



MEDICAL OPERATIONAL PLAN v1.0



2024

DOCUMENT CONTROL

DOCUMENT TITLE	Medical Operational Plan (MOP)
EVENT	Wild Roots Festival 2024
EVENT DATES	31 May – 3 June 2024
VENUE	Hazelwood Demesne, Co. Sligo, Ireland
CLIENT	NOC Events & Safe Events

VERSION NUMBER	1.0
AUTHOR	David Rock
AUTHOR TITLE/POSITION	CEO / ECP / AP
DATE OF APPROVAL	10 May 2024

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EVENT INFORMATION

Wild Roots is a music, performing art, and adventure festival taking place in Hazelwood, Sligo. The festival opens later this year with the car parks at 0800 and campsites 0930 on the Friday morning. All campsites will be cleared by 1400 later on the Monday. It is currently anticipated that there will be around 6,000 expected with less than 1,000 camping on site. It is primarily day ticket holders meaning that the site will not become busy until the arenas open from 1200 on the Friday, Saturday and Sunday.

Festimed is the sole medical provider for this event. Festimed is a private PHECC approved registered service provider to Advanced Paramedic Clinical Practice Guidelines (CPG) level. This can be viewed on the PHECC website.



Circulation of this document is to be conducted by the Event Manager at their discretion to all applicable parties. It is the responsibility of the Event Manager to notify the medical provider if the final attendance figures change, so, if necessary, the medical provider has adequate time to alter the medical provision accordingly.

WEATHER

The 30-day forecast for Sligo predicts average temperatures for the weekend of around 16°C with rain expected.

Please refer to the latest Event Management Plan for the most recent weather forecast.

EVENT TIMINGS

Below is the information provided to date for public and medical provision. As a general rule Festimed provide medical provision to commence one hour prior to the public having access to site and for one hour after site closes to the public. These timings are assessed in conjunction with the client.

MEDICAL BUILD	30 May 2024		
EVENT DATES - PUBLIC	31 May to 3 June 2024	0800 – car parks 0930 – campsites 1400 – campsites clear	1200-0200 – arenas daily
EVENT DATES - MEDICAL	31 May to 3 June 2024	0800 1500	Medical commences Medical concludes
MEDICAL BREAK	3 June 2024		

MEDICAL OBJECTIVES

The purpose of the medical provider(s) is:

- ✓ To ensure that any patient that requires medical assistance on site is responded to in a timely manner by appropriately trained medics to Irish standards which include PHECC, IMC or INMB standards
- ✓ All life / limb threatening injuries or illnesses are responded to on site as a matter of priority by appropriately trained medical staff, such emergency calls are cleared by the applicable Festimed manager, Festimed controller and site if required
- ✓ To ensure that, where appropriate, all non ambulatory patients can be transferred from their location to hospital or on-site medical provision
- ✓ Be the point of contact for the HSE
- ✓ To provide on-site medical provision with the appropriate skill level of staff
- ✓ To ensure that the impact upon the local health care providers is kept to a minimum
- ✓ To initially manage a major emergency until transfer of primacy occurs
- ✓ The medics will have the necessary logistics to deal with all serious injuries and illnesses to include some minor primary care aspects
- ✓ To have easy access to life saving equipment such as defibs, airway adjuncts, etc.
- ✓ To reduce inappropriate referrals off site

TEAM OBJECTIVES

The purpose of the medical management team is:

- ✓ To provide a professional and coordinated approach to all aspects of medical care on-site
- ✓ To ensure that adequate medical personnel and logistics are available
- ✓ To act as a clinical lead for all onsite medical personnel
- ✓ To act as a liaison between all other organisations and the medical provider
- ✓ To act as a point of contact for the Event Management Team
- ✓ To have a full understanding and overview of the whole event so that adequate planning and procedures can be implemented
- ✓ To act as a point of contact and/or attend if applicable any statutory and/or planning meetings
- ✓ To act as a point of contact pre and post event for any medical queries
- ✓ To act as a point of contact between local receiving hospitals and the HSE
- ✓ To brief and debrief medical personnel
- ✓ To ensure that all medical personnel work within their designated scope of practice
- ✓ To assess all off site referrals prior to leaving the event site

RISK ASSESSMENT

The risk assessment for this event is based upon the vast experience that Festimed holds from many years of event medical provision, along with various publications to include the revised Event Safety Guide. Based upon this, suitable and adequate resourcing is established to include resource types, qualification grades, vehicle usage, etc.

