

# North Carolina Ambulance Strike Team Responder

## Unit 1 – Course Introduction



# Unit Terminal Objective

Identify the course objectives and resource materials for an Ambulance Strike Team / Task Force Responder.



# Unit Overview

- Expectations
- Course Objectives
- Course Scope
- Program Manual



# Course Design

- Course Length
  - 3 Hours
- Course Methodology
- Course Materials
- Course Prerequisites
  - IS 700 and 800, ICS 100 and 200



# Course Agenda

- Unit 1 Course Introduction
- Unit 2 Deployment Preparation
- Unit 3 Overview of the Incident Management Organization and the Operations Section
- Unit 4 Roles and Responsibilities of the Strike Team / Task Force Responder
- Unit 5 Information Flow and Dissemination



# Course Agenda (cont)

- Unit 6 Risk Management and Safety
- Unit 7 Final Review



# General Information

- North Carolina AST concept originated in 2009. Initial Leader Course Development in 2010.
- In 2015 revised leader course and developed responder course.



# Expectations

- The student has completed all other prerequisite courses and is in good standing with the NC Office of EMS
- The student will maintain the ability to deploy and respond as part of the State Medical Response System (SMRS)





# Credential Prerequisites

- **Ambulance Strike Team (AST) Responders:** All AST/ATF responders will complete the objectives outlined in the AST Responder Training Program prior to being eligible for deployment. The following are the recommended prerequisite standards for an AST/ATF responder:
  - Ambulance Strike Team education program
  - ICS 100, 200, 700, 800 (or equivalent courses)
  - Minimum of 2 years at current level of EMS credential and unrestricted status at home agency
  - Meet individual agency/employer physical agility requirements.



# Overall Course Objective

- Upon completion of this course, students will demonstrate, through course participation and exercises, the capability to perform the duties and responsibilities of an effective Ambulance Strike Team / Task Force Responder.



# NC AST / ATF Packages

- Ambulance Strike Team
- Ambulance Task Force
- Ambulance Bus Strike Team
- Medical Transport Task Force
- Single Ambulance Bus Team
- Ambulance Task Force



# Ambulance Strike Team

- 5 ALS Ambulances (10 Paramedics)
- 1 AST Logistics Trailer (1 Logistics Personnel)
- 1 Strike Team Leader with Vehicle
- 1 16.5kW Generator
- 1 Truck-Tow Vehicle
- 1 Satellite Communications Package



# Ambulance Task Force

- 3-5 EMS Related assets (ambulances and/or buses) ALS, BLS, or Mixed
- 1 Task Force Leader with Vehicle
- 1 AST Support Trailer
- 1 AST Logistics Personnel



# Ambulance Bus Strike Team

- 3 Ambulance Buses (3 Bus Operators, 9 Paramedics)
- 1 Strike Team Leader with Vehicle
- 1 AST Logistics Trailer (1 Logistics Personnel)
- 1 16.5 kW Generator
- 1 Truck-Tow Vehicle
- 1 Satellite Communications Package



# Medical Transport Task Force

- 2 Ambulance Buses (2 Operators, 4 Paramedics)
- 5 ALS Ambulances (10 Paramedics)
- 1 AST Logistics Trailer (1 Logistics Personnel)
- 1 Task Force Leader with Vehicle
- 1 16.5 kW Generator
- 1 Truck-Tow Vehicle
- 1 Satellite Communications Package



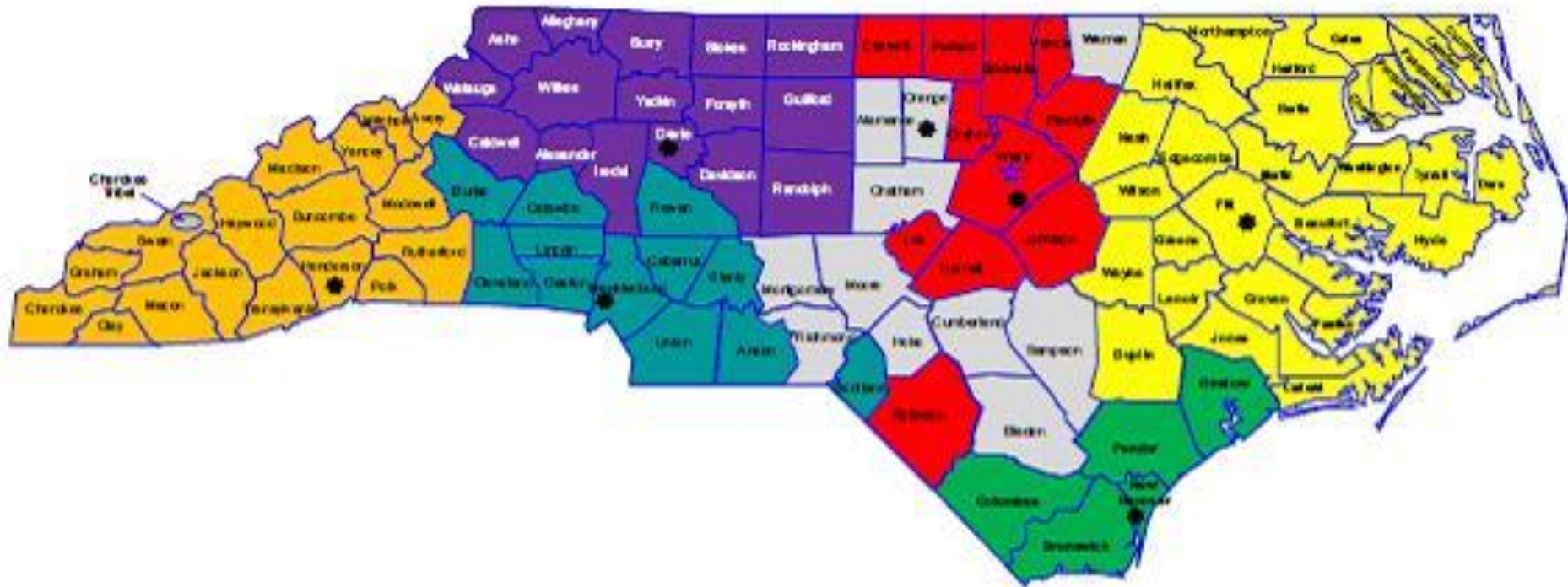
# Single Ambulance Bus Team

- 1 Ambulance Bus
  - 1 Bus Operator
  - 3 Paramedics





# Ambulance Strike Team Map



● AST Trailer Location



# Objectives Review

- What is the course objective?
- What is an Ambulance Strike Team?



# North Carolina Ambulance Strike Team Responder

## Unit 2 – Deployment



# Unit Terminal Objective

To understand the difference between Disaster Response and non-Disaster Responses and to be able to Identify the Important Elements of Individual Preparedness.



