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COVER SHEET



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SUMMARY	Helicopter Landing Site (HLS) procedure and training and checklist assessments.

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WH Helicopter Landing Site Procedure

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1. POLICY STATEMENT

The following document is prepared to be a basis for local procedures for the Wollongong Hospital helicopter landing site (HLS). This procedure accommodates operations for both arriving and departing patients.

2. BACKGROUND

This procedure has been developed for the hospital helicopter landing site (HLS) and is aimed to provide relevant information to the staff who will manage the reception of patients arriving by emergency medical service helicopters.

For the purposes of the HLS size and structural design, a “Design Helicopter” is used. The Design Helicopter is the Agusta Westland AW139, the primary helicopter type in use with NSW Ambulance. This type reflects new generation helicopters used in emergency medical transfers.

Definitions

WH – Wollongong Hospital

HLS – Helicopter Landing Site

ETA – Estimated time of arrival

PLD – Patient Lifting Device

SWMS – Safe Work Method Statement

Downwash – Powerful down-directed wind caused by helicopter rotors

Hot Drop – When a patient is unloaded whilst the helicopter rotors are still turning

3. HELICOPTER LANDING SITE SAFETY

The greatest threat when operating around a helicopter is the turning rotor blades. The main rotor is the large one on top of the helicopter and the tail rotor is the smaller one at the rear of the helicopter.

When stationary, the blades of the main rotor can drop down with a minimum clearance approaching the height of an adult. When the rotors are turning, the high-speed tail rotor is virtually invisible. It is good practice regardless of the type of helicopter, to remove any head wear, and bend the head down when entering or departing under a turning main rotor disk. Under no circumstances are personnel on the deck, other than Ambulance NSW crew, to enter under the rotor disk aft of the main cabin area.

Physical contact with either main or tail rotor when turning will result in serious injury or DEATH!

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If rotors are turning, additional hazards are generated by the volume and velocity of air in the rotor downwash, the noise generated by the rotors and the engines and the associated difficulties for spoken communication in such circumstances.

3.1 General Safety Guidelines

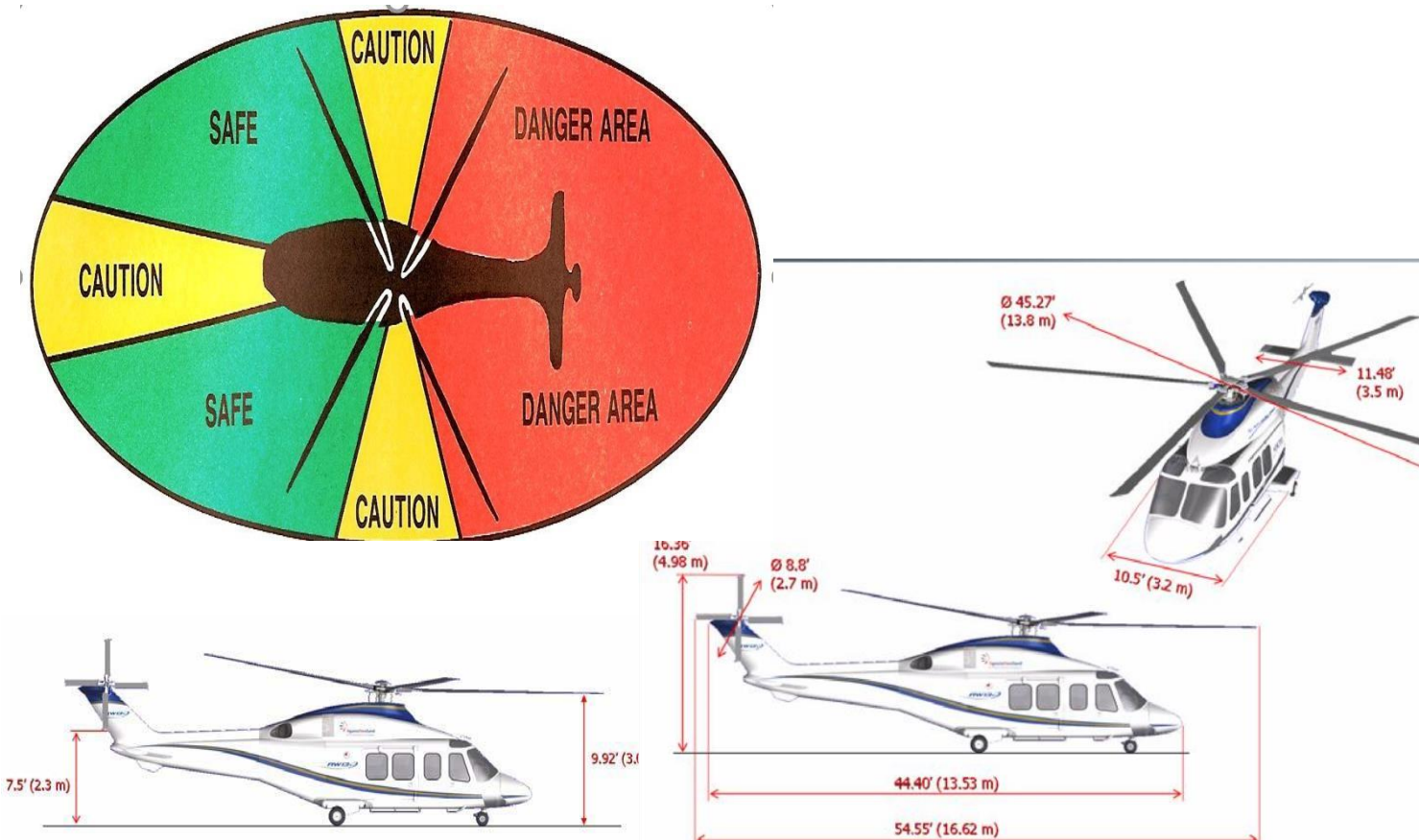
In general, it is important to remember that EVERY helicopter operation is potentially a dangerous activity that requires the FULL attention of personnel on the HLS and/or in the helicopter. Only designated and trained personnel are allowed in the HLS lobby or onto the HLS during helicopter operations.

