

V – FIELD SUPPORT AND EMERGENCY SERVICES

Emergencies & Incidents Requiring Outside Assistance

Each specific program area will have different and specific procedures for dealing with emergencies that require outside assistance, outside of the immediate program staff. Therefore each program area will include a specific set of instructions and guidelines for emergency communication and evacuations. **See appendix J for details about Evacuations and Communications.**

Medical Treatment

Because of the remote nature of our many education programs and some facilities, the administering of first aid is a role for an SNC Staff member within their scope of practice. Willing present volunteers whose medical training supercedes SNC Staff will be deferred to in a medical scenario. **See appendix E for policies and guidelines about first aid kits. See Education Program Staffing for policies and guidelines about medical training for education staff.** The requirements for medical training for retail staff are still to be determined by the retail operation.

On-Call Emergency Coordinators

Even though excellent EMS and law enforcement response may be available in many of SNC's education program areas it is important that the SNC Director of Education or Program Manager is "on-call" and available at all times that we have participants on an SNC-led program. This Emergency coordinator is not the first contact for a life/limb emergency, field staff must first call 911 or hail SOS for any serious emergencies. The SNC Emergency Coordinator is on-call to assist the field staff with any field needs and/or provide assistance and information to the EMS or law enforcement officials.

[POLICY] – An SNC Director or Manager will be on-call and within cell phone range whenever an SNC group is in the field or in our care. The field staff will have been clearly briefed on who this person is and how to contact them.

[GUIDELINE] – In addition to the designated Emergency Coordinator, either the SNC Director of Education or Executive Director must always be available within cell phone range when a group is in the field. Their role is to provide additional support to the Emergency Coordinator during a large incident.

EMS relationships

For field staff and the support staff to have the best response to an incident and call for assistance the EMS in each operational area must be clearly outlined and staff have these contacts clearly posted and carried with them in the field.

- **[POLICY]** The Director of Education or Program Manager must have a clear understanding of the local EMS – ensuring that the information is posted clearly for all staff and that staff have the necessary communication device to make contact with EMS.
- **[GUIDELINE]** The Director of Education or Program Manager should make contact with the EMS at the start of each season to re-establish a relationship, exchange

important contact information and allow for changes in the procedures for contacting. This practice also helps to annually clarify the chain of command in a major incident.

Incident Reporting and Near-Miss Reporting

Documenting any incidents or near-miss helps Stokes Nature Center examine its response and its practices. In some cases this document confirms our adequate practices and in other cases it helps us make improvements to our management of risk in that area. The incident report also provides crucial first-person documentation of the incident. **(See Appendix D)**

Definitions: An **'incident'** is any event requiring ANY medical attention by our staff or outside medical staff. A **'near miss'** is any unplanned event or reaction that did not result in injury, illness or damage, but had potential to do so.

- **[POLICY]** Any 'incident' or 'near miss' must be documented on an Stokes Nature Center Incident Report Form and filed with the Director of Education or a Program Manager within 48 hours of the end of the program.
- **[POLICY]** Any major incident, involving a life/limb danger or a vehicle accident must also be reported to the Executive Director within 24 hours.
- **[POLICY]** At the end of each season the Risk Management Committee will compile and review all incident reports from the past season and make recommendations on changes to our operation, our training or our equipment.
- **[GUIDELINE]** In many locations incident reporting will also be required by the agency or EMS responder. It is the responsibility of the Director of Education or Program Manager to determine this and to ensure this is done properly.

Risk Management Committee

With the expansion of education programs into new activities areas each year SNC needs to have a review process for our evolving operation and the inherent risks. A Risk Management Committee will review all incident reports and if necessary make recommendations and decisions about our activities, our training, our equipment and even our partnership arrangements. The committee will be made up individuals invited by the Executive Director.

Crisis Management Plan

In the unlikely event of a major incident within SNC's operation it is possible that the crisis would overwhelm our organization's ability to respond to all of the needs with all of the necessary attention each area deserves. SNC's Crisis Management Plan provides structure and guidance in what has the potential to be a logistically, and emotionally, overwhelming situation. It enables us to go into *crisis management*, not *crisis mode*. **See Appendix L for the Crisis Management Plan.**