

Privacy

Phoenix Operations

All information about how phoenix operates, its paperwork, policy's and procedures are strictly confidential. This information is not to be shared with the public or other medics or their companies.

Our clients also have an expectation of privacy, they do not want their information shared. If you are asked anything by an outsider the only reply is to have them contact the client with their inquiry.

Generally, your friends and family will be interested in what you are doing so sharing general information is understandable. Where you are working and for who. Just don't give out particulars about the fire size, activity, crew sizes etc. If they repeat this information to the wrong individuals it could come back on the company as "Phoenix said....."

Do not post to social media pictures or information of the operations, fires, drilling rig etc. Any pictures you wish to post must be authorised by phoenix first.

Patient Information

All treatments, even minor ones must be documented.

First aid records and follow-up records.

A first aid record is completed for each person treated by the medic. A copy of the first aid record should be signed by the IC and copies given to the IC, two to the patient and the original kept by Phoenix. The medic should note the information in their personal log book to be submitted for their continuing education credits. It is critical Phoenix's office retains the original of this document so make arrangements for this. Typically it is left in a file folder with the remainder of the site's paperwork. At the end of each project organize all the documents. All the daily logs together in date order. Then all the vehicle inspection sheet, safety meetings etc.

Patient Assessment Chart

The original (White copy) should be attached to the back of the original first aid record. The second page should be given to whoever you hand the patient off to the ambulance's medic, or a doctor/nurse at the hospital. **This document is CONFIDENTIAL – no copies should be made. Do not give it out to anyone, including the patient.**

There is a form in the book to log all first aid treatments. (Equivalent to a first aid record book) A record of all treatments must stay on the site with you. A copy of this will be given to the IC at the end of the fire. The original must stay in the file folder with the remaining paperwork.

Forestry Medical Response Preparedness

The medic and driver should have a written plan on what will happen if there is a medical emergency.

The plan is to be developed with the IC's input and once established, reviewed with any new IC's and on coming phoenix crews.

The phoenix crew needs to have a copy of the daily emergency plan and map. (Provided by the IC)

Questions to consider:

In making the plan, it should be reviewed with the IC that a spine board is an immobilization and lifting device and **not** a carrying device so if the patient needs to be carried, a basket stretcher will be required. How the basket stretcher gets to the patient must be identified. It might be long lined (On a rope under the helicopter) into the patient or landing zone. Or the fire crews might bring their own to the patient (from the unit crews MTC – if on site).

How will it be announced that a worker is injured, is there any special communications, wording on the radio, air horn blasts etc?

If a worker is hurt in a remote area how will the medic & equipment get to the patient and/or how will the patient get to the medic?

If a helicopter is to be utilized the medic must have a safety briefing with the pilot ahead of time. A review of what equipment will be carried and where on the helicopter. How will the basket stretcher be carried, will it fit inside the helicopter or not? Etc.

The medic should have the equipment set up so the spine board is contained in the cover (Body bag) and the equipment within is secured to it. (Splints, blankets, sandbags, straps, spine board, mattress cover, etc)

The AED, Jump bag, spare O2 is carried separately.

It should be identified where the medic will be picked up to be taken to the patient.

It should be identified where the medic and patient will be flown to.

Can the helicopter land at the hospital, if not the patient will have to be transferred into a B.C. Ambulance service ambulance and transported to the hospital. If this is the case the driver (OR IC) will have to notify the fire center of the injured person and asked to have the ambulance meet them at the identified hand over location. This location will be decided upon by the IC pilot and medic.

The driver will likely have to pick the medic and equipment up at the hospital, help clean the equipment and return to the fire.

Park the MTC in the direction of the escape route for a quick get away.

Pre-existing Medical Conditions

On site it should be asked if anyone has pre-existing medical condition - Allergic to Bee stings, medication, or foods, medical conditions -heart issues, seizures, diabetes, or are they on medications, what if any are the side effects, have they experienced this. Etc

They should be asked to fill out a Medical History form. This is a choice of the individual and if they don't want to disclose their medical history, that's their choice.

Often this suggestion can be made to encourage them:

These forms are confidential documents. They will only be looked at by the medic or other medical personnel. We will not disclose this information to your employer or anyone else.

In the event something happens to you on site, an injury or medical event and your unconscious or unable to communicate clearly, knowing your medical history is critical in caring for you. As we work in remote areas and a hospital is a long way off, knowing your history gives us the advantage and may determine the outcome.

This document will only be given to the ambulance attendants that transport you and or to the doctor/nurse at the hospital.

RADIO'S

Calling km's on backroads

Set radio to appropriate channel. The road info is displayed at the beginning of the road on a sign. It might have a frequency 154.667 a road name "Hilltop Road or in B.C. a channel number RR#". Some signs will also tell you how to call at what intervals and using specific language – up and down/loaded empty for the direction of travel.

Example when leaving the highway onto a back road – call up at even kilometer signs and when leaving call down at odd number KM's.

When calling give the type of vehicle your driving – medic truck or pickup to indicate your size. You might hear people calling a logging truck or a 12 foot wide 14 foot wide etc. If they call a 12 foot wide, you need to find a wide pull over spot, if it's a 14 wide you need to find a side road. These wide vehicles should have a pilot car and travel at a snail's pace.... "SHOULD"

When starting on the road your call should be "Up on Hilltop road, KM zero for a Pick up or for a medic truck". If there is another vehicle behind you call - Up on Hilltop road, KM zero for two Pick-up trucks. If more than two say for a bunch or convoy etc.

If you leave the road or get on the road from a side road you can announce that also.

