



RUFFLE THE RAIL DOG IN

What if...

I needed
First Aid
Skills?

Written and illustrated by
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The Community HeartBeat Trust
In partnership with Your Coop

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... I needed First Aid Skills?

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... I needed First Aid Skills?

'Hold still Ruffle, there's a good boy – we're nearly done!'

Eric was finishing the adjustments he had made to a dog life jacket that Ruffle had worn on a previous adventure.

'That's it! The final help cards are safely in the bags that I've made on either side of the life jacket. You're all set now Ruffle!'

Eric had organised a First Aid event for local primary aged children that weekend at the little heritage railway station where he worked as station master. Using volunteers from the railway, Eric had arranged eight pretend situations called 'What ifs' around the station and grounds that required a different first aid action. The children would be arranged into groups of three and would visit each situation in turn learning what action they should do at each first aid point.

Before the weekend event Eric wanted to have a run through for the volunteers to practise their parts so he had asked his granddaughter Jill and her friend Rikki to try it out first. To help each group of three children decide and learn which first aid skill to use they would have a selection of help cards – one for each 'What if' situation – that would explain what they should do. As there was only Jill and Rikki to test

the situations, to the delight of the children, Eric had suggested that Ruffle could go with them. The life jacket that Ruffle was now proudly wearing held a set of first aid help cards safely tucked in the two bags on either side of the jacket.

Eric turned to the excited children. 'Have you both got your facemasks and protective gloves? You need to put a fresh set on for each First Aid situation.'

Jill and Rikki nodded.

Eric smiled. 'Ok off you go then!'

'Come on Ruffle!' shouted Jill excitedly. 'Let's get going to the first one!'

The children set off with a very pleased Ruffle trotting proudly alongside them. Eric watched them go then made his way to the last of the 'What if' points where he would be waiting for the children and Ruffle.





... there's danger?

Jill, Rikki and Ruffle soon came to the first scenario where Ben, the engine driver, was waiting for them next to the train. Jill and Rikki couldn't see anything set up so wondered what skills they were going to learn.

Ben explained to them that before they go near someone who seems to be hurt and in need of help they must STOP and check that it's safe for them to go near – they must look for DANGER!

'Remember!' explained Ben. 'What has hurt the person could hurt you so you must make sure it is safe to go near the casualty. For example, if there is an electrical item next to the person they might have had an electric shock and it could be dangerous for you to go near. You should get an adult's help immediately.'

Ben continued, 'You must also be careful if you are near a road. Check carefully for traffic and only cross when it's safe to do so. And DO NOT cross a railway line unless it's at a special crossing as the line may be electrified and therefore dangerous.'

Ben stroked Ruffle's ears. 'Even Ruffle might act differently and stop people getting near if it was Eric or Ruffle's owner who was hurt so you have to be careful if there are animals about. You might need to ask an adult to help move the animal away.'

Ben asked Jill and Rikki to help him draw a poster to show some possible dangers. As they made the poster Jill, Rikki and Ben talked about the different dangers and why the situation might be harmful.

See if you can find the dangers on Jill and Rikki's poster then explain why they could be dangerous.

Remember – if you can't get to the person safely, without you getting hurt, or you are unsure if it's safe - stay away! Call 999 and get an adult immediately.

