



**UPPER COLORADO RIVER  
INTERAGENCY FIRE MANAGEMENT**  
NPS Colorado National Monument  
BLM Grand Junction and Colorado River Valley  
USFS White River, Grand Mesa and  
Uncompahgre National Forests



# **INTERAGENCY SERIOUS INJURY OR FATALITY GUIDE**

## **Grand Junction Air Center**

**Prepared by:  
Aircraft Dispatcher**

**Reviewed by:  
Dispatch Center Manager**

**Reviewed by:  
UCR Ops Specialist**

**Approved by  
UCR FMO**

**2010**

## Table of Contents

DISPATCH EVENT PROCEDURES CHECKLIST – FIRST RESPONSE .....	2
INCIDENT INFORMATION SHEET .....	3
IAP RESPONSE COMMUNICATION TREE .....	4
IAP RESPONSE COMMUNICATION TREE UNIT CALL LIST .....	5
TRANSPORTING INJURED PERSONNEL BY HELICOPTER .....	7
ON-SITE FIELD FATALITY PROTOCOL .....	7
TIPS FOR DISPATCH: PREPARING FOR AN AGENCY INVESTIGATION TEAM .....	10
MEDIA RELATIONS .....	10
BURN PROTOCOL .....	12
BURN CARE FACILITIES .....	14
IMPORTANT NUMBERS .....	15
SERIOUS INJURY or FATALITY COMMUNICATION LOG (use pen) .....	21

## DISPATCH EVENT PROCEDURES CHECKLIST – FIRST RESPONSE

If information is given via the radio, DO NOT state the names of those involved and DO NOT use the word fatality, use rescue or recovery. Use cell phones, when available, to gather pertinent information.

### Initial

- \_\_\_\_\_ Ensure that the **IAP Response Communication Tree** has been activated using the call list
  
- \_\_\_\_\_ Delegate duties as needed
  
- \_\_\_\_\_ Confirm that assistance is on the way
  - Medical Response (ground or air)
  - Law Enforcement Response
  
- \_\_\_\_\_ Fill out as much of the Incident Information Sheet as possible
  
- \_\_\_\_\_ Document additional on-scene responses
  
- \_\_\_\_\_ Document hospital location information
  
- \_\_\_\_\_ Keep victim's name confidential. Stay off the radio, use cell phones
  
- \_\_\_\_\_ As soon as practical, provide transportation/accommodations for on scene witnesses
  
- \_\_\_\_\_ Document using Dispatch standard protocol, all contacts and actions

## INCIDENT INFORMATION SHEET

Fill out as much as possible; obtain the following information on the incident.

