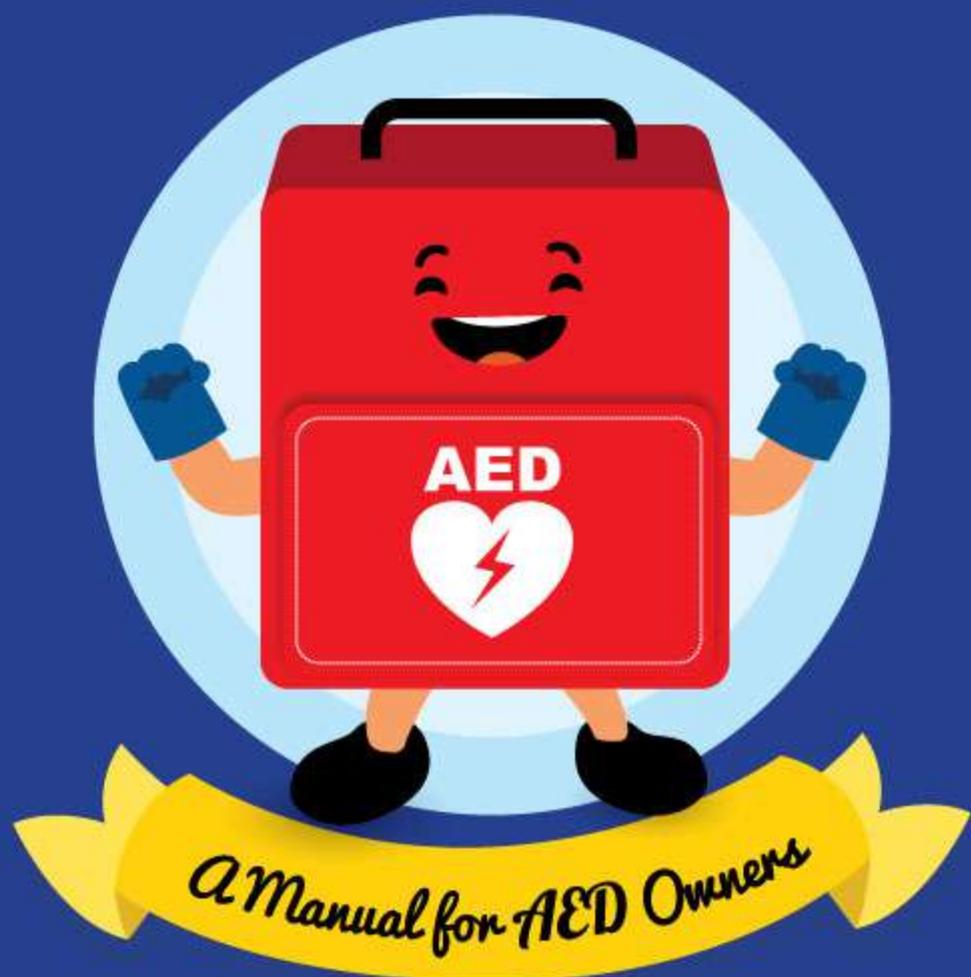


AUTOMATED EXTERNAL DEFIBRILLATOR GUIDE



R-AEDI

PAD INCENTIVE SCHEME



REGISTER
WITH R-AEDI
TODAY!

The R-AEDi-PAD Incentive Scheme incentivises AED owners to register their AEDs in the National AED Registry, which aims to increase accessibility of AEDs for out-of-hospital medical emergencies.

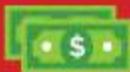
ORGANISATIONS REGISTERING AEDS GET THE FOLLOWING BENEFITS:



- Online management of AED location by R-AEDI team



- AED battery and electrode date expiration email reminders and other useful tips



- Eligibility for R-AEDi PAD Incentive Scheme

* Refer to Annex B for more information

For more information, visit www.scdf.gov.sg/saveallife

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INTRODUCTION

WHO IS THIS GUIDE FOR?

This is a guide for anyone who is responsible for buying, installing and maintaining Automated External Defibrillators (AEDs) in a building or facility.



