

1. MEDICAL PLAN

1.1 MEDICAL TEAM STRUCTURE

In a normal match situation, the medical team organisational structure will be as the match day safety organisational structure (see figure 1 below).

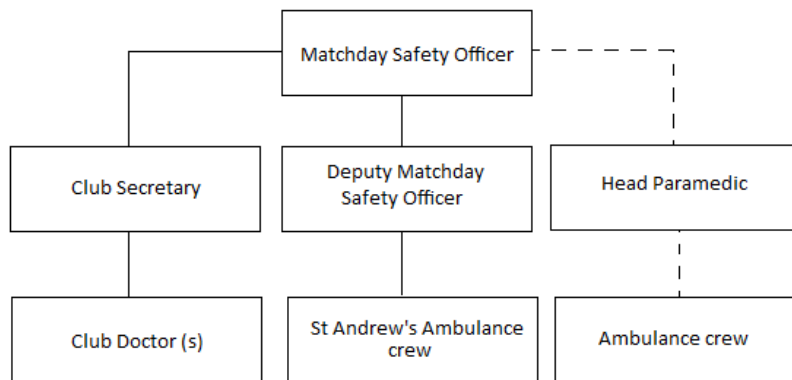


Figure 1 – Medical team organisational structure in normal match circumstances (with dashed lines indicating that a paramedic team will only be in attendance if required).

In emergency situations, primacy will be assumed by the Match Commander or Safety Officer who will confer with the Head Paramedic as to the deployment of police officers and medical staff as appropriate to the situation (see figure 2 below).

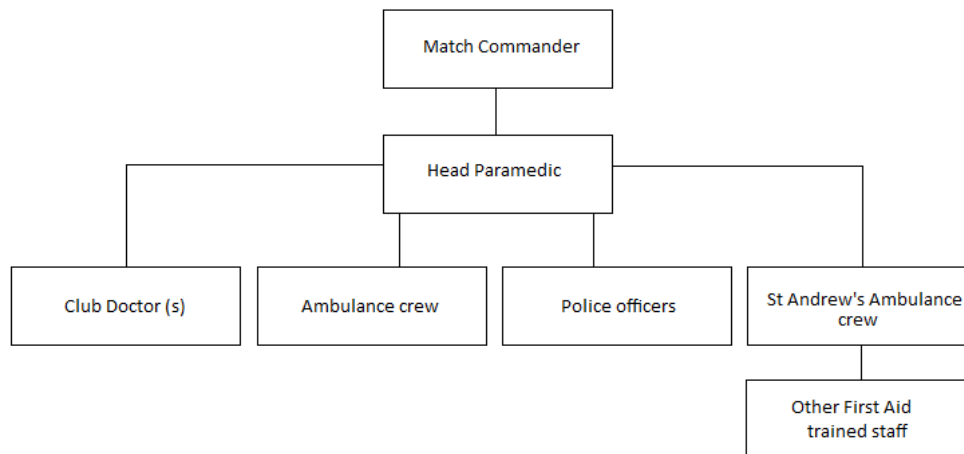


Figure 2 – Medical team organisational structure in emergency circumstances with primacy assumed by the Match Commander.

2. MEDICAL FACILITIES AND STAFF

For all Scottish Professional Football League and Cup fixtures the following medical cover will be provided:

For attendances below 3000:

- Suitably equipped first aid room, maintained to a standard agreed upon by the local authority & green guide;
- A minimum of 2 trained first aid personnel at any time;
- A medical practitioner trained and competent in advanced first aid where crowd size is over 2000 but under 10000.

For Attendances above 3000

- Suitably equipped first aid room, maintained to a standard agreed upon by the local authority & green guide;
- One additional trained first aid personnel per 1000 spectators
- A medical practitioner trained and competent in advanced first aid
- One fully equipped ambulance(crowd size 5000+)

A permanent first aid room is located in north end of the East Stand. This is fitted with a supply of water and electricity, as well as a bed and first aid equipment.

