

**SERVICE LEVEL AGREEMENT
FOR THE PROVISION OF AN AERO-MEDICAL SERVICE**

BETWEEN

THE DEPARTMENT OF TRANSPORT, TOURISM & SPORT
(IRISH COAST GUARD)



**An Roinn Iompair
Turasóireachta agus Spóirt**

Department of Transport,
Tourism and Sport



Irish Coast Guard
GARDA CÓSTA na hÉIREANN

AND

THE DEPARTMENT OF HEALTH
(HEALTH SERVICE EXECUTIVE NATIONAL AMBULANCE SERVICE)



An Roinn Sláinte
DEPARTMENT OF HEALTH



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



Aeromedical MOU between the Departments of Health & Transport

Amendments Record Sheet

This is a controlled document. Amendments will be issued by signed agreement between Department of Health and the Department of Transport, Tourism & Sport. The master copy in the event of a dispute will be that copy held by the Director of the Irish Coast Guard.

Date	Section	Page No.	Summary of Changes
27 th September 2012	7.1		Inserted National Aeromedical Coordination Centre
27 th September 2012	7.5		Inserted National Aeromedical Coordination Centre
27 th September 2012	7.6		Inserted National Aeromedical Coordination Centre
27 th September 2012	8.3		Inserted Dispatcher and National Aeromedical Coordination Centre
27 th September 2012	10.1		Added in Emergency Inter Hospital Transfers
27 th September 2012	Annex A 2.4		Inserted National Aeromedical Coordination Centre
27 th September 2012	Annex A 2.9		Inserted National Aeromedical Coordination Centre
27 th September 2012	Annex A 4.1		Inserted National Aeromedical Coordination Centre
27 th September 2012	Annex A 4.2		Inserted National Aeromedical Coordination Centre
27 th September 2012	Annex A 4.4		Inserted National Aeromedical Coordination Centre
27 th September 2012	Annex A 4.6		Inserted National Aeromedical Coordination Centre
24 th January 2013	3.3 H		In the event the Irish Air Corps are not being available, the NACC may utilise a Private Air Ambulance Provider should the time constraints of the mission be such that this would

			be a more appropriate method of transport. Primary contact for all Inter-Hospital Transfers, will be the Irish Air Corps
24 th January 2013	6.2		Replace National Aeromedical Coordination Centre with NAS Aeromedical Liaison Officer
24 th January 2013	8.2		Insert Priority One Missions require the IRCG to inform the NACC within 15 minutes, that their aircraft will be able to lift off within 1 hour of request from NACC
24 th January 2013	9.2		Insert In the event of the aircraft receiving a priority mission and medical staff are required to leave the aircraft, the IRCG will inform NACC of such incident and location of medical crew

MOU Distribution List:

1. Assistant Secretary, Department of Health
2. Director, National Ambulance Service
3. Medical Director, National Ambulance Service
4. Control & Performance Manager, National Ambulance Service
5. Aeromedical Liaison Officer, National Ambulance Service
6. Area Operations Managers, National Ambulance Service
7. Assistant Secretary, Maritime, Department of Transport, Tourism & Sport
8. Assistant Secretary, Aviation, Department of Transport, Tourism & Sport
9. Director, Irish Coast Guard
10. Deputy Director, (Ops) Irish Coast Guard
11. IRCG SAR Operations Manager
12. Controller National Maritime Operations Centre (NMOC)
13. Controller Marine Rescue Sub Centre Malin Head
14. Controller Marine Rescue Sub Centre Valentia
15. Coast Guard Operations file at Dublin, Malin and Valentia Centres
16. MD Coast Guard Helicopter Contractor
17. Chief Pilot each Coast Guard heli base at Dublin, Waterford, Shannon and Sligo
18. Coast Guard Auditor of Aviation Services

AN AGREEMENT BETWEEN THE DEPARTMENT OF TRANSPORT, TOURISM & SPORT AND THE DEPARTMENT OF HEALTH AND CHILDREN FOR THE PROVISION OF AERO-MEDICAL ASSISTANCE, BY THE IRISH COAST GUARD, TO THE HEALTH SERVICE EXECUTIVE, NATIONAL AMBULANCE SERVICE.

