

East Haven, Angus

Defibrillator and Village Emergency Telephone Scheme (VETS) Handbook



**EAST HAVEN
TOGETHER**



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1. Introduction

Residents of East Haven developed their first formal resilience plan in May 2017. The plan highlights challenges and risks identified by residents themselves and the actions taken to reduce or eliminate them. The term resilience means different things to different people and therefore the plan highlights a broad range of priorities from preventing littering and anti-social behaviour to maintaining unadopted roads. This handbook focuses specifically on actions to improve access to medical treatment and emergency service vehicles.

Early in 2017, a major fundraising campaign was launched to raise money for a Defibrillator and Village Emergency Telephone System. Residents are very grateful to all those who contributed through the Crowdfunding Appeal and also to Angus Council Community Grant scheme and the Big Lottery Fund. A total of £5,000 was raised providing funds to support a ten year scheme which will run until 2027. Residents are also grateful to BT for facilitating the adoption of the former phone box to house the defibrillator and fund a small supply of electricity to heat the defibrillator case.

2. THE DEFIBRILLATOR

The open access public defibrillator sometimes called an Automated External Defibrillator (AED) is accommodated in the former telephone box in the village square. The telephone box has been refurbished by a local resident and is open 24 hours a day seven days a week. Residents check the defibrillator weekly and update the WebNos system. The defibrillator is registered with the Scottish Ambulance service and is also registered on a national data-base. The WebNos system ensures good governance in the way that the defibrillator is managed and maintained.

2.1 TRAINING and SUPPORT FOR RESIDENTS

First aid and resuscitation training is provided periodically by one of our resident GPs. The defibrillator is a small battery powered device with pads to place on the chest of someone who has collapsed and believed to have suffered a cardiac arrest. It is very easy to use and can be used by members of the public with no formal training. It is an intelligent device which tells you exactly what to do. Simply press the green button and it will talk you through the procedure step by step. It is not possible to do any harm with the defibrillator - you can only save a life.

2.2 USING THE DEFIBRILLATOR

- The defibrillator is contained in the old BT phone box in the village square.
- Open up the round circular unit by turning the plastic casing in an anti-clockwise motion
- Lift out the defibrillator in the yellow carry bag
- Put on the Yellow Hi-Viz jacket
- There is a torch attached to the carry bag



3. Village Emergency Telephone Scheme (VETS)

The VETS number is only made available to residents and emergency services. This is because it rings out to 10 volunteers in the village simultaneously if there is an incident.

3.1 MAKING A VETS CALL

Residents may require help if they are ill or experiencing some other emergency. Emergency service workers may require help to access properties or to obtain support from a Named Driver of the All-Terrain-Vehicle.

We advise residents to make a note of the VETS number and ensure it is stored on their mobile phone. Most incidents and emergencies will require a 999 call first. The VETS number can be phoned immediately afterwards to provide additional support as required.

3.2 ANSWERING A VETS CALL (VETS VOLUNTEERS)

The first volunteer to answer their phone will hear the message VETS call...VETS call.... You will be asked to confirm whether you can accept the call by pressing **1**. You **MUST** press **1** within 5 seconds of lifting the receiver or it will continue to ring around the other lines, and you may get no response or a dead line.

Only accept the call if you are at home and in a position to respond. If you can't respond just put the phone down and it will continue ringing to the other VETS volunteers. Pressing **1** will result in all other phones in the VETS loop to stop ringing.

If there is no answer on any line, the call will terminate after 59 seconds of ringing. The 'no assist' message will then be played to the person making the call.

When you accept a VETS call you can obtain additional support by dialling the VETS number again and/or by using the village WhatsApp. Always ensure that a 999 call has been made as VETS does not replace the emergency services.

3.2 HELPFUL INFORMATION FOR VETS VOLUNTEERS

Sudden Cardiac Arrest

A VETS volunteer may be asked to fetch the defibrillator in the event of a sudden cardiac arrest. All VETS Volunteers will be offered support and training in basic CPR and defibrillator use but your main job is to deliver the defibrillator if requested. Anything else you are able to do as a volunteer helper is a bonus and may even save a life.

