

Mihaka, Moana

From: Dunn, Brent
Sent: Thursday, 26 April 2018 8:11 AM
To: Southern Comcen Managers
Subject: FW: GoodSAM

FYI men

From: Travers, Gavin
Sent: Thursday, 26 April 2018 7:49 a.m.
To: Dunn, Brent <Brent.Dunn@fireandemergency.nz>
Subject: RE: GoodSAM

Hi Brent

Thanks for raising this and it is a significant concern if Ambo are not aware of it either. I will ask for some feedback from 9(2)(a) their Medical director.

Cheers Gavin

From: Dunn, Brent
Sent: Thursday, 26 April 2018 7:45 AM
To: Travers, Gavin <Gavin.Travers@fireandemergency.nz>
Subject: GoodSAM

Gday Gav,

Very intrigued about GoodSAM and have been sitting with my Ambo off-sider 9(2)(a) this morning discussing the finer detail of it

One of the points that immediately springs to mind is that if AMB code an incident as a 9E (standard purple event) these can often change as more info is received, sometimes 1-2 minutes after the initial 9E is dispatched

An example recently was a 9E call that was dispatched and then became a code 27 call (stabbing/gunshot) – something that we see not uncommonly as more info is received.

How is this relayed to the GoodSAM responder? Ambulance have received a handout which states “if the scene is considered unsafe the call handlers and dispatchers will use the existing safety alert short code and this will automatically send an additional alert instructing responders to stand down”

Unfortunately no-one in Amb comms has heard of that existing ‘safety alert short code’.

Given the very short timeframes we’ll have to work with the GoodSAM responders (and this could be next door or across the road as happened last month to one of the AMB clinical control staff who is signed up to the app)

Do you have any more info about this perhaps at a higher level not yet communicated to the front line?

Cheers

Nosk

Brent Dunn
Shift Manager – Red Watch



Southern Fire Communication Centre
68 St Asaph Street, Christchurch 8011
567-136 Christchurch 8140

9(2)(k)

Email: brent.dunn@fireandemergency.nz


Released under the Official Information Act

Mihaka, Moana

From: Patterson, Karl
Sent: Friday, 27 April 2018 3:09 PM
To: Southern Comcen
Subject: Fw: Leaders Update - Issue 8 - 27 April 2018
Attachments: Leaders update - Issue 8 - 27.04.2018 FINAL.pdf; Leaders update - Issue 8 - 27.04.2018 FINAL.DOCX

See below the latest Leaders Update.

Out of Scope



Check out the GoodSAM app - here you have the opportunity to assist the public direct with your first aid knowledge. If you are interested in joining up to this, ensure you attach a copy of your current first aid certificate or email showing successful completion. Gavin Travers signs you off and needs this as evidence.

Regards
Karl


From: McGill, Paul

Subject: Leaders Update - Issue 8 - 27 April 2018

Issue 8: 27 April 2018

This update is distributed on behalf of the National Commander Urban and National Manager Rural. Please *action, inform* and *share* this update with personnel.

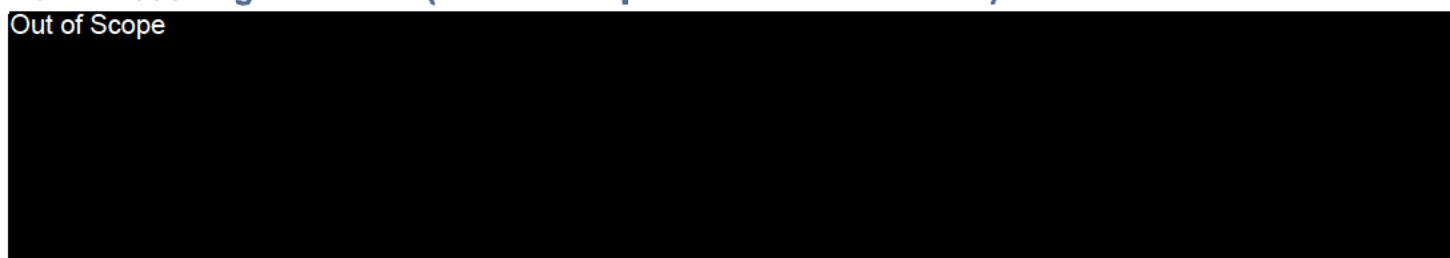
Out of Scope



TO SHARE:

5. Introducing GoodSAM (Good Smartphone Activated Medics)

Out of Scope



TO SHARE

5. Introducing GoodSAM (Good Smartphone Activated Medics)

All personnel

A new app – GoodSAM (Good Smartphone Activated Medics) – has officially been launched at the New Zealand Resuscitation Conference in Wellington. The app allows medically trained people to sign up so they can be alerted and respond to suspected cardiac arrests occurring close to them, when they're not otherwise on duty.



The GoodSAM app is led by St John and is supported by Wellington Free Ambulance, the National Cardiac Network and Fire and Emergency New Zealand, with the intention of inviting other organisations that employ medically trained people. The goal is to get a qualified person to a suspected cardiac arrest as soon as possible – the sooner we start CPR, the better the chances of survival for the patient.

For Fire and Emergency NZ, it's a natural fit to be part of this initiative – we're partnering with other emergency services to help save lives, and our people's involvement grows the GoodSAM community by thousands.

How GoodSAM works

The St John and Wellington Free CAD system automatically chooses GoodSAM responders through geolocation (up to 1000 metres), and will send an alert out to those phones.

St John have already started using the app, and some of our people who volunteer with St John are already signed up as a GoodSAM responder.

You may find someone at an incident providing CPR when you respond to a call. The GoodSAM responder will step down once emergency services arrive.

