

## **Margaret's Choir Incident Response Team**

### **PURPOSE:**

To provide a coherent, rapid, organized response to untoward incidents that may occur in the context of Margaret's Choir rehearsals, gatherings or concerts

### **OVERVIEW:**

- At the beginning of each singing season, the Dream Team will appoint an Incident Response Team Coordinator.
- The IRT Coordinator will recruit choir member volunteers to fill the positions as described below.
- Choir members will be informed of the IRT's purpose and membership at the beginning of each singing season and asked to request the assistance of the IRT if they notice any untoward incident during choir events.

### **ROLES AND RESPONSIBILITIES:**

#### *Dream Team Co-Chair:*

- Announce to the assembled group that an incident is happening; if necessary, request the Incident Team to attend the situation and provide location; request calm non-intervention response from others in the area.

#### *Incident Response Team Coordinator:*

- Attend the incident with the First Aid Kit and ensure that First Responders and other Team members are in place, as required.

#### *First Responders (2):* (preferably people with a health care background)

- Act in a "Good Samaritan" capacity to provide immediate help to the person in distress until the situation is stabilized or trained Emergency Personnel arrive on the scene.

#### *General Team Members (4):*

General Team members may be called upon to take on one of the following roles, as requested by the IRT Coordinator:

##### 1) Crowd Manager:

- Direct bystanders to leave the incident scene and permit the Response Team to perform their tasks; offer support to family members if necessary.

##### 2) Liaison with Emergency Personnel:

- As directed by the First Responder, call 911 to request help; meet the Emergency Personnel at the door and explain situation while escorting them to the scene of the incident.

#### *Musical Director:*

- Keep the choir on task while an incident is being attended to by the Incident Response Team.

**INCIDENT RESPONSE PROCESS:**

1. When an incident is reported, the **First Responders and IRT Coordinator** will proceed to the location of the incident and carry out their designated roles in a calm, reasonable, and prudent manner.
2. The **Dream Team Co-Chair** will request calm non-intervention from others in the area.
3. The **Musical Director** will continue with the choir activity if possible.
4. The **IRT Coordinator** will act as the Team Leader who will make decisions, call on other team members as required, and bring the First Aid Kit to the incident scene.
5. **NO** medications will be administered by the Response Team. Assistance may be provided to individuals who ask for help in taking their own medications, e.g., inhalers, or provide water to take a pill.
6. When the incident has been concluded, the **Response Team members** will meet for a few minutes to conduct a short de-briefing, review the situation and evaluate the actions. The **IRT Coordinator** will facilitate this meeting.
7. The **Dream Team Co-Chair** follow-up with the Interveners and the person who was the focus of the intervention; and report the incident to the Dream Team at their next meeting
8. The **IRT Coordinator** will replenish the First Aid kit and return it to its storage place.

**INCIDENT RESPONSE TEAM ORGANIZATION:**

The IRT Coordinator will

- provide Team members with an orientation and a copy of the Protocol and the names of the other Team members
- provide the Dream Team Co-Chair with a list of the Response Team members and a copy of the Protocol
- ensure that the Team members' names are published on the choir's website in the Members Only section
- make changes to this Protocol as requested by the Dream Team and/or as experience reveals new needs
- maintain the basic First Aid kit and keep it on hand during choir rehearsals and performances.