# Nature of Disaster Medical Response

- Ad-hoc Group
- Deployment to Another Location
- Stressful Conditions
- Need to Perform Well Together
- Accomplish Assigned Mission



# Pre-Deployment

- Ongoing Team Training and Maintenance
- Deployment/Callout Plans and Mechanism
- Stay informed of programs, policies, processes
- Volunteer for opportunities as much as possible.
- Go-Kit Assembly



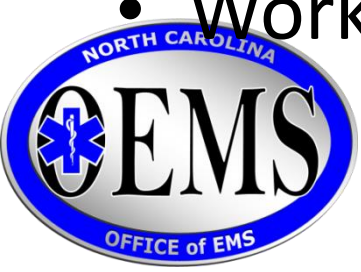
# Team Assembly

- One of the Most Difficult Phases
  - Can feel like a hurry up and wait situation
- Skills and Personalities
  - Learn from others experiences
  - Utilize individual strengths
- Don't Waste the Down Time
  - Equipment Prep, Review, Planning



# Team Movement

- Convoy Driving
  - Understand the plan, route, procedures
- Use Distinctive Markings
  - Know who and what resources are part of your team.
- Pre-select Fallback Assembly Points
  - Scheduled stops for fuel, restrooms, food, etc.
- Work Convoy Practice into Drills





# Staging

- A Short-Term
  - Be prepared to respond at moments notice.
- Long-Term
  - Utilize time to check equipment, rest, hydrate...
- Brief, Focused Training
  - Just In Time Training, Procedure Review, Ask Questions.
- Frequent Briefings



# Field Assignment

- Buddy System
  - Stay with your crew
- Accountability
  - Keep an eye out for yourselves and each other.
  - Listen out for other crews and their status
- Communications
  - Check-In frequently
- Re-Supply



# Field Operations

- Old Missions, New Challenges
  - Unique Environments
  - Austere Conditions
  - High Stress for personnel, patients, and residents
- Alternate Assignments
  - Be prepared to help in various capacities.
    - ICP
    - Base Camp
    - Community Relations



# Demobilization

- Complex Process
  - Administrative
    - Document, Document, Document
    - Forms and Paperwork
      - ICS221, ICS214s
  - Physical
    - Ensuring all equipment and supplies are accounted for and prepared for travel.
  - Mental
    - You have seen and experienced new things, take time to decompress and process.



# Rotation of Personnel

- Lingering Disaster Strains Resources
- Individual Deployment Risks:
  - Less institutional Support
  - Disaster Fatigue
  - Less Employer Support
- Team Leadership should provide additional support to team members.



# Rehab

- Body, Mind, Soul
  - What out for each other and yourself
  - Be aware of signs of fatigue and stress
- Ongoing Process
  - Catch breaks when you can
- Post-Deployment
  - Seek help from others
  - CISM?



# Local Infrastructure Overwhelmed

- Collapse of Normal 911 Response System
  - Remain flexible and adaptable
  - Processes and Procedures may change rapidly
  - Ask questions if unsure
  - See knowledge from local resources, if available
  - Have backup maps, don't rely on phones and GPS.



# Mission is Unpredictable

- May not Match Pre-Conceived Notions
  - Do research prior to deployment.
  - Understand the area that you are responding
- May Be Beyond your previous experiences
  - No disaster is the same
- May not be “Fulfilling” Enough
  - Everyone plays an important role in the system





# Length of Mission is Variable

- Longer or Shorter than Expected
  - Be prepared for variations
  - Know any restrictions you may have
- Personal Issues May Intrude from Home
  - Arrangements can be made to swap personnel.
  - Keep supervisors informed.



# Specific Disaster-Related Knowledge

- NIMS
  - ICS System, Chain of Command
- Command Structure-Team and Overhead
  - Where to get supplies, equipment, additional resources
- Team Equipment – Tents, Litters, Cache
  - Be familiar with team assets
- Community Relations
  - How Residents Can Get Assistance



# Technical Competence

- Medical Specialty
  - Home Protocol Rule
- Logistical
  - What is the process for getting repairs, supplies, etc.
- Response Equipment
  - Variations in supplies and equipment may occur from what you normally use
- Communications
  - Understand the communications plan and backup procedures.



# Confident Use of Equipment

- Logistics Equipment – Tents, Showers, Cots
- Medical Devices – Monitors, O2 Devices, Airways
- Communications – Radios, Satellite Phones



# Equipment Related Problems

- Not Having the Right Equipment
- Not Knowing How to Use Equipment
- Not Having a Power Source
- Not Knowing How to Get What You Need



# Interpersonal Skills

- Conflict Resolution
  - Seek assistance from supervisors
- Self-Reliance
  - You are there to make the situation better.
- Personal Initiative
  - Do things quickly and efficiently
- Customer Service
  - Remember you are there for the patient!!



# Mental Flexibility

- Patience
  - Everyone wants to get out and help people.
  - The process works, give it time.
- Mission Ownership
  - This is not a vacation.
- Take Care of Each Other
  - Keep an eye out for signs of stress.
- Know When to Seek Help



# Positive/Negative Attributes

- Best Assessed in Advance
- Stress Reveals Underlying Quirks
- Address Problems before they become a Management or Morale Problem.
- In Extreme Cases, you may need to go home.





# Team “Agility”

- The Quality of Moving Quickly with Nimbleness
- Maximize Critical Skills Across Many Members
- Cross Train and utilize expertise
- Be “Invaluable” to your team.



# Personnel Readiness

- Personal Gear

- Go Kit

- Appropriate Clothing
    - All Weather Gear
    - Personal Hygiene
    - Cell Phone and Charger
    - Medications
    - Cash and Identification

- Refer to NC AST Mission Plan Appendix E



# Personnel Readiness

- Ambulances
  - NCOEMS Minimum Equipment and Supplies plus
    - Maps of impacted area
    - Communications Equipment
    - Fuel Purchasing (Credit Card, Cash)
    - Safety Equipment
    - Shoreline Pig Tail
    - Paper Forms
    - Spare Tires/Belts/Fuses
  - Refer to NC AST Mission Plan



# Personnel Readiness

- Team Logistics
  - Strike Team Trailer
    - Food and Water for 72 Hours
    - Cots
    - Communications Equipment
    - Safety Equipment
    - Shoreline Pig Tails
    - Go Packs (Vests, Coolers, Flashlights, GPSs)
    - ICS and PCR Forms
  - Refer to NC AST Mission Plan



# Job Aids

- Look to others for available Job Aids
- Develop your own Job Aids
  - Simple
  - Essential Tasks
  - Essential Info
  - Not a Substitute for Training
- NC AST Mission Plan



# Aviation

- Safety-Working Around Aircraft, Winch Lines
- Landing Zones
- Communications with Flight Crews



# Protocols and Scope of Practice

- Utilize Home Protocols
- Become familiar with available supplies and equipment.
- Understand that other resources/agencies may do things differently.
- Contact your supervisor with questions.