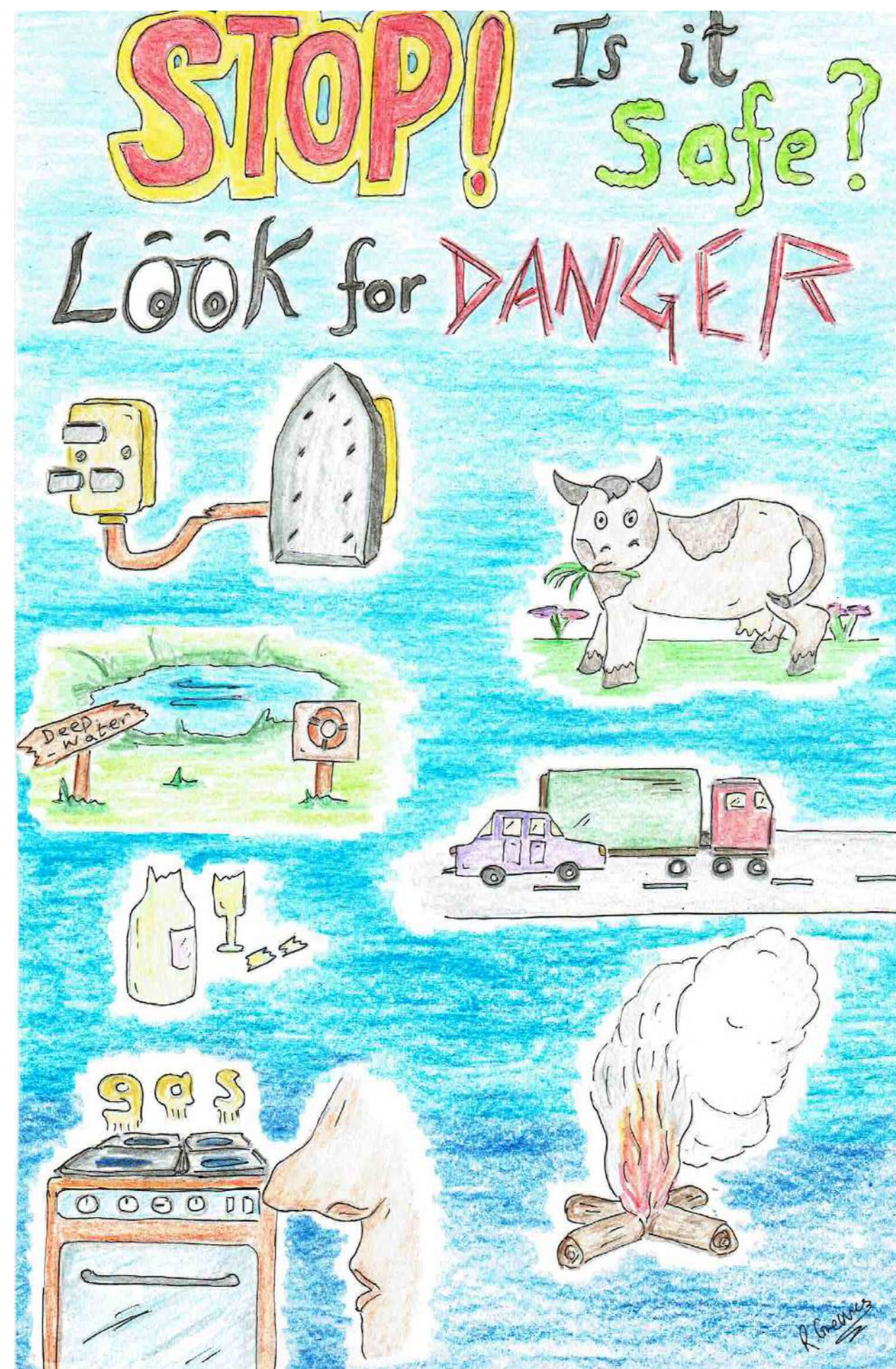
Electric iron.... Could be very hot and still plugged in to the electricity supply

Lake/pond Water could be deep, cold, frozen and have lots of hidden dangers underwater.

Broken glass... Sharp edges and pieces of glass.

Gas oven..... Could still be hot. Smell of gas if gas not lit but still turned on.

Fire Very hot, danger of burns and clothes catching fire. Smoke from flames can cause breathing and sight problems





... I need to call 999?

Jill and Rikki had learnt that they must make sure it was safe before going to help someone, but neither of them were sure what to do or say if they needed to call 999 for help. The next first aid point would tell them...

At the far end of the station platform was the ticket office – where people bought their tickets to travel on the trains. But today there was a large sign outside saying 'Call 999 for help' and a landline telephone sitting on the ledge where people would usually place their ticket money. The children smiled at each other then Rikki stepped forward, picked up the telephone receiver and carefully dialled 999. As it was only a practise the telephone had been specially connected so that it only rang inside the ticket office and not to the proper emergency services. One of the station volunteers would answer the call from inside the ticket office.

'Fire, Police or Ambulance?' asked the voice on the other end. Rikki was surprised at how quickly the call was answered. He cleared his throat.

'Ambulance please.'

Almost immediately the 'ambulance control' answered and asked Rikki to explain what had happened and who and where he was.

The ambulance control then asked if the person was asleep – can you wake them? They also asked if the person was breathing (was their chest moving up and down?).