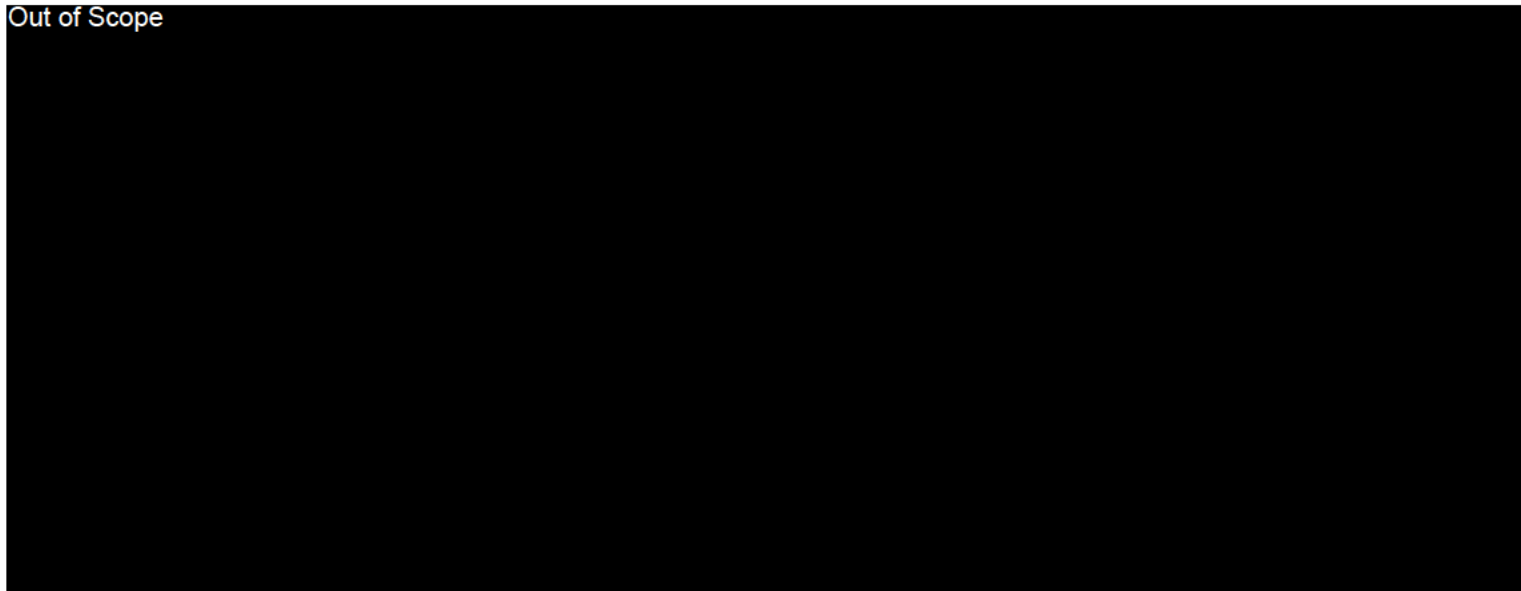
GoodSAM Guidelines and Registration process for Fire and Emergency personnel

GoodSAM Guidelines here on the [Portal](#) have been developed to help you understand how medical responders can sign up and use the app to help if someone nearby needs medical attention. Make sure you read the guidelines before signing up as a GoodSAM responder.

Contact: Gavin Travers, National Comcens & Medical Response Manager: Gavin.Travers@fireandemergency.nz

Link: <https://portal.fireandemergency.nz/documents/g2-gd-goodsam-application/>

Out of Scope



Released under the Official

Mihaka, Moana

From: CE - Rhys Jones
Sent: Monday, 23 April 2018 4:59 PM
To: Whole Country
Subject: St John's GoodSAM app

Follow Up Flag: FollowUp
Flag Status: Flagged

Hi everyone,

Some of you will have already seen that St John has launched the GoodSAM (Good Smartphone Activated Medics) app last Friday. GoodSAM allows medically trained people to voluntarily sign up so they can be alerted and respond to suspected cardiac arrests occurring close to them, when they're not otherwise on duty.

Fire and Emergency are fully supportive of the app and some of our people have already signed up.

GoodSAM is completely voluntary – you do not have to sign up – however, if you do choose to sign up your safety, health and wellbeing is our priority. Please ensure you exercise the safe person concept at all times.

Safety, health and wellbeing support following an incident is available through the Critical Incident and Personal Stress Support (CIPSS) programme. Support is also available to all GoodSAM responders through St John at goodsam@stjohn.org.nz.

If you are considering joining the GoodSAM community of responders, I encourage you to register through the Fire and Emergency option on the GoodSAM website and to let your crew and station manager know that you've signed up. This will ensure that we are aware of how many responders from our organisation have signed up, so we can make sure that everyone gets the right level of support at all times.

Please also remember that you must not respond to a GoodSAM alert if you are on duty, even if you are close by.

More information about GoodSAM can be found on our portal - <https://portal.fireandemergency.nz/notices-news-and-events/news/introducing-a-community-of-lifesavers-with-goodsam-good-smartphone-activated-medics/>

Cheers,
Rhys



Introduction

When to use

Use this guide to understand how the Good Smartphone Activated Medics application (GoodSAM) is used by responders who are comfortable with providing first aid and CPR to a patient who is in need of medical attention and is within close proximity to you the responder.

Improving patient outcomes

Agency support

The GoodSAM app has arrived in New Zealand, supported by St John, Wellington Free Ambulance, the National Cardiac Network and Fire and Emergency New Zealand. It allows people who are off duty to respond to cardiac arrests near their location.

We know that outcomes from cardiac arrest are best when the patient receives immediate CPR and defibrillation within the first five minutes. Emergency services can't always arrive within five minutes, but it is relatively likely that someone who knows how to perform CPR and use an automated external defibrillator (AED) is nearby and just unaware that they are close to a patient in cardiac arrest.

About the app

GoodSAM is a free app which alerts people that a patient suspected to be in cardiac arrest is nearby, allowing them to possibly save a life by providing CPR and using an AED (if available) prior to emergency services arriving.

The app was developed in the United Kingdom and has been implemented by a number of ambulance services around the world.

How the app works

People who know how to perform CPR and use an AED, and who are prepared to voluntarily respond to a patient suspected to be in cardiac arrest, are able to register as a 'responder' on the website and download the app on their phone.

If a GoodSAM responder is within 1000 metres of a suspected cardiac arrest they will receive an alert via their phone giving them the opportunity to respond. The app also shows responders the location of the incident and the known closest AED.

The software for the app has already been installed into the ambulance computer aided dispatch system and has been trialled to ensure there are no unexpected software issues.

Once alerted to an event you are free to **accept** or **decline** the alert.

Fire and Emergency engagement

Fire and Emergency NZ have a significant number of people who are medical responders. Either co-response or first-response we can offer capacity and capability second to none when considering the coverage or location of our people across the country.

This provides a significant voluntary contribution to helping our communities.