# Medical Protocols

- During a response into another North Carolina county or out of state jurisdiction, and when requested as part of an AST deployment, a paramedic may utilize the scope of practice for which she/he is trained and accredited according to the policies and procedures established by his/her Local Emergency Medical Services Agency (LEMSA).





# Medical Protocols

- EMT-Basic personnel functioning as members of an Ambulance Strike Team deployment out of their local jurisdiction are authorized to perform any skills in the State of North Carolina EMT-Basic scope of practice any extended scope of practice skills in which they are trained and authorized by their home LEMSA.



# Medical Protocols

- EMS personnel may not overextend their medical scope of practice regardless of direction or instructions they may receive from any authority while participating on an ambulance deployment.



# Objectives Review

- Why is Disaster Response Different from Typical Pre-Hospital Responses?
- What should be included in a personal Go-Kit?



# North Carolina Ambulance Strike Team Responder

Unit 3 – Overview of the Incident  
Management Organization and the  
Operations Section

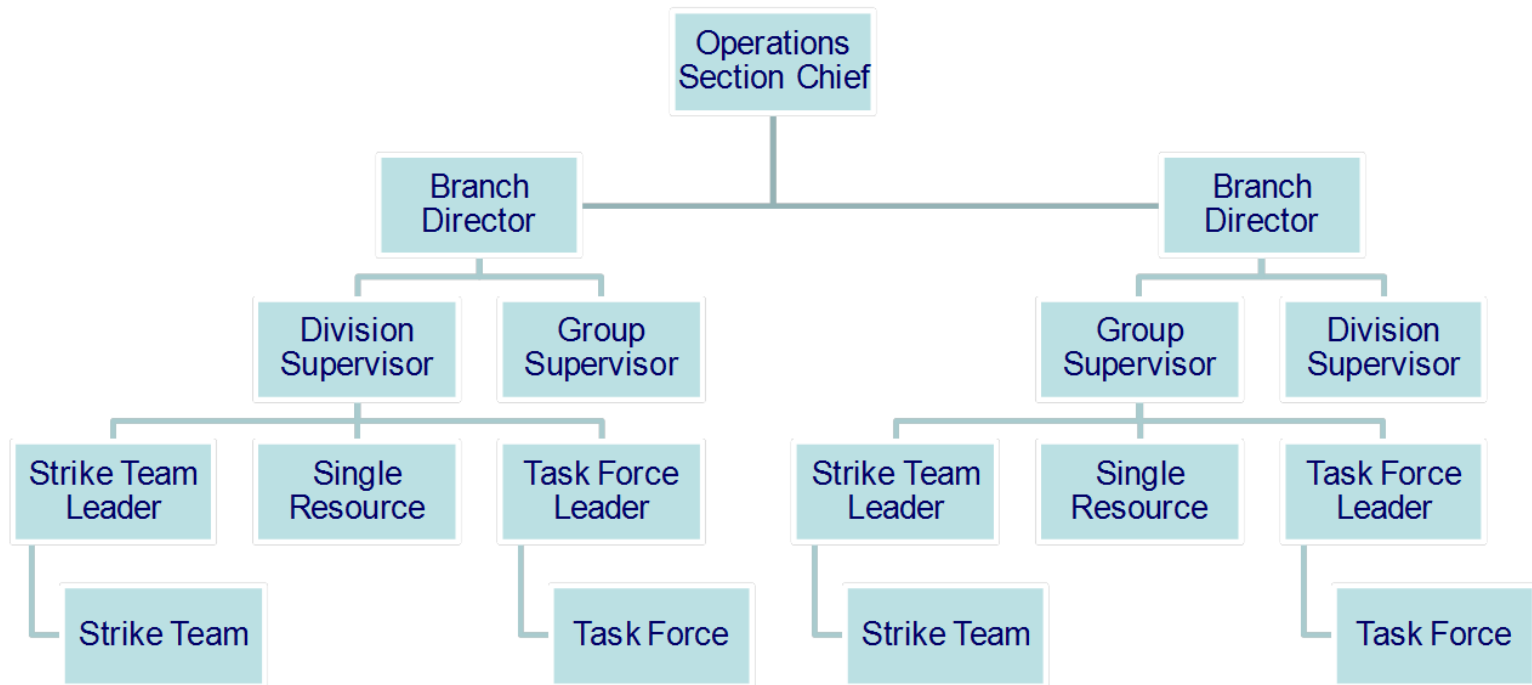


# Unit Terminal Objective

Describe the function and components of the Incident Management Organization and the Operations Section.



# Organization of the Operations Section



# The Operations Section

- Responsible for:
  - All tactical operations
  - IAP Implementation



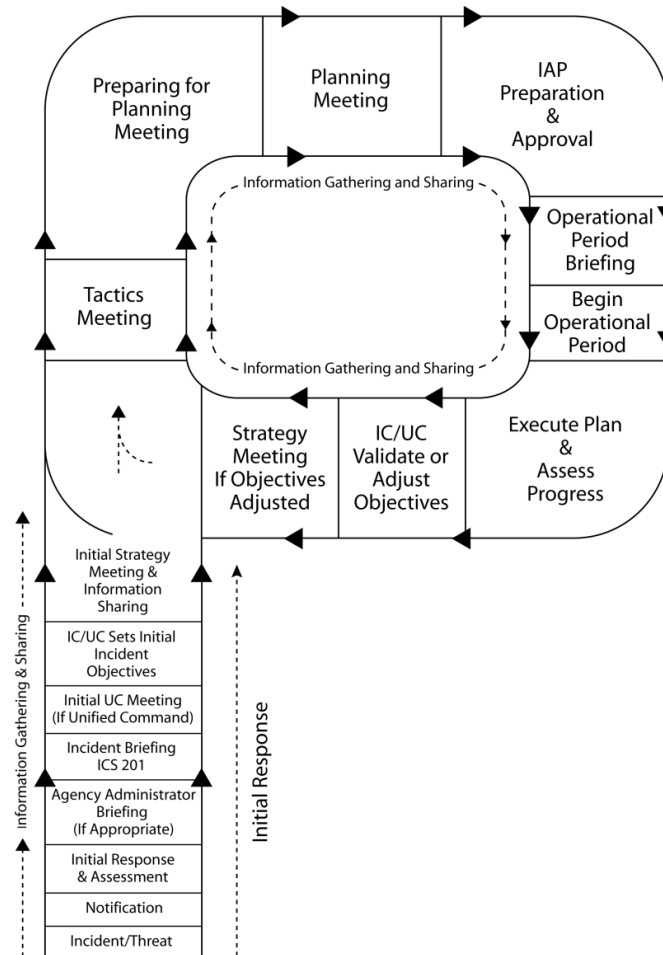
# Incident Action Planning

- Synchronizes operations at the incident level
- Allows leadership to communicate expectations and provide clear guidance
- Defines incident objectives and reflects tactics for an operational period





