

# Community RESPONDER



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## PROCEDURES AND GUIDANCE MANUAL

### COMMUNITY AED RESPONDER

Revised: **Draft 3 Nov 03 2019**

PEEL REGIONAL  
PARAMEDIC SERVICES



COMMUNITY SAFETY  
PROGRAMS



## Volunteer Community CPR & AED Responder Procedures and Guidance

Title page/index (add at End)

Section # - Welcome	
<p><b>Welcome</b></p>	<p>Welcome to the Peel Regional Paramedic Service (PRPS) Volunteer Community CPR &amp; AED Responder Program. Through this program – and your help – we aim to increase the likelihood that someone who suffers a cardiac arrest will survive.</p> <p>Every year, the PRPS responds to about 1,400 sudden cardiac arrests (i.e., three to four per day), of which 230 occur in public locations. For these events, current research shows that it takes 1.37 minutes to call 911 and about six minutes for a defibrillator-equipped vehicle (e.g., fire or paramedic vehicle) to reach the scene of an emergency in Peel Region.</p> <p>For every minute that passes between collapse and defibrillation, the probability of surviving a cardiac arrest declines by about 7% to 10%. However, when cardiopulmonary resuscitation (CPR) is provided by a bystander before paramedics arrive, the decline in survival gradually increases by 3% to 4% per minute. Further, survival with favourable neurological outcomes increases to 74% when an automated external defibrillator (AED) is applied within the first 4 minutes of an out-of-hospital cardiac arrest.</p> <p>This data indicates the critical role bystanders play in the chain of survival for cardiac arrest patients. Early recognition of cardiac arrest, calling 911 for help, and early CPR and AED interventions can improve pre-hospital survival rates by 25% to 30%.</p> <p>That is why PRPS is proud to welcome you to the Volunteer Community CPR/AED Responder pilot program. PRPS is committed to improving patient outcomes for out-of-hospital cardiac arrest events. The region introduced the Public Access Defibrillator program to make AEDs accessible in public space. Now, with your help, we are building a group of Community Responders who will be effectively trained to identify a cardiac arrest, provide basic life support and use community-based defibrillators.</p> <p>Should you have any questions, you can contact us anytime at:</p> <p>Peel Regional Paramedic Services Community Safety Programs c/o Paul Snobelen 1600 Bovaird Dr E Brampton ON L6R 3S8</p> <p>P: 437-770-5478</p>

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	PADProgram@peelregion.ca
<b>Thank You</b>	<p>As a Community Responder, you are vital in assisting Peel Regional Paramedic Services (PRPS) reach our most time-critical patients, which greatly improves their chance of survival and long-term recovery.</p> <p>In volunteering to become a Community Responder you have already demonstrated a clear commitment in wanting to help members of your community. Thank you for your valued contribution.</p> <p>This handbook will provide you with all the information you need to know to become a Volunteer Community CPR and AED Responder. From guidance relating to procedures, expectations and practical advice to stay safe and healthy, you'll find it all here.</p> <p>If you have further questions after reading this manual, contact the PRPS Community Resuscitation Program team at <a href="mailto:PADProgram@peelregion.ca">PADProgram@peelregion.ca</a>. They are always on hand to support you and offer additional help and advice when or if you need it.</p> <p>Sincerely,</p> <p><b>Peter Signature</b></p> <p>Peter Dundas</p>

### Section # - Introduction

<b>Community Responder Pilot Program</b>	<p>Peel Regional Paramedics Services (PRPS) developed The Community Responder Pilot as part of a research study to support the region's strategic plan to create a Community for Life. For Peel Region, a Community for Life means everyone has a sense of belonging and access to the services and opportunities they need to thrive.</p> <p>The Volunteer Community CPR and AED Responder Programs, which will be available across the Regional Municipality of Peel, aims to maintain and improve the standard of pre-hospital emergency care provided to all residents and visitors by using a mobile phone crowd sourcing application. We will integrate the FirstAED® application into the PRPS response system. So, when a call is made to 911 about a cardiac arrest, PRPS will dispatch mobile phone alerts to trained Community Responders who are in close proximity to the cardiac arrest patient. This will enable life-saving CPR and AED support to be provided in those first vital minutes of a cardiac arrest before an ambulance arrives.</p> <p>Using this crowd-sourcing application, we hypothesize overall rates of bystander CPR and AED application will increase, and the time between collapse and CPR application</p>
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will decrease. Taken together, this can lead to increased survival rates for cardiac arrest patients.

Similar programs in Denmark have shown promising results. In one such program, bystander CPR rates increased by 13.9% during the study period [Ringh. 2015. NEJM]. Given the population similarities between our region and those studied in Denmark, there is a significant opportunity to increase AED application by at least 10% in Peel region. This could equate to 45 more AED uses in our region per year, and as a result, save 11 additional lives in our region [Weisfeldt, 2010, J Am Coll Cardiol].

We will continuously evaluate and improve the Community Responder Program for the Peel Region. To do so, we will examine both qualitative and quantitative results, and consider the viewpoints of patients, community responders and 911 responders.

### STUDY OBJECTIVES

The overall goal of this study is to evaluate the implementation and impact of a volunteer community-based CPR/AED responder program leveraging technology that links trained lay-responders to those suffering an OHCA. We hypothesize the following:

1. That the use of a crowd sourcing application will increase the overall rates of bystander CPR (provision of CPR/application of an AED) during an OHCA compared to historical values.
2. That crowd sourcing applications will decrease the amount of time from collapse to application of CPR/AED compared to historical values.
3. That earlier access to upfront CPR/AED will increase the proportion of patients shocked by an AED when compared to historical values.

### Specific Research Questions

Primary Research Question: Does the activation of lay-responders increase the proportion of cases in which an AED is applied?

### Secondary Research Question(s):

1. Does the activation of lay-responders decrease the time from 911 call to arrival of any first responder (bystander, Fire, Paramedic) at the scene?
2. Does the activation of lay-responders increase the rate of bystander CPR during OHCA?
3. Does the activation of lay-responders increase the proportion of cases in which VF is the presenting rhythm if an AED is applied?
4. Does the activation of lay-responders increase the proportion of cases in which an AED is applied and a shock is provided?



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	<ol style="list-style-type: none"> <li>5. Does the activation of lay-responders increase the proportion of cases that result in return of spontaneous circulation (ROSC) and survival to hospital discharge?</li> <li>6. Does the activation of lay-responders increase the proportion of cases in which bystanders perform CPR (chest compression depth, rate, fraction) in accordance with 2015 AHA guidelines?</li> <li>7. What is the proportions of CR requiring EAP or other process to help deal with their emotional response to OHCA?</li> <li>8. What is the proportion of CR who felt comfortable with program process?</li> <li>9. What is the cost-effectiveness of a community responder program?</li> <li>10. What barriers and/or adverse events are associated with implementation of a community responder program?</li> </ol>
<b>Document Review</b>	<p>Peel Regional Paramedic Services has both a legal and moral obligation to uphold a duty of care to its patients, paramedics and support staff. Therefore, all information contained within this guide will be reviewed annually or sooner as circumstances dictate. Next review date: December 2020</p>

### Section # - Our Commitment to You

<b>Overview</b>	<p>The Region of Peel is committed to your success and safety as a Community Responder. To ensure you have the information you need to fulfill this vital role, we will use a variety of methods to communicate updates or invite consultations on proposed changes. These methods can include email, text, in person meetings or training sessions.</p> <p>Updates and changes to the program may include:</p> <ul style="list-style-type: none"> <li>• clinical procedures and protocols changes;</li> <li>• revisions to policies directly affecting Community Responders;</li> <li>• system issues with the FirstAED application;</li> <li>• operational strategy;</li> <li>• immediate changes to critical interventions;</li> <li>• general operational and procedural matters;</li> <li>• program successes; and</li> <li>• calls for volunteers to support community events (e.g., parades).</li> </ul>
<b>Responsibilities of Volunteer Services</b>	<p>Volunteer Services is your first point of contact for all regional-related information pertaining to your role as a Community Responder.</p> <p>Volunteer Services is responsible for:</p> <ul style="list-style-type: none"> <li>• recruiting volunteers to the group when required;</li> <li>• raising awareness of the Community CPR and AED Responder Program;</li> <li>• maintaining all personal records (i.e., training and requalification);</li> </ul>