1. Whereas:-

- i. The Irish Coast Guard is an internal Division of the Department of Transport, Tourism & Sport. The Minister for Transport, Tourism & Sport has overall responsibility for the roles assigned to it by Government policy and legislation.
- ii. The Department of Health is responsible for policy formation in respect of pre-hospital emergency care.
- iii. The Health Service Executive (HSE) has statutory responsibility for the provision of ambulance services throughout the state.
- iv. There are Agreements in place between the Department of Defence and the Department of Health for the provision of an Air Ambulance Service by the Air Corps for emergency inter-hospital transfer and for a pilot dedicated emergency aeromedical support (EAS) service for the National Ambulance Service.
- v. The Irish Coast Guard currently provides airport to airport inter-hospital transfers (patients must occupy standard passenger seats) when the Irish Air Corps is not in a position to provide the services and also provides for emergency medical evacuation from the islands around Ireland as part of its routine mission tasking .
- vi. The Irish Aviation Authority (IAA) is responsible for civil aviation safety and operational standards.
- vii. The Director, Irish Coast Guard has overall responsibility for Irish Coast Guard aviation safety and operational standards.
- viii. The Irish Coast Guard have commenced transitioning onto new generation Sikorsky S 92A helicopters from mid-2012 to end-2013 which will improve the services capacity and functionality.
- ix. Parties to this MoU have done so on a bona fide basis acting towards a common goal, in the spirit of understanding where both Authorities are endeavouring to carry out an important duty to improve the care, transport and outcome of patients and recognise that the MoU does not represent a binding legal document.

Now it is hereby agreed between the parties to this agreement as follows:

2. Scope of Agreement

- 2.1 This Service Level Agreement (SLA) has been jointly prepared by the Department of Transport, Tourism & Sport and the Department of Health in consultation with the Health Service Executive, National Ambulance Service and the Irish Coast Guard, who are all signatories to the Agreement.
- 2.2 The SLA defines the totality of the relationships between the parties in respect of the provision of Aero-Medical Assistance Service and defines the conditions and parameters within which the Aero-Medical Assistance Service will operate.

3. Scope of Aero-Medical Assistance Service

- 3.1 The Aero-Medical Assistance Service is an emergency service for the essential rapid transfer of patients between hospitals; the recovery to hospital of patients classed as Life or Death and the recovery of patients in remote access locations. These services are listed at paragraph 3.3.
- 3.2 Non-emergency transfers are not included in this agreement.
- 3.3 The emergency Aero-Medical Assistance Service provided by the Irish Coast Guard to the NAS includes the following:
- A. Air Transport of patients from offshore islands to mainland hospitals
 - B. Recovery of patients from remote access locations; where recovery by vehicle is not reasonable
 - C. Recovery of patients deemed 'Life or Death scenario where the patient is not in a place of safety
 - D. Transportation of MART teams to Offshore or Inland Waterways Emergencies in accordance with Annex A of this MOU
 - E. Transportation of Medical / Ambulance personnel, including NAS Incident Response Teams to Major Emergencies or incidents, where the specialist skills of the IRT personnel are required
 - F. It is intended an Air Transport of Neonates requiring immediate medical intervention in Ireland will be available as an S92A Service

- G. Inter-Hospital Transfer of patients with serious injury and illness between hospitals within 1M guidelines and certification (currently airport to airport for the older generation S61N (sites must be 1M surveyed for S92A hospital to hospital Ops)
- H. Air Transport of patients requiring emergency organ transplant in the UK. In the event the Irish Air Corps are not being available, the NACC may utilise a Private Air Ambulance Provider should the time constraints of the mission be such that this would be a more appropriate method of transport. Primary contact for all Inter-Hospital Transfers, will be the Irish Air Corps

4. The Responsibilities of the Department of Health and the Department of Transport, Tourism & Sport

The Departments will establish a Steering Group to monitor the operation of the MOU. The Steering Group shall meet twice yearly or more frequently as required to review the operation and amend, if necessary, the provisions of this agreement. This meeting may be held before or after the National Aeromedical Coordination Group or Irish Aeronautical and Maritime Emergency Advisory Committee (IAMEAC) meetings. The Steering Group shall include representation from each of the bodies that are signatories to this agreement. The Coast Guard Official may represent the Department of Transport, Tourism & Sport and may be accompanied by their helicopter contract officials and consultant as required.

5. Responsibilities of Irish Coast Guard

- 5.1 The prime function of the Coast Guard helicopter SAR service is the rescue of survivors from vessels in distress, persons on the water, coastline, inland waterways and remote areas of Ireland. The Service also performs a wide variety of functions to assist other State agency and emergency services, the monitoring of ship sourced pollution and services to the shipping industry
- 5.2 The Irish Coast Guard will provide aircraft and crews **as available** for the specific services to be delivered.

Emergency Service to be provided
Inter-Hospital Transfer on a cost recovery basis
Neo-Natal patient transportation on a cost recovery basis
Transportation of patients requiring transplant surgery abroad on a cost recovery basis
Transportation of patients from off-shore islands to mainland hospitals
Transportation of HSE Medical / Ambulance teams to Major Emergencies including underslung loads
Recovery of patients in remote access locations
Transportation of patients deemed 'Life or Death ' cases
Deployment of the Marine Ambulance Response Team
Helicopter Emergency Medical service (HEMS) on a limited trial basis

Table 1

The Irish Coast Guard maintains Statistics on each of the above mission categories.

