



# ROAD RESCUE SAFETY PROGRAM GUIDE

**Provincial Emergency Program  
Emergency Management BC  
Ministry of Public Safety and Solicitor General  
June 30, 2009**



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## ACKNOWLEDGEMENTS

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Jim Dezall, Director/Road Rescue Training Officer, Cranbrook Search and Rescue

Dave Ferguson, Deputy Fire Commissioner, Office of the Fire Commissioner

John Kieper, Fire Captain, Kamloops Fire Rescue

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Rod Mudie, SAR Manager/Road Rescue Responder, Hope Search and Rescue

Al Steinhauser, Secretary/Treasurer, Fraser Fort George Highway Rescue

Peter Weeber, Fire Chief, Terrace Fire Rescue

Maurie L. Hurst, Regional Manager Northwest, PEP

Rod Mann, Project Advisor, RDM Consulting

### **Other Acknowledgements:**

Jim McAllister, past Director Management Services and Programs, PEP





## SECTION 1 – PURPOSE AND GENERAL REQUIREMENTS

The purpose of the Safety Program Components and each Operational Guideline (OG) is to ensure the safety of all Provincial Emergency Program (PEP) Road Rescue responders and contribute to the safety of other people on-scene. Each Component and OG covers the safety of all responders while participating in PEP authorized activities involving preparing for and responding to a disaster or an emergency.

### Components and Operational Guidelines (OGs)

The Components and Operational Guidelines (OGs) contained in this Safety Program were developed for the guidance of Road Rescue responders during operations. They are dynamic documents in that they should be regularly reviewed and updated, based on changing operating requirements. They express the current thinking within the province, based on sound operations management, advances in Road Rescue in British Columbia (BC) and elsewhere, the results of reviews and research and responder experience.

Components and OGs are decision frameworks for Road Rescue responders to use in assisting them make operational decisions in the field. They do not replace the responsibility of the responder to use relevant knowledge, experience, and common sense while directing the operation and meeting policy requirements.

Components and OGs do not contain detailed 'how-to's. If "how to" descriptions are used, this Guideline becomes unnecessarily long. "How to" descriptions belong in a training manual(s) or job task descriptions. OGs specific to a Component are referenced at the beginning of that Component.

### Scope

Unless otherwise noted, the Components and OGs apply to all Road Rescue organizations, supervisors, and responders.

### Responsibilities

All Road Rescue responders are responsible for familiarizing themselves with the Safety Program, its Components, and OGs. Responders are responsible for understanding each Component and OG, how they relate to each other, how they fit into the Road Rescue training, exercising and response framework. Each responder should seek clarification from the PEP Regional office, if necessary, and assist in ongoing Road Rescue Safety Program development and review.

### Safety Program Revisions

The Components and OGs provide an objective framework from which to make judgments on specific situations. Road Rescue organizations should review their operations in light of the overall Safety Program and OGs. Each responder should concentrate on the appropriateness of the decisions taken at the time, rather than strict adherence to Program Components or OGs. The primary goal is responder safety. If a course of action to achieve safety deviated from the OGs, consider recommending a revision of the OG through the PEP Regional office.

## How to Use this Guide

Road Rescue organizations may customize the Guide as necessary to meet their needs. The contents in this document should provide a good start and assist local Road Rescue supervisors in establishing safe operations and training programs and developing safe work practices for responders. While the Safety Program Guide may not meet all needs, review Guide content as follows:

**Step 1** – Review [Appendix B – Safety Program Quick Assessment](#):

- ❑ Does existing Road Rescue safety program and procedures align with the suggested Safety Program content in this Guide?

**Step 2** – If the answer to Step 1 is yes, no further work is required.

**Step 3** – If the answer to Step 1 is no:

- ❑ Update/add missing content to your safety program/procedures using the suggested Component content, checklists and other tools in the Appendices.
- ❑ Customize content in this Guide to meet local needs.

## SECTION 2 – POLICY

This Safety Program is consistent with PEP's Volunteer Safety Policy, a copy of which is available at the PEP website [www.pep.bc.ca](http://www.pep.bc.ca)

## SECTION 3 – SAFETY PROGRAM COMPONENTS

The following safety program components are common to PEP Road Rescue operations. However, implementation should be based on the working environment(s), risks and operating requirements encountered in each Road Rescue operation.

### Component 1 – Key Responsibilities

#### Responsibilities of Road Rescue Supervisors

- ❑ Take all reasonable and practical steps to ensure the safety of responders.
- ❑ Develop and implement safe work practices & ensure all responders attend required safety training courses.
- ❑ Assign responders to activities that are consistent with their knowledge, skills, ability.
- ❑ Remove any responder from activities if the supervisor has concerns as to the responder's ability to perform their duties safely.
- ❑ Make sure appropriate emergency medical response services are provided or available to responders.
- ❑ Identify hazards and take proper steps to control the risks.
- ❑ Report and investigate incidents, including accidents.
- ❑ Ensure regular inspection of the worksite and correction of unsafe conditions.
- ❑ Instruct and coach responders to follow safe work procedures.

- ❑ Ensure only authorized, trained responders operate equipment.
- ❑ Ensure proper maintenance of equipment.
- ❑ Provide responders with necessary personal protective equipment (PPE), and ensure responders use and maintain PPE properly.
- ❑ Ensure the safe handling, storage, and disposal of hazardous materials.
- ❑ Promote safety and worker care awareness.
- ❑ Co-operate with other parties in dealing with safety and worker care issues.

### **Responsibilities of Road Rescue Responders**

- ❑ Follow safe work practices and procedures when training, exercising, and responding.
- ❑ Advise their supervisor if they believe that they cannot safely perform their assigned activities.
- ❑ Immediately report all incidents of unsafe situations, hazards, accidents, and injuries to a designated supervisor.
- ❑ Participate in training and orientation activities required to undertake assigned roles and responsibilities safely.
- ❑ Provide records of completed training and certification to their supervisor and/or PEP staff upon request.
- ❑ Cooperate with supervisors and fellow responders on matters related to safety.

## **Component 2 – Risk Assessments**

### **Refer to [OG 2.11 – Risk Assessment](#)**

Risk assessment is an important component of the Road Rescue Safety Program. It is a way of determining what needs to be done to prevent injury or disease once hazards have been identified. Risk assessment begins with a careful examination of worksites and anticipated situations for hazards that could cause harm to responders and others. Hazards are identified so procedures and practices can be implemented to prevent harm. Each Road Rescue responder will ensure risk assessments are conducted.

### **Who should conduct/be involved in a Risk Assessment?**

Those who conduct the Risk Assessment should be:

- ❑ Experienced in the assessed activities.
- ❑ Familiar with the risk assessment method.
- ❑ Able/trained to use an objective approach.

### **Conducting a Risk Assessment**

For Road Rescue operations, approach risk assessments in two main ways:

- ❑ A general program risk assessment – conducted as a ‘desktop’ review of risks associated with anticipated day-to-day operations.

- An on-scene risk assessment – conducted when responders arrive on scene and a quick assessment of the situation and surroundings is required prior to initiating rescue operations.

### General Risk Assessment

While there are many different approaches to conducting risk assessments, all have common steps. [Appendix C – Risk Assessments](#) describes a suggested approach that works for many different types of workplaces. Additional approaches to risk assessments may also be available from other emergency response organizations with similar roles.

### On-Scene Risk Assessments

Prior to and upon arrival on scene, it is important to perform a situation evaluation that includes a risk assessment. This assessment will include:

- Initial information on accident situation at call out, including:
  - Number of vehicles and vehicle types involved.
  - Road location and conditions.
  - Weather conditions.
  - Special information – hazardous substances, etc.
- At scene situation assessment including:
  - Confirm/amend initial information.
  - Identify and interacting with other emergency responders at scene.
  - Traffic flows and controls.
  - Safe places to work/gather.
  - Scene awareness – compromised/overhead power lines, underground gas/power lines, etc.
  - PPE requirements.
  - Access to involved vehicles.

**See also:** [Appendix D – Inner/Outer Circle Scene Safety Survey](#)

## Component 3 – Written Safe Work Procedures

Where required by the hazards of the job, each Road Rescue responder will ensure there are appropriate written safe work procedures for the safe performance of the responder's work. This includes the proper operation of machinery and equipment or any work process or operation that could create a hazard to the responder if proper procedures are not followed.

Each supervisor should ensure that written work procedures are developed and implemented for anticipated emergency response events and for authorized training or exercise sessions.

Site- or event-specific written work procedures should:

- Describe the steps required to carry out the job, task, or procedure safely.

- ❑ Prescribe the protective measures to safely guard against hazards.

Develop written work procedures with input from experienced responders who have performed the work. Review written work procedures regularly and whenever a changed or new task/assignment occurs.

Provide a copy of the safe work procedures to each responder, related to the tasks they are performing.

Responders should review task-specific work procedures after an extended period of responder inactivity and before being assigned to active duty.

**See also:** [Appendix E – Road Rescue Safety Practice](#)  
[Appendix F – Safe Work Procedures](#)  
[Appendix G – Roadside Safety Checklist](#)

## Component 4 – Education and Training

Refer to [OG 3.02 – Training Standards](#)

It is important to provide responders with appropriate education and training to prevent accidents, injuries, and resulting compensation claims. Supervisors will ensure that all new responders receive orientation on safety policies and safe work procedures/practices, including a check on proficiency and skill/knowledge evaluation. In addition, specific training needs to be provided to ensure each responder knows and understands safe work procedures/practices for their worksite and their assigned duties.

It is each supervisor's responsibility to ensure that responders are able to demonstrate that she/he can work safely, including the operation of machinery or equipment. Supervisors should ensure that new responders and all responders who are being assigned potentially hazardous tasks have been adequately trained.

Each responder should be aware of potential hazards and be able to demonstrate they are able to perform the work assigned to them in a safe and proper manner.

Education and training for responders should include these activities:

- ❑ Orientation/induction.
- ❑ Verification of pre-existing training and qualifications.
- ❑ On the job training.
- ❑ Exercises.
- ❑ Proficiency and skill/knowledge evaluation and follow up.
- ❑ Hazard recognition.
- ❑ Worker Care information and awareness.

**See also:** [Appendix H – Education and Training](#)  
[Appendix I – Sample Orientation Checklist](#)

## Component 5 – Incident Reporting and Investigation

Road Rescue supervisors need to ensure all hazards and incidents are reported quickly and investigated. This is important for a number of reasons.

- ❑ Operationally, and for responder and public safety, to ensure correction of any immediate unsafe conditions.
- ❑ Quick response ensures that any injured responders receive first aid or further medical treatment.
- ❑ Investigations:
  - Identify the underlying causes of the accident/incident.
  - Identify actions to correct unsafe work conditions to prevent recurrence.
- ❑ Effective response, investigation, and follow up offer opportunities to improve future operational effectiveness.

**Hazard** – A hazard is the potential for harm or injury/occupational disease.

**Incident** – An accident or other occurrence that resulted in or had the potential for causing an injury or occupational disease.

### What must be reported?

Whenever any Road Rescue responder observes a thing or condition that may pose potential injury to the responder, they must report it as soon as possible to a supervisor. The supervisor or other designated person receiving the report must investigate the reported hazard and must ensure that any necessary corrective action is taken immediately.

A **serious injury or death** of a volunteer must be reported to WorkSafeBC immediately (604-276-3301 in the Lower Mainland or toll-free 1-888-621-7233) and to the police force having jurisdiction. The PEP Emergency Coordination Centre (ECC) (1-800-663-3456) must also be informed immediately and the appropriate Regional Manager and staff will provide support. A serious injury is any injury that can reasonably be expected at the time of the incident to endanger life or cause permanent injury.

The following must be reported directly to the ECC (1-800-663-3456) at task closure, so that PEP can report the injury as required to WorkSafeBC within 72 hours of the incident occurring (including injuries sustained on an approved training task):

- ❑ The responder loses consciousness following the injury.
- ❑ The responder is transported, directed by a first aid attendant or other authorized person(s), or recommended by such persons to a hospital or other place of medical treatment.
- ❑ The injury is one that obviously requires medical treatment.
- ❑ The responder has received medical treatment for the injury.
- ❑ The responder is unable or claims to be unable due to the injury to return to his or her assigned function on any working day subsequent to the day of injury.

- ❑ The injury or accident resulted or is claimed to have resulted in the breakage of an artificial member, eyeglasses, dentures, or a hearing aid.
- ❑ The responder or WorkSafeBC has requested that an employer's report be sent.

'First aid only' injuries (not involving any further medical treatment or time loss) need not be reported but should be recorded by the First Aid attendant in a First Aid record book.

Notifications sent to WorkSafeBC should contain:

- the date, time and location of the accident or dangerous occurrence
- a description of what happened
- the name of the Road Rescue supervisor at the site
- the name, telephone and fax number of the person to be contacted for more information

### **What must be investigated?**

The Road Rescue supervisor must ensure an investigation following any report of injury or near miss incidents or accidents involving Road Rescue responders. If the injury is minor (but medical assistance beyond first aid was required), the investigation will entail a Road Rescue supervisor or other designated person interviewing the injured responder and witnesses that were present when the incident occurred. Immediate preventive action will be taken if the potential for further injury exists.

An incident investigation and resulting report must be in writing. [Appendix J – Accident/Incident Investigation Report Form](#) is an example of a report form suitable for most incident investigations.

If a **serious injury or death** of a responder has occurred, or if a near miss could have resulted in a serious injury or death, a more formal investigation is required. If the incident occurs during response, the investigation is to be conducted with the agency of jurisdiction (with the overall responsibility for the response) and a PEP representative. There may also be requirements under other legislation requiring involvement of safety boards, police or other agencies, and WorkSafeBC.

Road Rescue organizations must maintain records and statistics on all job related accidents, injuries, illnesses or deaths. Records should contain the nature, frequency, and severity of any incident as well as any suspected exposure to toxic products or contagious diseases. Maintain a record of all written investigations.

**See also:** [PEP Policy 5.13 – Workers' Compensation Board Claims](#)

## **Component 6 – Medical Response/First Aid**

Treatment and transportation (if required) of any injured responder is the primary objective of any response to an injury. Each Road Rescue responder needs to ensure that appropriate medical response/first aid services are available to responders in the event of an injury. Advise all responders of the first aid or medical response services available to them in the event of an injury, as well as how to contact those services.

Any responder who is injured is required to report or have the injury reported immediately to the Road Rescue supervisor, as described in Component 5 above.

Each Road Rescue organization must keep a record of first aid provided to a volunteer. Typically, this is the first aid report/record completed by a first aid attendant. Note: First Aid records are confidential and must be kept in a secure location by the Road Rescue organization. First Aid records are not to be disclosed except where required by an investigation or by WorkSafeBC or another authorized regulatory body.

## Component 7 – Inspections

Workplace inspections ensure that safe work practices are followed and are effective. Inspections also identify any potentially unsafe conditions so they can be eliminated or controlled before an incident occurs. Trained and qualified people should conduct inspections/assessments.

Inspections will depend on the nature of the situation/task, but may include some or all of the following:

- ❑ The building or other structure being used by responders.
- ❑ Immediate surroundings where responders may work or pass through.
- ❑ Tools and equipment.
- ❑ Work methods and practices.
- ❑ Mobile equipment/vehicles.

Supervisors should conduct informal inspections as they tour the work site, or are giving work instructions to responders. They should also be conducted by responders when they enter a worksite for the first time.

Conduct inspections of tools and equipment at intervals according to manufacturer's recommendations. The designated operator of the equipment will normally perform this unless otherwise arranged by the local worksite supervisor.

Forward copies of completed inspection checklists to the supervisor to ensure completion of any required follow-up. Rectify any hazard or unsafe condition found during inspections as soon as possible. If an unsafe condition cannot be immediately rectified, the work area will be flagged or closed until responder safety is assured.

Keep records of inspections for one year.

Permit only qualified and properly instructed people to correct a condition that constitutes an immediate threat to responders. Make every possible effort to control the hazard while this is being done.

The A, B, C hazard rating or equivalent should be used to rate items observed during a safety inspection. The reason for this system is to highlight the degree of severity of those hazards, which will assist the organization to prioritize corrective action.



Hazards are rated as follows:

**“A” CRITICAL**

- ❑ Serious problems or one with a high probability of occurring (discontinue activity until hazard is corrected).

**“B” URGENT**

- ❑ Less serious problems or one with a moderate probability of occurring (as a rule, the period for correction should never exceed 2 weeks).

**“C” IMPORTANT**

- ❑ Smaller problems, with a low probability of occurring (as a rule, the period for correction should not exceed 4 weeks).

## Component 8 – Records

Complete and accurate safety records, including training and exercise records are important. These records document compliance with the Safety Policy and Safety Program Guidelines and are useful in identifying trends, unusual conditions, and problem areas.

Use records as a source of reference for revised OGs, inspections, investigations, and training. Refer to records during program evaluations to monitor effectiveness and compliance with the Public Safety Lifeline Volunteer Safety Policy or this Safety Program.

Make safety records available to PEP upon request.

Records to be maintained include:

- ❑ Training records
- ❑ Exercise records
- ❑ Incident records
- ❑ Vehicle/Equipment Maintenance records
- ❑ First Aid records

**See also:** [Appendix K – Records to be maintained](#)

## Component 9 – Management Meetings

Safety will appear on the agenda of Road Rescue management or business meetings.

The agenda item may be brief but will give the Road Rescue organization an opportunity to review any recent incidents, safety trends, and upcoming issues that may have an impact on the safety program to determine the necessary courses of action. Agenda items may include):

- ❑ Reviews of accident/injury trends.
- ❑ Results of inspection reports, investigations and related follow-up action reports.
- ❑ First aid reports.
- ❑ Education, exercising, and training reports.

- Future operational changes that may affect safety.

Each supervisor is responsible to ensure follow through on recommendations for their area of responsibility. Issues raised that may be of interest to or impact all BC Road Rescue safety operations should be brought forward to PEP with recommendations for corrective action.

## Component 10 – Safety Program Review

Reviewing the effectiveness of the safety program is an ongoing process. There are a number of opportunities to do this during Road Rescue operations.

- Operational debriefings-after each incident – often informal and should include any safety issues that arose during the incident.
- 
- Management operational meetings (monthly/bimonthly or other intervals) – identify/discuss emerging safety issues (Refer to Component 9 above).
- 

The Road Rescue organization will carry out a systematic and critical examination of the Safety Program at least annually.

### Benefits of conducting a review

- Encourages and provides for development of the Safety Program.
- Provides a format to measure performance against an established plan or standards.
- Reveals Program deficiencies and identifies action to correct those deficiencies.
- Provides a basis for recognition of the Safety Program and responder achievements and focuses on positive efforts not just remedial action.

## Component 11 – Other Program Components

### 11.1 – Strain Injury Prevention (Ergonomics)

Increasingly, work-related injuries are due to lifting, over-reaching or putting unaccustomed demands on the body. The demands if high enough can put a strain in the body, causing musculoskeletal injuries (MSI) – strain injuries.

Road Rescue responders should take steps to identify the potential sources or risk factors for strain injuries and identify ways to prevent or minimize them. An effective strain injury (ergonomics) prevention program will include:

- Understanding strain injury hazards, causes and symptoms in relation to Road Rescue operations.
- Knowing how to identify and assess the risks associated with Road Rescue operations and how to take prevention measures.
- Providing responders with training on safe work practices to prevent or minimize strain injuries from occurring, including recognition of the symptoms of MSI.

