



### 2.07 ROAD AND MEDICAL RESCUE

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#### 2.07.1 RELATED DOCUMENTS

- [2.07 Road and Medical Rescue Policy](#)
- [2.07 Road and Medical Rescue Procedure](#)
- [2.07 Road and Medical Rescue Annex – Reimbursement Schedule](#)
- [2.07 Road Rescue Service Provider Registration Form](#)
- [Inter-Agency Working Group Report Reimbursement Rates 2016](#)

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#### 2.07.2 FREQUENTLY ASKED QUESTIONS

##### GENERAL

Q. Do you see a move toward changing the road rescue rates for societies so they are on par with the fire departments?

A. Yes, reimbursement under this policy applies to all Road Rescue Service Providers (hereafter service providers) – societies and fire departments alike.

##### DEFINITIONS

Q. We do not always know when fire suppression will be needed. What if we get to scene and we need to send an engine out to assist the response?

A. The reimbursement will be judged on the facts and circumstances. When submitting a claim that includes fire suppression, include a narrative that outlines how the situation fits within the definitions of this policy.

Q. We have been asked to attend a motor vehicle fire where no one is trapped. Is this an eligible task?

A. No. To meet the eligibility requirements for fire suppression response, the fire suppression must be for the purposes of rescuing entrapped subjects.

Q. If we are at scene and we have a question about response, what should we do?

A. Contact the Emergency Coordination Centre (ECC) at 1-800-663-3456 and request to speak with the Regional Duty Manager (RDM).



Q. We have been asked to attend a medical call where no extrication or patient access issues exist. Will this be covered under this policy?

A. No. The policy states, "...where there is an actual or imminent threat to life **and** BCAS requires assistance in accessing and moving injured subject(s) to a safe location." **[Emphasis added.]** Therefore, where these conditions do not exist, it does not fit within the policy.

Q. What constitutes a "reasonable time frame" for response in a medical rescue?

A. For out-of-jurisdiction response where a SAR group is available to respond and has the specific training and equipment required to respond, that SAR group will be the primary responders for medical rescue situations where there is an actual or imminent threat to life and BCAS requires assistance in accessing and moving injured subject(s) to a safe location. If the group providing Road Rescue services believes the SAR group's response times are unsatisfactory, those concerns must be addressed prior to a call coming in.

It is impossible to set a time limit on "reasonable time frame". Every incident is different. If there is a need to have a Road Rescue response instead of or in addition to SAR response, the decision will be made by the RDM at the time of the call.

Q. We have a mutual aid agreement for fire protection services outside our jurisdictional boundaries, but the agreement does not include rescue. Can we get a task number and be reimbursed for road rescue in our extended fire protection area under these circumstances?

A. If the agreement does not include road rescue as a service and you would not normally respond as a result, then you are eligible for reimbursement under this policy if all other conditions are met.

Q. Our society has a contract to provide rescue services for a defined area. Can we get a task number to provide road rescue within those boundaries?

A. No. This does not meet the definition of "Out of Jurisdiction."

Q. What constitutes an embankment or rope rescue?

A. Rope rescue is any rescue attempt that requires rope and related equipment to gain access to and to remove subjects from slopes, either above or below grade. All service providers who do embankment/rope rescue must maintain an on-going competence through participation in a training and exercise program that meets the intent of the current National Fire Protection Association (NFPA) standards on operations and training for technical rescue incidents.



Q. What does “All Found” mean?

A. All found rates include all costs associated with a response, with the exception of those items specifically identified in Annex A of this policy. Rates are applicable from the time of response vehicle departure from quarters and continue until return to quarters.

Q. Is the minimum rate per task or per departure/return to hall (for instance, when we return to hall between attending a call and return to site later to extricate a deceased subject)?

A. The minimum rate applies to the task, not to each time a service provider has left their quarters.

Q. To what does the term “quarters” refer?

A. Point of housing and departure for the response vehicle.

Q. How does the extra quarter hour for cleanup work?

A. The extra quarter hour will be added to all extrication, embankment, or medical rescue calls to recognize a reasonable amount of time to get equipment used back in service. If the call took less than one hour (therefore qualifying for the one hour minimum), the reimbursement will be for 1 and ¼ hours. If the call was longer than one hour, the additional fifteen minutes will be added to the actual time of the call rounded to the nearest quarter hour up or down. For instance, a call taking 1 hour and 36 minutes would be rounded to 1½ hours, and the ¼ hour would then be added for a final 1¾ hours.