IN SOME PLACES,
THIS PERSON MIGHT
BE KNOWN AS:

**SECURITY &
EMERGENCY
PREPAREDNESS
MANAGER**

**BUILDING
MANAGER**

**ESTATES/
FACILITIES
MANAGER**

**ENVIRONMENTAL
HEALTH & SAFETY
MANAGER**

**OPERATIONS
MANAGER**

CAN YOUR BUSINESS HANDLE A SUDDEN CARDIAC ARREST EMERGENCY?

Sudden Cardiac Arrest (SCA) happens when a person's heart suddenly stops beating. Blood cannot be pumped around the body, so other vital organs do not receive oxygen.

SCA can happen to anyone at any time, regardless of age or fitness level.

Even with fast ambulance services, the brain starts to die shortly after the heart has stopped pumping blood to it.

Without bystander CPR and the use of an AED, survival rates will be low.

*In Singapore, the
survival rate is only*

21.3%

(witnessed and shockable
cardiac arrest cases*)



* The overall survival rate is only 5.3% when non-shockable and unwitnessed cardiac arrest cases are taken into account.

Source: White AE, Wah W, Ong MEH. 2011-2015 Singapore Out-of-Hospital Cardiac Arrest Registry Report. September 2017. Republic of Singapore. Unit for Prehospital Emergency Care. 2017.



COMMON CAUSES OF SUDDEN CARDIAC ARREST

They include:



HEART ATTACK



FOREIGN BODY AIRWAY OBSTRUCTION



STROKE



SMOKE INHALATION



DRUG OVERDOSE



SEVERE ALLERGIC REACTIONS



DROWNING



ELECTROCUTION



SEVERE TRAUMA

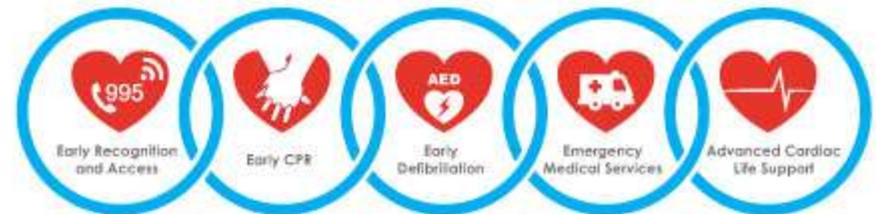
A victim's chance of survival from sudden cardiac arrest can be increased if CPR+AED is applied promptly by a bystander or designated first responder, until an emergency medical team takes over.

CPR+AED ARE KEYS TO SURVIVAL

A casualty has the highest chance of surviving sudden cardiac arrest, if a series of actions are carried out quickly.

Bystanders must recognise the condition early and call 995. CPR should be started immediately and another person should apply the AED as early as possible, before the ambulance arrives. This is called the Chain of Survival. All these actions need to be carried out in quick succession, so that the casualty has a high chance of survival.

CHAIN OF SURVIVAL



A PERSON'S CHANCE OF SURVIVAL CAN INCREASE FROM **6% TO 74%↑** IF HELP IS GIVEN WITHIN **3-5 MINUTES** OF COLLAPSE.

That is why it is important to make AEDs publicly accessible. They must also be quick and easy to find in an emergency.

• EXPECTATIONS FOR AED OWNERS •

INSTALL YOUR AED IN THE RIGHT PLACE

AEDs must always be publicly accessible. They should be quick to find and easy to retrieve during an emergency.

WHERE TO INSTALL YOUR AED

1

*Short
Response
TIME*

An AED should be installed within **3 minutes'** reach (pick up and return at a brisk walk/run), or approximately 100 meters, from common areas with heavy foot traffic.



WHERE TO INSTALL YOUR AED

Install your AED cabinet at around 1.2 meters (measured from the floor to the keyhole) above ground level, so that the AED is within easy reach for most people.

Ensure that the front of the AED can be seen from the cabinet glass panel, so that the battery standby light is visible.