In Road Rescue, effective strain injury prevention is often dependent on use of the proper equipment for the job, following safe work methods (through training and exercising) and

having safe work practices (clear work procedures). Prevention is also about minimizing the effects of work environments (heat and cold) and, ensuring good physical conditioning.

Road Rescue responders should consider the following, both to understand and prevent strain injuries, and also other associated hazards related to Road Rescue work:

### **Demanding work in emergency circumstances**

The risk of work accidents in rescue work has been found to be mainly due to the use of heavy machines and equipment, dangerous and restricted work situations, extreme heat stress and quickly changing ambient temperatures.

#### **Solutions:**

- ❑ Good working skills, techniques, and physical health will protect responders from accidents. Skilled performance can be repeated easily and safely even in changing and exceptional conditions.
- ❑ The right equipment for the job to reduce physical demands and possible harm.
- ❑ Personal protective equipment.

### **Self Contained Breathing Apparatus (SCBA)**

The use of the Self Contained Breathing Apparatus (SCBA) places special demands on motor skills, affecting control of upright position, for example, by changing the centre of gravity. The mask also limits the visual field and has an effect on posture control and balance. In addition, working in smoky places requires that other body control systems (e.g. the kinaesthetic sense, the sense of orientation) be more accurate and effective, because the sense of vision cannot be used to the maximum extent. Moving with full PPE in rescue situations demands good postural and movement control.

#### **Solutions:**

- ❑ Training in use of SCBA and moving/operating when wearing heavy protective clothing, etc.
- ❑ Physical work capacity and health.

### **Physical Capacity**

Despite improvements in working skills, methods and equipment, rescue worker competence and safety depend largely on their physical capacity to meet the demands of the job.

#### **Solutions:**

- ❑ Conditioning standards.
- ❑ Health awareness education (including back awareness).
- ❑ Training and exercises.

**See Also:** [“Understanding the Risks of Musculoskeletal Injury \(MSI\): An educational guide for workers on sprains, strains and other MSIs”](#).

## 11.2 – Exposure to Hazardous Materials/Biohazardous Substances

**Refer to** [OG 1.04 – Hazardous Materials & Substances](#),  
[OG 1.06 – Occupational Exposure to Blood-Borne Pathogens](#)

Road Rescue incidents might include exposure to materials that, when released during an incident, could pose a hazard to subjects and responders. All responders must be aware that self-protection is the first priority and it must be maintained before the responder can initiate a rescue.

An effective program for managing exposure to hazardous materials should include:

- ❑ Awareness of the complexities of chemical, biological and radiological and HazMat incidents and the impact and potential harm they cause.
- ❑ Understanding of transportation of dangerous goods.
- ❑ Recognition of potential hazardous material releases.
- ❑ Role of HazMat responders.

### Standard Precautions for Blood-Borne Pathogens

Standard precautions require all human blood and other bodily fluids to be treated as if they were infectious. Precautions include:

- ❑ Wearing appropriate equipment for exposure (gloves, protective eyeglasses, face shields).
- ❑ Washing hands after contamination, and before eating, drinking, or smoking.
- ❑ Protecting damaged skin by covering with a waterproof dressing and using gloves.
- ❑ Disposing of sharps safely.
- ❑ Using resuscitation devices such as pocket masks with one-way valves to eliminate the need for direct mouth to mouth resuscitation.
- ❑ Containing spills, splashes and contamination by blood and body fluids.

For Free Confidential Medical Advice – BC Nurse Line – 1-866-215-4700

**See also:** [Appendix L – Common Communicable Diseases and Their Precautions](#)  
[“CANUTEC: 2008 Emergency Response Guidebook”](#)

## 11.3 – Prevention of Violence to Responders

**Refer to** [OG 1.10 – Potential for Violence – Responder Safety](#)

Identify and assess the risk of violence to Road Rescue responders. Risks may be associated with:

- ❑ Emotionally upset people or bystanders/on-lookers.
- ❑ Road rage/anger.
- ❑ Substance abuse/use-related issues with the subject(s).

- ❑ Injury- or illness-related issues resulting in violent acts by the subject(s).
- ❑ Risks from those who may prey on vulnerable people and property.

The first priority is responder safety. Some situations may require assistance by police or other trained personnel.

Road Rescue supervisors should determine the risk of violence by reviewing past incidents and discussing the potential for violence with responders. Establish preventive measures to eliminate or reduce these risks. Prevention measures may include:

- ❑ How to deal with angry or upset persons.
- ❑ Measures to seek assistance, including contacting police.

#### **11.4 – Heat and Cold Stress**

Road Rescue responders often operate in varying work environments, during all seasons and types of weather. It is important to identify situations that may pose a risk to responders during extremes of heat or cold. Weather conditions or proximity to heat sources such as a fire contribute to heat extremes while weather conditions contribute to the risk of cold stress.

##### **Heat-related illness prevention**

In outdoor environments, responders must rely on measures such as shielding (tent or other shelter to provide shade) or and/or appropriate clothing when the ambient temperature is high. PPE will be required before approaching heat sources, such as a vehicle fire.

The loss of fluids is a major contributor to heat illnesses, but thirst is not a reliable indicator of the body's need for fluids. A person can lose as many as 1.6 quarts of fluid per hour through sweating, so it's important to make sure responders drink plenty of liquids before, during, and after working in warm/hot environments. A general guide is drinking 8 ounces of fluids for every 20 to 30 minutes of work being performed.

##### **Cold-related illness prevention**

Exposure to cold can cause the body's internal temperature to drop to a dangerously low level. This is called hypothermia. Exposure to temperatures below freezing can cause frostbite of the hands, feet, and face. Hypothermia can also occur at temperatures above freezing. Cold, wet, windy conditions make for prime hypothermia weather.

Wet clothing draws heat very quickly away from the body. Whenever responders are away from shelter (tent, building or vehicle) they should carry/wear waterproof, windproof outer clothing.

Taking frequent breaks is also an important way to minimize risks from both heat and cold stress.

## Recognize Signs and Symptoms

Train responders to recognize the signs and symptoms of both heat and cold stress. [Appendix M – Heat and Cold Stress](#) describes some key symptoms, treatments, and prevention measures.

**See also:** [“Hypothermia: Surviving the Cold”](#)  
[“Preventing Heat Stress at Work”](#)

### 11.5 – Personal Protective Equipment (PPE)

**Refer to** [OG 1.09 – Personal Protective Equipment \(PPE\)](#)

Road Rescue responders who respond to any incident or practice without appropriate PPE will be limited to duties they have suitable protective gear for, or will not be allowed to take part in the incident or practice, at the determination of the Road Rescue supervisor.

## SECTION 4 – WORKER CARE

It is important to inform, educate, and support responders in order to maximize their effectiveness as responders while minimizing the risk of physical and emotional fatigue. [Appendix N – Worker Care Guide](#) contains helpful guidelines to support Road Rescue responders.

## SECTION 5 – APPENDICES

### Appendix A – Definitions and Acronyms

#### DEFINITIONS

**Hazard** – A thing or condition that may expose a person to a risk of injury or occupational disease.

**Incident** – An accident or other occurrence that resulted in or had the potential for causing an injury or occupational disease.

**Mutual Aid** – Used to describe any situation where one Road Rescue organization assists another, not necessarily under formal/legal mutual aid agreement.

**Road Rescue Organization** – The Road Rescue group, i.e. fire department, search and rescue group, or society.

**Responder** – see Volunteer.

**Road Rescue Vehicle** – Vehicle(s) owned by the Road Rescue organization, e.g. rescue truck, engine, tender, not a responder-owned or private vehicle.

**Subject** – The person(s) who is the focus of the road rescue operation, i.e. injured, trapped, or deceased, etc.

**Supervisor** – A person with direction and control over Road Rescue responders and others while preparing for or responding to a disaster or an emergency. This includes, but is not limited to Training Officers, Team Leaders, Section Chiefs, and Incident Commanders (ICs).

**Volunteer** – An individual, including a supervisor, registered by PEP for the purpose of preparing for (i.e. training or exercising) and responding to a disaster or an emergency.

Note: A “**Convergent Volunteer**” is also considered a volunteer for the purposes of this Safety Program. A “convergent volunteer” means an individual that offers their service and/or expertise during a PSL activity and is signed in to the task (but is not a registered Road Rescue responder)

**Worker** – A volunteer, including a supervisor, working under a training or response task number.

**Work** – All activities carried out by a volunteer or responder while under a training or response task number.

**ACRONYMS**

AIDS	Acquired Immune Deficiency Syndrome
ASE	Air Services Emergency
BC	British Columbia
BCAS	BC Ambulance Service
CISM	Critical Incident Stress Management
ECC	Emergency Coordination Centre
HazMat	Hazardous Material
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IFSTA	International Fire Service Training Association
ISO	Incident Safety Officer
LNG	Liquefied Natural Gas
MOU	Memorandum of Understanding
MSDS	Material Safety Data Sheet
MSI	Musculoskeletal Injury
MVA	Motor Vehicle Accident
OFC	Office of the Fire Commissioner
OG	Operational Guideline
PASS	Personal Alert Safety System
PEP	Provincial Emergency Program
PFD	Personal Flotation Device
PPE	Personal Protective Equipment
SAR	Search and Rescue
SCBA	Self Contained Breathing Apparatus
WHMIS	Workplace Hazardous Materials Information System



## Appendix B – Safety Program Quick Assessment

Safety Program Guide Component	Assessment of Existing Safety Program			
	Component Content Complete	Requires Minor Edits/Additions	Needs Substantial Review/Edits	Not in Place/ Needs to be Added
Responsibilities Established and Communicated				
Risk Assessments Completed				
Safe Work Practices in Place				
Safety Education and Training Content in Place				
Training Undertaken where Required				
Incident Reporting and Investigation Procedures in Place				
First Aid/Medical Response Services for Volunteers in Place				
Regular Inspections Undertaken				
Safety Records Maintained				
Safety on Agenda of Team Meetings				
Safety Program Reviewed				
Other Components in Place based on Need (e.g. Strain Injury Prevention, etc.)				
Assessment Completed by:				
Date:				

## Appendix C – Risk Assessments

### FIVE STEPS TO EFFECTIVE RISK ASSESSMENTS

#### Introduction

This Guide provides a simple, five-step method to identify, assess and eliminate or reduce the risks associated with workplace hazards. The Guide offers a practical and easy to follow risk assessment process. Effective risk assessment is about knowing your workplace, involving responders, and taking action to deal with identified hazards. In most cases, hazards can be eliminated or reduced in simple, cost effective ways. Where problems are more complex, the Five Step Program offers a way to prioritize, plan and implement solutions that make sense for your workplace.

#### What are the Five Steps?

- Collect Information
- Identify Hazards
- Assess the Risks
- Eliminate or Reduce Risks
- Document and Monitor your Risk Assessment Program

#### Step 1 Collecting Information

First, you need to determine how responders could be harmed. Here are some tips to help you identify possible hazards:

- Walk around your workplace and look at what could reasonably be expected to cause harm.
- Ask responders what they think. They may have noticed things that are not immediately obvious to you.
- Check manufacturers' instructions or data sheets for chemicals and equipment, as they can be very helpful in spelling out the hazards and putting them in their true perspective.
- Review your incident and first aid records – these often help to identify the less obvious hazards.
- Talk to others. What has been the experience of other responders? They may have experienced situations that you have not faced.

#### What information should I collect?

To assess risks at the workplace you need to know:

- Where the workplace and/or the jobs performed are located. This is especially important for those involved in Road Rescue, since incidents could be anywhere, at any time.

- ❑ What work equipment, materials, and processes are used?
- ❑ What tasks are performed, and in what way and for how long they are performed.
- ❑ Identified hazards and their sources.
- ❑ The potential consequences of existing hazards.
- ❑ The protective measures currently in place.
- ❑ Reported accidents and occupational diseases.
- ❑ Any specific legal requirements in regulations.

**Where can I obtain this information?**

You can get this information from the following sources:

- ❑ Technical data of the equipment, materials, or substances used at the workplace.
- ❑ Technical procedures and work manuals.
- ❑ Results of measurements of hazardous substances at the workplace.
- ❑ Records of inspections, accidents, and occupational diseases.
- ❑ Specifications of the properties of chemical substances.
- ❑ Legal regulations and technical standards.
- ❑ Scientific and technical literature.

Also obtain information by:

- ❑ Observing the work environment.
- ❑ Observing the tasks performed during responses and during exercises/training.
- ❑ Interviewing responders.
- ❑ Observing external factors (e.g. tasks performed by third parties, weather conditions).

Make sure you consider specific hazards that may be unique to your operations, including:

- ❑ Aircraft operations.
- ❑ Blood-borne pathogens & hazardous materials/substances.
- ❑ Cold stress.
- ❑ Exposure to harmful substances.
- ❑ Heat stress.
- ❑ Noise.
- ❑ Rescue or evacuation of responders.
- ❑ Strain injuries (ergonomics/MSI).
- ❑ Toxic process gases.
- ❑ Violence to responders.

## Step 2 Determine Who May be Harmed and How

For each hazard, you need to be clear about who might be harmed; it will help you identify the best way of managing the risk. Identify each unique job/role and how responders in that role might be harmed, what type of injury or disease might occur. Some examples include working in or under unstable vehicles, working near broken glass or while breaking glass, dangers from the elements, hazardous materials at site, and passenger restraint/safety systems such as air bags. Often, a checklist is the best way to collect and analyze this information. A Risk Assessment Worksheet is included in this appendix.

## Step 3 Assessing Risks

### How can I assess the risk associated with a hazard?

For each identified hazard on your checklist, determine if the risk is low, medium, or high, taking into account the probability (likelihood) of injury and the severity of the harm. Use the table below to make your decision on the risk.

Probability	Severity		
Highly improbable (low)			
Probable (medium)			
Very Probably (high)			

### Probability

- ❑ Highly improbable – Should not occur the entire time the responder is performing this job.
- ❑ Probable – May occur only a few times while the responder is performing this job.
- ❑ Highly probable – May occur repeatedly while doing this job.

### Severity

- ❑ Low severity – Accidents and illnesses not causing prolonged injury (such as small nicks, eye irritations, headaches, etc.).
- ❑ Medium severity – Accidents and illnesses causing moderate, but prolonged or periodically recurring injury/illness (such as wounds, simple fractures, second-degree burns on a limited body surface, dermal allergy, etc.).
- ❑ High severity – Accidents and illnesses causing grave and permanent injury and/or death (such as amputations, loss of sight, complex fractures leading to disability, cancer, trauma, second- or third-degree burns on a large body surface, etc.).

**How do I determine if the risk is acceptable or unacceptable?**

Use your best judgment (and that of peers, specialists, etc.), but in general:

- A high risk is unacceptable.
- A medium risk may be acceptable, but take steps to lower the risk.
- A low risk is generally acceptable.

The higher the risk, the higher the priority to eliminate or minimize the risk.

**Note: If legal requirements are not complied with, a risk is not acceptable!**

If risk is high and assessed as unacceptable, take actions to reduce it at once.

If the risk is medium and assessed as acceptable, take actions to reduce the risk further according to a plan.

If the risk is low and assessed as acceptable, it is necessary to ensure that it will remain at the same level.

So first, look at what you are already doing. Think about what controls are in place and how work is organized. Then compare this with good practice and see what can be done to bring you up to standard. In asking yourself this, consider:

- Can I eliminate the hazard?
- If not, how can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- **Eliminate or Substitute** – Get rid of the substance, change the work location or the work process, change the tools and equipment, or whatever is exposing the workers to risk. Substitute safe, or at the very least, less hazardous alternatives. Before the job even starts, make it safe.
- **Engineering Controls** – Sometimes it may be possible to take steps to improve the work environment, such as using mechanical/hydraulic tools vs. manual tools or use of lifting bags vs. a jack.
- **Administrative Controls** – Organize work to reduce exposure to the hazard, develop written safe work procedures, and provide appropriate education and training (e.g. written procedures and education/training for manually lifting a subject to reduce responder exposure to MSIs).
- **Personal Protective Equipment (PPE)** – If the controls above cannot eliminate or reduce the hazard then issue PPE (e.g. gloves, eye and ear protection). PPE is not a substitute for elimination/substitution, engineering or administrative controls – always try these options first. PPE in combination with another control may also be a good risk reduction option. Do not assign a responder to a task until the required PPE is available.

In all cases, provide 'first response' facilities (e.g. washing facilities for removal of contamination).

**Remember:** Carry out risk assessments with the responders' active involvement. When deciding on the acceptability of risk, bear in mind their input, and take into account the health and any other special circumstances of the responders for whom the assessment is conducted.

## **Step 4 Eliminate or Reduce Risks**

### **What can I do to eliminate or reduce risks from hazards?**

You should do everything 'reasonably practicable' to protect responders from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice. There are many sources of good practice, for example provincial or national emergency response organizations.

### **A Plan of Action**

Use the Risk Assessment Worksheet to record your risk assessment, and to identify and plan risk reduction activities.

Putting the results of your risk assessment into practice will make a difference when looking after responders and Road Rescue operations. Writing down the results of your risk assessment, and sharing them with all team members, encourages you to do this. When writing down your results, keep it simple.

A prevention plan need not be perfect, but it must be suitable and sufficient for your work operations. You should be able to show that:

- ❑ You made a proper assessment.
- ❑ You identified who might be affected.
- ❑ You dealt with all the significant hazards, taking into account the number of people who could be involved.
- ❑ The precautions are reasonable, and the remaining risk is low.
- ❑ You involved responders in the development of the plan.

If, like many organizations, you find that there are quite a lot of improvements that you could make, big and small, do not try to do everything at once. Make a plan of action to deal with the most important things first.

A good plan of action often includes a mixture of different things such as:

- ❑ Inexpensive or easy improvements as a temporary solution until more reliable controls are in place.
- ❑ Long-term solutions to those risks most likely to cause accidents or occupational disease.
- ❑ Long-term solutions to those risks with the worst potential consequences.
- ❑ Arrangements for training responders on the main risks that remain and how they are to be controlled.

- ❑ The control measures stay in place.
- ❑ Clear responsibilities – who will lead on what action, and when.

Remember, prioritize, and tackle the most important things first. As you complete each action, tick it off your plan.

### **Step 5 Documenting and Monitoring**

Regularly monitor your risk assessment plans and actions to ensure they are on track and on time.

Few workplaces stay the same. New equipment, substances, procedures, or situations could lead to new hazards. It makes sense, therefore, to review what you are doing on an ongoing basis. Every year or so, formally review where you are to make sure you are still improving or at least not sliding back. Look at your risk assessment again. Have there been any changes? Are there improvements you still need to make? Have responders spotted a problem? Have other groups experienced a situation and how did they deal with it? Have you learnt anything from accidents or near misses?

During the year, if there is a significant change, do not wait. Check your risk assessment and prevention actions plan and, where necessary, amend it. If possible, it is best to think about the risk assessment when you are planning any workplace changes. That way, you leave yourself more flexibility.

Keep a record of all risk assessments, completed information, hazard identification checklist, and action plans. If planned actions and/or periods require adjustment, document the reasons for the adjustment, discuss plan amendments with affected responders, and implement amended action plans.

### RISK ASSESSMENT WORKSHEET

**Workplace Name:** \_\_\_\_\_

**Workplace Location:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Assessment Completed by:** \_\_\_\_\_

No.	Hazard	Existing Preventive Measure, if any	Risk Assessment (probability/severity) H-M-L	Action Planned to Reduce Risk



## Appendix D – Inner/Outer Circle Scene Safety Survey

While staging tools, Road Rescue responders can begin the inner and outer circle surveys. These crucial assessments will enable the responders to determine potential hazards, the number of subjects involved, and the degree of entrapment.