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	<ul style="list-style-type: none"> <li>• supervising volunteers and ensuring responders maintain their qualification;</li> <li>• ensuring volunteers adhere to all relevant policies and procedures; and</li> <li>• supporting and motivating Community Responders.</li> </ul>
<b>Responsibilities of PRPS</b>	<p>The Community CPR &amp; AED Responder Program reports into the PRPS Community Safety Programs. PRPS oversees the operational and research aspects of the program.</p> <p>PRPS responsibilities include:</p> <ul style="list-style-type: none"> <li>• providing and maintaining identification and access cards;</li> <li>• raising awareness of the Community CPR &amp; AED Responder Program</li> <li>• providing training information, educational opportunities and support as required;</li> <li>• overseeing volunteers and ensuring responders upkeep their knowledge, skills and confidence;</li> <li>• ensuring volunteers adhere to all relevant protocols and procedures;</li> <li>• maintaining and servicing all equipment;</li> <li>• supporting and motivating responders;</li> <li>• collaborating with the Medical Director and Central Ambulance Communication Centre as needed;</li> <li>• raising the profile of the Community CPR &amp; AED Responder Program;</li> <li>• maintaining a small stock of consumable equipment;</li> <li>• communicating with Community Responders after providing life-saving support</li> <li>• monitoring and measuring the success of the program;</li> <li>• reporting program metrics; and</li> <li>• facilitating FirstAED notifications to Community Responders.</li> </ul>

### Section # - The Community Responder Role and Responsibilities

<b>Responsibilities of the Role</b>	<p>Your role as a Community Responder is to arrive at potentially life-threatening emergencies before the paramedics to provide CPR and AED interventions in those vital first minutes. We cannot underestimate the critical role you play in the chain of survival for cardiac arrest patients, which have shown to improve pre-hospital survival rates by about 25%.</p> <p>As a volunteer Community Responder, you will be responsible to fulfill a number of obligations:</p> <ul style="list-style-type: none"> <li>• conduct an initial assessment of the scene and provide treatment (i.e., CPR, AED use) to patients prior to the arrival of the paramedic crew;</li> <li>• remain at the scene of an incident until relieved by a paramedic crew;</li> <li>• assist in continuing care under the direction of the paramedic crew when required;</li> </ul>
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	<ul style="list-style-type: none"> <li>• complete post-event reports and paperwork in a detailed and timely manner;</li> <li>• locate and log community accessible AEDs into the Regional AED Registry.</li> <li>• use basic paramedic equipment to assist paramedics when directed to do so;</li> <li>• properly use and safely handle the equipment provided to you;</li> <li>• collaborate effectively with others, including paramedics, patients and their families, bystanders and allied agencies;</li> <li>• demonstrate confidence and decisiveness in high-pressured situations;</li> <li>• maintain a level of fitness to meet the demands of the role;</li> <li>• promote a positive work environment that is respectful, professional, and maintains the patient's dignity and confidentiality;</li> <li>• communicate in a tactful, reassuring and understanding manner while at the scene of an emergency; and</li> <li>• participate in Community Safety Program events alongside paramedics.</li> </ul> <p>In addition, you will be responsible to:</p> <ul style="list-style-type: none"> <li>• maintain up-to-date and accurate personal contact information (i.e., your address and phone number) with PRPS and Volunteer Services;</li> <li>• maintain strict confidentiality of patients at all times;</li> <li>• decline responding to calls when under the influence of alcohol or drugs;</li> <li>• abide by all traffic laws when using a vehicle to respond to an alert;</li> <li>• wear your photo ID tags so they are visible when responding to a call;</li> <li>• maintain necessary continuing education and re-certification as required by PRPS;</li> <li>• ensure medical equipment remains in working order at all times;</li> <li>• report all patient or volunteer safety incidents or issues to the PRPS by emailing <a href="mailto:PADProgram@peelregion.ca">PADProgram@peelregion.ca</a>; and</li> <li>• document every interaction where you provide any patient care as a representative of Peel region, or used regionally supplied materials or equipment.</li> </ul>
<p><b>Certification Requirements</b></p>	<p>All Community Responders are responsible to maintain their CPR certification. This involves completing the BLS-CPR requalification process (both the written and practical elements) either on or before the expiry date listed on your ID card. If you do not renew your certification by the expiry date, you will be de-activated in the alerting system and your FirstAED license will be revoked until you present a new CPR certificate. During this time, you will not be eligible to respond to emergency alerts, and any equipment that you have must be returned to Paramedic Services.</p> <p>PRPS will regularly host recertification courses. If you cannot attend these sessions you may complete your training with another organization; however, you will need to provide PRPS with a proof of completion before</p>



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	<p>your set expiry date. All courses and information to sign-up will be emailed out, and posted online in the volunteer services portal.</p> <p>Individuals who do not maintain their certification requirements may be fully removed from the Community Responder Program. At this time, any and all provided equipment must be returned to PRPS.</p>
<b>Updated Contact Information</b>	<p>It is your responsibility to provide PRPS and/or Volunteer Services your most current and accurate contact information (i.e., mobile number, device type). This is required to ensure we do not send emergency alerts to individuals who are not Community Responders.</p>
<b>Hours and Availability</b>	<p>As a Community Responder (CR), you will need to be available to receive and respond to mobile alerts during program hours. Initially, the Community Responder Program will operate between 8 a.m. and 8 p.m. However, there may be periods whereby either no calls are received at all or many calls may come in within a very short period of time.</p> <p>The mobile app will only send you notifications if you are within or less than 1 km from Peel's borders. You may turn off mobile notifications or the app itself if you are unavailable during certain periods. If you will be out of the region for an extended period of time (e.g., on vacation), you are required to notify your Community Programs Specialist. This way we extend your FirstAED license to another Community Responder to cover your absence.</p>
<b>Resigning from the Program</b>	<p>Should you wish to resign as a Community Responder, please notify Volunteer Services (<a href="mailto:volunteerservices@peelregion.ca">volunteerservices@peelregion.ca</a>) at your earliest convenience.</p>
<b>Assessing Fitness and Reporting Illness</b>	<p>Responding to an emergency can be a stressful experience that affects both your physical and mental well-being. That's why it's important for Community Responders to maintain and demonstrate good levels of health and fitness. This includes: walking unassisted, bending, kneeling, stair climbing and, at times, lifting equipment (e.g., AEDs, paramedic response bags).</p> <p>Your health is paramount and we want to ensure you remain in optimal health. If you are unwell or unfit to meet the demands of a Community Responder, we encourage you to turn off the application and/or decline incoming alerts until you feel well enough to give your best during an emergency situation.</p> <p>You are also responsible to notify PRPS if you are affected by or diagnosed with a medical condition that may impact your ability to safely and effectively respond to an emergency situation. If you are pregnant and want to suspend your responder duties for a period of time, please notify PRPS. You will remain active in our system and can continue to participate in other program activities.</p>





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	<p>In addition, if you are off sick from your own employment, regardless of the length of time, you must ensure that you notify both your employer (if applicable) and PRPS if you wish to continue responding. Continuing to volunteer with our program may impact claims or status with your employer. You may choose to suspend responder duties while you are off and participate in other aspects of the program.</p>
<b>Appearance and Safety</b>	<p>As a Community Responder you are expected to present a clean, professional appearance. When responding to an emergency, you must wear your high-visibility vest (provided in your response kit). You are also encouraged to wear comfortable clothing of your choosing. However, to avoid confusion at the scene of an emergency, we ask that you do not choose clothing that can be easily mistaken for a paramedic's uniform.</p> <p>Cleanliness and personal hygiene are of paramount importance during medical emergencies. Both will minimize the risk of cross infection and keep you, the patient and your families safe and healthy.</p> <p>To avoid injury to yourself, we recommend the following rules:</p> <ul style="list-style-type: none"> <li>• cover cuts and grazes at all times;</li> <li>• tie long hair back away from your face;</li> <li>• avoid wearing excessive jewellery;</li> <li>• maintain overall good personal hygiene, including good hand hygiene;</li> <li>• always wear latex-free disposable gloves when directly treating a patient (gloves provided in your response kit);</li> <li>• wash your hands thoroughly after patient contact or, if this is not possible, use of an antibacterial hand sanitizer;</li> <li>• properly dispose of all clinical waste (i.e., in waste bins available in the ambulance); and</li> <li>• do not re-use consumables items on more than one patient.</li> </ul> <p>You are also recommended to keep up-to-date with all of the normal immunizations, such as tetanus, polio, measles, mumps, rubella and meningitis. Further information on these may be obtained from your own general practitioner or urgent care clinic.</p>