Audience including spectators	5,999
Contractors	Circa 50-100
Demographic	Family Friendly
Event type	Festival
Venue type	Greenfield Site

COMMAND & MANAGEMENT STRUCTURE

MEDICAL COORDINATOR

The Medical Coordinator (also known within Festimed as the Medical Commander) is responsible overall for all medical aspects on site. The Medical Coordinator must have the appropriate knowledge of both the medical and event industry to ensure that the appropriate provisions are provided. The Medical Coordinator is responsible for ensuring that the Medical Operational Plan is accurate and to confirm its suitability prior to the event commencing.

NAME	David Rock
POSITION	CEO
CALL SIGN	Mike 1
ON SITE / ON CALL	On Call



MEDICAL DIRECTOR

The Medical Director is responsible for the overall clinical care and clinical governance of both the company and on-site. The Medical Director must have the appropriate knowledge of both the medical and event industry to ensure that appropriate care is provided.

NAME	Dr Adrian Moughty
POSITION	Medical Director
QUALIFICATION	Emergency Consultant
CALL SIGN	Mike 3
ON SITE / ON CALL	On Call



MEDIC MANAGER

The Medic Manager must be based on-site at the event and is responsible for the operational aspects of the onsite delivery of medical care. They are the direct liaison for all organisations on site, and should the Medical Coordinator not be on site will be deputised accordingly to be the direct liaison between site and the off site Medical Coordinator.

NAME	Majella Forde
POSITION	Team Leader – Events
QUALIFICATION	EMT
CALL SIGN	TBC



MEDICAL CONTROLLER

The Medical Controller will be based on site and located within Event Control alongside all other organisations. They will be managed by the Chief Medical Dispatcher if on site and/or the Medical Coordinator or Medic Manager. Should the Chief Medical Dispatcher be on site then they manage all other medical controllers. The Medical Controller will co-ordinate and dispatch all medical resources on site. They will act as the point of contact to receive all levels of medical calls on site from all organisations based within ELT. They are responsible for assigning medical calls to the most appropriate medical response on site, undertaking radio transmissions as appropriate and updating the Medical Coordinator, Medic Manager and any other persons as and when required.

NAME	Wendy Griffin
POSITION	Medical Controller
CALL SIGN	Green Base



COMMUNICATIONS

Festimed will utilise the Broadnet Radio system around the site. These radios are encrypted sets with GPS tracking capability.

Festimed will have a dedicated command and control structure for this event based in Event Control, medical requests will be logged by Festimed at this event.

Dispatch staff will have relevant experience in both event control and statutory ambulance / emergency service experience.

Computer Aided Dispatch (CAD) system will be utilised in control by the EMDs.

HSE AMBULANCE SERVICE LIAISON



The HSE/DFB have declared at this time that they will not provide a dedicated officer on site for this event. The HSE/DFB will provide Festimed and/or the event organiser with the necessary means of quick communication with them and/or the applicable control room to avoid unnecessary use of the 999 system. The HSE/DFB will supply the necessary phone number and/or email for notification of medical provision on site to Festimed in advance. All relevant communications will be recorded on the event log.

FESTIMED RADIO ANNOUNCEMENTS

Festimed personnel will utilise the below code words in relation to the following.



Code	Meaning
Call Sign With "Zulu" at the end	Urgent security/police required – for example you are under attack or at risk of attack (e.g. "Blue Base, Mike 1 Zulu, Blue Base....")
Code Foxtrot	Fire on Site
Code Echo	Explosive / Suspicious Device on Site
Code Victor	Public Evacuation Imminent
Code Purple	Dead Patient

EVENT CONTROL CALL PASSING

All requests for medics on site should come via the controller from the relevant agency and be passed to the Festimed Medical Controller based within Event Control. The form below should be used with all applicable information inputted to avoid delays. Should this information be missing or incomplete then Festimed may be unable to dispatch a crew or a delay may occur whilst trying to establish this information. Any updates, including medics not being required, should be provided to Festimed as soon as possible.

During the event, at peak times, it maybe required to prioritise more serious calls from more minor calls. This may result in less serious calls having slightly extended response times. This process will be closely monitored, analysed and reviewed by the Chief Medical Dispatcher.

