



RC(UK) 2016:

*“When implementing an AED programme, community and programme leaders should consider factors such as the development of a team with responsibility for monitoring and maintaining the devices, training and retraining individuals who are likely to use the AED, and identification of a **group of volunteer individuals who are committed to using the AED in victims of cardiac arrest.**”*

To support community resilience, the Community Heartbeat Trust now provides a service to help villages install and run a Volunteer Emergency Telephone System, or VETS. VETS is designed for the *lone rescuer*, out of *activation radius* and spread out community situations. A **third** of all 999 calls are from lone rescuers, so getting help to them quickly is important. VETS is a community run system, and enables up to 10 “good neighbours” to assist pending the arrival of the emergency services. VETS is provided **FREE*** to the village for the first year, and uses a simple memorable number unique for the village. The system can also be used for any emergency where additional help is required from neighbours, whether Cardiac Arrest or not.

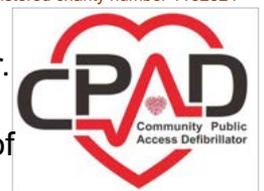
The availability of VETS helps villages whether or not they are using a CHT provided defibrillator project, and gives a level of reassurance to the elderly, those living alone, and to the infirmed, that there is always help on hand.

This is how it works:



The ‘People-Heart’ logo and CHT logo are trademarks of the Community HeartBeat Trust
Registered charity number 1132824

The caller is played a simple message before VETS volunteers answer. If no answer, continue CPR until other help or ambulance arrives. VETS does not replace 999 calls. VETS meets the recommendations of the RC(UK) and ERC to support cPAD placements





Which VETS system is right for your community?

Whilst VETS was originally designed primarily to support Cardiac Arrest in a community, to address the lone rescuer, out of activation radii and other medical scenario in particular, many communities have expanded their VETS offering to cover a wider geographical area, or a wider usage area. Typically these are:

VETS systems	Description
 <p>VETS Volunteer Emergency Telephone System</p>	<p>The original VETS system for Sudden Cardiac Arrest (SCA) emergencies, where a lone rescuer is with the patient, the emergency is out of the activation radius, or there are children present. A single telephone number links to volunteers in the community willing to lend assistance</p> 
 <p>VETS R3 Volunteer Emergency Telephone System R3</p>	<p>VETS covering the three services for help in a community –</p> <ul style="list-style-type: none"> ❖ Medical ❖ Neighbourhood watch ❖ Community Resilience <p>with three groups of volunteers each servicing their own area. Community Resilience could include care of the elderly, flood watch, or other community resilience issues.</p> 
 <p>VETS X3 Volunteer Emergency Telephone System X3</p>	<p>VETS, covering up to three communities through a single telephone number, but with three different sets of volunteers, one per community.</p> 

The principal is the same. A single emergency telephone number for the village, but whereas in VETS this goes to the 10 SCA volunteers, in VETS R3 and VETS X3 you are asked to choose which type of service you require, before the volunteers are contacted. This allows for a community to have a single emergency telephone number to cover SCA, neighbourhood watch and perhaps flood defence, whilst another parish may have all three villages linked by the same number.

Note: VETS is a community scheme to summon help and assistance and **does not in any way replace the 999 service**, and should only be used (in the case of VETS and VETS X3) after the 999 call have been made. VETS is not a community responder scheme.

VETS, R3 and X3 are provided FREE to a community for Year 1 where a full CHT Solution is taken. A £45 once off programming charge will be made for VETS, and £100 per annum running cost from year 2. DBS checks may be required. VETS X3 and VETS R3, incur a £195 set up fee, and £175 per annum running cost. VETS training programmes are £175 per session. VETS is a service provided through CHT and is subject to the standard terms and conditions of the telephony providers. VETS is trademarked and copyright to CHT.

