



RC(UK) 2016:

"When implementing an AED programme, community and programme leaders should consider factors such as the development of a team with responsibility for monitoring and maintaining the devices, training and retraining individuals who are likely to use the AED, and identification of a group of volunteer individuals who are committed to using the AED in victims of cardiac arrest."

The Community Heartbeat Trust now provides a service to help villages install and run a Volunteer Emergency Telephone System, or VETS. VETS is designed for the lone rescuer, out of activation radius and spread out community situations. A **third** of all 999 calls are from lone rescuers, so getting help to them quickly is important. VETS is a community run system, and enables up to 10 neighbours to assist pending the arrival of the emergency services. VETS is provided **FREE*** to the village for the first year, and uses a simple memorable number unique for the village. The system can also be used for any emergency where additional help is required from neighbours, whether Cardiac Arrest or not.

The availability of VETS helps villages whether or not they are using a CHT provided defibrillator project, and gives a level of reassurance to the elderly, those living alone, and to the infirmed, that there is always help on hand.



Note: Ambulance service does not normally call VETS helpers

This is how it works:

Always call 999
ambulance first

999 call first

Then call VETS

Helpers collect
and bring defib to
patient, and assist
in CPR

Telephone call to village
VETS helpers. Up to 10
lines in community poll
simultaneously.

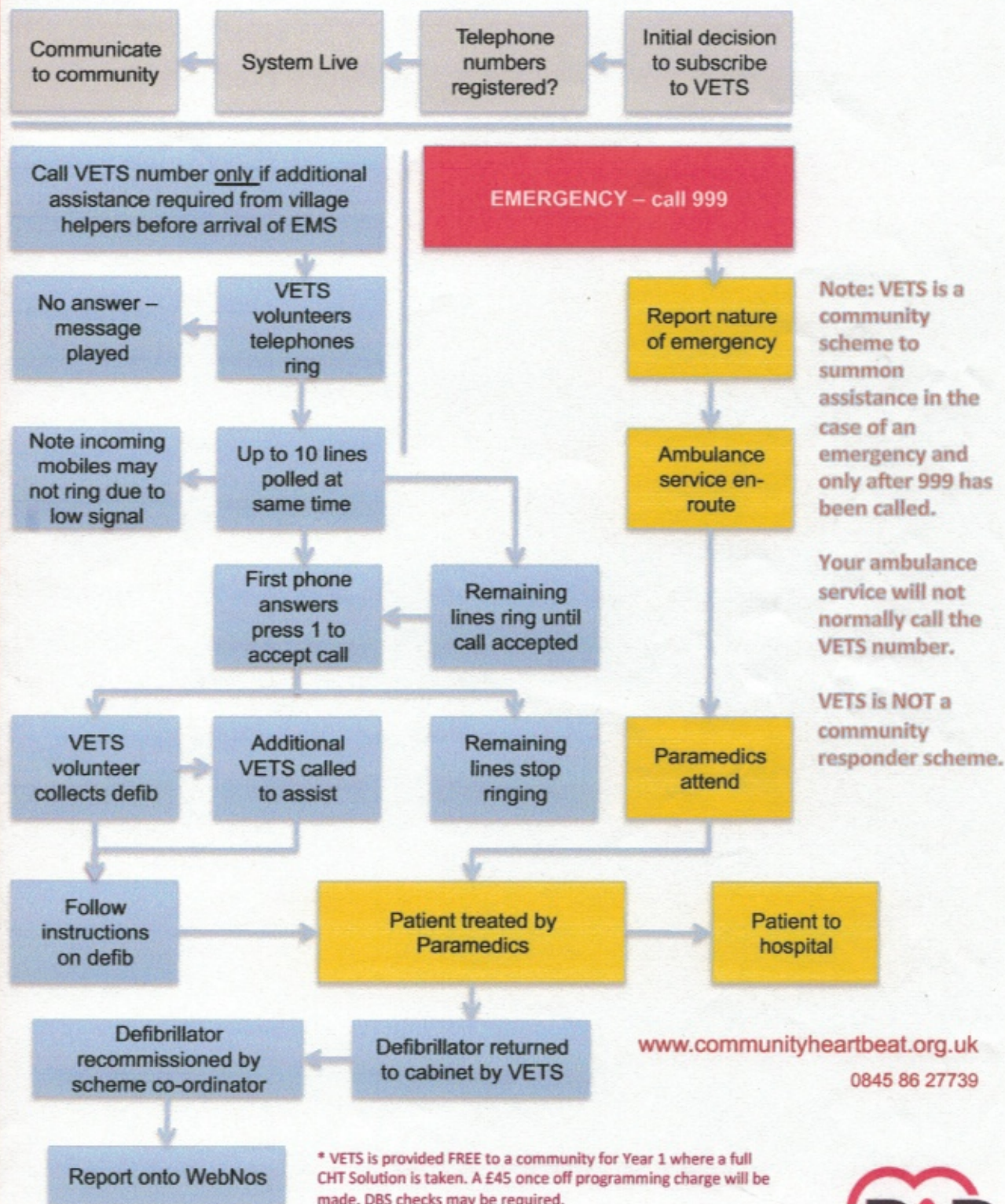
I am on my own...I need help!