### Outer Circle Survey

In the outer circle survey, one or two responders will do a complete walk around the vehicles to determine the overall conditions at the extrication scene:

- ❑ Make a wide sweep around the vehicles.
- ❑ Look toward the vehicles and out around the perimeter of the scene.
- ❑ Check for subjects that may have walked away or been thrown from the wreckage.
- ❑ Check for hazards, and any potential problems.
- ❑ Ask bystanders what happened, and what they saw.

Determine the size of the outer circle by the speed of the roadway, the type of crash, the time of day, the terrain of the crash area, or any evidence of missing subjects.

**Always remember to do a full search for other possible subjects.**

### Inner Circle Survey

At the same time as the outer circle survey is being performed, one or two responders will perform an "inner circle survey" to determine the specifics of the extrication scene.

- ❑ Approach vehicle from the front and make verbal contact with the subject(s). If the situation permits, maintain contact with the subject. If you must leave the subject, reassure him or her that help has arrived and all will be well.
- ❑ Approach burning vehicles from corners with SCBA and a charged line. Be aware of explosion hazards in burning vehicles such as airbags, magnesium components, and gas struts.
- ❑ Walk immediately next to the vehicle(s), looking for trapped subject(s), hazards underneath the car, or on the ground next to the vehicle.

## Appendix E – Road Rescue Safety Practice

- ❑ All Road Rescue responders are responsible for their own safety and the safety of those working with them.
- ❑ All responders are responsible for continuously identifying unsafe conditions and are required to report such conditions.
- ❑ If it looks Unsafe, "feels" unsafe, DON'T DO IT! Communicate it Up, Down, and Across.
- ❑ Any responder is expected to say NO to unsafe practices or conditions –  
**Stop, Talk, and Decide**

- ❑ Supervisors are responsible for accepting, and appropriately acting upon, all safety-related information to make the incident site safer.
- ❑ Communication of safety-related information within each organization is critical – and is Two-Way.
- ❑ Supervisors must continually keep all responders working for them well informed of changing conditions and safety matters.
- ❑ Supervisors WILL NOT allow unsafe practices.
- ❑ Safety assessment is CONTINUOUS and must be part of **all** ongoing decision-making.

## Appendix F – Safe Work Procedures

### General:

- ❑ Procedures to conduct a size-up of existing and potential conditions.
- ❑ Procedures for the identification of the resources necessary to conduct safe and effective operations.
- ❑ Procedures for implementing the emergency response system for vehicle and/or machinery rescue incidents.
- ❑ Procedures for implementing site control and scene management.
- ❑ Recognition of general hazards associated with vehicle and/or machinery rescue incidents.
- ❑ Procedures for the initiation of traffic control.

### Operations:

- ❑ Procedures to identify probable subject locations and survivability.
- ❑ Procedures for making the rescue area safe, including the stabilization and isolation (e.g., lockout/tag out) of all vehicles and/or machinery.
- ❑ Procedures for use of all specialized rescue equipment immediately available and in use by the organization, including:
  - Personal Protective Equipment (PPE).
  - Self Contained Breathing Apparatus (SCBA)
- ❑ Procedures to identify, contain, and stop fuel release.
- ❑ Procedures for the protection of a subject during extrication/disentanglement.
- ❑ Procedures for the packaging of a subject prior to extrication and/or disentanglement.
- ❑ Procedures for accessing subjects trapped in a vehicle and/or machinery.
- ❑ Procedures for performing extrication and disentanglement operations involving packaging, treating, and removing subjects trapped in vehicles and/or machinery using hand tools.
- ❑ Procedures for the mitigation and management of general and specific hazards (i.e., fires and explosions) associated with vehicle and/or machinery rescue incidents.

- ❑ Procedures for the procurement and utilization of the resources necessary to conduct safe and effective vehicle and/or machinery rescue operations.
- ❑ Procedures for maintaining control of traffic at the scene of vehicle and/or machinery rescue incidents.

Operations may also include the development and implementation of the following:

- ❑ Procedures for performing extrication and disentanglement operations involving packaging, treating, and removing subjects injured and/or trapped in large/heavy vehicles and/or machinery.
- ❑ Procedures for the advanced stabilization of unusual vehicle and machinery rescue situations.

## SAFE WORK PROCEDURE CHECKLIST

Do you have safe work procedures for the following (where applicable)?

	Yes	No
Electrical emergencies	<input type="checkbox"/>	<input type="checkbox"/>
Emergency response to rescue scene	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to blood borne pathogens and reporting system	<input type="checkbox"/>	<input type="checkbox"/>
Fire suppression – vehicle	<input type="checkbox"/>	<input type="checkbox"/>
Hazardous materials and substances	<input type="checkbox"/>	<input type="checkbox"/>
Incident safety	<input type="checkbox"/>	<input type="checkbox"/>
Investigation of accidents	<input type="checkbox"/>	<input type="checkbox"/>
Managing and tracking responders at an emergency incident (accountability)	<input type="checkbox"/>	<input type="checkbox"/>
Manage stress arising from an incident that is likely to cause adverse health effects to responders	<input type="checkbox"/>	<input type="checkbox"/>
Operating vehicles in emergencies, including mandatory use of seat belts	<input type="checkbox"/>	<input type="checkbox"/>
Personal protective equipment	<input type="checkbox"/>	<input type="checkbox"/>
Provision of first aid/medical response for responders on scene	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory protection program	<input type="checkbox"/>	<input type="checkbox"/>
Special operations such as:		
HazMat	<input type="checkbox"/>	<input type="checkbox"/>
Auto extrication	<input type="checkbox"/>	<input type="checkbox"/>
Traffic control at incidents	<input type="checkbox"/>	<input type="checkbox"/>
Other (describe)	<input type="checkbox"/>	<input type="checkbox"/>

## Appendix G – Road Safety Checklist

Here are some considerations for staying safe during roadside rescue incidents:

- ❑ Any time traffic flow is affected, contact the maintenance contractor or law enforcement agency for assistance.
- ❑ Conduct all operations as far from traffic lanes as possible to provide for responder and public safety.
- ❑ Park units on the same side of the roadway whenever possible to avoid traffic congestion.
- ❑ Responders do not exit the rescue vehicle until instructed to do so by the supervisor.
- ❑ Exit the rescue vehicle away from the roadway, or where hazard exposure is minimal.
- ❑ Exit the rescue vehicle with appropriate PPE.
- ❑ Post a lookout to watch for and control oncoming traffic.
- ❑ Utilize forward and rear spotters when visibility is impaired or road conditions warrant.
- ❑ Utilize and place road flares or other traffic warning signs whenever possible.
- ❑ If equipment needs to be removed from the traffic side of the rescue vehicle, one person will retrieve the equipment and a lookout will watch for oncoming traffic.
- ❑ Engine operators will operate pumps from the non-traffic side or from the cab of the vehicle when possible. Keep all hose, fire tools, and equipment out of traffic lanes when possible.
- ❑ During night operations, utilize reflective clothing, vests, and other safety equipment as necessary.
- ❑ Conclude all emergency responses on roadways as quickly as possible to reduce responder exposure.
- ❑ Cancel or demobilize unnecessary vehicles as soon as possible.

## Appendix H – Education and Training

Consider the following for your training program (this is not an exhaustive list). Use the right hand column to identify sources of training (e.g. local training providers, colleges, institutes, etc.).

Training	Sources
Accident/Incident Reporting	
Auto Extrication	
Communications	
Driver Training	
Evidence/Scene Preservation	
First Aid	
HazMat Awareness	
Hybrid Vehicles	
Incident Command	
Incident Safety	
Occupational Health & Safety	
On-Scene Risk Assessment	
Rope Rescue/Embankment Rescue	
SCBA/Respiratory Protection	
Stabilization Techniques	
Traffic Safety/Flagging	
Vehicle Anatomy	
Vehicle Restraint Systems	
Other (describe)	

## Appendix I – Sample Orientation Checklist

RECRUITS NAME: \_\_\_\_\_

TRAINING START DATE: \_\_\_\_\_

### **DAY OR WEEK ONE**

DATE: \_\_\_\_\_

INSTRUCTOR: \_\_\_\_\_

#### **COMPLETE**

Orientation with training program	yes	_____
Orientation to Safety Program and responsibilities	yes	_____
Station familiarization	yes	_____
Pre-trip inspection & Airbrake inspection of vehicle	yes	_____
Set-up of vehicle and pumping water (if applicable)	yes	_____
Emergency Vehicle Operations	yes	_____
Driver training course	yes	_____
Pumping course (if applicable)	yes	_____

### **DAY OR WEEK TWO**

DATE: \_\_\_\_\_

INSTRUCTOR: \_\_\_\_\_

#### **COMPLETE**

Pre-trip inspection & Airbrake inspection of apparatus	yes	_____
SCBA orientation, emergency procedures, donning/doffing	yes	_____
Advance 1½" pre-connect and show water (nozzle control)	yes	_____
Reload 1½" pre-connect (minute-man, triple lay, for e.g.)	yes	_____
Operate pump from tank supply	yes	_____







Appendix J – Accident/Incident Investigation Report Form

ACCIDENT/INCIDENT INVESTIGATION REPORT

Road Rescue Organization			Telephone #		Date of Report	
Last Name of Injured (or ill) person			First Name:			File No.
Years of Member Service	Time on Present Job	Role			Hours Worked in Previous 24 Hr Period	
Accident Location				Date of Accident/Incident		Time
Accident Category (check)	<input type="checkbox"/> Injury or Illness	<input type="checkbox"/> Equipment Malfunction	<input type="checkbox"/> Motor Vehicle	<input type="checkbox"/> Property Damage	<input type="checkbox"/> Fire	<input type="checkbox"/> Other (specify)
Severity of Injury or Illness (check)	<input type="checkbox"/> No Injury or First Aid Only		<input type="checkbox"/> Medical Treatment		<input type="checkbox"/> Time Loss <input type="checkbox"/> Fatal	
Nature of Injury or Illness (e.g.: lower back pain, swollen ankle, cut to right arm, etc.)						
Description of Accident or SAR Members Account Injury/Illness (use separate sheet if necessary)						
Were Written Safe Work Procedures Established and Available? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> n/a			Were they Adequate? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> n/a		Were these Safe Work Procedures used in Training? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> n/a	
Basic Cause (and Contributory Factors) -- EXPLAIN FULLY UNSAFE CONDITIONS						

Corrective Measures Taken and/or Recommended		
Corrective Action Referred To: _____ Date To Be Completed By: _____		
Additional Comments or Observations. Where applicable give details of makes & models of machines, equipment, tools, structures, etc., involved in this accident. (Use separate sheet if necessary)		
Name(s) & position(s) of person (s) who investigated accident (list separately if required):		
_____	_____	_____
Print Name	Phone	Position
_____	_____	_____
Print Name	Phone	Position
_____	_____	_____
Print Name	Phone	Position
_____	_____	_____
Print Name	Phone	Position
_____	_____	_____
Date		
Name(s) of Witness(s) - include phone number. List separately if required.		

Any incident involving injury/fatality must be reported to EMBC/PEP

Original Retained by Road Rescue Organization and Copy to:

1. EMBC/PEP Regional Manager
2. \_\_\_\_\_
3. \_\_\_\_\_

## Appendix K – Records to be maintained

Unless otherwise indicated, retain records until updated or the purpose of the record has been reasonably met. Retain training records as long as the responder is active.

Maintain records for the following:

Type of Records	Record Requirements
Aircraft operations	Training should consistent with Air Transport or other regulations, and be documented.
Competency of equipment operators	Retain records of instruction and endorsements/licenses of all operators.
Fire suppression equipment tests, and inspection records	Test and inspection records.
First aid treatment records	Maintain a first aid record book or similar record when a responder received medical treatment.
Heat & Cold stress assessments	As part of the Risk Assessment and/or Incident Investigation Report.
Inventory of hazardous substances – MSDS	Maintain an inventory, which identifies all hazardous substances at the workplace in quantities that may endanger responders in an emergency including controlled products covered by WHMIS legislation.
Incident Investigation reports	Complete reports on all incidents and investigations.
Machine/Equipment Inspection, testing and maintenance records	Records of use, manuals, standards, inspections, tests, etc required for the safe operation of equipment.
Management meetings	A record of regular meetings where safety was an agenda item.
Responder's exposure to biohazardous material	Keep a record of all responders who are exposed to biohazardous or potentially biohazardous materials while on the job for the length of responder service plus 10 years. Keep records of responder education and training sessions on biohazardous materials for 3 years.
Risk assessments	A record of the risk assessment.
Road Rescue equipment maintenance	Test and maintenance records should be available upon request to any supervisor or responder concerned with the safe operation of the equipment (e.g. hydraulics, ropes, PPE, etc.).
Training	Records of training undertaken by Road Rescue organization.
Workplace Inspection Reports	Maintain reports for at least one year.

## Appendix L – Common Communicable Diseases and Their Precautions

Source - JIBC Paramedic Academy. Note that use of standard precautions will protect responders from all those listed.

Disease	When Contagious	Precautions
Hepatitis A (infectious)	From 1 week before onset of jaundice to 1 week after onset	<ul style="list-style-type: none"> <li>• Good hand washing before and after patient contact.</li> <li>• Wear personal protective equipment for direct contact with excreta and contaminated articles.</li> <li>• Sanitary disposal of feces and urine by ambulance personnel.</li> </ul>
Hepatitis B and C (blood)	As long as carrier state exists	<ul style="list-style-type: none"> <li>• Good hand washing before and after patient contact.</li> <li>• Wear personal protective equipment when handling blood, body fluids, or contaminated equipment.</li> </ul>
AIDS (acquired immune deficiency syndrome)	Always	<ul style="list-style-type: none"> <li>• Good hand washing before and after patient contact.</li> <li>• Avoid direct contact of skin and mucous membranes with blood, blood products, excretions, and secretions of patients likely to have AIDS.</li> <li>• Wear personal protective equipment when handling blood, body fluids, or contaminated equipment.</li> </ul>
Chicken pox	Highly contagious 2 days before lesions (pox) appear and while they are present	<ul style="list-style-type: none"> <li>• Apply a mask to patient's face and cover the body with a sheet.</li> <li>• Good hand washing before and after patient contact.</li> <li>• Ambulance personnel will double-bag articles soiled by discharges from the nose and throat.</li> </ul>
Tuberculosis (TB)	Highly contagious until 2 weeks after start of effective treatment	<ul style="list-style-type: none"> <li>• Good hand washing before and after contact.</li> <li>• Wear personal protective equipment including a specialized mask.</li> <li>• Careful disposal of sputum and soiled articles (double bag) by ambulance personnel.</li> </ul>
Herpes simplex I (cold sores)	When the cold sore is first visible until it crusts over and disappears	<ul style="list-style-type: none"> <li>• Good hand washing before and after patient contact.</li> </ul>
Pertussis (whooping cough)	From onset until 5-7 days after starting antibiotics	<ul style="list-style-type: none"> <li>• Good hand washing before and after patient contact.</li> <li>• Wear personal protective equipment.</li> </ul>
Meningitis	Always	<ul style="list-style-type: none"> <li>• Good hand washing before and after patient contact.</li> <li>• Wear personal protective equipment, including a mask, before going near patient.</li> <li>• Careful disposal of soiled articles and discharge from nose and throat by ambulance personnel.</li> </ul>
Measles	10 days before rash and 7 after rash appears	<ul style="list-style-type: none"> <li>• Ambulance personnel will double-bag articles soiled with secretions of nose and throat.</li> <li>• Patient should wear mask and be covered with a sheet.</li> <li>• Good hand washing before and after patient care.</li> </ul>
Mumps	18 days before swelling until swelling subsides	<ul style="list-style-type: none"> <li>• As for measles</li> </ul>

## Appendix M – Heat and Cold Stress

### Heat Stress (source: Ontario Ministry of Labour)

	Cause	Symptoms	Treatment	Prevention
<b>Heat Rash</b>	Hot humid environment; plugged sweat glands.	Red bumpy rash with severe itching.	Change into dry clothes and avoid hot environments. Rinse skin with cool water.	Wash regularly to keep skin clean and dry.
<b>Sunburn</b>	Too much exposure to the sun.	Red, painful, or blistering and peeling skin.	If the skin blisters, seek medical aid. Use skin lotions (avoid topical anaesthetics) and work in the shade.	Work in the shade; cover skin with clothing; apply skin lotions with a sun protection factor of at least 15. People with fair skin should be especially cautious.
<b>Heat Cramps</b>	Heavy sweating drains a person's body of salt, which cannot be replaced just by drinking water.	Painful cramps in arms, legs, or stomach that occur suddenly at work or later at home. Heat cramps are serious because they can be a warning of other more dangerous heat-induced illnesses.	Move to a cool area; loosen clothing and drink cool salted water (1 tsp. salt per gallon of water) or commercial fluid replacement beverage. If the cramps are severe or do not go away, seek medical aid.	Reduce activity levels and/or heat exposure. Drink fluids regularly. Workers should check on each other to help spot the symptoms that often precede heat stroke.
<b>Fainting</b>	Fluid loss and inadequate water intake.	Sudden fainting after at least two hours of work; cool moist skin; weak pulse.	GET MEDICAL ATTENTION. Assess need for CPR. Move to a cool area; loosen clothing; make person lie down; and if the person is conscious, offer sips of cool water. Fainting may also be due to other illnesses.	Reduce activity levels and/or heat exposure. Drink fluids regularly. Workers should check on each other to help spot the symptoms that often precede heat stroke.

	<b>Cause</b>	<b>Symptoms</b>	<b>Treatment</b>	<b>Prevention</b>
<b>Heat Exhaustion</b>	Fluid loss and inadequate salt and water intake causes a person's body cooling system to start to break down.	Heavy sweating; cool moist skin; body temperature over 38°C; weak pulse; normal or low blood pressure; person is tired and weak, and has nausea and vomiting; is very thirsty; or is panting or breathing rapidly; vision may be blurred.	GET MEDICAL AID. This condition can lead to heat stroke, which can kill. Move the person to a cool shaded area; loosen or remove excess clothing; provide cool water to drink; fan and spray with cool water.	Reduce activity levels and/or heat exposure. Drink fluids regularly. Workers should check on each other to help spot the symptoms that often precede heat stroke.
<b>Heat Stroke</b>	If a person's body has used up all its water and salt reserves, it will stop sweating. This can cause body temperature to rise. Heat stroke may develop suddenly or may follow from heat exhaustion.	High body temperature (over 41°C) and any one of the following: the person is weak, confused, upset or acting strangely; has hot, dry, red skin; a fast pulse; headache or dizziness. In later stages, a person may pass out and have convulsions.	CALL AMBULANCE. This condition can kill a person quickly. Remove excess clothing; fan and spray the person with cool water; offer sips of cool water if the person is conscious.	Reduce activity levels and/or heat exposure. Drink fluids regularly. Workers should check on each other to help spot the symptoms that often precede heat stroke.

## **Cold Stress (source Princeton University, with modifications)**

### **How cold is too cold?**

When most people think of hypothermia, they think of frigid temperatures or blizzard-like conditions. Actually, hypothermia occurs most often in the spring and fall, rather than winter.

Four factors contribute to cold stress: cold temperatures, high or cold wind, dampness and cold water. A cold environment forces the body to work harder to maintain its' temperature. Cold air, water, and snow all draw heat from the body. Wind chill is the combination of air temperature and wind speed. For example, when the air temperature is 4°C, and the wind speed is 55 km/h, your exposed skin receives conditions equivalent to the air temperature being -11° C.