### Section # - Equipment

<b>Equipment</b>	<p>PRPS will provide each Community Responder with the appropriate equipment needed to respond to an emergency. Once in your possession, you are responsible to maintain the equipment and keep it safe so it can be used effectively when needed.</p> <p>All active Community Responders will receive an:</p> <ul style="list-style-type: none"> <li>• identification card</li> </ul>
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	<ul style="list-style-type: none"> <li>• access card to main entrances at paramedic reporting stations</li> <li>• high-visibility vest</li> </ul> <p>You will also receive a StatPack Medslinger G3 bag that will contain the following items:</p> <ul style="list-style-type: none"> <li>• automated external defibrillator (AED)</li> <li>• nitrile disposable gloves (latex free)</li> <li>• N95 respiratory mask</li> <li>• pocket mask/bag valve mask (BVM)</li> <li>• disposable razor</li> <li>• trauma shears</li> <li>• benzalkonium chloride (BZK) wipes</li> <li>• Transpore medical tape</li> <li>• foil rescue blanket</li> <li>• triangular bandages</li> <li>• abdominal pads</li> <li>• large pressure dressings</li> <li>• 6 inch cling dressing</li> <li>• 4x4 dressing</li> <li>• hemostatic dressing</li> <li>• vomit bags</li> <li>• bandages</li> <li>• tourniquets</li> </ul>
<b>Maintenance and Equipment Care</b>	<p>As a Community Responder, you will be responsible to maintain the equipment provided to you and ensure it can be used safely in the event of an emergency.</p> <p>The following guidelines will help you keep your equipment in working order.</p> <p><b>StatPack Medslinger G3:</b> Clean the bag with any household disinfectant cleaner you would use to wipe down the surfaces you would eat from at home. A household vacuum can be used to remove dust and dirt.</p> <p><b>Expiry/sterility dates:</b> Contents within the kit do contain items that have expiry dates and/or sterility dates. It is your responsibility to keep track of these dates and dispose of items before or by their due date. When disposing of any items, be sure to notify <a href="mailto:PADProgram@peelregion.ca">PADProgram@peelregion.ca</a>, so we can maintain proper inventory levels.</p> <p><b>ZOLL AED Plus or AED3 unit:</b> Regularly check your AED unit to ensure it is in working order. A green check mark on the top portion of the AED indicates that the device has passed a self check. If this mark is not visible, or you experience other malfunctions or device errors (e.g., the unit beeping) report it to <a href="mailto:PADPrograms@peelregion.ca">PADPrograms@peelregion.ca</a> at your earliest convenience.</p>



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### Tips to ensure proper maintenance:

- Only self-test your AED unit with the electrode pads connected to the unit. Otherwise it will not work.
- Batteries need to be installed at all times. Only remove when you have been advised to do so. Removing the batteries can reset the device or lose data.
- AED electrode pads are temperature sensitive. In the winter months the gel on the Pads can freeze. This will prevent the pad from making proper contact. The pads in the extreme heat become soft and may not adhere properly.

Be cautious about storing your response kit in the vehicle. Freezing conditions will cause the gel on the electrodes to freeze making it impossible to stick on someone's chest. In the summer, high temperatures may impact the longevity of the battery.

Should you discover any of your equipment to be missing, damaged or if you have just used the AED notify [PADProgram@peelregion.ca](mailto:PADProgram@peelregion.ca) and we will arrange your items be replaced.

## Section # - Responding to an Alert

### Type of Incidents You Will Attend

PRPS takes the health, safety and well-being of all of its volunteers very seriously. Volunteers are not expected to attend every incident that happens in the region, and you are free to decline or withdraw from any situation where you feel unsafe or uncomfortable.

Our aim is to send you to standard incidents of known cardiac arrests that take place in homes, commercial or industrial buildings, public recreational facilities, or outside in the community.

We will do our best to avoid sending you to:

- known violent or dangerous incidents;
- residential or commercial fires;
- industrial accidents involving chemicals or gases;
- pediatric cardiac arrests;
- motor vehicle collisions resulting in traumatic injury; and
- possible suicidal incidents (e.g., hangings).

We won't intentionally send you to events involving:

- seizures
- diabetic emergencies
- overdoses
- disasters (natural or engineered)

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	<p>Through the mobile app, you will be provided as much information about the scene as detailed on the 911 call. We will do our best to mitigate sending you to unsafe situations or incidents that may be beyond your capacity. However, we cannot make any guarantees. If you are unintentionally sent to an avoidable situation, you can withdraw from the situation altogether or support the patient in other ways (i.e., flagging down an ambulance, clearing a path for the stretcher) while waiting for the paramedics to arrive. In every circumstance remember paramedics are on route to the incident, and we support your decision to wait for their arrival.</p>
<p><b>How You Will Be Notified of an Emergency</b></p>	<p>Once a 911 call is received by the Mississauga Central Ambulance Communications Centre (CACC) and it is confirmed to be a potential cardiac arrest, Community Responders will be notified from their FirstAED smartphone application.</p> <p>Up to three community responders within a 500 metre radius of the cardiac arrest incident will receive an alert. Community responders who are only trained in CPR, and not AED, will also be directed to the closest AED to the call.</p> <p>To learn more visit: <a href="https://youtu.be/Y3sKjBfVC30">https://youtu.be/Y3sKjBfVC30</a></p> <p>Figure 2 outlines the enhanced process to facilitate the activation of the Community Responders through FirstAED®.</p> <p><b>Figure 2</b></p> <p>2. A – Person identifies an emergency situation and calls 911.</p> <p>2. B - 911 call is routed through Peel Regional Police and when a medical emergency has been identified it is forwarded to the Central Ambulance Communications Centre (CACC) located in Mississauga.</p> <p>2. C – Dispatcher/call-taker from CACC conducts an over-the-telephone assessment of the patient's condition based on the observations by the 911 caller. Using this information, the call-taker determines if a call is deemed a cardiac arrest. CACC collects the location information of the incident and sends that information to the local fire department as part of the tiered response agreement, and also dispatches the closest ambulance to the incident location. Ambulances are provided information regarding the incident over-the-air and tracked via a Computer Automated Dispatch (CAD) system.</p> <p>2. D – Information that is contained within the CAD system is available to be seen by the Paramedic Services in real-time through a software program, and live updates via text message to the community programs phone</p> <p>2. E – A PRPS representative monitors FATPOT and text messages and when a cardiac arrest has been identified the PRPS representative will collect information about the</p>



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	<p>incident using FATPOT. When the cardiac arrest happens the PRPS representative activates FirstAED® by entering in the address of the incident into the FirstAED® alerting software.</p> <p>2. F – Once an address is entered into the alerting software, FirstAED® will search for CRs within a pre-determined (~500m) area of the incident and notify up to nine CRs that CPR/AED is needed. The first person to accept will be directed to the incident to begin CPR, the second CR to accept will be notified to retrieve the closest AED to the incident (if present), and a third CR will be sent to the incident to assist. If additional CRs were notified, FirstAED® will indicate they are not required, and to disregard the notification.</p> <p><b>Add graphic of accepting alarm</b></p>
<p><b>Supporting a Medical Emergency</b></p>	<p>Upon arriving to the scene of a medical emergency, the Community Responder will:</p> <ul style="list-style-type: none"> <li>• assess the scene for hazards and personal safety;</li> <li>• identify themselves as a Community Responder to the patient and the other agencies at the scene (e.g., police, fire);</li> <li>• assess and determine how many patients need care;</li> <li>• provide immediate life-saving care within the Community Responder's Scope of Practice;</li> <li>• call PRPS directly through the app with updates, if required, to receive further directions or additional assistance with treatment; and</li> <li>• move the patient only if you and/or the patient is in danger (e.g., fire).</li> </ul> <p><b>Additional duties</b></p> <p>In addition to life-saving support, Community Responders can prepare the scene for the paramedics' arrival by:</p> <ul style="list-style-type: none"> <li>• moving furniture or other obstacles out of the way so the stretcher can be brought in and out safely;</li> <li>• removing snow from steps or clearing a path on the driveway;</li> <li>• safely moving family pets away from the patient or the scene;</li> <li>• turning on outdoor light so the house is visible from the street; and</li> <li>• keeping watch for the paramedics or assign someone else to do so.</li> </ul> <p><b>Arrival of the ambulance</b></p> <p>As the paramedics and ambulance arrive on the scene, you will:</p> <ul style="list-style-type: none"> <li>• identify yourself as a Community Responder;</li> <li>• provide a verbal report to the paramedics; and</li> <li>• provide assistance to paramedics as requested.</li> </ul> <p>Community Responders will not accompany patients in the ambulance, unless requested directly by the transporting paramedics.</p> <p><b>Responding to a disaster</b></p> <p>In the event of a disaster, PRPS may call on Community Responders for help. The type of assistance needed will depend on the nature of the event. For example, you may be dispatched to the disaster scene, a health-care facility,</p>