Fire and Emergency key messages

- Personnel are not compelled or required to sign up to GoodSAM, it is completely voluntary.
- Health, Safety and Wellbeing of our people is paramount, therefore 'support' following an incident is available through St John at goodsam@stjohn.org.nz should any GoodSAM responder require assistance. Support is also available through normal Fire and Emergency options.
- Personnel who are considering joining the GoodSAM app are encouraged to register via the FENZ option on the GoodSAM website. This will enable an added level of assurance that we are aware of how many responders are engaged and how we can better support all staff over time.
- Fire and Emergency personnel must at all times exercise care, engage in continuous risk assessment and apply the safe person concept.

Registration process

How to sign up

1. Make sure you have a clear head and shoulders photo of yourself in **working uniform** or a photo of your work ID card ready for uploading.
2. Open the following link:
<https://www.goodsamapp.org/regResponder>
3. Fill in the fields and take particular note of the following questions (which display when you select a Verifying Organisation):
 - a. Registration body: Use N/A.
 - b. Registration number: Use your Fire and Emergency employee or HR number.
 - c. Expiry date of certificate: Use the date format YYYY-MM-DD (this can be found on your ID Card).
4. Make sure you use your Fire and Emergency email address.
5. By signing up you agree to the GoodSAM [Terms & Conditions](#)
6. Download the **responder** app from [Google Play](#), [Apple](#), or [Microsoft](#) and use the email address and password that you have just registered with the website to log in.

Fire and Emergency NZ guidelines

Q.	Do I get paid when I respond?
A.	No. Responding is done voluntarily as a member of the community and in your own time. In the unlikely event that responding impairs your ability to work you should contact your manager.
Q.	Who is in charge at the incident?
A.	If Fire and Emergency NZ arrive before the ambulance, then the OIC Fire is in charge. Remember Fire and Emergency respond to medical calls in support of the ambulance service who are the lead agency. As a GoodSAM responder you should 'hand over' to emergency services when they arrive.
Q.	What should I do if I am alerted while on duty?
A.	You must not respond to an incident when on duty without being dispatched by ComCen.
Q.	What if there is a GoodSAM responder in attendance when Fire and Emergency NZ Arrives?
A.	If a responder is in attendance they will be skilled in the role they are performing. This should be taken as an opportunity to have a conversation and receive a handover from the GoodSAM responder. The OIC Fire should consider utilising the responder to continue CPR in a collaborative approach.
Q.	Why is Fire and Emergency NZ endorsing GoodSAM?
A.	Fire and Emergency NZ are a partner agency with the NZ Ambulance service and its members. Through agreement Fire and Emergency supports the initiative to improve patient outcomes, this means we endorse quick intervention to help people who need medical attention. The GoodSAM app is an internationally endorsed system designed to alert the closest suitable resource until such time as the emergency service arrives.
Q.	Who am I working for when responding as a Good Samaritan?
A.	You are a private citizen operating in a voluntary capacity when off duty. It so happens your Fire and Emergency NZ training enables you to take on this voluntary role should you chose to. It is not compulsory.

General GoodSAM questions and answers

Q.	How does GoodSAM work?
A.	<ul style="list-style-type: none"> a. If the incident is coded as a suspected cardiac arrest the computer aided dispatch system will automatically notify the closest GoodSAM responders within 1000 metres of the incident. b. In the future we will introduce the ability to have a different radius of notification of responders in urban vs rural locations. c. The dispatcher does not need to do anything in addition to dispatching emergency services and does not know if GoodSAM responders are responding or not.
Q.	Why was GoodSAM chosen?
A.	A national working group of St John, Wellington Free Ambulance and the National Cardiac Network and AED locations representatives evaluated a number of apps and chose GoodSAM as the most suitable app for New Zealand.
Q.	What happens when a GoodSAM responder is alerted?
A.	The nearest three responders are alerted by a siren alert noise from their phone and are asked to accept or decline the alert. If a responder does not accept the alert the system will look to notify the next nearest responder(s). A map with the location of the incident and the closest known AEDs is automatically displayed.
Q.	Do I have to respond when alerted?
A.	No, this is voluntary. For example, if you are indisposed, or impaired by illness, injury or alcohol, you should not respond.
Q.	What if the scene is unsafe?
A.	If the scene is considered unsafe the ambulance service call handlers and dispatchers will use the existing safety alert short code and this will automatically send an additional alert instructing responders to stand down. However, like all incidents including those attended when on duty personnel must always assess safety before entering the scene. The safe person concept must be used in all scenarios along with continual risk assessment. Your own safety and security is paramount.
Q.	Are GoodSAM responders alerted to all cardiac arrests?
A.	No. The system has been set up so that responders are only notified of cardiac arrests where CPR and use of an AED is likely to improve patient outcomes. For example, cardiac arrest following stabbing has been excluded.
Q.	Will GoodSAM responders be alerted to other emergencies?
A.	Not at the moment, noting that in approximately 50% of suspected cardiac arrests the patient is not in cardiac arrest but is having some other form of medical emergency. In the future the system allows the opportunity to notify subsets of responders (for example emergency service personnel only) of other emergencies such as major trauma. We are planning to do this in the future and will communicate this to personnel at the time.
Q.	What if I'm injured while responding?
A.	You will be provided with the same support that would be provided if you injured yourself when attending an incident while you were off duty.
Q.	Can I drive to the scene?
A.	It is preferable to go to the scene on foot, but if you choose to drive you must drive at normal road speed and within the driving laws.

Q.	I live in a smaller community and belong to the local volunteer brigade, does this matter?
A.	It is very likely you may know the person needing medical assistance, this may raise concerns from the individual, the community or within your brigade. Please ensure you discuss this with your Chief Fire Officer before registering with GoodSAM.
Q.	Who is in charge at an incident?
A.	It's not a matter of who is in charge, it's about providing first aid to someone who needs it. You should handover to emergency services when they arrive.
Q.	Will GoodSAM responders be alerted to incidents at private addresses?
A.	Yes. In this setting it is important to approach the incident if appropriate and offer to provide help. The Ambulance service are considering modifying their call handling process to include instructions that a member of the public may arrive and offer to provide help.
Q.	Can I download the App now?
A.	Yes! If you are a member of Fire and Emergency New Zealand feel free to follow the previous instructions regarding signing up on the website and then go to the App Store on your Smartphone and download the app 'GoodSAM Responder App' now. By signing up you agree to the GoodSAM Code of Conduct .
Q.	Do I have to download the App because I am an emergency service worker?
A.	No. It is entirely voluntary to download the app. The GoodSAM system records those who are registered and the total number of responders registered.
Q.	I see it is possible to download two apps – the GoodSAM Responder app and the GoodSAM Alerter app. Which should I download?
A.	Download the GoodSAM Responder app. The alerter app is designed for use in countries where there is not a central emergency phone number and/or there is not an ambulance service. It is used for alerting people nearby that you need emergency assistance.
Q.	Where can I find more information?
A.	Send questions to: goodsam@fireandemergency.nz or visit the following sites: https://vimeo.com/197525859 https://www.goodsamapp.org/home or: Email Gavin Travers National Communication Centres and Medical Response Manager.

