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# East Haven, Angus

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## Defibrillator and VETS Handbook

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## East Haven Together

Community Resilience v1.



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# 1. Introduction

Residents of East Haven developed their first formal resilience plan in May 2017. The plan highlights challenges and risks identified by residents themselves and the actions taken to reduce or eliminate them. The term resilience means different things to different people, therefore, the plan highlights a broad spectrum of challenges from protecting biodiversity to preventing littering and anti-social behaviour to maintaining unadopted roads. This handbook focuses specifically on sections 1 to 4 of the plan which, in summary, is about improving access for emergency services and providing a service to support residents if an emergency occurs. Early in 2017, a major fundraising campaign was launched to raise money for a Defibrillator and Village Emergency Telephone System. Residents are very grateful to all those who contributed through the Crowdfunding Appeal and also to Angus Council Community Grant scheme and the Big Lottery Fund. A total of £5,000 was raised providing funds to support a ten year scheme which will run until 2027. Residents are also grateful to BT for facilitating the adoption of the former phone box to house the defibrillator and fund a small supply of electricity to heat the defibrillator case.

## 2. THE DEFIBRILLATOR

The open access public defibrillator sometimes called an Automated External Defibrillator (AED) is accommodated in the former telephone box in the village square. The telephone box has been refurbished by a local resident and is open 24 hours a day seven days a week. Residents check the defibrillator weekly and update the WebNos system. The defibrillator is registered with the Scottish Ambulance service and is also registered on a national database. The WebNos system ensures good governance in the way that the defibrillator is managed and maintained.

### 2.1 TRAINING and SUPPORT FOR RESIDENTS

The defibrillator is a small battery powered device with pads to place on the chest of someone who has collapsed and believed to have suffered a cardiac arrest. It is very easy to use and can be used by members of the public with no formal training. It is an intelligent device which tells you exactly what to do. Simply press the green button and it will talk you through the procedure step by step. It is not possible to do any harm with the defibrillator - you can only save a life.

The Community Heart Beat Trust delivered the first formal training session for residents on 15 November 2017.

### 2.2 USING THE DEFIBRILLATOR

- Open up the round circular unit by turning the plastic casing in an anti-clockwise motion
- Lift out the defibrillator in the yellow carry bag
- Put on the Yellow Hi Viz jacket
- There is a torch attached to the carry bag



- If the Defibrillator is removed from the phone box to assist in an emergency please inform Wendy Murray the scheme co-ordinator or Colin and Jenny Fraser the WebNos monitors.

## **3. THE VOLUNTEER EMERGENCY TELEPHONE SYSTEM (VETS)**

The Village Emergency Telephone System (VETS) is a scheme established by the Community Heart Beat Trust. It is a very flexible scheme which can be set up to suit the needs of particular communities.

In East Haven the VETS system enables residents to provide a good neighbour service by helping out when an emergency occurs.

### **3.1 HOW TO USE VETS**

In an emergency dial 999. Then, if you wish, call the VETS number which is **01241 797696**. Once you have dialled the VETS number this will ring out to 10 VETS volunteers in the village at the same time until a volunteer responds. You will hear the message “Welcome to VETS, in a moment you will be connected to one of your village helpers. Please state clearly the assistance you require”

#### **Examples of the kind of assistance required;**

- I need someone to meet the ambulance in the Village Square and show them where my property is.
- I need someone to direct emergency services across the railway line and field to my property.
- I need someone to fetch the defibrillator
- I have an emergency in the house and I need somebody to wait with me
- I need somebody to help the fire service locate the fire hydrant for my property

VETS uses special technology to ring the 10 volunteers simultaneously rather than sequentially, one after the other. This ensures that you receive a response from the first available person quickly. The VETS scheme relies on our volunteers to be able to be called, and there is always an outside possibility that no helper is available. Therefore VETS is a ‘best endeavours’ system set up to make our community as strong and safe as possible. Remember, in an emergency **always call 999 first.**

### **3.2 IF YOU ARE A VETS VOLUNTEER**

When somebody call the VETS number you will lift the receiver and hear the message

**VETS CALL....VETS CALL....VETS CALL...**

The caller ID displayed is the number for the person making the call.

**The following information about the VETS telephone system is reproduced from the VETS user guide 2017 © Community Heartbeat Trust 2017**

The first volunteer to answer their telephone, and also confirm acceptance of the call by pressing '1', will result in all other telephones in the VETS loop stopping ringing.

It does not matter if an answering machine takes the call as this cannot press the '1' button, and so all remaining lines continue ringing.

When you get a VETS call you can always summon additional VETS volunteers by yourself dialling the VETS number again.