While it is obvious that below freezing conditions combined with inadequate clothing could bring about cold stress, it is important to understand that it can also be brought about by temperatures in the 10-15° coupled with some rain and wind.

### **How your body reacts to cold conditions**

When in a cold environment, most of your body's energy is used to keep your internal temperature warm. Over time, your body will begin to shift blood flow from your extremities (hands, feet, arms, and legs) and outer skin to the core (chest and abdomen). This allows exposed skin and the extremities to cool rapidly and increases the risk of frostbite and hypothermia. Combine this with cold water, and trench foot may also be a problem.

### **Hypothermia**

Hypothermia means "*low heat*" and is a potentially serious health condition. This occurs when body heat is lost from being in a cold environment faster than it can be replaced. When the body temperature drops below the normal 37° C (98.6° F) to around 35° C (95° F), the onset of symptoms normally begins. The person begins to shiver and stomp feet in order to generate heat. As the body temperature continues to fall, slurred speech, lack of coordination and memory loss develop and the person will stop shivering. Once the body temperature falls to around 29.4°C (85° F), the person may become unconscious, and at 25.5°C (78°), the person could die.

#### **Who is at risk?**

Anyone working in a cold environment may be at risk for cold stress. However, older people may be at more risk than younger adults, since older people are not able to generate heat as quickly.

Certain medications may prevent the body from generating heat normally. These include anti-depressants, sedatives, tranquilizers, and some heart medications.



## Signs and symptoms:

- Mild hypothermia (98 - 90° F):
  - Shivering.
  - Lack of coordination, stumbling, fumbling hands.
  - Slurred speech.
  - Memory loss.
  - Pale, cold skin.
- Moderate hypothermia (90 - 86° F):
  - Shivering stops.
  - Unable to walk or stand.
  - Confused and irrational.
- Severe hypothermia (86 - 78° F):
  - Severe muscle stiffness.
  - Very sleepy or unconscious.
  - Ice cold skin.
  - Death.

## What to do (Proper treatment depends on the severity of the hypothermia):

- Mild hypothermia:
  - Move to warm area.
  - Stay active.
  - Remove wet clothes and replace with dry clothes or blankets, cover the head.
  - Drink warm (not hot) sugary drink.
- Moderate hypothermia – All of the above, plus:
  - Call for an ambulance.
  - Cover all extremities completely.
  - Place very warm objects, such as hot packs or water bottles on the subject's head, neck, chest, and groin.
- Severe hypothermia:
  - Call for an ambulance.
  - Treat the subject very gently.
  - Do not attempt to re-warm – the subject should receive treatment in a hospital.

## Frostbite

Frostbite occurs when the skin actually freezes and loses water. In severe cases, amputation of the frostbitten area may be required. While frostbite usually occurs when the temperatures are -1°C (30° F) or lower, wind chill factors can allow frostbite to occur in above freezing temperatures. Frostbite typically affects the extremities, particularly the feet and hands.

Signs and symptoms:

- ❑ Cold, tingling, stinging, or aching feeling in the frostbitten area, followed by numbness.
- ❑ Skin color turns red, then purple, then white or very pale skin, cold to the touch.
- ❑ Blisters in severe cases.

What to do:

- ❑ Call for First Aid/Medical Assistance.
- ❑ Do not rub the area.
- ❑ Wrap in soft cloth.
- ❑ If help is delayed, immerse in warm, not hot, water.

## Preventing Cold Stress

Planning for work in cold weather is the most important defence. Wearing appropriate clothing and being aware of how your body is reacting to the cold are important to preventing cold stress. Avoiding alcohol, certain medications and smoking can also help to minimize the risk.

## Protective Clothing

Wearing the right clothing is the most important way to avoid cold stress. The type of fabric also makes a difference. Cotton loses its insulation value when it becomes wet. Wool, on the other hand, retains its insulation even when wet. The following are recommendations for working in cold environments:

- ❑ Wear at least three layers of clothing:
  - An outer layer to break the wind and allow some ventilation (like Gore-Tex®\_or nylon).
  - A middle layer of down or wool to absorb sweat and provide insulation even when wet.
  - An inner layer of cotton or synthetic weaves to allow ventilation.
- ❑ Wear a hat. Up to 40% of body heat can be lost when the head is left exposed.
- ❑ Wear insulated boots or other footwear.
- ❑ Keep a change of dry clothing available in case work clothes become wet.
- ❑ Do not wear tight clothing. Loose clothing allows better ventilation.

## Work Practices

- ❑ Drinking: Drink plenty of liquids, avoiding caffeine and alcohol. It is easy to become dehydrated in cold weather.
- ❑ Work Schedule: If possible, schedule heavy work during the warmer parts of the day. Take breaks out of the cold.
- ❑ Buddy System: Try to work in pairs to keep an eye on each other and watch for signs of cold stress.

## Engineering Controls

Some engineering controls are available to reduce the risk of cold stress:

- ❑ Use radiant heaters to warm workers.
- ❑ Shield work areas from drafts or wind.
- ❑ Use insulating material on equipment handles when temperatures drop below zero° Celsius.

## Training

Train responders and supervisors to be able to detect early signs of cold stress.

Supervisors should watch for signs of cold stress and allow responders to interrupt their work if they are extremely uncomfortable. Supervisors should also ensure that work schedules allow appropriate rest periods and ensure liquids are available. They should use appropriate engineering controls, PPE and work practices to reduce the risk of cold stress.

## Appendix N – Worker Care Guide

### Responding to Stressful Events (Source: Public Health Agency of Canada)

#### Self-Care for Caregivers

Natural or human-caused disasters such as earthquakes, health emergencies, terrorist attacks, or acts of war can engage caregivers (physicians, psychologists, social workers, nurses, psychiatrists, teachers, counsellors, and other health workers) in working long hours helping people of all ages to understand and manage the many reactions, feelings, and challenges triggered by these stressful circumstances.

The massive effort put forth by caregivers in response to the psychosocial effects of catastrophic events is a critical contribution to their community's recovery. However, caregivers sometimes need to be reminded that a sustained response can also lead to physical and emotional wear and tear. Without conscious attention to self-care, caregivers' effectiveness and ultimately their health will suffer.

#### Common Sources of Stress for Caregivers

Here are common sources of stress that caregivers may face:

- ❑ Trying to live up to their clients' high expectations and/or their own.
- ❑ Intensive caring for others at the expense of self-care.
- ❑ Inability to set appropriate boundaries.
- ❑ Pushing themselves too hard.
- ❑ Mental and physical demands.
- ❑ Heavy workloads.
- ❑ Long hours on the job.
- ❑ Time pressures.
- ❑ Limited resources.
- ❑ Competing priorities.
- ❑ Media requests.
- ❑ Political and organizational pressures.

#### Be on the Alert for Signs of Stress

Caregivers are usually alert to the stresses of people they help. They are not, however, always as alert to the stress and fatigue that can slowly surface in their own lives, and need to be reminded of normal stresses that may affect them.

- ❑ **Common Physical/Behavioural Reactions:** fatigue, loss of appetite, difficulty falling asleep, restlessness, headaches, changes in sleeping, increased blood pressure, changes in eating habits, increased susceptibility to colds, flu, infection, change in libido, changes in smoking habits, changes in alcohol and drug consumption.

- ❑ **Common Emotional Reactions:** feeling helpless, overwhelmed, inadequate, fragile, vulnerable, unable to cope or go on, increased mood swings, decreased motivation, feeling burned out, crying more frequently and easily, isolation, changes in communication patterns and other relationship dynamics, withdrawal.
- ❑ **Common Cognitive Reactions:** confusion, difficulty making decisions, difficulty problem solving, memory blanks, having ambiguous feelings, questioning why this happened in a world that is supposed to be safe, difficulty concentrating or paying attention.

Caregivers are not immune to the above reactions and need to remind themselves that these are normal human responses to stressful circumstances. Although many of the underlying stresses cannot be prevented, you can increase your resistance by taking care of yourself and staying healthy. It is important to pace yourself and know your limits so you can continue to be available to your clients and your community.

#### **Here are some stress-relieving activities:**

- ❑ **Go for a 15-minute walk** during a lunch or coffee break. Take other opportunities to be physically active.
- ❑ **Eat sensibly.** Avoid excessive use of caffeine and alcohol. Drink plenty of water and juices.
- ❑ **Know and respect your limits.** If you feel exhausted and need time off, take it. Respect commitment for regularly scheduled time off.
- ❑ **Spend time with family and friends.** Talk to them. Listen to their stories. Listen to them if they become concerned with your health and well-being.
- ❑ As much as possible, continue to **participate in previous social and recreational activities.**
- ❑ **Get some rest.** If you have trouble sleeping, get up and do something relaxing or enjoyable.
- ❑ **Be on the lookout for any changes** in your habits, attitudes, and moods.
- ❑ **Share your own and clients' reactions** and issues with colleagues. Do not hesitate to ask others for advice.
- ❑ **Include yourself on the list of people you are taking care of.** Take some time to do something just for yourself every day. Taking care of yourself will put you in better shape to give care to others.
- ❑ **Be self-nurturing** and do not forget to laugh.

#### **Delayed Stress Reactions**

Experiences have shown that after tragic events, it may take several weeks to adjust to "regular" routines. This is normal. Following the tips on self-care given above will help you deal with delayed reactions.

**Taking care of our families**

- Reassure family members who may be worried about their safety and about the future.
- Take time to talk about the events. Relax together. For example, go to a movie or for a meal. Taking time out is not a cop-out.
- Everybody needs to be heard and understood.
- Visit with relatives and friends.

**When to Seek Help**

If, at any time, you feel overwhelmed and unable to cope it is important to seek out additional assistance. Here are some circumstances that indicate that it is time to get help by speaking to a health professional such as a psychologist, family doctor, psychiatrist, social worker, or nurse:

- Cannot return to a normal routine.
- Feeling extremely helpless.
- Having thoughts of hurting yourself or others.
- Using alcohol and drugs excessively.

**Resources that may be available in your community to call for help:**

- Distress or crisis centers.
- Hospital in your community.
- Family service agency.
- Bereavement group.
- Leader of your faith community.
- Include family and friends you can call to talk things over.

## Appendix O – Operational Guideline Template

### OG 0.00 – Operational Guideline (OG) Template

- PURPOSE:** The PURPOSE of the Operational Guideline (OG) template is to provide for consistency in format and content for all Operational Guidelines. The PURPOSE section of the OG is described in general terms. One or two brief sentences are used to state *why* the OG is necessary.
- GUIDELINE:** The GUIDELINE section states the objective or result to be achieved by carrying out the procedures described in the OG.
- PROCEDURE:** The PROCEDURE section states the circumstances under which certain actions are to be taken and sometimes those actions are listed. This section describes **what** actions are to be taken but should avoid describing **how** the actions are to be performed. If "how to" descriptions are used, this section becomes unnecessarily long. "How to" descriptions belong in a training manual and not in the OG.
- REFERENCE:** The REFERENCE section lists document references such as legislation, organization orders, training standards or organizational training documents that apply.

## SECTION 6 – OPERATIONAL GUIDELINES (OGS)

In addition to the basic Safety Component requirements, Operational Guidelines (OGs) have been developed to address specific requirements of Road Rescue operations.

### OG 0.01 – General Guidelines

- PURPOSE:** To provide a safe and healthy workplace and working conditions, and to promote a positive attitude towards health and safety. To require all Road Rescue responders to follow safe work practices for designated job duties.
- GUIDELINE:** All Road Rescue responders shall be familiar with and carry out their responsibilities specified in a manner consistent with the PEP Health and Safety Policy.
- REFERENCE:** PEP Health & Safety Policy



## Section 1 – Safety

### OG 1.01 – Accidents Involving Road Rescue Vehicles

**PURPOSE:** To establish a procedure to handle accidents involving Road Rescue vehicles.

**GUIDELINE:** The driver of any vehicle bears full responsibility for adherence to this guideline and conformance with the BC Motor Vehicle Act. Report all accidents involving Road Rescue vehicles to the Road Rescue organization, PEP, appropriate police and insurance company as required.

**PROCEDURE:** All vehicle accidents involving a Road Rescue or responder's private vehicle on a call will be reported as soon as possible using local procedures.

**While at scene:**

- Provide required first aid.
- Do not discuss accident with anyone but police and organization representative.
- Do not move vehicle unless it is creating a traffic hazard and it is safe to do so.
- Mark tire positions if you must move vehicle.

**Provide information:**

- Name of vehicle involved.
- Exact location or as close as possible.
- Type of assistance required, e.g. medical, traffic control.
- Whether a tow truck is required.
- If another response is required for the original call.
- Witness names and contact information.

Remain at scene until police and other required investigations are complete. Take photos if there is a camera is available (and before moving vehicle if it needs to be).

Initiate a Motor Vehicle Incident Report.

**REFERENCE:** Motor Vehicle Incident Report Form  
[Motor Vehicle Act Regulations](#)

## MOTOR VEHICLE INCIDENT REPORT FORM

(for internal use only)

Road Rescue Organization		Incident Date	Incident Time	
Date Police Notified		Police File # (attached copy of police report)		
Location of Incident				
Description of Incident (attach sketch)				
Road Conditions				
Number of Lanes in Direction of Travel	Lane of travel (check one):	<input type="checkbox"/> Inside	<input type="checkbox"/> Outside	<input type="checkbox"/> Only
Describe Injuries (if any)				
Did occupants see a doctor (if so, who and when)?				
Witness(es) list separately if required.				
_____		_____		
Print Name		Phone		
_____		_____		
Print Name		Phone		
_____		_____		
Print Name		Phone		
<b>ROAD RESCUE VEHICLE (if more, use second sheet)</b>				
Unit #	Year	Make	Vehicle Licence	
Operated by		Driver's Licence	Expires	
Location of Damage				
Estimated Damage				

PRIVATE VEHICLE #1		
Owner	Address	Telephone #
Operated by	Driver's Licence	Expires
Vehicle	Year	Make
Estimated Damage		
If the vehicle is insured by a company other than ICBC, please provide:		
Name of Insurance Company	Address and phone number of agent	Policy #
PRIVATE VEHICLE #2		
Owner	Address	Telephone #
Operated by	Driver's Licence	Expires
Vehicle	Year	Make
Estimated Damage		
If the vehicle is insured by a company other than ICBC, please provide:		
Name of Insurance Company	Address and phone number of agent	Policy #
Additional Comments or observations (use separate sheet if necessary)		
Name(s) & position(s) of person (s) who investigated accident (list separately if required):		
_____	_____	_____
Print Name	Phone	Position
_____	_____	_____
Print Name	Phone	Position
_____	_____	_____
Print Name	Phone	Position
_____	_____	_____
Date		

## OG 1.02 – Emergency Evacuation

- PURPOSE:** To establish procedures for the emergency evacuation of responders at a scene if danger is imminent or occurring.
- GUIDELINE:** When conditions at the incident have or may soon deteriorate to the point where responders working within the hazard area may be in danger, use devices such as radios, air horns, or whistles to issue an emergency evacuation signal for the rapid and safe removal of responders. Train all Road Rescue responders in these procedures.
- PROCEDURE:** When the Incident Commander (IC) or Road Rescue supervisor, acting on observation or information from any responder, determines it is necessary to evacuate an emergency scene, follow these procedures:
- ❑ The IC or Road Rescue supervisor will broadcast a message over the radio that all responders are to evacuate the scene immediately, and will signal the team using radio broadcast, 30-second blast, or continual blast on air horn, whistle blasts, or other audible signal.
  - ❑ Upon evacuation, all Road Rescue responders are to report to the IC, Road Rescue supervisor, or designated area.
  - ❑ When evacuation is complete, the IC or Road Rescue supervisor will conduct a role call of responders involved at the emergency scene.

### OG 1.03 – Emergency Vehicle Travel against Traffic on a Divided Highway/Bridge

- PURPOSE:** To provide techniques for safe travel of a vehicle if it must be operated against traffic on a divided highway or bridge.
- GUIDELINE:** The driver of any vehicle bears full responsibility for adherence to this guideline and conformance with the BC Motor Vehicle Act. Traveling against the flow of traffic has many risks and should be done only when required and scene cannot be reached by following normal traffic flows.
- PROCEDURE:** Ideally, traveling against the flow of traffic will only be done after traffic has been stopped.
- If it has been determined that traveling against the flow of traffic is required, approach the scene as close as possible following normal traffic flows.
- When about to cross over to opposing traffic flow, find out if a specific lane is closed if traffic is still flowing.
- Activate all emergency equipment.
- Approach the scene at a reduced speed.
- If traffic is still flowing and no lane is closed, move to the shoulder and travel as far away from the traffic as possible.
- Once on scene, stop traffic to allow a safer response for following responders.
- REFERENCE:** [Motor Vehicle Act, Sec 122, Exemption for emergency vehicles](#)

## OG 1.04 – Hazardous Materials & Substances

**PURPOSE:** To ensure the safe and effective response of all Road Rescue responders to any incident that may involve hazardous materials.

**GUIDELINE:** Road Rescue responders responding to a possible HazMat incident should, with appropriate information, respond, conduct a size up, and create and follow an action plan to ensure:

- The safety of all responders and the public.
- Any necessary evacuation of the affected area.
- Control of the situation.
- Stabilization of hazardous materials.

**Please note** – PEP only requires Road Rescue responders be trained for HazMat Awareness. Ensure your organization is responding within their training parameters.

**PROCEDURE:** HazMat events encompass a wide variety of potential situations including fires, spills, transportation accidents, chemical reactions, and explosions. Hazards may include toxicity, flammability, radiological exposure, and chemical reactions.

### **Dispatch (if no dispatch, responder receiving the call)**

Dispatch should attempt to obtain the material name and/or type, amount and size of container(s), problem (leak, spill, fire, etc.), and dangerous properties of the materials, number of persons injured or exposed, and safest approach for responding unit. In addition, if the call comes from a person with particular knowledge of the hazardous situation, instruct that person to meet and direct responding units.

### **First Arriving Unit**

The first arriving responder is to establish command and begin a size up. Evaluate the effects of wind, topography, and location of the situation. Consider a staging area for other responding units. Conduct size up before making a commitment. Take immediate action, if any, only after conducting a risk/benefit analysis. Conduct size up to identify the nature and severity of the situation and to gather sufficient information to formulate an action plan. Identifying the type of materials involved is a primary objective. Look for placards, markers, D.O.T. identification numbers, shipping documents, etc. The CANUTEC Emergency Response Guidebook is an excellent resource.

### **Action Plan**

Based on the initial size up and other information available, command will formulate an action plan to provide for the safety of all responders, possible evacuation, and control of the situation. Contact qualified Hazmat responders for stabilization and possible removal of hazardous materials. The action plan must identify the method of hazard control, and the resources required.

### **Control of Hazardous Area**

A HazMat incident has two initial zones. They are the LIMITED ACCESS ZONE (LAZ) and the EVACUATION ZONE (EZ) The LAZ is the area in which responders are potentially in immediate danger from the hazardous condition. Command will establish these zones, and the Road Rescue organization will control it. The EZ is the larger area surrounding the LAZ in which a lesser degree of risk to responders exists. Other agencies (e.g. police) could control the limits of this zone. After establishing the HazMat sector, HazMat responders will define and establish a hot, warm, and a cold zone.