Repeated and practiced procedures do not reduce the need to exercise caution at all times.

Hospital staff must not approach the helicopter after landing until the rotors have stopped turning and an Ambulance NSW crew member has signalled that it is safe for them to approach. Remain clear of the helicopter unless a crew member accompanies you.

No hats of any style are to be worn on the HLS. Care is to be taken to ensure no loose articles are carried on the deck.

The primary DANGER ZONE is at the rear of the helicopter. Under no circumstances is the helicopter to be approached from the rear or a departure from the aircraft made to the rear.



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1. Only approach the helicopter forward of the mid-section. Outside of this frontal zone means you are increasingly working toward a blind area and the ever threatening, nearly invisible, tail rotor.
2. Working in a zone roughly between a ten o'clock and two o'clock position from the front of the helicopter means the pilot can see you at all times.
3. Never try to help crew member's open or close doors. Always follow the crew's directions when loading patients.
4. Unauthorized persons are PROHIBITED from the HLS and must be kept from the HLS area.
5. NO SMOKING near the aircraft (TWH is a NON-SMOKING environment).
6. NEVER shine a white light directly towards the aircraft, for this can blind the pilot. Items such as bedding, clothing, etc. need to be secured before approaching the helicopter.

3.4 Fire Fighting Equipment and Response

If a fire occurs anywhere in the vicinity of the HLS or to a helicopter itself the first priority is to your own safety. Primary fire-fighting response will be by the helicopter crew and NSW Fire Rescue.

All fires are to be immediately reported to '000' and to WH Security.

Due to the dangers involved with aviation fuel and explosion risk, TWH staff are **NOT** to engage in firefighting activities with a helicopter involved in fire. TWH staff do not have the firefighting knowledge, training or PPE required to undertake such activities.

HLS firefighting equipment can be used by TWH staff on small fires only, as trained in the annual ISLHD 'My Health Learning' Mandatory Fire Training module and Face to Face Fire Safety training presentation.

The principal role of TWH staff will be to ensure the HLS area is evacuated and:

- The link-bridge area is cordoned off to all persons except for emergency response personnel
- Carpark management is immediately contacted and entry to the carpark is closed
- All areas of the carpark are evacuated and secured to prevent entry
- Lifts are checked for persons, confirmed empty and locked
- Notification to the Northern Illawarra Hospital General Manager, Facility Support Manager, District Fire & Security Manager and TWH Safety Advisor
- Notification to NSW Ambulance

Fire-fighting equipment is located on the HLS and positioned adjacent to the entries and include:

- 1 x 200 litre Foam Hose Reel Station
- 2 x 100 litre Foam Extinguishers
- 2 x Co2 extinguishers

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- 1 x Dry Chemical extinguisher
- 1 x Water Hose Reel.