If someone is traveling on the road and not calling, it's a good idea to announce this on the radio to warn others. Announce "there is a pickup up at km 8 traveling up not calling"

It's also a good idea to ask for a radio check to ensure you're on the correct channel and your radio is working.

Larger trucks have the right of way on back roads and if they are steep, they might not be able to stop so it's your responsibility to be out of their way. Always drive carefully don't try to keep up to the forestry crews our trucks are top heavy, and we need them to last a number of years.

Also our trucks are moving billboards.

Forestry Radio Channel work

Forestry has two types of channels, mineral and colours.

Minerals are used as a simplex system – radios talk directly to other radios. There is limited range. This is what the fire fighters on the ground use to talk to each other.

Colours work through a repeater. When you talk the signal is received by a radio on a tower it then changes the frequency and transmit it on a high power system. These towers are set up to relay the signal to each other and finally to the fire center 100's of miles away.

The repeaters have a tone set in them, it's a type of security feature so no unauthorised people can use the system, its also so the repeaters don't interfere with each other.

If the tone is not set in your radio (or the wrong tone) you will still hear others talking on the channel. If you talk on the radio anyone in the area will hear you (the signal going from your radio to their radio) but the repeater will not pick up your signal and resend it, so someone in near proximity might hear your (Tell you its working) but the fire center won't hear you. So if seems like the radio isn't working although its on the correct channel and you hear others talking on it, make sure you have the tone in it and it is the correct tone! A way of testing this is to key the mike for one second and let it go. You should hear the repeater close. A static type of sound that ends when you stop keying the microphone.

So in Penticton you might use red channel with tone four. In Clearwater you might use red with tone 7. When leaving for a fire you need to know what channels to use for simplex at the fire. And what channels and tones to contact the fire center.

When you leave you might be on Red tone 3, if you travel a distance to the fire, you might have to use other frequencies and tones along the road and while at the fire. The fire center or zone office will be able to give you all this info.

Using the radios seem complicated at first but very easy after you do it a few times.

How to call another person

Always call their name first and then give yours. Wait until they respond to you. Repeat their name and your and then give the message as clearly and briefly as possible. They should repeat back enough of your message that you know they received the message and they understood it.

Calling fire center: set radio to appropriate “Colour” channel then set the tone by pressing and holding the “<” key

Generally this is how communications should go – some dispatchers do it a bit different.

-address fire center by name e.g. “*Kamloops fire center*”

-tell them who is calling e.g. “*Phoenix 1*”

Kamloops fire center from Phoenix 1”

They might not respond right away as they could be talking to other people on other frequencies you can’t hear or they might just not have heard you so be patient. If there is no reply wait a few seconds and then try again.

If they are busy they might ask you to wait a minute - they might say “*standby one*”

Then when they are ready to talk to you they might say “*station calling?*”

When they answer you give them your message, say *Kamloops fire center this is Phoenix 1*

When initially leaving to go to a fire:

Prior to leaving you need to get all the required info from the zone office by going there or by phoning them. Get the fire number, Incident commander name and phone number, the radio frequencies and tone and directions to the fire.

-Call fire center as described above, tell them which fire you are going to who is on board and your eta and next check in time always using the 24 hour clock.

E.g.

“Kamloops fire center from phoenix 1” – they respond – Phoenix 1 Kamloops fire center

is on route to fire K10049 with Drew and Dave on board our eta is 45 minutes we will check in at XXXX hours.”

Fire Crew Check In

When at the fire you will be asked by the IC to take over and provide head count checks for the crews. Ops Checks (Operational Checks) You will be asking the crew leaders if they can account for all their workers they are supervising. They are to do this every 15 minutes in the field. We ask them every two hours to report in.

You will say to them this is your 1000 ops check, they will reply all ops normal. This means they have accounted for each of their workers. It might take them a few minutes to find their people.

Ops checks are every two hours.

Make sure if you’re taking over from an operating system, you have all the crews identified by their call signs correctly and know how many people are in each group. They should provide a manifest to the IC or to you each day when showing up at site. (See the document provided by Forestry)

You should know if the leader is accounting for all his people or are if they are broken into small groups and how many are in each group and who their leader is and their call sign.

Example – 20 pack Bighorn Unit Crew. The leader is called Bighorn 1. When he replies to you is he accounting for all twenty people in his crew or 10 and someone else is to account for the other 10 members.

Crew check in: set radio to appropriate channel e.g. silver, zinc, platinum etc.

Give yourself time before your next check-in with the fire center as it might take 10 to 15 minutes for the leader to locate and account for his people or for you to contact him.

-as above when calling crew's say who you are calling followed by who you are

e.g. "Knights 1 from Phoenix 1" and wait for a reply

Then say: "Knights 1 from phoenix 1 this is your 1000(Time using 24 hour clock) Opps check please"

-wait for a response of "Knight 1 to phoenix - all opps normal"

-confirm you understood by saying "Knights 1 all ops normal thank you next check in at"

Ops checks are every two hours.

Example: ***Bighorn 1 from Phoenix 1..... Go ahead phoenix for bighorn 1,..... Bighorn 1 this is your 1200 ops check.....Phoenix 1 bighorn 1 all ops normal.....Big horn 1 all ops normal next check in 1400 thank you.***

They will reply back with all ops normal – meaning all their people are accounted for. You reply back Big horn 1 copy all ops normal. Then go on to the next contact and check in with them.

-When all units and personnel are accounted for, call fire center and inform them "all opps normal" and when you would like your next check in "next check in for 1400"

When leaving the fire - check-out:

-inform the fire center you are leaving and if someone else is now doing check ins (A night shift crew) or if the operations is terminated for the night that all ops are normal and each crew will check in separately for their travel checks. Also tell them when you expect to be on good roads and when your next check in will be. e.g. "next check in will be @ 1900 or when on good roads"

-when you get to the paved highway you can tell them you are on good roads and will require no further check in's.