**CAUTION: Do NOT announce the names of individuals involved over the radio.**

1. Name(s) of those involved:

2. Injury or Fatality:

3. Exact Location:

4. Unit / Agency, Fire Number, and Code:

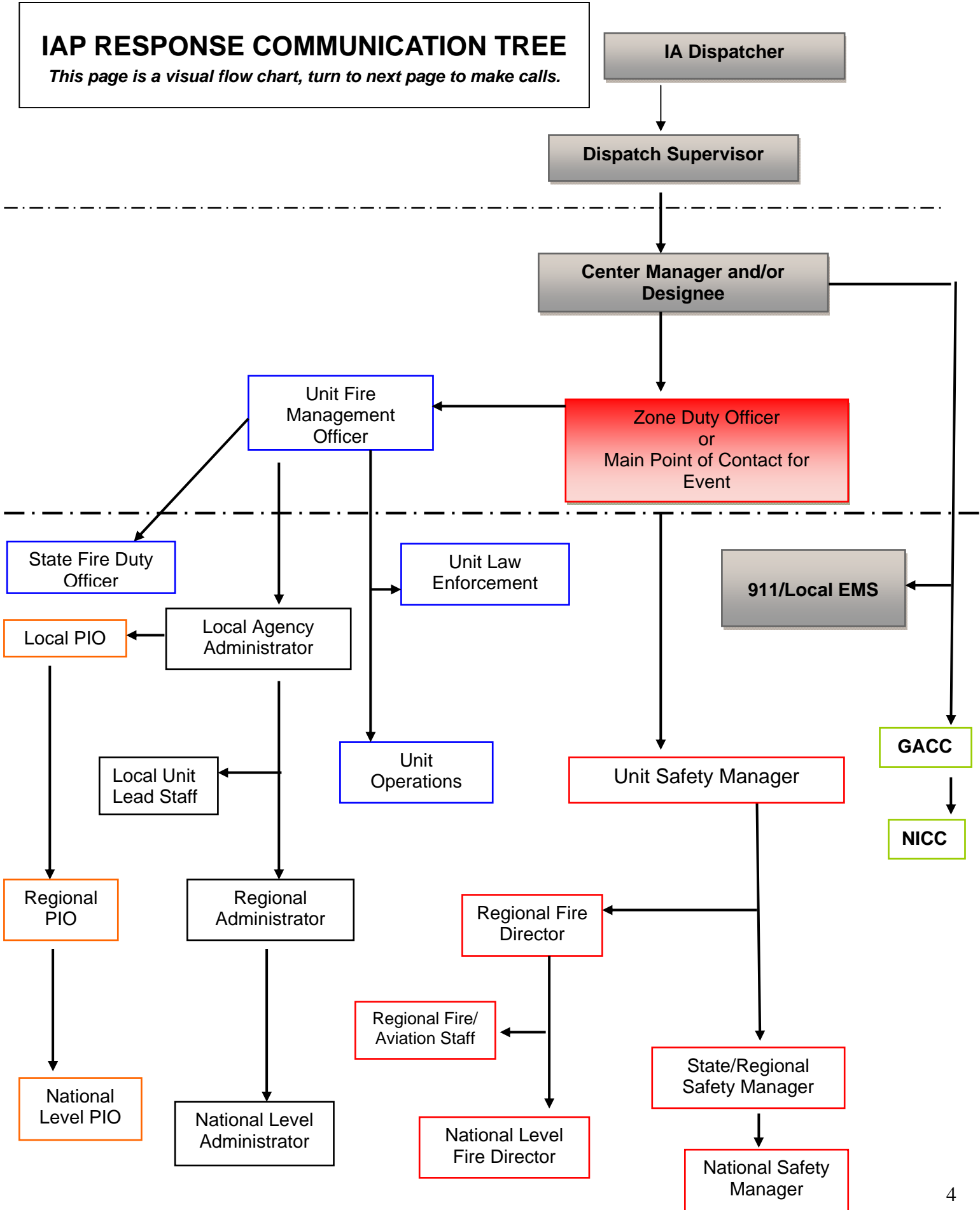
5. Type of incident:

6. Hazards:

7. Other significant information:

# IAP RESPONSE COMMUNICATION TREE

*This page is a visual flow chart, turn to next page to make calls.*



## IAP RESPONSE COMMUNICATION TREE UNIT CALL LIST

DISPATCH CENTER MANAGER and/or DESIGNEE

Local Rescue Response

Zone Duty Officer

RMCC Coordination Center

**ZONE DUTY OFFICER  
OR MAIN POINT OF CONTACT FOR EVENT**

Unit Fire Management Officer

Unit Safety Officer

**UNIT FIRE MANAGEMENT OFFICER**

Unit Operations

State Fire Duty Officer

GRD Law Enforcement

GWD Law Enforcement

WRF/GMUG Supervisory Law Enforcement

Field Office Manager  
BLM, Grand Junction

Field Office Manager  
BLM, Colorado River Valley

**CONTINUED**

District Manager  
NW District BLM

District Ranger USFS, Grand Mesa/Uncompaghre		
Forest Supervisor USFS, Grand Mesa/Uncompaghre		
Forest Supervisor USFS, White River Forest		
Park Superintendant COLM National Park Service		
Colorado State Forest Service District Forester		
County Emergency Manager	<i>(County Dependent)</i>	