As a volunteer, you can decide to accept the call, or not, on response to the message 'VETS call -VETS call - VETS call press '1' to accept the call '.

If you choose not to accept the call having picked up the phone, just do not press '1' and it will continue to ring the remaining numbers.

If you answer and accept the call (by pressing '1'), and subsequently hang up, only then will the caller have to dial again in the current version of the technology.

You MUST press '1' within 5 seconds of lifting the receiver or it will continue to ring around the other lines, and you may get no response or a dead line. If only one line rings, the system is still working!

If there is no answer on any line, the call will terminate after 59 seconds of ringing. The 'no assist' message (3) will then be played to the person making the call.

**VETS does not replace the 999 emergency telephone system**

**3.3 HELPFUL INFORMATION FOR VETS VOLUNTEERS**

**Meeting emergency vehicles in the village square and helping them to locate a property**

**Long Row No 1 - 11**

Large emergency vehicles might be advised to reverse along Long Row as turning is difficult.

**Tankerville No 1 -6**

Large emergency vehicles are only able to drive up as far as the corner at the top of the access road.

Note that No 7 Tankerville (Longhope) is accessed via it's own private road behind the back of Torrie Park. There is room for large vehicles to turn at the top. It is also possible to access No 7 on foot from the back of Tankerville cottages.

## **Station Row No 1 - 5**

Easily accessible

**Edelhof** (formerly the Kennels and also sometimes known as Station House)

Easily accessible

## **Torrie Park No 1- 8**

Easily accessible

**Houses on the south side of the railway line** (sometimes referred to as Craig Road, Beach Rd, The Villas) All houses are individually named except for 1-3 shore row. Please refer to map in Appendix 2.

On occasion, casualties are able to be brought from their property by car to the village square. If a person has agreed with the Scottish Ambulance service that this is the most appropriate form of action they may ask for a lift by car to the village square.

If an emergency vehicle requires to cross the railway line phone the VETS number again and try to obtain more help.

### **3.4 CROSSING THE RAILWAY LINE grid reference 589 – 362 AND FIELD**

If possible somebody should wait at the railway gate on the Carnoustie/East Haven road with a torch to signal to emergency vehicles who may not know where the crossing is.

Prior to the arrival of the emergency vehicle it would be helpful if the combination padlock on the gate can be released. The number is \_ \_ \_ \_

**NO VEHICLES MUST ATTEMPT TO CROSS BEFORE THE SIGNALMAN HAS AGREED THAT IT IS SAFE TO CROSS.**

1. Phone the signal man from the telephone at the crossing gate. Inform them that an emergency vehicle requires to cross the line. If it is a priority 1 emergency e.g cardiac arrest or house fire the signalman may stop the trains. In other situations the emergency vehicle may have to wait a few minutes until a train has passed before the Signalman allows the vehicle to cross.
2. 2024 - Please note that both gates on either side of the railway line are locked with the same combination padlock number. Network Rail have decided that only East Scryne Farm staff can know the padlock number. **If volunteers are in a situation where they are asked to help unlock the gate they must check with the signalman that it is safe to cross on foot to open the padlock on the field facing gate. Beware of physically opening the field facing gate too early as there may be cattle in the field. Cattle must not be allowed to stray on to the line. The field facing gate must be closed as soon as the emergency vehicle has crossed the line to ensure the safety of both cattle and trains. Let the signalman know that the vehicle has crossed safely so trains can continue to use the line.**

### **Seaward side properties (Shore Row, Bay House, Craig rd)**

3. Vehicles should cross the field in a straight line across the track driving approximately 500m to an unlocked gate on the other side. A single track road reaches All the properties along Beach road and Craig road (see map in Appendix 2)

Please note that Fire Services will use Craig Road at the back of the houses and not Beach road. Therefore they will access the fire hydrants at the front of Invermay and Four-winds from the rear of the properties.

1 – 3 Shore Row cottages are accessed up the coastal path although the car park/picnic area.

### **Sudden Cardiac Arrest**

A VETS volunteer may be asked to fetch the defibrillator in the event of a sudden cardiac arrest. All VETS Volunteers will be offered support and training in basic CPR and defibrillator use but your main job is to deliver the defibrillator if requested. Anything else you are able to do as a volunteer helper is a bonus and may even save a life.

The Community Heart Beat Trust offer a post counselling service to volunteers who have had cause to use the defibrillator in a rescue situation.

Remember you can always phone the VETS number again for additional help.

### **Fire**

Remember that prevention is always our first line of defence and a home fire safety check should be requested if there are any concerns for individual residents. Please familiarise yourself with the location of the six fire hydrants in East Haven as highlighted on the map in Appendix 1. It is the responsibility of residents to keep hydrants clear and accessible for emergency services.