Forestry has asked (see forestry radio document) that the medics check everyone in when they have reached good roads. But as we leave last and they drive faster you have no idea if one of them have gone off the road. Leave it to each group to do their own accountability after leaving site. Make this clear to them before they leave and clear to the fire center.

For this reason, you will do the final site check in with all crews at the end of your shift. When you leave you will let the fire center know all ops normal, your leaving and your next check in will be in two hours or on good roads. You will also be very clear and tell them that all crews are now checking in for themselves, they will let you know when they are on good roads.

General Duties – Forestry Crews

The driver and medic are a team and will help each other with their duties.

Generally the driver is responsible for:

The vehicle and its operation. Checking the fluids, fueling the vehicle, washing the exterior, keeping the cab clean, keeping radios charged.

Understanding their role during an emergency and how to assist the medic with treating, handling the patient, equipment and loading and unload the patient from the MTC, using the small portable radios to communicate between the MTC and driver when transporting a patient

Drivers must always do a walk around before moving the vehicle and the medic will guide the driver when backing up (When not attending to a patient)

Drivers will know how to call KM's and communicate with the fire center. The driver should do this communication until they become proficient with it but generally let the medic do it so they can focus on driving safely. If the medic is busy with paperwork making ERP's, etc then the driver does it.

The driver and medic will share the responsibility of attending to the accountability check ins. This will allow both people to gain radio communications skills.

Driving during an Emergency

The driver will ensure the portable radios are ready to go tested and given to the medic while transporting a patient.

The driver is to ensure the vehicle is driven in such a way as to ensure the medic and patient get to the destination in a safe manor as described in the driver training form. The goal is to provide a ride that is conducive to the medic doing their job and patient comfort.

Generally the medic is responsible for:

Operate the radios when traveling without a patient.

Completing and maintaining the daily paperwork including billing. (Daily Time Report for forestry)

Reviewing their supplies and inventory.

Making the emergency plans, reviewing the plans and ensuring the driver, IC and other participants are engaged in the plan.

Cleaning of the MTC and maintenance of the first aid equipment.

Be ready for all injuries or medical emergencies. Study and prepare for the ones that are most likely to occur.

Think of injuries related to fire – burns to the skin and airways. Sparks that have gotten in an eye, ear or other areas. Burns from the fire, muffler on a pump, or gasoline fire.

Be ready for airway issues from smoke inhalation. Shortness of breath etc.

Limb injuries from the tools used, axe, shovels, chain saws, and from the terrain twisted ankles, fractures etc.

Be ready for snake bites, ticks, or other wildlife issues, bites, infections secondary disease (Lyme disease from a tick bite)

Eye injuries, hand injuries and blisters are predominant injuries.

Lightning strikes, falling trees, bears, there is lots to choose from. Know your treatments and practice, practice, practice.

Be Ready To Go!!

When first called out, most often it is unknown how long you will be needed. It might be a few hours, or they might need you all night. Forestry requires that all crews are self-sufficient for the first 24 hours, food, clothes, personal needs and a sleeping bag/tent. They also recommend a rain jacket, flashlight, whistle and something warm to wear at night.

After being at the fire a few hours ask the IC if a night shift will be needed. If yes let the office know you need a night shift and if it will be one night shift or multiple nights (if you were able to ascertain this). The office will work on finding a second crew. If a crew can't be organized you will be asked to stay until a relief crew arrives the next morning. After dark you can take turns sleeping and doing the check ins. But you cannot both sleep at the same time! DO NOT share with anyone that you get some sleep at night.

If there is no cell service you can ask the fire center to call Dave at the Phoenix office 250 219 4912 and ask him to arrange a night crew, relief crew etc. He will need to know when you need/want relief. He will get back to you through the fire center with details once arranged.

If you stay all night make sure you get some sleep. If phoenix couldn't arrange another crew right away you don't want to be replaced by another first aid company for the day shift. I have seen this happen. You do a day and a night then are replaced never to return to the fire, they keep the other companies day shift medics on site. You and Phoenix might just have missed employment for 4 people for weeks! Or if the fire grows they might ask the company working it to provide more units (Mtc, medic/driver) Make sure you are in close contact with the office regarding relief and crews as these decisions have critical outcomes.

If you're there the previous day and that night and the IC is asking about relief **privately tell him you both had 8 hours of sleep last night, you took turns and you are good to go.** That a relief crew is arranged and will be their later on. Be ready to tell him from when to when you slept and make sure it is accurate.

If you don't and they hire another first aid crew for the day shifts and offer phoenix the night shifts keep in mind the night shifts might end in a day or two and the other company will be left there to do the work.

Night shifts don't happen that often. Be ready to go and to stay for a while. Pre arrange with phoenix and the other employees your schedule availability and limitations.

It is best for the driver and medics in that area to keep in touch, plan out coverage. That way you're not all unavailable at the same time and you're not all sitting ready to go at the same time. Let the office know who is the first person to call for the next fire!

Forestry has a list of medic companies in the area and they rotate us through. When they call Phoenix, we have to let them know right away if we are available. If not they go to the next company and we go to the bottom of the list. The list might have two companies or ten – forestry won't disclose this.

That one call could be to a fire that lasts for months with multiple crews on it, so every time we are called it is critical we can provide a crew. Missing a fire might also erode confidence in our company.