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	<p>or another site to provide first aid or logistical support. Community Responders are encouraged to attend and/or participate in any mock training scenarios or exercises to help become familiar with emergency or disaster processes and responses.</p>
<p><b>EMS Tiered Process for Cardiac Arrest</b></p>	<p>Peel Region takes cardiac arrest emergencies very seriously. You play a critical role in the chain of survival, offering life-saving care to the patient until the paramedics are ready to take over. While at the scene, any one of the three emergency services will arrive on scene first (i.e., police, fire or paramedics), depending on the situation and location of the incident. As they enter the scene, do not stop CPR to greet emergency personnel or give them a report.</p> <p>Peel Region has developed the following tiered process for each cardiac arrest:</p> <p>PRPS has eight Rapid Response Units (RRU) in service during peak call hours from 10 a.m. to 10 p.m. These units are equipped with the same medical supplies as an ambulance, but only one paramedic. Since there is only one paramedic, you may be asked to continue compressions as they transition from your AED to the cardiac monitor.</p> <p>PRPS also “double dispatches” ambulances to cardiac arrest calls. This means 2 ambulances will attend each call. In most cases you could have 4 to 6 paramedics on scene for a cardiac arrest.</p> <p>Peel Regional Police will also attend a cardiac arrest emergency. Depending on their location they may arrive at the same time as you and offer to help. The supervisors have AEDs in their vehicles and may bring it to the patient. If your AED is connected to a patient do not switch. If you are located in Caledon you will have the OPP attend the scene.</p> <p>Fire and emergency services also attend cardiac arrests. In most cases they will arrive at the same time or shortly before paramedics. They, too, will bring in equipment that will consist of oxygen management and an AED. The fire department may switch to their AED unit when they arrive. They can simply unplug the electrodes from your unit, and plug them into their AED unit. There is no need to change electrode pads. If the fire department arrives before the paramedics and take over treatment, use the opportunity to prepare for the paramedics’ arrival.</p> <p>Once paramedics arrive on scene they may:</p> <ul style="list-style-type: none"> <li>• continue care and transport the person to the hospital;</li> <li>• determine the patient is not viable due to injury or symptoms, and stop all measures to revive them; or</li> <li>• call the base hospital physician for a pronouncement or termination of resuscitation.</li> </ul> <p>Peel paramedics follow a set process when responding to cardiac arrest events. You may be asked to continue treatment or provide additional support. If you are unable to continue supporting the patient or the paramedics on scene, clearly say so to ensure the person receives the best care possible.</p>



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	<p>Additional support, as requested by the paramedics could include:</p> <ul style="list-style-type: none"> <li>• taking notes or "code mark" the time;</li> <li>• timing 2 minutes to assist with medication administration;</li> <li>• continuing compressions;</li> <li>• moving equipment to and from the ambulance;</li> <li>• holding a sharps container;</li> <li>• unplugging the electrodes from you AED to plug in their unit; and/or</li> <li>• controlling crowds.</li> </ul>
<b>Direct Calls for Assistance</b>	<p>If you receive a direct call or notice requesting medical assistance, you are required to validate that a call to 911 was made. Additionally, if you are the first person on a scene before 911 has been contacted, you must immediately call 911 - the first link in the chain of survival – before providing emergency care.</p> <p>When calling 911 the Community Responder should be able to relay:</p> <ul style="list-style-type: none"> <li>• the address and major cross streets of where the ambulance is needed;</li> <li>• telephone number where you can be reached (i.e., scene or mobile).</li> <li>• description of the patient (e.g., age, gender) and details of the event (e.g., chief complaint); and</li> <li>• respond to questions by the emergency operator.</li> </ul> <p>After the incident is complete, you are advised to notify the Community Programs team that you participated in an incident, especially if you identified yourself as a Community Responder to patients, bystanders or emergency services at the scene. Also, we may need to replenish contents within your kit.</p>

### Section # - Obtaining Consent

<b>Obtaining Consent</b>	<p>Community Responders must obtain the consent of the patient, or their legal guardian if they are a minor (i.e., younger than 18 years old), unless it is not possible. You can obtain consent in a number of ways:</p> <p><b>Informed Consent:</b> A competent patient, who has a clear appreciation and understanding of the facts, implications and future consequences of an action as presented by the health-care provider, grants permission to accept medical treatment.</p> <p><b>Implied Consent:</b> During emergency situations, consent is implied when the patient is unconscious, delusional, intoxicated or deemed mentally unfit to make decisions regarding his or her safety, and no decision maker is available, and the emergency interventions will prevent further injury or death.</p>
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	<p><b>Parental Consent:</b> For patients younger than 18 years old, consent must come from a parent or guardian. However, if the legal parent or guardian is unconscious, delusional or intoxicated, consent is implied. Consent may also be implied if the legal parent or guardian is not immediately reachable and interventions will prevent further injury or death. Should a minor require CPR or AED support, and a parent or guardian refuses, the police must be contacted first for further directions. If police instruct you to perform life-saving interventions, only do so if it is safe.</p>

### Section # - Special Considerations

<b>Cardiac Arrest and Crime Scenes</b>	<p>Every cardiac arrest incident is treated as suspicious for criminal activity regardless if there are no obvious signs of crime or it is an, accident or natural cause. The police preserve the scene until they can confirm and rule out any foul play. In workplaces, the Ministry of Labour may attend the scene to conduct an investigation. It is important to act with care and note any unusual observations to the police.</p> <p>When you are at any scene of an emergency, be aware of where you step, the things you touch and where you place your equipment. Take note of the exact location and position of the patient, along with as many details regarding the patient as possible (e.g., clothing, injuries). Try not to move anything at the scene that does not directly affect or hinder your safety or care to the patient. Please take note of when, where and what items were moved as you may be asked to provide a statement or answer questions from Peel Regional Police or Ontario Provincial Police officers.</p>
<b>Obviously Dead</b>	<p>If a patient appears obviously dead (as defined below), you are not required to start CPR or apply an AED as these treatments will not benefit the patient. In these events, remove yourself to an outside area to meet the paramedics.</p> <p>'Obviously dead' means death has occurred if gross signs of death are obvious:</p> <ul style="list-style-type: none"> <li>• decapitation (i.e., head cut off);</li> <li>• transection (i.e., body divided in half);</li> <li>• visible decomposition (i.e., breakdown or decay of organic materials);</li> <li>• grossly charred body (i.e., burned)</li> <li>• rigor mortis (i.e., stiff body);</li> <li>• open head and/or body wound with gross outpouring of cranial (i.e., brain matter) or visceral (i.e., large body organs) contents.</li> </ul>
<b>Suicides</b>	<p>Suicide is a conscious or deliberate act that ends one's life. Depending on the method chosen by the patient, suicidal incidents may be highly traumatic and should be treated carefully to preserve any evidence.</p>





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	<p>As a Community Responder, you will attempt to resuscitate these patients unless, you feel unsafe or uncomfortable to do so, or the patient's condition appears obviously dead (as defined above).</p> <p>We will do our best not to send Community Responders to suicide incidents, however, we cannot guarantee this won't happen as our alerts are based on the information provided in the 911 call.</p>
<b>Do Not Resuscitate Orders</b>	<p>Do Not Resuscitate (DNR) is a legal document that indicates a person does not want to receive CPR if their heart stops beating. DNRs can be provided when a death is imminently anticipated or as a result of a progressive end-stage terminal illness.</p> <p>If you respond to an event where you are informed the patient has a DNR order, you will need to physically see the DNR form before stopping resuscitation efforts. In these situation, you are strongly advised to call PRPS for further direction. As always, if, at any time, you feel unsafe or uncomfortable you can remove yourself from the scene and wait for the paramedics outside.</p> <p>For a DNR order to be legal and binding, it must be completed in full with the following information:</p> <ul style="list-style-type: none"> <li>• pre-printed serial number;</li> <li>• patient's full name;</li> <li>• name and signature of the witnessing doctor, nurse or nurse practitioner;</li> <li>• signature and date; and</li> <li>• agreement (i.e., boxes checked):             <ol style="list-style-type: none"> <li>1. that the current treatment plan exists and CPR will not be included;</li> <li>2. their physician's current opinion is that CPR will almost certainly not benefit the patient and is not part of the plan.</li> </ol> </li> </ul> <p><b>INSERT PHOTO OF DNR FORM</b></p>

### Section # - Staying Safe

<b>Scene Safety</b>	<p>Your personal safety and security are our number one priorities at all times. However, responding to a medical emergency as a Community Responder may come with some risks. These risks can come in many forms, and can include the patient or their relatives, bystanders, traffic, the general environment and animals to name a few. As you approach and support the scene, you must continually make audible and visual observations of your environment to maintain situational awareness.</p>
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**Be the One!**  
Act to save a life



