



**Establishing and managing a Community First Responder Volunteer Scheme**

**FAQs**

**Setting up a Scheme:**

**1. How do I set up a CFR Scheme?**

- a) Consider who can help you manage the scheme in your area.
- b) Consider a geographical area you wish to cover – try and keep this small initially i.e. 2 - 8 miles. The area can be confirmed when volunteers apply, depending on where they live.
- c) Consider how you will raise funds to purchase response bags, equipment and Hi Vis clothing.
- d) Consider setting up a Management Committee or Trustees to help make decisions regarding the running of the Scheme and manage the volunteers. You will need to think of the following positions and who could fill them – Scheme Co-ordinator, Deputy Co-ordinator, Chair, Treasurer, Secretary.
- e) Ideally the group should be constituted with a plan to register for Charity status, as this will enable submission of funding/grant applications to different organisations.
- f) It may be necessary to hold an Initial **Public Information Evening** to help with recruiting volunteers (this may depend on who has already registered an interest within the local community).
- g) Consider setting up a social media page to aid with recruitment, fundraising and information sharing.
- h) Consider who will provide Governance to your scheme. Will the scheme have to develop their own or could they be provided with governance by an umbrella organisation?

**Recruitment:**

**2. How will volunteers be recruited?**

- a) Word of mouth and social media are all excellent ways of publicising what you are wishing to do.
- b) AED familiarisation sessions can also be a good way to measure interest and provide a pathway to register an interest and follow up with further information.
- c) Once an interest has been registered then a public meeting can be held to provide more information and answer any questions people may have. Application forms should be available at this meeting with a deadline for submission. This will then create your pool of potential volunteers.
- d) It is advised that a panel is convened in order to process the applications and organise selection meetings with potential volunteers as this will assist with



establishing who will be the correct fit for the CFR Scheme and discuss expectations.

- e) Register interest in CFR role → application → 'selection meeting' → training → operational
- f) It is important to remember that there may be local people willing to be involved in the Scheme who do not wish to respond. Their expertise could be invaluable within the management committee or fundraising.

### **3. What is the criteria for being a CFR volunteer?**

- a) There is a Role Description for both the CFR co-ordinator and the CFR volunteer
- b) CFR schemes may have to go through other agencies/charities to enable them to carry out Access NI if they do not submit enough applications to be counted as signatories. The NIAS Community Resuscitation Team can advise and provide support with this.

### **4. When a potential CFR volunteer has registered an interest what happens next?**

- a) The individual should complete an application form and return it to the Scheme Co-ordinator (An application template pack will be provided by the Community Resuscitation Team).
- b) A panel should be set up by the Scheme to then carry out a selection meeting with each potential volunteer, as this will assist with decision making as to who is a good fit as a CFR.
- c) The Scheme alongside their Governing organisation should carry out Access NI checks. These are usually **Enhanced Access NI** checks rather than a standard check due to the role of the CFR.
- d) It may be useful if there is a large number of applications to plot them on [www.googlemymaps.com](http://www.googlemymaps.com) as this could help determine the area to be covered and not spread it too wide initially.

***Now that you have your potential CFR volunteers:***

#### **Training**

### **5. Who will train the volunteers?**

- a) NIAS Community Resuscitation Team

### **6. Does the trainer's standard of training meet the Resus Council UK guidelines?**



- a) Yes the CR team comply with and deliver content as per Resuscitation Council UK Guidelines. Initial training will be delivered by the CR team. If a local appropriately trained trainer (eg First Aid trainer, Health Care Professional) has registered an interest to help with training then this can be considered for annual update/recertification training.

**7. How often will the volunteers be updated?**

- a) Recertification training is provided **ANNUALLY** by the CRT or jointly with qualified trainer/assessors within the scheme. CFRs must make every effort to attend annual **RECERTIFICATION** training. If unable to attend the initial date offered, they will be offered two further dates, if unable to attend any of these, the CFR will be temporarily stood down until the next annual training date. If a CFR has not attended training for 2 years or more they will have to reapply and attend the 2 day initial training course.

**Role of CFR's- Code of Conduct**

**A) What emergency calls will they attend?**

- a) There are already set alert codes in place which the CFR volunteers across NI attend. These can be agreed by the Scheme committee & governing body, which should meet quarterly.

**B) Are the volunteers on a rota system?**

- a) This is up to the individual CFR scheme

**C) Will CFR's be available 24/7 or just weekends or other allocated times?**

- a) Up to CFR scheme

**D) How many volunteers will be 'on call' at any one time?**

- b) This is up to the individual CFR scheme

**E) Will each of them have an AED / kit bag? Who will fund this?**

- a) This is up to each individual CFR scheme and is usually dependent on funding. NIAS would advise that each volunteer has their own Response bag containing an AED.