So when they call me I will text you and I need a response back right away. I might also ask you in a pinch to go to a fire in another area, if you're from Clearwater we might ask you to do a Kamloops fire. After you're on the road we will work out long term arrangements, relief crews hotels etc. The fire center might also ask us to send a crew to another area all together, Vancouver Island or up north, so make sure you communicate what your available for ahead of time!

Hotels

When forestry authorises a hotel, which is not very often, they will only pay for one room for two people. So if a hotel is needed I will try to send out an all-male or an all-female crew. In the event this doesn't happen we will have to talk about the arrangements. Phoenix will not ask a male/female crew to share a room. We will just have to look at the situation and make something work.

I have had one crew offer to have one room and one person slept in the MTC alternating nights. I have also had medics that offered to camp and they were reimbursed and compensated accordingly.

If your travel from site to home daily is a long drive (over an hour) and your team would prefer to camp out, stay at a local hotel or with a friend in the area etc, you can arrange with Phoenix to be paid the travel time as long as we are still billing forestry for the travel time. Accommodations are at your cost in that situation.

All situations can't be preplanned so make sure you communicate with Phoenix!!

Daily Time Reports - DTR

Forestry is extremely picky about them. They get thousands of them from different contractors, so be accurate. My last invoice in September of 2014 was paid in April 2015 because of issues on the DTR!!!

Make sure you include your drive time on the DTR. If you're at the fire for 9 hours and you drove one hour to get there and one hour return. Put 11.5 hours on the report. Give yourself 30 minutes to wash, restock and clean the truck, drop of the medic etc.

We charge if we drive over 250 km in a day. So any mileage over 250 km needs to be documented on the report. Keep track daily.

If your authorised for meal or a hotel, then include that on the DTR.

If a night shift drives out for relief, include ALL of their KM once in the morning and once at night on the DTR! Also indicate a second vehicle was used to transport the relief crew. These KM are charged out.

There are some examples on the back of the DTR form and in the DTR book some notes to guide you. If not sure call or text me and I will help you through it. Any errors made on them are almost impossible to correct later on.

The DTR's are for one day – a 24 hour period. If you start at 10 am and work through to 2 am in the morning. You need to do two DTR's. One from 10 am to 2400 and one for the next day starting at 0000 to 0200. Get both signed before you leave.

If your back later that day start a new DTR. If you relieve a day crew, start a new DTR that way the day crew can have theirs signed off before they leave.

Have the IC sign the DTR and give him the YELLOW COPY.

WHITE SCAN or Take a Pic and send to me david@phoenixmedics.com

WHITE and GREEN - put in the file folder with the Fire # (Incident #) on it.

PINK stays in the book.

Do not loose these forms! All are needed for invoicing purposes.

Make sure your time sheet matches the DTR if not this might delay your pay until I can figure out the discrepancy.

2016 – Forestry now wants daily billing so I need the DTR sent to me at the end of your shift. Scan and email or take a picture of the WHITE COPY and email it. Text it is the last resort as I have to spend extra time forwarding it to my email so I can then print it out. I might also be in a poor service area so the less forwarding the better.

Makeup a file folder for each fire. Keep all the DTRs in the front of it. Then any first aid reports, first aid record book form, then daily logs, and the other paperwork. **I need all these documents at the end of the year to maintain our health and safety program. They are critical.**

Park in a safe location! Out of the way (The IC will likely tell you where to park.)

Ensure you have radio communications from your position.

Pick a shady area. That will keep you and the MTC cool. It's important in case you have to do a treatment in the MTC(Think patient comfort) Move the truck when needed to keep it in the shade if possible.

Park on a flat spot. Again patient (and yours) comfort.

If you have questions or concerns contact the office and they will help you through it.

Always keep an eye out for hazards, complete a hazard assessment form daily.

As an employee you always have the right to refuse unsafe work.

Keep the MTC spotless. Its hard but daily cleaning is REQUIRED. Dust from the drive to the site must be removed right away.

Get caught doing something good!

Do your vehicle inspections and cleaning when the IC is around or other forestry employees are around. Let them see you doing your job. They will see you during your down time lots.

When the fire crews return from working have water ready for them. Cool some off if possible. Forestry will supply cases of drinking water. Put some in a near by creek or cooler if available.

I sometimes supply snacks to be handed out to the fire crews. Beef Jerky for the IC and other snacks for the fire suppression people. Even something as simple as offering the firefighters a stick of gum as they wander back to the staging area, goes a long way.

Build a positive impression whenever you can.

Be professional - Incident commanders and the other contract crews fill out evaluation forms on our service, they are used to determine if Phoenix will be utilized on other fires.

The following is information taken out of the contract between Phoenix and the ministry.

Phoenix and its employees are contractually obligated to provide these services and achieve the standards as set out.

As the employees in the field you are required to know what is expected of you (Phoenix) and to ensure our obligations are met.

A number of notes have been added for training purposes.

1 Definitions

Throughout this Request for Responses, the following definitions apply:

- a) **“Business Location”** means the point where the Offeror has an established independent operation, that includes a local business address, local city phone number, identified First Aid Attendant(s), Driver(s) and First Aid equipment and supplies to support the identified First Aid Services;
- b) **“Driver”** means those services described in Part B, Section 2.5 that are performed by a properly licensed driver;
- c) **“Fire Centre(s)”** means the operational areas of the Ministry’s, BC Wildfire Service;
- d) **“First Aid Services”** means those first aid services described in Part B, Section 2.1
- e) **“Incident Commander”** means the individual responsible for all direction at the site which includes overall responsibility for the safety and health of all personnel ;
- f) **“Ministry”** means the Ministry of Forests, Lands and Natural Resource Operations;
- g) **“Ministry Official”** means the individual(s) designated from time to time by the Province to oversee this Standing Offer;
- h) **“must”, “mandatory” or “required”** means a requirement that the Respondent must satisfy in order for the response to receive consideration;
- i) **“Occupational Health and Safety Guidelines” and “Occupational Health and Safety Regulations”** means the guidelines and regulations found at the following links. The following links are current as of January, 2016.
<http://www2.worksafebc.com/Publications/OHSRegulation/Guidelines.asp> and
<http://www2.worksafebc.com/publications/OHSRegulation/Home.asp>

j) **“Self Sufficient”** means the Offeror’s personnel will bring with them enough food and water to last for 24 hours. This 24 hour period starts from the time the personnel leave the Business Location, as recorded on the daily time report. Personnel will also have overnight gear including a sleeping bag and a tent. If the Offeror has Ministry approval to provide lodging during this period, they will be compensated as per Appendix A-3; **(THIS WAS HIGHLIGHTED BY THE MINISTRY)**

Scope

This request is for First Aid Services which are to be provided to the Ministry of Forests, Lands & Natural Resource Operations BC Wildfire Service or other government agencies on an, as, if and when requested basis for the period of April 1, 2016 to December 31, 2017 with no guarantee that any of the Services will be used. The Offeror(s) will supply personnel that are fully equipped and trained to the standards herein. The expectation is that the First Aid Attendants will be required to render First Aid Services at the site and therefore must be physically capable of working in rough steep terrain carrying heavy loads. A first aid attendant must be physically and mentally capable of safely and effectively performing the required duties. **If it is determined that the first aid attendant is not physically capable of performing the required duties a Notice to comply will be issued and the individual and/or Contractor will be released from the incident. (THIS WAS HIGHLIGHTED BY THE MINISTRY)**

CONTRACTOR RESPONSIBILITIES

Services

Upon acceptance of a Drawdown, the Offeror must supply the Province with the agreed upon personnel and equipment, as requested by the Province. The personnel and equipment provided will meet or exceed the conditions set out in the Occupational Health and Safety Guidelines as defined and approved by WorkSafe BC.

The Contractor is required to provide first aid kits and they will be equipped with the minimum supplies as defined in the Occupational Health and Safety Guidelines. The attendant will ensure the kits are complete and the packages are current.

The Contractor must ensure the equipment is maintained in safe operating condition and any worker assigned to operate equipment shall be properly trained and equipped as required by the Occupational Health and Safety Regulations.

In the event the Offeror, without the consent of the Province, does not supply the First Aid Service(s) described in the Drawdown, the Province will issue a notice to comply. In the event the Offeror does not meet the compliance notice, the Province will issue a stop work order, terminate the Contract and may, at its discretion, set aside the entire Standing Offer.

Other Duties

The Incident Commander or designate may assign other duties to the First Aid Attendant or Driver. These other duties will not affect their ability to render first aid when required. These other duties could include but are not limited to conducting safety check-ins for personnel on the fireline or collecting information.

Proof of Qualifications

The Offeror will provide copies of certificates for employees when deployed away from their Business Location or at any other time the Province requests. These certificates must accompany the first aid attendant and Driver upon deployment and be available for onsite inspection. Employees must be prepared to provide appropriate identification upon request.

First Aid Attendant and Driver qualifications/requirements

First Aid Attendant

To be qualified as a First Aid Attendant, an individual must have successfully obtained a Level 3 or Worksafe BC accepted equivalent first aid certificate. Equivalent certifications can be found on the Worksafe BC Website. The following link is current as of January, 2016.

<http://www2.worksafebc.com/Topics/FirstAid/Certificates-BC.asp?ReportID=33597>

- Attendant Requirements:
 - a) Have a valid level 3 or Worksafe BC accepted equivalent first aid certificate;
 - b) Have a current **S-100 Basic Fire Suppression and Safety certificate**;
 - c) Be physically capable of working in steep rough terrain carrying heavy loads;
 - d) Ensure clothing is not susceptible to catching fire or melting (natural fibres such as wool or cotton should be worn)
 - e) Carry personal gear such as work boots and rain gear;
 - f) Be prepared to stay in remote camps for periods up to 14 days;
 - g) Be prepared for potential encounters with wildlife;
 - h) Be prepared to fly in small aircraft;
 - i) Be prepared to use a helicopter as an ETV;

Driver

- Driver Requirements:
 - a) Have a valid Class 4 British Columbia Driver's License or equivalent;
 - b) Have a valid level 1 or Worksafe BC accepted equivalent first aid certificate;
 - c) Have a current **S-100 Basic Fire Suppression and Safety certificate**;
 - d) Be physically capable of working in steep rough terrain carrying heavy loads;

- e) Ensure clothing is not susceptible to catching fire or melting (natural fibres such as wool or cotton should be worn)
- f) Carry personal gear such as work boots and rain gear;
- g) Be prepared to stay in remote camps for periods up to 14 days;
- h) Be prepared for potential encounters with wildlife;

Note: An optional Driver will be requested by the Fire Centre if required.

Personnel Dispatch, Check-Ins and Recall

The Contractor will ensure that the following items have been completed:

- a) Drawdown terms have been discussed and agreed upon by both the Offeror and the designated Ministry Official, prior to personnel leaving their Business Location and proceeding to a Job; (THE OFFICE WILL DO THIS)
- b) Upon returning to the Business Location (at the end of the day or Job) the Contractor will ensure that a Daily Time Report (for each day and each of his personnel) is signed off by both the Offeror and the designated Ministry Official (see Appendix E Daily Time Report).
- c) Contractor personnel must perform check ins with the Fire Centre:
Contractors are expected to contact the Dispatch Centre either by radio or telephone:
 - when they depart their marshalling point
 - every 2 hours while enroute to the worksite (unless other specific arrangements are made/requested)
 - upon arrival (and check-in) at the worksite
 - 2-hour safety check-in intervals while on the worksite (unless contractor is advised of an alternate check-in interval)
 - upon departure from the worksite
 - upon arrival back at their marshalling point"

Standby

The Province may require the Contractor to be on standby for a specified period of time. Each request for standby will be made by a separate Drawdown and will require the Contractor's personnel to report to the Business Location and be ready to proceed to a Job within one half (1/2) hour after the start of the Standby Period. Hours of standby will be set by the Province. The Offeror's personnel must be available at a known phone number throughout the standby period.