Fire

Remember that prevention is always our first line of defence and a home fire safety check should be requested if there are any concerns for individual residents. Please familiarise yourself with the location of the six fire hydrants in East Haven as highlighted on the map

in Appendix 1. It is the responsibility of residents to keep hydrants clear and accessible for emergency services.

Wildfires

In the case of any wildfires on the dunes the Fire Service will require support from Named Drivers of the ATV. The trailer will also be used to enable pumps and other equipment to be carried along the beach. Use the Village Whats App to contact Named Drivers.

3.3 LOCATING PROPERTIES

Long Row No 1 - 11

Large emergency vehicles might be advised to reverse along Long Row as turning is difficult.

Tankerville No 1 -6

Large emergency vehicles are only able to drive up as far as the corner at the top of the access road.

Note: No 7 Tankerville (Longhope) is accessed via its own private road behind the back of Torrie Park. There is room for large vehicles to turn at the top. It is also possible to access No 7 on foot from the back of Tankerville cottages.

Station Row No 1 - 5

Easily accessible

Edelhof (sometimes known as Station House)

Easily accessible

Torrie Park No 1- 8

Easily accessible

Houses on the south side of the railway line (Craig Road, Beach Rd, Shore Row)

All houses are individually named except for 1-3 Shore Row. All houses have been assigned a 'What 3 Words' reference for the emergency services as can be seen on the map in Appendix 2.

On occasion, casualties are able to be brought from their property by car to the village square. If a person has agreed with the Scottish Ambulance service that this is the most appropriate form of action they may ask for a lift by car to the village square. If an emergency vehicle requires access to the seaward side it can use the locked crossing at the railway line using the instructions in 3.4.

3.4 CROSSING THE RAILWAY LINE grid reference 589 – 362 AND FIELD

If an emergency vehicle requires to cross the railway line it is advised to phone the VETS number again and obtain further support. Most vehicles arrive in the village square and need help to find the railway crossing. If possible somebody should wait at the railway gate on the Carnoustie/East Haven road with a torch to signal to emergency vehicles who may not know where the crossing is.

NO VEHICLES MUST ATTEMPT TO CROSS BEFORE THE SIGNALMAN HAS AGREED THAT IT IS SAFE TO CROSS.

1. Phone the signal man from the telephone at the crossing gate. Inform them that an emergency vehicle requires to cross the line. If it is a priority 1 emergency e.g cardiac arrest or house fire the signalman may stop the trains. In other situations the emergency vehicle may have to wait a few minutes until a train has passed before the signalman allows the vehicle to cross.
2. Note that both gates on either side of the railway line are locked with the same combination padlock number. Network Rail only allow East Scryne Farm staff to know the padlock number. If volunteers are asked to help unlock the gate they must check with the signalman that it is safe to cross on foot to open the padlock on the field facing gate. Beware of physically opening the field facing gate too early as there may be sheep in the field. Sheep must not be allowed to stray on to the line. The field facing gate must be closed as soon as the emergency vehicle has crossed the line to ensure the safety of both sheep and trains. Let the signalman know that the vehicle has crossed safely so trains can continue to use the line.
3. After crossing the railway, Emergency vehicles should drive approximately 500m across the field to an unlocked gate on the other side. A hard core track has been laid.

Emergency Services have requested 'What3Words' for the access door of each property they may have to attend on the seaward side. This has been recorded and can be viewed on the Map in Appendix 2.

Please note that Fire Services will access the fire hydrants at the front of Invermay and Four-winds.

3.5 VETS CO-ORDINATOR

Wendy is the VETS Co-ordinator. Please let Wendy know if there has been a call and what help was required e.g helped ambulance locate a property, fetched the defibrillator. A confidential record will be maintained to assist with future planning. If, as a Volunteer you experience any difficulties please let Wendy know so we can identify solutions and improve our response. Equally, if you think there is any learning which can be shared from your experience or any new training needs identified do let Wendy or one of the EHT Trustees know.