Emergency Medical Response Call

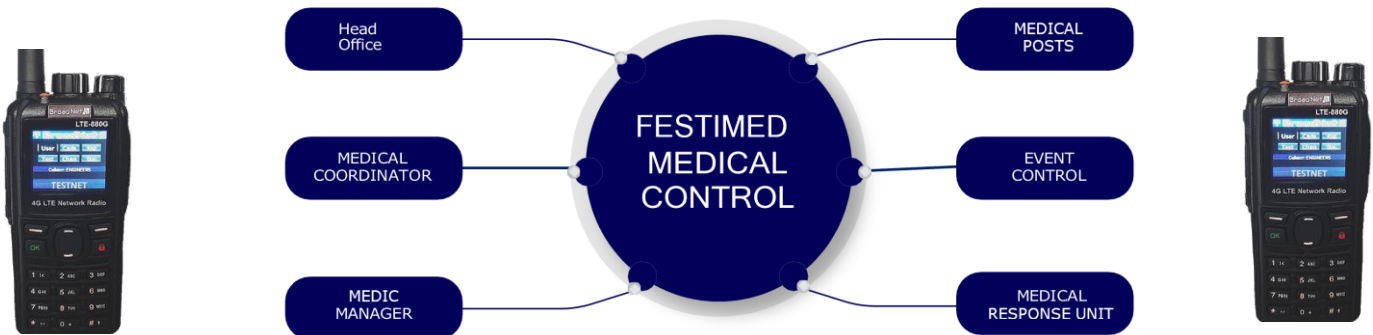
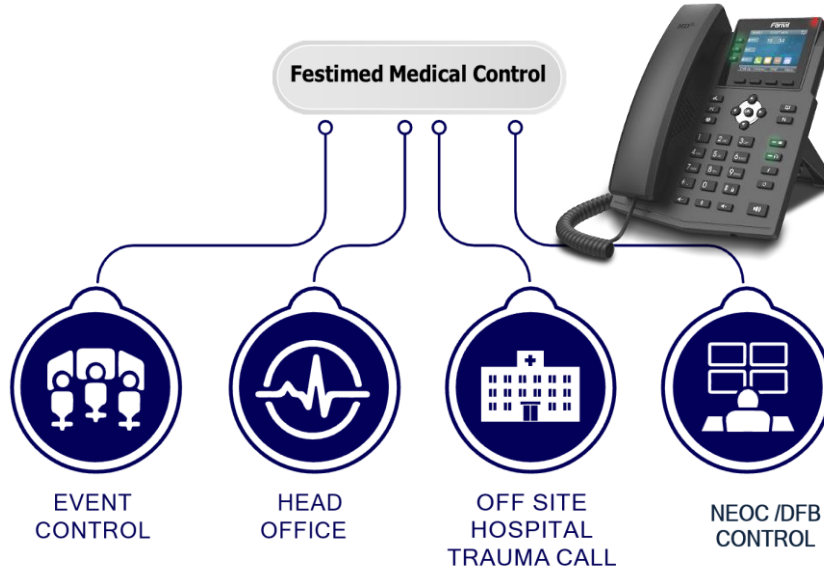
Event <input style="width: 80%;" type="text"/>	Date <input style="width: 80%;" type="text"/>	Call Time <input style="width: 80%;" type="text"/>						
Patient location <input style="width: 90%;" type="text"/>	Grid Ref <input style="width: 80%;" type="text"/>							
Is the patient.....? Breathing <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td>Yes</td><td>No</td></tr></table> Conscious <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td>Yes</td><td>No</td></tr></table> Pulse <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td>Yes</td><td>No</td></tr></table>	Yes	No	Yes	No	Yes	No	Type of response needed Life threatening <input style="width: 80%;" type="text"/> Serious <input style="width: 80%;" type="text"/> Stable <input style="width: 80%;" type="text"/>	Additional patient details Age (approx) <input style="width: 80%;" type="text"/> Gender <input style="width: 80%;" type="text"/> Runner number <input style="width: 80%;" type="text"/>
Yes	No							
Yes	No							
Yes	No							
What is wrong with the patient? <input style="width: 95%;" type="text"/>								
Your name <input style="width: 80%;" type="text"/>	Agency <input style="width: 80%;" type="text"/>	Time passed <input style="width: 80%;" type="text"/>						
Grey for Festimed / medical control personnel to fill out								
DES <input style="width: 80%;" type="text"/>	O/S <input style="width: 80%;" type="text"/>	L/S <input style="width: 80%;" type="text"/>						
CALL TAKER <input style="width: 80%;" type="text"/>	CAT <input style="width: 80%;" type="text"/>	CALL NO <input style="width: 80%;" type="text"/>						
Units dispatched / comments <input style="width: 95%;" type="text"/>								
Clear <input style="width: 80%;" type="text"/>								
DISPATCHER <input style="width: 80%;" type="text"/>								

COMMUNICATION CHECKS

Radio checks will be undertaken at the commencement of each shift with any medical personnel that hold a radio. Landlines will be tested to include on site facilities and NAS control room.

