



Direct Bearing Network Resource

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«Company_Name» Emergency Response Plan

Purpose

The purpose of this plan is to outline the actions to be taken in case of serious accidents, incidents, or other emergencies involving «Company_Name» staff, participants, visitors or property.

The primary considerations of «Company_Name»'s response to emergencies is prompt action to ensure that the problem is not compounded and to maintain compassion in dealing with people under trying circumstances. This plan is a guide and must remain flexible. These procedures are not substitutes for common sense, compassion and wisdom of those responsible for applying them.

Our response to emergencies will seek to:

1. Contain the extent of injury or damage
2. Notify appropriate people
3. Prevent recurrences
4. Limit negative publicity

Definition of an Emergency

An emergency is defined as any incident or situation that significantly threatens a «Company_Name» staff, participant or guest. This includes extensive property damage. Examples include, but are not limited to:

- A serious accident, incident or fatality.
- A situation that has potential of endangering the group.
- An illness or injury leading to the removal of a participant or staff from the group.
- A serious personal or behavioural problem causing a student to leave the course.
- A situation that could cause «Company_Name» serious public relations problems.
- A logistical situation that strands a group on the road or in a field setting.
- Unscheduled loss of conduct with a participant in the field if it extends beyond 6 hours.

Communications Flow

The following outlines the order of contact we will attempt to maintain during an emergency situation. It is assumed that all actions to prevent further injury and to give the injured necessary care has occurred or is undergoing and that the initiation of this process does not compromise on-site response.

1. Course staff notifies the Executive Director
2. Executive Director notifies the Chair of the Board

3. Chair of the Board notifies all other Board Members

All staff and board members involved in the emergency response need to do the following:

- Communicate information promptly, accurately and completely at each communication link.
- Keep a brief communication log outlining the date, time, contact, subject, action, responsibility and phone number of each communication. It is important to stick to facts in your communication log – avoid speculation or opinion in this written record.
- Restrict external (non-«Company_Name») communication about the emergency to those parties vital to the emergency response and refer any outside inquiries (e.g., media) to the Executive Director.

Implementing the Plan

This plan outlines actions and communications to take place at the following levels:

1. «Company_Name» Field Staff – Stabilize the situation and call for help by:
 - a. Attending to the well-being of injured or ill persons;
 - b. Limiting the possibilities for further injury to people or extensive property damage;
 - c. Activating EMS and/or initiating evacuation to definitive care;
 - d. Notifying appropriate «Company_Name» supervisor or next in command.
2. «Company_Name» Administrative/Office/Facility Staff – Take the call and act as communications relay.
3. _____ (Head Instructor) – Acts as Emergency Coordinator, coordinating the local emergency response and gathering complete documentation regarding the incident. Notifies the Executive Director.
4. Executive Director – Primary media spokesperson. Brings in the Chair of the Board. Coordinates internal incident review (if requires).
5. Chair of the Board – Contacts Board Members. Coordinates the board's response to the situation.

Not all emergencies will require the full implementation of this plan. Implementation is appropriate when:

- Adequate response to the emergency is beyond the resources of the Field Staff.
- When the emergency involves death, serious injury or serious potential for either.
- When the media is, or is expected to be, involved in reporting the emergency.

When in doubt as to whether a situation warrants this level of response, start the notification sequence and get advice from other staff.

Initial Emergency Response in the Field

Alert Procedures

Timeframe

1. In medical or related emergencies or if the situation is loss of contact with a group or individual that continues for more than 6 hours, alert «Company_Name» as soon as possible.
2. If the situation involves lost person(s) who are believed to have left willfully (run away or deliberately gotten lost) initiate alert procedures as soon as obvious efforts to locate them have been exhausted. This time frame should never exceed the 6 hour timeframe listed above and usually will be much less.

Procedure

Refer to Notification Sequence

1. If it is between 8 am and 6 pm EST, begin by trying to contact the «Company_Name» office.
2. If outside normal business hours or if this attempt is not successful, begin the notification sequence, calling until contact is made.