## HELICOPTER AMBULANCE SERVICE NEAR YOUR AREA

LOCATION /Heliport ID	FACILITY	CALL SIGN	TYPE A/C	PHONE NUMBER	LAT/LONG	COMMENTS

## TRANSPORTING INJURED PERSONNEL BY HELICOPTER

### USING “HEAR” (Hospital Emergency Administrative Radio) SYSTEM

When transporting injured personnel by helicopter under Agency Contract, the local Dispatch Center will telephone the appropriate hospital and request they monitor their “HEAR” system radio. The aircraft pilot or manager will tune in the “HEAR” Frequency (normally 155.340 as primary) on the aircraft multi channel radio and establish direct communication with the hospital staff. Helicopter will verify frequency through the Dispatch Center.

Local Police will be requested to secure landing area when needed.

This procedure is to be used only for emergencies that warrant immediate hospital service.

## ON-SITE FIELD FATALITY PROTOCOL

**PURPOSE:** The intent of this protocol or guide is to list the steps that must be taken in response to fatalities, to list the people with whom coordination must be maintained, and where information is found.

**RESPONSIBILITY:** Unit delegated, responsibility for response lies with the unit where the event took place.

1. AVOID MOVING THE DECEASED but use your best judgment
2. Notify the Sheriff, who will notify the Coroner's Staff.
3. Protect the site for investigation.

CONTINUING FIRST PRIORITY: Swift delivery of accurate information on fatalities and injuries to home units/families before news media spread information.

#### ORGANIZATION:

1. Establish an Incident Management Team for the fatality situation, with formal delegation of authority to the IC. Minimum positions are: Incident Commander, Finance Section Chief (with Procurement Unit Leader and Compensation for Injury Unit Leader) and Logistics Section Chief. Other positions will be filled as needed by the IC, depending on the situation. DOCUMENTATION IS CRITICAL. FIO could coordinate/facilitate communication with home units and family liaisons.
2. Consider establishing unified command with County Sheriff, the jurisdictional agency, and possibly the Coroner's Office.

#### NOTIFICATION ABOUT INCIDENT:

1. Notify local Geographic Area Coordination Center, who will coordinate further distribution of information.
2. Establish a process to make sure coordination is achieved and information is managed.
3. DO NOT USE THE NAMES OF THOSE INVOLVED ON THE RADIO.

#### FATALITIES:

1. Identification (Dead, Missing, Injured, Survivors):

\* Work with local jurisdiction (County Sheriff) on identification procedures, needs and facilitate that process. This may require additional data for forensic identification. If necessary, transport the data by courier.

2. Notification:

\* Coordinate notification procedures with local jurisdiction and affected home units.

\* The home unit may identify liaison personnel to coordinate all communication to and with the families.

3. Transportation:

\*Coordination Team works with incident mortuary (and NIFC if necessary) for transportation (Agency, Commercial, Contract).

\*Government pays (through OWCP) preparation, transportation and delivery to the receiving mortuary.

- \*Check with OWCP specialist for coverage of funeral expenses.
- \* Identify one escort for transportation and delivery of the remains.
- \*Coordinate with Home Unit for delivery of remains.

\*RESOURCES -- Finance Section Chief, Procurement Unit Leader, Compensation for Injury Specialist, REGIONAL OWCP SPECIALIST, Regional Procurement Staff, Regional Incident Business Management Coordinator.

#### CO-WORKER SURVIVORS:

1. Arrange for medical care, if needed.

\*RESOURCES -- Finance Section Chief, Comp/Claims Unit Leader, REGIONAL OWCP SPECIALIST.