NAME	NUMBER	EMAIL
Festimed General	01 969 7112	admin@festimed.org
Festimed Control	01 969 7666	rota@festimed.org
Medical Commander	087 930 7866	david@festimed.org
HSE Control	999 / 01 463 3410	Control.manager@hse.ie

RADIO & PHONE COMMUNICATIONS STRUCTURE



Festimed categorise all calls received as below and aim to keep this as simple as possible. Festimed also uses simple callsigns for all medical personnel who hold a radio.

Category	Description
Red	Red calls are calls that are for life-threatening conditions such as cardiac arrest or respiratory arrest, which require immediate response.
Amber	Amber calls are calls for serious conditions such as stroke or chest pain, which may require rapid assessment and/or urgent transport.
Green	Green calls for urgent problems such as an uncomplicated diabetic issue, fractures. These calls which require treatment and may require transport.
PTS	PTS calls are calls for non-urgent problems, such as transport from one medical post to another medical post.

RESOURCING

Please note that positions of units detailed below are subject to change dependant upon local intelligence and on the ground changes to the event schedule. Due to the nature of the event, its participants, etc. some resources may be redeployed as required following consultation with the Medical Coordinator and/or the Chief Medical Dispatcher.



5,999 CAPACITY 1,000 CAPACITY PRE 1200

FACILITIES

1 x Medical Centre to include:

1 x Intermediate Ambulance

Management Team

FRIDAY DAYS 0800-2000 SATURDAY & SUNDAY DAYS 0900-2100

RESOURCING

1 x Advanced Paramedic

1 x EFR

2 x Technicians

1 x Medical Manager

5,999 CAPACITY

FACILITIES

1 x Medical Centre to include:

1 x Intermediate Ambulance

1 x Foot Response Unit

1 x Computerised Command & Control

FRIDAY-SUNDAY LATES 1400-0200

RESOURCING

1 x Paramedic / Nurse

1 x Clerk

2 x Technicians

2 x EFRs

1 x Medical Controller

5,999 CAPACITY 1,000 CAPACITY POST 0200

FACILITIES

1 x Medical Centre to include:

1 x Intermediate Ambulance

Management Team

FRIDAY-SUNDAY NIGHTS 2100-0900

RESOURCING

1 x Advanced Paramedic

2 x EFRs

2 x Technicians

1 x Team Leader

BUILD / BREAK MEDICAL PROVISION

Festimed has not been commissioned at this event to provide the build / break medical provision.

SPECIFIC AREA DETAILS

Festimed will have the following designated structures on site at this event.

There will be a 9 x 12m Medical Centre based on site. This will be the main receiving facility on site. It will be equipped with basic and advanced wound management supplies, ALS equipment including defibrillators and ECG facilities. This facility will also have oxygen and Entonox available. This facility will be crewed as above, and all will work within their scope of practice along with our company guidelines. Medical posts will have adequate signage that will be visible to the public. This will be provided by site.



Please note that this is an example photograph of a Festimed Event Hospital

LOCAL HEALTH SERVICES IMPACT

Where possible the impact to the local health services such as ambulance services, hospitals, public and private clinics and GP practices will be kept to a minimum.

All patient with non life threatening conditions will get an additional assessment by a senior clinician prior to referral off site. The local statutory ambulance service will be called in the event of an offsite referral for notification purposes only, and to receive advice upon hospital bed availability / divert status. This will also be applicable for any pre alerts or for any patient requiring specialist off site referrals to a specialised department (e.g. Stroke centre, PCI, burns, etc.).

In the event of the medical facilities / medics getting overrun with patients, the local statutory ambulance service maybe utilised through the 999 system; however it must be noted that this will be in extreme circumstances.

Should there be a public 999/112 call received by NAS regarding an event related incident, it is requested that this information is communicated to the Festimed controller(s) so that an onsite response unit/ambulance can be dispatched to the call ensuring the fastest response time possible.

If NAS or any emergency service send an emergency response vehicle to respond to an incident on site then this must be communicated with the onsite NAS liaison officer in event control, or in the absence of this directly to the Festimed controller using the numbers listed above. In all instances any updates should be provided to the Festimed controller. If stewards, security or other organisations need to be made aware so that access and/or egress is prompt then this information should be supplied either directly to the Event Controller ensuring the Festimed Controller is kept notified also; or directly to the Festimed Controller so that they can relay this information accordingly. Access to the event site should only be undertaken when it is safe to do so and every effort will be made to provide an escort to such vehicles whilst on site.