Frontcountry

(one hour or less from definitive medical care)

1. Assess and stabilize the situation. Provide immediate pre-hospital emergency care to any victim according to the accepted procedures for the level of training you have. Secure and protect other participants. Initiate search procedures if emergency is lost person(s).
2. Develop a plan. Begin a «Company_Name» Accident/Incident Report.
3. If injuries allow, evacuate the victim. If injuries do not permit movement of the victim, use the nearest telephone or radio to activate the local EMS. Send the most responsible person available. Designate someone to direct incoming emergency vehicles. Ensure that victim's medical history form is available to EMS.
4. Obtain written accounts from all witnesses, participants, staff and guests.
5. Protect the emergency site from contamination, so that the incident investigator can get the best possible data. If a camera is available, take photographs showing both details and the "whole scene".
6. Remember that everyone should keep communications with those outside of «Company_Name» and the client limited to the medical, search and rescue and law enforcement agencies that are directly involved with addressing the needs of the situation. Refer all media inquires to the «Company_Name» office.

Backcountry

(one hour or more from definitive medical care)

1. Assess and stabilize the situation. Provide immediate pre-hospital emergency care to any victim according to the accepted procedures for the level of training you have. The «Company_Name» Standard of Care follows the *Wilderness Medical Society Practice Guidelines for Wilderness Emergency Care*, edited by William Forgey. Secure and protect the participants.
2. Develop a plan. Begin a «Company_Name» Accident/Incident Report.
3. If the emergency is a lost person, initiate search procedures as soon as the situation is discovered. If the participant has been missing for 8 hours, send a runner to contact the Executive Director or the «Company_Name» office. Outside contacts should be made sooner if circumstances warrant greater concern.
4. Complete a secondary assessment and write a SOAP note. Make a plan for rescue and evacuation. Make an alternate plan, especially if requesting a helicopter or other outside assistance.
5. Send a runner or, if practical, a runner team. This group must include a «Company_Name» staff or responsible adult. If possible, a runner party should include four people. Address the following issues:
 - a. Closest emergency vehicle or phone is determined and route identified.
 - b. Communication procedures are reviewed.
 - c. Whom to contact and what to ask for is identified. Make sure you know when and how the next emergency contact will occur or an ETA is determined before breaking contact.
 - d. Role of the runner team after the contact is decided. Where and when should they reunite with the group?
 - e. Runner party carries the following–
 - i. Emergency Report (include information from accident report, names of staff and students involved, time, temperature, precipitation, wind, specific location of accident site)
 - ii. Participant medical form
 - iii. A list of required resources
 - iv. Emergency call numbers
 - v. Any items needed to insure the runner team is self sufficient
 - vi. If you send an advance runner team to be followed by an evacuation team ensure everyone knows the intended route of the evacuation.

Fatalities in the Field

In the event of a fatality, the primary role of the field staff is to ensure the mental, emotional and physical well-being of the rest of the participants. Follow these guidelines:

- Do not disturb the scene of the incident or the body.
- Keep someone in the vicinity of the body. (If this is not possible due to risk management reasons, the body should be secured in place and the location carefully documented.)
- Send for assistance and notify «Company_Name».

- Stick to the facts and avoid admissions of guilt.
- Wait for the local authorities to take charge of the scene.
- Direct all media inquiries to the «Company_Name» office.

