



Public Safety & Security Training Series: Essential Event First Aid & Responding to Medical Incidents

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September 17, 2024

Session Overview

- Welcome and Introduction to the Fall Training Series
- Session# 5 Essential First Aid: Responding to Medical Incidents – Aim and Learning Outcomes
- Event Risk Management and Duty of Care
- Event Medical / First Aid Planning Considerations
- Documents & Templates:
 - Medical Incident response checklist &
 - Emergency Response Procedure (ERP)
 - Incident Report
- Stop the Bleed
- Resources & References
- Q & A
- Upcoming Levitt Network Trainings and Sessions

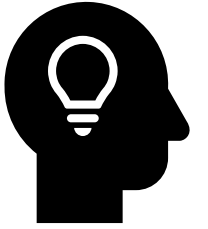
Fall Training Series: September 17 – November 12, 2024

- **17 September: Essential Event First Aid:** Responding to Medical Incidents
- **1 October: Planning safe and inclusive concert series events** through 'soft security' measures and stronger relationships with Law Enforcement and Private Security
- **15 October: Mitigating crowd safety risks** through design, information and management, tips/techniques for crowd counting
- **29 October: Event Readiness:** preparing your team for the 'knowns and unknowns' through a risk-based, 'what if' scenario-based discussion exercise
- **12 November: The Levitt network Safety & Security Forum #3:** Final Recap of the Safety & Security training series (60 mins)

Essential Event First Aid: Responding to Medical Incidents



Learning Outcomes



The aim of session # 5 is to provide an overview of event medical/first aid planning considerations and essential elements to support FOLs and AMP grantees develop and/or enhance risk-based medical support plans and emergency response procedures.

At the end of the session, participants will be able to:

- 1) Apply risk analysis/assessment techniques to identify and assess health and safety related consequences/harm from event related risks to your concern series.
- 2) Demonstrate an understanding of duty of care and how it applies to risk-based planning and delivery of events and concerts.
- 3) Apply event medical /first aid planning considerations to customize/adapt the emergency response procedure template (or existing plan/ procedure) specific to their event.

Disclaimer: The information provided herein is intended for general guidance and informational purposes only. It should not be considered as professional advice pertaining to specialist event medical advice. It is recommended that you consult with appropriate medical/ health and safety experts or professionals for advice specific to your community and event / concert series.



Poll Question # 1: Which of the following medical incidents have you experienced at a concert in the previous 3 years:

- No medical incidents to date
- Minor injury treated onsite by event first aid staff
- Medical incident requiring assessment/ treatment by EMTs
- Medical incident requiring patient transportation to hospital
- Cardiac arrest