The personnel on duty will all be trained and certified St Andrew's Ambulance volunteers as well as the Club Doctor, Dr Guy Beaumont, a local GP with knowledge of pre-hospital emergency care and major incident medical management. When over 2000 spectators are expected a dedicated Crowd Doctor will be in attendance.

On a match day, medical support personnel can be found in the following locations:

- Crowd Doctor – The Home Dugout, The Boardroom or Director's Box.
(Present one hour before kick-off and half an hour after the match has ended.)
- St Andrew's Ambulance – Pitch side in section 1 of the East Stand or in the St Andrews Ambulance first aid room in north end of East Stand
(Present from one hour before kick off and half an hour after the match has ended.)
- Ambulance – Beside the entrance to the Club Office

3. GROUND COMMUNICATION AND CONTROL SYSTEMS

The ground command is the control room, located in the CCTV operator's box on the terracing to the north of the Gates Power Transmission Stand.

This will be occupied by the Match day Safety Officer at all times, who will be in contact with the Match Commander (when in attendance), Deputy MSO, Club Secretary and Chairman (as per the match day safety organisational structure).

Communication will be made through portable radio, direct contact – or in the case of the emergency services being called, telephone in the club office.

4 CASUALTY AREAS

In the event of a major incident involving large numbers of casualties the following are to be designated as casualty holding/triage areas in addition to the First Aid Room.

- **Grandstand:**
Hospitality Lounge
Board Room
Concourse areas
- **East Stand:**
Concourse Area
- **Playing surface**

Should a triage point be required in one of these areas or an area not designated here, it is expected that the safety and wellbeing of evacuating spectators and working safety staff would be considered before the area used. The Safety Officer and Match Commander should be consulted, where possible, before any additional triage areas are decided upon.

5 RESPONDING TO MAJOR INCIDENTS

The Scottish Ambulance Service (Dumfries and Galloway) have set major incident procedures and they will be implemented in the event of a multi casualty situation.

Should a major incident occur, Queen of the South Football Club will work in consultation with the Police Scotland and the Scottish Football Association in the investigation of the incident.

Any major incident investigation will be directed solely by Police Scotland and/or the Scottish Football Association and the Scottish Professional Football League.

Should a minor incident occur that does not fall within the jurisdiction of either Police Scotland, the Scottish Football Association, or the Scottish Professional Football League then the Match day Safety Officer and Deputy Match day Safety Officer will investigate the incident fully, speaking to all concerned and all applicable witnesses, and compile a report which will be presented to the board of directors and Chairman.

The Chairman will then act on the advice and guidance contained within the report to eliminate the likelihood of a reoccurrence.

6 MEDICAL AND FIRST AID RISK ASSESMENT

Prior to every game, communication will be made between the Match day Safety Officer, Police Scotland, the opposition club and the Head Steward to ascertain and reiterate:

- The time and duration of the event
- The number and profile of the crowd, with particular reference to the likely presence of older people, young children and those with disabilities
- The profile of the away support, with particular reference to known troublemakers
- The profile of the event and the presence of media personnel and equipment
- The need to respond to particular weather conditions
- Local events which may present a risk to the safety of the event or spectators

This information will be compiled by the Matchday Safety Officer in the individual match report and acted upon accordingly.

Telephone Numbers: Stadium 01387 254853
Control Room 07734487581or
07712322151
First Aid Rooms Radio link via Stadium
Control.

CONTACTS:

Chairman	William Hewitson	07836550549
Operations Director	Mark Blount	07950033678
Club/Company Secretary	Craig Paterson	07711105318
Football Administrator	Ewan Lithgow	07703581200
Club Office	Ewan Lithgow	01387 254853
Safety Officer	Nichola Stewart	07724564229
Deputy Safety Officer	Eric Moffat	07732640738
Police (DCU)		101 or 999
Scottish Ambulance Service		01387252806 or 999
St Andrews Ambulance	Duty Line	07874963602 or or 07933824366 07751678396
Club Doctor	Guy Beaumont	07711777856
Commercial Manager	Daniel Armstrong	07711405856

Ambulance Service Role

Ambulance Service Roles and Responsibilities for crowd management

- 1) To provide ambulance and officer attendance at sports events where 5,000 or more spectators are anticipated. This minimum attendance will be:

Anticipated Crowd	Attendance
5,000 to 10,000	1 Accident and emergency ambulance
	2 Ambulance crew members
	1 Paramedic
	1 Technician
	Area Service Manager

N.B On the advice of the Club the Ambulance General Manager may change these minimum attendance levels. The Club will be responsible for the cost of any increased level of resource.

