Presentation October 21, 2022

Q: What is ReadyAlert's role in the Neighbors-Saving-Neighbors (NSN) program?

A: Delivers cardiac arrest alerts to responder's devices.

   Sends general test alerts.

   Works closely with the group coordinator to maintain a current notification database;

      Works closely with Public Safety and the coordinator in assisting new groups
   joining the NSN program.

OPERATIONAL

Q: Who decides the event is a cardiac arrest?

A: 911 Dispatcher determines the event is a cardiac arrest based on the information
provided.

Cardiac Arrest = NON-BREATHING.

Determination can be immediately or during the call. EMS will be dispatched prior to
determination.

Q: What is the role of a group coordinator?

A: Maintain a current list of trained responders; notify ReadyAlert Support of any
changes in database.

A: Have responders confirm receipt of test alerts.

A: Coordinate live cardiac arrest drill(s).

A. Contact Public Safety for batteries and pads; monitor AED's and cabinets.

A. Facilitate training and re-training for their responders.

NEED INFORMATION?

Go to
http://www.readyalertaed.com/

Q: Are responders required to be re-trained every two years?

A: No. Recommended but not required.

Q: After group responders are initially trained by Public Safety, how are new responders trained and current responders re-trained?

A: Through Public Safety at $25 each;

- Coordinator - at no cost by using CPR/AED training kit that was initially provided by Public Safety;

Free by contacting The Villages CERT at https://certofthevillages.org

Through ReadyAlert for $10 each – contact Martha Mitchell @ marthamitchell17825 @gmail.com

Q: What telephone numbers are associated with a VOICE alert?

A: (866) 418-0641 and (866) 418-6183

- This number should be entered into contacts with a name of CARDIAC ARREST and a unique ring tone selected.

- If the "do not disturb feature" is used on the phone, make sure this contact is saved as a "favorite."

- If not, the phone will not ring when there is an alert.

Q: What ID number is associated with a text alert?

A: It is a random number and should not be saved.

Q: Should responders have voice and text on their cell phone?

A: Yes. With voice, the phone rings and can be used as an "alarm."

- With text, the phone only tones once, but the message can be easily read. Important to have phone on at night.

Q: Should responders confirm general test alert to ReadyAlert?

A: No. We recommend that they confirm receipt of the test alert to their group coordinator or designee.

Q: What should a coordinator do if notified by a responder that he/she did not receive a test alert?

A: Go to www.readyalertaed.com and click on Support (upper right-hand corner of page).

- Complete and submit the support ticket. Provide the responder(s) name(s) for retest.

Q: Should responders have an email address?

A: It is not necessary. Coordinators have an email address in their record so that they have a record of all alerts sent.

After November 2020, we do not request email addresses for responders.

Q: Can a responder reply back to a text alert?

A: Yes, but it is not necessary unless the coordinator is accessing his/her RA account to view confirmations.

Q: Can a coordinator make changes to their group data?

A: No. The system is read-only. Email support for changes.

Q: Should cardiac arrest drills be held?

A: It is highly recommended that a cardiac arrest drill be held at least once a year.

- Important to know the responder's physical readiness and equipment condition.

- a practice drill re-energizes the group. Complacency diminishes readiness, program awareness and fund raising.

Cardiac Arrest Drill – scheduled through ReadyAlert

Q: How are cardiac arrest drills through ReadyAlert scheduled?

A: Contact support with date, time and complete address including Zip Code.

A: Alert time is scheduled by 15-minute increments, e.g., 6:00, 6:15, 6:30, 6:45, etc.

- Do not schedule more than one week prior.

- All <u>activated</u> responder household (Primary and Alternate) will be sent the alert.

Q: Can suspended responder household be included?

A: YES

- When a cardiac arrest drill is requested through Support.

- include the name(s) of an Alternate(s) and/or suspended household(s).

Q: Where should responders park when arriving at the cardiac arrest alert location?

A: Park on the grass or the neighbor's driveway not on the street or in the driveway.

- The area that needs to be open is the street (both sides) and the driveway.

- This area needs to be open for at least one fire engine (34.5') one ambulance (14') and one rescue (14').

Q: When the person who is with the patient states that there is a DNR, does the responder(s) take their word for it?

A: Yes. Respect the wishes of the family member.

Q: How does HIPPA impact what information that can be made public about an event?

A: HIPPA - Acronym that stands for the Health Insurance Portability and Accountability Act, a US law designed to provide privacy standards to protect patients' medical records and other health information provided to health plans, doctors, hospitals and other health care providers.

Although your group is not subject to HIPPA, it is recommended that you first clear any information about the event with the family prior to publicly releasing any information.

Q: Can a responder be sued for aiding assistance? A: No. Volunteers fall under the Florida Good Samaritan Act.

Q: Will a map option appear on cell phone?

A: Yes and No. Depends on phone manufacturer and carrier

Maps will appear differently on an iPhone and Android phone, as well if the address opens in Apple maps or Google maps.

LOGISTICAL SUPPORT

Q: Who should coordinators contact about AED supplies?

A: Go to – www.readyalertaed.com, click on AED battery and Pads Replacement.

- If having difficulty, contact Bob Sjogren at Robert.sjogren@districtgov.org.

FINANCIAL

Q: How does ReadyAlert invoice for notification service?

A: Coordinators their designee(s) are emailed an invoice the first week of the start of service.

Q: When is payment due?

A: Payment is due 30 days from the start of service period. A service period can be 12 or 24 months.

Q: How is billing determined?

A: By the number of responder households that a group has determined they want active at all times.

A: This number can be comprised of Primary and/or Alternate responder households.

Q: What is a "Primary" responder household?

A: A Primary responder household is a household that is charged for notification service.

Q: What is an "Alternate" responder household?

A: A trained responder(s) who temporarily fills in for a Primary responder household. There is no charge for an Alternate.

Q: Are seasonal Primary responder households charged while they are gone?
A: Yes.

Q: Is a credit issued for a Primary responder household that is deleted during the year?

A: Yes. A credit is issued on the next bill for the vacant month(s) remaining in the billing cycle.

Q: How does ReadyAlert charge for adding a Primary responder household(s) during the billing year?

A: The amount for the months for the additional responder(s) will be added on the next invoice.

Q: How is payment made to ReadyAlert for service?

A: There are two options; mail check to the address on the invoice; have the bank send a check.

ACCESSING YOUR READYALERT ACCOUNT

Add Username and Password (case-sensitive)
Forgot your login credentials? Click on Forgot my credentials

Retrieve Username -

Once you log into your account, you can search for your group and view information.

For changes, submit a support ticket at http://www.readyalertaed.com/support.php
Click on the beginning letter of your group

Q: What is a RAID?

A: RAID stands for ReadyAlert ID. Each responder has his/her own unique RAID. In a household with two responders, the RAID number is the same, but the letter after the number is different, e.g. 20A, 20B.

Export Report
The group data will be exported and downloaded automatically in .csv format. Be sure to save it as an Excel document.

Any questions you can contact me at
support@readyalert.com