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handbook.
Version 3. August 2026

East Haven Together

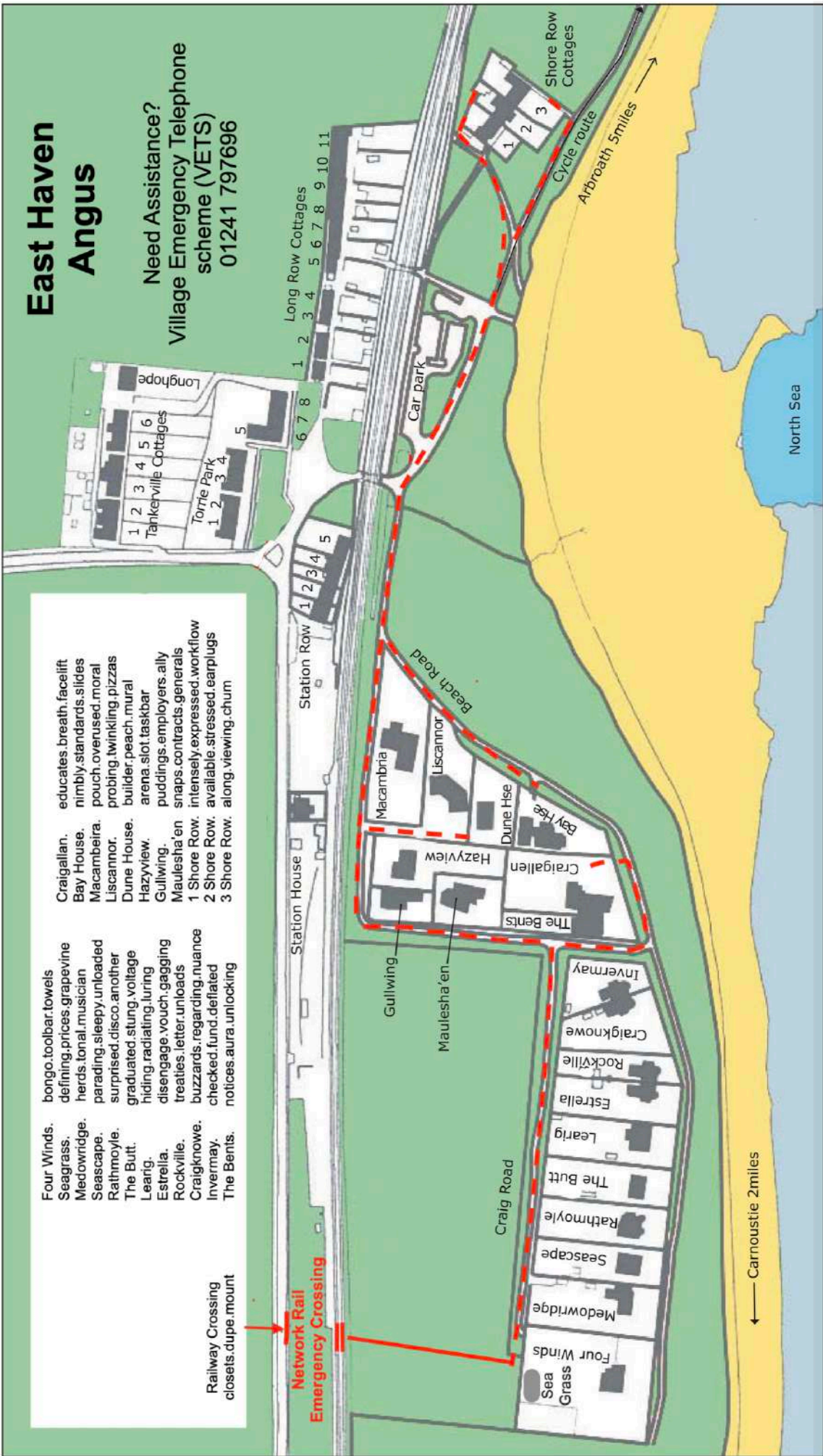


Appendix 1

East Haven Fire Hydrants

Residents living in each locality are responsible for knowing where their Fire Hydrant is and for keeping the area around it clear and accessible. Please note that if there is a fire in Shore Row, the nearest hydrant is situated outside No.10 Long Row.





∞ **Appendix 2.** Map of houses on seaward side and What3Words to locate each property