**Region  
of Peel**  
working with you





## Volunteer Community CPR & AED Responder Procedures and Guidance

	<p>We will do our best to avoid sending Community Responders to an emergency that may be violent or dangerous. In cases where the 911 details indicate a risk to your safety, we will not issue an alert, or if an alert was sent, we will cancel it. We can only base our decisions on the details of the 911 call and there may be occasions where we dispatch an alert to a dangerous situation. For this reason, it is of utmost importance to pay attention when approaching and arriving to a scene.</p> <p>Always take care when travelling to an emergency incident. Should the Community Responder become injured en-route to an incident, stop, assess the situation and call for help. If you require paramedic care, call 911.</p> <p>When approaching a medical emergency, remember to:</p> <ul style="list-style-type: none"> <li>• look for potential hazards;</li> <li>• listen for anything of concern;</li> <li>• determine if the patient can be safely treated at their present location; and</li> <li>• be aware of your surroundings and withdraw from the scene if you feel uncomfortable.</li> </ul> <p>To stay safe when entering a home or business:</p> <ul style="list-style-type: none"> <li>• greet the individual at the door and introduce yourself before entering;</li> <li>• allow the greeter to lead you to the incident to avoid being put in a vulnerable position; and</li> <li>• make mental notes of doorways and other pathways to exit the building.</li> </ul> <p>If, at any time, you feel unsafe or uncomfortable in an emergency situation, politely but firmly remove yourself. Wait at a safe distance for police or paramedics to arrive, or if needed, call 911 for additional support.</p>
<p><b>Access Issues</b></p>	<p>As a Community Responder you do not need to respond to an alert that may be difficult or dangerous to access. If you have to cross a major highway or river, or go through a forest or industrial complex to access the scene, we ask you to decline the alert or cancel it if you've already accepted it. You are also encouraged to decline alerts during extreme weather situations.</p> <p>As you approach the scene, you may be faced with other potential access issues. That is you may not be able to enter locked apartment buildings, houses, community recreation facilities, stores, factories or other places of work. When possible, we will provide you with an access code or other instructions so you can easily enter the building. Please remember, this information is privileged and must remain confidential. For commercial or industrial buildings, first approach reception and/or security before entering the premises. Everyone, including emergency services, must adhere to a company's or businesses' health and safety practices to avoid putting yourself or others at risk.</p>





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<p><b>Using your Personal Protective Equipment</b></p>	<p>PRPS provides Community Responders with personal protective equipment to keep you safe and healthy during and after an emergency event. It is your responsibility to properly use this equipment each and every time. Personal protective equipment provided to you, includes:</p> <ul style="list-style-type: none"> <li>• high-visibility safety vest</li> <li>• identification card</li> <li>• nitrile disposable gloves (latex free)</li> <li>• N95 respiratory mask</li> </ul> <p><b>Safety vest and ID card</b> The safety vest and identification card validate your role as a Community Responder at the emergency scene. For this reason, you are required to wear your safety vest and present your identification card each and every time you respond to an emergency. A best practice is to keep the vest and identification card in your response kit so it will be with you at all times.</p> <p><b>Infection control equipment</b> All Community Responders must properly use the personal protective equipment provided to them and adhere to effective infection control procedures each mandate to ensure the health and safety of you and the patient, and to prevent cross contamination. This includes practicing effective hand washing techniques and wearing nitrile disposable examination gloves at every emergency event. These gloves are latex free and are one of the best ways to control infection during emergency incidents. To ensure your protection:</p> <ul style="list-style-type: none"> <li>• apply gloves just before entering the scene;</li> <li>• use gloves one time;</li> <li>• change gloves when they become saturated in blood, bodily fluids, secretions and/or excretions; and</li> <li>• change gloves when they become torn or ripped.</li> </ul> <p>INSERT GLOVE CHANGING PICTURE</p> <p>INSERT HAND WASHING PICTURE</p> <p><b>Your respirator mask</b> Your disposable N95 respiratory mask covers your nose and mouth to protect you from breathing in small particles in the air (e.g., bacteria, dust and mold). The respirator can also be used to mask or lesson odors that you may find unpleasant.</p> <p>INSERT APPLYING MASK PICTURE</p> <p>If you have any concerns regarding exposure to contaminants during an emergency event be sure to consult your general practitioner.</p>
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### Section # - Code of Conduct

<p><b>Community Responder Behaviour and Conduct</b></p>	<p>As a Community Responder you have both a duty of care to your patients and a professional duty to the Region of Peel. Therefore, how you conduct yourself when responding to an emergency situation is of utmost importance.</p> <p>It is critical you remain calm, professional, tactful, reassuring, understanding and sympathetic at all times. You should never appear bad tempered, impatient or officious as this very often exacerbates an already difficult situation.</p> <p>When responding to an emergency as a Community Responder:</p> <ul style="list-style-type: none"> <li>• identify yourself as a Community Responder and ask if you may be of assistance;</li> <li>• obtain consent before providing any support;</li> <li>• fully comply with the procedures and protocols set out within this document and covered in your orientation;</li> <li>• never provide support beyond your scope as a Community Responder, regardless of previous training, knowledge or qualifications;</li> <li>• be cognitive and respectful of relatives, friends or other bystanders who may be concerned for the patient;</li> <li>• respect the values and beliefs of other religions and cultures that may be different from your own;</li> <li>• provide a comprehensive report to the attending paramedics, including what you found when you arrived at the scene, treatments provided, and any other details;</li> <li>• maintain confidentiality of the patient's condition, treatment, personal information and any other details at all times, sharing details only with authorized personnel (i.e., paramedics);</li> <li>• assist with language barriers, if you are able to do so;</li> <li>• co-operate fully with any attending emergency services;</li> <li>• avoid arguments, directing any concerns to the paramedics or by calling PRPS;</li> <li>• do not record any incidents by photograph, video, audio or any other electronic or digital means;</li> <li>• communicate your actions and intentions with other responders, bystanders or family members on scene; and</li> <li>• confidentially discuss any concerns or grievances about the patient's treatment with the Community Programs Specialist.</li> </ul>
<p><b>Community Response Drug and Alcohol use</b></p>	<p>As a Community Responder, you are expected to use your best judgement when accepting to respond to an emergency after consuming alcohol and/or drugs. Alcohol, and prescription and recreational drugs can interfere with your duties to act as a Community Responder by impeding judgement, and increasing the risk of personal injury, reputational risk and personal liability from gross negligence.</p>



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	<p>There is a zero-tolerance policy for arriving on scene having consumed or being in possession of alcohol or any drugs. Specifically, you must not accept an emergency alert if you have consumed or are in possession of an illegal drug. If you are using medically prescribed medications, consult your doctor to understand if or how it may affect your ability to participate as a Community Responder.</p> <p><b>Important Note:</b> Any breach of this policy regarding alcohol and drug use will lead to the immediate termination of your Community Responder agreement, and if necessary, any activity deemed illegal will be reported to Peel Regional Police.</p>
<b>Criminal Activity</b>	<p>PRPS is mandated to ensure all Community Responders are of sound character, and able to fulfill their legal and moral obligations towards patient safety and care. In your role, you will be entrusted to care for vulnerable adults and children. As a result, all applicants to the Community Responder Program will undergo enhanced disclosure and background checks.</p> <p>If you are convicted of or charged with a criminal offence, whether it arises from your own employment or otherwise, it is your sole responsibility to report the matter to the Community Safety Program immediately. From here, PRPS will decide upon the appropriate course of action. Failure to do so will result in the immediate termination of your Community Responder agreement and may render you personally liable to further legal action.</p>
<b>Private Vehicles</b>	<p>Community Responders are advised to travel by foot when responding to an emergency alert. Under no circumstance will you be required to use your own personal vehicle.</p> <p>If you decide to use a vehicle to travel to an emergency as a Community Responder, it cannot appear to be an emergency vehicle. That means it must not, under any circumstances, be outfitted with any permanent or temporary emergency warning devices or lights. Signage indicating your role as a Community Responder also cannot be displayed on your vehicle, other than what is provided to you by PRPS.</p> <p>Additionally, driving while responding to an emergency alert does not exempt you from following the Ontario Highway Traffic Act. You also do not have any priority over any other motorist on the road. Should you violate any laws, or be involved in a collision or incident while responding to an emergency alert you may be liable to prosecution by the Peel Regional Police.</p>
<b>Gifts and Hospitality</b>	<p>Any presentation or offer of a gift, personal cash gift or hospitality by the patient, or their family and friends during an incident or thereafter must be politely declined. All offers of hospitality should also be approached with caution. Offers of hospitality could include tickets to the theatre or sporting events, as well as holiday or other accommodations.</p>



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By accepting gifts, you are at risk of exposing yourself to a potential conflict, and showing impartiality. Accepting a gift can also be perceived as bribery or persuasion.

For example, a gift was provided to a Community Responder in another region after he resuscitated the patient. The patient, unfortunately, was not discharged from the hospital, and the patient's grieving family requested the gift be returned a few weeks later.

If in any doubt whether to accept gifts or hospitality from patients, or their families or friends, it is always better to err on the side of caution and decline the offer, or immediately seek advice from Volunteer Services or PRPS.

### Section # - After an Emergency

#### Reports and Paperwork

Following each emergency response, you will be required to provide details about the incident in support of the research aspect of the Community CPR & AED Responder Program. However, to ensure patient safety and confidentiality, you are not to take notes about the patient's location, illness or injuries, treatment, or outcomes, unless specifically asked to do so by the paramedics at the scene.

Shortly after the incident, you will be alerted to complete the questionnaire in the FirstAED app. This questionnaire gathers information about the Community Responder role, as well as CPR and AED statistics.

You will also need to complete and submit the treatment form after each incident, the form can be submitted when you replenish your equipment. PRPS may ask you to complete additional forms about your experience, perceptions and thoughts about a specific emergency situation or the Community Responder Program overall.

Further, the AED unit collects data when used. This data must be provided to PRPS after each event, so do not remove this data from the AED device unless instructed to do so.