5.3 The availability of services will be dependent upon the primary role mission requirements of the Coast Guard in the exercise of its remit and in addition the following:

- A. Mission compliance with Coast Guards AOC and 1M approval
- B. Availability of aircraft
- C. Suitability of environmental conditions

5.4 The Irish Coast Guard will assess suitable hospital landing sites in accordance with specifications for same. During the 2012 trial period, the IRCG will carry out a certification programme for identified landing sites in the Shannon helicopter response area. In 2013 this programme will roll out to the North West and East Coast. The IRCG will continue to carry out the landing site certification

programme. However, from 2013, the one-off costs per site (approximately €550) will be borne by the HSE.

- 5.5 These locations will be identified by the HSE as part of their consideration of the spatial distribution of helicopter pick up points. HSE will be provided with a list from the IRCG/CHCI Helicopter Landing Site Register. This list will be updated as required and as additional facilities are developed and as the Sikorsky S92A come on line from mid-2012.
- 5.6 The Irish Coast Guard will advise, as required, on the location, dimensions and standards in respect of hospital helicopter landing sites and helipads, including issues of maintenance and fire safety.
- 5.7 The HSE will advise the IRCG of any new equipment necessary for the transportation of patients in Coast Guard aircraft.
- 5.8 The Irish Coast Guard and its contractor will assess any new Aeromedical Assistance (Service) equipment as suitable for transportation in service aircraft in conjunction with the National Aeromedical Coordination Centre (e.g. stretchers, incubators etc). Costs for any outside testing will be borne by the beneficiary party.
- 5.9 The Irish Coast Guard maintains a record of all Aeromedical Assistance (Service) requests and their response to each request and can forward this to the National Aeromedical Coordination Centre on completion of each operation (Mission Situation Report) and as a monthly and yearly statistics
- 5.10 The Coast Guard will require its helicopter contractor to be registered with PHECC as a recognised provider of the Clinical Practice Guidelines (CPG) training and commit to ensuring that each Paramedic and EMT on its staff achieves CPG standards on a yearly basis.
- 5.11 The Coast Guard Contractor will be required to appoint a Medical Director to oversee the clinical practice of aircrew involved in treating casualties, and a Lead Paramedic with a trainer qualification to ensure on-the-job supervision of clinical practice and in-service training.

6. Responsibilities of the Health Service Executive (HSE)

- 6.1 The HSE will advise the health service in relation to the use, activation and operation of the service provided by the Irish Coast Guard under the terms of the agreement.
- 6.2 The HSE will consult with the Irish Coast Guard and the IAA in relation to the location, dimensions and standard of helicopter landing sites and helipads located or to be located at public hospitals and will advise of any planned construction which may affect the operational use of such sites and helipads. Liaison point within the HSE, will be via NAS Aeromedical Liaison Officer
- 6.3 The HSE will maintain such sites in accordance with Irish Coast Guard requirements and will observe such fire precautions and security requirements as may be advised by the Irish Coast Guard. and its Contractor and required by the Irish Aviation Authority
- 6.4 The HSE will be responsible for all mobilisation requests for Aero-Medical Assistance, including inter-hospital transfer, from the Irish Coast Guard, through its National Aero-Medical Coordination Centre. All requests are to be relayed to the NMOC who will decide on which IRCG helicopter to task. At that point, IRCG coordination may pass to Malin Head or Valentia.
- 6.5 The HSE will provide medical staff, appropriate to the patient's condition, when deemed necessary, to accompany patient during transport.
- 6.6 HSE or medical staff who may in the course of their duties be required to fly in a Coast Guard helicopter will complete any relevant health and safety training required and requested by the Coast Guard helicopter contractors, and will adhere to any safety requests made by the Irish Coast Guard or its Contractor (including the pilot in command of a helicopter) during the course of a mission or exercise.

7. Activation of Service

- 7.1 All requests for the Aero-Medical Assistance should be forwarded to Coast Guards' National Maritime Operations Centre (NMOC) via the National Aeromedical Coordination Centre:

NMOC Dublin 01 6620922

Following an assessment of the mission, coordination may be passed by NMOC to either Malin Head or Valentia.

MRSC Valentia 066 9476109

MRSC Malin 074 9370103

Should a hospital contact the IRCG directly with regard to the provision of an aeromedical service they should immediately be referred to the NACC who will process this request. This should not delay the IRCG in standing up the necessary helicopter(s) and resources in anticipation of the NACC request.