Rikki answered each question in a calm clear voice. When the call had finished he put the telephone receiver back. Jill smiled as she recognised Ally, the ticket collector, appearing from inside the ticket office in her wheelchair.

'That was very good Rikki!' praised Ally. 'You will now know what to do and say if you need to ring for an ambulance on 999.'

Ally took her mobile from her pocket. 'If you have a mobile telephone you could also dial 112 if you needed help.'

She looked over to some old posters on the wall that showed people enjoying themselves at the seaside, having travelled there by train. 'If you are near the sea and need help you could also ring 999 or 112 and ask for the coastguard. Or if you are climbing in the hills and mountains then

you might need Mountain Rescue. It's good to know the different emergency services in different areas!'

Ruffle was sniffing the pocket of Ally's coat. Ally chuckled as she took a dog biscuit from her pocket and gave it to Ruffle.

'Yes I always keep a biscuit for you Ruffle!' Ally looked over to Jill and Rikki. 'Now you know about calling for help you can move on to the next first aid point.' She watched as the children and Ruffle began walking back along the station platform.



**Do you know what numbers to call for the emergency services?
Who could you call in an emergency at the seaside?**



... someone has a burn?

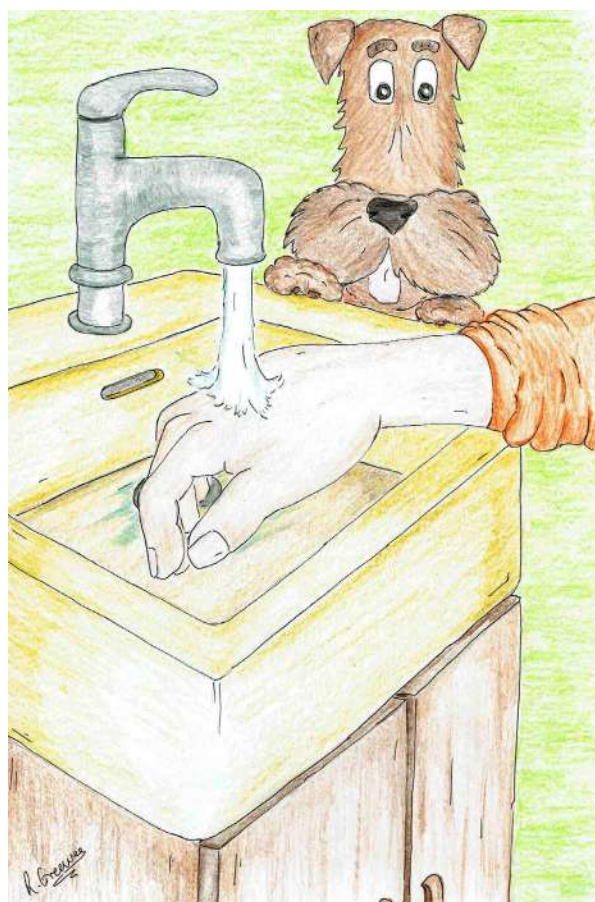
Jill and Rikki were still talking about calling 999 when they heard loud shouts coming from the station café. Ruby, who ran the café, suddenly appeared in the doorway hopping from one foot to the other. She was holding her wrist and crying out in pain. 'Quick! Help me!' she cried. 'I've just burnt my hand on the steam from the boiling kettle.'

'I know what to do here!' exclaimed Rikki. 'My mum did the same thing! Don't worry Ruby – come with me back into the kitchen. We need to run your hand under cold water to cool it down!'

'Wait!' said Jill. 'Let's first make sure that the kettle has been turned off else we might get burnt as well!' As they went carefully into the café kitchen they saw that the gas had been turned off so the kettle was no longer boiling - it was safe for them to go past to the large stone sink. Rikki turned the cold tap on so that it was a steady flow, not too strong, and helped hold Ruby's hand under the water.

'Is the cold water helping to cool your burn Ruby?' asked Rikki.

'Yes, it is – thank you,' replied Ruby. 'Jill – do you know how long you should hold a burn under the water for?'



Jill frowned. 'Um, I'm not sure. But I will look at the help card and see what advice that tells us!'

How long do you think you should cool a burn under a cold tap for?

