they are allergic to aspirin or have been told by their doctor not to take it.

Unresponsive and not breathing normally?

Start CPR. Send for an AED and follow 111 instructions.

Not everyone has chest pain. Shortness of breath may be the main warning sign. Watch City First Aid tutors manage a suspected heart attack [HERE](#)

POISONING

WHAT · HOW MUCH · WHEN



THE MOMENT

At a party, a friend took something someone handed them, and now they're drowsy, sweaty and hard to wake. Nobody's sure what it was or how much they took.

!

Unconscious, hard to wake, struggling to breathe or having a seizure?

Call 111 now. For other poisoning exposures, call the National Poisons Centre immediately.

1

Make it safe

If there are fumes or chemicals, keep yourself and others away. Do not enter an unsafe area to reach someone.

2

What was taken? How much? When?

Keep the container or packaging. Estimate the amount and when it happened. If you don't know, say so. Don't delay the call while you work it out.

3

Call the National Poisons Centre

Call 0800 764 766 (0800 POISON), free and available 24/7. Call immediately after an exposure and follow their advice.

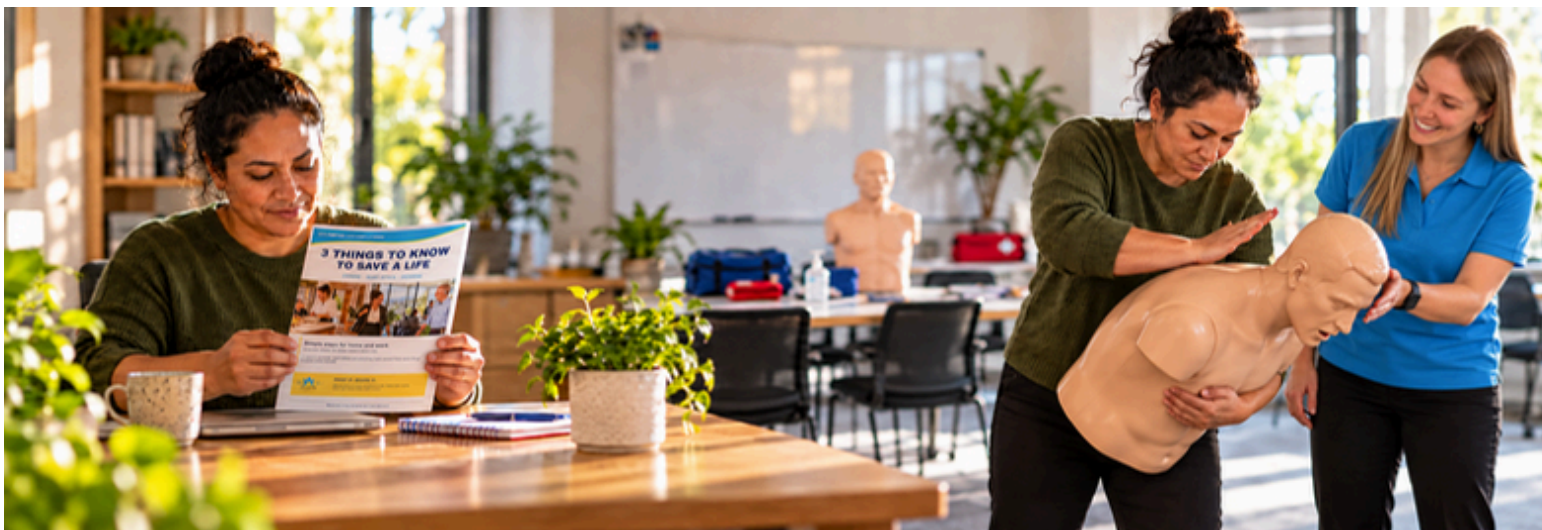
Unresponsive?

If they're breathing normally, place them in the recovery position and keep checking their breathing. If they're not breathing normally, start CPR.

Never leave someone to sleep it off alone. If they're drowsy, put them into the recovery position and keep checking their breathing. Do not make them vomit or give food or drink unless recommended by a health professional. Substance on skin or in eyes? Once it's safe, start rinsing skin or eyes with running water and call the National Poisons Centre for advice 0800 674 766

NEXT STEP

READING IS A START. PRACTICE IS WHAT STICKS.



Remember the man who did CPR on his brother? He'd practised on a training manikin only days before. When the moment came, his hands knew what to do.

In a real emergency, your hands remember what they've practised, not what you've read.

Our courses give you hands-on time with back blows, chest thrusts, CPR and an AED, taught by real people who've been doing this for decades. Refresh your skills every two years, so they're there when you need them.

City First Aid is an NZQA-registered training provider based in Christchurch, delivering practical, trauma-aware first aid training for homes, workplaces and communities across the South Island.