2. Consider need to pull from the incident. Consider the need for Critical Incident Stress Debriefing.

#### FAMILY SURVIVORS:

1. Notification:
  - \* Speedy, accurate information is imperative.
  - \* Usually handled, in person, or arranged by home unit.
  - \* Inform family who will be agency contact person (liaison) for details. This person explains benefits, determines family wishes, helps family as needed, and is focal point for all communication with family.

#### MISCELLANEOUS TRAVEL ISSUES:

1. Questions may arise on family travel or escorts for remains. CONTACT REGIONAL FISCAL AND OWCP PERSONNEL FOR INFORMATION.

#### BENEFITS:

1. Person managing the fatality situation works with incident mortuary to initiate requests for Death Certificates.
2. Contact OWCP specialist for Administrative Agency or Regional Office where incident occurred. They have current benefits information and initiate paperwork. They will be contact for other agencies such as Department of Justice for Public Safety Officers' Benefit Act.
3. Home Unit OWCP staff initiates action for benefits.

## **TIPS FOR DISPATCH: PREPARING FOR AN AGENCY INVESTIGATION TEAM**

**Please see agency handbooks for additional requirements.**

- Statements from the witnesses and personnel remotely (distance) involved (i.e. dispatchers, comm unit trailer, ATGS, HELCO, other pilots, etc.). Their statements are very important when it comes to what they heard or saw
- Weather at the time of accident. What was the weather at the time of the event? Temperature, wind direction, approximate visibility, sunny, cloudy, what was predicted?
- Forest/Unit designate a point of contact for the incoming team (usually a line officer)
- If involved on a fire incident, a point of contact from the IMT would be very helpful
- Radio/dispatch logs and tapes
- Please have witnesses and personnel involved with the incident stay in the local area in case the investigator needs additional information

### **MEDIA RELATIONS**

The following information and guidelines will assist you in responding to media inquiries regarding a mishap, accident or incident.

- Many media outlets have radio scanners and may call at the first mention of an accident or incident. Also, in today's digital age and media environment, with people having access to cell phones, iPods, and other digital capabilities, virtually anyone can be an instant reporter. Staff at dispatch and coordination centers and home units must be prepared to respond immediately.
- It's important to be responsive to the media, but it's critical that you do not release any detailed information, particularly in the early stages of an accident or incident.
  - You can acknowledge that you have an initial report, but explain there are no other details available.
  - It's especially important that you not release any information about names of individuals known or presumed to have been injured.
  - Similarly, it's important to not release preliminary information about location or specific mission, as many family members could be affected without confirmation.

- Never say “no comment,” in response to a question as that indicates you are hiding something or otherwise purposely keeping information from them. Instead, politely explain that you don’t have the necessary information to respond further.
- Responding to media calls can be an unsettling experience for many, but realize that reporters are people, too, and only doing their job, just as you are. Treat them with respect – remember, they can be a great ally or your worst enemy – and be polite and responsive but don’t speculate or provide detailed information. Leave any responses beyond explaining that you don’t have the necessary information to professional information officers.
- Every dispatch office or coordination center should maintain a current list of public affairs or information officers to contact in the event of an emergency. This contact should be made as early in the process as possible to relieve dispatch or coordination center personnel of dealing directly with media calls so they can focus on needs associated with the incident or accident.
- Once an information or public affairs officer has been notified, calls can simply be referred to him or her. This person should also be in contact with the investigator and can handle media inquiries as requested by the investigation team.
- Once an investigation team is in place, and if the local information officer is not available, obtain the name and phone number of the lead investigator or the team’s incident information officer, contact them and ask how they would like media calls to be directed.
- **Remember, the sooner a public information officer or public affairs officer is contacted; the sooner media calls can be diverted from the work of the dispatch or coordination center.**

# BURN PROTOCOL



United States Department of the Interior

BUREAU OF LAND MANAGEMENT  
Fire and Aviation  
3833 South Development Avenue  
Boise, Idaho 83705-5354  
<http://www.nifc.gov>



In Reply Refer To:  
9210 (FA-300) P

EMS Transmission 09/12/2007  
Instruction Memorandum No. FA IM-2007-027  
Expires: 09/30/2008

To: All Field Offices  
From: Assistant Director, Fire and Aviation  
Subject: Wildland Firefighter Burn Injury Protocols

**Program Area:** Fire Management

**Purpose:** This Information Memorandum establishes burn injury protocols for treatment and transportation of wildland firefighters who sustain burn injuries during wildland fire operations.

