

Harmony Event Medicine Shift Lead Protocols & Notes

Based on SL Meeting Held:

Tuesday, January 22, 2013

6:00 pm, Jameson's Lounge

The purpose of these protocols is to streamline our leadership for the smoother operation, the presentation of a more professional face, and better bookkeeping for and by HEM and it's members, particularly for single-shift events.

Role of SL:

- **Lead**

-Leadership is a gift *and* a responsibility. Our staff is only as strong as it's leaders; lead by example. A leader does not need to do everything him/herself, should not. A leader is a facilitator; delegate when appropriate.

- **Point Person b/w Kesey Enterprises/venue & HEM**

-SL is the ONLY person interacting w/ venue staff on HEM related business!

- **1st to Arrive, Last to Leave**

-After confirming that all tips/donations have been reported, hand off \$ to Cami (for Kesey events).

-Check out w/ Nick (for Kesey events) at the end of the show, stay on radio until cleared by him to go off.

- **Conduct Shift Meeting**

-Staff introductions when appropriate: include credentials/experience

-Is everyone age legal to roam in all parts of venue?

-What kind of show is it? Expected crowd/scene? Drugs, EtOH? Ticket sales?

-Administrative Updates (e.g. new policy, cell phone usage at booth too high, new paperwork, etc.)

-Go Team!

- **Encourage Learning**

-Sometimes the staffer with the best experience is what the patient *needs*; sometimes a learning opportunity for a staffer is what's best for HEM in the moment and for the future of HEM's overall successful patient care. We all started off a little less awesome than we are now ;)

- **Encourage Staff to be Gloved and Ready to Respond**

-Does everyone know the kits well? Key locations in the venue? House directions?

- **Maintain HEM Protocols**

- **Maintain Proper Paperwork**

- **Maintain Tips/Donations, Report Usage**

- **Maintain the Face of HEM** (e.g. table presentation, positive communication standards b/w care giver and Pt. As well as other venue guests, etc.)

- **ALL "EMERGENCIES" GO THROUGH SL, WHO IS ALWAYS ON RADIO***

- **Call for Back-Up/Cut Staff When Needed**

-Keep at least one other staffer available to respond until cleared for radio relinquish.

- **Appoint Replacement SL When/If Needed**

-If you have to go off duty during your shift for any reason, appoint an interim SL and notify appropriate house staff of change.

- **Have Fun!**

-You're a volunteer. You don't have to be here. Enjoy yourself :)

Report- Within 48 hours in written form (text/email/other) to:

-Kim or other pre-arranged point person:

- What happened? Didn't happen?
- Tardiness, Early-Outs, No-Shows
- Particularly Outstanding Performance
- Poor Performance
- New Trainee? How did orientation go? Comfort level, performance, expectations, questions?
- Conflicts Among HEM Staff or w/ Us & Venue Staff
- Staff Interests For the Betterment of HEM
- REPORT MAJOR INCIDENTS ASAP.**
 - There may be legal issues, etc. that need to be addressed sooner than later.
- Michelle or other pre-arranged point person:
 - All Inventory Requests (necessary or dream-world)

Other Notes/Policies

- Radios: **ALWAYS ON A BODY, NEVER ON A TABLE OR OTHERWISE.**
 - "HEM" Radio=Booth Radio
 - ALL VENUE/HEM COMMUNICATION GOES THROUGH THIS RADIO UNLESS OTHERWISE APPROPRIATE BY SL OR RESPONSE TEAM.**
 - If 2nd radio is available, SL wears it.
 - If 3rd radio is available, SL determines whether it goes with the roaming team carrying the most advanced jump kit or on the Lead Medical.
 - If more radios are available, SL determines usage, preferable 1 per roaming team.
- Venue Office/Admin Areas
 - Only the SL is to enter these areas, only when necessary. If you have a code/key to these areas, pretend you don't.
- No Entry During House Meetings
 - If staff arrives during this time, he/she/they should stand back away from obvious view of meeting and wait until meeting is over to approach. (Someone will always come to let our crew in; he'll/she'll be disruptive to do so, though.)
 - Only house staff is to open locked/barred venue door to allow our staff in.
- No cell phone usage behind booth except by SL & appointed booth contact when appropriate.
- No Outside Food/Beverage
 - It's important that we take care of our bodies and minds in order to provide the best care possible. Staff should eat in designated areas and keep personal beverages away from care space.
 - If you need to excuse a staff member to procure sustenance, earlier is better than later.
- Smoking:
 - Do not look like you're medical staff when smoking. i.e. No visible jump kit, credentials tucked away, crosses not exposed to guests...
 - No more than 2 people smoking at a time. No exceptions.
 - Wash/sanitize your hands after.

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