- 2) To ensure the club have notified the Area Service Manager of arranged fixtures and the Match Safety Officer will issue to the Ambulance Officer in attendance, a pre – ops briefing advising of details of the event including the time turnstiles will open and anticipated crowd.
- 3) To nominate and Area Service Manager who will be a member of the planning safety team, together with members of the Local Authority and other Emergency services. This group is responsible for annual safety inspections and the issue of the grounds safety certificate.
- 4) The Safety Officer will email a copy of the match briefing document to members of the match day medical team, the day before every match.
- 5) The Forward Incident Officer will attend the Supervisors briefing 2 ¾ hours before start of event in the Safety Officer’s Office.

Ambulance Officer (Roles and Responsibilities).

- 1) To co-ordinate all ambulance, medical and first aid resources on site.
- 2) To ensure close liaison with club officials, Police and other agencies co-located in the command post.
- 3) To carry out, prior to the commencement of the event, a pre event briefing with the Crowd Doctor and officer in charge of the regional Ambulance service. A general briefing of all ambulance personnel would then be carried out. Both of these briefings must include Major Incident Plan Procedures.
- 4) To co-ordinate the response to all medical emergencies. The Ambulance Officer will normally be notified of a medical emergency. The Ambulance officer will normally be notified of a medical emergency via either the Controller or safety Officer in the Stadium Control. This officer will make radio contact with the appropriate agency to ensure a “staged” response based on initial information available at the time. Further requests for assistance and/or situation reports (SITREPS) should be made through this officer.
- 5) To ensure a professional Ambulance service presence and immediately identify potentially life threatening and/or hazardous situations and effect an immediate and appropriate response with full feedback to Control Room.
- 6) To co-ordinate all radio messages between ambulance crews, Crowd Doctor and St Andrews Ambulance first aid personnel.
- 7) To liaise with the Emergency Medical Dispatch Centre at Regional HQ and carry out a communications test call prior to the commencement of duties. Request off site resources to convey patients to treatment centres. Triage and where necessary provide treatment including advanced life support will be carried out on site. Only if there is an immediate and continuous threat to life or at the discretion of the Ambulance Officer will the dedicated ambulance transport or remove patients directly to a treatment centre.
- 8) To ensure, in the event of a major incident that confirmation is given to the Emergency Medical Dispatch Centre at HQ. He/She would then assume the role of Ambulance Incident Officer (AIO). He/She will initiate the Operational arrangements for civil emergencies and co-ordinate all ambulance, medical and voluntary first aid resources.
- 9) To provide one radio to the Doctors in case of an emergency.

N.B *The above duties include incidents in the immediate vicinity of the ground.*

Duty Ambulance Crews (Roles and Responsibilities)

- 1) To standby in position directly beside the Entrance to the Club Office in the Gates Power Transmission Stand and other pre designated positions in the ground. Crews are responsible for ensuring appropriate life saving and personal protective equipment (PPE) is carried at all times.
- 2) To respond to potentially life threatening situations and effect an immediate and appropriate response.
- 3) To liaise with other members of the emergency services, club officials, crowd doctors and members of the voluntary aid societies.
- 4) To advise the Ambulance Officer of all casualties treated and relevant medical information.
- 5) To ensure (in the initial stages of a major incident) that the duty paramedic assumes the role of Bronze and disseminated accurate information to the AI Commander, including primary triage information.
- 6) The Ambulance Officer in command should be notified of all casualties treated and any other relevant information. A Log of medical incidents, type of casualties treated and any other medical relevant information should be presented to the Matchday Safety Officer in the control room at the end of the event. This form supplied by the Ambulance service (football record) should be used to protect patient confidentiality.