### **POLICY STATEMENT**

Q. Will EMBC’s liability coverage protect our department/organization and/or our local government?

A. No, EMBC liability coverage only covers the service providers responding on the task. All responders must complete a Task Registration Form to ensure they have liability coverage.

Q. Can a fire department request a Road Rescue Service Provider to provide assistance to them?

A. Where a Road Rescue incident occurs and the fire department does not have the training and equipment required to undertake an appropriate response, the fire department may request a Road Rescue Service Provider to undertake that response. Note: the service provider responding to such a situation would have to meet the requirements outlined in this policy in order to be eligible to claim reimbursement.



Q. Does a request for assistance in preparing helicopter landing zones qualify under this policy?

A. No, RRSPs cannot be tasked for this purpose. However, if during the course of an eligible response under this policy it becomes necessary to assist in landing zone preparation to facilitate the task underway, then such activity can be considered part of the original task.

Q. What constitutes a hazardous materials (hazmat) incident?

A. A hazmat incident refers to the primary reason for response. For example, a vehicle carrying hazardous materials that is involved in an accident where there is no actual or imminent threat to life is a hazmat incident and is not covered by this policy. Entrapment in a vehicle where hazmat is a secondary issue would be considered a road rescue response.

Q. The coroner has asked us to stay at site to wait for them to release the subject to be extricated. Is the time we stay at site covered under these circumstances?

A. No. The time spent at site under these circumstances is not eligible for reimbursement, nor are the responders covered for injury, disability, accidental death, and liability. It is recommended that the service provider return to quarters and when next available, return to site or other location to extricate the deceased subject. Return times are recoverable under task. The exception to this would be when return to quarters and then back to site would take longer than the wait.

Q. Does a SAR group follow the all found rate policy for reimbursement for a medical assistance call or do they follow the SAR policy?

A. For the SAR groups that do Road Rescue, this policy covers them for Road Rescue tasks only. Medical rescue tasks undertaken by SAR groups are covered under SAR policy.

Q. On completion of our extrication, our department was asked to continue traffic control for the other responders and the maintenance contractor traffic control had still not arrived. What is the coverage?

A. Once the subject(s) are safely extricated, traffic control is no longer covered by EMBC except in a situation where ongoing traffic control is required for the protection of other personnel at site. EMBC will only provide coverage for injury, disability, accidental death, and liability. Time spent in this capacity is not eligible for reimbursement. Traffic control is the responsibility of the Ministry of Transportation and Infrastructure maintenance contractors, and every attempt must be made to secure their services at site.



Q. If BCAS wants one of our members to accompany them in the ambulance to the hospital will the task cover that member?

A. Under routine circumstances, the task would not cover this situation. However, the Regional Duty Manager can consider a request for this coverage on a case-by-case basis, usually in life threatening situations where BCAS feels the assistance is necessary. Supporting information may be required to substantiate the request.

Q. What rate does a fire department get for a medical rescue?

A. All non-SAR Road Rescue Service Providers are reimbursed under the Road and Medical Rescue Policy for both road and medical rescue calls.

### CONDITIONS/RESPONSIBILITIES

Q. Our fire department rolls with an engine as well as our road rescue truck to provide fire suppression for worker care, even if there is no fire suppression indicated. Can we claim for our engine? If not, can we claim mileage for the engine?

A. Fire suppression resources that respond to an incident will only be reimbursed when there is an actual or imminent threat to life due to fire. This does not prevent the attendance of additional resources at the expense of the service provider. Mileage is not eligible.

Q. Our fire department is not formally established by bylaw. Do we require insurance?

A. Fire departments not formally established by bylaw must have comprehensive third party liability insurance.

Q. Our society does not have comprehensive third party liability insurance. What do we do?

A. Your society will be required to obtain and maintain such insurance coverage within six (6) months of this policy coming into effect. After that point, failure to meet this requirement means the society would cease to be recognized as an Emergency Management BC (EMBC) recognized Road Rescue Service Provider under this policy.

Q. Our department is not registered with the EMBC regional office. How do we register?

A. Contact your EMBC Regional Office to request a registration package.



Q. We are not a registered service provider and we got a task number from the ECC. Can we be reimbursed?

A. In order to be reimbursed under this policy, you must be registered with your regional office. Receiving a task number does not guarantee reimbursement, nor does it guarantee injury, disability, accidental death, and liability coverage. All conditions must be satisfied for reimbursement and coverage.