GUIDANCE USED

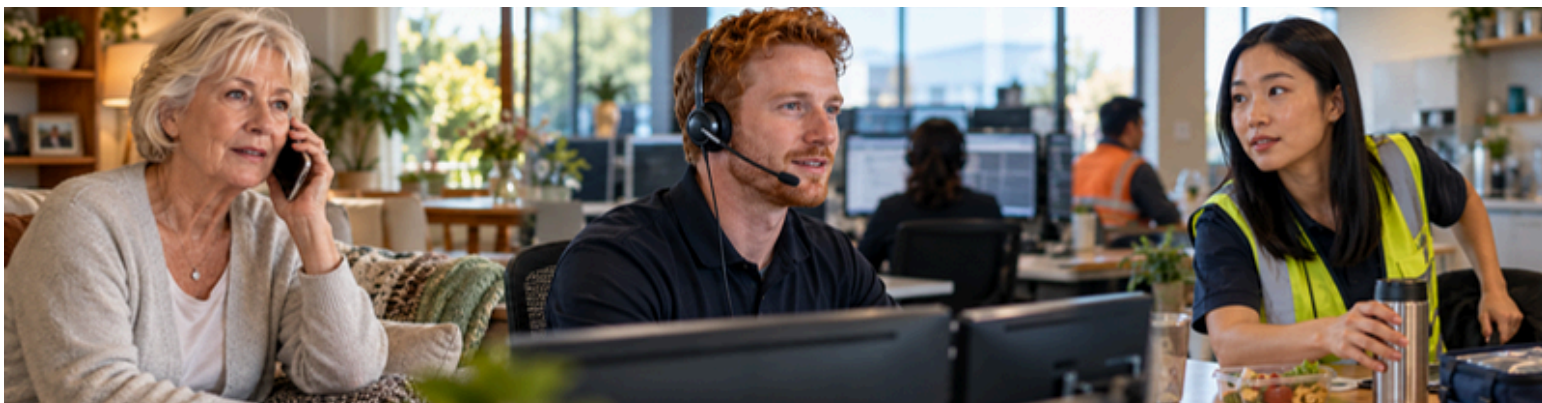
Australia New Zealand Committee On Resuscitation (ANZCOR) Guidelines 4 (Airway), 8 (CPR), 9.2.1 (Suspected Heart Attack) and 9.5.1 (Poisoning); National Poisons Centre; Health New Zealand.

This guide is general information based on ANZCOR and New Zealand National Poisons Centre guidance. It is not a substitute for first aid training. In an emergency, call 111.

BONUS: YOUR FRIDGE POSTER. The next pages are our tutors' full version of Check · Manage · Monitor. Print these, and stick them where everyone can see and practice your emergency plan together, regularly.

IMPORTANT NUMBERS

Help in New Zealand, when you need it.



111 · Emergency

Ambulance, Fire or Police.

If someone is seriously ill, badly injured or in immediate danger, call now.

WHEN YOU CALL 111

1

Where are you?

Address, cross street or landmark. Rural? Give your RAPID number.

2

Who are you?

Your name and the phone number you are calling from.

3

What happened?

What you can see, how many people, are they awake and breathing.



National Poisons Centre 0800 764 766

0800 POISON · Free, 24/7 · for swallowed poisons, fumes or substances in eyes or on skin.



Healthline 0800 611 116

Free health advice, 24/7, when you are unwell or unsure what to do.



PlunketLine 0800 933 922

Free parenting and child health advice for under-fives, 24/7.



Need to talk? Call or text 1737

Free emotional support, 24/7.



Stay on the line

Put the call on speaker so your hands are free. Answer questions and follow the call taker's instructions. Send someone to meet the ambulance; at night, turn on the outside light.

At work? Add this page to your emergency procedures, and keep a copy beside your first aid kit and AED.

EMERGENCY PLAN

OUR HOME EMERGENCY PLAN

Tā Mātou Mahere Ohotata ki te Kāinga

Fill this in together, pop it on the fridge, and talk it through once so everyone knows their job.

1

WHERE WE ARE

Our address (or rural RAPID number)

Nearest cross street or landmark

2

WHO DOES WHAT

Calls 111

Starts first aid

Gets the first aid kit

Gets the AED

Meets ambulance at the gate or road

Looks after children or pets

3

WHERE THINGS ARE

Our first aid kit is kept

Our nearest AED is at

Nearest AED to work or school

Our medicines list is kept

4

WHAT'S IN THE KIT, AND WHAT IT'S FOR

Gloves	Protect you and them.	Pads and bandages	Firm pressure on bleeding.
Triangular bandage	Slings and support.	Cling film	Loosely cover a burn after cooling.
Pocket mask	Giving breaths during CPR.	Foil blanket	Keeping someone warm.
Adhesive dressings	Small cuts and grazes.		

KEEPING IT CURRENT

We practised this plan on:

Kit last checked:

At home, Guy Fawkes (5 November) is an easy annual reminder to check the kit.