**Policy/Action:** The following procedures will be used when Bureau of Land Management (BLM) employees sustain burn injuries, regardless of agency jurisdiction. These procedures will also apply to federal employees, casuals, and other personnel covered by the Federal Employee's Compensation Act who are burned during a wildland fire operation within BLM jurisdiction.

After on-site medical response, initial medical stabilization, and evaluation are completed, District/Field Managers will coordinate with the attending physician to ensure that an employee whose injuries meet *any* of the following burn injury criteria (identified by the American Burn Association as warranting immediate referral to an accredited burn center) is immediately referred to the nearest regional burn center. A list of possible burn care facilities can be found at <http://www.blm.gov/nifc/st/en/prog/fire/im.html>.

The decision to refer the employee to a regional burn center will be made directly by the attending physician or may be requested of the physician by the Agency Administrator.

## Burn Injury Criteria

1. Partial thickness burns (second degree) involving greater than 5% Total Body Surface Area (TBSA).

2. Burns involving the face, hands, feet, genitalia, perineum, or major joints.
3. Third-degree burns of any size are present.
4. Electrical burns, including lightning injury are present.
5. Inhalation injury is suspected.
6. Burns are accompanied by traumatic injury (such as fractures).
7. Individuals are unable to immediately return to full duty.

It is imperative that action is expeditious, as burn injuries are often difficult to evaluate and may take 72 hours to manifest themselves. When there is any doubt as to the severity of the injury, the required action is to immediately refer and transport the employee to a regional burn center.

**Time Frame:** Effective immediately.

**Budget Impact:** Budget impacts will include the cost of transportation and treatment of injured personnel. Charges associated with the treatment of injured personnel will generally be administered by the Department of Labor's Office of Workers' Compensation Programs.

**Background:** Burn injuries are often difficult to diagnose and may continue to worsen if they do not receive immediate, specialized treatment. The initial evaluation and treatment of these burns often happens in rural medical facilities with limited experience in burn injury care. In the past, this has resulted in evaluation and treatment that did not provide the best care to injured firefighters. Therefore, victims with either severe burns or burns that meet any of the above criteria should be immediately referred and transported to a regional burn center.

**Manual/Handbook Sections Affected:** The *Interagency Standards for Fire and Fire Aviation Operations* will be amended to reflect this direction.

**Coordination:** FA-300, Division of Operations, Fire and Aviation Directorate, Bureau of Land Management Safety and Health Management Team

**Contact:** Michelle Ryerson, Fire Safety Manager, Fire and Aviation Directorate, 208-387-5175

Signed by:  
Roy Johnson  
Acting Assistant Director

Authenticated by:  
Pat Lewis  
Supervisory Mgmt. Asst.

Distribution:  
FA DAD (NIFC)  
FA DAD (WO)  
BLM ADs  
FA Management Team  
BLM Library  
State FMOs  
Michelle Ryerson (FA-300)