### **Use of Non-Road Rescue Responders**

In some cases, it may be advantageous to utilize specially trained non Road Rescue responders to evaluate hazards and perform certain functions within their area of expertise. Command is responsible for the safety of all responders involved at any incident.

### **REFERENCE:**

[CANUTEC: 2008 Emergency Response Guidebook](#)  
[NFPA 472: Standard for Professional Competence of Responders to Hazardous Materials Incidents, 2002 Edition](#)

## OG 1.05 – Helicopter Safety

**PURPOSE:** To ensure the safe and effective response to any incident that may involve helicopter usage.

**GUIDELINE:** Road Rescue responders required to use helicopters will be trained in exiting, entering, and riding in helicopters safely.

**PROCEDURE:** **General Precautions**

Exercise extreme caution when working around a helicopter, especially when the helicopter engine is running. Leave and approach the helicopter from the front cautiously. At all times, keep eyes and head forward.

Always avoid rear and tail sections of the helicopter. Do not walk under tail sections of the helicopter.

Do not extend any equipment vertically into rotor blades. Carry all equipment parallel to ground within 50 feet of the helicopter.

Pilots are the authorities concerning all helicopter operations. Direct all questions should to them.

Never, under any circumstances, throw anything around the helicopter – whether it is running or not.

Protect eyes as well as equipment when the helicopter is landing and taking off.

### **Monitoring Helicopter Operations**

It is important to check in with the pilot to determine their operating location should an aircraft emergency occur. This can be accomplished a number of ways and many helicopter companies have established check-in procedures. At a minimum, the helicopter should be communicating with a point of contact on the ground every 30 minutes.

### **Helicopter Landing Spot Checklist**

- ❑ The landing pad should be a high, clear, flat area at least 50 meters by 50 meters.
- ❑ Clear trees, bushes, lines and any loose objects that can cause damage to the aircraft, or to other installations and responders.
- ❑ Locate at least 100 meters from the ICP, the staging area and from vehicle parking areas.
- ❑ The helicopter landing spot should be clearly marked to restrict access.
- ❑ Erect a wind indicator, such as a flag or flagging tape.



**REFERENCE:** Helicopter Checklist

## HELICOPTER CHECKLIST

PRE-FLIGHT BRIEFING	
Tail Rotor	•Do not go past cargo door
Main Rotor	•No gear over shoulder •Long items horizontal-below waist •Do not approach or depart uphill •On Snow - Rotor is low
No Smoking	•Not within 20m
Secure Loose Items	•Loose clothing, hats, gear, tarps, etc.
Cargo Restrictions	•Bear spray, flares, etc.
Sharp Items	•Secure crampons, ice axes separately
Skid Type & Height	•For snow landings & hover exits
Location & Use of Emergency Eqpt.	•Fire extinguisher •If over water, Floatation devices •ELT, first aid kit & survival gear •Electrical & fuel cut-off switches
Approaching & Departing	•TL gets signal from pilot - TL directs group •Crouch, head down, eyes up, watch pilot •Approach & leave in front •Noise-talking nearly impossible •Stay alert, watch for safety in others •Don't chase anything blown away •Protect eyes
Planned Use	•Destination & assignment •Review relevant hand signals
BOARDING THE HELICOPTER	
Doors	•Operation, emergency release if equipped •Pull door shut & latch, don't slam
Intercom	•Put on headset as soon as aboard
Seatbelt Use	•Snug, wear shoulder straps if available
<b>Do Not Touch Controls, Pedals or Windows</b>	
Loading Gear	•1 person in, far side, headset on, then hand gear in - balance load
TL Last In	•After loading gear & checking doors
Do Not Distract Pilot	•During landing & takeoff, unless safety
EXITING THE HELICOPTER	
Wait for Pilot's OK	•Remain seated until told to move
<b>Refasten Seat Belts &amp; Store Intercom</b>	
Exit	•One at a time, reverse load order
Doors	•Nothing hanging out, Close & latch gently
Stay Together, w/gear	•Know where to go
HELISPOTS	
Size	•At least twice rotor diameter
Shape	•Longer oriented into wind
Surroundings	•Avoid tall trees, clear brush if possible
Slope	•Incline $\leq 10^\circ$
Surface	•Flat & Smooth, low dust & loose snow •Not on Ice •On snow - rotor low
Sun	•Pilot not looking into sun
BRIEF PILOT FOR HELISPOT	
Wind & Weather	•Gust range and visibility
Slope Incline	
Surface	
Surrounding Hazards	
Task	
SLING LOADS	
<b>Wear Helmet, Eye Protection &amp; Hi-Vis Clothing</b>	
Have Escape Route	•Don't let load trap you
<b>Never Turn Your Back to Load</b>	
<b>Never Have Load Attached to Ground &amp; Helo at Same Time</b>	
<b>Stay Clear</b>	
HOOKING UP SLING LOADS	
Signal Approaching Helo	•Signal Ready for Hookup or Go Around Helo
Signal when MPA at Correct Level	•Let pilot bring hook to you
Attach Lanyard	•Only to hook
Check Hook Latched	•Push up on Tip of Hook
Stand Clear	•Don't turn your back on load
Signal "Hooked Up"	•Stand Clear of Path
RECEIVING SLING LOADS	
Mark Drop Site	•Use Hi-vis marker that won't blow away
Stand Clear	•Do not push or pull sling load
<b>When Load on the Ground, Signal Release Load</b>	
<b>Stand Clear of Departing Line</b>	

## OG 1.06 – Occupational Exposure to Blood-Borne Pathogens

**PURPOSE:** To ensure effective control and response to an incident that may involve exposure of a responder to infectious disease.

**GUIDELINE:** All Road Rescue organizations will establish and maintain an exposure control plan to address risks associated with blood-borne pathogens.

**PROCEDURE:** **Blood-borne Pathogen**

Pathogenic organisms present in human blood that can cause disease in humans. The blood-borne pathogens of greatest concern are Hepatitis B and C viruses (HBV, HCV) and the human immunodeficiency virus (HIV).

### Standard Precautions

Standard precautions are an approach to infection control in which all human blood and certain other human body fluids are treated as though they were known to be positive for HIV, HBV, HCV and other blood-borne pathogens.

An **exposure control plan** will include the following main components:

- ❑ Identification and assessment of risk situations, including ways an exposure could occur.
- ❑ Education/training for responders in risks associated with blood-borne pathogens.
- ❑ Communication to responders of signs and symptoms of an infectious disease.
- ❑ Provision of infection control procedures:
  - Standard precautions.
  - PPE (gloves, protective eyewear, masks, etc.).
- ❑ Response procedures if an exposure occurs:
  - Immediate first aid measures.
  - Cleanup, disinfection, and/or disposal of contaminated clothing and equipment.
  - Post exposure follow up and medical evaluation.

### What to do in the Event of Exposure:

- ❑ Provide/obtain First Aid, i.e., cleanse skin immediately with soap and water and rinse thoroughly.
- ❑ Flush eyes, nose, or mouth liberally with saline or tap water.

- ❑ Proceed immediately to nearest hospital, clinic, or physician - optimum time between exposure and medical intervention is less than two hours.
- ❑ Complete exposure report, only after medical intervention.

**REFERENCE:** Exposure Incident Form

### EXPOSURE INCIDENT FORM

(to be completed by responder at the time of incident or as soon as possible afterwards)

Road Rescue Organization		Telephone #	Date of Report	
Last Name of Exposed Person		First Name:		File No.
Incident Location		Type of Incident (e.g. subject extrication)		
<b>EXPOSURE DESCRIPTION</b>				
Date of Exposure		Time of Exposure		
What body fluids was the responder in contact with? (check)	<input type="checkbox"/> Blood	<input type="checkbox"/> Faeces	<input type="checkbox"/> Saliva	<input type="checkbox"/> Sputum
	<input type="checkbox"/> Urine			
<input type="checkbox"/> Vomit				
<b>METHOD OF CONTACT</b>				
<input type="checkbox"/>	Needle stick with contaminated needle			
<input type="checkbox"/>	Blood or body fluids into natural body opening (e.g. nose, mouth, eye)			
<input type="checkbox"/>	Blood or body fluids into cut, wound, sores, or rashes, less than twenty-four hours old			
<input type="checkbox"/>	Blood or body fluids on intact skin			
<input type="checkbox"/>	Other (describe specifically):			
How did the exposure occur? Be specific.				
What action was taken in response to the exposure to remove the contamination (e.g. hand washing)?				
What personal protective equipment (PPE) was being used at the time of exposure?				
Was there a failure of PPE? If yes, explain:				
Describe any other information related to the incident (use a separate piece of paper if necessary)				
Name of Subject Source of Exposure			<input type="checkbox"/> Male	<input type="checkbox"/> Female
Receiving Health Care Facility:				
Transported by:				
Physician:				

**OG 1.07 – Incident Accountability**

**PURPOSE:** To provide a responder accountability process with the intent to improve incident safety.

**GUIDELINE:** Guideline for operations in the event of a multi-agency response, or when reaching or exceeding span of control.

**PROCEDURE:** **Incident Commander – Road Rescue Supervisor**

It is the responsibility of the IC or Road Rescue supervisor to account for all Road Rescue responders involved in any incident. The IC or Road Rescue supervisor shall initiate, direct, and control an accountability system before operations commence.

**Mutual Aid**

When receiving or providing mutual aid, it is the responsibility of the responding organization's supervisor to report to the IC for direction and accountability.

**OG 1.08 – Personal Flotation Devices (PFD)**

**PURPOSE:** To identify when it is required to use a PFD.

**GUIDELINE:** Responders shall wear an approved PFD when operating close to a hazardous water source.

**PROCEDURE:** A PFD should be worn when operating within five meters of waters edge of:

- ❑ A fast flowing creek or river.
- ❑ A pond or lake that has water more than 60 cm deep within two meters of shore.
- ❑ Any swamp or deep drainage ditch.

Wear a PFD whenever operating in or on a river, creek, lake, pond, or swamp.

If you are unsure if you need a PFD, it should be worn.

## OG 1.09 – Personal Protective Equipment (PPE)

**PURPOSE:** To provide for the use of PPE by Road Rescue responders, and to ensure that all responders are prepared to commence operations immediately on arrival at an emergency scene while maintaining the highest degree of personal safety.

**GUIDELINE:** Appropriate PPE will be worn by all Road Rescue responders while at the scene of any emergency incident or training exercise.

**PROCEDURE:** The Road Rescue supervisor will be responsible to ensure that responders abide by policies regarding the use of protective equipment.

Minimum rescue equipment will consist of helmet with face shield/approved eye protection, Nomex® or similar material coveralls, and rescue approved boots and gloves.

Full PPE will consist of helmet with face shield, hood, turnout coat, turnout pants, boots and gloves.

Additional PPE may include:

- ❑ Reflective clothing for use while directing or working around moving vehicles.
- ❑ SCBA during vehicle fire suppression operations.
- ❑ Goggles and hearing protectors as appropriate.

All responders are responsible for their safety and will utilize proper protective equipment as prescribed within the guidelines.

All equipment will be approved by the Road Rescue organization. No alterations to any equipment shall be done except where pre-approved by the manufacturer.

Protective equipment will be worn by all responders according to the following guidelines:

- ❑ Under no circumstances will any aspect of personal safety be sacrificed in order to increase the speed of the emergency operations.
- ❑ All responders will wear PPE when responding to any type of incident.
- ❑ Immediately report damage to PPE to the supervisor, who will have the article inspected for replacement or repair as necessary.

Road Rescue responders who respond to any incident or practice without appropriate PPE will be limited to duties they have suitable protective gear for or not allowed to take part in the incident or practice.

Each responder will ensure that their PPE is maintained in good condition, and will ensure that an inspection of all PPE for each responder is completed to the manufacturer's specifications. PPE will be washed regularly as per the manufacturer's guidelines to remove any build up of contaminated materials. Inspection will be confirmed by completion of a Personal Protective Equipment Inspection Form.

**REFERENCE:** Personal Protective Equipment Inspection Form





## OG 1.10 – Potential for Violence – Responder Safety

**PURPOSE:** To establish procedures for the purpose of preventing or defusing incidents of workplace violence through training and communications.

**GUIDELINE:** The IC or Road Rescue supervisor will identify and react to situations that involve, or are likely to involve, violence.

**PROCEDURE:** When Road Rescue responders are dispatched to an incident where known or suspected violence is a threat, the IC or Road Rescue supervisor will communicate directly or through dispatch with the police to ensure the safety of Road Rescue responders. In such violent situations, the IC or Road Rescue supervisor will stage all road rescue resources in a safe area until the police have secured the scene.

If violence occurs after initiation of emergency operations, the IC or Road Rescue supervisor will:

- ❑ Secure immediate police protection.
- ❑ Withdraw all responders to a safe staging area if police protection is not available.

If crowd control is required, the IC or Road Rescue supervisor will:

- ❑ Establish a working area.
- ❑ Ensure the safety of responders.
- ❑ Protect the safety of the public.

The IC or Road Rescue supervisor will establish and identify the area to be controlled to the police, who will assume responsibility for keeping unauthorized persons outside the area.

Should responders encounter interference from anyone at the scene of an incident, the IC or Road Rescue supervisor will make a request to the police identifying the type of problem encountered and the desired action(s).

If unexpectedly faced with a threatening action of violence at any time, the IC, Road Rescue supervisor, or individual involved, will attempt to defuse the situation depending on the risk.

If caught in this situation, responders will assess:

- ❑ Means of egress (for immediate escape if needed).
- ❑ Aggressor's state of mind (e.g., if alcohol or drugs are involved).
- ❑ Environment (protection, weapons).
- ❑ Means of obtaining assistance.

The responder will:

- ❑ Maintain a minimum safe distance.
- ❑ Not turn their back on the individual.
- ❑ Back away if an individual walks towards them.
- ❑ Call another responder for assistance (if the IC or Road Rescue supervisor is unavailable, notify the IC or Road Rescue supervisor as soon as possible).
- ❑ Write down pertinent information and facts to give to the IC or Road Rescue supervisor.
- ❑ Watch the direction the individual moves.
- ❑ Be available to co-workers, supervisors, and/or police.

Defusing (calming) the individual will be attempted by:

- ❑ Speaking to the subject (to determine the focus of the aggression).
- ❑ Directing the individual to the IC, Road Rescue supervisor, or police, after forewarning that individual of the situation.
- ❑ Assisting the individual, if feasible.
- ❑ Discontinuing communications if the individual becomes more agitated.

Upon returning to base, the Road Rescue supervisor and responders involved will complete a report on the incident.

Where circumstances are such that the incident could likely be repeated, all responders will be notified in a timely fashion.

## OG 1.11 – Recommended Equipment Requirements

**PURPOSE:** To ensure that Road Rescue responders responding to rescue incidents have the necessary equipment to perform Rescue Operations.

**GUIDELINE:** Road Rescue responders are encouraged to have or have access to the following equipment before responding to rescue incidents.

**PROCEDURE:** Recommended Equipment:

- ❑ Medical – Spine board and cervical collars
- ❑ PPE – see OG 1.09 – Personal Protective Equipment (PPE)
- ❑ Rope – see OG 2.12 – Rope Rescue/Embankment Rescue
- ❑ Approved reflective vests
- ❑ Roadside triangles, accident signs and/or traffic cones
- ❑ Vehicle stabilization equipment
- ❑ SCBA (if applicable)
- ❑ Tarps (for subject and vehicle sharps coverage)
- ❑ Forcible entry tools (e.g. jack, axe, pry bar, bolt cutters)
- ❑ Shovel
- ❑ Ladder
- ❑ Pike pole
- ❑ Power saw (gas or electric)
- ❑ Spare gas and oil for equipment
- ❑ Rescue tools – hand or hydraulic (spreader, cutter, rams)
- ❑ Chains or approved straps
- ❑ Air chisel and spare air cylinder
- ❑ Air or hand wrenches
- ❑ Come along (or equivalent)
- ❑ Fire extinguisher
- ❑ Generator (if required)
- ❑ Saws all (battery, electric or pneumatic)
- ❑ Extension cord
- ❑ Scene lights (mobile or fixed)
- ❑ Flashlights (one for each crew member)
- ❑ Wheel chocks
- ❑ Communication Equipment
- ❑ Hard, medium, soft protection (for subjects and rescuers)
- ❑ Appropriate absorbents

**REFERENCE:** [OG 1.09 – Personal Protective Equipment \(PPE\)](#)  
[OG 2.12 – Rope Rescue/Embankment Rescue](#)

## OG 1.12 – Respiratory Protection Program

- PURPOSE:** To require Road Rescue responders follow safe work practices for designated job duties which includes provisions for wearing approved respiratory protection equipment.
- SCOPE:** Road Rescue responders utilizing Self Contained Breathing Apparatus (SCBA).
- GUIDELINE:** Road Rescue responders utilizing SCBA will be trained in the use, limitations, maintenance and regulations regarding respiratory protection equipment.
- PROCEDURE:** The Respiratory Protection Program defines safe work practices for Road Rescue responders utilizing SCBA when required to work in a hazardous or potentially hazardous atmosphere.

When using SCBA, responder responsibilities include:

- ❑ Knowing the limitations of the respiratory equipment provided by the Road Rescue organization.
- ❑ Following the procedures set out in the Road Rescue organization's instruction and training program provided for the use of the equipment.
- ❑ Mask fit testing on an annual basis.
- ❑ Turning on the Personal Alert Safety System (PASS) device (if so equipped) when using SCBA.
- ❑ Maintaining and preventing damage to the equipment.
- ❑ Tagging and removing defective equipment from service, and reporting the defect to the supervisor.

Classifications of hazards requiring the use of respiratory protection (normally SCBA) includes:

- ❑ Working car fires.
- ❑ HazMat incidents.
- ❑ Oxygen deficient atmospheres.
- ❑ Other occasions as determined by the IC or Road Rescue supervisor.

Atmospheres where respiratory protective equipment has been required will remain classified as hazardous until declared by the IC to be within safe limits.

Provide all Road Rescue responders instruction and practice:

- ❑ In the nature, extent and effect of respiratory hazards.
- ❑ In the operation, limitations and capabilities of SCBA.
- ❑ In procedures for SCBA, pre-use inspections, donning and removal of SCBA, and checking of fit and seal of mask.
- ❑ In procedures for inspection, cleaning, maintenance, and storage of SCBA.
- ❑ In emergency use of SCBA.

Inspect and maintain all respiratory protection equipment in accordance with the manufacturer's recommendations and with Road Rescue organization's procedures. This includes:

- ❑ Regular inspection of the equipment and repairs as required.
- ❑ Testing of compressed gas cylinders hydrostatically within specified times.
- ❑ Conducting air sample analysis within specified times.

## OG 1.13 – Vehicle Extrication Rescue Equipment Inspection/Maintenance

**PURPOSE:** To provide inspection and maintenance procedures to enhance safe and reliable use of vehicle extrication rescue equipment.

**GUIDELINE:** The responder(s) responsible for rescue extrication equipment shall ensure that thorough inspections are carried out. Equipment inspections are required after each use. Responder(s) will ensure that the equipment is readied for service and will report to the Road Rescue supervisor any deficiencies.

**PROCEDURE:** **Hand Tools (prying, cutting, striking and punching):**

Confirm all hand tools are accounted for. Visually inspect for chips, cracks or a change in form which would restrict the function of the equipment and ensure all cutting edges are sharp.

