



EVENT MEDICAL SERVICES

Specialist medical services  
for New Zealand's leading  
event organisers.



**St John**

first to care

# The responsible choice for your event

**If you are organising an event, did you know it is your responsibility to put the measures in place to create a safe environment for everyone there? Consider what would happen if there is a medical emergency or an accident at your event.**

This booklet explains how St John Event Medical Services can help you minimise medical risks and ensure your attendees get immediate attention if they need it. It all adds up to peace of mind for you and everyone at your event.

---

## **Reputable and trusted service** **3**

With the reassurance that our event team treats tens of thousands of patients every year, you can feel confident that your event is in safe hands.

---

## **Qualified and experienced event teams** **4**

From First Responders to Paramedics, to full medical teams - we can tailor a staffing solution to meet the specific requirements of your event.

---

## **Ambulance and specialist medical fleet** **6**

From ambulances to roving pedalmedics, to specialised four wheel drive vehicles - St John has a wide range of vehicles to fit your specific needs\*.

---

## **Medical and treatment facilities** **7**

St John has a variety of medical facilities that we can provide for your event, ranging from first aid posts to full medical clinics\*.

## **Connected communications**

Our event teams link directly with St John Ambulance and collaborate with other emergency services to ensure patients get the best care possible.

---

## **Tailored assessment** **8**

We will work with you to understand your event, assess the event's medical risk and recommend a solution that's tailored specifically for your event.

## **Event debrief report**

We will provide an event report and can meet with you to help with post analysis and future planning.

## **Supporting your community**

Find out how you can help St John and your community.

---

## **What our customers say** **9**

Read how our Event Medical Services team supports Speight's Coast to Coast challenge across the South Island and Woodford Glen Speedway in Canterbury.

---

## **Checklist for your event** **11**

A handy checklist to help you with planning for your event.

\*Our full range is not available in all locations.

# Reputable and trusted

**Every year, thousands of people enjoy going to sporting events, concerts and festivals, all across New Zealand.**

If you are one of the many organisers making these events happen, then we are here to help you minimise your medical risks and ensure people get immediate medical attention if they need it.

When using a medical service, you need to feel confident that your event is in safe hands and that the team can provide a seamless pre-hospital service. Our event teams attend thousands of events every year and have the skills that are vital in preventing further harm and saving lives.

St John can provide specialist medical services for all types of events and for all sizes, including high profile international sporting tournaments.

Plus as a national provider we also have the staff, vehicles, equipment and facilities in place to cover events running throughout the country.



We see too often in the media the result of negligence when organisations didn't make the appropriate plans to provide a safe environment for everyone there.

## Why you should use our medical service for your event:

- ☐ **Qualified to NZ standards** - our event staff are fully qualified for their clinical practice level and have ongoing clinical training to keep their skills in line with current best medical practices.
- ☐ **Reassurance** - as New Zealand's number one provider of event medical services, if a serious incident occurs we can quickly scale up the intensity of medical support at your event and collaborate with emergency services.
- ☐ **Valuable on the job experience** - our event team treat tens of thousands of patients at events every year and our medics use their skills every day on the ambulance service.
- ☐ **Tailored assessment** - you are allocated a St John event advisor, who will work with you to understand your event and assess the event's medical risk.
- ☐ **Event debrief report** - we will provide you with a post event report and can attend debrief meetings to assist you with future event improvements.



# Qualified and experienced event teams



With our Event Medical Services you gain access to New Zealand's largest group of qualified event medical staff.

- First Responders
- Emergency Medical Technicians
- Paramedics
- Intensive Care Paramedics
- Communications Officers
- Commanders
- Nurses
- Doctors
- Administrators

Based on your event's medical risk, we will recommend an appropriate number of medical staff with the right skill levels for your event.

## First Responders

A St John First Responder can provide advanced first aid and support patients before more experienced help arrives. They are ideal for events that have a small or medium sized crowd, have no risky activities and where there is a low likelihood of significant injury or illness. Examples of this may be a school fair or trade show.

You would also find First Responders working in a team with higher qualified staff at larger or higher risk events.

To be a St John First Responder the individual must have completed a vocational course. They also need to do 32 hours per year of Continuing Clinical Education to maintain this qualification.

### Skills include:

pre-hospital emergency care, patient assessment, management of minor wounds and burns, fractures, soft tissue injury.

Also trained in resuscitation, use of an automated external defibrillator, oxygen therapy, CPR, airway management and can give inhaled pain relief to manage pain (on consultation with a clinical advisor).

