1. Purpose

The CareFlight Bear the noted mascot for CareFlight. He is a happy and enthusiastic character, aimed at bringing joy to children and adults alike.

The purpose of this document is to outline the method 'Doc' in NSW and 'Terri' in the NT, the CareFlight Bear mascots are managed.

2. Scope

The scope of this document applies to volunteers; employees and all others assigned with being the CareFlight Bear or chaperoning the Bear during events and activities.

3. Definitions

'Doc' in NSW and 'Terri' in the NT are the names of the CareFlight Bear ambassador / mascot.

A 'Chaperone' is a designated employee or volunteer engaged to accompany 'Doc' or 'Terri' when in public during events

4. Responsibilities

The CareFlight Event Representative is responsible for ensuring those working with the CareFlight Bear are aware of these guidelines.

Individuals engaged in the operations and management of the CareFlight Bear mascot are responsible for reading, acknowledging and understanding these guidelines.

A copy of the guidelines is to be kept with both Doc and Terri.

A log sheet (ref: CE-629) is to be kept with both Doc and Terri. This log sheet is to be completed and signed by both the suit wearer and the chaperone before and after each time the suits are worn.

A copy of the log sheet (ref: CE-629) is to be sent to the appropriate manager, as soon as possible, after each event. This copy should be kept with all the other event records.

5. Guidelines

5.1. The person wearing the suit is to ensure that they are well hydrated, and both physically and mentally fit and prepared, before they wear the suit.

5.2. Doc or Terri must always have a chaperone. The chaperone should wear clearly identified CareFlight clothes. The chaperone is responsible for the management and welfare of Doc or Terri while a person is wearing the suit.

5.3. A person should never be inside Doc for more than 30 minutes at a time and Terri for no more than 15 minutes (given the higher temperatures in the NT). These times may be shortened based on weather conditions. However they can never be extended.

5.4. It is the chaperone's job to ensure that these times are not exceeded and that Doc/Terri is taken to a place where the person inside can un-suit and rest. If the person inside Doc/Terri signals that they have had enough prior to the time limits, then Doc/Terri is to be taken to a place where the person inside can un-suit and rest.

5.5.   The identity of Doc/Terri is to be protected at all times. This involves being careful that wherever possible Doc/Terri has his own changing room, he is not to be seen only half in the suit (i.e. headless Doc/Terri) and no-one should be seen carrying Doc/Terri unless in a bag that hides what is in there.

5.6.   An adequate supply of chilled water and towels should be kept in the changing room. This room should be well ventilated and preferably air conditioned.

5.7.   Doc/Terri must not talk (apart from or to the chaperone).

5.8.   The chaperone needs to talk for Doc/Terri.

5.9.   The vision from inside the bears is restricted, therefore it makes it difficult for the person inside to see. Consequently it is the chaperone's job to help Doc/Terri with crowds/ stairs/ obstacles.

5.10.   Doc/Terri often will not be able to see children or people right next to him. The chaperone must tell Doc/Terri that they are there e.g. "Oh look who's come to see us" (pointing out the people that the bear can't see).

5.11.   The chaperone is to be pleasant, friendly and helpful.

5.12.   Doc/Terri should not discriminate. This involves being happy towards all children AND adults. It is the chaperone's job to direct the bear's attention to people he might not have seen to ensure that no person is ignored (remember Doc/Terri might not be able to see them).

5.13.   Should anyone attempt to harm Doc/Terri, it is the chaperone's job to divert this situation or to extract Doc/Terri out of the situation.

5.14.   Doc and Terri can walk, dance, shake hands, high 5, pat on the head, etc.

5.15.   It is only OK for Doc/Terri to hug, as long as the hug is initiated by the other person and there are other people around.

5.16.   If people try to give Doc/Terri their baby to hold, the chaperone is to suggest that the person hold their baby and stand beside them in the photo.

5.17.   If appropriate, the chaperone should offer to take photos.

5.18.   Doc/Terri should avoid running, jumping, dirt/ mess etc.

5.19.   Doc/Terri should only be photographed in tasteful situations as deemed appropriate. (e.g. no alcohol, no cigarettes, no obscene gestures)

5.20.   Generally use common sense with all of these areas.

5.21.   T- Shirt/Singlet and Shorts/ pants should be worn underneath Doc/Terri at all times.

5.22.   In the NT and during warm weather elsewhere, the fan should be used and the ice vest (activated before the event) should be worn at all times.

5.23.   Fan battery must be charged or renewed before every outing.

5.24.   Be CAREFUL with Doc/Terri as the material on him is quite fragile.

5.25.   Air out Doc after each outing. Ensure Terri is dry before being put away.

5.26.   The chaperone MUST carry water for Doc and Terri for adequate and emergency rehydration.

5.27. Above all Doc and Terri, with their chaperones, should uphold the CareFlight values and standards.

6. Document Change History

Version	Date	Summary of Changes
01	20/02/2012	Initial publication of document
02	06/06/2019	Ensuring relevance to Terri in the NT
03	06/01/2020	Update to better define roles and responsibilities. Add the need for a log sheet (ref: CE-629) to track wearers and chaperones during use

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