4. RESPONSIBILITIES

WH Security and Wardspersons:

WH staff will be the most frequent visitor to the HLS. As such, it is important that you conduct HLS Inspections to check the HLS is free from security breaches, obstructions, debris and operating lighting for safe HLS operations.

4.1 Wardspersons will:

- Adhere to the content of this document
- Complete the 'Skills Assessment Checklist – Wardspersons'
 - Using the motorised helicopter trolley
 - HLS Inspection Checklist
- Will attend the HLS when alerted with the Helipad Trolley to retrieve or despatch patients in coordination with clinical staff and the helicopter crew
- Assist clinical staff when accompanied to the HLS
- If time permits conduct an inspection of the HLS for rubbish, debris and any loose items on the HLS and windsock and lighting are operational

4.2 Security staff will:

- Adhere to the content of this document
- Complete the 'Skills Assessment Checklist – Security Staff'
- Conduct Daily Inspections of the HLS for rubbish, debris and any loose items on the HLS and windsock and lighting are operational
- If contractors are working on the HLS or immediate area contact by phone and advise them that there will be a helicopter arrival and to clear the area and ensure that:
 - The HLS is cleared of all tools, plant and machinery
 - The HLS is clear of all rubbish, debris and goods
 - Nothing is loose or could be blown over in the area surrounding the HLS
 - All contractors are to clear the HLS and behind fences and/or glass areas
 - Nothing is obstructing walkways and clear access for hospital staff, helicopter crew, patients and visitors
- Investigate security breaches of the HLS
- Assist Wardspersons and clinical staff when required for HLS operations

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4.3 Maintenance staff will:

- Adhere to the content of this document
- If maintenance staff are working on the HLS or immediate area contact by phone and advise them that there will be a helicopter arrival and to clear the area and ensure that:
- Conduct ongoing monitoring of their worksite for loose items and ensure that no rubbish, debris, tools, equipment or goods are to be left on the HLS when finished
- Follow instructions from security and SHH staff
- Ensure all maintenance staff are clear of the HLS and behind fences and/or glass areas when directed for helicopter landing and do not re-enter the area until all-clear given by SHH staff
- Nothing is obstructing walkways and clear access is available for hospital staff, helicopter crew, patients and visitors

4.4 Approved Contractors will:

- Adhere to the content of this document
- Develop and submit a SWMS for approval before conducting any work on the HLS or immediate area
- Ensure Security are aware of the scope of works and have the supervisors onsite contact mobile number for helicopter arrival advice
- Conduct ongoing monitoring of their worksite for loose items and ensure that no rubbish, debris, tools, equipment or goods are to be left on the HLS when finished
- Follow instructions from security and TWH staff
- Ensure all contractors are clear of the HLS and behind fences and/or glass areas when directed for helicopter landing and do not re-enter the area until all-clear given by TWH staff
- Nothing is obstructing walkways and clear access is available for hospital staff, helicopter crew, patients and visitors

4.5 Managers will:

- Adhere to the content of this document
- Ensure staff are aware of, and adhere to, this document
- Ensure contractors adhere to this document
- Ensure staff are provided with the training and equipment to perform this procedure
- Review this document after exercises and as specified for the review frequency

5. DAILY INSPECTION PROCEDURE

At all times, be aware of helicopter safety and ensure YOU are not on the HLS when the helicopter is approaching, departing OR when rotors are running.

TWH Security and Wardspersons staff will be the most frequent visitor to the HLS. As such, it is important that YOU check the HLS for safe operations. It is not expected you become an engineer or pilot, but you will notice any changes to the surface of the HLS, the lighting and potentially any obstructions that are erected in the vicinity of the HLS including:

- No rubbish, debris or loose items are on the HLS and the windsock and lighting are operational
- Security to complete the Daily HLS Checklist
- A HLS Check will also be carried out by Wardspersons when advised that a helicopter is on approach

5.1 On arrival to the HLS (Daylight OR Night-time Hours)

1. Attend the HLS
2. Turn ON HLS lights
3. Swipe out onto the HLS and check the HLS for any debris or items that could cause damage if caught by the helicopter downwash.

6. HELICOPTER ARRIVAL PROCEDURE

The following steps must be followed for preparedness and safety to all staff when notified of an impending helicopter arrival.

Notification of an arrival of a Helicopter at Wollongong Hospital for primary or secondary retrieval of a patient by the TWH switchboard or other means.