During the Standby period, the Province may require an inspection of the Business Location to ensure that the necessary resources are available should the Offeror be drawn down upon for work. At the discretion of the requesting Fire Centre, personnel may be required to be present at time of inspection. If personnel are requested to be present, the Offeror may only bill the Ministry the SO's Standby rates. If inspections are not passed, the Province may remove the Offeror from Standby and/or reduce or remove any eligible Standby

billable hours and/or issue a Notice to Comply.

Standards of Conduct

The BC Wildfire Service expects that the Offeror's employees will respect the Provincial government's Standards of Conduct required on the fire-line, on Social Media, and at any of its camps or facilities. Contractors acting for and on behalf of the government must conduct themselves with the highest standards, instill confidence and trust, and not bring the BC Public Service into disrepute. There is zero tolerance for the use of drugs, alcohol and any unsafe behaviour. There is zero tolerance for intimidation, harassment, discrimination and any acts of aggression or violence. The Contractor's employees should be aware that often there are camp rules posted which address quiet times and curfew as well and that any act of non-compliance in regards to these standards may result in the Contractor's employee being released immediately.

A more detailed version of the Provincial Standards of Conduct can be found at

<http://www2.gov.bc.ca/myhr/article.page?ContentID=45bf7662-adf9-8a5f-74f1-657fedd69edf&PageNumber=1>

Note – No person is allowed to be under the influence of drugs or alcohol while in a Ministry camp, regardless of where the drugs or alcohol was consumed.

Provided Food, Lodging and Miscellaneous Expenses

Contract Personnel will be Self Sufficient for the first 24 hours.

The Offeror's personnel will bring with them enough food and water to last for 24 hours. This 24 hour period starts from the time the personnel leave the Business Location, as recorded on the daily time report. If applicable, per diems will be paid as soon as personnel are deployed away from their Business Location. Personnel will also have overnight gear including a sleeping bag and a tent in case a camping situation occurs.

If authorized to provide lodging, the Contractor will use the most economic lodging available with two persons sharing. Any deviations will require prior written approval by a Ministry Official. When convenient, the Province may try to make lodging arrangements for the Contractor but the Contractor is still responsible for paying for the accommodation and claiming the expenses back on their invoice.

If Ministry authorization is given to the Contractor to supply meals and lodging, then the amounts allowed will be as per "Appendix A-3"- Travel Expenses Payable to Service Contractor's. When releasing a Contractor from a Job the Incident Commander or designate will advise the Contractor of the meals, lodging and travel time, which are authorized for the Contractor's return trip to their Business Location.

Ministry Supplied Camp

The Province may require personnel to stay in a Ministry supplied fire camp. A Contractor will not be charged room and board for its personnel when they are working on a Job and are required by the Province to stay in a camp supplied by the Ministry. Prior written approval of the Incident Commander will be obtained for any person who is not working to stay in a Ministry camp, and a charge as listed in Appendix A must be deducted from the Contractor's invoice. The charge must be clearly indicated on the Daily Time Reports.

Camps that are owned by parties other than the Ministry (i.e Oil and Gas camps), that the Ministry is utilizing, will be considered the same as a Ministry Supplied Camp. If authorization is given to the Contractor, by the Ministry, to stay in these camps, room and board will be paid for by the province. If the Contractor is billed directly by the third party owner, these charges will be reimbursed.

In the event the Contractor is unable or unwilling to stay in the Ministry supplied accommodation, with the approval of the Incident Commander and at the Contractor's expense, the Contractor may return to their Business Location or stay at an accommodation of their choosing.

Operation

The First Aid Attendant will work within the Standards of the Occupational First Aid Training and WorkSafe BC Regulations, in particular the Occupational Health and Safety Guidelines. You must perform the Services to a standard of care, skill and diligence maintained by persons providing, on a commercial basis, services similar to the Services requested herein. When providing personnel for remote camp situations it is expected that they will be prepared to stay for extended period of time. The Contractor and his/her employees will not be compensated for travel time and expenses if they leave early without being released by the Incident Commander or designate prior to 14 days except in case of emergency.

Workplace Injury Reporting

The First Aid Attendant will be responsible for providing a brief written daily summary of treatment rendered to the Incident Commander or their designate. In addition, the First Aid Attendant will maintain a separate treatment record book (PHOENIX HAS A FORM FOR THIS. DO ONE PER FIRE) for each project of all workplace injuries and treatment rendered. The original treatment book must be submitted at the end of the Project to the Fire Centre with the last invoice. Each entry or record will contain:

- a) Full name of injured worker;
- b) Date and time of injury or report of illness;
- c) Date and time of the injury or illness was reported to the employer or employee's representative;
- d) Name of witness(s);
- e) Description of how the injury or illness occurred;
- f) Description of the nature of the injury or illness;
- g) Description of the treatment given and arrangements made relating to the injured worker;
- h) Description of any subsequent treatment given for the same injury or illness; and
- i) Signature of the attendant or person giving first aid and where possible, the signature of the worker receiving treatment.