- 7.2 The list of relevant equipment carried by the Irish Coast Guard on their helicopters will be provided to the HSE.
- 7.3 While having regard to the emergency nature of the service the National Aero-Medical Coordination Centre in submitting a request, will ensure that they provide as much notice as possible, in order to:
- A. Allow time for mission planning and timely reaction to requests
 - B. Allow for re-scheduling of other missions if possible or if deemed operationally appropriate, in order to facilitate the request
 - C. In order for the National Aeromedical Coordination Centre to assess any time limitations to the transport of a patient
- 7.4 National Aero-Medical Coordination Centre will also ensure that they provide as much information as possible in relation to the current condition of the patient and the proposed equipment requirements.

- 7.5 Once requested for an inter-hospital transfer, including transplant patients, the National Aeromedical Coordination Centre will provide a copy of the Air Ambulance Request Form [Annex F] to the NMOC.
- 7.6 This Service Level Agreement pertains to the activation of Coast Guard Service by the National Ambulance Service and its National Aeromedical Coordination Centre.

8. Response Times

- 8.1 The decision to accept a request and the assignment of a particular aircraft and the reassignment of a tasked aircraft and the tasking of the flight crew is solely a matter for the Irish Coast Guard.
- 8.2 Requests for the Aeromedical Assistance (Service), where the NACC Dispatcher has advised the Coast Guard SAR Mission Controller (SMC) that the request is a **Priority One** mission, where an immediate response is required, will be classed as **Priority One** missions. **Priority One Missions require the IRCG to inform the NACC within 15 minutes, that their aircraft will be able to lift off within 1 hour of request from NACC**
- 8.3 Following on from confirmation that a **Priority One** mission request has been received the Coast Guard SAR Mission Controller (SMC) will advise as to whether the Irish Coast Guard can respond to the request as soon as the appropriate initial mission assessment is made: this can be expected to take approximately 15 minutes. In the event of marginal environmental conditions, the SMC will advise the requester accordingly within the 15 minute timeframe and will provide regular updates thereafter. If at any point the environmental conditions indicate so, he may refuse the request.
- 8.4 It should be noted that IRCG helicopter crews go to 45 minutes' notice at night and therefore this may add some initial delay due to the mission planning process particularly in inclement weather or when flying into difficult terrain.
- 8.5 Should a confirmed tasking be unavailable within the 15 minutes' notice, for whatever reason, the SMC will advise the NACC of the situation and provide a

time estimate of when clarification may be available. This will be communicated within the 15 minutes from receipt of the Priority One call.

9. Flight Safety & Health and Safety Issues

- 9.1 The Director, Irish Coast Guard will endeavour, as far as practicable within the limitations of current aircraft available and best flying practice, to ensure that civilians travelling in Irish Coast Guard aircraft are accorded the highest possible standards of safety during flight.
- 9.2 The Pilot in Command (PIC) is in absolute command of the aircraft, its crew and passengers and is responsible for the in-flight safety and comfort of the medical team. As such the medical team must obey all instructions issued by the flight crew particularly in the unlikely event of a forced landing where it may be necessary to evacuate the aircraft immediately. If an aircraft is priority re-tasked mid-mission it may be necessary to deposit the medical party at an interim landing site. **In the event of the aircraft receiving a priority mission and medical staff are required to leave the aircraft, the IRCG will inform NACC of such incident and location of medical crew**
- 9.3 The PIC's primary responsibility is the safe operation of the aircraft. The medical team must not distract the flight crew at critical stages of flight particularly take-off, approach and landing.
- 9.4 Great care must be taken when moving and handling patients and equipment in/out of aircraft and proper manual handling techniques must be employed in this regard. The flight crews are responsible for directing and assisting in the lifting and loading/unloading of the patient and equipment but the safety of the patient and any HSE equipment remains the HSE's responsibility. Accompanying medical personnel will assist and observe the instructions of the Irish Coast Guard crew as required.
- 9.5 It is the responsibility of the medical team to ensure that sufficient Oxygen and other essentials required for the duration of the flight is on board the aircraft. This should be confirmed to the aircraft commander before leaving the requesting hospital.

9.6 New equipment required to be carried on board IRCG helicopters must first be cleared and approved by the IRCG Contractor.

10. Costs

10.1 The Irish Coast Guard is responsible for the cost of operating and maintaining its helicopters. The Irish Coast Guard will continue to invoice the HSE for flights deemed to be routine services and non life or death as per current practice. Transplant flights to the UK and emergency inter hospital transfers where the patient needs a life saving intervention are currently deemed life or death. The Irish Coast Guard reserves the right to review costs should HSE operational tasking place additional contract costs on the Irish Coast Guard.