1. Security Department once alerted attends the HLS
2. Turn ON HLS lights
3. Security swipe out onto the HLS and check the HLS for any debris or items that could cause danger or damage due to the helicopter downwash
4. Wardspersons, once alerted by TWH Switch, are to pick up Helipad Electric Trolley from the Wardspersons Equipment Storeroom on Level 4 Block B Wollongong Hospital
5. Two (2) Wardspersons are to attend the HLS AT ALL TIMES.
6. Wardspersons to check the oxygen levels of 2 X C size oxygen cylinders that are strapped on the trolley prior to proceeding to the HLS. Replace if necessary.

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7. If Security is unavailable to attend HLS due to other urgent duties, Wardspersons are to be advised to pick up the landing and floodlight key from the Security Office on the way to the HLS.
8. Wardspersons, if time permits, will swipe out onto the HLS and check for any loose debris and no damage to windsock “yellow sock” and landing lights are operational.
9. Visual inspection of the windsock ‘yellow sock’ for any damage can be completed as well via Security Camera on a 24 x7 basis.
10. Wardspersons on arrival to the HLS will park the Electric Helipad Trolley inside the Level 1 Car Park Lift Lobby area.
11. Wardspersons to return to the lobby/safe waiting area and await the helicopter’s arrival.
12. Wardspersons will normally provide the helicopter and patient equipment specific trolley and accoutrements and act as the trolley engine but will not provide any form of patient clinical care.

Helicopter arrival.

After Helicopter lands and rotor stops:

13. Wardspersons DO NOT SWIPE AND ENTER HLS until given a safe to enter “NOD” by one of the Helicopter crew.
14. Wardspersons swipe and move Helipad trolley through to the helicopter
15. Helicopter crew member will determine the positioning of the Helipad trolley and unload the patient by helicopter crane.
16. If the patient is unable to be unloaded via helicopter crane, then Wardspersons take direction from helicopter crew and assist in movement of the helicopter trolley onto the Helipad trolley and lock it down.
17. If patient is suspected of having spinal injuries, Wardspersons to take care moving over bumps whilst the patient is travelling on the helipad trolley.
18. Helicopter Medical Officer will inform Wardspersons where patient is travelling to ie. ED, ICU etc.

7. HELICOPTER DEPARTURE PROCEDURE

Wollongong Hospital Security staff will need to ensure:

1. Flood lights and landing lights are set to OFF thirty (30) minutes after departure of the helicopter.
2. The thirty (30) minute timeframe is allowed in case there is an emergency with the helicopter, and it is required to return to Wollongong Hospital HLS.

Wardspersons will retrieve the patient with the Helipad trolley from the ward with clinical staff and aircrew proceed to the HLS.

3. Wardspersons swipe at HLS entry and move Helipad trolley through to the helicopter under guidance of the aircrew
4. The Helicopter crew will determine the positioning of the Helipad Trolley and load the patient by helicopter crane.
5. If the patient is unable to be loaded via helicopter crane, then Wardspersons take direction from helicopter crew and assist in movement of the helicopter trolley to position and lock it down.
6. Wardspersons assist the aircrew to load the patient
7. All WH staff to leave the HLS and move into the carpark lift lobby, close the glass door and remain behind barriers
8. After helicopter lift-off return trolley to equipment store and check oxygen levels
9. Security to switch HLS lights off 30 minutes after helicopter departure

8. DOCUMENTATION

NIHG CORP F 05 - Skills Assessment Checklist – Wardspersons

NIHG CORP F 03 - Skills Assessment Checklist – Security Staff

NIHG CORP F 04 – Monthly HLS Checklist

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9. AUDIT

Nil

10. REFERENCES

GL2020_014 Hospital Helicopter Landing Sites in NSW

POWH COEP022 Helipad Operations Business Rule

11. REVISION & APPROVAL HISTORY

Date	Revision No.	Author and Approval / Date
November 2021	0	Author: Facility Support Manager NIHG/SIHG Approval/Date: Corporate Policy Recommendation committee / November 2021 Approval/Date: General Manager NIHG / November 2021

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12. APPENDIX 1 - Skills Assessment Checklist - Wardspersons



Skills Assessment Checklist

Hospital / Service: Wollongong Hospital /Wardspersons

Task: Collection/delivery of patients from Helicopter Landing Site (HLS) Wollongong Hospital