Having any vehicle, including an emergency vehicle, breach the event space poses a very large risk and should only occur in compliance with Event Control. If no communication is received to notify Event Control of external emergency vehicles entering onto the event space this may delay access for such vehicles. If prior notification is provided then stewards, security or other organisations can be briefed appropriately. Access maybe denied/delayed without prior authorisation from Event Control being granted. It maybe that an RVP is organised for such vehicles to facilitate a smooth access/egress and to avoid delays.

Should an offsite conveyance be required utilising Festimed vehicle and crew, then NEOC will be contacted if applicable in conjunction with the event ambulance officer on site to decide the most appropriate receiving facility.



Please note that this is an example photograph from another event

INFECTIOUS DISEASES

Festimed has a distinguished history of successfully managing outbreaks at festival and event sites, showcasing expertise in handling a wide range of health crises. These include instances of infectious animals precipitating severe anaphylaxis, as well as international pandemics such as swine flu, Ebola, and the unprecedented challenges posed by COVID-19. Additionally, Festimed has demonstrated proficiency in addressing various gastro outbreaks stemming from infectious diseases or instances of food poisoning, leveraging its comprehensive knowledge and resources to safeguard public health during these events.

Within our comprehensive Clinical Guidelines, we intricately address various dimensions of infectious diseases, encompassing airborne pathogens, direct contact pathogens, foodborne pathogens, and more. This meticulous approach stems from our profound understanding of how a disease outbreak at an event site can profoundly impact not just the event's proceedings but also strain local healthcare services. In response, we've pioneered a cutting-edge digital red flag system aimed at swiftly identifying potential disease outbreaks in their nascent stages.

One of our groundbreaking developments is the Gastro Guard digital platform, engineered specifically for thorough patient history-taking tailored to gastroenterological illnesses. This platform is meticulously designed to streamline the process of gathering crucial medical information from patients experiencing symptoms related to gastrointestinal issues, ensuring rapid and accurate assessment and response protocols.

WASTE MANAGEMENT

Festimed will ensure that all its clinical waste will be kept secure at all times. Site will provide secure receptacles that can be locked and site will also organise the disposal of such waste in accordance with the environmental and Department of Health guidelines. Clinical waste will be stored in clearly marked yellow bags/bins with the appropriate hazardous waste markings.

Production/site services will take responsibility, provide appropriate lockable bins, arrange collection of and empty all general waste and recycling.

PATIENT RECORDS

Festimed will utilise PHECC PCR forms for off site conveyances and for all other patients will utilise the Festimed Patient Report Forms (PRFs). Should a patient be referred to another agency or off site by the onsite medical team then a copy of the applicable PRF or referral letter must be submitted to both Festimed and the organisation (e.g. voluntary or private ambulance service). All patient related documents must be stored, retained, shared and destroyed in accordance with Festimed's data protection and clinical record policy. PCRs / PRFs cannot be shared with any third party including the client or Safety Officer; however this information can be shared with such persons providing confidentiality is not breached and patient identifiable information is not disclosed.

A report will be provided, if required, at any on site meetings regarding current patient numbers, referrals and life/limb threatening emergencies. No patient identifiable information will be given in accordance with the Data Protection Act.

If a patient refused medical treatment then all efforts will be made by the initial medic to encourage the patient to receive treatment. If the patient/family still refuses then a senior clinician on site should be notified and should also encourage the patient to receive treatment. An assessment of the patients/family's capacity to consent will be undertaken which may result in third party (e.g. Gardai) involvement. In all cases of refusal, full documentation will be maintained and where possible this refusal to be documented, signed and witnessed by the patient/family and a third party.

A full debrief will be provided to the client post event who can then share this information, as they see fit, with the statutory emergency planning and resilience team. In this document as a minimum, the following will be included:

- Total patient numbers
- Gender / Age
- Timings
- Illness Codes
- Final Outcome Codes / Referrals
- Off site patients
- Responses

INSURANCES

Festimed is fully insured for the following. Copies of insurance certificates can be provided on request to the event organisers if needed.

Medical Malpractice	£2,000,000 / €2,500,000
Public & Products Liability	£10,000,000 / €12,000,000
Employer Liability	£10,000,000 / €12,000,000
Employee Liability	£5,000,000 / €6,000,000

UNIFORMS

All Festimed medical staff will wear a navy uniform with the company name/logo clearly displayed – on shirts or jackets this will be on the left breast area. All Festimed personnel should have a photo ID card clearly displaying their name, position and/or qualification within the company and this should be worn at all times. Any registered practitioner should also have their applicable registered body card with them which shows their entitlement to practice.

