



POLICY:

VLCP-10 VILLAGE EMERGENCY TELEPHONE (VETS)

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Source: TPT

VETS Volunteer Policy

1. **Telephone.** It is essential for volunteer households to have a landline, VOIP phone or mobile phone without any form of call filtering, call guardian or other form of call blocking in operation. A VETS test call should be carried out annually for each volunteer's number
2. **Nearness.** Volunteers need to live near enough to the defibrillator to make fetching it quickly in an emergency feasible. The ambulance service uses a general limit of 500m, but local conditions require some flexibility on this.
3. **Availability.** Volunteer responders need to be available reasonably enough for the system to work. Being away for extended periods would preclude taking part, at least during that time.
4. **CPR Skills.** All volunteers should keep their CPR & AED skills up to date annually. VL will provide an annual update session for this.
5. **Driving & Insurance.** Responders clearly need to be able to drive and should also inform their insurance company of the potential role. Experience to date is that insurance companies cover this without any policy change or additional premium, but it is important to ensure they are informed.
6. **Risk of any liability** for a citizen acting as a 'Good Samaritan' is regarded as very low in England & Wales and nobody until now has been prosecuted in this way. The SARAH Act (Social Action, Responsibility & Heroism Act 2015) shows the government's intention that the courts maintain this approach. The topic does raise some concern for lay people in first aid situations. Village Life holds an insurance policy that covers liability arising from the actions of its trustees, volunteers and trainers.
7. **Local Map.** Anyone responding to an urgent call for help needs to know where they are going. A local and wider area map of house names is provided for each volunteer.
8. **Coverage.** The Maypole & St Maughans VETS scheme covers but is restricted to the area shown on these two maps, that is Maypole, St Maughans, St Maughans Green and immediate surroundings.
9. **Support for volunteers.** Besides receiving an annual update on their CPR & AED skills and knowledge of how VETS works, volunteers will be provided with support by VL if needed after any resuscitation scenario, particularly one with an unsuccessful outcome. VL will also facilitate access to professional counselling, should the need arise.
10. **Publicity campaign.** Besides being potential responders in a crisis VL will depend upon volunteers and others involved in the VETS scheme to ensure that everyone living in the community is kept informed of the VETS scheme and how to summon help in a crisis if someone collapses and cardiac arrest is suspected. Campaigns are needed at appropriate intervals with emails & personal house-calls to back up distribution of explanatory cards & leaflets.
11. **Documentation.** Volunteers involved in a call out are asked to make a written record of what happened and what they did to help, a copy of which will then be kept by VL.