List a contact number for members of the public to call, if they spot a problem with the AED.

2

*Ease of
ACCESS*

Mount your AED **on a wall** or an **independent floor stand**, so that the AED is visible for all to see.



1.2 meters

HOW TO INSTALL YOUR AED

3

The AED signage should be bright and clear, and placed at a height where it is easily visible from afar.

If the signage is in an area with little or no natural light, installing an electric light behind the AED signage is recommended to illuminate it clearly.

Show that your AED is secured by an alarm system



Every AED must be accompanied by an AED sign mounted above its location.

We recommend placing a plastic wall mounted triangular AED signage above every AED cabinet, to increase visibility of the AED so that it can be found at all times.

Install a light behind the signage to keep it visible during nightfall or in dim areas.



REGISTER YOUR AED WITH R-AEDI

The Registry for AED integration (R-AEDI) is a collaborative initiative between the Singapore Heart Foundation and the Singapore Civil Defence Force.

The initiative has

3 COMPONENTS



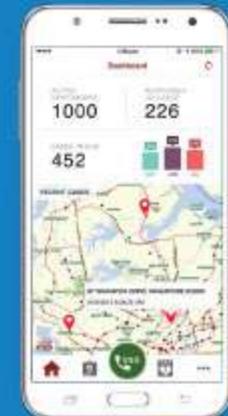
Creating awareness and recruiting volunteers for the SCDF myResponder app



Building a robust National Registry of publicly accessible AEDs



Promoting public awareness of the importance of CPR and AED



AED owners are encouraged to register their AEDs with R-AEDI, so that their AED locations can be mapped into the **myResponder** mobile application.

This app will:

- Avail the AED locations to 995 dispatchers
- Allow the public to locate the nearest publicly accessible AED, in the event of a sudden cardiac arrest

By registering your AEDs with R-AEDi, you will receive the following benefits:



Free reminder services
for pad and battery replacement when they are near expiry, to ensure that your AEDs are well maintained

.....

Potential Savings
through the R-AEDi-PAD Incentive Scheme



Refer to Annex B for more information.



DEVELOP AN AED PROGRAMME ROLES & RESPONSIBILITIES

01

Appoint a Programme Coordinator who will be in charge of the Public Access Defibrillator (PAD) programme

The Coordinator should:

- Plan for the total number of AEDs to be installed in a facility and consult with facility management during planning.
- Choose locations for placement of AEDs throughout the facility.
- Arrange for the purchase of the AEDs and their accompanying boxes and signage.
- Develop a site medical support plan for sudden cardiac arrest emergencies. Refer to the Emergency Response Flowchart (Annex C) as a guide when developing the plan.
- Identify the total number of employees who will be designated first responders. Refer to the Ministry of Manpower's Workplace Safety & Health (First-Aid) Regulations* when deciding on the total number of first responders.
- Implement an AED maintenance protocol.
- Establish a recognition programme for CPR+AED trained staff and those who use their skills to save lives.
- Assign staff to be Designated First Responders within the facility.
- Ensure that all Designated First Responders are certified in CPR+AED and go for regular re-certification once every 2 years.
- Ensure that all Designated First Responders conduct a briefing for building occupants on the procedures of the site medical support plan for emergencies.



*Provision 5, First Aiders:
"5.—(1) Where more than 25 persons are employed in a workplace, there shall be appointed in the workplace as first-aiders who shall be readily available during working hours such number of persons as complies with the ratio of one first-aidler for every 100 persons employed in the workplace or part thereof."

02

Consult R-AEDI for AED guidelines

The Designated First Responders should:

- Recommend standard protocol to follow whenever CPR and AED are used at the workplace.
- Recommend improvements to your current emergency response based on past documented cases of cardiac arrest at the workplace
- Request for the AED Owner Incident Report Form (refer to Annex A) when an AED has been activated
- Recommend how Designated First Responders can create greater awareness of sudden cardiac arrest and the myResponder mobile app in the workplace - for example, add a CPR+AED medical response demo during fire drills.