Jill called Ruffle over and found the right help card. She read it out.

'Hold the burn under running water or pour clean water over it, for twenty minutes!'

Jill carried on reading the advice on the card. 'It also says that if the burn is bigger than the person's hand, or the skin is peeling or if it's a burn to a child then we must tell an adult and call 999!'

Ruby reached over to turn the tap off so they didn't waste water. She smiled at the

children and Ruffle. 'Luckily it was only a pretend burn but you both did the right things by checking that the kettle had been turned off and helping to hold my hand under the cool water!'

Pleased with how they had dealt with the 'burn', Jill, Rikki and Ruffle left Ruby for the next first aid point.



Why are Jill and Rikki holding the hand under cold water?



... someone is choking?

The next first aid scenario was in the signal box. As Jill, Rikki and Ruffle climbed the stairs they heard a loud tapping on the signal box window. Looking up they saw Georgiou standing at the window with one hand at his throat beckoning urgently to the children with his other hand. Rikki remembered to stop at the door and quickly checked that there were no dangers.

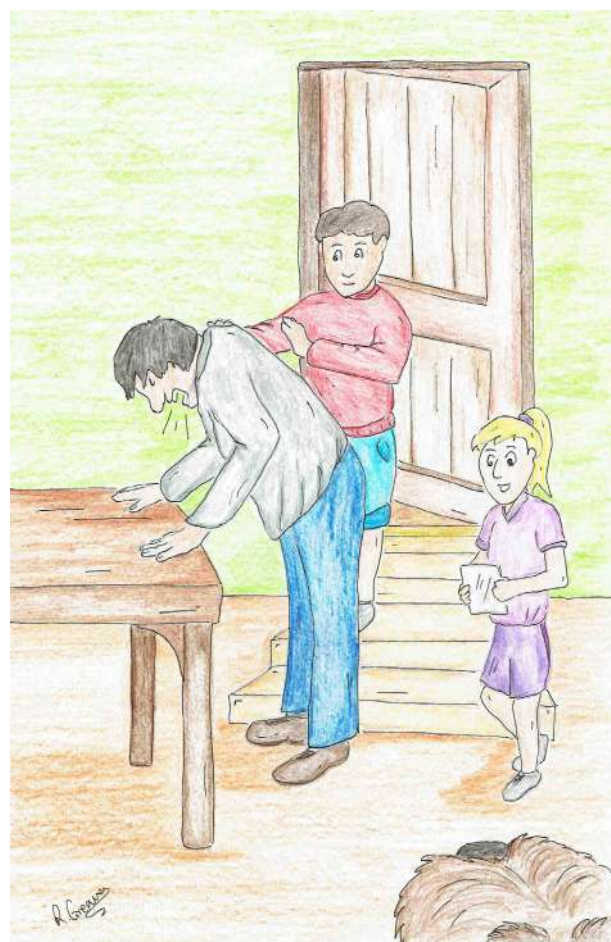
Jill ran over to Georgiou who was now leaning against the table.

‘What’s wrong Georgiou? Are you choking?’ Even though the children knew it was just a practise it seemed very real. Georgiou nodded in reply to Jill’s question.

‘Try to cough! Cough, Georgiou, cough!’ urged Rikki who was now standing next to Jill.

Georgiou shook his head and clutched again at his throat, still leaning over the table. Jill knelt down next to Ruffle and quickly found the help card with ‘CHOKING’ written in large letters across the top.

What do you think Jill and Rikki should do next?



‘Ok,’ Jill started in a calm voice. ‘Georgiou, you need to lean forward. Rikki—hold your hand up with your palm facing Georgiou’s back. You need to hit Georgiou firmly with the base of your palm (the heel) at least five times – aiming just below Georgiou’s shoulder blades. We need to check after each time we hit his back to see if whatever he’s choking on has come out.’

As Rikki got ready to aim his first hit, Georgiou stood up straight and turned to the children.

‘Well done Jill! You stayed calm and told Rikki what to do in a clear way. I stopped the practise before Rikki started to hit me on the back as I wasn’t really choking.’

Ruffle ran over to his friend now that all seemed well. As Georgiou made a fuss of the big dog he looked over to Rikki.

‘Rikki, what do you think you should do next if hitting someone hard on the back doesn’t clear the food or object that is stuck?’