## BURN CARE FACILITIES


<b>IMPORTANT NUMBERS</b>	<b>COMMERCIAL</b>	<b>HOME / CELL / PAGER</b>
<b>UCR UNIT AVIATION MANAGER –</b>		
<b>GRAND JUNCTION INTERAGENCY FIRE OPS</b>		
Unit FMO Unit Ops Specialist GJAC Dispatch Center Manager		
<b>GRAND JUNCTION &amp; GLENWOOD SPRINGS BLM:</b>		
Safety Specialist Grand Junction Field Office Glenwood Springs Field Office OWCP Special Agent Grand Junction Public Affairs Officer Glenwood Springs Public Affairs Officer Fire Operations Specialist		
<b>WHITE RIVER NATIONAL FOREST</b>		
Forest Safety Coordinator Deputy Forest Supervisor Forest Personnel Officer Law Enforcement Coordinator Forest Public Affairs Specialist Forest Supervisor		
<b>GRAND MESA / UNCOMPAHGRE NATIONAL FOREST</b>		
Grand Valley R.D. Ranger Forest Supervisor Forest Aviation Officer/FMO Personnel Officer Law Enforcement Coordinator Public Affairs Officer Forest Safety Coordinator		
<b>BUREAU OF LAND MANAGEMENT - COLORADO</b>		
State Director Associate State Director DSD-Resource & Fire Management State Aviation Officer State FMO State Fire Operations Specialist State Safety Manager State Public Information Officer State Special Agent		

<b>BUREAU OF LAND MANAGEMENT - NATIONAL OFFICE</b>		
Chief, Aviation Safety National Aviation Manager Health & Safety		
<b>DOI AVIATION MANAGEMENT</b>		
Boise, Aviation Safety Boise, Technical Services West Region Director West Region, Phoenix Office		
<b>USFS REGION 2 - REGIONAL OFFICE</b>		
Regional Aviation Safety Officer Regional Aviation Officer Regional Director - Fire & Aviation Regional Forester Acting Helicopter Operations Specialist Regional Health & Safety Manager Branch Chief for Work Force Planning Regional Public Affairs Officer Regional Contracting Officer Regional Special Agent (LEO) RMACC Coordinator		
<b>USFS WASHINGTON OFFICE</b>		
National Aviation Safety Manager		
<b>FAA - FEDERAL AVIATION ADMINISTRATION</b>		
Denver Flight Service Station (FSS) Denver Air Route Traffic Control Center (ARTCC):  Regional Control Center <b>Walker Field:</b> Tower – GJT Crash / Rescue – GJT Central Mountain Regional Office		
<b>COLORADO DEPARTMENT OF AERONAUTICS - CDOT</b>		
<b>MILITARY CONTACTS</b>		
Military Training Routes (MTR's) Military Operations Area (MOA's) Restricted Areas (RA's), Warning Areas (WA's), Alert Areas (AA's)		
<b>COLORADO OFFICE OF EMERGENCY MANAGEMENT</b>		
<b>CO ARMY NATIONAL GUARD HAATS</b>		
<b>HOSPITALS</b>		

Aspen Valley Hospital (Aspen) Grand River Medical Center (Rifle) Community Hospital (Grand Junction) Pioneers Hospital (Meeker) St. Mary's Hospital (Grand Junction) Summit Medical Center (Frisco) Vail Valley Medical Center (Vail) Valley View Hospital (Glenwood Springs)		
<b>BURN CENTERS</b>		
University Hospital Burn Unit – Denver Intermountain Burn Center - Salt Lake City New Mexico Regional Burn Center – Albuquerque		
<b>POISON CENTER</b>		
U.S. Poison Control		
<b>COUNTY SHERIFF'S OFFICES</b>		
<b>COLORADO (West of the Continental Divide)</b> Archuleta (Pagosa Springs) Delta (Delta) Dolores (Dove Creek) <b>Eagle (Eagle) / Vail</b> <b>Garfield (Glenwood Springs)</b> Grand (Hot Sulphur Springs) Gunnison (Gunnison) Hinsdale (Lake City) La Plata (Durango) <b>Mesa (Grand Junction)</b> Mineral (Creede) Moffat (Craig) Montezuma (Cortez) Montrose (Montrose) Ouray (Ouray) <b>Pitkin (Aspen)</b> <b>Rio Blanco (Meeker)</b> Routt (Steamboat Springs) Saguache (Saguache) San Juan (Silverton) San Miguel (Telluride) <b>Summit (Breckenridge)</b> <b>UTAH (Bordering Western Colorado)</b> Daggett (Manila) Grand (Moab) San Juan (Monticello) Uintah (Vernal)		
<b>STATE PATROL</b>		

