



Chain of Survival Protocol

In the event of a medical issue/emergency, the corporate office has a protocol in place which utilizes several departments to create an efficient process and good outcome. There are trained volunteers who make up the MERT (Medical Emergency Response Team) members. These individuals have taken the time to acquire training and are committed to providing first responder aid to fellow employees. Their mission is to assess the situation and to render aid and transport. We also have 4 RNs and 2 MERT Co-coordinators who will be their resource if on the premises.



Identify if a co-worker or self is in need of medical assistance and dialing 66911 to initiate the Chain of Survival.

When dialing 66911:

- This notifies the front security desk with 2 agents present.
 - Agent 1 will bring the trauma kit, AED, and oxygen to the location.
 - Agent 2 will contact and summon an RN, MERT Co-coordinator, or MERT member to the location.
- The trained individuals will address the needs of the individual at that time.
- If the medical situation is non-life threatening, the MERT member or RN will assess and determine if outside EMS and transport is needed. Otherwise, we will provide first aid treatment and send employee home, back to work, or whatever the need may warrant.
- In the event of a cardiac arrest, **ALL** MERT members have been trained in CPR and AED. EMS will be initiated for advanced life support and transport.

A few things for you to keep in mind:

- Call 66911 to initiate the Chain of Survival
- Only assist if it is safe for you
- Never leave a victim alone
- Protect the victim if needed
- Treat individuals with dignity and privacy