Rikki thought for a moment before answering. ‘I would call for an ambulance and find an adult!’

Georgiou smiled. ‘That’s right Rikki! An adult would be able to do tummy thrusts. If the person continues to choke they could stop breathing and need chest compressions so it’s important to get more help and quickly.’

Ruffle stood patiently as Jill put the ‘Choking’ help card safely back in Ruffle’s bag.

‘That’s another important skill we’ve learnt! Come then Rikki, and of course Ruffle! Let’s move on to the next one.’



Explain what Rikki is doing. What do you think Jill is doing?



... someone has been cut or has a nosebleed?

Behind the signal box was a wide footpath, with large raised wooden flower beds either side full of colourful blooms. Jez was busy weeding one of the flower beds, but as Jill, Rikki and Ruffle walked along the path towards him, Jez cried out in pain and stood up.

‘Ouch! I’ve just cut my arm on some broken glass that was in the flower bed!’

There was no glass on the ground so the children knew it was safe to go over to Jez. The cut on Jez’s arm seemed to be bleeding quite a lot. Ruffle, who was always hungry, began to sniff at Jez’s bag tucked behind the flower bed.

‘Away you go, Ruffle! You’ll give the game away!’ Jez used his foot to push Ruffle’s nose gently away from the bag. He turned to Jill and Rikki. ‘What should we do about my cut?’

Jill answered. ‘First we should make sure there’s nothing in the cut and then clean it by running some water gently over it – either from a tap or from a bottle!’

‘Good!’ replied Jez. ‘There’s a bottle of water in my bag.’

Rikki quickly found the bottle and began to pour the water gently over Jez’s arm. The ‘blood’ cleaned away very quickly. Rikki laughed. ‘You used red sauce as pretend blood! No wonder Ruffle was so interested in your bag! You’ve a bottle of red sauce in there!’



Jez smiled. ‘Trust Ruffle to find food!’ He turned to Jill. ‘Jill, if the bleeding stopped quite quickly and the cut wasn’t too deep you could put a plaster over it. But what would you do if the cut was deep?’

Jill thought for a moment then smiled – she knew the answer to this! ‘First check there’s nothing in the cut then press down firmly on the cut with a cloth to try and stop the bleeding.’

Rikki had found the help card and nodded. ‘Yes, that’s right Jill. Then you could wrap a clean towel or a padded dressing around the wound until they get to hospital.’

‘Well done Rikki! We would also need to carefully remove the glass from the

flower bed so no one else cut themselves,’ replied Jez. ‘Now, what would you do if I had a nosebleed?’

How do you think you should treat a nosebleed?