# The Planning P



# Planning P Video

**The personnel in this video play roles depicting members of an Incident Management Team reacting to a fictional scenario. However, at times they also speak on camera to share their real world expertise from their professional experience.**



# Operations Section Chief

- Responsible for:
  - Translating objectives into strategy and tactics
  - Gathering information and formulating the tactical plan for the IAP for each Operational Period
  - Supervising the Operations organization



# Operations Section Chief (cont.)

## Responsible for coordination with:

- Command staff
- General staff
- Subordinates
- Agency Representatives
- Resource Advisors
- Local Officials
- Media
- Public
- Technical Specialists
- Training Specialists



# Branch Director

- Responsible for:
  - Providing intelligence and feedback to the OSC relating to Branch conditions, situations, and operations.
  - Implementing the portion of the IAP appropriate to their Branch
  - Developing alternatives for Branch operations
  - Attending Planning Meetings with the OSC at their request
  - Coordinating activities with adjacent Branch Directors.



# Branch Director (cont.)

- Responsible for:
  - Supervising Branch operations
  - Reviewing the ICS Form 204 – Division/Group Assignment List for Divisions/Groups within the Branch
  - Assigning specific work tasks to the Division/Group Supervisor
  - Resolving logistical problems reported by subordinates
  - Reporting to OSC as needed
  - Reviewing accident and medical reports
  - Maintaining the ICS Form 214 – Activity Log



# Division/Group Supervisor

- Translates direction from the Operations Section Chief or Branch Director into on-the-ground tactical operations
- Implements the IAP
- Provides the IAP to Strike Team Leaders whenever possible
- Reviews assignments and assigns tasks
- Coordinates activities with adjacent Groups and Divisions



# Division/Group Supervisor (cont.)

- Determines needs for assistance
- Submits situation and resource status information to the Branch Director or Operations Section Chief
- Resolves logistical problems within Division or Group
- Provides information up the chain of command to assist in the development of tactical plans for next Operational Period





# Strike Teams and Task Forces

- Strike Team
  - A set number of resources of the same kind and type with an established minimum number of personnel.
- Task Force
  - A combination of resources established with a specific task, goal, or process to be accomplished.

## Common Elements:

- Both may be pre-established and sent to an incident or formed at the incident
- Both have common communications
- Both have a leader



# Utilization Principles

- The Strike Team / Task Force concept is designed to maximize the efficiency of multiple resources on an incident.
- The utilization principles are the same or similar for both.
- The use of Strike Teams and Task Forces is encouraged whenever possible.



# Utilization Principles (cont.)

- The Strike Team / Task Force concept works by:
  - Maximizing the use of resources
  - Reducing the supervisor's/manager's span of control
  - Simplifying communications



# Resource Typing

- The categorization and description of response resources that are commonly deployed in disasters.
  - Helps emergency responders request and deploy the appropriate resources during an emergency or disaster through the use of common terminology.
  - Makes the resource request and dispatch process more accurate and efficient.



# Objectives Review

- What is the purpose of the Operations Section?
- What is the Planning Process and the Planning P?
- What is the role of the Operations Section Chief (OSC)?
- What is the role of the Branch Director?



# Objectives Review

- What is the role of the Division/Group Supervisor?
- What are the differences and similarities between a Strike Team and a Task Force?
- What is the purpose of Resource Typing?



# North Carolina Ambulance Strike Team Responder

Unit 4 – Roles and Responsibilities of  
the Strike Team / Task Force  
Responder



# Unit Terminal Objective

Describe the role and responsibilities of the  
Strike Team / Task Force Responder.





# Strike Team / Task Force Responder

- Responsible for implementing tactical assignments assigned to the Strike Team or Task Force
- The responder reports to the Strike Team or Task Force Leader at the tactical level.



# Strike Team / Task Force Resp. (cont.)

- Reports progress to a ST/TF Leader on extended response and major incidents
  - Work progress;
  - Resource status; and
  - Any other important information



# Pre-Response Phase Responsibilities

- Assemble a Go-Kit
- Gather Required ICS Forms
- Gather Additional Forms



# Response Phase Responsibilities

- Respond to rally point or staging area for further instruction.
- Ensure readiness of responding personnel and equipment



# Response Phase Responsibilities

- Attend an assembly briefing
- The ST/TF Leader will:
  - Ensure that personnel have proper Personal Protective Equipment (PPE) ready to go
  - Make sure everyone on the team knows what you are doing
  - Complete the Strike Team / Task Force Personnel Data Sheet
  - Designate re-assembly points
  - Agree upon travel routes, rate of travel, and travel radio frequencies
  - Agree upon how often communication checks will be done and what back up method of communications will be used.



# Operational Period Responsibilities

- Report to your assignment and check in when you're done
- Communicate your status
- Attend briefings
- Share information with other resources working in your area.



# Demobilization Phase Responsibilities

- Make sure you and your equipment are ready / in shape to travel
- Make sure all documentation is completed
- Make sure all non-consumable resources have been checked back in
- Obtain travel routes, travel rates, travel radio frequencies



# Demobilization Phase Responsibilities (cont)

- Understand rally points for route back in the event of separation
- Understand final rally point from which resource will disperse
- Call home unit to let them know you have been released
- Provide for the health and welfare of yourself and co-workers





# Post-Incident Phase Responsibilities

- Attend an After Action Review (AAR) with your team
- Make sure that necessary documentation is turned in to the home unit



# Objectives Review

- What are the responsibilities of the Strike Team / Task Force Responder at the pre-response phase of an incident?
- What are the responsibilities of the Strike Team / Task Force Responder at the response phase of an incident?
- What are the responsibilities of the Strike Team / Task Force Responder during the operational periods of an incident?



# Objectives Review

- What are the responsibilities of the Strike Team / Task Force Responder at the demobilization phase of an incident?
- What are the responsibilities of the Strike Team / Task Force Responder at the post-incident phase of an incident?



# North Carolina Ambulance Strike Team Responder

## Unit 5 – Information Flow and Dissemination



# Unit Terminal Objective

Describe the information gathering and dissemination responsibilities of the Strike Team / Task Force Responder.