03

Consult the Singapore Resuscitation & First Aid Council (SRFAC) for training guidelines

SRFAC may:

- Inform all accredited Training Centres when there is a change in the SRFAC guidelines
- Make recommendations on improvements or changes to your CPR+AED training programme.

For free CPR awareness classes, such as the DARE programme, email savealife@heart.org.sg. Please visit the SRFAC website for a list of all SRFAC accredited Training Centres for certified CPR+AED training programmes.



BE A LIFESAVER

The Singapore Heart Foundation's mission is to promote heart health, prevent and reduce disability and death due to cardiovascular disease. Hence, the Foundation aims to improve the out-of-hospital sudden cardiac arrest survival rate, by equipping the community with essential cardiopulmonary resuscitation (CPR) skills and creating an environment for effective usage of the automated external defibrillator (AED).

In accordance with the Singapore Resuscitation and First Aid Council's guidelines, the Foundation provides a one-stop training centre for all to be certified in saving lives.

These courses include:

- CPR+AED Certification Course
- CPR+AED Instructor Course
- Basic Cardiac Life Support (BCLS) Certification Course
- BCLS Instructor Course
- BCLS + AED Certification Course (Healthcare professionals only)
- Standard First Aid+AED Certification Course

WHY GET CERTIFIED AT THE
Singapore Heart Foundation?

NEW PARTICIPANTS
will be given a CPR 3A Kit

REBATE
for former/re-certification participants

CORPORATE RATE
for more than 30 participants

SPECIAL RATE
for social service organisations



Contact us for more information

www.myheart.org | [6354 9344/71](tel:6354934471) | cpraed@heart.org.sg

Our hotline operating hours are from 9am to 12pm, 2pm to 5.30pm on Mondays to Fridays only (excluding public holidays).

Singapore Heart Foundation is a Singapore Resuscitation and First Aid Council (SRFAC) accredited Training Centre.

EMERGENCY MEDICAL RESPONSE PLAN

The goal of an emergency response plan is to maximise a casualty's chance of survival, after a sudden cardiac arrest has occurred.

We recommend performing emergency medical drills with fire drills, to create a working culture that is aware of sudden cardiac arrest and is able to respond quickly with the Chain of Survival in an emergency.

Follow these guidelines



1

A staff calls First Responders immediately after noticing a possible sudden cardiac arrest.

2

After arriving on scene, First Responders should check if CPR is needed. If needed, call 995 for the ambulance then perform CPR immediately while waiting for someone to bring an AED to the scene.

When connected to the 995 operator, provide the following info:

- Type of emergency
- Building address
- Location of emergency
- Further information requested by 995 operator



3

First Responders to continue CPR+AED with other staff, until the ambulance crew arrives.

See Annex C for more information.



995

MAINTAIN YOUR AED

The Programme Coordinator is responsible for overall AED maintenance within a facility.

How to ensure your AED is always rescue-ready



INDICATE ALL AED LOCATIONS IN YOUR BUILDING LAYOUT PLAN

Provide a summary table of all AED information together with the layout plan. The table should include the following information fields:

- Building name
- Date of installation
- AED location description
- Pad expiry date
- Level
- Battery expiry date
- Brand/Model
- AED vendor details
- Serial number

See Annex D for more information.

For all AEDs in the publicly accessible areas of your facility, remember to register them in the Registry for AED Integration (R-AEDi).

Email r-aedi@heart.org.sg to register today!

SCHEDULE REGULAR AED MAINTENANCE CHECKS

Conduct maintenance checks according to the AED manufacturer recommendations or their maintenance checklist guidelines.