In the event that you respond to an emergency incident that involves suspicious activity or is classified a crime scene, you may be required to provide a statement to police. If this is the case, a Peel Regional Police or Ontario Provincial Police officer will request you provide a verbal or written statement in a timely manner.

#### Supplies Refresh

Once you are cleared to leave an emergency scene – that is, the paramedics have transported the patient to the hospital, pronounced patient deceased on scene or you are informed you are no longer required – you will need to replenish the equipment used.





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	<p>Contact the Community Safety Program after responding to an incident by phone or email and they will direct you to one of the paramedic stations to swap or restock your equipment. Alternatively, someone from the Community Safety Programs team will arrange a time to meet with you and exchange equipment.</p> <p>You are responsible to clean and maintain your equipment (see Maintenance and Equipment care on <a href="#">page X</a>); however, if the equipment is grossly soiled, place it in a plastic bag</p> <p>You may also ask a paramedic for a set of replacement Stat-Padz to replenish your kit. An AED can be used twice if needed as long as you have new Stat-Padz. After using your AED, it will beep every 5 minutes until rescue ready again. Plugging in new Stat-Padz will prevent the beeping.</p>
<b>Post-event Debriefing</b>	<p>PRPS will regularly facilitate debriefings with Community Responders shortly after your response to an emergency (i.e., 24 to 48 hours), but timelines may vary depending on the particulars of the event. These debriefings are an opportunity for you to share your experiences, reactions, feelings and thoughts with other Community Responders and PRPS staff. These supportive meetings typically last 1.5 to 2 hours.</p> <p>Additional support is available to you, if needed:</p> <ul style="list-style-type: none"> <li>• Mental Health Helpline via <a href="http://www.mentalhealthhelpline.ca">www.mentalhealthhelpline.ca</a></li> <li>• Peel Regional Paramedic Peer Support Group by emailing or calling the PAD Program.</li> <li>• Bystander Support Network via <a href="http://www.bystandernetwork.org">www.bystandernetwork.org</a></li> </ul>

### Section # - Post-event Mental Health

<b>The After Effects</b>	<p>Community Responders may become involved in situations that are new, unusual, and in some cases, very distressing for those involved. It is common and normal to be mentally and/or emotionally affected when you attempt to save someone's life. The degree to which you are affected is different for each of us.</p> <p>This section looks at the different reactions you may experience as a Community Responder, and how you can remain mentally and emotionally health and where to seek help if you need it.</p>
<b>Acute Stress</b>	<p>After responding to an emergency, you might feel shocked, scared, guilty, ashamed, angry or vulnerable. These initial feelings are called acute stress reactions. They are normal and very common.</p>







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	<p>You might experience thoughts of doubt and begin asking yourself questions about the situation or your performance, or you may have bad dreams, feel fearful or find it difficult to stop thinking about the incident.</p> <p>Some common questions Community Responders ask are:</p> <ul style="list-style-type: none"> <li>• Did the patient survive?</li> <li>• Did I make a difference?</li> <li>• Why did this happen?</li> <li>• Why was I the only one who helped?</li> <li>• Am I the only one who feels this way?</li> <li>• Why aren't others more upset?</li> <li>• Should I be or feel upset?</li> <li>• Why is that person upset when they weren't there?</li> </ul> <p>It is possible to experience other feelings or symptoms in the first hours or days after you attempt to save a life, regardless if the patient survives or not. These could include:</p> <ul style="list-style-type: none"> <li>• reduced awareness of your surroundings;</li> <li>• your environment seems strange or unreal to you (i.e., derealization)</li> <li>• your thoughts or emotions don't seem real or seem to belong to someone else (i.e., depersonalization); or</li> <li>• you cannot remember an important aspect(s) of the incident (i.e., dissociative amnesia).</li> </ul> <p>For most people, these symptoms, thoughts and feelings will gradually dissipate over time. However, what's important to remember is not everyone will experience the same symptoms at the same time or in the same way. Your reaction is personal and may differ from one emergency to the next.</p> <p>If your reactions last longer than you feel is normal or you find you cannot cope in your normal life, you should consider getting medical attention as soon as possible.</p> <p>Symptoms that may require medical attention include:</p> <ul style="list-style-type: none"> <li>• deep depression or hopelessness, including suicidal thoughts and feelings;</li> <li>• substance abuse to cope with any of the symptoms; and</li> <li>• physical aches and pains.</li> </ul>
	<b>WHAT ARE NORMAL REACTIONS?</b>
<p><b>Emotional and Anxiety- induced Arousal</b></p>	<p>After an attempt to save a life, you may become hyperaware or more alert of your surroundings, and the people and things around you.</p> <p>Emotional and anxiety-induced arousal symptoms could present as:</p> <ul style="list-style-type: none"> <li>• being on edge or on guard;</li> <li>• looking out for danger or being easily startled ;</li> </ul>



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	<ul style="list-style-type: none"> <li>difficulty sleeping or experiencing abnormal sleeping patterns; and/or</li> <li>problems concentrating on day-to-day activities.</li> </ul>
<b>Avoidance</b>	<p>It's normal to deal with physical or emotional pain by avoiding it or distracting yourself from it. After responding to an emergency, and depending on the outcome for the patient, you may try to avoid people, places or other reminders of the incident.</p> <p>Symptoms of avoidance include:</p> <ul style="list-style-type: none"> <li>avoiding reminders of the situation;</li> <li>detaching from the event by not talking or thinking about the event;</li> <li>feeling numb or like you don't have feelings;</li> <li>losing interest in activities and life in general; and/or</li> <li>sensing only a limited future for yourself.</li> </ul>
<b>Mood (negative thoughts)</b>	<p>Attempting to save someone's life can have a powerful effect on how you think. No matter the outcome, you may blame yourself or your actions or feel like you didn't do enough. You may replay scenes from the incident, and think through the "What if...?" or "If only..." possibilities.</p> <p>Those who cannot properly process their negative thoughts and feelings after a situation may experience depression.</p> <p>Symptoms of negative thoughts and mood include:</p> <ul style="list-style-type: none"> <li>negative thoughts about yourself;</li> <li>self-blame;</li> <li>feelings of mistrust and betrayal;</li> <li>sense of guilt about what happened; and/or</li> <li>feeling depressed and/or withdrawn.</li> </ul>
<b>Flashbacks (re-experiencing)</b>	<p>Memories of responding to an emergency may replay in your mind. These memories can come back as flashbacks during the day or as nightmares while you sleep. They can also be re-experienced through any of your five senses. For example, you might see images of what happened or experience sounds, smells, tastes or other bodily sensations associated with the event. Your memories could also be emotional, where you remember how you felt at specific moments.</p> <p>Flashbacks can present as:</p> <ul style="list-style-type: none"> <li>upsetting memories of the situation that take over your thoughts;</li> <li>nightmares about the event; and/or</li> <li>feeling physical reactions in your body when you are reminded of the event (e.g., sweating, pounding heart, nausea).</li> </ul>
<b>When to Seek Medical Attention</b>	<p>If you are still experiencing any of the symptoms listed above for longer than a month or you find they are preventing or impeding your ability to function with daily tasks or responsibilities, you should seek medical attention as soon as possible.</p>



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	<p>Serious symptoms that require medical attention include:</p> <ul style="list-style-type: none"> <li>• deep depression or feelings of hopelessness, including suicidal thoughts;</li> <li>• using substances (e.g., alcohol, drugs) to cope with your symptoms; and/or</li> <li>• physical aches and pains.</li> </ul>
	<b>STRATEGIES TO ASSIST WITH COPING</b>
<b>What's Next</b>	<p>As previously stated, your reactions to participating in an emergency should, for the most part, gradually dissipate over time. However, it can require an active effort on your part. This section offers some of the practical strategies that can positively impact your recovery and allow your mind, body and nervous system to return to a balanced state after participating in an emergency.</p>
<b>Social Engagements</b>	<p>Engaging socially with your partner, family, close friends, co-workers or religious group is one of the most effective strategies for handling negative thoughts and feelings, and reducing acute stress.</p> <p>You can access the social support you need by seeking out people you trust and talking to them about the event, how you felt in the moment and how you feel currently.</p> <p>You will also want to actively connect with others. You can do this by getting involved in social activities you enjoy. Not everyone is a social butterfly, but effort should be made on your part to connect with someone face to face.</p>
<b>Physical Activity</b>	<p>Exercise in all of its forms, such as yoga, cardio training, hiking or going for a walk, has proven to help the healing process. It acts as a natural stress reliever by releasing endorphins. Moving your body and getting outdoors can go a long way in helping your nervous system recover from acute stress. It can also improve sleep, which is another crucial factor in your recovery.</p> <p>It is recommended to engage in physical activity for 30 minutes or more each day. Alternatively, you can perform three 10-minute periods of physical activity. You will most benefit from rhythmic routines that engage both your arms and legs and demands your full attention, such as walking, running, swimming, hiking, dancing, rock climbing and more.</p> <p>As you exercise, pay attention to how your body feels. For example, the sensations of your feet hitting the ground, the feeling of the wind on your cheeks or the scents found in the air hiking. Doing so will keep you present while you exercise.</p>
<b>Sleep</b>	<p>Sleep is vital to your mental and physical health, especially after a stressful event. Depriving yourself of sleep after participating in an emergency situation can trigger other symptoms of stress to manifest or appear. Ideally, you want to aim to get 7 to 9 hours of sleep each night.</p>