Duty of Care

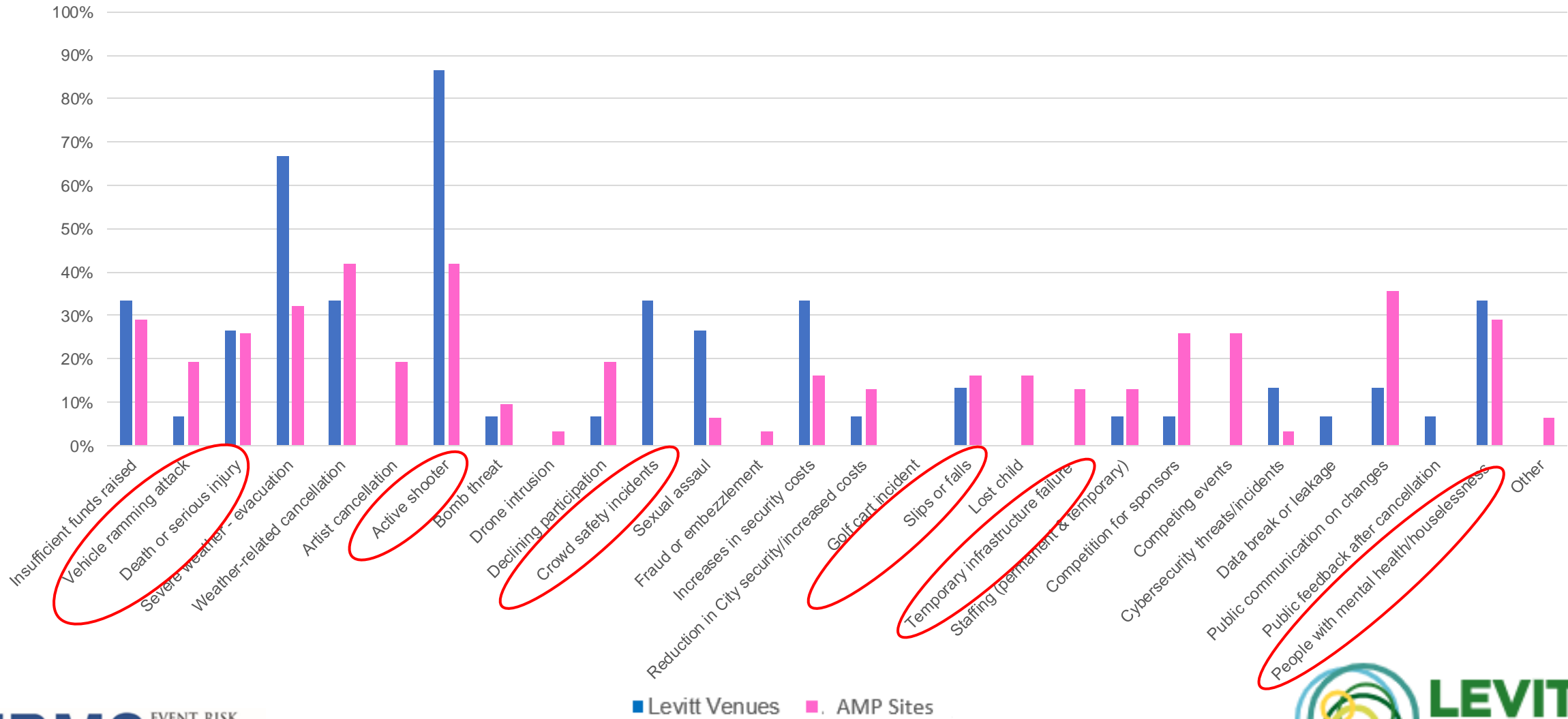
...a legal obligation which is imposed on an individual (event organizer) requiring adherence to a **standard of reasonable care** while performing any acts that could foreseeably harm others..

...reasonably foreseeable ...

