

APPENDIX F (For Trainer/Evaluator Use only)

Topics Training Guides: *(Note: Additional bullet points may be added by the T/E)*

1. Aid room triage and resource management
 - Utilize an appropriate triage system
 - Triage includes patients and non-patient event / actions
 - Logistics of managing patients and other issues / problems
 - Examples:
 - Transporting patients to / from aid room
 - Bed availability
 - Equipment availability
 - Staffing aid room
 - Initial call to EMS / medical personnel, police, other governmental agencies
 - Inventory
2. Medical interventions and treatment within the aid room environment
 - Demonstrate and explain standard of care versus standard of training
 - Communicate to helpers the importance of Primary Assessment
 - Direct /advise completion of Secondary Assessment and treatment
 - Demonstrate Infection control measures – policies
3. Conflict Resolution
 - Describe and demonstrate how to ensure scene safety
 - Identify techniques to help maintain rescuer safety and resolve conflicts, for example:
 - Avoid sudden movements
 - Assume situation could escalate to dangerous situation
 - Provide the individual your undivided attention
 - Demonstrate non-judgmental attitude but use good judgment
 - Demonstrate calm verbalizations and actions
 - Demonstrate awareness of non-verbal as well as verbal communication
 - Identify the source of the conflict
 - Listen and acknowledge what is being said
 - Restate to clarify what has been said and to reflect your understanding of the situation
 - Demonstrate non-confrontational behavior
 - Demonstrate understanding of when to summon help, and if appropriate, notify and involve family, friends, group leader
 - Demonstrate ability to ask questions and attempt to find solutions agreeable to all those involved
4. Interaction with EMS and medical personnel, police, and other governmental agencies
 - Interactions after initial call
 - Transfer of patient care and information (vitals sheet, other paperwork)
 - Equipment handling
 - Air medical transport - coordinate setting up Landing Zone (LZ)
 - Search and Rescue - missing within the area

- Coordinate with EMS to reach the area when obstacles in roadway are present
 - Legal issues – Mandatory reporting, for example, drug or alcohol factors, signs of domestic abuse/child/elderly, other
 - Communication of infection control measures
5. Interfacing/communication with patrollers on scene and in the aid room, and area management
- Need more patrollers, rescuers - influx of walk in cases
 - Risk management considerations – Management advocate and patient advocate, patient's rights
 - Define red flag considerations
 - Employee accidents / injuries
 - Difficult interactions with fellow patroller, area employee
 - Radio etiquette and use of 10 codes
 - Dispatch / Central communication center
 - Drug, alcohol, behavioral problems and management policy
 - Additional local area considerations