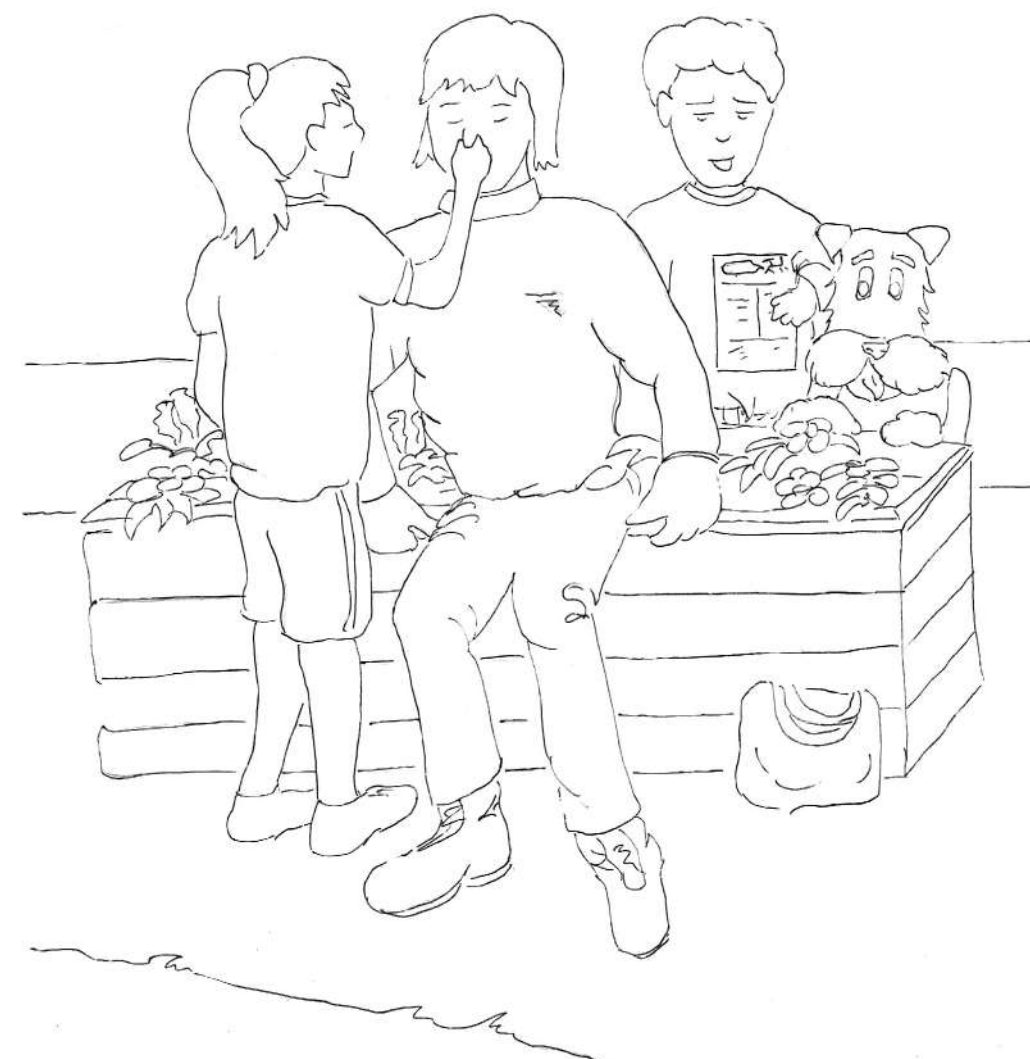
Rikki turned the help card over. ‘Here it is! The person with the nosebleed should tilt their head forward slightly. Jill, you try this with Jez.’

Jez sat on the side of the wooden flower bed and bent his head forward. Rikki continued. ‘Very gently, ‘pinch’ the soft part of their nose for 10 minutes.’

Jill felt for the ‘soft’ part which was about halfway up Jez’s nose.

Rikki finished reading the rest of the instructions. ‘If the nosebleed hasn’t stopped after 20 minutes tell an adult and call 999.’

Once the help card had been put back into Ruffle’s pouch, Jill and Rikki said goodbye to Jez and carried on walking along the path to the next first aid point.



Can you remember how to treat a person with a nose bleed?



... someone has a broken bone?

Ruffle led the way around the hedge to the station garden where the next first aid point would be. They had almost reached the end of the hedge when they heard a loud crash followed by a shout.

Ruffle dashed round the corner and stopped in front of the garden shed and was soon joined by Jill and Rikki. They saw Mina, one of the railway volunteers, sitting on the floor holding her arm. A metal ladder was lying on the floor next to her. Mina had pretended to fall off the ladder and broken her arm.

After Jill and Rikki had checked there was nothing that might hurt them, they went over to Mina, speaking to her in quiet, calm voices.

Once Mina had told them what had happened and how her arm was possibly broken, Rikki stood up and went over to Ruffle.

'I'm not really sure what we should do if we think someone has broken a bone. Should we move them? I'll see what the help card says.' He reached inside the pouch on Ruffle's back and found the correct one.



What do you think they should do?

'The person who has been hurt should keep still!' Rikki continued reading the instructions from the card. 'We could help to keep them comfortable by putting cushions or something similar around the leg or arm to help keep it still. Or to help support a possible broken arm the person could carefully put their arm in their clothes – like Nelson, or Napoleon! We should tell an adult and call an ambulance – especially if we think a leg is broken!'

Jill went over to the shed and found some garden seat cushions. Rikki knelt beside Mina who carefully rested her broken arm on the cushion.

Mina nodded and smiled at Jill and Rikki. 'Good! You looked at the help card and now know what to do if someone has

broken a bone. If an arm or leg is broken it will either be swollen around the break and probably bruised, or it may look out of shape – the break may be showing through the skin. It will be very painful and the person injured will probably be feeling very scared so you did the right thing by talking to me in a calm way.'