**Air Equipment (air chisels, air bags):**

Account for all parts and components of air equipment assemblies and ensure they are free of rust or mildew. Ensure air hoses and air bags are free of chemical or oil residue. Wash with a mild soap solution as necessary. Inspect all components for wear, cuts or abrasions. Ensure hose lines will attach properly to appliances and regulators and are free from leaks. Equipment is to be stored on vehicles in a dry condition, free of dirt, and with air cylinders filled to maximum rated capacity.

**Hydraulic Equipment (spreader, cutters & rams):**

Operate to ensure smooth operation. Check for leaks of pistons and seals. Inspection criteria for components are to be carried out as follows:

- ❑ Spreaders – visually inspect for damage to tips.
- ❑ Cutters – visually inspect for nicks, cracks, or damage to cutting blades.
- ❑ Rams – visually inspect for damage or leaks to pistons and seals.
- ❑ Chains – visually inspect for cracked or stretched links.
- ❑ Power head – visually inspect checking for leaks in fuel, lubrication, and hydraulic systems. Top off all liquid levels. Ensure all structural components and the exhaust system is free of damage and operating properly.

**Hose Assemblies**

Visually inspect all hose assemblies and notify the Mechanical Division for replacement, assemblies that:

- ❑ Show signs or are suspected of being kinked.

- ❑ The outer cover has been cut or worn and the inner reinforcing fibres are exposed.
- ❑ Show any signs of outer cover deterioration or bubbling underneath the outer cover.
- ❑ Show any signs of leakage at the fitting or from the hose cover.

Ensure the guards are secured snugly against the hose fitting.  
Static pressure test all hose assemblies to rated capacity annually. Do not over pressurize the hose assemblies.



## OG 1.14 – Vehicle Maintenance

**PURPOSE:** To provide guidelines relative to vehicle maintenance.

**GUIDELINE:** All vehicles will be maintained and be ready for emergency response at all times.

**PROCEDURE:** The organization will be responsible for ensuring that vehicle maintenance activities are carried out regularly and are recorded.  
After each use and before responders stand down from a call or practice, all vehicles will be:

- Refilled with fuel.
- Checked to ensure that all equipment is cleaned, in its place, with all switches and controls on their appropriate settings.
- Plugged in for electrical circuits and air lines, where applicable.
- Trip inspection completed and results recorded.

Regular scheduled maintenance as recommended by the manufacturer will be conducted and recorded by a designated maintenance person on all vehicles.

Annual inspections will be completed on all vehicles.

**REFERENCE:** [Motor Vehicle Act Regulations](#)

## OG 1.15 – Vehicle Inspections

**PURPOSE:** To ensure Post-trip inspections are completed after every incident or shift.

**GUIDELINE:** A written vehicle inspection should be completed post-trip at a minimum. Check the last report to see if there were any problems reported, and to ensure they were repaired. All vehicles must be ready for emergency operations or removed from service.

**PROCEDURE: Before You Begin**

Park your vehicle safely away from traffic. Ensure that the terrain is as level as possible.

Shut off the engine, place transmission in low gear (or park, if automatic) and set parking brake.

Block the wheels (place a block in front of and behind the tire on the same axle). Ensure the blocks will stop your vehicle from moving.

**Under Hood**

<input type="checkbox"/>	Engine	Look for obvious defects such as oil, fuel or fluid leaks; missing, broken or loose nuts and bolts. Engine mounts should be secure and in good condition.
<input type="checkbox"/>	Oil	Check that engine oil level is adequate.
<input type="checkbox"/>	Coolant	Check that coolant level is adequate.
<input type="checkbox"/>	Power Steering Fluid	Check that fluid level is adequate (if vehicle has power steering).
<input type="checkbox"/>	Brake Reservoir	Check that fluid level is adequate (if vehicle has hydraulic brakes).
<input type="checkbox"/>	Windshield Washer Reservoir	Check that fluid level is adequate.
<input type="checkbox"/>	Battery	Check for visible corrosion or leaks. Terminal connections are secure. Battery is securely mounted.
<input type="checkbox"/>	Belts	Ensure there is good tension, that belts are not cracked, stripped or displaying cord fray or missing teeth.
<input type="checkbox"/>	Hoses	Ensure connections are secure and there are no leaks, kinks, cuts, abrasions or cracks.
<input type="checkbox"/>	Air compressor (If equipped)	Ensure air lines are securely attached with no leaks, kinks, cuts, abrasions or cracks, no oil leaks and compressor is securely mounted.
<input type="checkbox"/>	Steering components (if accessible)	Visually check column, shaft, tie-rods and ends to ensure steering shaft, universal joints and tie rod ends do not have any bends or cracks. Gearbox and cotter pins are secure.

Close and secure hood

**In Cab**

<input type="checkbox"/>	Seat and mirrors	Ensure they are adjustable, adjusted to suit you, and in good condition.
<input type="checkbox"/>	Seat Belt	Check that fastening devices are in working order and accessible.
<input type="checkbox"/>	Windows/Windshield	Ensure they are clean, free of cracks, provide good visibility and are operational.
<input type="checkbox"/>	Documentation (Log Book if required)	Ensure that all documentation, including Commercial Vehicle Inspection Program (CVIP) inspection report, vehicle registration and insurance is in vehicle and is valid. Logbook, if required, is up to date.

Depress clutch, shift transmission to neutral (manual transmission) and start engine.

<input type="checkbox"/>	Charge rate indicator	Ensure voltmeter or ammeter works properly. Charge is good.
<input type="checkbox"/>	Oil pressure indicator	Should indicate normal level soon after engine starts.
<input type="checkbox"/>	Coolant temperature indicator	Check that indicator rises to normal operating temperature. Light should go OFF after engine starts.
<input type="checkbox"/>	Fuel Gauge	Ensure it works and fuel level is acceptable.
<input type="checkbox"/>	Interior lights	Ensure they work.
<input type="checkbox"/>	Instrument cluster	Ensure they work.
<input type="checkbox"/>	Windshield wipers and washer	Ensure wipers work and washer has fluid and sprays well.
<input type="checkbox"/>	Defrosters and heaters	Ensure they work properly.
<input type="checkbox"/>	Engine noises	Listen for unusual sounds.
<input type="checkbox"/>	Horn(s)	Ensure they work.

**Vacuum-assisted hydraulic brakes:**

- ❑ Press firmly on the brake pedal to check for normal resistance and to find the point where the brakes engage.
- ❑ Stop engine – pump and hold the brake pedal to apply the service brake.
- ❑ Start engine – brake pedal should draw down slightly if booster is operating.

Shut off engine and place transmission in low gear if manual transmission.

If air brake equipped, chock wheels and release all brakes.

Leave vehicle and walk to front of vehicle to begin your circle check.

Conduct your circle check walking counter-clockwise so that you are facing the traffic.

During your circle check, you will need to return to the drivers' compartment several times to turn on and off lights to ensure they are working properly. Be particularly cautious when you are walking with your back to the traffic.

## CIRCLE CHECK

### Front of Vehicle

<input type="checkbox"/>	Under vehicle	Look for defects, check for traces of leaking fluids on the ground.
<input type="checkbox"/>	High/Low Beam Headlights	Ensure they work and the lenses are clean and not cracked.
<input type="checkbox"/>	4-Way Emergency Flashers	Ensure they work and the lenses are clean and not cracked.
<input type="checkbox"/>	Right/Left turn signals	Ensure they work and the lenses are clean and not cracked.
<input type="checkbox"/>	Clearance/marker lights & reflectors	Ensure they work and the lenses are clean and not cracked.
<input type="checkbox"/>	License plate	Ensure it is attached and insurance decal is valid.
<input type="checkbox"/>	Inspection Decal	Ensure it is present and valid and in the correct location.

### Left Front (Drivers' Side) of Vehicle

<input type="checkbox"/>	Door(s)	Ensure all operate properly.
<input type="checkbox"/>	Steps	Check they are secure and in good condition.
<input type="checkbox"/>	Mirrors	Ensure they are securely attached with no cracks.
<input type="checkbox"/>	Wheel	Check rim for cracks, missing pieces, bends or rust streaks (which may indicate loose wheel nuts) ensure wheel lugs and nuts are secure (not missing, broken or loose).
<input type="checkbox"/>	Tire	Check inflation. Check for signs of bulges, sidewall separation, exposed or frayed belts, or cuts to the cord. Check for adequate tread depth and for unacceptable or uneven wear.
<input type="checkbox"/>	Brakes	Check drum for obvious leaks or loose parts. Check hoses for cracks or leaves if air brake equipped. Check that air brake chamber is securely mounted. Ensure there are no cracks, corrosion, or holes. Mechanism is free of obstructions.
<input type="checkbox"/>	Suspension	Ensure there is no cracked missing or broken springs or torsion bars. No loose, missing or broken U-bolts. If air suspension, no cracked worn or inoperative air bags. No loose or leaking shock absorbers. Mounts are secure.
<input type="checkbox"/>	Axle Assembly	Ensure there are no breaks, cracks, holes, broken seals or bends.
<input type="checkbox"/>	Handrail	Ensure it is secure.

### Left Side of Vehicle

<input type="checkbox"/>	Body	Check for body damage, broken or missing rivets. Check for holes or weld separations.
<input type="checkbox"/>	Frame/structural supports	Ensure there are no holes, bends, cracks, weld separations or broken cross members
<input type="checkbox"/>	Clearance/marker lights & reflectors	Ensure they work and lenses are clean and not cracked.
<input type="checkbox"/>	Load security devices and dunnage	Ensure security devices are holding the load safely and securely. Anchor points are secure. Load, vehicle and security devices are not being damaged.
<input type="checkbox"/>	Left Fuel Tank Area	Ensure there are no leaks, that tank and fuel cap are secure
<input type="checkbox"/>	Storage compartment/s	Ensure the doors open and close properly and contents are secure
<input type="checkbox"/>	Exhaust System	Ensure it is in good condition with no leaks. Muffler is securely attached and heat shield, if present is secure.

### Left Rear Wheels

<input type="checkbox"/>	Wheels	Check rim for cracks, missing pieces, bends or rust streaks (which may indicate loose wheel nuts) ensure wheel lugs and nuts are secure (not missing, broken or loose).
<input type="checkbox"/>	Tire	Check inflation. Check for signs of bulges, sidewall separation, exposed or frayed belts, or cuts to the cord. Check for adequate tread depth and for unacceptable or uneven wear. Ensure dual tires are not touching and nothing is trapped between them.
<input type="checkbox"/>	Brakes	Check drum for obvious leaks or loose parts. Check hoses for cracks or leaves if air brake equipped. Check that air brake chamber is securely mounted. Ensure there are no cracks, corrosion, or holes. Mechanism is free of obstructions.
<input type="checkbox"/>	Suspension	Ensure there is no cracked missing or broken springs or torsion bars. No loose, missing or broken U-bolts. If air suspension, no cracked worn or inoperative air bags. No loose or leaking shock absorbers. Mounts are secure.
<input type="checkbox"/>	Slack adjusters	Refer to <b>AIR BRAKES</b> Section.
<input type="checkbox"/>	Axle Assembly	Ensure there are no breaks, cracks, holes, broken seals or bends.
<input type="checkbox"/>	Drive Shaft & Differential	Check that universal joints are free to rotate. Check for leaks.

### Rear of Vehicle

<input type="checkbox"/>	4-Way Emergency Flashers	Ensure they work and the lenses are clean and not cracked.
<input type="checkbox"/>	Right/Left turn signals	Ensure they work and the lenses are clean and not cracked.
<input type="checkbox"/>	Clearance/marker lights & reflectors	Ensure they work and the lenses are clean and not cracked.
<input type="checkbox"/>	Brake lights	Ensure they work and lenses are clean and not cracked.
<input type="checkbox"/>	Back-up lights	Ensure they work and lenses are clean and not cracked.
<input type="checkbox"/>	Load Security Devices and dunnage	Ensure security devices are holding the load safely and securely. Anchor points are secure. Load, vehicle and security devices are not being damaged.
<input type="checkbox"/>	License Plate & License Plate Lights	Ensure they are securely attached and insurance decal is valid. Light works and lens is clean.
<input type="checkbox"/>	Suspension	Ensure there are no cracked, missing or broken springs, torsion bars or walking beams. No loose, missing or broken U-bolts no cracked worn or inoperative air bags. Mounts are secure.
<input type="checkbox"/>	Axle Assembly	Ensure there are no breaks, cracks, holes, broken seals or bends.
<input type="checkbox"/>	Doors or gate	Ensure they are securely closed.
<input type="checkbox"/>	Mud Flaps	Ensure they are secure and do not rub on tires.

Check all lights for proper colour, operation, mounting and visibility.

### Right Rear Wheels

<input type="checkbox"/>	Wheels	Check rims for cracks, missing pieces, bends or rust streaks (which may indicate loose wheel nuts). Ensure wheel lugs and nuts are secure (not missing, broken or loose).
<input type="checkbox"/>	Tires	Check inflation. Check for signs of bulges, sidewall separation, exposed or frayed belts, or cuts to the cord. Check for adequate tread depth and for unacceptable or uneven wear. Ensure dual tires are not touching and nothing is trapped between them.
<input type="checkbox"/>	Brakes	Check drum for obvious leaks or loose parts. Check hoses for cracks or leaks if air brake equipped. Check that air brake chamber is securely mounted. Ensure there are no cracks, corrosion, or holes. Mechanism is free of obstructions.
<input type="checkbox"/>	Suspension	Ensure there is no cracked missing or broken springs or torsion bars. No loose, missing or broken U-bolts. If air suspension, no cracked worn or inoperative air bags. No loose or leaking shock absorbers. Mounts are secure.
<input type="checkbox"/>	Slack adjusters	Refer to <b>AIR BRAKES</b> Section.
<input type="checkbox"/>	Axle Assembly	Ensure there are no breaks, cracks, holes broken seals or bends.
<input type="checkbox"/>	Drive Shaft & Differential	Check that universal joints are free to rotate. Check for leaks.

### Right Side of Vehicle

<input type="checkbox"/>	Body	Check for body damage, broken or missing rivets. Check for holes or weld separations.
<input type="checkbox"/>	Frame/structural supports	Ensure there are no holes, bends, cracks, weld separations or broken cross members.
<input type="checkbox"/>	Clearance/marker lights & reflectors	Ensure they work and lenses are clean and not cracked.
<input type="checkbox"/>	Load security devices and dunnage	Ensure security devices are holding the load safely and securely. Anchor points are secure. Load, vehicle and security devices are not being damaged.
<input type="checkbox"/>	Right Fuel Tank Area	Ensure there are no leaks, that tank and fuel cap are secure.
<input type="checkbox"/>	Storage compartment/s	Ensure the doors open and close properly and contents are secure.
<input type="checkbox"/>	Exhaust System	Ensure it is in good condition with no leaks. Muffler is securely attached and heat shield, if present is secure.

### Right Front of Vehicle

<input type="checkbox"/>	Door(s)	Ensure all operate properly.
<input type="checkbox"/>	Steps	Check they are secure and in good condition.
<input type="checkbox"/>	Mirrors	Ensure they are securely attached with no cracks
<input type="checkbox"/>	Wheel	Check rim for cracks, missing pieces, bends or rust streaks (which may indicate loose wheel nuts). Ensure wheel lugs and nuts are secure (not missing, broken or loose).
<input type="checkbox"/>	Tire	Check inflation. Check for signs of bulges, sidewall separation, exposed or frayed belts, or cuts to the cord. Check for adequate tread depth and for unacceptable or uneven wear.
<input type="checkbox"/>	Brake	Check drum for obvious leaks or loose parts. Check hoses for cracks or leaves if air brake equipped. Check that air brake chamber is securely mounted. Ensure there are no cracks, corrosion, or holds. Mechanism is free of obstructions.
<input type="checkbox"/>	Suspension	Ensure there is no cracked missing or broken springs or torsion bars. No loose, missing or broken U-bolts. If air suspension, no cracked worn or inoperative air bags. No loose or leaking shock absorbers. Mounts are secure.
<input type="checkbox"/>	Axle Assembly	Ensure there are no breaks, cracks, holes, broken seals or bends.
<input type="checkbox"/>	Handrail	Ensure it is secure.

## Enter Cab

### Brake Response Tests

Follow the steps below:

- ❑ Shut off all lights.
- ❑ Ensure parking brake is set. Remove wheel blocks.
- ❑ Depress clutch. Shift transmission into neutral. Start engine.
- ❑ Shift transmission to low gear.
- ❑ In low gear, gently tug against the parking brake. The brake should hold the vehicle.
- ❑ Release parking brake.
- ❑ Move vehicle ahead slowly and apply service brake to check brake response.
- ❑ Rock the steering wheel from side to side to check for excessive slack or lash (play).
- ❑ Check that all gauges are working properly.

### Emergency Equipment

<input type="checkbox"/>	Warning devices	Ensure they are in working condition.
<input type="checkbox"/>	Fire extinguisher	Check that the label says it is valid.
<input type="checkbox"/>	First aid kit	Check that the contents are adequate.

Check your fuel cap during your pre-trip inspection. It is found in different places in different vehicles so check the location on your vehicle.

### Air Brakes:

Check slack adjusters in the following way:

- ❑ Select one axle. Check the pushrod travel by first setting wheel chocks and releasing the spring brakes.
- ❑ Apply pressure to brake pedal and measure the amount of pushrod travel from brake chamber.
- ❑ The pushrod travel must be within manufacturer's specifications. Mark the pushrod travel measurement on vehicle inspection sheet at the bottom of the sheet.
- ❑ Check mechanical condition and wear.
- ❑ Ensure that the pushrod travel on both slack adjusters is equal.



- ❑ When brake chamber pushrod travel is beyond manufacturer's limits, adjust according to local procedure.
- ❑ Even if your vehicle is equipped with automatic slack adjusters, you must check the pushrod travel.

Ensure air tanks are free of any moisture.

Whenever possible, have an assistant check the following for you:

- ❑ In all cases, the slack adjuster pushrod travel must be within manufacturer's specifications. Mark pushrods when brakes are fully released and measure how far the pushrods travel when fully applied.
- ❑ The brake lights operate properly.
- ❑ There are no audible air leaks during application test.

## OG 1.16 – Vehicle Response Safety

**PURPOSE:** To ensure the safe and efficient response of all Road Rescue responders and vehicles during emergency and non-emergency operations.

**GUIDELINE:** The driver of any vehicle being operated bears full responsibility for adherence to this guideline and conformance with the BC Motor Vehicle Act and Road Rescue organization guidelines.

The driver of any vehicle responding to an incident will continually assess whether utilizing Section 122 of the Motor Vehicle Act poses an inordinate risk to other responders within the vehicle and to that of the general public.

**PROCEDURE:** The driver of an emergency vehicle may exercise the privileges granted in Section 122 of the Motor Vehicle Act of BC. The driver must take into account factors such as:

- ❑ The nature, use, and condition of the highway.
- ❑ The amount of traffic.
- ❑ Visibility.
- ❑ Pedestrians.

**Qualifications:** Only responders who have the necessary licenses and endorsements for the vehicle being operated, as required by the BC Motor Vehicle Act and who are accepted by the organization shall be permitted to drive, except when under supervision of a trainer for the purposes of driver training.

**Vehicle and Responder Safety:** The drivers of the vehicles are responsible to ensure that the vehicle is safe to operate by checking that all equipment is in place and stored safely and that all doors are closed and secured before a response.

It is the responsibility of the driver of any vehicle to ensure seatbelts are utilized by all responders prior to moving and while the vehicle is in motion.

No person shall be permitted to ride on the exterior of the vehicle including any tailboards.