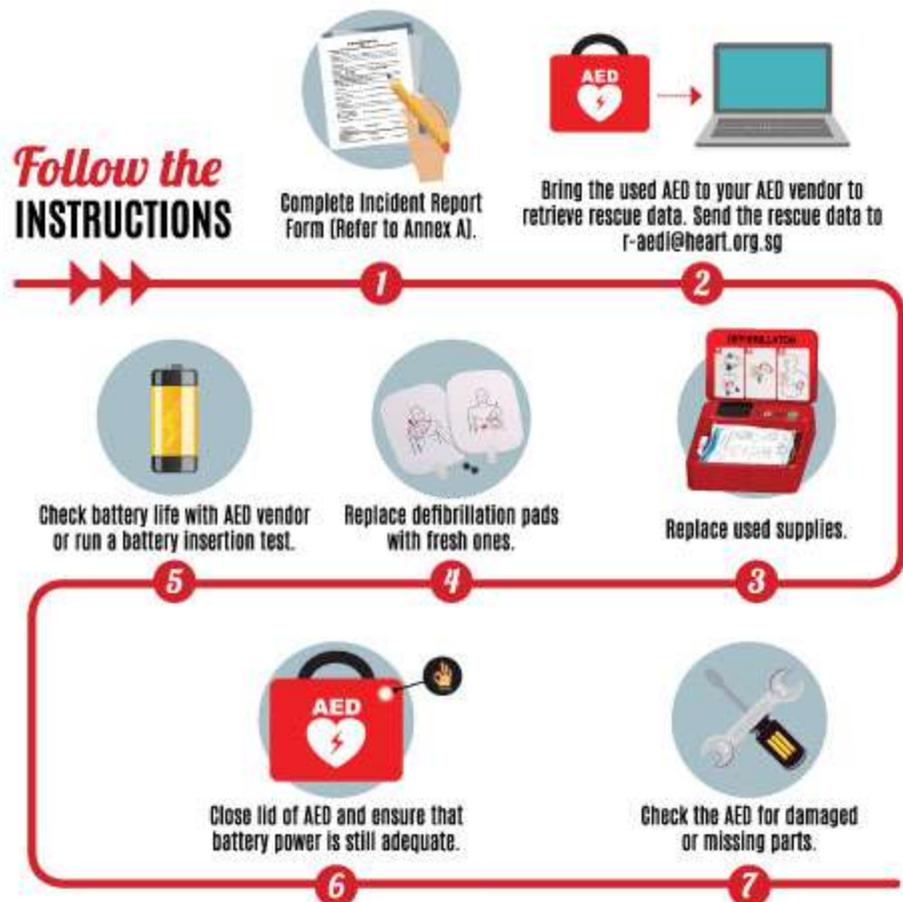
See Annex E for more information.



POST-INCIDENT PROCEDURE

After paramedics have taken over treatment of a casualty, you must return your AED to service as soon as possible.

Follow the INSTRUCTIONS



OUT OF SERVICE AEDS

For any AED that is faulty or out of service due to used or expired parts, the Programme Coordinator should follow these steps:

1.

Remove the out-of-service AED from its display cabinet.



2.

While waiting for your AED to be returned to service, place an 'out of service' signage on the AED cabinet.

See example below:



OUT OF SERVICE AEDS



3. NOTIFY R-AEDI

Notify R-AEDI about your out of service AED, so that the AED's location can be taken off the **myResponder** app temporarily. When the AED is returned to service, the Programme Coordinator is to notify R-AEDI, so that the AED location can be reinstated in the **myResponder** app. All notifications can be done via email at r-aedi@heart.org.sg.



4. CONTACT

Request for an interim AED loan set, until your AED unit is returned to service. Email r-aedi@heart.org.sg and state 'Interim AED Loan' as the subject title.



REGISTER YOUR BUSINESS FOR THE **DISPATCHER-ASSISTED FIRST RESPONDER** PROGRAMME TODAY!



**STAY ON
THE LINE**



**PUSH HARD
AND FAST**



**USE AN
AED**

WHAT IS DARE

Dispatcher-Assisted first REsponder (DARE) programme is a 45-minute simplified CPR+AED hands-on training session. It is designed to be fun, interactive and educational for the public as young as 11-year old.

HOW DO I REGISTER FOR A TRAINING SESSION

Simply write in to DARE_programme@sgh.com.sg or cpraed@heart.org.sg, with the following details:

- number of participants
- preferred training date and time (subject to availability)

IS THERE ANY TRAINING FEE

The DARE programme is funded by the Ministry of Health, Singapore. No training fee will be incurred. Please ensure that there is a spacious room with projector and audio system for the training.