Hi vis jackets/vests will be worn by staff when required and these are outlined below. It will be black/navy with yellow for all non management and for management will be silver/white with black apart from the Medical Coordinator.



Festimed is a 'bare below the elbow' organisation in regards of infection, prevention and control. All staff should follow this policy where practicable and also wear Personal Protective Equipment (PPE) such as foot ware, gloves, etc. when required.

STAFF

All staff that undertake work for Festimed are aged 18 or over. Each staff member has to complete our digital application form prior to commencement which includes supplying information upon courses, qualifications, employment history, references, investigations, driving licence information, medical questionnaire, etc. and have an interview conducted. All data is kept in accordance with the Data Protection Act.

All staff are vetted at the commencement of their employment and from that point every three years whilst at operational status. They are obliged to notify Festimed of any current or impending investigations, convictions, etc. Should any element be flagged then this is discussed on an individual basis.

Driving licences are checked at the commencement of employment and every year whilst at operational status should the staff member fit the driving panel criteria. Should any check provide a result that needs further consideration then this is undertaken on an individual basis.

Should a staff member change their qualification then they must supply the appropriate certificate that is verified prior to changes taking place. If the staff member is a registered Healthcare Professional (HCP) then at the time of application and annually whilst at operational status, an online registered body check is undertaken.

Whilst working for Festimed all staff are informed that they can only work to their scope of practice. They all have access to the Company's suite of reference documents including the company's Clinical Guidelines which have been developed by the Clinical Governance Committee; these are regularly reviewed in addition to the PHECC Clinical Practice Guidelines (CPGs) should they need to make reference to. Festimed utilises Patient Group Directives (PGDs) which have been verified by the Clinical Governance Committee and a Pharmacist. In addition, there are Patient Advice Leaflets and all senior staff are expected to guide and monitor other staff.



STAFF WELFARE

It is important that staff welfare is considered at all times and this includes refreshments. Site are to provide the necessary facilities for medical staff to obtain food and drinks whilst on site. This must be a minimum of one hot meal for any shift over 8 hours, one hot meal and one packed meal for any shifts between 9-12 hours and if medical provision is being provided for 24 hours (e.g. audience camping on site) then three meals must be provided per staff member per day. If medical provision is being supplied overnight then the appropriate refreshments must be provided for such staff between the hours of midnight and 0600 to ensure they can avail of these three meals per day.

Drinks must be included. Bottled water or suitably tested water must be supplied for both patients and medical staff. Should site be unable to provide this, or it be unsuitable, then Festimed can supply this at an additional cost.

If there is no facility for staff parking on site then any costs of parking will be borne by the client. Suitable information should be relayed in advance to Festimed for on or off site parking to avoid unnecessary delays in medical personal gaining access to site (e.g. onsite parking access gates, accreditation, etc.).

A dedicated camping area for medical personnel will be provided by site which will have access to toilet and shower facilities within it.

VEHICLES

All Festimed vehicles will be appropriately marked and equipped with the applicable medical equipment. No vehicle should be moved around site unless absolutely necessary, and only when all other means of extraction have been exhausted.

In the event of event movement being required in the crowd, then this must be undertaken with a security/steward escort where possible and <8kph or as per site guidelines. No movement should take place without authorisation by control under any circumstances.

All responses must provide a location update when changing location if applicable to the designated person by the event organisers. When responding to a call, updates should be provided for when arrived on scene, leaving scene, arriving to onsite medical facility/hospital, secondary location, becoming clear and available, etc. These times are recorded on the radio software.

At the commencement of an event medical vehicles should ensure that all applicable routes are driven to ensure access is available; any issues should be reported to the Festimed controller who can advise site.

Blue lights and sirens should not be used unless authorised and in any instance only when the patient is life threatening. Emergency usage must be authorised by the Medical Coordinator, Medic Manager and/or Festimed controller in conjunction with Event Control. This should be documented on the radio software against the applicable call. Site speed limits should be maintained and if applicable escorts and advance notice of agreed routes provided to the crews to avoid unnecessary delays.



EVENT SPACE VEHICLE BREACHES

In the event of a patient requiring assistance within an event space with a known dense crowd then a foot response when available will be dispatched. If a foot response unit is not available and/or additional support is required, then a vehicle may be dispatched. No vehicle should enter an event space but should instead park at a suitable location outside the dense crowd and response on foot from the nearest access point. Where possible patients should be walked or carried using a stretcher, carry chair or wheelchair back to the vehicle or nearest medical facility.