Q. We do not do road rescue, but we have been asked to do medical rescue in past. Do we have to register?

A. Fire Departments who routinely do medical rescue calls must register with their EMBC regional office.

### **ROAD AND MEDICAL RESCUE PROCEDURES**

Q. We did not get a task number before we responded. Can we still be covered for injury, disability, accidental death, and liability, and be reimbursed?

A. Yes provided the task number was obtained as soon as was practicable under the circumstances. Practicable includes the use of a third party to request the task number as stated in the policy.

Q. What do we do if BCAS calls our team directly?

A. Contact the ECC and request a task number as per procedures. How BCAS or police task your team is irrelevant, but EMBC does not support self-deployment.

Q. Can SAR and a Fire Department go to the same response and be covered under the same task number?

A. Yes. The task number is an incident tracking number, so multiple response agencies may respond under the same task and be eligible for reimbursement.

Q. We have a formally established fire department. Can we claim for reimbursement through our fire department volunteer association, or do we have to go through the local government?

A. The organization acting as Road Rescue Service Provider would claim for reimbursement as dictated by their local policy or procedures. Reimbursement will be sent to the organization identified to receive payment, when the organization is registered with EMBC under this policy.



Q. On the WSBC Form 7, who is the “Employer”?

A. Emergency Management BC, and EMBC fills out the Form 7.

Q. Do we reimburse Road Rescue responders for their mileage from home to the hall?

A. No. Reimbursement is applicable from the time of response vehicle departure from quarters and continues until return to quarters. Injury, disability, accidental death, and liability coverage is from initial point of response to return to home.

Q. Do we have to wait until all our equipment replacement invoices have come in before submitting our expense reimbursement package? Sometimes there can be a delay in ordering special equipment.

A. The main part of the claim must be submitted within 30 day of task completion. The Equipment Repair/Replacement Request may be held open longer for delays in repair/replacement.

Q. We were called out for a rescue, but when we arrived on scene, everyone was out of the vehicle. However, it took us over an hour to get there. Do we get the rate for the whole time we were there or just the minimum rate?

A. Your reimbursement covers the time you leave the hall to your return to quarters.

Q. We were called out for a rescue, but when we arrived on scene, everyone was out of the vehicle. We were asked to stay to provide first aid/First Responder services. Do we get the rate for the whole time we were there or just the minimum rate?

A. Activity undertaken between arrival and leaving the scene that is not covered under the policy would not be included in the response time, nor would there be any coverage for injury, disability, accidental death, and liability during that period.

Q. When we arrived on scene, we were asked to stay to provide services in support of the hazmat aspects of the incident. Do we get the rate for the whole time we were there?

A. When you respond to an incident and it turns out there are hazardous materials involved:

- Immediately notify Ministry of Environment (MoE) and explain the situation.
- Enquire if your agency is being requested to assist with the hazmat response.
- If so, then all billing related to the assistance provided to MoE is billed to MoE and the other portion of the response (including your return) is billed to EMBC.

Problems related to billing with MoE can be referred to EMBC for assistance in resolving the issue.



Q. What level of Hazmat training should a RRSP have?

A. Hazmat awareness is recognized as the minimum level of training. Responders are required to ensure that their activities do not exceed the level of training they have received.

### ROAD & MEDICAL RESCUE REIMBURSEMENT SCHEDULE

Q. What does the Consumable Supplies Allowance cover?

A. The consumable supplies allowance is intended to cover the cost of such items as personal protection equipment (gloves and masks), flashlight batteries, flares, and absorbent routinely consumed during an extrication, embankment, or medical rescue. Foam, when used in fire suppression, will be reimbursed separately.

Q. Our team used our own EpiPen on a task. Can we get a replacement?

A. No. Only equipment authorized for use as part of medical response may be eligible for replacement. An Equipment Repair/Replacement Request is required for items not considered Consumable Supplies.

Q. How does our team replace damaged equipment (i.e. ropes used on an embankment rescue, pry bars, tarps, etc.)?

A. See [5.04 Repair/Replacement of Lost/Damaged Equipment/Personal Property](#).

Q. Where can I find the current provincial rates for reimbursement?

A. Contact your regional office, or follow the links at the beginning of the FAQs.