Second Tort Law, 1965

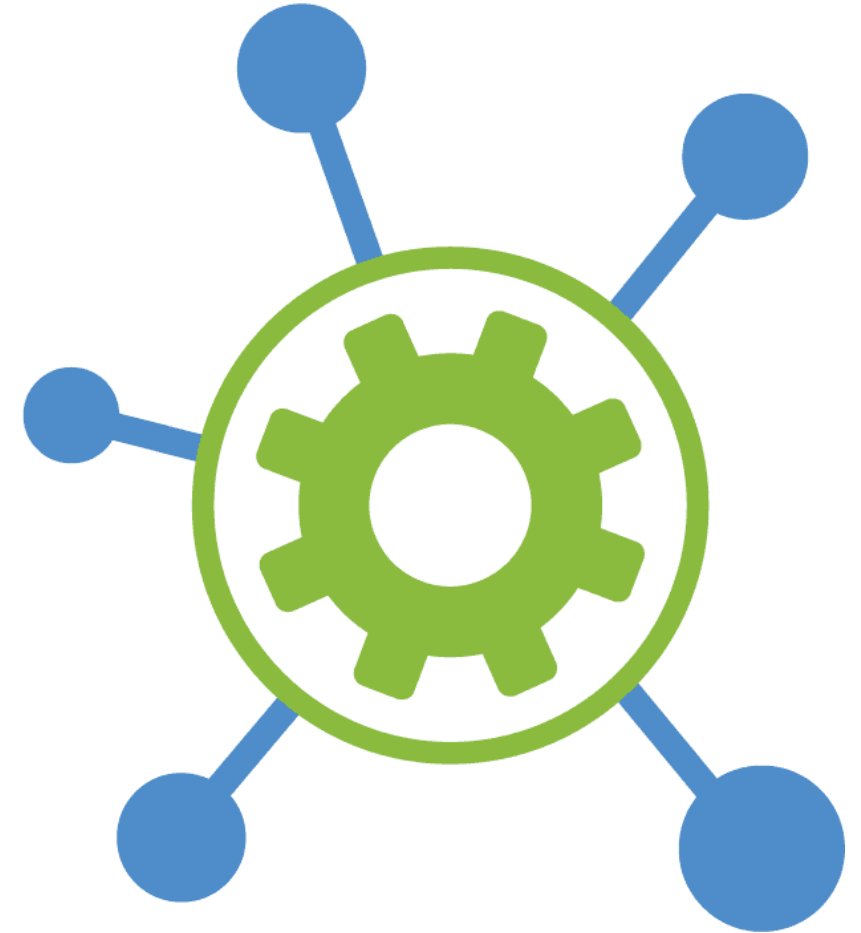


2023 Reflection: Levitt Network Risks and Concerns



Event Risk Analysis: five questions

- 1) What could happen (**go wrong**)?
- 2) What would **cause** it to happen?
- 3) How **likely** is it to occur?
- 4) What are the potential **consequences/impact** ?
- 5) How can we **reduce the likelihood** of the **risk** & if it occurs , how can we **reduce the severity** of impact/harm (consequences)?



Kaplan, S. and Garrick, B. (1981) 'On the Quantitative Definition of Risk', *Risk Analysis*, 1, pp.11-27.

Risk Analysis: Consequence/Impact Ratings for Health & Safety

The following chart provides an indicative guide to support your risk analysis for medical related consequences associated with your identified event related risks.

RATING		CONSEQUENCE (IMPACT) CRITERIA
1	Insignificant	<ul style="list-style-type: none"> Near miss report, accident but no treatment requested by patient
2	Minor	<ul style="list-style-type: none"> Minor injury treated onsite by first aid trained event staff EMT or EMS (911) assessment maybe required /recommended
3	Moderate	<ul style="list-style-type: none"> Serious injury (non-life threatening) Requires EMT/EMS response and medical transportation (ambulance)to hospital Short term care requirements
4	Severe	<ul style="list-style-type: none"> Severe injury (life threatening), requires EMS response (advanced life support/ambulance) Potential for medium to long term medical treatment/ & rehabilitation
5	Catastrophic	<ul style="list-style-type: none"> Fatality/s, may also include multiple serious injuries Requires significant EMS response & resources (external) Requirement for activation of mass casualty incident (MCI) plan by local authorities

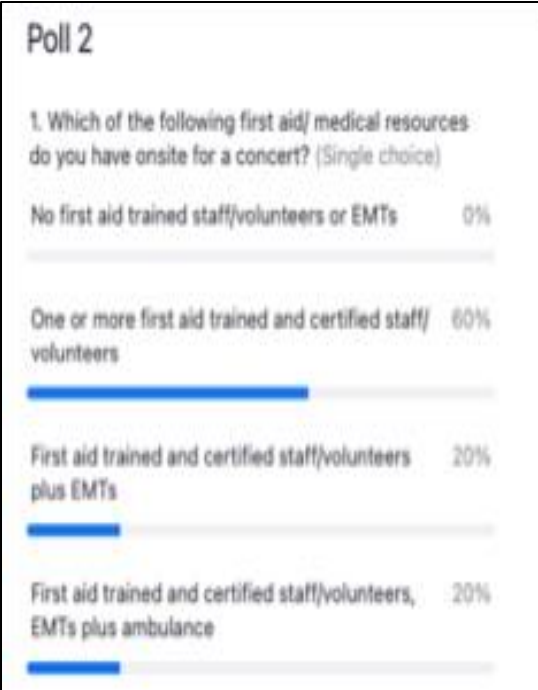
Tip #1 - remember the level of risk (e.g. High, Medium , Low) is determined through the likelihood and consequence of a 'risk event'. A semi-quantitative approach to determining the level of risk is through utilizing 5 x 5 matrix (refer back to training session #1 Risk Management for additional detail)

Tip #2 - use the consequence matrix as a guide to assess the potential health and safety consequence or level of harm aligned to your identified event risks.



Poll Question # 2: Which of the following first aid/ medical resources do you have onsite for a concert?

