## ACTION CARDS

1. OPERATOR - DISPATCH CENTER
2. INITIAL ASSESSMENT TEAM
3. FIRE SERVICES
4. SEARCH AND RESCUE TEAM
5. SEARCH AND RESCUE OFFICER
6. COORDINATOR OF THE COMMAND POST
7. FIRE OFFICER IN COMMAND POST
8. POLICE OFFICER IN COMMAND POST
9. HEALTH OFFICER IN COMMAND POST
10. ACUTE TREATMENT MANAGER (MANAGER OF ADVANCE MEDICAL POST)
11. MEDICAL TRIAGE OFFICER
12. RED TEAM LEADER
13. EVACUATION OFFICER
14. TRANSPORT OFFICER
15. ADMINISTRATION CLERK - TRIAGE AREA
16. ADMINISTRATION CLERK - EVACUATION AREA
17. AMBULANCE DRIVER

**Action card**

*1. OPERATOR - DISPATCH CENTER*

- Receives initial call or warning message concerning the event
- Establishes:
  - caller's name and telephone number
  - nature of event
  - exact location of event
  - time of occurrence
  - approximate number of victims
- Verifies information (if an unqualified observer)
- Mobilizes and sends a dispatch team to site for initial assessment
- Alerts potential responders (stand by)
- Receives report of initial assessment
- Dispatches necessary resources

**Action card**

*2. INITIAL ASSESSMENT TEAM*

- Travel to site expeditiously
- Identify a leader
- Establishes
  - precise location of the event
  - time of the event
  - type of incident
- Estimates
  - number of casualties
  - added potential risk
  - exposed population
- Team Leader reports initial information to dispatch center
- Draws a single map of the area indicating:
  - main topographical features
  - potential risk areas
  - victims
  - access roads
  - various field areas
  - limits of restricted areas
  - compass rose
  - wind direction
- Directs resources arriving in the field until the arrival of a high ranking office
- Hands over the map and briefs first arriving officer of rank
- Reports to reassigned station

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**Action card**

**3. FIRE SERVICES**

The Fire Services will be responsible for:

- safety
- search and rescue
- risk reduction
- definition of restricted areas
- providing a senior officer as a staff member of the Command Post
- providing the AMP with a Transport Officer

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**Action card**

**4. SEARCH AND RESCUE TEAM**

- Locates victims
- Removes victims from unsafe locations to collection point if necessary
- Conducts initial triage of victims (acute/ non-acute)
- Provides essential first aid
- Transfers victims to Advance Medical Post

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**Action card**

**5. SEARCH AND RESCUE OFFICER**

- Coordinates search and rescue activities by:
  - identifying and assigning teams
  - supervising team functioning
  - establishing a collection point when necessary
  - coordinating the transfer of patients from the collection point to the Advance Medical Post
  - communicating with Command Post for resource reinforcement
  - ensuring safety and welfare of search and rescue teams

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**Action card**

**6. COORDINATOR OF THE COMMAND POST**

- Performs overall coordination of the field operations
- Receives reports from the other officers in the Command Post
- Continuously assesses the general situation
- Coordinates requests between sectors in field
- Ensures links between sectors
- Ensures the welfare of all staff involved in field operations
- Liaises with central headquarters, (e.g., EOCs)
- Authorizes releases to the media
- Acts as link between field operation and backup system
- Ensures adequate radio communication

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## Action card

### 7.  FIRE OFFICER IN COMMAND POST

- Coordinates activities of the Fire Service in the field (ensures safety, search and rescue)
- Assists in transport organization
- Manages fire staff resource needs by:
  - continuous assessment
  - requests for backup
  - timely rotation of staff
  - withdrawal of staff no longer needed
- Reports to the coordinator of the Command Post

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## Action card

### 8.  POLICE OFFICER IN COMMAND POST

- Ensures that radio communication is established and maintained
- Implements security measures to:
  - maintain restricted areas
  - provide crowd and traffic control
- Manage field police resources by:
  - continuous assessment of needs
  - redeployment of police officers
  - requests for backup
  - ensure adequate supply of necessary equipment
- Generally is the coordinator of the Command Post

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## Action card

### 9.  HEALTH OFFICER IN COMMAND POST

- Supervises the field care of victims
- Provides the link between the health/medical backup system
- Ensures the adequate supply of manpower and equipment
- Receives reports from the manager of the Advance Medical Post (acute treatment manager)
- Deploys and manages health staff resources
- Reports to the coordinator of the Command Post

**Action card**

**10. ACUTE TREATMENT MANAGER (MANAGER OF ADVANCE MEDICAL POST)**

- Supervises triage and stabilization of victims in AMP
- Establishes the internal organization of the AMP
- Manages the staff of the AMP
- Ensures that effective victim flow is maintained
- Ensures adequate equipment and supplies are available in each treatment area
- In collaboration with the Transport Officer, the Health Officer in the Command Post, and receiving health care facility, organizes the transfer of patients to health care facilities
- Decides on the order of transfer victims, the mode of transport, escort and place of transfer
- Ensures staff welfare
- Reports to the Health Officer in the Command Post