10.2 All cost recovery for those flights as identified in Section 5.2 above, will be coordinated within the Health Service by the NAS Head of Business Support who will arrange for appropriate reimbursement to the Department of Transport Tourism & Sport.

10.3 The HSE is responsible for the provision, maintenance and operation of landing sites and helipads at public hospitals and for any costs for medical personnel carried in addition to the paramedic aircrew.

10.4 The HSE will reimburse the Department of Transport, Tourism and Sport in respect of any additional costs incurred by that Department in relation to the costs of any Aero Medical Assistance (Service) equipment or kit or additional service enhancement which is procured or provided at their request. This does not include any medical equipment already carried, or tendered for in respect of the recently awarded 2012 Search and Rescue contract, by the Department of Transport, Tourism & Sport.

11. Management and Review of the Service Level Agreement

- 11.1 The Steering Group may, if necessary, establish a Sub-Group comprising of service providers, to review in greater detail any operational aspect of this agreement.
- 11.2 This MOU may not be amended without the agreement of the parties hereto. To this end, the parties to the MOU will endeavour to reach consensus in relation to such amendments as may be required from time to time. However where such consensus and subsequent agreement is not achievable, the view of the Minister for Transport, Tourism & Sport shall prevail in respect of the responsibilities and obligations of the Department of Transport, Tourism & Sport and the Irish Coast Guard, and the views of the Minister for Health shall prevail in respect of the responsibilities and obligations of the Department of Health and the HSE.
- 11.3 Any overlaps with regard to the individual responsibilities of both Departments may be referred to the Department of An Taoiseach for consideration as appropriate.

12. Indemnities & Liabilities

- 12.1 Subject only to the limitations of liability set out below in Clause 13, the HSE shall indemnify, defend and hold the Department of Transport, Tourism & Sport and its and their affiliates and its and their directors, officers, employees, servants and agents (including agency personnel) harmless from and against all claims, losses, damages, costs (including legal costs) expenses and liabilities in respect of:
- loss of or damage to property, equipment and materials of any person, and/or
 - injury including death or disease to any person; of whatsoever nature and howsoever caused, arising out of or in connection with this SLA.
- 12.2 The Department of Transport, Tourism & Sport shall not be liable to the HSE, its servants or agents, for any loss or damage, to the property of the HSE, its

affiliates, servants or agents, by reason of, or on account of, or in any of the circumstances set out in this Agreement, unless due to the wilful misconduct or Gross Negligence of the Department of Transport, Tourism & Sport, its affiliates, servants or agents.

12.3 For the purposes of this SLA, “Gross Negligence” means any act or omission performed without intent to cause injury or damage to life, property or the environment or to give rise to other emergency situations but which involves such recklessness or a significant falling short of the standard of care which a reasonable person would have exercised such as to give rise to a significant risk that injury or damage to life, property or the environment or the occurrence of other emergency situations would be likely to follow such act or omission.

12.4 The HSE shall not be liable to the Department of Transport, Tourism & Sport, or any of their respective servants or agents, for any loss or damage, to the property of the Department of Transport, Tourism & Sport, its affiliates, servants or agents, by reason of, or on account of, or in any of the circumstances set out in this Agreement, unless due to the wilful misconduct or Gross Negligence of the HSE, its affiliates, servants or agents.

SIGNED:

Assistant Secretary
for the Department of Transport,
Tourism & Sport on }
_____ day of _____ 2012 }

Assistant Secretary
for the Department of Health and }
Children on }
_____ day of _____ 2012 }

Director,
National Ambulance Service
for the Health Service Executive on }
_____ day of _____ 2012 }

Director of the Irish Coast Guard
}
_____ day of _____ 2012 }

Annexes to this MOU

A: Marine Ambulance Response Team

B: 200 mile radius with the 861

C: S92 Aircraft details

D: Coast Guard Helicopter taskings

E: Air Ambulance Request Form

F: Definitions

G: S92 Approximate Flight Times to London

Marine Ambulance Response Team

Section 1

Introduction & Purpose

- 1.1 The memorandum of understanding sets out the terms and conditions under which the Health Services Executive National Ambulance Service and the Irish Coast Guard will provide mutual assistance for the deployment of the Health Service Executive National Ambulance Service's Marine Response Teams, hereafter called "**Marine Ambulance Response Teams (MART's)**" for certain land and sea major emergencies. The HSE Maritime Response Teams will become a **declared resource**¹ to the Irish Coast Guard.
- 1.2 The Health Service Executive National Ambulance Service is the statutory ambulance service provider for the Irish State and provides primary pre-hospital emergency medical care and patient transport services for the entire population.
- 1.3 The Irish Coast Guard (IRCG), an internal division of the Department of Transport, discharges the State's responsibility for Maritime Search and Rescue (SAR). Its resources include four medium lift SAR helicopters based at Dublin, Shannon, Sligo and Waterford Airports. These SAR helicopters have a 15-minute airborne time between 0730 and 2100 and a 45-minute airborne time between 2100 and 0730 daily. Two further S-61 Helicopters are on stand-by.
- 1.4 The Health Service Executive National Ambulance Service formed an Incident Response Team in 2004 with the aim of equipping a small team of experienced Advanced Paramedics, Paramedics and Ambulance Officers with additional skills to enable them to provide a response to special service incidents. Existing teams from all over the country will be added to the Response Team in the East as we progress forward.