The first aid attendant will also complete a WorkSafeBC 55B23 form or a **First Aid Report (PHOENIX WILL COMPLETE OUR FIRST AID RECORD FORM);**

The first aid attendant is to notify the injured worker's supervisor or employer of the report of injury or occupational disease, if they are not already aware;

First Aid Attendant Movements by Aircraft

The following rules will be strictly enforced and the Contractor is responsible for advising its personnel. All required first aid equipment and supplies will be in addition to the personal gear 45 lbs. limit and will be packaged accordingly;

- a) Total weight of personal gear (including boots etc.) is not to exceed 45 lbs. Gear will be weighed prior to loading and excess baggage will be left behind;
- b) Only items essential to the Job will be transported;
- c) Personal gear will be properly packaged for transport. No garbage bags for clothes. No boots or hard hats tied to the outside of the backpack;
- d) All baggage will have identification tags on the outside that shows the weight of the baggage;
- e) Dangerous cargo such as pepper spray, bear bangers and flammable liquid are to be packaged in special containers (as defined by Department of Transport) and will not be stowed in the passenger compartment of the aircraft and the pilot will be notified of any dangerous cargo. These special containers (Contractor supplied) will be constructed and of a size (example ABS plastic) that if the material does discharge, the container will prevent any accidents;
- f) Contractors will provide their own sleeping bags.

PLEASE NOTE A BASKET STRETCHER WILL OFTEN NOT FIT IN A HELICOPTER. THERE MAY BE A BASKET ON THE OUTSIDE OR THEY MAY SLING IT UNDER THE HELICOPTER ON A ROPE. WHEN CREATING YOUR MEDICAL ERP (EMERGENCY RESPONSE PLAN) PREPARE FOR THIS. A PATIENT CAN BE TAKEN OUT OF THE BASKET STRETCHER AND LOADED INTO A HELICOPTER ON A SPINE BOARD. THE BASKET STRETCHER IS FOR CARRYING THE PATIENT. A SPINE BOARD IS ONLY FOR IMMOBILIZATION AND LIFTING A PATIENT. A PATIENT MUST NOT BE CARRIED OVER AND ANY GREAT DISTANCE ON JUST A SPINE BOARD.

Failure to comply with these rules will result in the baggage not being loaded and the baggage owner may also be prohibited from boarding the aircraft.

Provincial Equipment

The Contractor is responsible to carry with them sufficient expendable supplies for the anticipated duration of the Job based on the Drawdown. Expendable Provincial supplies used by the Contractor will be deducted from invoices owing to the Contractor at one hundred (100%) percent of the unit value as found in the Ministry of Forests, Lands & Natural Resource Operations Assets Management System.

Should the Province supply fuel for which the amount of litres can be quantified by a fuel pump reading, the Offeror will be charged the actual cost of the amount of fuel delivered, If the amount of litres cannot be quantified by a fuel pump reading, the Province and the Offeror, or their authorized representatives, will mutually agree to a realistic quantity of litres delivered and it will be recorded on the Daily Time Report (DTR). The Offeror will be charged the actual cost of the litres recorded on the DTR.

First Aid Supplies Replenishment

The attendant will replace any outdated or missing supplies when required. Upon prior approval from the Incident Commander or designate, the Contractor may invoice the Fire Centre for replenishment of expendable first aid supplies consumed during fire suppression activities. Original replenishment receipts must be included with the invoice at time of billing. PHOENIX WILL COMPLETE A SUPPLY REIMBURSEMENT FORM AND HAVE THE INCIDENT COMMANDER SIGN IT WITH THE LAST DAILY TIME REPORT

Jump Kit

A Jump Kit will consist of a minimum of a Level 3 First Aid Kit, Oxygen Kit, Basket Stretcher, spine-boards, splints and padding strapped together as a complete package capable of being moved in a helicopter. This kit is to be self contained so that the First Aid Attendant can quickly grab the complete kit and take it to the scene of the accident. All of the blankets and splints shall be pre-made and strapped to the spine-board along with the hard collars. This unit should be covered in plastic to keep out dirt and water. The supplies will be in a weatherproof container. The Level 3 First Aid Kit will meet or exceed the conditions set out in the Occupational Health and Safety Guidelines as defined and approved by WorkSafe BC.

Radio

The Contractor will supply each First Aid Attendant with a handheld radio with spare batteries capable of accessing Ministry radio frequencies. These handheld radios must be compliant with Industry Canada regulations. They will be narrow band capable (12.5 kHz channel spacing) and be capable of accessing the

Ministry of Forests, Lands & Natural Resource Operations Continuous Tone Coded Squelch System (CTCSS) tones. Use of the 100 Hz provincial tones is no longer acceptable. The Contractor is also responsible for supplying a truck mounted mobile radio with local logging road channels installed. It is preferred that the Contractor also install the Ministry of Forests, Lands & Natural Resource Operations channels on this radio as well.

The Contractor will obtain permission from the Ministry of Forests, Lands & Natural Resource Operations for the use of such frequencies. If a Contractor is in more than one radio area, the Province may issue a province wide permission. The Contractor is responsible for his/her safety check-ins as per WorkSafe BC regulations. Where possible the Fire Centre will accommodate requests to conduct safety check-ins. However, the Contractor is responsible for making the necessary arrangements. The Contractor is responsible for supplying any equipment necessary for communication between their personnel on the fire line.