Related information

Also refer to the following:

- [GoodSAM](#)
- [GoodSAM vimeo](#)

Document information

Owner	National Operations Manager, National Manager Rural Operations
Last reviewed	19 April 2018
Review period	Every second year

Background

GoodSAM (Good Smartphone Activated Medics) is a smartphone generated medical response app, and it is promoted as a community of lifesavers. It is an app which alerts people who are signed up, if a suspected cardiac arrest occurs close to them. St John Ambulance have invited us to partner with them to promote the app to our people and the public. Other agencies involved include Wellington Free Ambulance and the National Cardiac Network.

This is an opportunity for Fire and Emergency NZ to promote the GoodSAM app to our people and the public. St John have done a study, and report that the earlier a qualified person can respond to a medical emergency, the better the chances of survival. Some of our people volunteer with St John, and are already signed up to GoodSAM. Others may want to join once we tell them about it and how it works.

People trained in medical response can sign up, download the app on their mobile phone, and respond if called while they are off-duty. The St John and Wellington Free CAD system automatically chooses Good SAM responders through geolocation (within 1000 metres), and will send an alert out to that Good Sam responders phone. They have already started using the app and are keen to start telling people about it and how to sign up.

Goal

To provide timely communications to ensure our people are informed about the GoodSAM app and to support our emergency partners with their messaging to ensure consistent messaging is provided.

Communications Objectives

- To engage with our medically trained operational and non-operational personnel to inform them about GoodSAM app and how to sign up
- To provide timely communications so that our people know what GoodSAM is and to increase the number of Fire and Emergency NZ people signing up to the app
- To promote the GoodSAM app to our external audience and show our support of the tool through consistent messaging at media/ event opportunities/sharing St John's messaging
- To support St John and the other partner agencies with promotion of the GoodSAM app – working with NZ Resus Council and NZ Cardiac Network to promote the benefits of medically trained people signing up to the app.

Key messages

- The GoodSAM app is a smartphone activated medical response app that alerts those registered if they are close by when someone suffers a cardiac arrest
- St John Ambulance are leading this - We are joining with St John, Wellington Free and the National Cardiac Network to promote the app

- We are here to save lives
 - Every second counts! You may be able to respond before an on-duty crew can get there
- We are all about improving patient outcomes
 - We know the sooner CPR starts the better the chances of survival for the patient
 - Emergency services can't always arrive within 5 minutes (the ideal response timeframe), but its possible someone trained in CPR and AED use is close by
- GoodSAM is another opportunity for people to make a difference in their communities
 - Imagine you are at the shops, in the park or at an event, and you get a GoodSAM alert – you could save a life of someone close by
 - The more people who are trained and sign up to GoodSAM, the more likely New Zealanders will be provided with improved cardiac arrest outcomes in an emergency
- If you are medically trained, you can sign up to save a life in your community while you are off duty
- It's completely voluntary – you do not have to sign up – however, it's a great opportunity to be there when someone needs your help
 - The unions and associations support Fire and Emergency NZ's involvement with the GoodSAM app
 - The app will show responders the location of the incident
 - When you get an alert, you can respond if you are able to – you will need to click to accept the GoodSAM request for assistance. if you are already on duty, or otherwise indisposed click decline and do not respond. The app will then send a request to the next closest GoodSAM
 - When you sign up to GoodSAM through the Good Sam website, you will need to download the app and sign up to the terms and conditions to become a GoodSAM responder

Milestones

- Jan/Feb – St John doing internal launch to their people (will include some of our people)
- March – St John launch the app to DHBs
- March – Fire and Emergency internal launch
- 18-22 April – Planned public launch by UK creator of GoodSAM: Mark Wilson – to coincide with the National Resuscitation Conference in Wellington
- April – Fire and Emergency NZ share St John's Ambulance public promotion

Audience

Who they are	Why they would need to know/be involved	Issues that could come up	Requirement
Fire and Emergency NZ Leaders	What the app is, how it works and what to tell their people	-	Need to know what messages to share
Fire and Emergency NZ personnel	Information on what the app is, how it works and whether it impacts on the work they do. Encouraged to consider signing up to be a GoodSAM to further assist their local community.	Confusion about whether they have to volunteer for GoodSAM or if they respond to a call and find a GoodSAM at the incident on what happens next. – could complain on social media channels.	Need to be provided with information before it goes public – how it impacts them, what they need to know to volunteer
UFBA, NZPFU and Associations	They want to support FENZ personnel and volunteers – advocates for personnel.	If personnel are confused they may go to their union to complain – the Union is already on board, but sharing our messages with them and promoting they support GoodSAM will assist with this	Need to see our messaging and to be provided with an opportunity to show they are aware and support the app and our people volunteering
Our emergency partners – St John, Wellington Free Ambulance, National Cardiac Network, NZ Resus Council	As St John Ambulance is the lead, we want to support them. Important that our messaging reflects theirs.	-	Need to support St John as they are the lead organisation – our messaging needs to align with theirs and coincide with any messaging the other agencies put out.
General Public	They need to be informed so not surprised when a GoodSAM turns up. Qualified First Aiders will be included as GoodSAM once it rolls out. Need to know if they suffer a medical event help may be closer than they think.	If it is a high pressure, scary situation they could be defensive if someone turns up while they are waiting for an Ambulance or Firefighters	Need to understand what GoodSAM is – St John will do most of this but we can support St John.
Media agencies	Media need to know that facts of GoodSAM and any good stories they can share to tell the public	If media do not have correct information on the app or are provided with conflicting information	Media release must align with St John Ambulance key messaging

Communications Approach

1. Inform internal people (in particular medically trained personnel) about GoodSAM through existing channels.
2. Partner with St John Ambulance’s communications specialist to complement their external communications approach, sharing their messages with tailored Fire and Emergency NZ messaging.
3. Work with Fire and Emergency NZ communications specialists to make sure we are maximising opportunities to promote GoodSAM across the channels.