### Communication / Alerts

**F) How will the volunteers know that there is an emergency? How will they be alerted?**

- a) Currently CFR volunteers receive an SMS text message alert, however these is currently being reviewed as other methods of communication are being explored.

**G) What is the procedure for alerts? How will you link with NIAS?**

- a) This is up to each Individual CFR scheme. Some schemes have a separate WhatsApp group to indicate who is attending. This ensures that no more than 3-4 go to a scene. Some schemes work on a rota.

**H) Who provides insurance for the CFR service?**

- a) The Department of Health NI provides indemnity insurance cover for the treatment & care given to the patient by the CFR volunteer.
- b) Each scheme currently **MUST** provide their own Public Liability Insurance for the CFR volunteers should they get injured whilst carrying out their duties as a CFR. This insurance should not only be for potential injury whilst responding but also for when the volunteers attend events, have meetings and have monthly training.
- c) It is up to each CFR Volunteer to inform their car insurance company that they are using their personal vehicle to travel to a medical emergency as a CFR volunteer. Most car insurance companies do not charge for this additional use. The Scheme Co-ordinator will be able to assist should there be any issues.

### Following attendance at a difficult call

#### Debriefing /post event follow up

**I) Who will debrief the volunteers?**

- a) The NIAS Community Resus Team can provide support as they are Critical Incident Stress Management (CISM) trained practitioners and can provide Peer Support. It is up to the Scheme co-ordinator or an individual CFR to provide information to avail of this service.

**J) Who will download information from the AED (if used)?**

- a) If data from an individual AED is required, then the co-ordinator can contact the manufacturer or local distributor of the AED to arrange this.



**K) Who will restock the response bags if used?**

- a) The CFR volunteers at the scene (if appropriate) can ask NIAS crews for basic replacements or the Scheme Co-ordinator can arrange replacement stock. The NIAS do not provide replacement AED pads.

**Who will deal with complaints / adverse events?**

- a) This will depend on the nature of the complaint and how the complaint was made i.e. via NIAS or the Scheme. If the complaint has been made via the Scheme then the Scheme Co-ordinator will deal with it in the first instance. If it needs to be escalated then the CR team Lead should be informed.
- b) All adverse incidents should be recorded on a UIR1 form specific for CFRs and these will then be investigated by the CR team.

**Other issues**

**Equipment- checks and restocking**

**L) Who will carry out the weekly AED checks?**

- a) This should be agreed locally by the Scheme Management committee with a clear protocol of who and when this should take place. It is useful to nominate a particular day of the week for checking AEDs so that if an AED is shared with a number of volunteers, regardless of who has it, it is checked that day.

**M) Who will ensure the AEDs are maintained?**

- a) The Scheme Management Committee can discuss this. AED's should not require any maintenance and usually have an 8-10 year warranty.

**N) When the Resuscitation guidelines change who will be responsible for ensuring the AEDs are updated if required?**

- a) This should be a Scheme Management committee decision. The CR Team will keep the Scheme informed should there be any guideline changes affecting the software in the AED.

**O) Who will raise funds to help with costs of equipment and consumables?**

- a) This is up to the individual scheme and its governing body.



**P) Disposal of clinical waste**

- a) Can be disposed of at the time of the call with the NIAS crew. PPE is provided by the NIAS CR Team which includes a black non-clinical bag which can be disposed of in a household bin. If it is clinical waste then it should be disposed of in the orange clinical waste bags.

**Q) Audit**

- a) A Patient Report Form (PRF) is used to record assessment and treatment of each patient. These are confidential records with person identifiable data. The data contained in each report is helpful and is used for audit purposes. It is important that return of the PRFs is via recorded delivery.

Postal address is:  
NIAS Community Resuscitation Department  
c/o EANI Antrim Board Centre  
17 Lough Road  
Antrim  
BT41 4DH

Checklist	Tick <input type="checkbox"/>
Establish a Management Committee	
Set up a Bank Account	
Create a Scheme logo	
Create a Constitution & send to <a href="mailto:resus.admin@nias.hscni.net">resus.admin@nias.hscni.net</a>	
Create a Social media page	
Confirm policies are in place & send to <a href="mailto:resus.admin@nias.hscni.net">resus.admin@nias.hscni.net</a>	
Confirm geographical area to be covered & send to <a href="mailto:resus.admin@nias.hscni.net">resus.admin@nias.hscni.net</a>	
Confirm Public Liability Insurance is in place & send schedule to <a href="mailto:resus.admin@nias.hscni.net">resus.admin@nias.hscni.net</a>	