¹ Ireland benefits from an effective and comprehensive maritime Search and Rescue (SAR) Service, provided by a co-ordinated framework of different providers including other Principal Response Agencies and Services including Government Departments and a wide range of other rescue organisations both inland and at the coast.

- 1.5 The Marine Ambulance Response Team have received additional training in Major Incident Medical Management and Support (MIMMS), Chemical Decontamination, Rope Access (Reach & Treat), Helicopter Operations, Prolonged entrapment casualties, Restricted Breathing Apparatus training and the Irish Coast Guard's training DVD, working with helicopters.
- 1.6 Training is continuous within the team. The Team is exercised on various topics on an ongoing basis. Training is expected to continue and all aspects of the team's capabilities will be revisited each year. The HSE National Ambulance Service is responsible for the Health and Safety of their personnel.
- 1.7 The purpose of the team is to provide experienced, well-equipped, self-sufficient pre-hospital care providers to a range of Major Emergencies or other incidents if requested.
- 1.8 The MART has not been designed to replace any of the other agencies providing Search and Rescue services in these areas, but rather to enhance patient care to those needing assistance. Most agencies already providing services, i.e. RNLI, Mountain Rescue, Cave Rescue, Irish Coast Guard Cliff and Coastal Rescue, Marine Fire Response Team, etc. who are primarily focused on the rescue of the casualty. The Health Service Executive National Ambulance Service MART(s) can provide focused patient care in a wide variety of situations.
- 1.9 The Memorandum of Understanding will be reviewed on a yearly basis from the date of signature or at any time if requested by one of the services. Both services undertake to share their 'lessons learnt' from marine incident reviews involving MART's.

Section 2

Services to be delivered

- 2.1 In order to enhance the care provided to any casualties at sea, the littoral area, inland waterways or on land, in the event of a mass casualty incident or an incident requiring specialised care, the MART(s) will undertake to provide, when requested, a team to be transported by Irish Coast Guard SAR helicopter to the location of the incident. The location of incidents may involve transport into difficult and hazardous environments.
- 2.2 The members of the team will be experienced Advanced Paramedics and/or Paramedics and will be self-sufficient with regards to medical equipment and patient packaging devices.
- 2.3 All Maritime Response Team members will have undergone the required training and will have access to all of the required personal protective equipment.
- 2.4 At present, pagers will activate the Maritime Response Team, comprising of six members, and the team will activate within 30 minutes day or night. The National Aeromedical Coordination Centre will contact NMOC, Dublin in the event of the non-availability of the team.
- 2.5 Team members may be drawn from all over the country, but the Marine Response Teams will be initially located at Dublin.
- 2.6 The Clinical Indemnity Scheme for clinical indemnity and the State Claims Agency for public liability will cover all MART Team members.
- 2.7 The team(s) will be demand lead and may or may not be in a position to respond in certain circumstances.
- 2.8 We are also aware that the Irish Coast Guard is demand driven and may not be able to deliver a service in certain circumstances.

- 2.9 If the Irish Coast Guard are unable to provide transport of the team, a reason will be given and an estimated time of availability given to the National Aeromedical Coordination Centre. Similarly if a MART were unavailable when requested similar procedures would apply.

Section 3

Training

- 3.1 Initial training will take place with the Irish Coast Guard, with regard to large helicopter operations, the helicopter safety issues, embarking and disembarking the aircraft, winching on and winching off static and moving vessels.
- 3.2 Team members will undergo helicopter underwater escape training. [HUET] and basic Sea Survival skills course
- 3.3 In order to ensure proficiency there will be six monthly exercises to ensure familiarity with the equipment and procedures.
- 3.4 All instructions given by the pilot will be followed at all times by Maritime Response Team members.