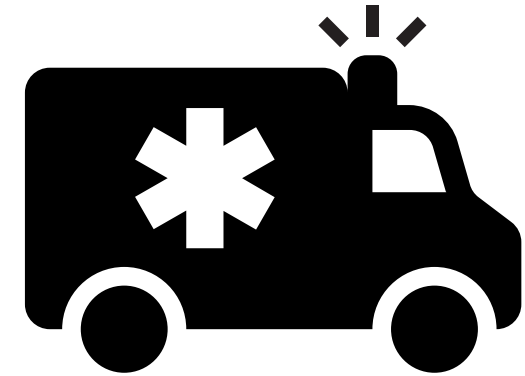
- No first aid trained staff/volunteers or EMTs
- One or more first aid trained and certified staff/volunteers
- First aid trained and certified staff/volunteers plus EMTs
- First aid trained and certified staff/volunteers, EMTs plus ambulance



Event First Aid & Medical Planning Considerations

Topics and Themes

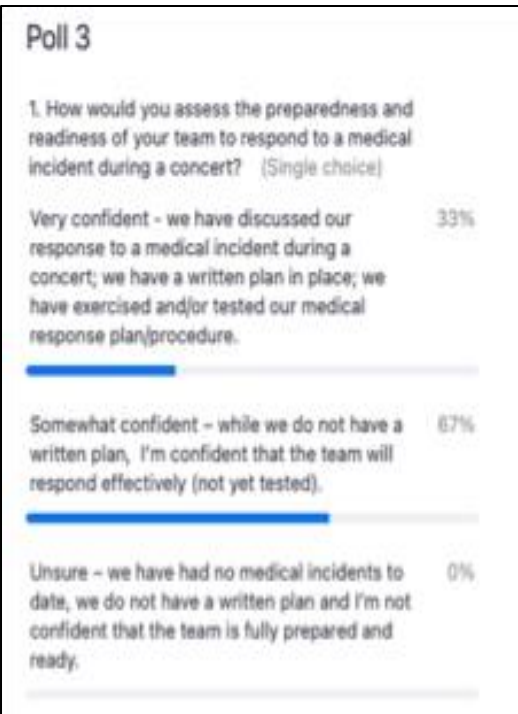
- Event Medical/First Aid Resourcing Analysis/Assessment
- Venue design and layout considerations for enhancing a coordinated response to medical incidents
- Event C3: Command, Control & Coordination
- Medical Incident/ Emergency Response Checklist
- Emergency Response Procedure
- Incident Reporting
- Stop the Bleed





Poll Question# 3: How would you assess the preparedness and readiness of your team to respond to a medical incident during a concert?

- **Very confident** - we have discussed our response to a medical incident during a concert; we have a written plan in place; we have exercised and/or tested our medical response plan/procedure.
- **Somewhat confident** – while we do not have a written plan, I’m confident that the team will respond effectively (not yet tested).
- **Unsure** – we have had no medical incidents to date, we do not have a written plan and I’m not confident that the team is fully prepared and ready.