# The Value of Information Gathering

- Information Gathering helps you:
  - Develop situational awareness
  - Make timely, well-informed decisions
  - Create a plan of action
  - Work effectively
  - Anticipate future developments and plan ahead



# Take Initiative When Gathering Information

- Survey assignment
- Observe your team's capabilities and make sure they are appropriate for the task at hand
- Observe safety considerations and tactics you might take to mitigate safety risks or hazards



# Take Initiative When Gathering Information (cont)

- Review the medical support process with the ST/TF Leader
- Ensure you receive plenty of rest, food, and water.





# Unavailable Information

- Reasons information may not be available:
  - Some or all of the general staff functions may not yet be established
  - The incident may be in a transitional period
  - The incident may be escalating faster than the information can be relayed
  - All previously assigned tasks may not have been completed



# Unavailable Information (cont)

If these conditions exist, be alert.



# Briefings

- What task is my team being asked to complete?
- When does the task need to be completed?
- Where does my team need to go?
- How often does my supervisor want to hear back from me?



# Core Briefing Elements

- Situation
- Mission/Execution
- Communications
- Service/Support
- Risk Management
- Questions or Concerns



# Gathering Information throughout Incident Phases

- Pre-Response
- Response
- Operational Period
- Demobilization
- Post-Incident



# Pre-Response Phase

- What kind of incident has occurred?
- Where is the incident located?
- Am I ready to go?
- Are there any restrictions on travel routes?
- What is my expected time of arrival?



# Response Phase

- Order and request number
- Reporting times, locations, and date
- Radio frequencies and incident contact phone number





# Response Phase (cont)

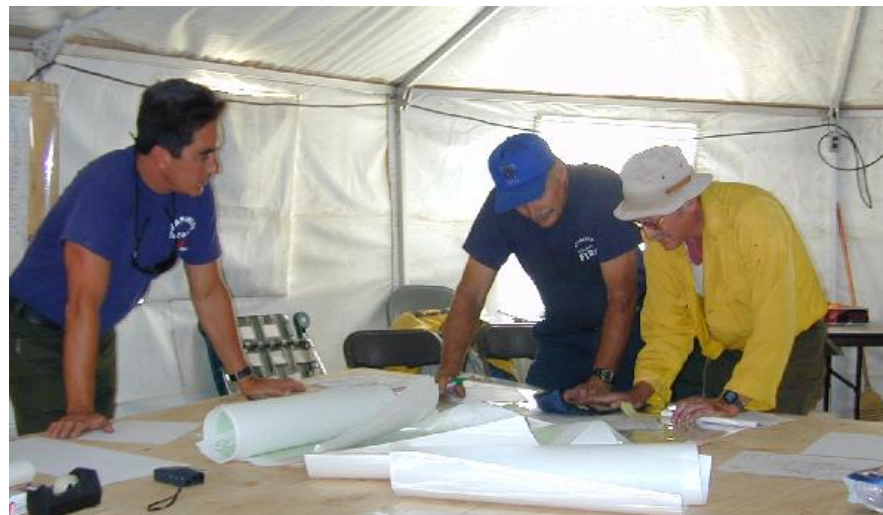
- Special travel routes and restrictions
- The type of incident you are responding to
- The location of the rally, staging, or check-in point





# Operational Period: Arriving at the Incident

- Information to provide at Check-In:
  - Information about your equipment
  - Information about yourself
  - If deployed as part of a team, your Leader may handle this.



# Operational Period: Arriving at the Incident

- Status information:
  - Available
  - Assigned
  - Out of Service



# Operational Period: Gathering Information – No Written IAP

- The Assignment Briefing:
  - Verbal (no written IAP)
  - Essentially functions as your IAP and assignment
  - Conducted on an individual basis as individuals, single resources, or small groups arrive
  - Brief, only a few minutes



# Operational Period: Gathering Information From a Briefing

- Who will you work for?
- What is the chain of command?
- Which agencies have jurisdiction?



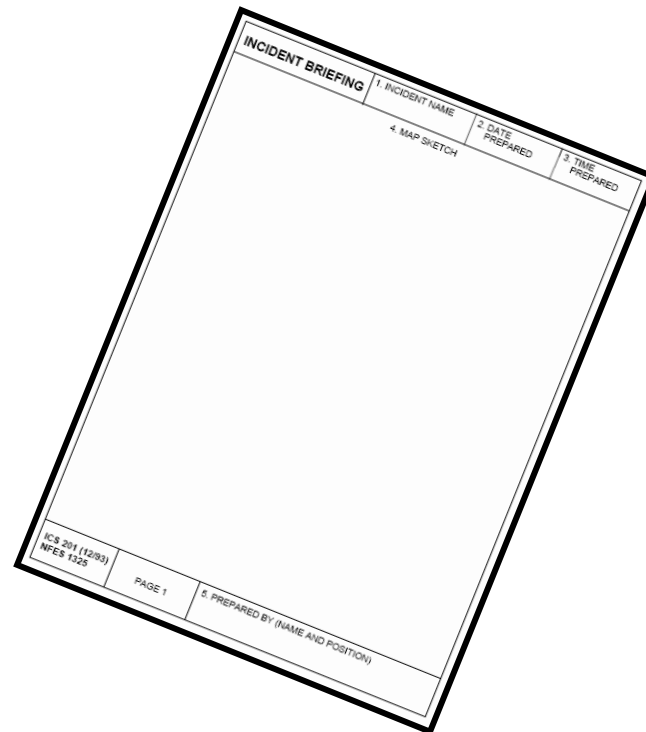
# Operational Period: Gathering Information From a Briefing

- What is the current status of the incident?
- What type of resources will you be working with?
- Are there any special considerations to be aware of?
  - Are there any limitations?
  - What is the political climate?



# Operational Period: Gathering Information Using an ICS Form 201

- When you go out to your assignment, start observing and gathering information
- Utilize a blank 201 to organize information gathered



The image shows a blank ICS Form 201, titled "INCIDENT BRIEFING". The form is tilted and contains the following sections:

- 1. INCIDENT NAME
- 2. DATE PREPARED
- 3. TIME PREPARED
- 4. MAP SKETCH
- 5. PREPARED BY (NAME AND POSITION)

At the bottom left, it reads "ICS 201 (12/03) NFES 1326" and "PAGE 1".



# Operational Period: Gathering Information from the IAP

- If an IAP has already been developed, you should request a copy and use it to review the available information about the incident.





# Operational Period: Gathering Information from the IAP (cont.)

- If an IAP exists, you should:
  - Read and understand all the pages of the IAP
  - Ensure you understand the current objectives and priorities as well as what time frames you will be required to work under
  - Know what, if any, contingency plan or plans have been developed.