Risks, Issues, Opportunities

What to consider	Risk/Issue or Opportunity	Mitigation
Our people may hear about it from St John, and if they hear nothing from us may question why we are not involved	Risk	Ensure we are communicating as soon as our support of GoodSAM is signed off by our Leaders
When our people respond to an event, they may find someone there already giving medical response care to the patient – may lead to confusion on who should stand down especially if that person is more qualified	Issue	Clear guidance needs to be provided in communications, so they are not surprised to find someone there – and formal process to be finalised that once responders arrive on the scene the GoodSAM is to hand over and stand down
GoodSAM may help to save lives – quicker response by trained medical people if they are in the area – communities are more resilient encouraged to train in medical response to join and volunteer	Opportunity	Communication promotes the opportunity for communities to take care of each other – promotes and encourages FENZ personnel to consider signing up.
App needs to be on and running in the background – if using an iPhone, and swiped to close the app from the device, the app will not work and the person’s geolocation will not be viewable to the call centre	Issue	Q and A’s to mitigate any technical information and provide clear guidance on how the app works, and how to make sure the app is open – or closed if the person does not wish to respond
The App is an international platform – so if people go on holiday and have their phone and app turned on they will be activated to respond if they are away on holiday overseas	Issue	Q and A’s to mitigate any technical information and provide clear guidance on how the app works, and how to make sure the app is turned off if they do not wish to respond
Issues with the app – some house numbers do not show exact location – we cannot update the app	Risk	St John working with GoodSAM UK to request updates to the app as any issues arise.

Outputs

- Internal communication to Fire and Emergency NZ personnel
 - Using existing channels: Portal news item, Leaders Update, Rhys’s update, Ignite magazine
 - Creating collateral: Q and A’s Fact Sheet, information sheet for new recruits at NTC and new volunteers at Stations
- External communication to share our messaging with the Unions and Associations, inform the public and build relationships with participating emergency services
 - GoodSAM logo on our website and link to St John for more info (if they have info on their website)
 - Sharing St John Ambulance key messages in a media release
 - Sharing social media posts to support St John Ambulance and show our support of the app
 - Providing news items for UFBA/NZPFU to place on their website/newsletters and include that they support the app and our people volunteering
 - Media release endorsing the app and statements from key people from St John and Fire and Emergency

Tactical Plan

Date	Channel	Audience	Key Messages	Responsible
March	Leaders Update	Leaders to share to all personnel		Chrissie to write/Gavin to sign off/Issy to place in the LU
March	Portal News item	All personnel		Chrissie to write/Gavin to sign off
19-22 April	Resuscitation conference in Wellington (attendance only as representative of Fire and Emergency)	Medical professionals	- ? attendance TBC	New Matt/ Rhys or another leader
April	Rhys email - update	All personnel		New Matt
24 April	Media release	Public		Chrissie/Adriana
24 April	Website – add banner	All public	See Craig about adding the GoodSAM logo to a page with links to St John and Cardiac NZ and Resus NZ – is it an option?	Craig
24 April	Social media <ul style="list-style-type: none"> • Facebook • Twitter 	All public		Craig Pearce
End April	NTC New recruits pack?	New career recruits		Chrissie/Kylan

End April	New volunteers information sheet	New volunteers		Chrissie/Kylan
June	Ignite magazine	All personnel	Story from one of the GoodSAM volunteers??	Chrissie

Success Measures

Outcome 1	By April 2018, we have communicated about the GoodSAM app across the Leaders Update, Portal News item, through Rhys’s email, and through information provided to new recruits and volunteers
Outcome 2.	By December 2018, the number of Fire and Emergency people signed up to GoodSAM is increased by (%)
Outcome 3.	By the end of April 2018, communication is sent out to show Rhys or Fire and Emergency support of the GoodSAM and demonstrates our partnership with St John Ambulance and other partner agencies
Outcome 4.	By end April, positive feedback across Facebook and Twitter, sharing of posts and a good reach is met of (?)
Outcome 5.	By end April, we achieve a media pick up and promotion of the GoodSAM app of three stories by media outlets

Communications deliverables

Still to do:

- GoodSAM – the app for Good Samaritans who are trained in first aid and resuscitation
- There may be a GoodSAM in your area – it means if you need help there are people who may be able to respond within minutes
- If someone suffers from a cardiac event and requires medical support using CPR, a GoodSAM may respond while waiting for emergency services to arrive
- GoodSAM people are medically trained to respond to give CPR
- The GoodSAM app will alert responders if they are close by
- Many of the Good Samaritans are medical professionals including St John paramedics, Fire and Emergency personnel, and nurses
- If you are medically trained – then you can register as a GoodSAM



The GoodSAM (Good Smartphone Activated Medics) app promoting a community of lifesavers

Introduction



The GoodSAM app has landed in New Zealand, supported by St John, Wellington Free Ambulance, the National Cardiac Network and now Fire and Emergency NZ. Imagine you were off-duty at home, in a shopping centre or at an event and someone near to your location suffered a cardiac arrest. You were in a position to respond, but just needed to be alerted. Wouldn't you want to know? Well, now you can.

We know that outcomes from cardiac arrest are best when the patient receives immediate CPR and defibrillation within the first five minutes. Emergency services can't always arrive within five minutes, but it is relatively likely that someone who knows how to perform CPR and use an AED is nearby and just unaware that they are close to a patient in cardiac arrest.

Now imagine when this app becomes fully available to the public. If there were many thousands of registered CPR responders throughout New Zealand, with 2-3 of those responders closest to a cardiac arrest being alerted and responding immediately before emergency service personnel arrive. This is what we hope to achieve by implementing GoodSAM in New Zealand.

The GoodSAM app

A free app that alerts people that a patient suspected to be in cardiac arrest is nearby, allowing them to possibly save a life by providing CPR and using an AED (if available) prior to emergency services arriving.

The app was developed in the United Kingdom and has been implemented by a number of ambulance services around the world.

How the app works

People who know how to perform CPR and use an AED, and who are prepared to voluntarily respond to a patient suspected to be in cardiac arrest, are able to register as a 'responder' on the website and download the app on their phone.

If a GoodSAM responder is within 1000 metres of a suspected cardiac arrest they will receive an alert via their phone giving them the opportunity to respond. The app also shows responders the location of the incident and the known closest AEDs.