## Emergency Medical Technicians

Also referred to as Basic Life Support (BLS)

Emergency Medical Technicians are qualified medics who can administer inhaled pain relief without consultation and assess patients with a wide variety of medical and trauma conditions. They are ideal for events where there is a small to medium risk of injury or illness, such as junior contact sports or intermediate endurance events. They can also lead a team of First Responders to manage medium to large events.

To be a St John Emergency Medical Technician the person needs to have completed a National Diploma in Ambulance Practice (Level 5), NZQA registered 132 credits. To maintain their Authority to Practice they also need to do 40 hours per year of Continuing Clinical Education.

### In addition to the skills above they can also practise:

Entonox, methoxyflurane and tramadol (pain management), prednisone (breathing problems), nebulised salbutamol (breathing problems), nebulised ipratropium (breathing problems), nebulised adrenaline (breathing problems and allergy), GTN (heart problems), IM glucagon (diabetic), oral ondansetron (nausea) and oral loratadine (minor allergy), insertion of nasopharyngeal and laryngeal airway adjuncts, PEEP valve (airway and breathing problems) and emergency tourniquet (blood loss).



## Paramedics

Also referred to as Intermediate Life Support (ILS)

Paramedics can administer a wide range of pain relief and have experience in the management of medical and trauma conditions, with additional knowledge in the recognition and management of heart problems.

Paramedics are suited to medium to high risk events as they can stabilise and manage the majority of patients encountered. Examples of such events include, large concerts, horse racing, contact sports and advanced endurance events. Paramedics can also lead a team of First Responders and Emergency Medical Technicians for larger events.

To be a St John Paramedic, the person must have completed industry Paramedic training. Increasing numbers of St John Paramedics have completed or are working towards a degree in Paramedicine. To maintain their Authority to Practice they also need to do 40 hours per year of Continuing Clinical Education.

**In addition to the skills of an Emergency Medical Technician, they can also practise:**

IV cannulation (fluid replacement and drug administration), IV fluid administration, IV glucose (diabetic), lignocaine (pain relief), morphine (pain relief), fentanyl (pain relief), naloxone (drug overdose), IV and IM ondansetron (nausea), IV and IM adrenaline (major allergy), amiodarone (heart problems), ceftriaxone (systemic infection) and midazolam (stops seizures), manual defibrillation (cardiac arrest), clopidogrel (heart problems), synchronised cardioversion (heart problems) and 12 lead ECG (heart problems).

## Intensive Care Paramedics

Also referred to as Advanced Life Support (ALS)

Intensive Care Paramedics have advanced skills in patient assessment and management. Clinical skills are focused on complex medical and trauma cases, including advanced cardiac condition management, a wider range of pain relief and complex airway management techniques.

They usually work as part of a team of Paramedics, Emergency Medical Technicians and First Responders and are suited to events where there is a high risk of serious injury such as motor racing and isolated music festivals.

To be a St John Intensive Care Paramedic, the person must have completed Intensive Care Paramedic training. Most St John Intensive Care Paramedics hold graduate or post graduate qualifications in Paramedicine. They will also complete 40 hours per year of Continuing Clinical Education to maintain their Authority to Practice.

**In addition to the skills of a Paramedic, they can also practise:**

laryngoscopy (major airway problems), endotracheal intubation (major airway problems), capnography (major airway problems), cricothyrotomy (major airway problems), chest decompression (major trauma and lung problems), IO access (complicated drug administration), atropine (heart problems), adenosine (heart problems), ketamine (complicated pain relief) and external cardiac pacing (complicated heart problems).





## Ambulance and specialist medical fleet

When you book your event with St John Event Medical Services you also get access to this country's largest fleet of fully equipped and specialist medical vehicles. We have more than 600 operational vehicles based at 205 ambulance stations.

Your event advisor will work with you to assess your venue, terrain and conditions, to identify which vehicles you may need. They will look at ensuring that we can reach your competitors and spectators wherever they are at your event.

For events in some locations your advisor may recommend our golf carts or pedalmedics, as they are ideal for quickly getting to patients when the event is spread over a wide distance or where large crowds are present. For urban locations, such as marathons, motorcycles may be used.

The benefit of using St John is that you have direct access to New Zealand's largest ambulance fleet. This means that if a serious incident did occur we can quickly reassess and increase resources at your event.

For events spread over a wide area or that have anticipated high patient numbers, we can also provide you with command centres that are fully equipped with communication technology.

### Our fleet\* includes:

- ambulances
- mobile first aid units
- golf carts
- mountain bikes
- mounted medics
- motorcycles
- command centres
- four wheel drive vehicles.