Predetermined Positions and Roles:

Ambulance Parking Point:

Entrance to the Club Office in the West Stand

Players' ambulance:

Entrance to the Club Office in the West Stand

Crowd Ambulances:

Entrance to Portland Drive Terrace at Portland Drive side.

Equipment:

Appropriate life saving equipment will be carried by the crews. This will include – primary response bag, defibrillator, oxygen therapy unit and blanket.

Liaison and briefing:

The Senior Officer for First Aid provider will attend the Supervisors briefing at 13:00 for a 15:00 start of event and then disseminate the information for the game to his own team prior to deployment.

The importance of adequate liaison with other agencies cannot be overstated. This exchange information will enable a detailed briefing of all staff before deployment. At least 30 minutes prior to turnstiles opening a general briefing between the Ambulance Officer, Crowd Doctors, and Officer in charge of first aiders will take place.

This will then be logged by the Controller in the Control room.

Once this has been completed, the officer in charge of each organisation will carry out their own briefing on behalf of their own organisation this will include reference to 'The Guide to Safety at Sports Grounds', (often referred to as "The Green Guide").

Ambulance Communications.

The duty ambulance crew will operate a hand portable radio and will be in constant contact with the Ambulance Officer in the Control Room.

The First Aid provider will, under routine conditions, operate their own radio network. Each first aid team will be issued with a hand portable radio and call sign which will be made known to the Ambulance Officer. All call signs and number of radios issued must be given to the Control room prior to start of event along with a list of staff being deployed and a radio for Ambulance service to communicate directly with First Aiders in the ground.

In the event of a Major Incident, the AIC will issue hand portable radios to the Crowd Doctor and Officer in charge of the first Aid provider. Call signs will be allocated.

Attendance Times.

First Aid Provider, Crowd Doctors and Ambulance Service should be present at least 15 minutes prior to turnstiles opening. Turnstiles open 45 minutes prior to start of event. All medical and ambulance staff will remain on duty until at least 30 minutes after the final whistle or when The Safety Officer stands Venue down from event mode whichever is the greater.

Receiving Hospitals:

Injuries will be taken to Dumfries and Galloway Royal Infirmary. It will be up to the consultant at this facility to decide if the patient needs to be transported elsewhere.

In the event of a large number of casualties they may be taken to the Cumberland Infirmary, Carlisle or University Hospital, Ayr. This decision will be taken by the Ambulance Service in conjunction with staff at Dumfries and Galloway Royal Infirmary.

Access Routes:

There are 3 streets giving access in the immediate area of Palmerston Park

Terregles Street

Lochfield Road
Portland Drive

The main access to Terregles Street from the town centre is from Galloway Street.

The Main access to Lochfield Road is from Glasgow Street. Access from the Town Centre towards Lochfield Road is via Glasgow Street.

Access can be gained from the A75 Gretna to Stranraer Road (Dumfries by pass) at the junction with the Dumfries to Glasgow A76 Road (roundabout) which gives access onto Glasgow Road towards the town centre. After leave A75 Road turn right at second roundabout.

Access can be gained to Portland Drive from Glasgow Street via David Street and King Street OR from Lochfield Road.

Medical Role:

Medical resources (Crowd Doctor Roles and Responsibilities).