In the event of vehicle movement being required within a dense crowded area then this must be undertaken with prior authorisation granted. The medical team should remain outside this area until this authorisation is granted and they should be provided with the best access and egress routes as agreed. A steward/security escort where possible should be utilised and <8kph or site speed limits used. Authorisation, as with the use of emergency lights and sirens must be granted by the Medical Coordinator, Medic Manager and/or Festimed controller in conjunction with Event Control. This must always be documented on the radio software against the applicable call.

HELICOPTER LANDING ZONE

Should air evacuation be required then Festimed management will liaise directly with the statutory services and the Event Management Team to notify them of the activation. It is not predicted that air support will be required for this event. Should it be required then Festimed Control will liaise with Security, Fire, Traffic Management and the Event Control Manager along with any other required organisations on site to ensure that the landing zone and any routes are kept fully accessible and clear. It should be considered for a dedicated security team to be available to assist in this instance to ensure that the crew are escorted from the helicopter to the patient and there are no risks to any persons in the vicinity.

The pilot will decide the most suitable landing zone taking into consideration down draft from the craft onto the crowd to ensure that no unnecessary injuries / irritations occur. Consideration also needs to be given for trackway for vehicle access to the landing zone. This location must be notified to the medical provider and Event Control so that all parties on site are aware of this landing zone so that any necessary arrangements can be made. It should be noted that even if a pre designated landing zone has been identified, that the pilot may make the decision not to utilise this. No official landing zone has been made at this time to avoid any confusion if a helicopter lands in an alternative location.

HEALTH & SAFETY

Festimed takes the Health & Safety of its staff seriously and understands the planning, logistics and operational aspects of events.

Under the applicable Health & Safety legislations the event organiser, promotor, licensee, specialist contractors and venue owners have the responsibility to protect the Health & Safety of all workers and contractors on site. This should include detailed risk assessments and removal of as many hazards as possible.

Festimed will monitor any incidents that form part of a pattern or are a Health & Safety issue. Such incidents are known by Festimed as 'red flag incidents' and as and when appropriate the applicable organisations will be notified. In such incidents this will be documented and discussed at the next on site meeting if required.

SAFEGUARDING & PATIENT WELFARE

Festimed understands the importance of appropriate safeguarding for vulnerable adults and children and placing the necessary safety nets in place. Should a patient and/or incident require safeguarding measures then this will be documented as necessary and discussions with the applicable on or off site organisations undertaken to ensure the appropriate measures are implemented. Internally we have forms that must be completed which are then sent to the necessary external organisations and necessary management informed. All Festimed personnel have to provide evidence of the appropriate level of safeguarding training for their position.

Festimed work closely with any welfare organisation on site so that a mutual understanding is in place at the event commencement in relation to such patients that may require additional welfare support.

MEDIA

Festimed staff are requested to maintain professional at all times and to be conscious of their social media posts when working at an event.

Festimed staff are asked to not provide comments to members of the press at any time and to direct such requests / individuals to either Festimed management and/or event press.

EMERGENCY PROCEDURES / DEFINITIONS

“A Major Emergency is any event which, usually with little or no warning, causes or threatens to cause death or injury, serious disruption of essential services, or damage to property or the environment or infrastructure beyond the normal capabilities of the principle emergency services in the area in which the event occurs and requires the activation of a specific additional procedure and the mobilisation of additional resources to ensure an effective, coordinated response.” (A Framework for Major Emergency Management 2006).

A Major Emergency can only be declared by an authorised officer of one of the Principle Response Agencies (PRAs).

Where a Major Emergency is declared by one of the PRAs and involves high volumes of casualties, Festimed will reassign its resources as required and start to establish key functions / locations in a safe zone around the affected area, such as:

- Designated triage area
- Designated triage officer
- Ambulance loading area
- Casualty clearance area

On the arrival of staff from the statutory ambulance service, control of all event medical resources will be made available to work under their direction.

The Event Medical Coordinator, along with the head of each of the medical providers to the event will collate with the NAS Incident Officer to direct their personnel and resources as requested by this officer.

CHEMICAL, BIOLOGICAL, RADIOACTIVE, NUCLEAR (CBRN) / HAZARDOUS MATERIAL (HAZMAT) INCIDENTS

For any incidents that are suspected to be CBRN / HAZMAT in nature, including suspected acid attacks all staff will follow the National Ambulance Service Initial Operational Response, which some staff are trained on as part of the normal duties, however they will be briefed as part of the daily briefing.