The more people who download the app, the more coverage we will achieve across New Zealand and the more likely we are to improve outcomes from cardiac arrest.

How the app is being introduced

The software for the app has already been installed into the ambulance computer aided dispatch system and has been trialed to ensure there are no unexpected software issues.

From late 2017 operational ambulance personnel have been able to voluntarily download the app now the ambulance service is progressively expanding the 'pool' of responders by inviting other emergency service personnel to download the app.

How to sign up

1. Make sure you have a clear head and shoulders photo of yourself in operational uniform or a photo of your work ID card ready for uploading
2. Follow this link in your web browser:
<https://www.goodsamapp.org/regResponder>

Registration Body: *

Registration Number: *

3. Under "Registration Body" – select N/A
4. Under "Registration Number" – enter your employee number
5. Make sure you register using your work email address
6. By signing up you agree to the Terms & Conditions.
7. Download the responder app from [Google Play](#), [Apple](#), or [Microsoft](#) and use the email address and password that you have just registered with the website to log-in.

Frequently asked questions

1. How does GoodSAM work?

If the incident is coded as a suspected cardiac arrest the computer aided dispatch system will automatically notify the closest GoodSAM responders within 1000 metres of the incident.

In the future we will introduce the ability to have a different radius of notification of responders in urban vs rural locations. We will reduce the radius in urban locations (probably to 400 metres) and increase the radius in rural locations (probably to 5 kilometres).

The dispatcher does not need to do anything in addition to dispatching emergency services and does not know if GoodSAM responders are responding or not.

2. Why was GoodSAM chosen?

A national working group of St John, Wellington Free Ambulance, the National Cardiac Network and AED locations representatives evaluated a number of apps and chose GoodSAM as the most suitable app for New Zealand.



3. Do I have to download the app because I am a Fire and Emergency New Zealand member?

No. It is entirely voluntary to download the app. The GoodSAM system records those who are registered and the total number of responders registered, but individual emergency services are not going to record or know who has, or has not registered.

4. What happens when a GoodSAM responder is alerted?

The nearest three responders are alerted by a siren alert noise from their phone and are asked to accept or reject the alert. If a responder does not accept the alert the system will look to notify the next nearest responder/s. A map with the location of the incident and the closest known AEDs is automatically displayed.

5. Do I have to respond when alerted?

No, this is voluntary. For example, if you are indisposed, or impaired by illness, injury or alcohol, you should not respond.

6. What if the scene is unsafe?

If the scene is considered unsafe the ambulance service call handlers and dispatchers will use the existing safety alert short code and this will automatically send an additional alert instructing responders to stand down. However, like all incidents including those attended when off duty, personnel must always assess safety before entering the scene.

7. Are GoodSAM responders alerted to all cardiac arrests?

No. The system has been set up so that responders are only notified of cardiac arrests where CPR and use of an AED is likely to improve patient outcomes. For example, cardiac arrest following stabbing has been excluded.

8. Will GoodSAM responders be alerted to other emergencies?

Not at the moment, noting that in approximately 50% of suspected cardiac arrests the patient is not in cardiac arrest but is having some other form of medical emergency.

In the future the system allows the opportunity to notify subsets of responders (for example emergency service personnel only) of other emergencies such as major trauma. We are planning to do this in the future and will communicate this to personnel at the time.

9. Do I get paid when I respond?

No. Responding is done voluntarily as a member of the community. In the unlikely event that responding impairs your ability to work you should contact your manager.

10. What if I am injured while responding?

You will be provided with the same support that would be provided if you injured yourself when attending an incident while you were off duty.

11. Can I drive to the scene?

It is preferable to go to the scene on foot, but if you choose to drive you must drive at normal road speed and within the driving laws.



12. Are emergency service personnel required to respond?

No. There is no requirement to respond as it is voluntary. We will not record that personnel have been notified but have not responded.

13. Will GoodSAM responders be alerted to incidents at private addresses?

Yes. In this setting it is important to approach the incident if appropriate and offer to provide help. The Ambulance service are considering modifying their call handling process to include instructions that a member of the public may arrive and offer to provide help.

14. Can I download the app now?

Yes! If you are a member of Fire and Emergency New Zealand feel free to follow the previous instructions regarding signing up on the website and then go to the App Store on your Smartphone and download the app “GoodSAM Responder App” now.

By signing up you agree to the GoodSAM [Code of Conduct](#).

15. I see it is possible to download two apps – the GoodSAM responder app and the GoodSAM alerter app. Which should I download?

The responder app. The alerter app is designed for use in countries where there is not a central emergency phone number and/or there is not an ambulance service and is used for alerting nearby people that you need emergency assistance.

16. What should I do if I am alerted when I am on duty?

You must not respond to an incident when on duty without being dispatched.

17. Who is in charge at the incident?

It's not a matter of who is in charge, it's about providing first aid to someone who needs it. You should handover to emergency services when they arrive.

18. Where can I find more information?

Send questions to goodsam@fireandemergency.nz or visit the following sites:

<https://vimeo.com/197525859>

<https://www.goodsamapp.org/home>

GoodSAM Working Group

Terms and conditions for New Zealand:

By agreeing to be a GoodSAM responder I acknowledge that I understand and agree to all of the following terms and conditions:

- I respond at my own risk. Neither GoodSAM nor the ambulance service is responsible for any loss, damage or injury suffered by me when responding to, or attending an emergency.
- It is my choice whether or not I respond to an emergency. I will not respond if it is unsafe for me to do so and I will not respond if I am impaired, for example by illness or alcohol consumption.
- I understand that I should not have my phone on mute when responding, so that I can receive additional alerts from the ambulance service if required.
- I understand that if additional information becomes available (for example the scene may be unsafe, the address may have changed, the call is no-longer a cardiac arrest or other reasons not specified) that I may receive an additional alert of "assistance is no longer required" and I will stop responding.
- I will preferably go to the scene by foot. If I choose to drive to the scene I will drive at normal speed and will obey all driving rules and laws.
- I will assess the scene for safety before entering and will only enter if I believe it is safe to do so. It is possible the emergency may be at a private address and in this situation I will use additional judgement before approaching the scene.
- I must identify myself to those present and offer to provide help, including asking for permission from the people present before entering a private residence whenever possible.
- I am responsible for ensuring that my knowledge and skills are current and I will only provide treatments that are within my usual skill set.
- Although cardiac arrest is suspected, it is possible the emergency is not a cardiac arrest and I am prepared to provide first aid assistance for other emergencies.
- I will immediately hand over the responsibility of providing treatment to ambulance personnel when they arrive and I may assist ambulance personnel if asked to do so.

