

HEM Orientation

HEM is a volunteer organization bringing "Harmony to Medicine & Music". We primarily work at music shows throughout Oregon. As an HEM volunteer, you will provide basic first aid and mental health support to the participants of these shows – both staff and customers. While on shift, we expect you to maintain an appropriate level of sobriety and professionalism (i.e. don't drink on shift and be nice to other people!). Please only wear your HEM shirt when on-duty.

As a HEM team member, you will probably be required to deal with (but not limited to) the following:

- ❖ Injuries (cuts, abrasions, blisters, insect bites, bee stings, head trauma, burns, sprains, broken bones, dental & eye injuries, old wounds, etc.) – Follow Standard First Aid Procedures & Bio-Hazard Handling & Clean-Up Rules
- ❖ Intoxication (Alcohol, Drugs, Medications) – Provide First Aid, Monitor Vitals, Hydrate, Prevent Choking or Falling, Establish Contact with friends or family
- ❖ Dehydration/ "Pass-Outs" - Find out about Intoxication Level, Hydrate, Monitor Vitals, Provide fresh air (if possible) and first aid
- ❖ Mental Health – Most mental health needs arise out of levels of intoxication. Provide support, Maintain contact, Alert venue security (or Police if situation requires), Provide hydration and first aid as necessary.
- ❖ Medical Emergencies – Call 911 and provide care until help arrives
- ❖ Minor Instances ranging from lost parents to passing out ear plugs

We follow standard First Aid/CPR procedures at all times. There will be a Shift Leader on duty, who will be able to answer questions and provide support. Remember first do no harm. Provide the best level of care that you can, for as long as you can, and ask for help when you need it. Communicate freely with your HEM team and with venue management. Take care of yourself, and you will be able to take care of others. Thanks for being a part of our team, have fun whenever possible, and don't forget to listen to the music play!

HEM Shift Operations:

- **Shifts** are usually 4-6 hours long. A designated shift leader will be on duty to communicate with venue staff and assist with set-up and necessary documentation.
- At the McDonald Theater, we do not administer **Over The Counter medications**. At other venues, patients must sign an OTC release form. Do not give OTC's to someone who is drinking alcohol or visibly intoxicated.
- If hands-on treatment is required (i.e. anything beyond a verbal consultation or handing them a band-aid), get patient's name minor, get parental/guardian consent.
- Write all incidents in **Shift Log** asap following event (note time, patient's first name and last initial – no full names for confidentiality reasons, short description of patient complaint or injury, & action taken).
- When going out on a **Crisis Call**, buddy up – don't go out alone. Take a first aid kit, extra gloves, water, and walkie-talkie if possible. Don't leave without alerting someone on your team.
- HEM tries to get **beverages and food** comped at some of our venues, so ask! For out-of-town events, family-friendly **camping** is provided. If you are from out-of-town, we can find crash space for you, so let us know if you need it...

Emergency Numbers: McDonald Theater 1010 Willamette St.

White Bird (Cahoots) 342-8255 or 687-4000

Eugene Police Dept. (non-emergency) 682-5111
police records 682-5116

City Center Public Safety Station 682-8844

SASS 343-7277

Poison Center 1-800-222-1222

HEM BOD (Board of Directors)

Jeff 206-3142

JonErick 431-3352

Ted 729-4788

Bekah 556-3548

Charlie 554-8280

Laural 285-1298