In the event of such incident, the speed of advice communicated to affected people and the emergency services response is critical to saving lives. It is essential that all means of communication, either remote from or at the scene, are considered. By utilising the REMOVE principles, ideally within 15 minutes of contamination, most skin contaminants can be removed or their effects reduced, thereby helping to reduce further injury or death.

If you think someone has been exposed to a **HAZARDOUS SUBSTANCE**

Use caution and keep a safe distance to avoid exposure yourself.

TELL THOSE AFFECTED TO:



REMOVE THEMSELVES...

...from the immediate area to avoid further exposure to the substance. Fresh air is important.

If the skin is itchy or painful, find a water source.

REPORT... use M/ETHANE.



REMOVE OUTER CLOTHING...

...if affected by the substance.

Try to avoid pulling clothing over the head if possible.

Do not smoke, eat or drink.

Do not pull off clothing stuck to skin.



REMOVE THE SUBSTANCE...

...from skin using a dry absorbent material to either soak it up or brush it off.

RINSE continually with water if the skin is itchy or painful.

The Festimed Medic Manager will join the on-site briefings to establish site safety requirements and for awareness of any issues arising.

In addition the above advice being given, Festimed will work with any emergency services that are called to site, following the necessary principles of joint working to establish an appropriate response, seeking specialist advice via the emergency services where required.

Guidance to staff will be RAR - Recognise, Assess and React. Again, all staff will be briefed on as part of the daily briefing.

- R – RECOGNISE** the indicators of a hazardous substance incident;
- A – ASSESS** the incident to inform an appropriate response strategy;
- R – REACT** appropriately to reduce the risk of further harm.



MARAUDING INCIDENTS

In the unlikely event of a marauding weapons attack all staff should adopt the RUN, HIDE, TELL protocol. The event command team will ensure the necessary principles of joint working are established between all of the emergency services to establish an appropriate response and activate the contingencies and plans required.



NPCC
National Police Chiefs' Council

IN THE RARE EVENT OF
a firearms or weapons attack

RUN - to a place of safety. This is a better option than to surrender or negotiate. If there's nowhere to go, then...

HIDE - Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can.

TELL - the police by calling 999 when it is safe to do so.

www.npcc.police.uk/staysafe

Run	<ul style="list-style-type: none"> • Escape if you can • Consider the safest options • Is there a safe route? Run, if not Hide • Can you get there without exposing yourself to greater danger? • Insist others leave with you, but don't let their indecision slow you down. • Leave belongings behind. • Remove your Hi-Vis • Do not attempt to film the incident. Run.
Hide	<ul style="list-style-type: none"> • If you cannot Run, Hide • Find cover from gunfire • If you can see the attacker, they may be able to see you. Cover from view does not mean you are safe. Bullets go through glass, brick, wood and metal. You must still hide, even if you are behind a locked door. • Find cover from gunfire e.g. substantial brickwork/heavy reinforced walls • Be aware of your exits • Try not to get trapped • Be quiet, silence your phone and radio, turn off vibrate • Lock/barricade yourself in • Move away from the door
Tell	<ul style="list-style-type: none"> • Nature of the Incident - What is happening? • Location - where is the incident taking place? Give an address or general location • Suspects – Where are the suspects? • Direction – Where did you last see the suspects? • Descriptions – Describe the attacker, numbers, features, clothing, weapons etc. • Further information – Casualties, type of injury, building information, entrances, exits, hostages etc. • Stop other people entering the building if it is safe to do so

SUSPICIOUS PACKAGES

Awareness should be given in relation to how to recognise and the process of reporting **suspicious behaviour or devices**. There is no strict definition of suspicious behaviour, but it can be divided into two general categories, namely: activity that is out of the ordinary or normal activity that is repeated abnormally and often.

If a staff member/contractor sees anything that they feel is suspicious, be it a person or an unattended item such as a rucksack/bag, then they should be advised that it should be informed to their Controller via radio to cascade to event control. If a suspicious device is found and deemed to be a potential explosive device, the following guidance should be followed:

Do not touch suspicious items. Ask yourself - Is it **H.O.T?**

- **H** - Hidden deliberately?
- **O** - Obviously suspicious?
- **T** - Typical of an item at the event?
- Move everyone away to a safe distance
- Prevent others from approaching
- Use hand-held radios or mobile phones away from the immediate vicinity of a suspect item, remaining out of line of sight and behind hard cover
- Ensure that whoever found the item or witnessed the incident remains on hand to brief the police

Cordon Areas for an explosive device are listed below:

100m – rucksack

200m - small vehicle

400m - large vehicle