**Exiting the Station:** The driver shall be aware of other vehicles leaving the station and check for pedestrians and vehicles within the vicinity of the station. On leaving the station, the driver shall lightly apply the brakes to ensure their proper operation.

**Warning Devices and Emergency Lights:** Emergency vehicles will respond on an emergency basis only when all warning devices are in continuous operation (emergency lights and siren).

Emergency lights will remain on until after the conclusion of the emergency operation.

Upon arrival at an emergency scene, flashing/white lights will be turned off for scene safety.

Each organization must ensure that all operating permits for emergency lights and sirens are obtained and current.

**Speed:** The driver will maintain a speed consistent with the safe operation of the vehicle under prevailing conditions. If conditions permit, the maximum speed limit may be exceeded, in accordance with Section 122 the BC Motor Vehicle Act.

**Driving in the Oncoming Traffic Lane:** Driving in the oncoming traffic lane is dangerous and should be avoided whenever possible. If it is necessary to drive in the oncoming traffic lane, extreme caution will be exercised and a safe operating speed maintained.

**Intersections:** Intersections are dangerous areas to approach during an emergency response. The following precautions shall be observed by all responding vehicle operators:

- ❑ When a responding vehicle must approach an intersection in the oncoming traffic lane, the driver will come to a complete stop until other traffic in the intersection has yielded.
- ❑ When approaching a controlled intersection with a stop sign or red light, the driver will come to a complete stop until all other traffic in the intersection has yielded.
- ❑ The driver will use good judgment with respect to proceeding through an intersection; however, the maximum allowable speed through any intersection will be the posted speed limit.

**Passing Emergency Vehicles:** Passing other emergency vehicles is dangerous. If passing is necessary, radio communications will be made, if possible, with the driver of the other vehicle prior to passing.

**Driver Attention:** The responsibility of the driver during an emergency response will be to operate the vehicle safely. When another responder is beside the driver, the operation of the radio and emergency warning devices is to be delegated to that responder. If there is no other passenger, the driver will operate the radio and all other emergency warning devices only if it can be done safely.

**Reduced Response:** The Road Rescue supervisor upon arrival at an emergency scene will evaluate the need for other vehicles to continue to respond or not. Whenever possible, other responding vehicles not needed at the scene shall be advised of a status change and redirected as required.

**Approach Safely:** When approaching an emergency scene the driver will watch for emergency vehicles approaching from other directions. The driver will be on the alert for civilians, and other emergency responders who may inadvertently step in front of the approaching vehicles.

**Backing Up:** Before backing up the vehicle the driver should ensure they are guided by at least one other Road Rescue responder using recognized hand signals. This guide will be safely positioned at the rear of the vehicle on the driver side whenever possible. The driver will sound the horn indicating that the vehicle is about to back up.

**Personal Vehicles:** Road Rescue responders, while responding to their call or to any emergency scene, are not provided any special privileges and as such will adhere to all statutes as outlined in the BC Motor Vehicle Act and Regulations.

**Trip Inspection:** The driver of the vehicle will ensure that a trip inspection is conducted on the vehicle and record maintained.

**REFERENCE:** [Motor Vehicle Act, Sec.122 – Exemption for emergency vehicles](#)  
[PEP Policy Bulletin 01-04: Emergency Vehicle Warning Devices – Volunteer Rescue Group](#)

## Section 2 – Operations

### OG 2.01 – Dangerous Goods & Fire Involvement

- PURPOSE:** To identify the general response procedures for responders operating at road rescue incidents involving dangerous goods.
- GUIDELINE:** The IC or Road Rescue supervisor will develop an initial strategy and implement effective tactical operations to safely identify dangerous goods and respond appropriately.
- PROCEDURE:** The first arriving responders shall observe the scene for witnesses, placard vehicle/container shapes, types of occupancy (signs), and unusual vapours as clues to the presence of Dangerous Goods.
- Give an initial report indicating the possibility of the presence of Dangerous Goods.
- Refer to “North American Emergency Response Guidebook” fire response section using available by-product name, placard class, U.N. # or placard colour
- Implement procedures from the guidebook.
- Notify Duty Chief through Dispatch for Hazmat support and a possible Hazmat response if required.
- If the product is determined to be involved in the fire, contact Hazmat team leader through Dispatch prior to overhaul and inspection for technical information or request a Hazmat response if appropriate
- If a dangerous good is detected after suppression or rescue efforts and responders have potentially been exposed, establish emergency decontamination and request a Hazmat Team to respond.
- REFERENCE:** [CANUTEC: 2008 Emergency Response Guidebook](#)

## OG 2.02 – Electrical Emergencies Involving Vehicles

- PURPOSE:** To allow for safe work practices involving electricity.
- GUIDELINE:** All vehicle incidents need to be examined for potential energizing and not touched or approached until it is safe to do so. Responders will not handle downed power lines, whether live or not, until the power authority confirms the power is off. Responders will use appropriate precautionary measures around any electrical equipment. Clearly identify a minimum 10-meter safety perimeter around downed lines and other electrical hazards.
- PROCEDURE:** On approach to the scene look for downed power lines, contact with ground based transformers and power sources.
- Consider all downed wires to be live. Establish a minimum 10-meter perimeter for road rescue responders and public safety. Treat damaged kiosks and other electrical vaults in the same manner.
- If a vehicle is in contact with or close to a hazardous power source, DO NOT APPROACH the vehicle until the power authority at site confirms lines have been de-energized and there is no risk of accidental re-energizing.
- Tell subjects to remain in vehicle until it is safe to approach.  
Keep others away from the vehicle.
- REFERENCE:** [OG 2.07 – Pole, Tree or Ground Ladder Contact with Electrical Wires](#)

### OG 2.03 – Equipment Staging Area

- PURPOSE:** To specify the proper design and location of an Equipment Staging Area.
- GUIDELINE:** Road Rescue teams should set up an Equipment Staging area as soon as they arrive on scene. To ensure site safety, this area should be just outside the action circle while providing quick access to the tools required by the team during their operations.
- PROCEDURE:** Place a brightly coloured tarp (8x8 or larger) on the ground just outside the action circle, or if a multi-vehicle incident at a point close to all vehicles to be worked on.
- Place all necessary tools on the tarp.
- Return tools to the tarp when finished with them, so that others will be able to find them and to keep the action circle clear of unnecessary equipment.
- As other Rescue units arrive, they can place their equipment on the tarp.
- If possible, place one of the Responders in charge of the Staging area.

## OG 2.04 – Fire Suppression – Vehicle Fires

**PURPOSE:** To establish fire fighting procedures for gasoline and/or alternate fuelled vehicles involved in fire to allow for safe rescue of occupants.

**SCOPE:** Road Rescue organizations with fire suppression capability.

**GUIDELINE:** The IC or Road Rescue supervisor will develop an initial strategy and implement effective tactical operations to safely control and extinguish vehicles involved in fire.

**PROCEDURE:** Fire fighting will only be undertaken if there is immediate or perceived threat to life.

**Vehicle Safety:** The Road Rescue supervisor will position the attack vehicle based on the conditions encountered:

- ❑ The road rescue vehicle will be positioned a safe distance from a vehicle involved in fire.
- ❑ Wherever possible, position the road rescue vehicle on high ground, and upwind. The only exception to placing the vehicle on high ground is when the vehicle on fire is fuelled with Liquefied Natural Gas (LNG), which is lighter than air.
- ❑ Whenever possible, avoid passing a vehicle that is fully involved in fire.

**Fire Fighting Tactics:** The Road Rescue supervisor will base fire fighting tactics according to conditions encountered.

**Personal Protective Equipment:** Road Rescue responders will wear full PPE, in accordance with OGs.



## OG 2.05 – Incident Command

**PURPOSE:** To establish command consistently at all Road Rescue responses.

**GUIDELINE:** Incident Command (IC) shall be established at all emergency and/or incident responses carried out by Road Rescue responders. All Road Rescue responders shall be familiar with, and carry out their responsibilities identified within this guideline.

**PROCEDURE:** The first-in responder shall establish and assume command of the incident and specify command location.

The IC shall declare an initial report consisting of:

- Unit designation of the unit arriving on scene and location.
- Brief description of incident.
- Brief description of action to be taken.

After the IC completes a size-up, he/she shall declare a status report consisting of:

- Obvious conditions.
- Declaration of strategy.
- Description of obvious safety concerns.
- Request for additional resources.

Communication to and from:

- Dispatch (if applicable) will be through the IC or designate.
- Command will be through dispatch or senior responders (where applicable).

### Tactical Priorities

The IC shall ensure the tactical priorities:

- Life safety of responders.
- Rescue of subjects.
- Evacuation if required.
- Fire suppression (if necessary to save lives).

The IC shall initiate an action plan.

The IC shall provide for safety and welfare of all responders at scene.

The IC shall sector the scene as/if required.

The IC shall maintain full operational control.

The IC shall maintain public safety/welfare.

### **Transfer of Command**

The responder assuming command will communicate with the person being relieved by radio or face-to-face (face to face preferable).

The person being relieved will brief the responder assuming command indicating the following:

- ❑ Incident conditions.
- ❑ Incident action plan.
- ❑ Progress toward completion of tactical objectives.
- ❑ Safety considerations.
- ❑ Deployment and assignment of responders.
- ❑ Appraisal of need for additional resources.

The person being relieved of command should review the tactical worksheet with the responder assuming command. This sheet provides the most effective framework for command transfer as it outlines the location and status of responders and resources in a standard form:

- ❑ The responder assuming command will assign the person being relieved of command to their best advantage.
- ❑ The responder assuming command shall announce to Dispatch and on-scene responders that command has been transferred to him/her, and what assignment the previous IC is now assigned to.

Command shall not be passed to a responder who is not on scene. It is preferable to have the first-in responder continue to operate in the fast attack mode until command can be passed to an on-scene unit.

When a senior responder arrives at the scene, the senior responder shall assume command of the incident.

### **Divisions**

Geographical areas at a larger incident are known as divisions (A, B, C, and D). Incident Command will determine Division A. B, C, and D are clockwise from A.

Functional or Task Level assignments are known as Divisions or Groups.

**Termination of Command**

Continue command until incident is completed and last vehicle has left the scene.

**REFERENCE:** [British Columbia Emergency Response Management System: Overview \(Interim\)](#)

## OG 2.06 – Incident Safety Officer (ISO)

**PURPOSE:** To ensure the health and safety of all responders at emergency incidents.

**GUIDELINE:** At all incidents, the IC or Road Rescue supervisor will be responsible for the safety of responders. The IC or Road Rescue supervisor will act as the Incident Safety Officer (ISO) until such time as another individual is appointed.

The primary duties of the ISO are to monitor and assess safety hazards or unsafe situations and develop measures for ensuring responder safety. The ISO should ensure that the responders follow safe practises.

**PROCEDURE:** The ISO will monitor safety conditions and develop measures for ensuring the safety of all assigned Road Rescue responders.

The ISO must be wearing acceptable personal protective equipment when entering the emergency incident scene. The ISO must first report to the IC to advise of their arrival and receive incident priorities.

The ISO has the authority to alter, suspend, or terminate unsafe acts or hazardous activities. While the ICS typically follows along the chain of command, the ISO can bypass the system to correct unsafe actions or remove responders from the threat of imminent danger. Whenever the ISO takes action to remove responders from the threat of danger, their immediate supervisor and the IC must be advised as to what action was taken and why the ISO made the determination.

In addition to correcting unsafe acts and hazardous activities, the ISO is responsible for identifying existing or potential hazards that do not present an imminent threat to responder safety.

The ISO **does not** double as an Accountability Officer or any other position.

- ❑ The IC may choose to appoint an ISO and upon appointment of an ISO, the ISO shall report to the IC and obtain a briefing.
- ❑ Upon completion of a complete size up, the ISO shall provide the IC with an assessment of the safety risks at the scene.
- ❑ The ISO shall walk the incident and establish a perimeter.
- ❑ The items of concern for the ISO include:
  - Personal Protective Equipment.
  - Responder fatigue (rehab, canteen notification).
  - Vehicle(s) condition.
  - Utilities secured (overhead wires, etc.).
  - Apparatus placement (solid surface, positioned for egress, properly secured, overhead wires).

- Ground Ladders (proper length, footing, placement, secured).
- Tactics (non-opposing lines, proper equipment use, tools, safety gear).
- Hazardous materials.
- Crew continuity and control during access, exiting operations.
- Adequate lighting for safe operations (night, overhaul, poor visibility).
- Establishment of a Rescue plan.
- The ISO shall periodically report to the IC.
- The ISO shall notify the IC of any imminent hazards discovered for his/her corrective action.
- In extreme emergencies that represent a life or injury threat to responders, the ISO is authorized to take immediate action to alter, stop, or prevent imminent unsafe acts at an incident scene before notification of the IC.
- The ISO shall report immediately to the IC after taking emergency action that alters, stops, or prevents imminent unsafe acts.
- In other than extreme emergencies, identify individuals or agencies violating safety after the incident by listing information in post-incident safety reports.
- The ISO must verbally debrief with the road rescue team and complete a post-incident safety report for each near miss or accident.

**REFERENCE:** [British Columbia Emergency Response Management System: Overview \(Interim\)](#)

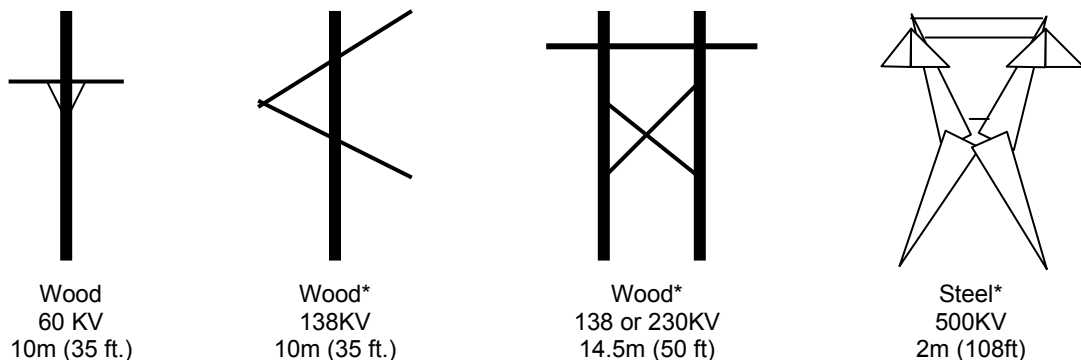
## OG 2.07 – Pole, Tree or Ground Ladder Contact with Electrical Wires

**PURPOSE:** To identify the measures necessary when a pole, tree or ground ladder comes in contact with electrical wires.

**GUIDELINE:** Road Rescue responders shall not approach a scene closer than the specified safe distance (see 3. below) where it is suspected that the area is energized until it is confirmed in person by a power authority representative that the area is de-energized and grounded.

**PROCEDURE:** The falling of trees (wind storms or human activity), natural tree growth into power lines or motor vehicle accidents involving distribution poles may result in the flow of electricity to the ground. Emergency responders must take the necessary steps to prevent themselves or others from becoming part of the circuit. Live wires may not spark or give any indication that they are live.

- ❑ Park well clear and block traffic. At night, use illumination to ensure that the apparatus is not near downed wires or under suspended wires before stepping out of the apparatus. Determine if wires have fallen from insulators onto cross bars or to the ground. If wires are in contact with a fence, consider the entire fence and area energized.
- ❑ If there is arcing, do not look directly at the arc flash as the ultraviolet radiation will cause serious, permanent eye damage.
- ❑ Maintain safe distances (as measured from the base of the object contacting the power source) based on distribution pole design.



(\*Exact voltage may be determined by counting the number of insulators on a string.)

Conduct size-up from a safe distance to determine the nature of the problem, location of bystanders or victims (if any).

- ❑ Warn and keep all persons to stay away. Do not attempt to aid injured persons who may be in contact with an energized source.
- ❑ Request/confirm the attendance of a power authority representative, the police (for traffic control as required), and the ambulance service (if victims are present).
- ❑ If fire control is necessary:

- Ensure a water pressure of no less than 100 psi.
- Ensure a fog pattern of no less than 30 degrees.
- Maintain the recommended distance.
- **Do not** stand in pools of water – avoid wet ground.
- **Do not** use foam (this is an excellent conductor).
- If multiple incidents have occurred in the vicinity, the IC may suspect that a gas line or other in-ground service is energized.
- If emergency personnel suspect that they have become vulnerable to “step potential” (part of the electrical circuit – tingling in limbs, hair standing up), they are not to touch anyone or anything. Personnel should put both feet together and shuffle out of the area without falling forward or backward.
- The IC may deploy personnel once the power authority representative confirms in person that the system is de-energized and grounded.

**REFERENCE:** [OG 2.02 – Electrical Emergencies Involving Vehicles](#)

## OG 2.08 – Post Incident Review

**PURPOSE:** To provide a non-personal forum for the review of strategies, tactics and tasks that were employed at specified incidents; to provide a supportive, constructive environment for the improvement of knowledge related to Road Rescue strategies, tactics and tasks; to develop draft operating guidelines (if required); and to draft recommendations for consideration by PEP (if required).

**GUIDELINE:** The guiding principle in support of a post-incident review is constructive change that furthers Road Rescue responder education and safety in Road Rescue operations.

**PROCEDURE:** For any incident, any participant may request a post-incident review by their organization.

The responder making an application shall provide the date, time, incident number and a rationale as to how a post-incident review will further Road Rescue responder education and safety.

Upon approval of the application, a post-incident review Facilitator will be identified by the Road Rescue organization.

The appointed Facilitator, in consultation with the applicant, shall establish a review date, time and location for the post-incident review.

The applicant, in consultation with the Facilitator, shall identify all parties who attended the incident.

The Facilitator shall publicize the post-incident review to the responders who attended the incident.

Unless otherwise specified, attendance at a post-incident review shall be voluntary.

New OGs or recommendations (if required) shall be the record of the post-incident review. No other records need be kept, unless requested by tasking agency.

A post-incident review shall address each of the following topics:

- ❑ Initial vehicle/drive-by/placement.
- ❑ Initial report.
- ❑ Unit ID, arrival confirmation, incident description.
- ❑ Request for assistance and type, assumption of command.
- ❑ Operational Guidelines.
- ❑ Selection of command mode.
- ❑ Size-up and problem identification.



- ❑ Task assignments and command structure.
- ❑ Life safety (responder, subject, citizen).
- ❑ Fire control (water placement, amount, direction).
- ❑ Environmental protection.
- ❑ Progress evaluation and reporting.
- ❑ Span of control.
- ❑ Transfer of command.
- ❑ Incident closure.

**REFERENCE:** Post Incident Safety Report Form

## POST INCIDENT SAFETY REPORT FORM

(for internal use only)

Road Rescue Organization		Incident Date	Incident Time
Incident Location			
Description of Incident			
Incident Commander		Operations Chief	
Safety Officer		ISO Time Dispatched/Assigned	
Vehicle	Responders		
<b>SAFETY ISSUE ITEMS (both positive and negative)</b>			
Personnel wearing personal protective equipment (turnout/coveralls, boots, gloves, etc.)			
Safety gear (SCBA, man-down alarm, helmets, goggles/face shield. etc)			
Personnel fatigue (rehab, BCAS, heat, cold)			
Vehicle condition (roof, walls, floors, windows, etc.)			
Personnel accountability system			

Utilities secured (overhead wires, natural gas, propane)?		
Vehicle placement (solid surface, egress, overhead)		
Tactics (proper equipment, tools, safety gear)		
Hazardous materials (HazMat team, evacuation, staging)		
Adequate lighting for safe operations?		
General safety attitudes and procedures		
Additional Comments.		
Name(s) & position(s) of person (s) signing off on report:		
_____	_____	_____
Print Name	Phone	Position
_____	_____	_____
Print Name	Phone	Position
_____	_____	_____
Print Name	Phone	Position
_____		
Date		

## OG 2.09 – Radio Communication

**PURPOSE:** To provide Road Rescue responders with procedures for using radio communications.

**GUIDELINE:** Radio equipment will be used for Road Rescue business only. All responders will use “plain language”, no “10-codes”.