Evacuation

In this area of risk management more than any other, «Company_Name» relies on the training and judgment of Field Staff. The following guidelines must be considered:

1. Evacuation of a victim who has or, is suspected to have, any of the following is STRONGLY recommended:
 - a. Lost consciousness due to a blow to the head(for any length of time)
 - b. An altered level of consciousness
 - c. A suspected spine injury
 - d. Received epinephrine
 - e. Had a near drowning experience where there is a chance he/she may have aspirated water or vomitus.
2. A staff person capable of handling medical emergencies must accompany student evacuations whenever possible.
3. Address the following questions when considering and/or planning an evacuation:
 - Is the victim(s) in need of immediate medical attention?
 - Is their condition rapidly deteriorating?
 - Would a ground evacuation aggravate delicate injuries such as spinal column damage?
 - Are there enough people available to carry a litter?
 - What are the physical abilities of those who would carry the litter?
 - Would an improvised litter suffice to carry the patient?
 - What is the availability of a backboard or backpacks for making a litter?
 - Are other materials available with which to improvise?
 - What is the condition of the trail (if any) or terrain?
 - How far from the nearest road are you?
 - How far from the nearest egress point are you?
 - How difficult will it be for a helicopter to get to the area?
4. Once a decision has been made to evacuate follow the Evacuation Procedures.

Missing Person Procedures

If a situation involves a lost individual (or individuals) our response will be to make reasonable efforts to locate the missing people before initiating a full scale search involving outside agencies. If our actions fail to locate the missing person within a 6 hour timeframe then we will take actions to contact the necessary authorities and bring in outside assistance. The following procedures apply to the initial management of a missing person incident:

1. Establish who is in charge of the situation by designating an Incident Commander (IC). The IC will delegate responsibilities to key members of the response team. If resources permit, delegate the following roles:
 - Scribe – responsible for recording information, management of communications and incident logistics.
 - Search Team Co-ordinator – responsible for organizing Hasty Teams, assigning teams their search areas and equipping teams with necessary equipment
2. Gather all available information on the lost person. Use the Missing Person Questionnaire. Record all information and distribute to search teams. Determine:
 - Point Last Scene (PLS) and the time. Mark the PLS on the map. Also, if possible, protect the PLS or any other location that may include substantial clues (i.e. clear tracks).
 - What they were wearing.
 - Food and equipment missing persons are known to have had (check their packs/tents).
 - If they mentioned their plans to anyone – interview group members.
 - How clearly group plans were communicated.
 - When and where they were supposed to meet.
 - If there were any confusing trail junctions.
 - What type of footwear they had on.
 - Health of lost person(s).
 - Do they require medications? When? Consequences of a missed dose?
 - Time of day.
 - Weather conditions:
 - When person went missing
 - Presently
 - Next few hours
 - Next 12 hours
 - Immediate dangers to missing person(s)
 - Possible motive for leaving
3. After considering all of the above information, formulate a plan. Keep a written record of the plan, and make sure all searchers clearly understand the plan and their roles. The plan should include:
 - Determine areas to be searched by hasty teams:
 - Ensure obvious locations have been checked (tent, outhouse, etc)
 - Identify likely points of interest
 - Identify hazard areas to be checked
 - Identify physical features that would impede or facilitate a lost persons progress (cliff, swamp, trails)
 - Conduct a preliminary briefing
 - Divide available people into search teams. Designate team leaders.
 - Brief team leaders regarding search details.
 - Set up communications procedures.
 - Monitor from a central location.
 - Designate check-in check-out procedures

4. Quickly setup a confinement system to keep the person within a finite search area. Use vehicles to move search teams if practical and available. Working quickly outward from the PLS, confine a large area (10+ Km radius from the PLS). Patrol this perimeter as frequently as possible.
5. Begin attempts to attract the person(s) to a known point. Leave notes at trail intersections and/or station people with bonfires at prominent points attempting to attract the person(s) to the fire and by regularly calling out.
6. Deploy hasty teams (at least two people, preferably three, who are responsible and equipped to stay out for 24 hours. Give each team a specific location/route to search. Assign a check-in time they must be back by.
7. Record all events that occur. Keep an updated map of all locations/routes that have been searched. Don't forget that lost people may wander back into areas already searched.
8. If the above measures have been taken and the missing person(s) are not found, assume the situation calls for more intensive search measures. At this time send for outside assistance. Maintain confinement and attraction activities with periodic searches of areas the missing person(s) may wander back into. Prepare to give a full situation report to the incoming emergency response agency of all actions taken to date.