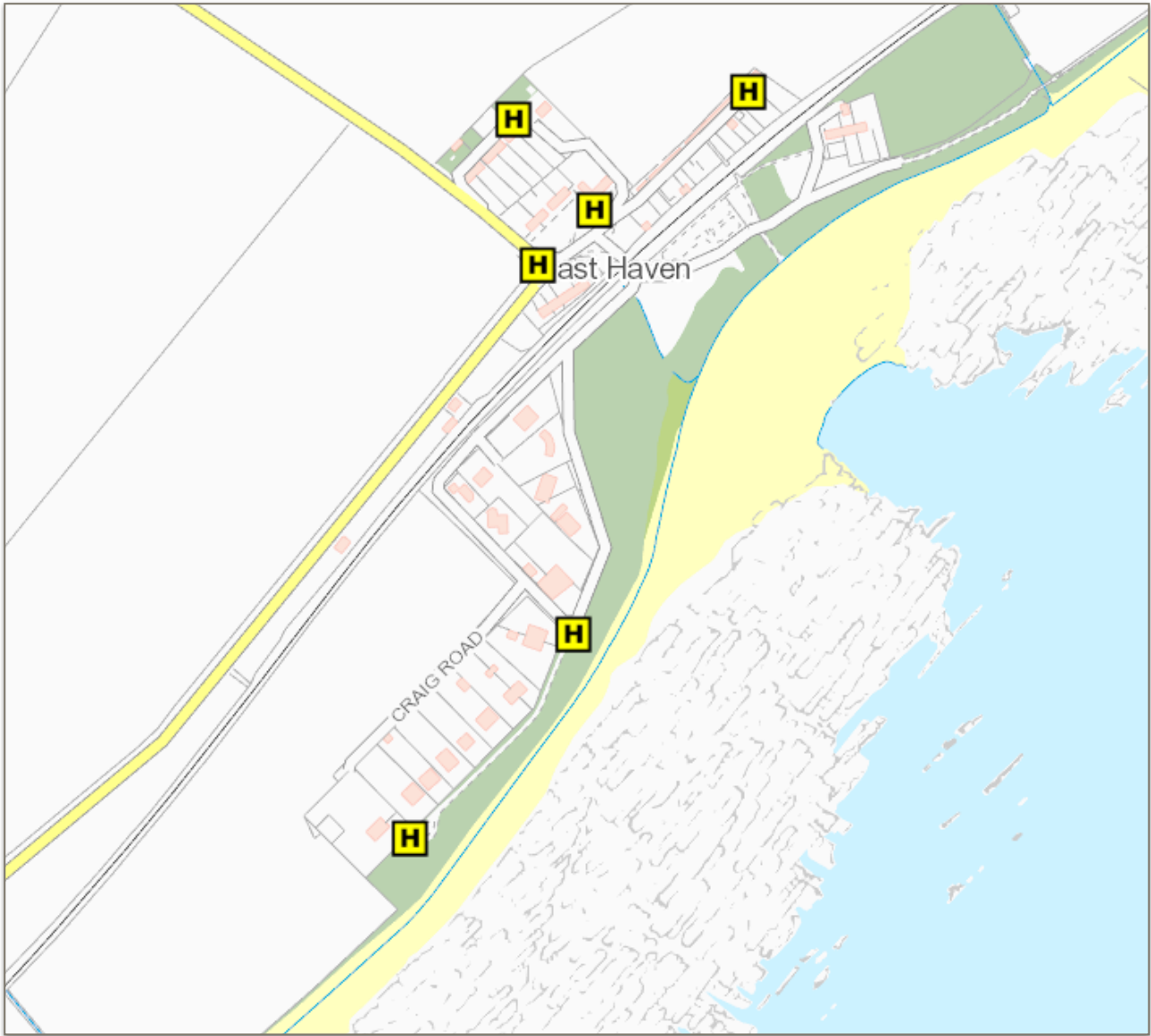
### **3.5 VETS CO-ORDINATOR**

Wendy is the VETS co-ordinator . Please let Wendy know if there has been a call and, in broad terms, what help was required e.g helped ambulance locate a property, fetched the defibrillator. Wendy will maintain a record (no personal details) to assist with future planning. If, as a Volunteer, you experience any difficulties please let Wendy know so we can identify solutions and improve our response.



## East Haven Fire Hydrants

Residents living in each locality are responsible for knowing where their Fire Hydrant is and for keeping the area around it clear and accessible. Please note that if there is a fire on For Shore Row, the nearest hydrant is situated outside No.10 Long Row.





# Map of East Haven Properties

Access to casualties on the south side of the railway is limited by a 2m high bridge. Ambulance access is across the railway line and field