DISPATCHER-ASSISTED FIRST RESPONDER - DARE



@DARETOSAVE_SG #DARETOSAVEAHEART



FAQ FOR AED OWNERS

Registry for AED Integration

1. What is the R-AEDi Programme?

The R-AEDi Programme is a collaboration between Singapore Heart Foundation and the Singapore Civil Defence Force. The aim of R-AEDi (Registry of AED Integration, pronounced "Ready") is to increase survival rates of sudden cardiac arrest in Singapore by improving bystander CPR+AED response in an emergency.

The 3 key components of R-AEDi are:

- 1) Creating awareness and recruiting volunteers for the SCDF **myResponder** app
- 2) Building a robust National Registry of publicly accessible AEDs
- 3) Promoting public awareness of the importance of CPR and AED

2. What are the benefits of registering my AED(s) with R-AEDi?

Owners who register their AED(s) with R-AEDi, enjoy the following benefits:

- 1) A free AED maintenance check-up and reminder service to ensure that your AED remains in optimum condition throughout its lifespan.
- 2) Partial subsidy of the cost of replacing AED parts. This is on condition that the AED has been used outside of your 'Duty-of-Care' area. Please see Q.9 for more information.
- 3) Recognition of your building as a 'heartsafe' venue, where members of the public can quickly locate the nearest AED using the **myResponder** mobile app.

3. I have more than one AED within my premises. Do I have to register all my AEDs with R-AEDi?

We recommend that all AEDs within your premises are registered with us. By doing so, you will be helping to create a comprehensive registry of AEDs for use during an emergency.

In the event of a cardiac arrest emergency, SCDF telephone operators will use this registry to direct members of the public to the nearest AED. Registered volunteers using the **myResponder** app will also be referring to the registry to locate the nearest AED.

4. Will I be held liable if my AED malfunctions during a cardiac arrest incident?

No, you will not be liable for AED malfunctions.

Most AED malfunctions are due to lack of maintenance and battery failure. To minimise malfunction, implement a preventative maintenance programme that actively monitors the health of your AED and tracks the expiration dates of AED accessories and their replacement.

Owners who register their AEDs with R-AEDi can enjoy our free annual verification service, which is a safety net check for the health of your AED, in case anything has been overlooked during routine checks. We will also send owners a free service reminder for pads and battery replacement, 6 months before their expiration date.

5. Am I obliged to respond to all cardiac arrest emergencies that happen on my premises, after registering my AEDs with R-AEDI?

No, it is not compulsory to respond to all alerts of possible cardiac arrests. Your response is entirely voluntary, and we only encourage you to respond when you are available and to do so within safe and reasonable means.

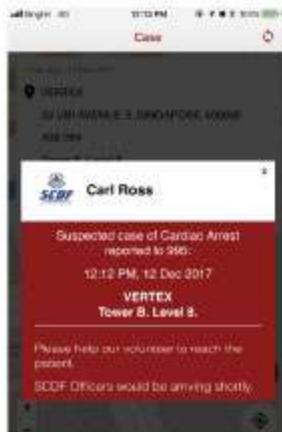
You may have other urgent priorities and are unable to respond. This is understandable. However, we encourage you to treat every alert seriously and do everything you can to help someone else in need. Who knows, you may just save a life!

6. How do I verify that a person's request to use my AED is genuine?

In the event of an emergency, a registered user of the **myResponder** app will be able to show proof of a 'live' case from a pop up within the app (as pictured). It will indicate important details, such as:

- Name of registered first responder
- Address of the reported emergency
- Date and time stamps of the reported incident

Of course, there will be situations where a person is not a user of **myResponder**. In these cases, we recommend that you take the request for an AED seriously and allow access to it speedily, because every minute counts in a crisis. As a precaution, you might want a member of staff to follow the person to the emergency site, to ensure that the AED is returned after use.