<b>COLORADO</b> Cortez Craig Delta Durango Eagle Frisco Glenwood Springs Grand Junction Montrose <b>UTAH</b> Moab Vernal <b>NEW MEXICO</b> Farmington <b>WYOMING</b> Cheyenne <b>ARIZONA</b>		
<b>COORDINATION CENTERS</b>		
Rocky Mountain Area Coordination Center Eastern Great Basin Area Coordination Center Southwest Area Coordination Center National Interagency Coordination Center		
<b>INTERAGENCY DISPATCH CENTERS</b>		
<b>Colorado</b> Craig Dispatch Center Durango Dispatch Center Ft. Collins Dispatch Center Montrose Dispatch Center Pueblo Dispatch Center <b>South Dakota</b> Northern Great Plains Dispatch Center <b>Utah</b> Moab Interagency Fire Center Vernal - Uintah Basin Interagency Fire <b>Wyoming</b> Casper Dispatch Center Cody Dispatch Center Rawlins Dispatch Center		

<b>AIRPORTS / FIXED BASE OPERATORS</b>		
<b>DESIGNATOR / LOCATION</b>	<b>FIXED BASE OPERATOR</b>	<b>COMMERCIAL</b>
<b>COLORADO</b>		
ASE - Aspen-Pitkin County / Sardy Field	Atlantic Aviation	
CEZ - Cortez / Municipal	Cortez Flying Service	
CAG - Craig / Moffat	Mountain Air Spray	
AJZ - Delta / Blake Field	Smiling Aviation	
DRO - Durango / La Plata County	Durango Jet Center	
EGE - Eagle / Eagle County Regional	Vail Valley Jet Center	
GWS - Glenwood Springs / Municipal	No FBO (Call Manager)	
<b>GJT - Grand Junction Regional</b>	<b>West Star Aviation</b>	
GUC - Gunnison / Gunnison County	Gunnison Valley Aviation	
AIB - Nucla / Hopkins Field	Montrose County	
20V - Kremmling / McElroy Airfield	Alpine Wings	
LXV - Leadville / Lake County	Leadville Airport	
EEO - Meeker	Coulter Aviation	
MTJ - Montrose / Regional	Black Canyon Jet CTR	
PSO - Pagosa Springs / Stevens Field	AVJET Corporation	
4V0 - Rangely	Rangely Airport	
RIL - Rifle / Garfield County Regional	Rifle Jet Center	
TEX - Telluride / Regional	Telluride Regional Airport	
33V - Walden / Jackson County	Mountain Flight Service	
HDN - Hayden / Yampa Valley	Spectrum Jet Center	
<b>UTAH</b>		
BDG - Blanding / Municipal	Eagle Air Med	
CNY - Moab / Canyonlands Field	Redtail Aviation	
U69 - Duchesne / Municipal	City of Duchesne	
33U - Dutch John	Airport Manager	

U34 - Green River / Municipal	Green River Aviation	
HVE - Hanksville	Hanksville Airport	
PUC - Price / Carbon County	Redtail Aviation	
U43 - Monticello	City of Monticello	
74V - Roosevelt / Municipal	Roosevelt Municipal	
VEL - Vernal	Dinaland Aviation	
<b>NEW MEXICO</b>		
FMN - Farmington / Four Corners Regional	Sevenbar Four Corners	
<b>WYOMING</b>		
RWL - Rawlins / Municipal	France Flying Service	
RKS - Rock Springs / Sweetwater County	Sweetwater County Airport	