Breakout group exercise #1: 2024 Incidents & Response

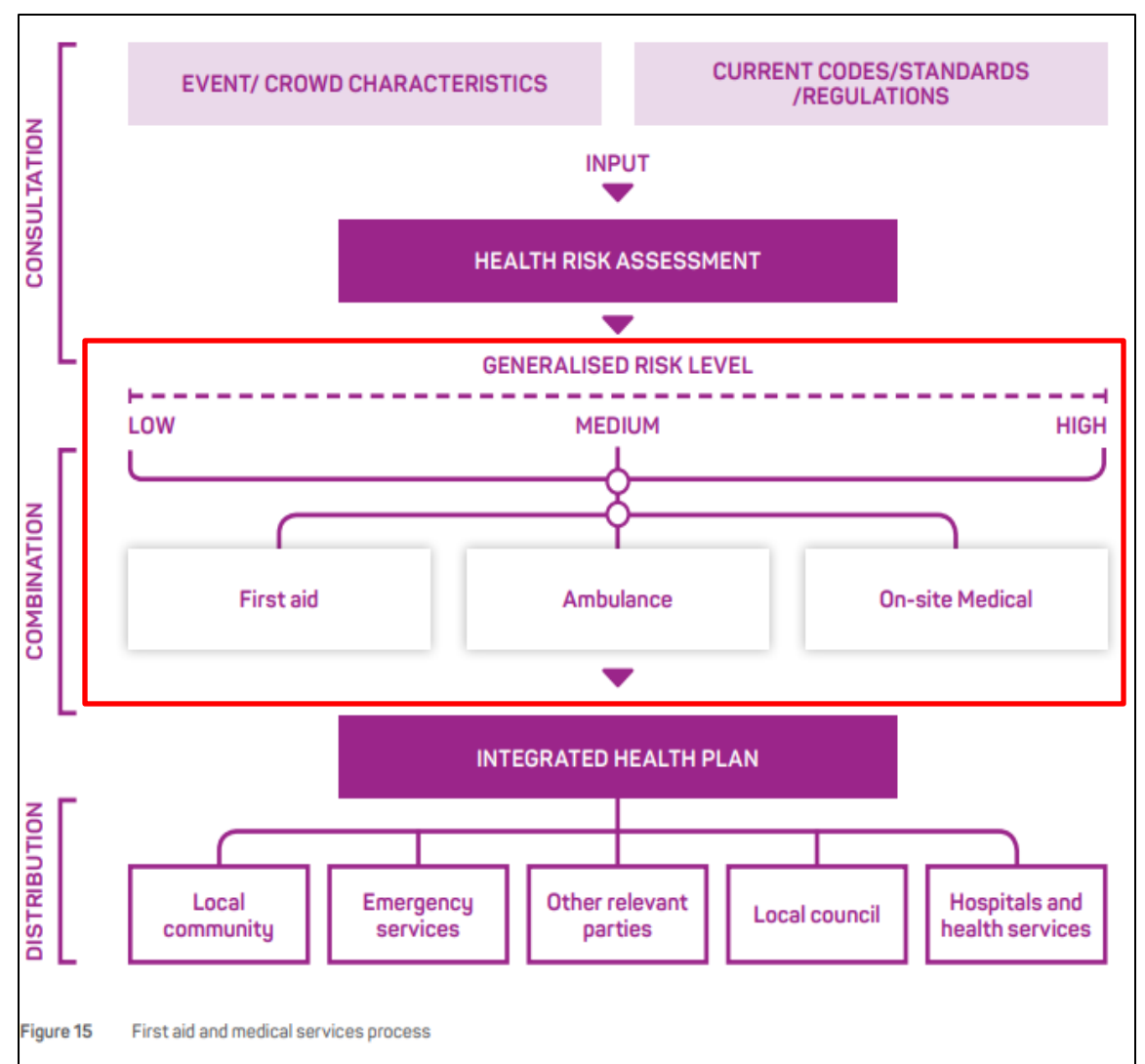


- Dagmar will now allocate you to a break-out group (approx. 4 people)
- In your break-out rooms, you have 10 mins with your group to discuss:
 - What medical incidents occurred (and how often) during your 2024 concert series
 - What did you learn from responding to your medical incidents: what worked well and what could be improved?
- Please designate a group spokesperson to present a summary of your group's discussion /findings