**Action card**

**11. MEDICAL TRIAGE OFFICER**

- Receives victims at the entrance of the AMP
- Examines and assesses the condition of each victim
- Categorizes and tags patients as follows
  *Red* -immediate stabilization necessary
  *Yellow-* close monitoring, care can be delayed
  *Green* - minor delayed treatment or no treatment
  *Black* - deaths
- Directs victim to appropriate treatment area
- Reports to the manager of the AMP

**Action card**

**12. RED TEAM LEADER**

- Receives patient from medical triage
- Examines and assesses the medical condition of the victim
- Institutes measures to stabilize the victim
- Continuously monitors victim's condition
- Reassesses and transfers victims to other treatment areas
- Prioritizes victims for evacuation
- Requests evacuation in accordance with priority list
- Reports to the manager of the AMP

### Action card

#### 13. EVACUATION OFFICER

- Receives victims for evacuation
- Assesses the victim's stability
- Assesses the security of any equipment attached to victims and corrects deficiencies
- Ensures that immobilization is adequate
- Ensures that the tag is safely and clearly attached
- Maintains observation of victims until transported
- Supervises loading and ensure escort is briefed
- Reports to manager of AMP

### Action card

#### 14. TRANSPORT OFFICER

- Coordinates and supervises the transportation of victims
- Identifies access routes and communicates traffic flow to drivers
- Supervises all available ambulance drivers and drivers of assigned vehicles
- Receives requests for transportation
- Assigns appropriate vehicle tasks in accordance with specific needs
- Maintains a log of the whereabouts of all vehicles under his control
- Reports to the manager of the AMP

### Action card

#### 15. ADMINISTRATION CLERK - TRIAGE AREA

- Maintains a register of all victims admitted to medical triage
- Records
  - name or identification number
  - age when possible
  - sex
  - time of arrival
  - injury category assigned
- Reports to Triage Officer

### Action card

#### 16. ADMINISTRATION CLERK - EVACUATION AREA

- Maintains a register of all victims leaving the AMP
- Records
  - victim name/number
  - injury category
  - time of departure
  - mode of departure (vehicle) and escort
  - destination
- Reports to the evacuation office

### Action card

#### 17. AMBULANCE DRIVER

- Remains in the vehicle at all times
- Responds promptly to directives from Transport Officer
- Ensures that vehicle is parked in designated area, and is ready to move
- Transports patients in accordance with safety rules and instructions
- Reports to Transport Officer

## STANDARD JOB PROFILES

1. COORDINATOR - COMMAND POST
2. MEDICAL OFFICER - COMMAND POST
3. MANAGER - ADVANCE MEDICAL POST
4. FIELD TRIAGE OFFICER - ACUTE AREA
5. FIELD TRIAGE OFFICER - NON ACUTE AREA
6. EVACUATION OFFICER
7. TRANSPORT OFFICER
8. SEARCH AND RESCUE OFFICER

### 1. COORDINATOR - COMMAND POST

- Police Officer of high rank
- Trained in Mass Casualty Management
- Skilled in radiocommunications network
- Skilled in traffic control
- Sound knowledge of safety/security
- Skilled in Field Operations
- Skilled in Staff/Resource Management

### 2. MEDICAL OFFICER - COMMAND POST

- Physician or nurse (e.g. District Medical Officer or District Nurse)
- Trained in Mass Casualty Management
- Skilled in Staff Resource Management
- Skilled in radiocommunications
- Skilled in Field Operations
- Sound knowledge of Health Sector Resources
- Sound knowledge of Health Sector Organization

### 3. MANAGER - ADVANCE MEDICAL POST

- Nurse/Paramedic/EMT or Physician
- Trained in Mass Casualty Management
- Skilled in pre-hospital care management
- Skilled in staff management
- Skilled in radiocommunications
- Skilled in logistical operations
- Sound knowledge of country's Health Care Resources

### 4. FIELD TRIAGE OFFICER - ACUTE AREA

- Emergency physician
- Trained in Mass Casualty Management
- Skilled in Field Operation
- Skilled in Field Care
- Sound knowledge of country's Health Care Resources

### 5. FIELD TRIAGE OFFICER - NON ACUTE AREA

- Nurse/Paramedic/EMT
- Trained in Mass Casualty Management
- Skilled in Field Care
- Skilled in Field Operations

### 6. *EVACUATION OFFICER*

- Paramedic/EMT or Physician
- Trained in Mass Casualty Management
- Skilled in medical transport/evacuation
- Sound knowledge of Health Care Facilities
- Sound knowledge of transport management

### 8. *SEARCH AND RESCUE OFFICER*

- Fire Officer
- Trained in search and rescue techniques
- Trained in safety operations
- Trained in Mass Casualty Management
- Skilled in Staff Management
- Skilled in Field Operations

### 7. *TRANSPORT OFFICER*

- Fire Officer/Police Officer/Ambulance Service Officer
- Trained in Mass Casualty Management
- Skilled in Ambulance Traffic Control
- Skilled in radiocommunications
- Sound knowledge of country's transport resources
- Sound knowledge of access routes to Health Care Facilities

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