

# Security Personnel Supporting Ambulance Crews in Tasmania

## Before an incident occurs

- Ensure all staff have completed First Aid training.
- First Aid kits and Automated External Defibrillators (AEDs) – know where they are located and ensure they are stocked and within date including defibrillation pads.
- Consider registering as a GoodSAM Responder.

## An incident has occurred – before ambulance arrival

- **For all medical emergencies call 000.**
- You will be asked a series of questions and will be provided with pre-arrival instructions.
- Send someone to meet the ambulance and escort them to the patient. If no-one is available to meet the ambulance, provide clear directions including access points and an obstruction-free pathway where possible.

## Ambulance arrival

- Prioritise safety of the patient and attending services. You may become aware of a danger while attending ambulance personnel are focused on the patient. **LET THEM KNOW** – they may need to prioritise a rapid extrication of the patient due to safety concerns.
- Handover – be ready to provide information around what you witnessed or had reported to you including:
  - Time of incident
  - What happened
  - Any actions you have taken
  - Any other relevant information that might help
- Privacy – patient privacy and dignity is a priority. If privacy screens are available use these around treatment area to provide privacy to the patient as well as reduce the trauma on any passersby. Please encourage onlookers to move on and prevent filming on phones where possible.
- Assist if requested – there are times when a single paramedic or volunteer ambulance officer may be the first to arrive. They may need your support. They will provide clear instructions about what they require from you. They may require assistance with CPR, carrying bags or moving bystanders on. Tell the officer if you do not feel comfortable assisting or if you have any limiting injuries – we want to avoid a second patient!

## After the incident

- You may experience some emotions following the incident. This is normal. Reach out to your Employee Assistance Program (EAP) or your GP if you need support.

## GoodSAM

- GoodSAM (Smartphone Activated Medic) is a globally recognised app which supports emergency services by alerting and dispatching community responders to real-time emergency incidents to provide life-saving care prior to ambulance arrival.
- Ambulance Tasmania utilises the GoodSAM app to deploy publicly registered AEDs and notify nearby responders to assist in cardiac arrest situations. GoodSAM responders may be directed to retrieve the nearest publicly registered AED. This means that a community member may need an AED at any time (let them take it), to respond to a cardiac arrest before an ambulance does.
- To become a GoodSAM responder, you can register at [www.health.tas.gov.au/goodSAM](http://www.health.tas.gov.au/goodSAM)