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	<p>If you find it difficult to sleep well, we recommend you:</p> <ul style="list-style-type: none"> <li>• keep your room cool (i.e., 16°C to 20°C);</li> <li>• avoid stimulants after dinner (i.e., caffeinated drinks);</li> <li>• remove distractions from your bedroom (e.g., cell phones, TV);</li> <li>• make your room as dark as possible;</li> <li>• keep a consistent bedtime; and</li> <li>• exercise 3 hours or more before bedtime.</li> </ul>
<b>Diet</b>	<p>Maintaining a balanced diet is important. The food we eat fuels our mind and body. Your diet can influence mood swings, thoughts and energy levels. Eating well and taking a multi-vitamin each day will ensure your body is getting the nutrients and minerals it requires to function optimally.</p> <p>To maintain a balanced diet, we recommend you:</p> <ul style="list-style-type: none"> <li>• start each day with breakfast;</li> <li>• avoid fried foods, refined starches and sugars;</li> <li>• limit processed foods;</li> <li>• drink lots of water; and</li> <li>• snack on healthier alternatives (e.g., fruits and vegetables).</li> </ul> <p>If you have a busy schedule and can't prepare meals easily, consider trying healthier options that are available in the ready-to-eat sections at most grocery stores. If you plan to eat out, look for healthier options.</p>
<b>Sensory Grounding</b>	<p>When you are feeling emotionally vulnerable, consider exploring a variety of sensory sensations to help you relieve stressors and allow you to relax.</p> <p>Below is a list of suggested exercises you can try to stimulate your senses. This list is intended to be a jumping-off point. It's up to you to hone in on the senses that bring you the most relief and come up with additional things to try.</p> <p><b>Sight</b></p> <ul style="list-style-type: none"> <li>• Look at a cherished photo or a favourite memento.</li> <li>• Use plants or flowers to enliven your living space.</li> <li>• Enjoy the beauty of nature by visiting a garden, the beach, a park or your own backyard.</li> <li>• Surround yourself with uplifting colours.</li> <li>• Close your eyes and picture a place that feels peaceful and rejuvenating.</li> </ul> <p><b>Smell</b></p> <ul style="list-style-type: none"> <li>• Light a scented candle or burn incense.</li> <li>• Scent your bedsheets with lavender.</li> <li>• Smell the roses or another type of flower.</li> <li>• Enjoy clean, fresh air in the great outdoors.</li> <li>• Spray on your favourite perfume or cologne.</li> </ul> <p><b>Touch</b></p>



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	<ul style="list-style-type: none"> <li>• Wrap yourself in a warm blanket.</li> <li>• Pet a dog or cat.</li> <li>• Hold a comforting object (e.g., stuffed animal, memento).</li> <li>• Soak in a hot bath.</li> <li>• Give yourself a hand or neck massage.</li> <li>• Wear clothing that feels soft against your skin.</li> </ul> <p><b>Taste</b></p> <ul style="list-style-type: none"> <li>• Slowly and mindfully savour a favourite treat (please note: mindless eating will add, not reduce, your stress).</li> <li>• Chew a piece of sugarless gum.</li> <li>• Indulge in a small piece of dark chocolate.</li> <li>• Sip a steaming cup of coffee or tea, or enjoy a refreshing cold drink.</li> <li>• Eat a perfectly ripe piece of fruit.</li> <li>• Enjoy a healthy, crunchy snack (e.g., celery, carrots or trail mix).</li> </ul> <p><b>Movement</b></p> <ul style="list-style-type: none"> <li>• Run in the same spot.</li> <li>• Jump up and down.</li> <li>• Dance alone or with someone else.</li> <li>• Stretch or roll your head in circles.</li> <li>• Go for a short walk.</li> <li>• Squeeze a rubbery stress ball.</li> </ul> <p><b>Sound</b></p> <ul style="list-style-type: none"> <li>• Sing or hum a favourite tune.</li> <li>• Listen to uplifting music.</li> <li>• Tune in to nature soundtracks – real or recorded (e.g., crashing waves, the wind rustling the trees, birds singing).</li> <li>• Buy a small fountain, so you can enjoy the soothing sound of running water in your home or office.</li> <li>• Hang wind chimes near an open window.</li> </ul> <p>Information in this section is provided by <a href="https://www.helpguide.org">https://www.helpguide.org</a>.</p>
<b>Social Resources</b>	<p>A great way to bring together a number of these coping strategies is by becoming a member of Meetup.com, a social website that brings people with similar interests together for in-person meetings. For example, people who are looking to try hiking can join a hiking group. Or you can find groups dedicated to dancing, yoga, rock collecting or eating at new restaurants.</p> <p>Sign up to find a group and join in on some fun.</p>
<b>Avoid Alcohol and Drugs</b>	<p>When you are struggling with difficult emotions or questioning yourself or your actions, you may be tempted to self-medicate with alcohol or drugs. We encourage you to avoid doing this as substance use can heighten many symptoms of acute stress, including emotional numbing, social isolation, anger and depression. Self-medicating isn't always a rational choice. After a few</p>





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	drinks you may be able to justify having more, but alcohol and drugs only mask unresolved emotions or thoughts.
	<b>AVAILABLE SUPPORT OPTIONS</b>
	If you require additional support to manage your feelings, thoughts and reactions after responding to an emergency event, this section outlines the options available to you.
<b>Counselling</b>	<p>There are several counselling options that can help you better cope with the stressors resulting from your role as a Community Responder.</p> <p>Cognitive behavioural therapy (CBT) has shown to be effective for post-traumatic stress disorder (PTSD) and acute stress reactions. CBT teaches you how your thoughts, feelings and behaviours work together, and how you can manage these to more effectively deal with stress. As part of this therapy, you can also learn skills and techniques that will help you revert negative thoughts or behaviours, so you can begin feeling better.</p> <p>Exposure therapy allows you to talk about your experience, which can help reduce avoidance and put your thoughts and feelings into perspective. It may be included in CBT or used on its own.</p> <p>When you are looking for a therapist, look for someone who specializes in the treatment of trauma and PTSD. A physician should be able to provide a referral, or you can contact a counselling centre or the Mental Health Helpline (1-866-531-2600 or <a href="http://www.mentalhealthhelpline.ca/">www.mentalhealthhelpline.ca/</a>). Whichever counselling option you choose, it is important to find a therapist that makes you feel comfortable and understood.</p>
<b>Medication</b>	Medication, such as anti-anxiety or antidepressant medications, may help manage your anxiety and other related problems like depression or difficulty sleeping. If you'd like to learn more about medication options, speak directly with your general practitioner.
<b>Support Groups</b>	Support groups are a great way to share your own experiences, learn from others and connect with people who understand what you may be going through. There are a variety of support groups, so find the one that will best support you.
	<b>WHO DO I CONTACT FOR INFORMATION</b>
<b>Mental Health Helpline</b>	<p>The Mental Health Helpline provides information about mental health services in Ontario. An information and referral specialist will answer your call, email or web chat at anytime of the day or week.</p> <p>The service is free and confidential.</p>



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The Helpline can provide information about counselling services and support groups in your community. It can listen, offer support and provide strategies to help you meet your goals and provide basic education about mental illness.

Call from anywhere in Ontario, any time at this toll-free number: 1-866-531-2600. Online support is available at [www.mentalhealthhelpline.ca/](http://www.mentalhealthhelpline.ca/)

You can also reach out to the Community Programs team 437-770-5478 for additional information or to chat with our Peer Support team.

### Section # - Confidentiality and Privacy

#### Confidentiality Agreement

As part of your onboarding to the Community Response Program, you will sign a Confidentiality Agreement, which will be stored in your volunteer file. This agreement states you will maintain strict patient confidentiality.

As a Community Responder, you acknowledge that by virtue of this position and in carrying out its duties you may have access to sensitive and/or confidential information belonging or relating to patients and their families. This information may include:

- commercial access codes
- apartments access codes
- current medication
- ongoing care and treatment
- past surgery or procedures
- current injury, illness and/or outcome

At no time will this information or any aspects relating to an emergency response, including situation details, the patient's name and medical condition, or information regarding PRPS operations and administration be communicated to any unauthorized person, or members of the media or public. Any requests for information by the media must be directed to PRPS.