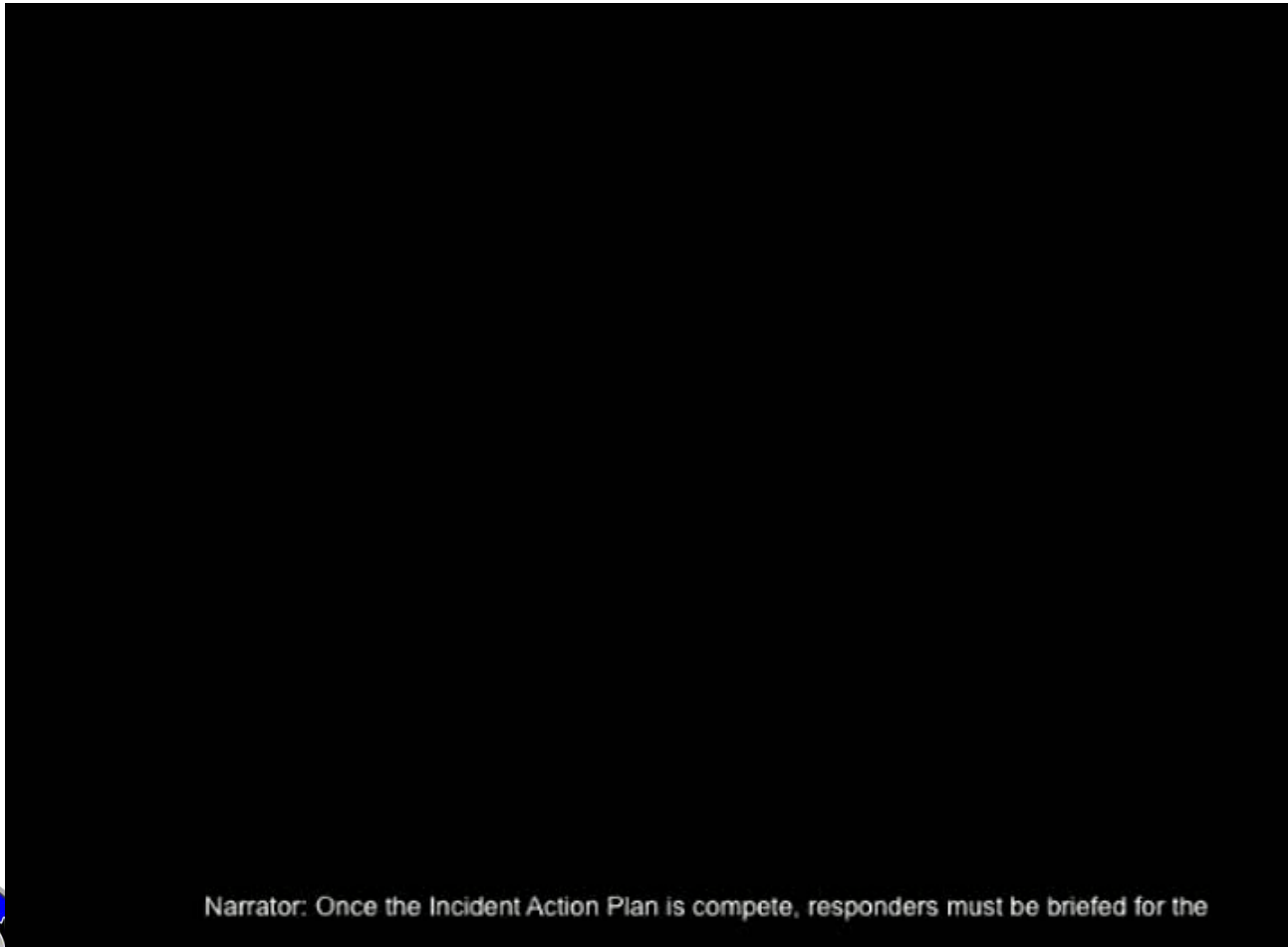


# Operational Period: Gathering Information from the IAP (cont.)

- The IAP provides information that you need to do your job, such as:
  - Known safety hazards and risks
  - Radio frequencies
  - Weather conditions
  - Reporting locations and times
  - Division or group consistency
  - Tactical assignments
  - Medical protocol in case of an accident or injury



# Operational Period Briefing



Narrator: Once the Incident Action Plan is complete, responders must be briefed for the



# Operational Period: Division/Group Breakout Meeting

- In this meeting, the Division/Group Supervisor:
  - Provides the specific information to your Strike Team / Task Force Leader
  - Shares his/her expectations to your Strike Team / Task Force Leader
  - Ensures that operational objectives and tactical assignments are understood



# Operational Period: Breakout Meeting Topics

- General Topics
- Safety Topics
- Operations Topics



# Operational Period: Breakout Meeting Topics (cont.)

- General Topics:
  - Incident Objectives (ICS Form 202: Incident Objectives)
  - Division/Group priorities (ICS Form 204: Assignment List)



# Operational Period: Breakout Meeting Topics (cont.)

- Operations Topics:
  - The Division/Group Supervisor will:
    - Review his/her expectations of Division/Group resources
    - Define evaluation criteria for success
    - Identify significant events
    - Discuss additional resource needs
    - Discuss air resources
    - Discuss medical facilities
    - Reassign excess resources
    - Discuss out-of-service equipment



# Operational Period: Resource Briefing

- Before going out into the incident, the Strike Team / Task Force Leader must brief you using information gathered from:
  - Division/Group Breakout Meeting
  - IAP



# Operational Period: Resource Briefing (cont)

- Information should include:
  - Objectives, priorities, and assignments
  - Current weather conditions and forecasts
  - Tactics, tasks, and expectations





# Operational Period: Assignment Briefing

- The incoming Strike Team / Task Force Leader should seek out the current Strike Team / Task Force Leader and conduct an information exchange, then adjust to the new information if necessary.
- This is an opportunity to obtain new information from the off-going Division resources.



# Operational Period: Assignment Briefing (cont)

- Incoming Division resources should take advantage of the opportunity to debrief off-going resources about tactics, problems, remaining tasks, etc.
- This information should then be shared between the Division/Group Supervisor and the Division resources.



# Operational Period: Team Activities

- If changes need to be made, update your Strike Team / Task Force Leader with new required information.
- The Strike Team / Task Force Leader then informs their supervisor of changes made.



# End of Operational Period

- At the end of the Operational Period, you must debrief with your Strike Team / Task Force Leader:
  - Progress made
    - Which tactics were effective?
  - Problems encountered



# End of Operational Period (cont)

- At the end of the Operational Period, the Strike Team / Task Force Leader must debrief with their supervisor on:
  - Logistical issues
  - Input relative to next Operational Period
    - Do we need to come back?
    - Are we to be demobilized?