Notification Sequence

Begin at the top of the list and continue down until the first contact is made. Once successful contact is made, the person notified should take responsibility for notifying others on the list if the situation warrants additional response.

During business hours, Field Staff should first try to contact the _____ (Head Instructor) or the Executive Director at the «Company_Name» office.

«Company_Name» Office	#
Executive Director	#
Chair of the Board	#
Board Member #1	#
Board Member #2	#
Board Member #3	#

Refer to the «Company_Name» Emergency Contact Numbers for area-specific emergency numbers.

«Company_Name» Evacuation Procedures

Report Procedures

Fill out the Incident/Accident Report completely. The report should go with whomever is making contact for outside assistance. The report should be turned over only to the Emergency Coordinator. Copy information for rescue personnel (ambulance, fire, etc...), if necessary.

Emergency Phone Instructions

- Know location of nearest phone and take plenty of quarters.
- Know where to call first:
 - a. When courses are running (xxx)xxx-xxxx.
 - b. If no answer above after several tries, call _____ (see Emergency Contact Numbers).
 - c. If no answer start working your way through the list starting with _____ (see Emergency Contact Numbers).
- Complete a Situation Report to help organize your communication.
- Identify your calls as “«Company_Name» Emergency”, and ask for assistance.
- Be prepared to give your name, phone number and exact location you are calling from to the person receiving your call.
- Check your phone’s capacity to receive calls. If it will receive calls, stay by the phone until the Emergency Coordinator returns your call. If the phone cannot receive calls, obtain the Evacuation Coordinator’s number and call back.
- If the Emergency Coordinator does not return your call within 20 minutes, phone again.

The Evacuation Coordinator Will Need the Following Information

- Your name, location and phone number
- Name of evacuee, sex and age
- Course
- Instructor/Leader name(s)
- Description of problem and condition of evacuee
- Location of evacuee:
 - Number of instructors and students at location
 - Geographical description
 - Nearest 911 Civic address
 - Map reference (UTM or Lat/Long)
- Location of others on course:
 - Number of instructors and students at location
 - Geographical description
 - Nearest 911 Civic address
 - Map reference (UTM or Lat/Long)



Incident/Accident Report



Situation Report (Field)																																									
Complete this report before making your call.																																									
“Emergencny, I need information transferred to the Emergency Coordinator.”																																									
(Wait for person taking call to be ready.)																																									
This is...	Name: Role: Calling from: (location) Phone number:																																								
Course/Trip Info	Course/Group: Leader(s):																																								
Situation	Description of Problem: Condition of victim(s): Number of victims:																																								
Location of Evacuee(s)	Geographic Reference: Nearest 911 Civic Address: Lat/Long:																																								
UTM Position (Map/GPS)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">Example</td> <td>1</td><td>8</td><td>T</td><td>0</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>E</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>N</td> </tr> <tr> <td>Ref.</td> <td></td><td></td><td></td><td>0</td><td></td><td></td><td></td><td></td><td></td><td></td><td>E</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>N</td> </tr> </table>	Example	1	8	T	0	2	3	4	5	6	7	E	1	2	3	4	5	6	7	N	Ref.				0							E								N
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Ref.				0							E								N																						
Resources Requested																																									
Plan																																									
Next Contact/Rendez-Vous Location																																									



	Situation Report (Office)	
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Record emergency information and immediately rely to the Emergency Coordinator

Date & Time	Date:																			
	Time:																			
Caller	Name:																			
	Role:																			
	Calling from: (location)																			
	Phone number:																			
Course/Trip Info	Course/Group:																			
	Leader(s):																			
Situation	Description of Problem:																			
	Condition of victim(s):																			
	Number of victims:																			
Location of Evacuee(s)	Geographic Reference:																			
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