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Registered charity number 1132824

The caller is played a simple message before VETS volunteers answer. If no answer, continue CPR until other help or ambulance arrives. VETS does not replace 999 calls. VETS meets the recommendations of the RC(UK) and ERC to support cPAD placements





www.communityheartbeat.org.uk

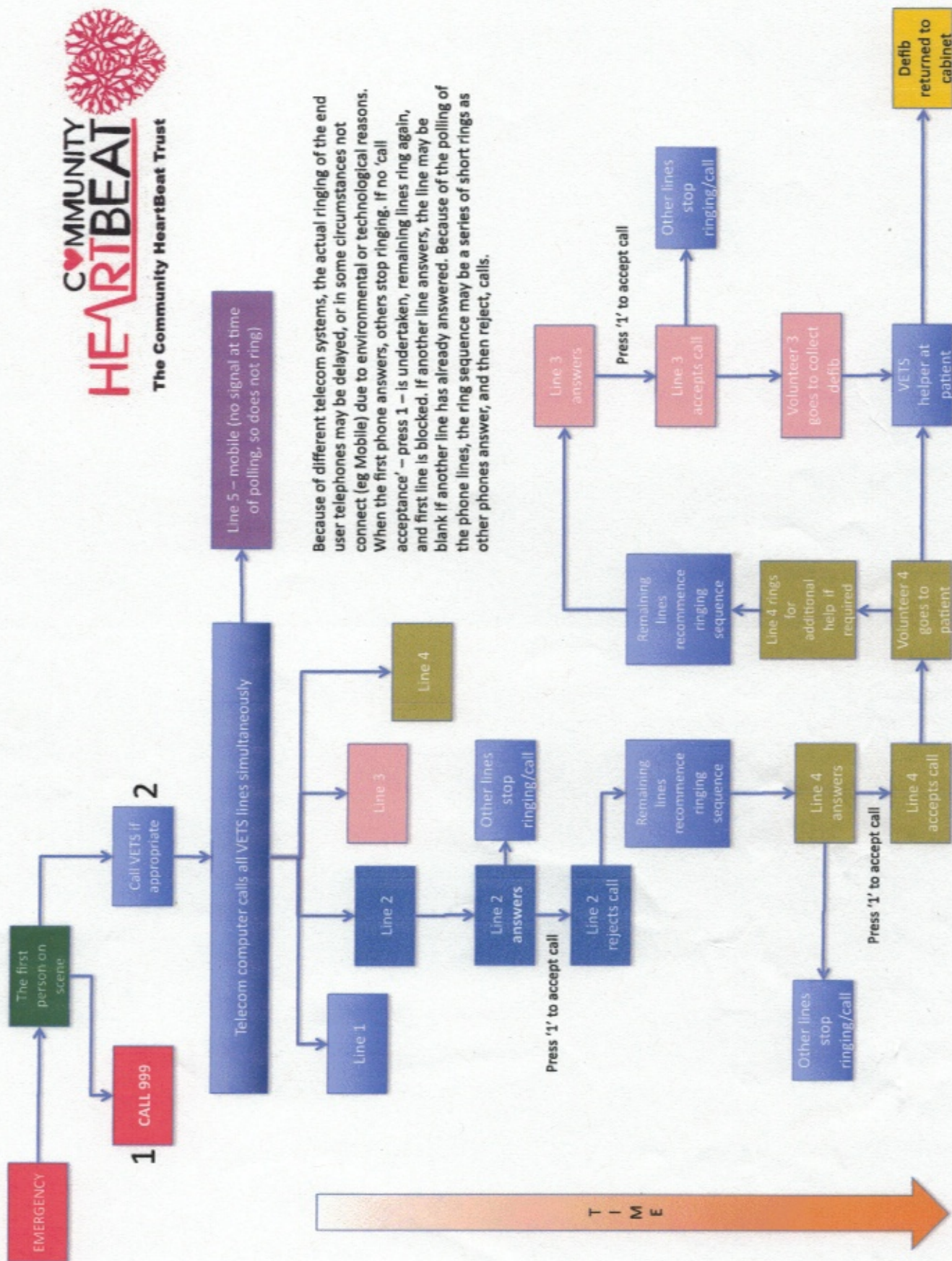
0845 86 27739

* VETS is provided FREE to a community for Year 1 where a full CHT Solution is taken. A £45 once off programming charge will be made. DBS checks may be required.