Event Medical/First Aid Resourcing Analysis/Assessment

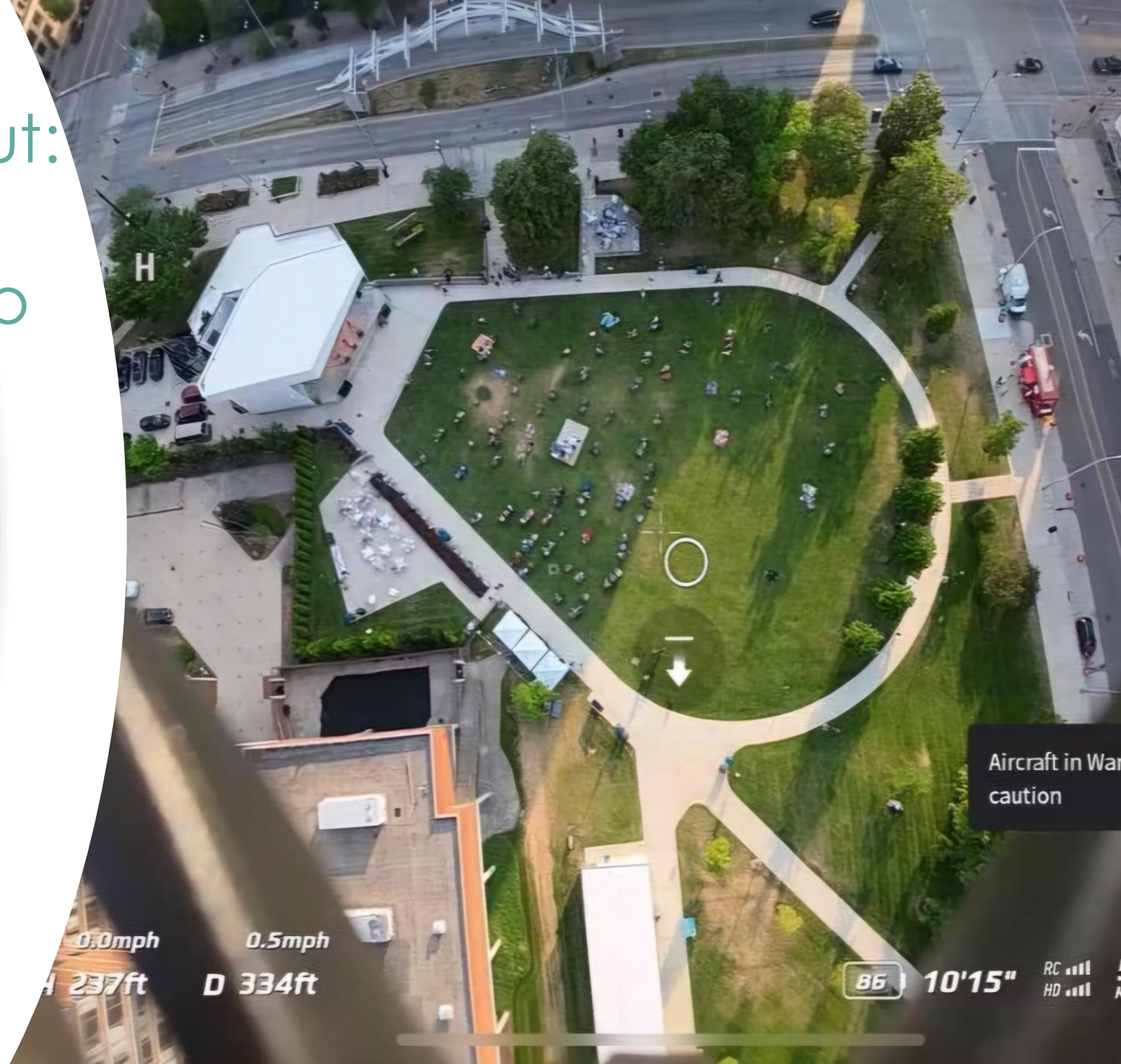
The following are a list of factors to consider when assessing your event medical/first aid resourcing needs assessment:

- Risk analysis & historical incident data
- Concert crowd capacity / expected attendance
- Duration of the event
- Weather
- Concert music genre
- Demographics of attendees
- Alcohol & drugs
- Number of event staff with first aid qualifications & training
- Onsite private security/police – training & equipment
- Local EMS (911) response time
- Distance to nearest hospital/ ER
- Local regulations / guidelines for minimum medical resources at 'special events':
 - AED (>500)
 - First aid station with EMT
 - Advance life support (ALS) ambulance



Source: Australian Institute for Disaster Resilience.(2018) *Handbook 15: Safe and Healthy Places*. pp.69-76. Available at: [crowded-places-handbook.pdf \(aidr.org.au\)](https://aidr.org.au/crowded-places-handbook.pdf)

Venue Design & Layout: considerations for enhancing response to medical incidents



Aircraft in War
caution

0.0mph 0.5mph
H 237ft D 334ft

86 10'15" RC HD

* Drone photo courtesy of Dayton Police Dept.

Venue Design & Layout

The following are a list of venue design considerations which will enhance a coordinated response to a medical incident/emergency:

- Identify pre-designated reception location / staging area for responding public safety vehicles (police, fire & EMS)
- Medical response & access to the patient in the crowd – are there designated access pathways ?
- Designate locations for placement of medical equipment e.g. AEDs & Bleed Control Kits
- Implement a reference system for your venue site –pre-designate & name points of reference to assist response to incident locations
- Conduct regular 'what if' scenario discussions (e.g. medical emergency) with your event team during the concert series

Tip: include a 'marked-up' venue site map as an annex within your event medical plan/emergency response procedure to provide a visual reference guide for briefing and training





Event C3: Command, Control & Communications

- Pre-concert briefs
- How & who do we communicate during an emergency / incident?
- Is it tested and effective?
- What do we communicate to the attendees?
- Do we stop the show?