\*Our full range is not available in all locations.



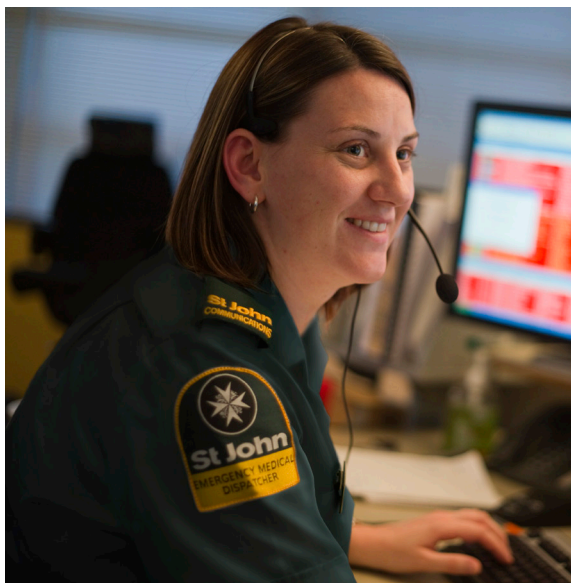
# Medical and treatment facilities

As part of a medical strategy for your event you need to consider where patients will be treated, or stabilised if they need to be transferred to hospital. Often for small events this is an ambulance or suitable first aid room. But for larger events or outdoor options these facilities may need to be brought in.

Your event advisor will recommend the medical and treatment facilities you may need.

- **First aid post** - used at venues where it isn't suitable to use ambulances or first aid rooms for minor treatments. At larger events, multiple first aid posts may operate.
- **Medical clinic\*** - designed to provide maximum on site care and prevent the need for the patient to be transported to hospital. They will be run by a team of experienced staff, which may include Nurses and Doctors. If large patient volumes are anticipated, those who require minor first aid are referred to an adjacent first aid post.
- **Field hospital\*** - is an extension of the medical clinic and is usually only deployed at very large events where large patient volumes are anticipated.

\*Our full range is not available in all locations.



## Connected communications

Through our regional communication hubs our event teams link directly to St John Ambulance and collaborate with other emergency services such as the police, fire, coastguard and emergency helicopter service.

This means that we can provide a seamless transition for the patient to a hospital and avoid crucial time being wasted. It also enables the event team to quickly scale up the intensity of medical support at your event if a serious incident occurs.

## Tailored assessment

With St John you are allocated an event advisor, who will work with you to understand your event and assess the event's medical risk.

Factors considered include:

- event type and associated risks
- event location and proximity to hospitals
- number of attendees and profile
- competitive levels of sports events
- time of year.

Once your advisor has assessed the risk they will recommend a solution that is tailored specifically for your event. The proposal will include details such as the number of staff, their qualification levels and if any vehicles are required.



## Event debrief report

After each event we will provide you with a debrief report that includes details around:

- number of casualties
- details of any injuries/illness
- number of patients taken to hospital.

We can also attend a debrief meeting and work together to identify if any changes need to be made for future events.



## Supporting your community

By choosing St John Event Medical Services at your event, you are supporting the range of essential services we provide for New Zealand communities. You can also support St John by purchasing your First Aid Kits and supplies from us, using St John for your First Aid Training or making a donation.

For more information please talk to our Event Medical Services team or visit [www.stjohn.org.nz](http://www.stjohn.org.nz)



# What our customers say



## Speight's Coast to Coast believe St John are up to the challenge



**The Speight's Coast to Coast is the world's premier multi-sport event, traversing the South Island from the Tasman Sea to the Pacific Ocean. To complete the course individuals or teams must cycle 140 km, run 36 km and kayak 67 km.**

Dale Coulter, Operations Manager at Speight's Coast to Coast tells us, "St John medics have been an invaluable part of our event for over 20 years. They form part of a wider safety team, which includes the Mountain and River teams."

"St John place medics at every transition of the course and ensure they've got the right medical coverage to assist athletes, support crew, officials, media and spectators."

"The staff positioned in the mountains are all qualified medics and know the area well. This is invaluable as they may need to reach a patient in

a remote area. They also need to know survival techniques should the weather turn and they become stranded."

Dale explains, "Most injuries happen on the cycling section. Normally it's just cuts and grazes but occasionally competitors can fall and get concussed. A St John paramedic travels in our Support Crew Vehicle alongside the cyclists so they can respond immediately to accidents."