VETS can also be used for neighborhood watch, care of the elderly and flood defense as well as other resilience programs. Contact CHT for these additional uses.

VETS is a service provided through CHT and is subject to the standard terms and conditions of the telephony providers. VETS is trademarked and copyright to CHT.







MARHOLM VETS NUMBER:
01733 530911

User guide 16

Welcome to VETS – the Village Emergency Telephone System from CHT.

VETS is here to assist in the lone rescuer situation where the rescuer must stay with the patient, and yet needs help in fetching the community defibrillator. By using a single memorable telephone number, this will ring up to 10 lines at the same time, until a helper is found to assist you. VETS uses 'hunting group' technology and is not a telephone tree, ie. all telephones are polled at the same time, not one after the other.

Please note that due to different telephone providers, not all the lines may ring at the same time in practice, and there may be a short delay as a result of linking different telephone systems. Note also that a line may be answered before your telephone rings. Mobile telephones should not be used as these will divert to answerphone if out of signal or no answer. Fax machines lines should also not be used.

VETS relies on volunteers from your community to be able to be called, and there is always the possibility that no helper is available. Therefore VETS is a 'best endeavours' system. It is essential these volunteer helpers know that they could be called upon at any time, and thus if the helpers are child minders, or do not wish to be called whilst at work, then they should not be on the VETS list. Some communities wish to restrict the times VETS is allowed to be called and we can arrange this should you wish to do so, although do not advise this. Note the volunteer number should not have a fax or answerphone on the line, although the 'call assurance' technology built in, will take this into account if there is, and continue to ring the other lines if an answerphone takes the call.

If any VETS helper is away on holiday or otherwise does not wish to be disturbed, please let your VETS co-ordinator know and we can have their number suspended. There is a small charge for this.

VETS works by using a single call number to route the call to up to 10 other land line telephone numbers.

Call Routing

Step 1: Play an audio file (Welcome message)

Step 2: Ring

r) with call delivery assurance for 25 seconds

Step 3: Play an audio file (No Assist message)

Step 4: hang up

To edit routing click on the 'routing wizard' button above

Note: In step 2 above, the numbers that are actually rung, are your numbers, not those shown in the visual.

In an emergency **always** call 999 first. It is important to make sure the emergency services are coming to your assistance. You can then call the VETS number to summon assistance. Some ambulance services allow you to request the emergency operator to call your VETS number for you (we will have told them what it is). The ambulance service will not initiate the call without your request. Ambulance services will not currently initiate a call to a VETS number automatically due to ambulance service protocols.

The first to answer their telephone, and then confirm acceptance of the call by pressing '1', will result in all others in the VETS loop stopping ringing. It does not matter if an answerphone takes the call as this cannot press the '1' button, and so all remaining lines continue ringing. When you get a VETS call, please go to the patient and/or collect the defibrillator, and take to the scene of the incident. Remember to return the defibrillator afterwards. You can always summon additional VETS volunteers by yourself dialling the VETS number again.

You can decide to accept the call, or not, on response to the message 'rescue – rescue – rescue – press '1' to accept the call'. If you choose not to accept the call, just do not press '1', and it will go on to ring the remaining (9) 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 (something we are looking into with the telecoms provider). You **MUST** press '1' within 5 seconds or it will continue 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.

- 1) The welcome message that is played is *"Welcome to VETS. In a moment you will be connected to one of your village helpers. Please state clearly the assistance you require"*
- 2) The call accept message is *"rescue – rescue – rescue – press 1 to accept the call"*
- 3) The 'no assist' message is *"I am sorry there is no one available to help you currently. Continue doing CPR until help arrives. Please be assured that an ambulance is on its way to you".*

VETS is here to serve the lone responder situation. It does not replace the 999 emergency telephone system and should only be used *after* calling 999.

VETS is also used for other village emergencies such as care of the elderly, and neighbourhood watch. VETS can be supported by VETSfones. For more information on VETSfone, contact CHT.