If you still find it difficult to give a member of the public the benefit of doubt, dial 995 to verify the authenticity of the cardiac arrest incident, before granting access to your AED.

7. What is the best way to ensure that my AED is returned after use?

We recommend that a member of staff from your building management team goes to the emergency site with the person who requested for the AED. After SCDF paramedics arrive and take over care of the casualty, the staff will be able to return the AED to your premises.

8. What should I do after my AED is used?

The first thing to do is to retrieve incident information from the defibrillator. Contact your AED vendor to download the data for you and decrypt it (if needed). This information is not personal details of the cardiac arrest victim, but data on the casualty's heart rhythm or EKG and the time of critical events, such as when shocks are delivered.

After obtaining the incident information, email it to r-aedi@heart.org.sg. This is a necessary requirement, in order to be eligible for any AED maintenance subsidies. The information will be used by SCDF to complete the patient's medical records and help with research on improvements to patient care.

Next, get your AED back to a "ready state" as soon as possible. To return an AED to service, follow these steps:

- Replace the electrode pads. Contact your AED manufacturer to do so. Any pads that were attached to the casualty, cannot be re-used and must be thrown away.
- Replenish medical supplies inside the AED kit, such as disposable gloves, razors and any items that were used in the emergency.
- Replace the AED batteries. Some batteries cannot be recharged or recycled. Also, some batteries require discharging before disposal. Contact your AED manufacturer for proper instructions.

You may apply for an incentive to offset the costs of returning your AED to service. Fill in the AED Owner Incident Report Form (Annex A) and email it to r-aedi@heart.org.sg.

While waiting for your AED parts to be replaced, you may apply for a loan unit from R-AEDI, which is subject to availability. For more information on interim AED loans, contact us at 6354 9340 or email r-aedi@heart.org.sg.

9. Does R-AEDI provide funding or subsidies for AED installation and/or maintenance?

R-AEDI does not sponsor AED installations, but we provide a partial subsidy of up to \$200 per payout for replacement of AED parts (that is, electrode pads and battery packs) on condition that:

- AEDs owned by organisations and corporate entities were used outside the designated "Duty-of-Care" area, as defined by the Workplace Safety and Health Act (Chapter 354A) Part IV Section 19:

Duties of occupiers of common areas

(1) For the purposes of subsection (2), where a building comprises one or more workplaces, any common property or limited common property of the building (referred to in this section as the common area) which is used by persons at work in any such workplace or is used by such persons to move through shall be treated as part of their workplace.

(2) It shall be the duty of the occupier of the common area to comply with any provision of this Act with respect to -

- electric generators and motors located in the common area;
- hoists and lifts, lifting gear, lifting appliances and lifting machines located in the common area;
- means of access into or egress from the common area; and
- any machinery or plant located in the common area which belongs to or is supplied by the owner or occupier of the common area.

(3) In this section -

"common property" and "limited common property" have the same meanings as in the Building Maintenance and Strata Management Act (Cap. 30C);

"occupier", in relation to a common area, includes the management corporation or subsidiary management corporation, as the case may be, having control of that common area.

- Your AED was registered in the myResponder mobile application, before the event of AED use.
- AED data is downloaded, decrypted (if needed) and submitted to r-aedi@heart.org.sg.
- The AED owner is not registered as an ambulance services provider or in any situation where a fee-for-service is involved.

10. What should I do if my AED is stolen?

In the rare instance that your AED is stolen, we urge you to report the matter to the police, if the AED is registered with R-AEDI, the AED serial number will be recorded. Should the device appear elsewhere, the registry may be able to flag it up.