Pre-concert Team Brief

The aim of this pre-concert team brief template is to provide a structured approach to briefing your team prior to the concert. These briefing points can be further customized to meet the specific needs of your event / team briefing.

- **Concert / event overview**
 - Attendance
 - Artists
 - Load-in & set-up
 - Parking
- **Weather forecast**
- **Assignments, roles & responsibilities**
 - Event Director / deputy
 - Event staff (leads)
 - Volunteer coordinator/s
 - Volunteers
- **Concert/production key timings**
 - Opening act
 - Headliner
 - Volunteer donation bucket walkaround
 - End of show
 - Post concert debrief 'hot washup/debrief'
- **Safety & Security Procedures**
 - **Medical incident**
 - Escalation protocol / request for assistance
 - **'Show stop'**
 - Disruptive guests
 - Call for police /EMS
 - Active shooter
 - Evacuation
- **Risks & Issues**
 - note any specific concerns for the concert
- **Communications & Notifications**
 - Radio allocation & callsigns / matrix
 - Team group text/messaging e.g. WhatsApp groups)
 - Police, fire & EMS
- **Key Reminders**
 - A summary of 3 -5 key takeaways for the team

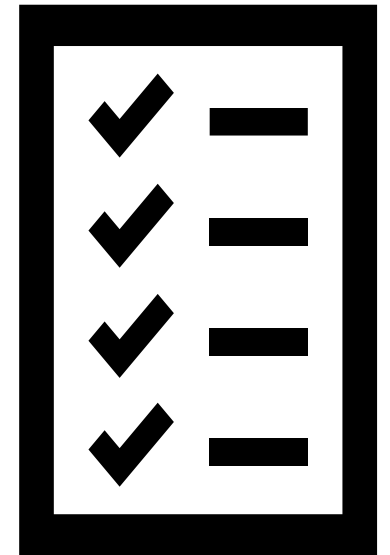
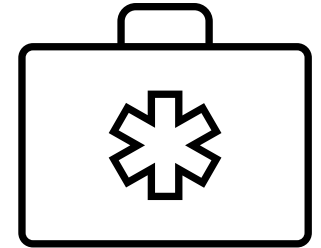
Medical Incident/ Emergency Response Checklist

The following is an example of a step-by-step checklist for training and briefing event staff and volunteers in the event of a medical incident.

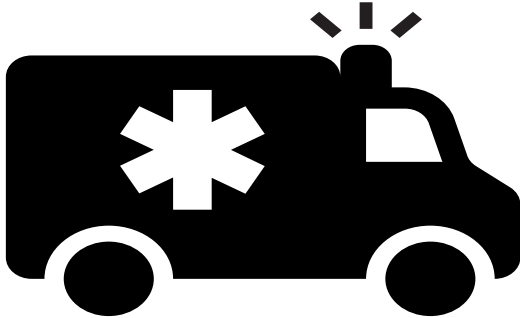
1. Assess the situation (observe and orientate)
2. Ensure it's safe for you to approach the injured patient; if assisting the patient/s, exposes you to unsafe hazards, do not proceed
3. Seek immediate assistance – call 911 / contact your event staff / ops lead via radio
4. Administer first aid, if trained to do so
5. Reassure the patient that help is on the way
6. Stay with the patient, provide necessary assistance until arrival of EMS/medical professionals

Other supporting tasks:

- *Event Manager assigns staff/volunteer to meet incoming EMS and direct to them to the incident location / patient*
- *Maintain a privacy 'cordon' around the patient; move bystanders away*