# Post-Operational Period

- The Strike Team / Task Force Responder must:
  - Complete and turn in daily documentation
  - Debrief with their supervisor
  - Conduct a post-operational team debrief
  - Attend to the team's logistical needs
    - Resupply of equipment
    - Feeding
    - Sleeping
  - Attend the next required briefing



# Post-Operational Period (cont.)

- During the Post-Operational Period of an incident, there are certain responsibilities that the Strike Team / Task Force Responder must complete, including:
  - Attend a Demobilization Briefing
  - Return all Non-Consumable Items to the appropriate places
  - Complete ICS Form 221 (Demobilization Check-Out List)



# Post-Incident Phase

- After an incident, there are certain responsibilities that your Strike Team / Task Force Leader must complete. These include:
  - Completing all final documentation
  - Conducting an After Action Review (AAR)





# Objectives Review

- What information should be gathered from time of dispatch to arrival at an incident?
- What information should be gathered from an IAP?
- What information should be provided at the Division/Group Breakout Meeting?



# Objectives Review

- What information should be provided at an Assignment Briefing?
- What information should be gathered for a Post-Operational Debriefing?



# North Carolina Ambulance Strike Team Responder

## Unit 6 – Risk Management and Safety



# Unit Terminal Objective

Describe the risk management and safety responsibilities of the Strike Team / Task Force Responder.



# Risk Management Responsibility



# Risk Management Responsibility (cont.)

- The Strike Team / Task Force Responder:
  - Implements the tactics as prescribed by the IAP and as directed by their supervisor
  - Applies a risk management process to the decision to commit to an assignment in a hazardous environment



# Risk Management Terms

- Hazard
  - Things within the environment that can cause harm to people or equipment
- Risk
  - The chances that people take in relationship to the hazard
- Hazard Assessment
  - Identification and evaluation of hazards





# Risk Management Terms (cont.)

- Risk Assessment
  - Identification and evaluation of risks
- Risk Management
  - The process of planning, organizing, directing, and controlling the resources and activities of an organization in order to minimize detrimental effects on that organization





# Risk Management Terms (cont.)

- Risk Mitigation
  - Specific measures established to reduce or eliminate risks
- Decision Point
  - Go/No-Go decision based on whether risk mitigations established can adequately reduce or eliminate the risk identified



# The Risk Management Process

- Situational Awareness
- Hazard Assessment
- Hazard Control
- Decision Point (“Go” vs. “No Go”)
- Evaluation



# Step 1: Situational Awareness

- Gather information from a variety of sources:
  - Objectives
  - Communication
  - Weather
  - The IAP
  - Personal Observations
  - Prior Shift Information



# Barriers to Situational Awareness

- Fatigue
- Time pressure
- Inexperience
- Overconfidence
- Distraction
- Supervisory pressure
- Peer pressure
- Selective perception
- Rumors and inaccurate intelligence



# Hazardous Attitudes

- Anti-authority: Disregards procedures and directions
- Impulsive: Acts without adequate situational awareness
- Invulnerable: Does not think about the worst case scenario
- Macho: Overconfident, takes on difficult tasks for admiration
- Resignation: Lets events occur without taking actions



# Step 2: Hazard Assessment

- Can you work safely?
- Do you understand the strategy and tactics?
- Has a briefing been held with feedback?



# Hazard Assessment (cont.)

- “What if...”
- “Here’s what we face.”
- “Here’s what I think we should do.”
- “Here’s why.”
- “here’s what I think we should do to keep an eye on (trigger points).”
- “Now talk to me.”



# Step 3: Hazard Control

- Make sure you understand your responsibility for safety
- Listen actively
- Know the stakes of action
- Act on anything that feels or appears hazardous