**PROCEDURE:** Always wait until the frequency is “clear” before making a transmission.

When making a transmission, identify the unit or person you are calling **FIRST** followed by your identity.

When transmitting over a repeater frequency, wait two seconds after keying the microphone before speaking.

Coarse language will not be used.

All communications will be brief, factual and without personal content.

Prevent “radio feedback” when transmitting by maintaining adequate distance between radio and pager equipment.

Clarify transmissions if required.

Where possible when responding to a call, notify dispatch as to:

- ❑ When the vehicle is en-route.
- ❑ The number of responders on board.
- ❑ A brief status report of incident upon arrival.
- ❑ A brief status report of incident upon conclusion.
- ❑ Provide an update as to the status on the vehicle – returning/back in service.

## OG 2.10 – Railway Incidents

**PURPOSE:** To provide for safe operations on or near rail lines.

**GUIDELINE:** Operations on or near rail lines require additional steps to ensure safety of subjects and responders.

**PROCEDURE:** Determine which rail company operates the rail line involved.

Notify company with incident type, location and other pertinent information.

If unsure of company, notify all possible operators.

Until confirmation is received that all trains have been stopped:

- If close to the tracks but incident does not interfere with trains passing, have lookouts posted to warn responders of approaching trains.
- If incident is on track or close enough to interfere with trains passing, have responders travel both ways down the track to warn approaching trains and try to stop them as well as warn responders by radio of train approach.

If incident involves train, notify rail line.

If there is a derailment, ensure there is not a HazMat situation.

Be aware of the heavy weights involved in train cars.

Ensure there will be no train or car movement before commencing work.

Ensure police are aware trains have been stopped before leaving scene.

**OG 2.11 – Risk Assessment**

**PURPOSE:** To ensure Road Rescue responders' personal safety.

**GUIDELINE:** The Road Rescue responder will extend every possible effort to the saving of life and protection of property.

Within the scope of this guideline there shall be a balance of Road Rescue responder's safety and welfare in relation to the protection of life and property. In all cases, Road Rescue responders' safety shall be considered ahead of property.

**PROCEDURE:** At the discretion of the Road Rescue supervisor, activities that present a significant risk to the safety of Road Rescue responders will be limited to situations where there is a potential to save lives.

No risk to the safety of Road Rescue responders is acceptable when there is no possibility of saving lives or salvaging property.

No risk to the safety of Road Rescue responders will be acceptable for training exercises or for the rescue of pets or animals.

## OG 2.12 – Rope Rescue/Embankment Rescue

- PURPOSE:** To establish minimum standards for Rope Rescue/Embankment Rescue, non-technical and technical rescues.
- GUIDELINE:** All Road Rescue responders who provide Rope Rescue/ Embankment Rescue must meet qualifications as outlined in NFPA 1670, Chapter 6.
- 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.
- Non-technical rescues** are those less than 40 degrees inclination. In this environment, the load and the responders, not the rope rescue system, predominantly supports the load.
- Technical rescues** are those from 40 to 90 degrees inclination where the rope rescue system predominantly supports the load.
- Rope Rescue Systems** are composed of rope rescue equipment and appropriate anchor systems for use in non-technical and technical rescue operations.
- PROCEDURE:** The Road Rescue organization shall provide training for responders in meeting their responsibility at rope rescue / embankment rescue incidents that is commensurate with their identified levels of operability. The minimum rope rescue training for Road Rescue responders is at the Awareness Level. Train others expected to perform above that level to that higher level.
- REFERENCE:** NFPA 1670, Chapter 6: Rope Rescue

**OG 2.13 – Scene/Evidence Preservation**

**PURPOSE:** To ensure scene and/or evidence for police investigation while ensuring Road Rescue responder and subject safety.

**GUIDELINE:** The guiding principle of scene/evidence preservation is “life over evidence preservation”.

**PROCEDURE:** Upon arrival, take a moment to look around.

Avoid parking vehicle if possible over roadway debris or marks, i.e. skid marks.

Liaise with police, if present, to determine evidence preservation needs. Inform the police of any actions taken that might disturb evidence.

Do not move roadway debris, if possible. If required, take note of where the item was located prior to moving it.

Whenever possible, remove the negative battery cable at the battery post without cutting the cable (this will allow the investigating agencies to access and download internal computer monitoring equipment located within the vehicle).

Take note of subjects’ location within the vehicle.

If you unclip or cut a seatbelt, ensure you inform the investigating police officer. If a seatbelt has to be cut, cut it at the chest area a 45-degree angle.

Use a common sense approach to your activities within the accident scene.



## OG 2.14 – Self Contained Breathing Apparatus (SCBA)

**PURPOSE:** To provide Road Rescue responders with the knowledge, requirements, procedures, care and maintenance instructions for wearing and maintaining SCBA.

**SCOPE:** Road Rescue responders utilizing SCBA.

**GUIDELINE:** All Road Rescue responders will wear SCBA at all times where the Road Rescue responder encounters hazardous atmospheres, including but not limited to:

- ❑ Oxygen deficiency
- ❑ Elevated temperatures
- ❑ Smoke
- ❑ Toxic atmosphere (with or without fire)

**PROCEDURE:** SCBA will be worn and maintained in accordance with the Respiratory Protection Program.

All Road Rescue responders will put on SCBA prior to entering any atmosphere that is unknown, oxygen deficient and/or constitutes hazards immediately dangerous to life and health.

All Road Rescue responders utilizing SCBA will receive the appropriate training and maintenance training as required by the manufacturers' guidelines.

All Road Rescue responders will maintain their proficiency in the use of SCBA by recording and reviewing training sessions.

All Road Rescue responders who will, at any time, be wearing a SCBA will receive a fit-test annually. Fit-testing will be completed by a person qualified and trained in the procedures for positive and negative fit testing.

## OG 2.15 – Traffic Control

**PURPOSE:** To provide traffic control to ensure safety for all Road Rescue responders, other emergency responders, subjects and responders of the public.

**GUIDELINE:** The IC or Road Rescue supervisor will ensure that effective traffic control is established at all emergency incidents to provide for the safety of all emergency responders, subjects and responders of the general public.

**PROCEDURE:** Where it is evident that traffic control will be required to provide a safe working area, the IC will immediately request the maintenance contractor for traffic control. Until the maintenance contractor arrives, police should be utilized whenever possible.

Road Rescue responders may provide temporary traffic control to ensure Road Rescue responders safety. Only responders trained in emergency scene traffic control will provide traffic control.

During the course of an incident, the IC or Road Rescue supervisor will ensure a safe working area for Road Rescue responders.

The emergency scene shall be set up to meet all applicable traffic control and safety standards in effect for the time and place of the emergency.

Road Rescue responders working as traffic control people:

- ❑ Must be trained and qualified.
- ❑ Must wear appropriate PPE including helmet and traffic vest.
- ❑ Must use appropriate devices, which may include traffic cones, tubular markers, traffic control signs, traffic control paddles, flashlights and wands, portable radios, and other necessary equipment.

Where traffic control is necessary:

- ❑ First priority is the protection of the emergency responders.
- ❑ The incident scene must be set up to meet all applicable industry standards for that incident. If this is not possible for any reason, use emergency vehicles to block the lane(s) or road completely, to ensure a safe scene.

When requesting police assistance for traffic control, Incident Command will make the request, specifying the exact location and the nature of the incident.

When traffic control measures are required for hazardous spills other special circumstances, relay exact details with a request for police to attend scene.

When clearing the scene after an incident, primary consideration should be leaving the scene as safe as possible for those awaiting police attendance or dealing with vehicle recovery.

## OG 2.16 – Vehicle Extrication

**PURPOSE:** To establish a safe, coordinated and effective approach to motor vehicle accidents where automobile extrication is required.

**GUIDELINE:** When extrication is required, the IC or Road Rescue supervisor shall implement an incident command system with pre-established responder assignments to achieve safety and effectiveness for the accident scene. The Rescue Leader will become responsible for the extrication of subjects.

**PROCEDURE:** **Initial Call**

In addition to locating information, ascertain number of vehicles, subjects, and if there are any known hazards.

**First Arriving Responder**

The IC or Road Rescue supervisor shall do a scene survey to assess and initiate control response for any hazards that might exist. Maintain a safe working environment throughout the extrication with the appropriate agencies contacted (e.g. police, ambulance, utilities, etc.).

- ❑ Survey to assess and control hazards.
- ❑ Establish command.
- ❑ Outer circle check (electrical, fuel, dangerous goods, general hazards).
- ❑ Inner circle check (subjects and access).
- ❑ Initiate responders to perform first aid or hazard control as required.
- ❑ Communicate with incoming responders.
- ❑ Secure a location for rescue vehicle placement

After ensuring the vehicle is not energized, check the doors, and also determine the number of subjects, the degree of entrapment, the presence of occupant safety devices (deployed or not), and the type of vehicle fuel.

If practical, place stabilization blocking close to the vehicle but do not begin to stabilize until the inner circle is complete, or on direction from the IC or Road Rescue supervisor.

Quickly undertake an evaluation of the vehicle situation and make report to the IC or Road Rescue supervisor.

As soon as the vehicle is determined to be free of hazards, management of the vehicle and the subject can begin. Never touch a vehicle unless you are certain that downed wires, underground electrical feeds, or other sources do not energize the vehicle.

### **Stabilization**

The process of stabilization encompasses not only the vehicle, but also the entire extrication process from arrival to termination. A systems approach to extrication has been developed around the stabilization theory. Stabilization, in this broader sense, has three phases:

- ❑ Scene stabilization.
- ❑ Vehicle stabilization.
- ❑ Subject stabilization.

Apply the tools and techniques used in vehicle extrication to any situation where removing a subject from an area of entrapment. Although there are an infinite variety of situations, for most extrication operations, scene-vehicle-subject is the logical sequence. Particular elements of each phase may overlap or occur at the same time. In some exceptional situations, the order of phases may change.

### **Size Up**

- ❑ Inner & Outer Circle Surveys.
- ❑ Hazard Control i.e. Traffic, Fuel, Electrical.
- ❑ Tool Staging.
- ❑ Charged Line.

### **Safety Hazards**

- ❑ Vehicle stability.
- ❑ Electrical hazards (de-energize overhead wires, underground kiosks prior to approach).
- ❑ Fuel Systems (propane, natural gas, gas).
- ❑ Vehicle electrical systems.
- ❑ Vehicle cargo.
- ❑ Vehicle characteristics (gas-shocked bumpers, catalytic converters).

### **Extrication**

- ❑ Ensure stabilization of vehicle(s).
- ❑ Remove glass.
- ❑ Bring equipment to the equipment tarp.
- ❑ Road Rescue responder will perform all extrication tasks with assistance of the available responders under direction of the IC or Road Rescue supervisor.

### **Subject Care**

- ❑ Ensure subject care (note: BCAS may relieve of responsibilities).
- ❑ Reassure subject.
- ❑ Cover subject with soft protection.
- ❑ Protect subject with hard protection.

## OG 2.17 – Winch Operation

**PURPOSE:** To provide safe guidelines for the use of winches.

**GUIDELINE:** Winches may be used for stabilization or for pulling. As part of the rescue size-up and plan, a tow truck may be requested without prior approval of the police.

**PROCEDURE:** Size-up to determine if the rescue operation (pull if desired) can be conducted within the capacity of the winch.

Contact dispatch for a tow truck as part of the rescue plan (if needed and not yet done). No police approval is required.

- ❑ Position the rescue vehicle to face the load where the natural pull of the load is away from the winch.
- ❑ Responder and driver/operator are to determine if the rescue vehicle can be positioned so the cable will be operating within 20° horizontal, ± 10° vertical plane, or use pulley blocks to meet those requirements. If not, request a tow truck as part of the rescue plan (if not already dispatched).
- ❑ Attach chains to structurally sound vehicle components (axle, posts, A-frame assembly, and sub frame).
- ❑ Rescue leader is to assess the integrity of all components prior to applying force.
- ❑ All responders should remain outside danger zones that are located below load, in line with cable, or in line of flying debris in the event that vehicle components release. A winch must never be used to pull responders or subjects.
- ❑ Rescue leader assigns a spotter to monitor vehicle stability, and spotter has the authority to stop the operation.
- ❑ Winch operator applies force to tension and ceases or continues as required. Apply cribbing as required.
- ❑ Rescue responders direct care provider to enter the vehicle when it is safe to do so.
- ❑ Re-assess vehicle stability and scene safety.

## Section 3 – Training

### OG 3.01 – Maintenance Training

**PURPOSE:** To establish standards for instructors and responder training to enable them to perform their duties safely and effectively.

**GUIDELINE:** The Road Rescue organization will train to recognized training standards that reflect best practices.

**PROCEDURE:** Maintenance training is the training of tactical procedures used by responders when performing a specific task for basic rescue. It does not include specialized training for new equipment or training that requires specific knowledge in procedures or equipment.

Instructors performing the maintenance training may utilize other responders to instruct courses based on their knowledge and experience. This is encouraged to allow variation in training and a better understanding of the role of instructors.

The instructors may participate in maintenance training, assist in instructing or evaluate fire fighters who are training.

PPE must be worn where needed during maintenance training and all regulatory standards must be adhered to.

All responders will participate in unit training activities and maintain personal and professional competence relative to the skill and knowledge levels required of their respective position within the rescue unit.

Responders are expected to attend a regular schedule of maintenance training to maintain competency and in order to maintain their active call-out status as members of the rescue organization.



## OG 3.02 – Training Standards

- PURPOSE:** To establish training standards for Road Rescue responders to enable them to perform their duties safely and effectively.
- GUIDELINE:** The Road Rescue organization will train all Road Rescue responders on a regular basis to recognized standards that reflect best practices.
- PROCEDURE:** The organization will supply sufficient resource materials to meet the guidelines. Road Rescue training will be designed to meet the following criteria:
- ❑ Operations Level – NFPA 1670, Chapter 6 Vehicle Extrication (note exception: HazMat to Awareness Level).
  - ❑ Rope Rescue/Embankment Rescue.
  - ❑ The organization’s Driver Qualification.
  - ❑ BCERMS – ICS Training.

The organization will be responsible for:

- ❑ Determining training needs.
- ❑ Developing training records.
- ❑ Maintaining training records for all responders.
- ❑ Evaluating continuity of training.
- ❑ Scheduling and coordinating special training sessions.
- ❑ Conducting training as required.
- ❑ Instructing according to training schedule and utilizing applicable standards, manuals and OGs, as well as unit and other aids.

All Road Rescue responders will participate in training activities and maintain personal and professional competence relative to the skill and knowledge levels required of their respective position in the Road Rescue organization.

## Section 4 – Administration

### OG 4.01 – Alcohol and Drugs

- PURPOSE:** To ensure Road Rescue responders do not engage in Road Rescue business while under the influence of alcohol and/or drugs.
- GUIDELINE:** Road Rescue responders will not engage in any PEP business while under the influence of alcohol or illegal or non-prescribed drugs, or prescription medication that has been identified to impair or affect an individual's ability to drive a vehicle or operate machinery or equipment.
- PROCEDURE:** Attending any emergency or training scene under the influence of alcohol or drugs is a very serious and dangerous situation. The Road Rescue supervisor will immediately remove a Road Rescue responder if they arrive at an emergency or training scene while under the influence of alcohol or drugs.

## OG 4.02 – Critical Incident Stress Management (CISM)

**PURPOSE:** To ensure that all Road Rescue responders are provided with CISM services when required.

**GUIDELINE:** The Road Rescue organization will make arrangements to ensure CIS assistance and intervention is provided as necessary.

**PROCEDURE:** The IC or Road Rescue supervisor shall ensure that defusing and/or debriefing sessions are held following any significant or critical incident.

When required, the IC or Road Rescue supervisor shall arrange for follow-up assistance for any Road Rescue responder requesting further assistance.

Any incident encountered by a Road Rescue responder that causes them to experience a distressing reaction may be considered for CIS intervention.

The IC or Road Rescue supervisor will make every effort to minimize exposure to critical incidents without interfering with any on-going operation.

All Road Rescue responders will be alert for acute stress reactions in themselves and their team mates. The IC or Road Rescue supervisor will provide support, encouragement and consultation and will, where necessary, implement the appropriate steps at the scene to assist Road Rescue responders in dealing with stress reactions.

### INTERVENTION PROCESS

Upon recognition of the need, or upon request by a Road Rescue responder at the scene, the IC or Road Rescue supervisor will initiate the following steps in the intervention process:

**Defusing:** May be asked for by any Road Rescue responder participating in an incident and will take place as soon as possible after return to organization headquarters. Any obvious signs of distress and/or depression by a responder present will be noted by the person facilitating the defusing session and a recommendation will be made that full debriefing session take place. Only responders involved in the incident will participate in the defusing. Arrangements will be made to hold a formal debriefing, if necessary. A defusing is not a critique of organizational operations at the incident, nor will a responder's performance be discussed.

**Debriefing:** If necessary, will be arranged by the IC or Road Rescue supervisor and will be held as soon as possible after the incident. Debriefings will be only for those responders involved in the incident. Assistance through WorkSafeBC (1-888-922-3700) or PEP (1-800-663-3456) can be requested.

**Follow-up Assistance:** Will be provided by the organization as necessary. Where the IC or Road Rescue supervisor is aware of an individual problem or receives a request from a Road Rescue responder, follow-up assistance or referral through WorkSafeBC (1-888-922-3700) or PEP (1-800-663-3456) may be arranged.

### **TRAINING**

CIS general awareness and management training should be provided to all Road Rescue responders.

### OG 4.03 – Incident Reports

- PURPOSE:** To ensure the completion of reports for every emergency incident attended by the Road Rescue organization.
- GUIDELINE:** An incident report will be completed by the Road Rescue organization for every incident attended.
- PROCEDURE:** The Road Rescue supervisor will ensure that an incident report is completed for each incident attended. Document factual observations detailing the actions taken by the Road Rescue organization on the incident report.
- The supervisor will review all incident reports for completeness and accuracy.
- The supervisor will forward a copy of all required documentation to the PEP Regional Office within 30 days of the completion of the incident.

**OG 4.04 – Mutual Aid**

**PURPOSE:** To establish a procedure for mutual aid under the Incident Command System that will be utilized by all Road Rescue responders during incident responses.

**GUIDELINE:** The IC shall supervise all aspects of mutual aid.

**PROCEDURE:** The following procedures will apply:

- The IC will decide on the necessity of additional support and will request mutual aid if needed.
- Seek mutual aid from the next closest organization with available/required/capable resources.
- The IC shall undertake supervision of all aspects of mutual aid.
- The supervisor of the organization providing mutual aid will, upon arrival, report directly to the Command location and be in direct communication with the IC.
- The IC shall determine whether a unified command post is required.
- The supervisor of the organization providing mutual aid organizes and is responsible for his organization's responders to complete tasks set out by the IC.
- Responders providing mutual aid shall be in direct radio communication with the supervisor of their organization.