Section 4

Activation Process

- 4.1 If an incident occurs on land where the Irish Air Corps is unable to provide helicopter transport, and urgent transport of the Maritime Response Teams or the HSE NAS Incident Response Team is required, the National Aeromedical Coordination Centre may make a request for IRCG SAR helicopter transport to National Marine Operations Centre, Dublin on the H24 number 01 662 0922 and will provide details of the incident and location. National Marine Operations Centre, Dublin will co-ordinate all necessary arrangements regarding SAR helicopter involvement.
- 4.2 In the event of an incident occurring at sea, where a number of casualties require care or where the resources on board are unable to cope with the

severity or number of injured, National Maritime Operations Centre, Dublin will contact the National Aeromedical Coordination Centre:

Please state:

- Your designation (i.e. National Maritime Operations Centre, Dublin)
- Ask for activation of HSE Maritime Ambulance Response Team
- Provide a brief outline/location of incident.

4.3 The NAS Control Supervisor on duty will notify Team Duty Officer of the request.

4.4 On receipt of the call from the National Aeromedical Coordination Centre, one of the team duty officers will make immediate contact with NMOC and get an update on the situation.

4.5 The Response Team will assemble at the designated RV point and all team marine appropriate equipment will be dispatched.

4.6 The National Aeromedical Coordination Centre and National Maritime Operations Centre Dublin will conduct communication checks on a weekly basis.

Section 5

Costings

5.1 All staff and related costs associated with the activation of the Maritime Response Teams / Incident Response Team will be borne by the Health Service Executive National Ambulance Service. This will be limited to the costs of the team and will not include any cost incurred by the Irish Coast Guard or any of its agents.

5.2 It is understood that the Irish Coast Guard will not levy any cost to the Health Service Executive National Ambulance Service for training or transport of the Maritime Ambulance Response Team.

IRCG S92 Helicopter Speed of Reaction

Five S92s to support four bases:

- Shannon through Valentia MRSC
- Sligo through Malin Head MRSC
- Dublin through NMOC Dublin
- Waterford through NMOC Dublin

All on call 24/7/365

Airborne within

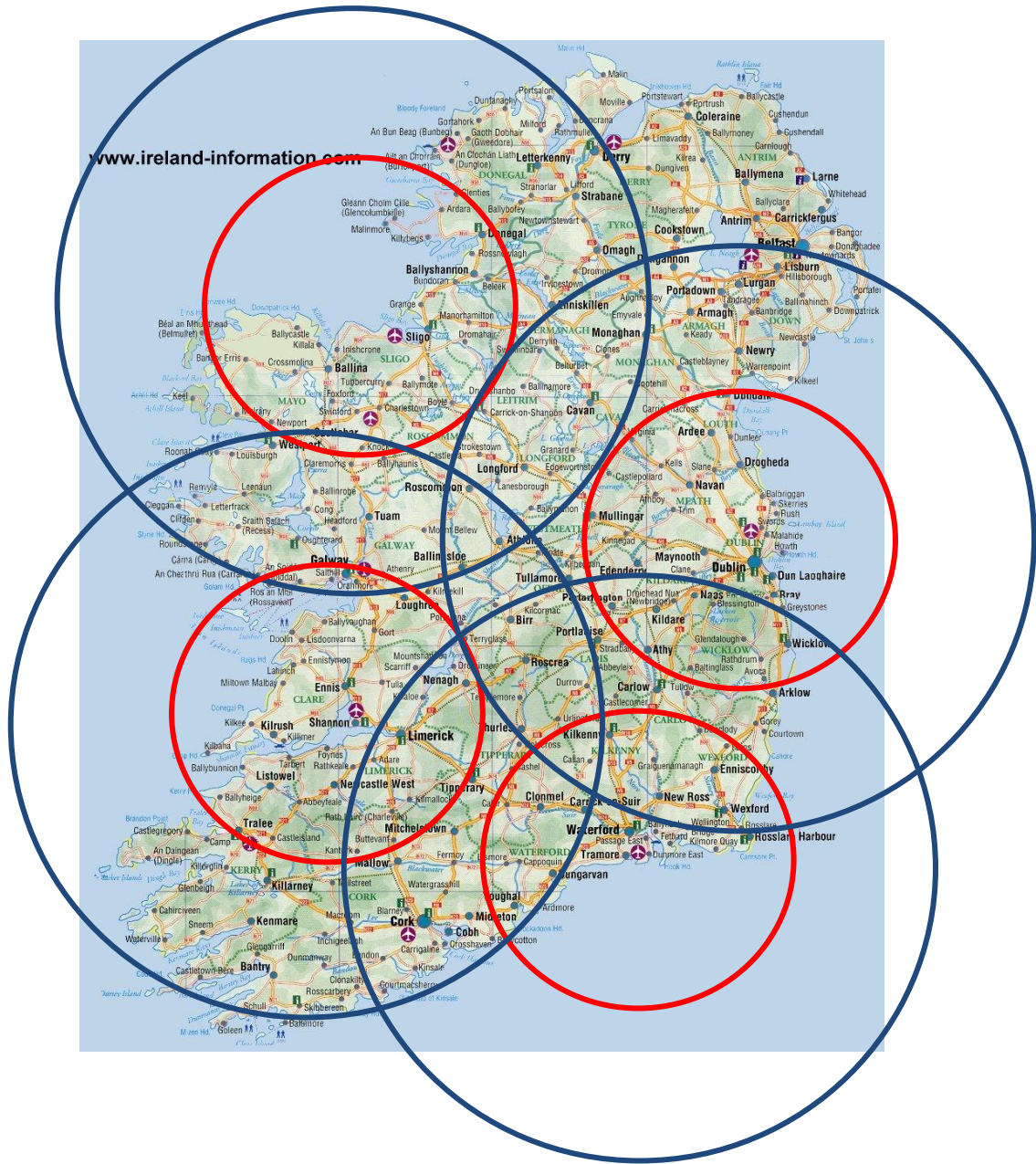
- 15 minutes from 0730 to 2100
- 45 minutes from 2100 to 0730