Task Checklist for Assessor – the role of the assessor is to observe staff's competency whilst undertaking task/s

Checklist		
Name of staff		
Name of assessor		
Date of assessment		
Equipment required		Helicopter Landing & Flood Lights keys / Helipad Trolley
Safe work procedure number		
Location of assessment		
<i>When completing the procedure did the candidate:</i>		<i>Assessor comments</i>
Yes	No	(tick the correct response)
		Retrieve Helipad Trolley from Level 4 Block B Wardspersons Equipment Room: Achievement: Check Size C Oxygen Bottles x 2 are on trolley and strapped in.
		Inspect the HLS Achievement: Correctly access readiness
		Operate the HLS lighting (if no security personnel available to complete this task) Achievement: Operate correctly: A. Helideck lights B. Flood lights C. Windsock lights
		Understand the firefighting equipment Achievement: Operate fire extinguishers Operate fire hose Risk decision making
		"Hot Drop" Helipad trolley readiness: Achievement: Removed all loose items from helipad trolley Ensure Oxygen bottles are strapped in tightly underneath the trolley.
		Return Helipad Trolley to Level 4 Block B Wardspersons Equipment Room: Achievement: Clean helipad trolley Plug in to charge Check oxygen bottles volume
		Who do you contact if evaluation of HLS determines lights damaged or potential risk Achievement: BH: Maintenance.....AH: ADON
		Meet the safety and occupational requirements of working on the HLS Achievement: Demonstrate acceptable and safe situational awareness.
Satisfactory <input type="checkbox"/>		Unsatisfactory <input type="checkbox"/>
		Retraining required : YES / NO
If unsatisfactory result, follow up assessment required. Date: / / Time:		
Comments on overall performance of staff :		

Assessor Signature: _____

Staff Signature: _____

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13. APPENDIX 2 – Skills Assessment Checklist - Security Staff



Skills Assessment Checklist

Hospital / Service: Wollongong Hospital /Security

Task: Collection/delivery of patients from Helicopter Landing Site (HLS) Wollongong Hospital

Task Checklist for Assessor – the role of the assessor is to observe staff's competency whilst undertaking task/s

Checklist		
Name of staff		
Name of assessor		
Date of assessment		
Equipment required	Helicopter Landing & Flood Lights keys	
Safe work procedure number		
Location of assessment		
<i>When completing the procedure did the candidate:</i>		<i>Assessor comments</i>
Yes	No (tick the correct response)	
	Inspect the HLS Achievement: Correctly access readiness	
	Operate the HLS lighting Achievement: Operate correctly: A. Helideck lights B. Flood lights C. Windsock lights	
	Understand the firefighting equipment Achievement: Operate fire extinguishers Operate fire hose Risk decision making	
	Who do you contact if evaluation of HLS determines lights damaged or potential risk Achievement: BH: Maintenance.....AH: ADON	
	Meet the safety and occupational requirements of working on the HLS Achievement: Demonstrate acceptable and safe situational awareness.	
Satisfactory <input type="checkbox"/>		Retraining required : YES / NO
Unsatisfactory <input type="checkbox"/>		
If unsatisfactory result, follow up assessment required. Date: / / Time:		
Comments on overall performance of staff :		

Assessor Signature: _____

Staff Signature: _____

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14. APPENDIX 3 –HLS Checklist



HLS Monthly Checklist

Hospital / Service: Wollongong Hospital /Security

Task: Monthly Helicopter Landing Site Checklist to be completed to ensure the site is safe and ready for use by helicopters

Task Checklist – to be checked and signed by the staff members conducting the check

Checklist			
Date of check			
Name of staff member			
Name of staff member			
Equipment required		Helicopter Landing & Flood Lights keys	
Safe work procedure number			
Yes	No		Comments
		Is the HLS Glass Door secure and not damaged	
		Does the HLS Door operate freely	
		Is the Windsock in place and not damaged	
		Is the HLS Emergency Stairs gate secure	
		Are all HLS lights operational: 1. Helideck lights 2. Flood lights 3. Windsock lights	
		Is all the HLS Fire Fighting equipment in place and free from damage	
		Is the HLS Free from litter and obstructions	
Satisfactory <input type="checkbox"/>		Unsatisfactory <input type="checkbox"/>	Maintenance required : Yes / No
If found unsatisfactory, follow up is check required.			Date: / / Time:
Additional Comments :			

Staff Signature: _____

Staff Signature: _____