

## LONDON AMBULANCE SERVICE NHS TRUST OPERATIONAL ARRANGEMENTS – CIVIL EMERGENCIES

### 2.3 First ambulance or response - driver

On arrival at the scene of a Major Incident, the driver of the first ambulance or response will assume the role of Silver Control and will adopt the following procedures:

- Park as near to the scene as safety permits.
- Don high visibility clothing and safety helmet (take a short time to reflect on the situation).
- Leave blue lights on to signify control point until the arrival of DOV/DSOV/ECV.
- Provide CAC with an initial visual report, confirming attendance of other emergency services (See CHALET/METHANE).
- Do not leave vehicle, and where possible maintain a communications link between your attendant and CAC.
- On arrival of additional resources, designate Bronze Parking and Bronze Triage roles.
- Hold all staff at first ambulance until briefed by Silver Medic (your attendant).
- Ensure that all arriving staff are wearing high visibility clothing, safety helmets and bring their triage packs to the control point (first ambulance).

### 2.4 First ambulance or response – attendant or single person response

On arrival at the scene of a Major Incident, the attendant will assume the role of the Ambulance Incident Officer; they will adopt the following procedures:

- Don high visibility clothing and safety helmet.
- Carry out reconnaissance of the incident site and report back to CAC (See CHALET/METHANE).
- Declare a 'Major Incident' based on the criteria in the definition:

*In Health Service terms, a Major Incident is any event whose impact cannot be handled within routine service arrangements.*

*Think about:* number or type of casualties overwhelming the NHS; the threat to overwhelm normal services; serious threat to the health of the community; where special arrangements are needed to deal with them; internal disruption to the health service.

- If in doubt, err on the side of caution and declare a major incident.

**PROVIDE YOUR CALLSIGN  
STATE "MAJOR INCIDENT DECLARED"  
PROVIDE THE LOCATION  
AWAIT CONFIRMATION FROM CAC THAT THE MESSAGE IS RECEIVED**

- Think Command and Control - designate appropriate roles (first the parking officer and triage sieve officer positions followed by the others - "doubling up" of some positions may be necessary in the initial stages of the incident) to subsequent crew staff.
- To assist personnel to provide the detailed report the following mnemonic "CHALET(S)" has been devised, i.e.:

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