EMERGENCY PLAN

OUR WORKPLACE EMERGENCY PLAN

Tā Mātou Mahere Ohotata ki te Wāhi Mahi

Fill this in as a team, display it next to the first aid kit, and go over it at your next team meeting.

1

WHERE WE ARE

Business name and street address

Building, floor or unit

Best entrance for the ambulance

2

WHO DOES WHAT

Our trained first aiders

Calls 111

Gets the first aid kit

Gets the AED

Meets ambulance and shows them the way

Lets the manager know

Completes the incident report

3

WHERE THINGS ARE

Our first aid kit is kept

Our AED is at (or nearest AED is at)

Safety data sheets are kept

Incident reporting forms are kept

4

WHAT'S IN THE KIT, AND WHAT IT'S FOR

Gloves	Protect you and them.	Pads & bandages	Firm pressure on bleeding.
Triangular bandage	Slings and support.	Cling film	Loosely cover a burn after cooling.
Pocket mask	Giving breaths during CPR.	Foil blanket	Keeping someone warm.
Adhesive dressings	Small cuts and grazes.	Eye wash	Flush chemicals or dust from eyes.

KEEPING IT CURRENT

Review date:

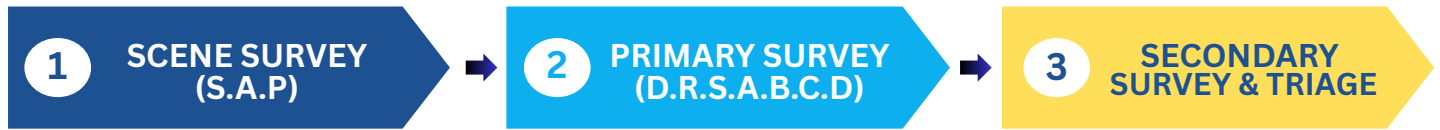
First aid certificates due:

Check first aid kits at least yearly and after use. Check the AED readiness indicator and expiry dates as its manufacturer advises.

Review this plan with your team when roles, equipment or the workplace change.

3 EASY STEPS OF FIRST AID

Calm, Confident and Capable



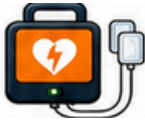
STOP, ASSESS, PLAN

Check for dangers & remove or isolate.
Protect yourself, others and the person/s needing help.



FOLLOW DRSABCD

Work quickly and in order.
Manage immediate life threats first, before dealing with other conditions.

2 DRSABCD – CHECK IN ORDER, ACT FAST			
D		CHECK FOR DANGER Remove or isolate any danger to you, others and the person needing help.	
R		RESPONSE Ask loudly if they are okay. No answer: tap each collar-bone firmly.	
S		SEND FOR HELP Call 111 or someone else make the call. Say: where you are, who you are & what's happened.	111 EMERGENCY
A		AIRWAY Remove visible debris from the mouth. Open the airway using head tilt/chin lift (or neutral head position for infants)	
B		CHECK BREATHING Look, listen and feel for normal breathing for 10 seconds.	
C		START CPR If not breathing normally (or they're gasping) Start CPR using 30 compressions & 2 rescue breaths, 100-120 bpm 1/2 chest depth	
D		DEFIBRILLATION Attach an AED as soon as available, and follow the prompts. www.aedlocations.co.nz	

Preserve life | Promote recovery | Prevent worsening | Reassure and support

3

SECONDARY SURVEY, TRIAGE & PROVIDING CARE



Ask good questions
Triage to prioritise condition/s
Head to toe survey

Ensure a comfortable position
Manage first aid
Monitor and reassure

3

SECONDARY SURVEY | Questions & Head-to-Toe

GATHER PATIENT HISTORY

Use the SAMPLE and OPQRST mnemonics to understand symptoms, allergies, medications and pain. Pass this information to additional help

**Signs/Symptoms, Allergies, Medication,
Past History, Last in or out, and Events prior**

Onset, Promote/Provoke, Quality, Region, Severity,
Time

PHYSICAL HEAD-TO-TOE SURVEY



Perform a full head-to-toe assessment to identify non-life threatening injuries or conditions.

3

TRiage & PROVIDING CARE



1. BREATHING

Asthma? Use inhaler 6x6x6 | Allergy? Use EpiPen



2. BLEEDING

Apply & hold pressure directly on or around the wound



3. BURNS

Cool, cool, cool. 20 mins, remove constrictions, cover.



4. BREAKS

Immobilise and stabilise area, seek help.



5. BITES, STINGS & POISONS

Remove the irritant.
Call 111 if unconscious, difficulty breathing, repeatedly vomiting or seizing.
Know: what was taken, how much and when.



Practical hands-on learning delivered by experienced instructors.



Nationally recognised qualifications accepted by WorkSafe NZ & employers.



Real skills for real emergencies so you can calmly respond with confidence and competence.



Ready to learn? Scan the code to find out more and book your course.