Emergency Response Procedure (ERP) Template



What is this ERP?	MEDICAL EMERGENCY	
Where is it applied?	[name of venue/AMP site]	
Why is this ERP required?	The aim of this ERP is to outline the response to a medical emergency during a concert. A medical emergency may involve guests, staff/volunteers, and/or contractors. Visitors and can happen at any time. All staff should be prepared to act promptly in the event of a medical incident or emergency.	
What are the Risks	Medical incidents/emergencies may include: <ul style="list-style-type: none"> • Injuries associated with slips, trips and falls • Cardiac arrests or injuries sustained during a violent encounter (gunshot wounds or edged weapons), burns and blast injuries (IED explosion or accidental explosion [e.g. gas]) 	
Who leads the response?	Roles & Responsibilities:	
Priority of Response	<ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1) Life safety, reduce severity of injuries 2) Triage and coordinate medical transportation 3) Provide updates to Executive Director / Emergency Management Team 	
Location of First Aid Equipment & Training	<ul style="list-style-type: none"> • First Aid tent / room- • AED – • First Aid kit - • Bleed Control Kit - 	
How is the ERP implemented: Roles, Responsibilities & Actions	1. ALERT & NOTIFICATION	Initial actions (1) Contact 911 and event staff / Executive Director
	2. FIRST RESPONSE	First Responder / First Aider <ul style="list-style-type: none"> • Survey the scene to ensure no dangers are present • Check for responsiveness • Do a primary survey of the casualty by checking the airway, breathing, and circulation (ABCs) and care for any life-threatening problems immediately. • If you find no life-threatening conditions, do a secondary survey to identify other injuries • Keep monitoring the casualty's airway, breathing, and circulation until EMS arrives, • Communicate effectively. Reassure the casualty, family, friends, and bystanders. Provide necessary information to EMS (on arrival)

Stop the Bleed

The purpose of 'stop the bleed' training is to equip individuals/event staff with the knowledge and skills to control life-threatening bleeding in emergency situations before the arrival/response of first responders (Fire & EMS).

Supplies

<https://www.bleedingkits.org/all-products.html>

Online resources

<https://www.stopthebleed.org/training/online-course/>

[Common questions when treating a severe bleed \(youtube.com\)](https://www.youtube.com/watch?v=8j8j8j8j8j)



The American College of Surgeons and Hasbro present G.I. Joe in



References

The following are examples of industry guidelines for reference and additional information (not intended to be a definitive list):

- Australian Institute for Disaster Resilience.(2018) Handbook15: Safe and Healthy Places. pp. 69-76. Available at: [crowded-places-handbook.pdf \(aidr.org.au\)](https://www.aidr.org.au/crowded-places-handbook.pdf)
- Event Safety Alliance. (2014) The Event Safety Guide: A Guide to Health, Safety and Welfare at Live Entertainment Events in the United States. pp. 62-75. Available at: [Standards and Guidance — Life Safety First : Event Safety Alliance](#)
- County of Marin, CA (2018) EMS Guidelines for Special Events*
* Note: the guideline provides an example of minimum standards for emergency medical services at special events specified by a local authority. Please consult/ refer to your local authority for any specified standards / guidelines for medical resource requirements for your event/concert (special event permit).

Levitt network resources

- Emergency Response Procedure (ERP) Template – Medical Emergency
- Incident Report Template

Available on the Levitt network training page: <https://levitt.org/trainings/>

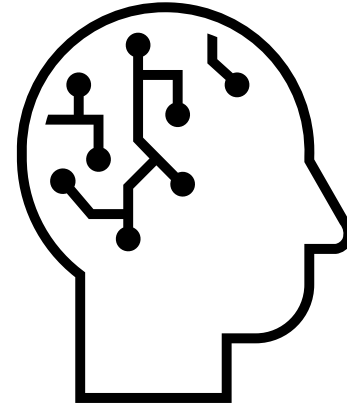


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Key Take-aways

- Review (or develop) your medical incident response procedure
- Identify/assess requirement for event staff first aid training
- Train your team – leverage local resources/ specialists e.g. Fire & EMS
- Consider / budget bleed control kits
- Communications (event team & public)
- Decision-making: 'show stop' versus cancel





Questions ?



Upcoming Levitt Network Trainings and Sessions

EDI SPEAKER SERIES

WEDNESDAY, SEPTEMBER 25 | 1PM ET / 10AM PT

Spinning Straw into Gold: Microaggressions as Teachable Moments

PUBLIC SAFETY & SECURITY TRAINING

TUESDAY, OCTOBER 1 | 1PM ET / 10AM PT

Planning Safe & Inclusive Concert Series Events

TUESDAY, OCTOBER 15 | 1PM ET / 10AM PT

Mitigating Crowd Safety Risks

IN CONVERSATION: ARTIST ROSTERS AND BOOKING Q&A

TUESDAY, OCTOBER 22 | 1PM ET / 10AM PT

Booking Talent Virtual Fireside Chat and Q&A with Anne Sturm

Visit <https://www.levitt.org/training> for more information.



**Thank you for
joining us!**