Mina turned to Ruffle who was sitting down watching with his head on one side. 'It's ok Ruffle – I'm fine! We were only practising. Come here boy, let me give you a fuss!'

Ruffle ran over to Mina, his tail wagging now that he could see that everyone was alright. Jill and Rikki laughed as Ruffle jumped excitedly in circles around Mina.

'Careful Ruffle!' called Rikki. 'You'll make all the help cards jump out of the pouch with all that bouncing!'

They soon calmed Ruffle down and made their way to the next first aid point.



Explain what Rikki is doing?

What is Jill carrying? Why has she fetched them from the shed?



... I need to put someone in the recovery position?

Jill, Rikki and Ruffle walked from the station garden across the yard to the old engine shed that was now used for events the railway organised such as the Teddy Bear's Picnic. It was darker in the shed than outside so they stopped at the large open doors so their eyes became used to the change in light. As Ruffle stood next to Jill he began to whine.

'I can see someone lying on the floor!' shouted Rikki, making Jill and Ruffle jump as his words echoed around the large empty shed. They remembered to stop and make sure the area was safe before running over to where the person lay. Ruffle reached the person first and stood next to them.

'It's Stan!' cried Jill kneeling down next to the man lying very still on the hard concrete floor. 'What's happened to him?'

Rikki looked around again. 'I can't see any reason why he might be hurt. We should call an ambulance and get an adult to help. Is there anything else we could do?'

'Check the help card Rikki!'

What else could Jill and Rikki do?

Rikki found the right help card and read it out. 'First – check that Stan is breathing! Can you see his chest moving up and down or feel any breath coming from his mouth or nose?'



Jill lent next to Stan's face and looked along his chest towards his feet. 'Yes! He's breathing! I can see his chest moving and feel his breath on my cheek!'

'Good!' replied Rikki. 'If he wasn't breathing then we would need to do CPR – but that's for another time! Next, we need to see if the person answers when we shout to them or shake them! It says to remember to shout in both ears as the person might be deaf in one ear and won't hear you.'

Jill put her mouth next to one

ear then the other, shouting Stan's name. At the same time she shook him firmly on each shoulder. Stan didn't answer or move. Rikki was watching, ready to explain the next step.

'Ok. We should place Stan into the recovery or sleeping position. Jill, you explain what to do and I'll follow your instructions.'

They swapped places and Rikki knelt down at the side of Stan. Jill read the instructions from the card:

- **With the person lying on their back and you kneeling at their side, put their nearest arm by their side.**
- **Take the arm furthest away from you and place their hand next to their ear nearest to you (so their arm is crossing their body).**
- **Lift their far leg into an upside down 'V' position with the knee up.**
- **Hold that knee and pull towards you so their body rolls over towards you and they end up lying on their side.**
- **Cover them with a blanket or coat to keep them warm.**
- **Call 999 and tell an adult.**

Jill looked round and saw an old blanket lying folded up on a chair at the side of the shed. She quickly fetched it and placed it over Stan who was now lying safely on his side. After a few seconds Stan opened his eyes and sat up, smiling at the children and Ruffle.

'Well done! You followed the instructions and placed me correctly in the recovery or sleeping position. That would keep me safe until help arrived. You've nearly finished the first aid skills but there's one very important skill to go. Ruffle! Get off my blanket – you can't lie down yet, you're needed on the last first aid point as you are the star of the show! Off you go to the platform!'

Look at the picture on the opposite page.

Can you explain how to put someone into the recovery or sleeping position?

What is Jill holding – what do you think she will do with it?



... I can use CPR and a defibrillator to save a life?

The last 'What if' point was on the station platform where Eric was sitting on one of the green platform benches waiting for the children. As Jill, Rikki and Ruffle approached they could see that Eric wasn't pretending to be hurt and so wondered what first aid skills this situation would teach them. Then they noticed a plastic half torso and head lying on a blanket behind where Eric was sitting.

'Grandad! We've learnt so many new First Aid skills today – what are we going to learn here?' asked Jill.

Jill and Rikki sat on the bench next to Eric, Ruffle lay down on the floor.

'This situation is a little different from the others because they were all made up 'What ifs' but I'm going to tell you about a First Aid emergency that really happened here at this very spot when Ruffle helped to save someone's life!'

Jill and Rikki moved to the edge of the bench as they listened with wide eyes to Eric's story as he began...