All information collected from an emergency scene must be processed lawfully for no purpose other than for which it was obtained. Information must be relevant to that purpose, is accurate and is protected from accidental loss or damage. This information must not be divulged to nor discussed with any person other than relevant members of staff directly involved with any incident or situation.

Breaches in confidentiality will result in the termination of your voluntary work with PRPS. It may also, under current legislation, render you personally liable for any such proven breach of confidentiality, which could result in prosecution.



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<p><b>Social Networking Websites and the Internet</b></p>	<p>The Region of Peel recognizes that the use of the internet, online forums, newsgroups and blogs, and social networking websites (e.g., Facebook, Twitter) are increasingly popular as a means to keep in contact with friends, upload photos, and advertise or review events. PRPS understand everybody is entitled to use social media and other online platforms to communicate with their networks and share their own opinions. However, as outlined above, at no time can you use these channels to share any confidential information or details relating to the scene of an emergency, involved patients or their families, or information regarding PRPS operations and administration.</p> <p>When posting information online do not:</p> <ul style="list-style-type: none"> <li>• breach patient and/or staff's trust or confidentiality (e.g., specific incident, location or patient information);</li> <li>• post any material that has the potential to bring the Region of Peel into disrepute (e.g., inappropriate comments and/or photos); and</li> <li>• maliciously attack (i.e., defame, discriminate, bully, harass) other Community Responders, emergency service personnel or the Community Responder Program.</li> </ul> <p>This is not an exhaustive list and failure to comply with the confidentiality guidelines outlined in this manual will result in termination of the volunteer Community Responder's agreement with PRPS.</p>
<p><b>Your Personal Information</b></p>	<p>PRPS maintains records for each of its volunteers in the Community Responders Program. These may be stored in one or more computers or physical filing systems.</p> <p>Personal information we keep about you may include:</p> <ul style="list-style-type: none"> <li>• personal details (i.e., name, address, telephone number)</li> <li>• application and training records</li> <li>• case review/feedback</li> </ul> <p>Your personal information will be kept confidential and will only be accessed for justified purposes. Region of Peel staff are subject to adhere to the rules of confidentiality within their contract of employment.</p> <p><b>Tracking your location</b></p> <p>PRPS does <u>NOT</u> track your mobile device. Only when you accept an alert through the FirstAED app will PRPS be able to determine your location and identity. You will be able to see the geo-location of other Community Responders only if they also accepted to respond to the same emergency as you.</p> <p><b>Recording PRPS calls</b></p> <p>It is common practice to record all calls made from or into the Ambulance Communications Centre, and at times, PRPS. Interactions with Community Responders are also recorded as part of our research project. These</p>



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recordings are either audio or captured through notes. All of the information we intend to collect has been approved through an ethics board, which you can access upon request.

### Section # - Complaints and Investigations

#### Complaints and Investigations

PRPS views complaints, both verbal and written, as an opportunity to improve the services we provide. They are always taken seriously. Reported instances that may lead to an investigation could include, but are not limited to:

- breach of applicable policies and procedures, especially those concerning confidentiality, health and safety, and behaviour and conduct;
- criminal convictions, which affect the volunteer's suitability for the role;
- failure to disclose information or false information relevant to the suitability of the role; and
- inappropriate behaviour (e.g., sexual or racial harassment).

When a complaint is received, PRPS will thoroughly investigate it. Investigations will be led by the Community Safety Programs, Volunteer Services and the PRPS internal investigations department. As a first step, we will identify only the facts of the matter through discussions with volunteers and other relevant parties. Specifically, Community Safety Programs will clarify if the Community Responder:

- understands how they should fulfil their role;
- is familiar with the Code of Conduct for Community Responders; and
- has access to the information they need to perform their duties to the required standards.

From here a decision will be made to continue the investigation. The Community Responder will be informed of this decision, and if applicable, the next steps in the process.

We urge you to co-operate fully and in a timely manner with any investigation. If involved in any form of inquiry or complaint, make sure that you truthfully and accurately provide all of the facts.

Please note: In some circumstances, you may be suspended from the Community Responder Program until an outcome of the complaint is decided.

#### Immediate Termination

Community Responders will be immediately terminated, if after an investigation, they are found to have committed any of the following grievances:





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	<ul style="list-style-type: none"> <li>• theft of property belonging to PRPS, another volunteer, member of staff, patient or other users of our services;</li> <li>• acts of violence towards another responder, member of staff, patient or allied agency;</li> <li>• malicious damage to property belonging to PRPS, another volunteer or patient; or</li> <li>• harassment.</li> </ul>
<b>Reporting a Complaint</b>	<p>If you wish to raise a concern or complaint against another individual in the Community Responder Program or member of PRPS staff you must contact the Community Safety Programs or Volunteer Services via email at <a href="mailto:volunteerservices@peelregion.ca">volunteerservices@peelregion.ca</a> or <a href="mailto:padprogram@peelregion.ca">padprogram@peelregion.ca</a>.</p>

### Section # - Peel.TrackMyAED Application Instructions

<b>Purpose</b>	As a community responder you will have the ability to add edit and remove AEDs within our database.	
<b>Searching an AED</b>		
<b>Adding an AED</b>	<p>The easiest way to add a division, site or AED to TrackMyAED is to click the 'Add an AED' button on your dashboard. You can also access the 'Add an AED' tool from the Equipment Page.</p> <ol style="list-style-type: none"> <li>1. Enter the AED info:             <ol style="list-style-type: none"> <li>a. Select the make/model from the drop-down menu</li> <li>b. If you have a photo of the AED 'in place', you can upload it by selecting the 'picture' field</li> <li>c. Enter the serial number. If adding more than one of the same kinds of AEDs in a single location, you can click the '+' button to enter additional serial numbers</li> <li>d. Enter the building name if applicable (e.g., "Portable B")</li> </ol> </li> </ol>	



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	<p>e. Enter the placement (e.g., “2nd Floor hallway next to washrooms”)</p> <p>f. If the AED has a specific latitude/longitude enter it here. Otherwise the system will record the latitude/longitude of the site based on the address provided. This is especially helpful when there is more than one AED in a building. For more information about latitude and longitude, see the ‘Edit a Site’ section</p> <p>g. Enter the installation date</p> <p>h. Enter the 911 Dispatch Registration Number (i.e., 10 digit that starts with PPAD)</p> <p>i. If this AED is in a vehicle, select ‘yes’ to ‘Is Mobile?’</p> <p>j. If this AED is in a building that is not open to the public, select ‘no’ to ‘Is Publicly Accessible’</p> <p>k. If your AED model has an automated inspection feature (e.g., Zoll AED 3), select ‘yes’ to ‘Has automated inspections’</p> <p>l. Check that the warranty expiry date is correct</p> <p>m. Enter the hours of availability, otherwise Google Places will try to pull in this data</p> <p>2. Enter the division info:</p>	
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## Volunteer Community CPR & AED Responder Procedures and Guidance

	<p>a. Select the division from the drop-down menu</p> <p>3. Enter the site Info</p> <p>a. From the drop-down menu, if available, or by creating a new option, which will require you to enter:</p> <ul style="list-style-type: none"> <li>i. site name</li> <li>ii. street number</li> <li>iii. street name</li> <li>iv. city</li> <li>v. province</li> <li>vi. postal code</li> </ul> <p>(Note: The system will determine the latitude/longitude and Google Place ID from the address provided. This can then be exported for use in programs such as PulsePoint)</p> <p>b. Answer the questions regarding email reminders:</p> <ul style="list-style-type: none"> <li>i. send credential expiry notice</li> <li>ii. Monthly check notification</li> <li>iii. first and second expiring accessory notification</li> <li>iv. final expiring accessory notification (Note: Make sure email address is entered or no email will be sent);</li> <li>v. Enter notes in the notes field</li> </ul> <p>c. Enter a primary contact (select or add new)</p>	
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## Volunteer Community CPR & AED Responder Procedures and Guidance

	<p>d. Enter an alternate contact (select or add new) (Note: Only users can log into the site; therefore, only users can add monthly checks and receive email reminders. Make sure your site contacts have user access to the site as well as email addresses, if you wish for them to receive email notifications.</p> <p>4. Add accessories</p> <p>a. number of adult pads, child pads, batteries, for each enter the following information:</p> <p>i. type of pad or battery</p> <p>ii. install date</p> <p>iii. expiry date</p> <p>iv. installer</p> <p>Click the 'Submit' button</p> <p>b. You can add related accessories, such as EpiPen®, bleed kits, NARCAN® and first-aid kits that are stored in the AED cabinet. For each enter:</p> <p>i. type of accessories</p> <p>ii. expiry date</p>	

### Section # - FirstAED Application Instructions

How to Use	<ul style="list-style-type: none"> <li>-smartphone</li> <li>-download, accept, decline, updates (wrong address, call details), being cancelled</li> <li>-log times</li> <li>-maps</li> <li>-pt questionnaire</li> </ul>		
troubleshoot			

**Be the One!**  
Act to save a life



**Region of Peel**  
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