If a Contractor is working outside the Contractor's normal area of operation, the Ministry may provide a radio with the local logging road frequencies or the Contractor's vehicle may be restricted to following a radio equipped vehicle. Each driver using the posted radio frequencies shall, according to markers posted at one (1) kilometre intervals along the road announce the Contractor's position and direction of travel and the road name/number on which the Contractor is travelling. Information regarding resource roads can be found on the BC Forest Safety Council's website. The following link is current as of December 2016
http://www.bcforestsafes.org/files/tk_pdfs/gde_resrd.pdf.

In addition to the requirement that all radios be properly licensed, the Department of Communications (Canada) has four (4) main rules that will be observed:

- 1) Radio equipment will not be deliberately operated so as to interfere with another station;
- 2) Only transmissions concerned with official fire suppression operations are permitted; No discussion about official policy or personal matters are permitted;
- 3) Transmissions are not to contain profane or obscene words;
- 4) Information, other than from a public broadcast, will not be transmitted.

Before using the radio on a Ministry of Forests, Lands & Natural Resource Operations radio system, the Operator will know and adhere to the following:

- 1) The call sign or station name by which the radio used will be identified, also the call sign or names of stations to be called;
- 2) The operating schedule, if any, that will be kept; and
- 3) The frequency or frequencies authorized for use and how the desired radio contact are to be made.

A copy of the Application for Access to the Radio System form (Appendix H) must be provided at time of response. Further information about obtaining radio network access and copies of all provincial repeater

maps are available at www.for.gov.bc.ca/his/radio/. The Contractor will obtain a company specific call-sign from the Fire Centre closest to their Business Location.

Appendix "E" Daily Time Report

Original copy to the Fire Centre Representative signing the Daily Time Reports.

Duplicate copy to be attached to the invoice.



DAILY TIME REPORT

000001

FULL LEGAL COMPANY OR INDIVIDUAL NAME: _____

INCIDENT #: _____ DATE: _____

EVACUATION ALERT ORDER TIME RELEASED FROM INCIDENT: _____

REHABILITATION: YES Type: _____ (i.e. Crown Land, Private, IR etc)

PERSONNEL & EQUIPMENT BILLABLE HOURS

Name/Equipment	Fireline Position	24 Hr Clock		Break Time Taken	Total Work Hours	Total Hours Standby		Vehicle Km/day or standby	Initial
		Start	Stop			POH/Transport	On-Site		

EQUIPMENT INFORMATION

Make:	Type:	Unit Assigned #:	Year:
Model/Size :	Operator: (print name)		Point of Hire Location:
Lowbed Company Used:			
Equipment Hauled For:		Equipment Hauled:	

ATTACHMENTS/MISCELLANEOUS EQUIPMENT

TANK Size _____ PUMP Size _____ CHAINS Size _____ # of Sets _____

List all WMB requested/required attachments and Industry Equipment

The above noted attachments are billable as per FS101 and Schedule A or other attached forms

FUEL DEDUCTION: # of Ltrs/\$ _____ MINISTRY SUPPLIED
 ACCOMMODATION: YES MEALS: B L D

SIGNATURES

Contract Rep or Individual	Fireline Supervisor	Time Recorder
Ministry Qualified Receiver	Print Name	Employee Number

Comments _____

FS 257B Revised Apr 18/2011

SEE REVERSE FOR SAMPLES

Distribution: White – Fire Centre Yellow – Fire Centre Green– Contractor, Attach to invoice Pink – Contractor, For your records

Appendix “I” Check In / Check out Procedures

BC Wildfire Service

Check In / Out Procedures

When to contact dispatch:

- Upon departing and arriving at a location or destination.
- 2 hour check-in intervals while on an active incident and 2 hours safety check-ins from a controlled incident or when driving long distances (unless advised of an alternate check-in interval).

Information Provided to Dispatch:

Start of day check-in

- **Callsign(s) of personnel and total number of people, location you are departing from, destination you are travelling to, estimated time of arrival**

➤ Example: **Crew departing for incident:**

Crew: “Prince George Fire Centre - Seneca 21”

Dispatch: “Seneca 21 - Prince George Fire Centre go ahead”

Crew: Check Seneca 21, 5pack off Dawson Creek, heading to incident

G70145 with an eta of 09:30”.

➤ Example: **Crew arriving at an incident:**

Crew: “Prince George Fire Centre - Seneca 21”

Dispatch: “Seneca 21 - Prince George Fire Centre go ahead”

Crew: “Check Seneca 21 arriving at fire G70145, next check in time at 13:00 (or on large incidents – all further checks thru Medic 145 or IC 145”).

Departing incident or location and arriving at destination

- *Callsign(s) of personnel and total number of people, location you are departing from, destination you are travelling to, estimated time of arrival and final check-in for the day.*

➤ Example: **Crew departing incident or location:**

Crew: "Prince George Fire Centre - Seneca 21"

Dispatch: "Seneca 21 - Prince George Fire Centre go ahead"

Crew: Check Seneca 21, 5pack off G70145, returning to Dawson Creek, eta of 019:30".

Crew: "Prince George Fire Centre - Seneca 21"

Dispatch: "Seneca 21 - Prince George Fire Centre go ahead"

Crew: Check Seneca 21, 5pack back in Dawson Creek, no further check-ins required".

WORK BOOTS - Forestry medics and drivers.

Worksafe B.C. says you must do a hazard assessment of the area you're working in to ensure your PPE - meets the hazards of the area you're working in.

Regarding boots, the Worksafe tech said if there is a chance for a log or rock to roll on your foot, a stretcher or work tool to be dropped on your foot etc, then you need toe protection.

If you're climbing over rocks and logs then 8" would best protect against a twisted ankle.

If you're in a hot area, ashes, smouldering wood or sparks then a heat resistant boot is needed. Leather or other materials that won't melt.

He said contact boot manufacturers and ask what boot they have to meet that set of needs.