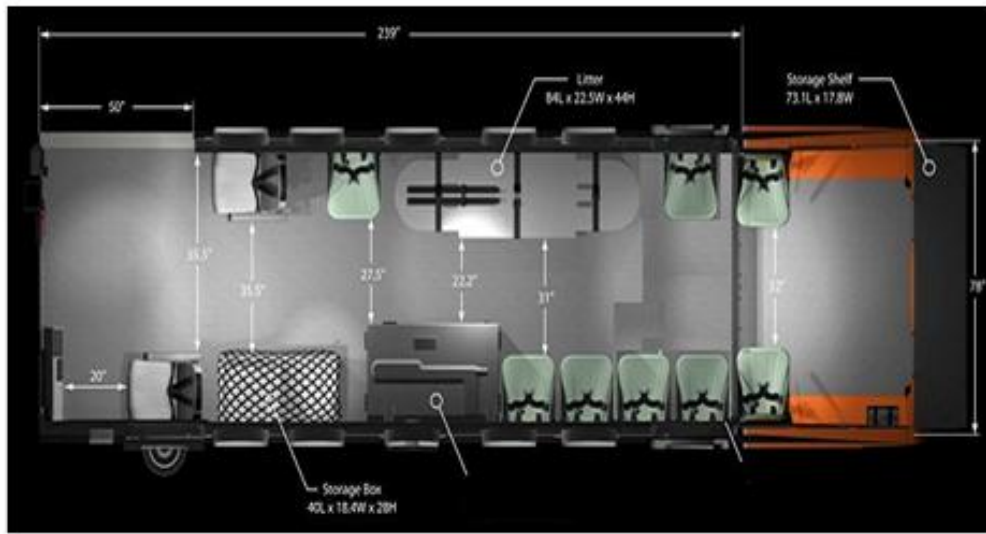
Red rings: Distance in 30 min of alert by day, allowing:

- 15min to launch
- 15min cruise at 140 knots

Blue rings: distance in 45 min of alert by day, allowing:

- 15min to launch
- 30min cruise at 140 knots





Cabin height: 6 ft Cabin width: 6 ft 6 ins Cabin length: 20 ft

Definitions

“**AWSAR**” (**All-Weather Search and Rescue**) means a helicopter that it is fully serviceable and equipped and is manned by a full and correctly constituted crew

“**LIMSAR**” (**Limited Search and Rescue**) means a helicopter that it is fully serviceable and equipped except that it lacks a serviceable autohover, FLIR, radar, or rescue hoist, or is not manned by a full and correctly constituted crew

“**NOSAR**” means a total loss of service from a base due to unserviceable aircraft or other cause

“**IFR**” means **Instrument Flight Rules**, which apply when helicopters fly in cloud by reference to flight instruments

“**VFR**” means **Visual Flight Rules**, which apply when helicopters fly clear of cloud by reference to the visual clues

“**STANDBY**”. When there is a probable requirement for an aircraft, the duty crew is to be given the maximum notice commensurate with the information available by use of the instruction “**STANDBY**”. This does not change the readiness; it simply gives crew more time to prepare

“**ALERT**” (applicable only at night) reduces readiness from 45 minutes to 15 minutes

“**SCRAMBLE**” is the executive order to launch

“**STAND-DOWN**” is the order to return to base when en route to an incident, and/or to revert to the normal state of readiness (15 or 45 minutes)

IRCG NMOC means Irish Coast Guard - National Marine Operations Centre (Dublin)

IRCG MRSC means Irish Coast Guard - Marine Rescue Sub-Centre (Valentia and Malin Head)

“**ASHICE** Message” means Age, Sex, History, Injuries/illness, Condition, ETA at hospital