(There will normally only be a Crowd Doctor in attendance if the expected attendance exceeds 2000. The Club Doctor will deal with Crowd issues at other times)

- 1) To be responsible for the medical treatment of all spectators and to ensure additional medical equipment is available, i.e medical bag.
- 2) To be present for where a crowd is expected to exceed 2,000. He/She should be a doctor trained and experienced in Immediate Medical Care and have attended a Major Incident Management Course (MIMMS). Additional knowledge of the latest European Resuscitation Council Guidelines, triage and a sound knowledge of the Ambulance Command structure and responsibilities is essential.
- 3) To ensure the whereabouts of their position in the ground is known to the ambulance officer in the Control Room, and the duty First Aid Officer at all times. The doctor will be contactable via the First Aid Provider association radio (in the event of a major incident this would be replaced by a Ambulance service radio and call sign). The Ambulance Officer in the Control Room must be notified of all requests for the attendance of the doctor.
- 4) To take part in a pre-event briefing with Ambulance Officer and Officer in charge of the First Aid Provider at least 15 minutes prior to the turnstiles opening.
- 5) To assume the role of Medical Incident Officer (MIO) in the initial stages of a major incident, until relieved by a Senior Doctor from the Accident and Emergency Service within NHS. He/ She will work in collaboration with the Ambulance Incident Officer (AIO). Appropriate high visibility and personal protective equipment (PPE) should be available.
- 6) To ensure that CPD records are submitted to the Venue Safety Officer before the commencement of each season, and to notify the Venue Safety Co-ordinator of any intended absences and who the competent replacement will be.
- 7) To ensure the hi vis coat or bib is worn at all times whilst on duty in the ground.
- 8) The Club will undertake to identify all Doctors availability and then rota two Doctors on for every game. One Doctor will start at 13:00 and one at 14:00 they will each do a 4 hour shift, depending on the requirement for Doctors.

N.B. Consideration should be given to the use of the Club Doctor in the event of a major incident.

Evacuation Procedures are detailed on pages to this document

Health and Safety:

All personnel should be identifiable and in the event of a major incident, only those personnel who have specific rescue / treatment responsibility and who are wearing adequate PPE will be allowed access

First Aid Role:

First Aid Provider (Roles and Responsibilities).

- 1) To respond to all requests for first aid assistance. Requests would normally originate via the Control Room and/or Stewards who would inform the Ambulance Officer. He/She will notify the relevant agency for assistance.
- 2) To ensure first aid teams are pre-positioned at standby points, carry with them a first aid bag, trolley cot, blankets and carry chair. Each team will consist of a team leader who is responsible for radio communications. The First Aid Provider will maintain their own radio network for routine communications on an event day. In the event of a major incident all radio communications must be made through the AIC who will advise on call signs/radio etc.
- 3) To ensure there is at least one first aider per 1,000 spectators anticipated for the event (minimum of 2 first aiders).
- 4) To ensure First Aiders are:
 - a. Aged not less than 16 years.
 - b. In post at the ground 15 minutes prior to spectators being admitted.
 - c. Remain in position until 30 minutes after the final whistle or until Safety Officer steps down venue from event mode, whichever is the longer.
 - d. Have no other duties or responsibilities.
 - e. Are trained to a nationally recognised standard.
- 4) To be responsible for staffing the First Aid Rooms and providing First aid treatment for casualties. Any injury out with the scope of first aid should be brought to the attention of either the Crowd Doctor and/or Ambulance Officer. First Aid staff are also required to assist both the Crowd Doctor and Ambulance Service where necessary.
- 5) To ensure that the officer in charge takes part in a pre-event briefing with the Ambulance Officer and Crowd Doctor at least 15 minutes before turnstiles open. Once this has been completed, to carry out a general briefing for their personnel.

7) To attend the Safety Officers briefing at 1400 for Start 1500 of event and pro rata for other start of event times.

8) To ensure First Aid Teams are deployed to designated standby by positions, ensuring staff have been properly briefed; have adequate personal protective equipment (PPE) and identifiable clothing/uniform. This will include communications equipment and designated call signs. He/She is also responsible for maintaining a casualty log and advising the Ambulance Officer in the Control Room of the number and disposition of First Aiders in attendance. At the conclusion of the event, the first aider in charge should ensure that suitable records are copied to the Ambulance Officer of all casualties at that event.

9) In the event of a major incident, First Aid Providers' personnel will work under the direction of the Ambulance Incident Officer (AIO) and should remain in position until advised otherwise by AIO.