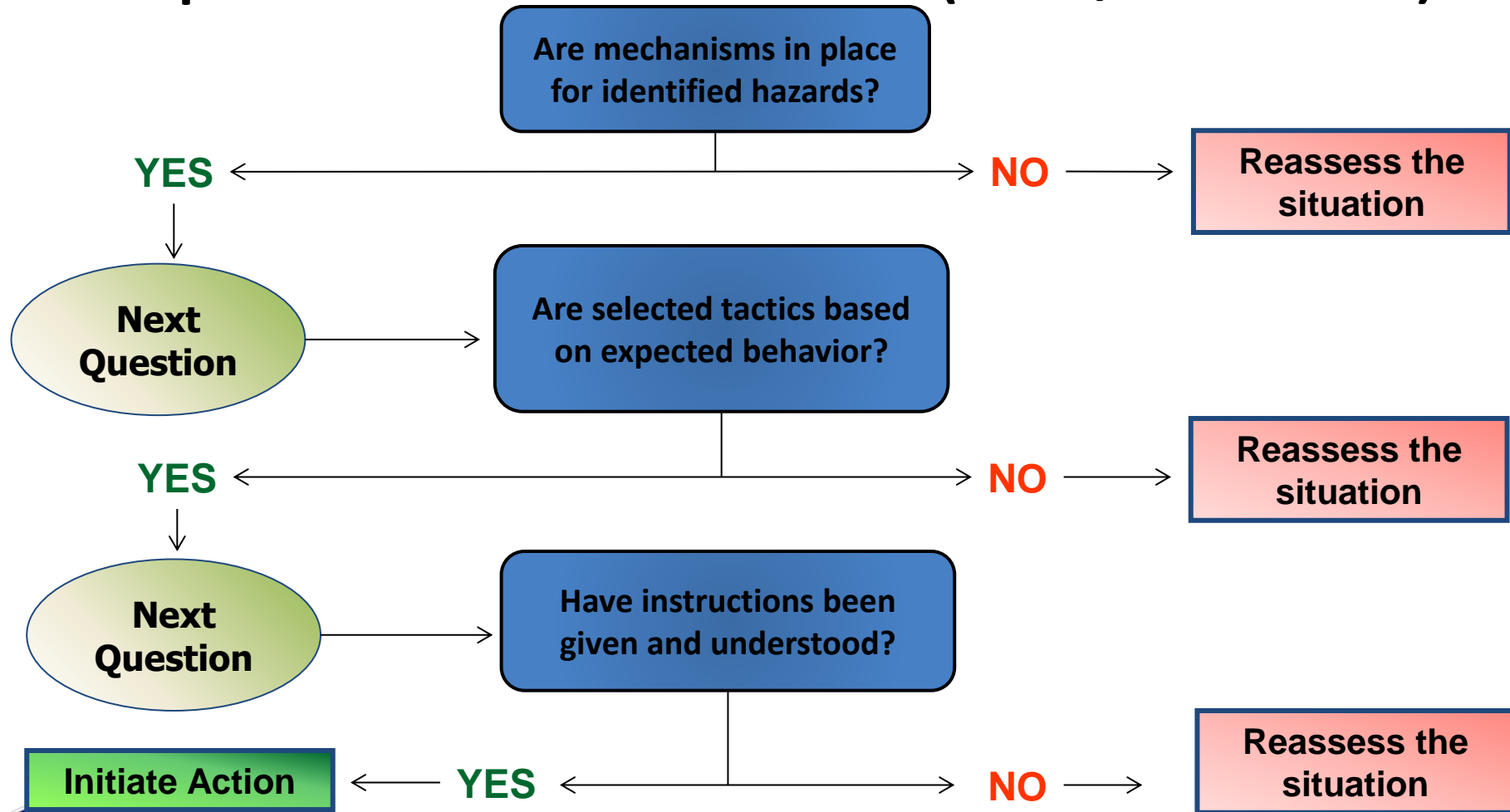


# Step 3: Hazard Control (cont)

- Make sure to your own personal welfare needs
- Be aware of responders around you who take rash chances and needlessly endanger themselves and their team
- Set the example by wearing appropriate PPE
- Use a personnel accountability system



# Step 4: Decision Point (Go / No-Go)



# Step 5: Evaluation

- Continual Assessment of your situation
  - What has changed?
  - Every time the situation changes, restart the evaluation process.



# Available Tools and Guides

- Emergency Medical Procedures Block (ICS Form 206: Medical Plan)
- Special Instructions and Safety Information (ICS Form 204: Assignment List)
- General Safety Message in the IAP
- Safety Officers (SOFRs) if available



# Refusing Risk

- Having the Right to Refuse
- Having the Proper Reasons
- Providing the Appropriate Notification



# Having the Right to Refuse Risk

- Every individual has the right and obligation to report problems and contribute ideas
- When an individual feels an assignment is unsafe, they should identify safe alternatives for completing the task
- Turning down an assignment is one possible outcome of managing risk



# Having the Proper Reasons to Refuse Risk

- Are controls in place for the identified hazards?
- Are the selected tactics based on expected hazard behavior?
- Have instructions been given and understood?
- Is the operation in compliance with safe work practices?



# Having the Proper Reasons to Refuse Risk (cont)

- Do environmental conditions make the work unsafe?
- Are the appropriate personnel and equipment being used?
- Do personnel have the necessary qualifications and experience?





# Providing the Appropriate Notification When Refusing Risk

- The individual directly informs their supervisor
- The supervisor notifies the Safety Officer immediately
  - If there is no Safety Officer, the Operations Section Chief or Incident Commander should be notified
- The supervisor is responsible for informing the new resource that the assignment was turned down and the reasons why



# Objectives Review

- What are the tools and guides available to Strike Team / Task Force Responders in risk mitigation?
- In what situations is risk refusal acceptable?
- What are the steps necessary for risk refusal?



# North Carolina Ambulance Strike Team Responder

## Unit 7 – Final Review



# Unit Terminal Objective

Describe the tasks a Strike Team Leader / Task Force Responder is required to complete during an Operational Period for an incident.



# Review

## A Sample Day in the Life of a Strike Team / Task Force Responder



# Operational Period: Arriving at the Incident

- Arrival
  - Check In
    - May be a Check-In Recorder
    - Strike Team / Task Force Leader
    - Division or Group Supervisor
    - Operations Section Chief
    - Staging Area Manager
    - Incident Commander
  - Who you check in with will be determined by the scope and scale of the incident and how long it has been going.



# Operational Period

- Locate your Supervisor
  - On a large incident it will likely be a Strike Team or Task Force Leader



# Operational Period

- Receive your Assignment
  - During the start of the Operational Period, this may be nothing more than your supervisor telling you, “This is what I want done, let me know how it works out.”





# Operational Period

- Locate your team:
  - You may arrive as a Strike Team or Task Force or it may be assembled at the incident
  - You may have been requested to integrate with resources that are already on scene



# Operational Period

- Communicate with your Supervisor
  - Brief them on what you have been told
  - Debrief them as to what they know about your assignment and the incident
  - Remain in contact with your supervisor with regular updates of progress



# Established/Ongoing Incident

- Established / Ongoing Incident
  - An incident that is continuing into subsequent operational periods
    - You arrived with your Strike Team / Task Force or you were formed at the incident
    - You are working an incident that has the Command and General Staff positions occupied
    - A written IAP is in place and being used



# Established/ Ongoing Incident

- Get up early, usually at least an hour before the Operational Period begins.
- Start moving toward breakfast or any other tasks that need doing before the shift begins
- Team members should be fed and tasks completed before the beginning of the operational period



# Established/Ongoing Incident

- Obtain a copy of the IAP and review it for your day's assignment
  - Your supervisor may not have a copy to share.
  - Are there any special considerations?
- Strike Team / Task Force Responder attends the Team Briefing
  - Verify your assignment and identify your supervisor
  - Verify personnel on your team and identify any changes necessary



# Established / Ongoing Incident

- Information obtained from the team briefing.
  - This is where you will get specific information about your assignment
  - Determine reporting location
  - Establish 2-way communication with your supervisor
  - Determine Check-back or reporting-in requirements
  - Provide and get feedback



# Established / Ongoing Incident

- Travel to your Assignment
  - Remain together as a Team enroute to your assignment
  - The Team travels only as fast as its slowest resource
  - If one person gets lost, everyone gets lost
  - Arrive at your reporting location, debrief any off-going resources for situation updates



# Established / Ongoing Incident

- Keep Open Communication
  - Maintain contact with the members of your Team
  - Get regular feedback from them and provide the same to your supervisor
  - Your supervisor may establish regular check-back times





# End of the Operational Period

- Determine with your Supervisor End of Operational Period Expectations
  - Account for the resources in your Team
  - Debrief with your supervisor
  - Debrief with in-coming resources
    - What did you accomplish?
    - What remains to be done?
    - What worked?
    - What didn't work?



# End of the Operational Period

- Travel back to Incident Base as a Team
  - Refuel vehicles immediately on return
  - Restock supplies as needed
  - Effect any necessary repairs to equipment
  - DO NOT LEAVE THIS UNTIL THE NEXT MORNING – YOU NEVER KNOW!
  - Get food, shower, sleep



# Objectives Review

- Who may you check in with upon your arrival?
- As an AST Responder, who may be your assigned supervisor on an incident?
- What information can you and your team gain from the IAP?
- What is the importance of a debrief following an assignment or deployment?



# Conclusion

- Thank you for completing the North Carolina OEMS Ambulance Strike Team Responder Course.