I understand that if I require personal support following responding to an incident I should utilise my usual support processes, but if I require additional support I may email Goodsam@stjohn.org.nz and a person will contact me.

Released under the Official Information Act

Dalley, Amelia

From: CE - Rhys Jones
Sent: Tuesday, 1 May 2018 8:09 PM
To: Smalls, John; McIntosh, Keith; Jones, Steven
Subject: RE: St John's GoodSAM app

Hi John,

Thanks for getting in touch.

The Fire and Emergency guidelines for being a GoodSAM responder was primarily written with operational staff in mind but support staff are also obviously able to sign up to be a GoodSAM responder.

If you do sign up to be a GoodSAM responder, please have a chat with your manager and see if they are ok with you responding to an incident, during your work day. This will be at your manager's discretion. If your manager is ok with this and if you do end up responding to an incident, your health, safety and wellbeing in paramount so please make sure you let your manager know so we can ensure you get the appropriate support if needed.

However, if you are out and about I would still encourage you to continue assisting people if they are in need.

More information can be found on our portal page – <https://portal.fireandemergency.nz/projects-and-programmes/enhanced-medical-response-programme/>. If you have any further questions, send these through to goodsam@fireandemergency.nz

Thanks,
Rhys

Rhys Jones
Chief Executive

Executive Assistant – Tracey Morgan
9(2)(k) – tracey.morgan@fireandemergency.nz
National Headquarters, 80 The Terrace, Level 12
PO Box 2133, Wellington 6140



www.fireandemergency.nz

From: Smalls, John
Sent: Tuesday, 24 April 2018 10:17 AM
To: CE - Rhys Jones <ce@fireandemergency.nz>; McIntosh, Keith <Keith.McIntosh@fireandemergency.nz>; Jones, Steven <Steven.Jones@fireandemergency.nz>
Subject: RE: St John's GoodSAM app

Good morning,

I will be signing up for this initiative however just wanted clarity on the highlighted issue below.

The assumption is this only applies to operational crews? As a black watch FRMO I am very often out and about in my area and stop to aide with a variety of minor incidents, albeit usually car collisions. Apart from anything else it's a negative look for the organisation if uniformed personnel or marked vehicles DON'T stop to aide.

Could this minor point be clarified please?

Regards

John Smalls
Fire Risk Management Officer

Central/North Otago Area
Five Mile, Building 1
34 Grant Road, Frankton 9300

PO Box 2360, Wakatipu, Queenstown 9349



9(2)(k)

john.smalls@fireandemergency.nz
www.fireandemergency.nz

From: CE - Rhys Jones
Sent: Monday, 23 April 2018 4:59 p.m.
To: Whole Country <ALLUSRS@fireandemergency.nz>
Subject: St John's GoodSAM app

Hi everyone,

Some of you will have already seen that St John has launched the GoodSAM (Good Smartphone Activated Medics) app last Friday. GoodSAM allows medically trained people to voluntarily sign up so they can be alerted and respond to suspected cardiac arrests occurring close to them, when they're not otherwise on duty.

Fire and Emergency are fully supportive of the app and some of our people have already signed up.

GoodSAM is completely voluntary – you do not have to sign up – however, if you do choose to sign up your safety, health and wellbeing is our priority. Please ensure you exercise the safe person concept at all times.

Safety, health and wellbeing support following an incident is available through the Critical Incident and Personal Stress Support (CIPSS) programme. Support is also available to all GoodSAM responders through St John at goodsam@stjohn.org.nz.

If you are considering joining the GoodSAM community of responders, I encourage you to register through the Fire and Emergency option on the GoodSAM website and to let your crew and station manager know that you've signed up. This will ensure that we are aware of how many responders from our organisation have signed up, so we can make sure that everyone gets the right level of support at all times.

Please also remember that you must not respond to a GoodSAM alert if you are on duty, even if you are close by.

More information about GoodSAM can be found on our portal - <https://portal.fireandemergency.nz/notices-news-and-events/news/introducing-a-community-of-lifesavers-with-goodsam-good-smartphone-activated-medics/>

Cheers,
Rhys

Released under the Official Information Act

Dalley, Amelia

From: CE - Rhys Jones
Sent: Tuesday, 1 May 2018 8:01 PM
To: Dunn, Brendon
Subject: RE: St John's GoodSAM app

Hi Brendon,

Thanks for getting in touch.

Fire and Emergency supports the GoodSAM app but it is completely voluntary and is done in your own time. This means that when you sign up for GoodSAM you are signing up as a member of the public, not a Fire and Emergency employee.

All our stations are staffed appropriately to respond to emergencies at any given time. All personnel that are on duty are required to be available to be attend any incident dispatched by ComCen. Having staff leave to respond to GoodSAM incidents while on duty would affect our ability to maintain our response capability for official Fire and Emergency work. I would suggest the good SAM app is switched to "off duty" mode while you are on duty.

In the scenario you mentioned, if there wasn't a GoodSAM responder available then the incident would come through to ComCen anyway and you and your crew would be the first on site given your proximity to the patient.

More information about GoodSAM and guidelines for Fire and Emergency staff can be found on our portal page – <https://portal.fireandemergency.nz/projects-and-programmes/enhanced-medical-response-programme/> If you have any further questions, send these through to goodsam@fireandemergency.nz

Thanks,
Rhys

Rhys Jones
Chief Executive

Executive Assistant – Tracey Morgan
9(2)(k) – tracey.morgan@fireandemergency.nz
National Headquarters, 80 The Terrace, Level 12
PO Box 2133, Wellington 6140



www.fireandemergency.nz

From: Dunn, Brendon
Sent: Monday, 23 April 2018 6:56 PM
To: CE - Rhys Jones <ce@fireandemergency.nz>
Subject: Re: St John's GoodSAM app

Hi Rhys

Could you please clarify why I couldn't respond to someone having a life threatening event nearby while on duty?

For example someone next door to our station. I would suggest most staff would struggle to do nothing if they thought they could help.

Do you mean don't respond under lights and sirens?