It was just an ordinary day on the railway. We had one person who was learning to drive a steam train on one of our 'Driver Experience' days with Ben, the driver of the green engine. It was lunch time and Ruffle, who seems to have a canny knack for sniffing out food, had joined the learner driver to share his lunch on this very bench!

All of a sudden the man collapsed and fell onto the floor. Ruffle must have been frightened so he barked very loudly and came to find me. He began pulling on my trouser leg as he had done on a previous occasion when something was wrong so I knew immediately to follow him.

As soon as I saw the man on the floor I shouted for Ben and went over carefully to where the man lay, checking first for dangers. Ben soon came over and as we couldn't feel the man's breathing or see his chest rising I began to give chest compressions whilst Ben rang for an ambulance.

Before commencing chest compressions, I remembered to place a handkerchief over the man's mouth to protect against COVID.

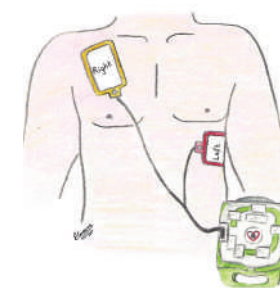
Ruffle knew there was something wrong and sat very quietly next to me. Ben fetched the defibrillator that we keep on the wall – look just there behind where we're sitting. The children looked to where Eric was pointing. There on the wall was a yellow box with a large heart design on the front.



The ambulance service gave us the code so that we could unlock the box and take out the defibrillator. As I continued with CPR Ben opened the defibrillator and listened to the instructions. We placed the defibrillator pads onto the man's chest as instructed, stood well back then let the device assess the situation. The defibrillator told us to press the flashing orange button on the unit which delivered an electric shock.

Once the defibrillator had given the electric shock, Ben continued with the chest compressions until we saw movement from the man and his colour improved.

The ambulance arrived and the paramedics took over. The man was taken to hospital and he thankfully recovered. But it was all thanks to Ruffle here. If Ruffle hadn't come to fetch me no one would have known that the man had collapsed - it could have been a very different, unhappy ending. We even wrote a book about it – called Ruffle the life saver!



Rikki and Jill knelt down beside Ruffle and stroked his head.

'What a clever dog!' whispered Rikki realising that the skills they had learnt were so important. He turned to Eric. 'Anyone can be a life saver – even if you just go and get help! That could save someone's life!'

'Absolutely!' replied Eric. 'Here, I have a first aid 'dummy' that we can practise CPR on.'

Eric reached over and brought out the plastic torso and head and arranged it on the blanket in front of the bench. Ruffle decided that he would prefer a more comfortable place to lie down so stepped onto the blanket...

'Ruffle! Off you get!'

'Grandad! He's put his big hairy paw on my hand!'

'Urggh! He licked my ear!!'

I think we'll leave them there...

The Community Heartbeat Trust (CHT) is the UK's leading Community Public Access Defibrillator (cPAD) Charity in facilitating the placement of life saving devices.

As a "not for profit" organisation, the CHT charity is focused on providing the best impartial advice and support in assisting communities with the development of their proposed defibrillator project, to bring it to completion and ensure it is fully resilient, sustainable and supported with Governance throughout the lifetime of the installation.

CHT offers a unique, complete and holistic solution to the issues relating to the installation and function of community Defibrillators. The Charity has to date placed many thousands of full cPAD schemes throughout the UK, working on projects with many local communities as well as other charities, UK Ambulance Trusts, Police Forces, Fire & Rescue services, BT, BCF, Rugby Football Union (RFU), Club Cricket, Midcounties Cooperative, Lions, Rotary and many more.

**www.communityheartbeat.org.uk
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Your Co-op is one of the largest independent co-operatives in the UK, with over 400 food stores, travel branches and childcare nurseries, as well as an energy and telecoms business.

We have over 766,000 members who guide everything we do as a co-operative. Each year we provide grants, fundraising and volunteering support to our local communities and work closely with local schools to nurture the next generation of co-operators.

We have worked with the Community Heartbeat Trust (CHT) to install 42 defibrillators across our estate using funds raised by our members to help keep our local communities healthy. This book forms part of an ongoing partnership with CHT and our commitment to supporting young people.

**Find out more about us at
midcounties.coop**



For information about the adventures of
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