R-AEDi AED Owner Incident Report Form

ANNEX A

- ✓ Download a copy of this form at www.myheart.org.sg/save-a-life
- ✓ Email this completed form to r-aedi@heart.org.sg
For more information, contact 6354 9340

Reference No.: / /

1. Particulars of AED Owner*

Name: _____ Organisation: _____
 Designation: _____ Contact No.:
 Email: _____

2. Incident Details

Incident Date*: (dd/mm/yyyy) Incident Time*: (hh:mm) AM/PM

Incident Location*: _____

CPR started*: Yes No AED applied*: Yes No

Shock delivered: Yes No

If 'Yes' please indicate the total number of shocks delivered

Please indicate the time of first (1st) shock (hh:mm) AM/PM

Return of pulse prior to ambulance arrival Yes No

If 'Yes', please indicate the time of pulse return (hh:mm) AM/PM

3. Casualty Details

Name: _____ Gender: Male Female Age:

4. AED Responder Details

Name: _____ Contact Number:

5. AED Device Details*

Brand and Model: _____ Serial Number: _____

AED Location ID: _____

6. Checklist of Documents*

AED Owner Incident Form AED Registration with **myResponder** AED Summary Printout

7. Cheque payable to: _____ (if applicable)

Company Stamp Name & Signature Date

*Compulsory fields to be completed

For Official Use

AED Type: PAD Non-PAD PAD Subsidy Eligible Ineligible

Processed by: _____ Name & Signature Date

R-AEDI-PAD Incentive Scheme

ANNEX B

A. Purpose of Incentive Scheme

The R-AEDI-PAD Incentive Scheme incentivises AED owners to register their AEDs in the National AED Registry, which aims to increase accessibility of AEDs for out-of-hospital medical emergencies.

B. What is covered in the Incentive Scheme?

- AED electrode pads
- AED battery packs

C. Who is eligible for the incentive?

AED owners who fulfill the following criteria may apply:

- 1) AED to be registered in the **myResponder** mobile application before the event of AED use.
- 2) AEDs owned by organisations and corporate entities are to be used outside of "Duty-of-Care" areas and nature of business.
- 3) AEDs owned by private individuals must be used on strangers outside of own residence.
- 4) AED owner is to complete the incident report form and provide the AED summary printout.
- 5) Success of incentive application will not be dependent on outcome of rescue attempt.

D. How much incentive will AED owners receive?

The total incentive amount is capped at \$200 per payout.

E. How do I apply for the R-AEDI-PAD incentive?

- 1) Fill in the incident report form - Annex A.
- 2) Obtain the AED summary printout from your AED vendor.
- 3) Submit the incident report form together with the AED summary printout to r-aedi@heart.org.sg.

F. How will I receive my incentive?

Upon receipt of the Incident Report Form (Annex A) and AED summary printout, a cheque will be issued to the Payee as stated in the AED Owner Incident Report Form.

For more information, email r-aedi@heart.org.sg or contact 6354 9340.

Note: As this is an ex gratia payment, Singapore Heart Foundation reserves the right to amend or suspend all or any part of the subsidy scheme at any time, without prior notice.

Monthly Maintenance Checklist

AED Location: _____ Year: _____

AED Brand / Model: _____

AED Serial Number: _____ AED Location ID: _____

Date	AED Unit Undamaged	Housing Undamaged	Cables Undamaged	Check Battery OK	Check expiry date on Pad	CPR Mask	Scissors	Gloves	Razor	Towel	Status Indicator OK	No Audible Beeping Sound	Initials
JAN													
FEB													
MAR													
APR													
MAY													
JUN													
JUL													
AUG													
SEP													
OCT													
NOV													
DEC													

NEED HELP?

Contact the Registry of AED Integration (R-AEDi) when you need:

To register
your AEDs with the National AED Registry.



Free reminders 
to replace your battery and pads as they near their expiry.

Recommendations
on the standard protocol to follow whenever CPR and AED are used at your workplace.



To claim subsidies
on expendable AED parts (refer to Annex B for the R-AEDi-PAD Incentive Scheme).



Help to improve
your current emergency response based on past documented cases of cardiac arrest at the workplace.



Ideas
on how your Designated First Responders can create greater awareness of sudden cardiac arrest and the myResponder mobile app in your workplace.



Here's one for you right now - consider adding a CPR+AED medical response demonstration during routine fire drills.

You can reach R-AEDi at r-aedi@heart.org.sg

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 Your Heart We Care

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