Regards
Brendon

Get [Outlook for iOS](#)

From: CE - Rhys Jones
Sent: Monday, April 23, 2018 4:59:06 PM
To: Whole Country
Subject: St John's GoodSAM app

Hi everyone,

Some of you will have already seen that St John has launched the GoodSAM (Good Smartphone Activated Medics) app last Friday. GoodSAM allows medically trained people to voluntarily sign up so they can be alerted and respond to suspected cardiac arrests occurring close to them, when they're not otherwise on duty.

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If you are considering joining the GoodSAM community of responders, I encourage you to register through the Fire and Emergency option on the GoodSAM website and to let your crew and station manager know that you've signed up. This will ensure that we are aware of how many responders from our organisation have signed up, so we can make sure that everyone gets the right level of support at all times.

Please also remember that you must not respond to a GoodSAM alert if you are on duty, even if you are close by.

More information about GoodSAM can be found on our portal - <https://portal.fireandemergency.nz/notices-news-and-events/news/introducing-a-community-of-lifesavers-with-goodsam-good-smartphone-activated-medics/>

Cheers,
Rhys

Dalley, Amelia

From: Kirkwood, Christine
Sent: Monday, 5 March 2018 9:53 AM
To: 9(2)(a)
Subject: RE: GoodSAM

Thanks for this 9(2).

It would be great if you can keep me informed on the public launch plans so we can follow up and share your messaging.

Regards
Chrissie

Christine Kirkwood

MCommunication (Public Relations), BCommunication (Hons)
Communications Advisor / Kaiwhakawhitiwhiti Pārongo



9(2)(k)

christine.kirkwood@fireandemergency.nz
www.fireandemergency.nz

From: 9(2)(a) [redacted]@stjohn.org.nz]
Sent: Friday, 2 March 2018 3:37 PM
To: Kirkwood, Christine
Subject: RE: GoodSAM

Hey Chrissie,

So sorry for the delay in getting this to you – I didn't actually have Hi-Res files on hand so had to source them from the UK, and also needed to clarify a few other bits and pieces along the way.

Essentially in terms of "launching" GoodSAM in NZ – as discussed – we are aiming to do this to coincide with the NZ Resus Conference 2018, taking place in Wellington on April 19-22.

The actual creator and inspiration for all things GoodSAM from London, Mark Wilson, is coming over for the conference to speak – hence the timing.

So when we get media along, obviously there will be no shortage of potential spokespeople to talk to the benefits of this great App. However in terms of leading that conversation in New Zealand, it actually really sits with the NZ Resus Council and NZ Cardiac Network, of which we are members.

So we won't be able to do formalised "joint communications" for the launch in that sense, but will obviously welcome your supportive voice around the launch, the more support the better!

I'll continue to share with you my comms plan as it comes together and any other information as well.

Attached for now is our latest piece of Comms to all St John staff, and the GoodSAM collateral with Hi-Res imagery is now here - <https://www.dropbox.com/sh/mv21sosxi0bwnms/AABGRBfx75LimT2rZhUF6FLca?dl=0>

The attached doc includes links to our FAQ doc, and the TOCs which all responders sign up to at time of registering.

Let me know if you require anything else for now, I'll keep you posted on public launch plans.

Great to have you on board 😊

Elliot

9(2)(a)



St John

Here for Life

2 Hamson Road | Mt Wellington | Auckland 1060 | New Zealand
Private Bag 14902 | Panmure | Auckland 1741 | New Zealand
www.stjohn.org.nz

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VOLUNTEER NOW



From: Kirkwood, Christine [<mailto:Christine.Kirkwood@fireandemergency.nz>]

Sent: Tuesday, 20 February 2018 11:23 a.m.

To: 9(2)(a) <[9\(2\)\(a\)@stjohn.org.nz](mailto:9(2)(a)@stjohn.org.nz)>

Subject: RE: GoodSAM

Thanks 9(2) .

Chrissie

From: 9(2)(a) <[9\(2\)\(a\)@stjohn.org.nz](mailto:9(2)(a)@stjohn.org.nz)>

Sent: Tuesday, 20 February 2018 11:18 AM

To: Kirkwood, Christine <Christine.Kirkwood@fireandemergency.nz>

Subject: RE: GoodSAM

Great, talk then, I'm on [REDACTED].

Cheers,

Elliot

From: Kirkwood, Christine [<mailto:Christine.Kirkwood@fireandemergency.nz>]
Sent: Tuesday, 20 February 2018 11:17 a.m.
To: 9(2)(a)
Subject: RE: GoodSAM

How about 11am on Friday.

Chrissie

From: 9(2)(a) @stjohn.org.nz
Sent: Tuesday, 20 February 2018 11:13 AM
To: Kirkwood, Christine <Christine.Kirkwood@fireandemergency.nz>
Subject: RE: GoodSAM

Sure thing just let me know when suits , I'm reasonably flexible diary-wise.

9(2)

From: Kirkwood, Christine [<mailto:Christine.Kirkwood@fireandemergency.nz>]
Sent: Tuesday, 20 February 2018 11:12 a.m.
To: 9(2)(a)
Subject: RE: GoodSAM

Thanks 9(2) ,

Nice to e-meet you too. ☺

It would be great to catch up with you to see how it's going. Perhaps we can schedule in a phone call for the end of the week.

Regards
Chrissie

From: 9(2)(a) @stjohn.org.nz
Sent: Tuesday, 20 February 2018 11:02 AM
To: Kirkwood, Christine <Christine.Kirkwood@fireandemergency.nz>
Subject: RE: GoodSAM

Hi Christine,

Nice to e-meet you. Attached are all we've got, not hi-res sorry just screengrabs. Just do what we can!

Please let me know if I can help with anything else or if you want to chat about how things have gone so far ☺

Cheers,

9(2)

[Redacted signature block]



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Be a St John street collector on Friday 6 April for our Annual Appeal.

VOLUNTEER NOW



From: Kirkwood, Christine [<mailto:Christine.Kirkwood@fireandemergency.nz>]

Sent: Tuesday, 20 February 2018 10:56 a.m.

To: 9(2)(a)

Subject: GoodSAM

Hello 9(2)

Could you please send me the jpeg files of any images that we are allowed to use in our promotion of the GoodSAM app. I see the logo and mobile phone on the key messages document and am keen to get these ready for our comms approach.

Regards

Christine Kirkwood

MCommunication (Public Relations), BCommunication (Hons)

Communications Advisor / Kaiwhakawhitiwhiti Pārongo



9(2)(k)

christine.kirkwood@fireandemergency.nz

www.fireandemergency.nz



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