"One year a cyclist fell, dislocating their shoulder. St John was amazing, they quickly strapped the shoulder to allow the competitor to get back on their bike. What we've noticed is that for the team race, an individual will pull on every inner strength to finish their section as they don't want to let their teammates down."



**In these situations the right diagnosis can make the difference between life and death.**

Dale Coulter,  
Operations Manager at  
Speight's Coast to Coast



### Staff and vehicles provided (Day 2)

- x11 First Responders
- x4 Emergency Medical Technicians
- x5 Paramedics
- x2 Intensive Care Paramedics
- x1 Commander
- x7 Ambulances/Mobile First Aid Units

Dale adds, "We also had a competitor suddenly have issues with their vision. It was a sign of a more serious medical issue and fortunately a St John medic quickly identified this."

"As we're running the event through remote locations it's vital that everyone involved can think on their feet and use their initiative."

St John medics are up to this challenge and aren't fazed if the weather deteriorates and we need to change the event quickly.

# What our customers say

## Woodford Glen Speedway value how St John can save a life



**Woodford Glen Speedway is situated north of Christchurch in Kaiapoi and is governed by Speedway New Zealand.**

Between October and April the speedway hosts demolition derbies and championship events including Battle of the Stocks, the South Island Stockcar Championship and the Elf Super Cup.

Steve Lennon, Promoter of Woodford Glen Speedway explains, "Our club prides itself on fun 'family' entertainment, so the safety of competitors and spectators is paramount."

"We follow the safety regulations of Speedway New Zealand. St John works with us to provide a medical event service that meets these standards."

Steve goes on to describe, "The whole point of stock car racing is to crash into other cars, so injuries do happen. Race safety has improved greatly but we still get drivers occasionally breaking arms and legs, or suffering from concussion."

"Having St John here means our drivers can be treated quickly, given pain relief and if required transferred straight to hospital."

"We have St John at every one of our races and practice sessions. It's about being prepared, just in case the worst happens."

"A few years ago one of my friends had just finished a race unscathed, when he suffered a major heart attack. The St John Paramedic used a defibrillator to restart his heart and then advanced cardiac management techniques to stabilise him until he reached hospital."

"We were so lucky in a way, as St John had recently assessed the risk of our event and had recommended we have an individual in the St John event team with higher paramedic skills."

"St John also provides us with a report after each event that includes details on casualty numbers, types of injuries and if any patients were taken to hospital."

“

I truly believe if St John hadn't been at the race that night then my friend would have died.

Steve Lennon, Promoter of  
Woodford Glen Speedway

”

### Staff and vehicles provided

x1 First Responder

x1 Emergency Medical Technician  
*Also referred to as Basic Life Support (BLS)*

x1 Paramedic  
*Also referred to as Intermediate Life Support (ILS)*

x1 Ambulance

"It's very important for us and Speedway New Zealand to have accurate safety reporting in place at every event as this feeds into our internal processes that are constantly looking at ways to reduce injuries."

Steve adds, "The St John event team are so reliable and always arrive on time. This is so important, as we wouldn't start a race unless they were here."



# Checklist for your event

As an event organiser you have a lot to think about. Here's a checklist to help you consider some of the key aspects around medical coverage at your event.

## Planning

- ☐ Brief St John on your entire event so that we can assess the full medical risk.
- ☐ Think about the installation and breakdown - if this is a large scale or dangerous operation St John should be there.
- ☐ If the event is a multi-day festival with attendees camping overnight, you may need around-the-clock medical services. Have you advised St John if there are national/international regulations for medical coverage at your type of event?
- ☐ Have you given St John a copy of your Health & Safety Plan?

## Signage

- ☐ Signage for any hazard areas or substances. Brief St John on the location of these too.

## Staff, volunteers and contractors

- ☐ Inform stewards and all event personnel about where St John medical services are located.
- ☐ Ensure effective communication systems are in place between St John and relevant event personnel.
- ☐ Ensure St John staff are briefed on their arrival at event. If possible, provide site maps.

## Access

- ☐ Locate first aid/medical teams carefully, so that emergency response times are minimised. The sooner a patient is treated, the better their chance of recovery.
- ☐ Make sure venue entry and exit areas are clear and easily accessible by ambulances and other emergency vehicles, in case casualties need to be transported.
- ☐ Check there are adequate entry and exit areas for full emergency evacuation and these are clearly identified.
- ☐ Advise security and parking staff about St John personnel and provide passes.



**St John**

first to care

It's easy to book your event with us.  
Just call **0800 ST JOHN (0800 785 646)**  
or visit **[www.stjohn.org.nz/events](http://www.stjohn.org.nz/events)**

Working Together



**ASB**