

SWP Purpose

This Safe Work Practice (SWP) outlines the protocols for working with the Shock Trauma Air Rescue Society, STARS for emergency incidents on GDTA Trail Trips. The STARS Emergency Link Centre (ELC) is a multi-function communications center that is available 24hours a day, seven days per week for emergency response. In the event of an emergency, one call to ELC will provide the GDTA Trip Manager and crew with direct access to the public safety system, local emergency services, emergency physicians and all other transportation providers into one conversation.

Scope

All GDTA workers will comply with the guidelines in this SWP.

Responsibilities

Responsibilities apply to the Trip Manager/Volunteer Lead, all workers, and the Health and Safety Committee.

It is the responsibility of the Trip Manager/Volunteer Lead to

- Comply with this SWP
- Be aware of the protocols for contacting STARS and ensure the satellite phone is in working order to be used in case of emergency to contact STARS – use local number provided
- Require that this SWP be implemented
- **Provide site GPS coordinates and description of access by road to the Safety Committee so that they can obtain the Site Registration and site number and to complete the Trip Emergency Response Plan**
- **Identify a potential helicopter landing site following STARS criteria**

It is the responsibility of the Workers to

- Comply with this SWP and support Trip Manager and Safety Officer in an emergency event.
- Provide any relevant information to the single point contact to support communications with STARS in an efficient manner

It is the responsibility of the Safety Committee to

- Maintain this Safe Work Practice
- Maintain a copy of the STARS contact information and the information required to be provided in an emergency in the first aid kits carried by the Safety Officer on the work site.
- Ensure Trip Manager/Volunteer Leads are aware of the STARS protocols, know how to access STARS and have watched the Landing Zone Preparation and helicopter Safety video prepared by STARS

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- **Register the site with STARS, obtain a site number and complete the Emergency Response Plan**

Background

In the event of an emergency it is critical to obtain emergency support as quickly and efficiently as possible to improve potential for recovery. STARS service and having information readily available is the means to achieve this.

Controls

Controls for this SWP may include planning and preparation. Identifying a potential helicopter site for landing near the work area, assessing potential road access and having a detailed description of how to access the site by road, flagging the route where forks in the road may make the route less definite.

Confirmation that the SAT phone is working for the given site location is also essential in order to prepare alternate plans with InReach and trip coordinator if required.

Training

Review of STARS Remote Site Emergency Landing Card and helicopter requirements prior to the trip.

Resources, References, Definitions

- See STARS Site Registration Information Package Below
- Industry@stars.ca Stars website to set up OutReach sessions to train Trip Leaders

Revision History

<u>Revision</u>	<u>Date</u>	<u>Description of Change</u>	<u>Personnel Involved</u>
REV 0	May 2020	New SWP	D Yanchula
Rev 1	Feb 2023	Changes in BOLD	D Yanchula



SITE REGISTRATION INFORMATION PACKAGE

STARS EMERGENCY LINK CENTRE®

The STARS Emergency Link Centre® (ELC) was established in 1996 to meet the needs of Industry working in remote locations. The resulting site registration service provided by the ELC facilitates rapid emergency medical response and transport coordination in the event of an emergency.

STARS bases are located in Calgary, Edmonton, Grande Prairie, Regina, Saskatoon and Winnipeg.

Today, the site registration program is utilized by the oil and gas industry, power/electrical, forestry, mining, recreation, and movie production.

The ELC is 24 hour multi-function communications centre, and we work closely with our partners in the public safety system, also known as the Chain of Survival, to ensure effective and efficient patient care and transport. Our partners include:

- First Responders
- 911 Dispatch Centres
- EMS (Emergency Medical Services)
- Fire Departments, including Dive Teams
- Law Enforcement, Park Rangers and Military Personnel
- Search and Rescue Organizations
- Hospitals, Doctors, Nurses, Paramedics, Emergency Medical Responders
- Registered STARS sites in a given area (referred to as "Neighbour Helping Neighbour")

In the event of an emergency at your site, one call to the ELC will provide you with direct access to the public safety system, linking local emergency services, emergency physicians, and all other transportation providers into one conversation.

This single-number system saves time, as all parties are communicating directly together from the initial call.

STARS INDUSTRY SERVICES WEBSITE

All site registration information is located on the STARS website at <http://www.stars.ca/what-we-do/stars-emergency-link-centre/industry-services/remote-site-registration>.

Along the left side of the web page, are a series of documents and links, including:

- Information Brochure this document - pdf
- Site Registration Form Excel spreadsheet to register new site(s) and change or close existing sites
- Site Registration Questions one pager - pdf
- Landing Zone Video link
- Landing Zone Card - Industry pdf

CONTACTING THE STARS ELC

Toll-free: 1 (888) 888-4567 or Direct: (403) 299-0932

If you have a satellite phone at your site, you may need to contact the ELC by calling the direct line, as not all satellite phones subscribe to 1-800 service.

Note: There are currently STARS stickers that have #4567 number listed (to access the STARS ELC with your cell phone). **If you are located in Alberta**, you may still use this number to contact the ELC (always test to ensure this works on your cell phone) but for those outside Alberta, the #4567 number does not work. Therefore, going forward, STARS stickers will list the toll free and direct numbers only.

THREE WAYS TO REGISTER A 'NEW' SITE

1. Call the STARS Emergency Link Centre (toll free or direct) 24 hours per day, 7 days per week – select 'option 2'.
2. Complete the [Site Registration Form](#) (Excel Spreadsheet) and email to industry@stars.ca **one business day prior to when you need the site registered**. Once STARS has registered your location, the spreadsheet will be emailed back to you, complete with your new site number in column 'A'.

Note: This option works during business hours only (0830 – 1600) Monday through Friday, excluding statutory holidays.

3. For large pipeline or electrical projects, please send an email to industry@stars.ca with your contact details, and a general description of your project, including start date. A STARS Industry Specialist will contact you to work out the details.

TO UPDATE AN EXISTING SITE (change location, expiry date or other information)

You may update an existing site using the Site Registration form. Ensure you answer all questions so the changes can be made.

Alternately, you may call the STARS ELC at 1-888-888-4567 and select 'option 2'. You are required to verify two of the following four pieces of information before changes will be made:

1. STARS site number
2. Current leaseholder
3. Location
4. Contact Name

SITE EXPIRY AND CLOSURE

To close your site, call the STARS ELC at 1-888-888-4567 or 403-299-0932 prior to the finish (expiry) date, to either close your site, or update the site to change location, expiry date or other information.

- You may choose 'option 2' to speak with an Industry Call Taker to close/update your site
- You may choose 'option 3' to leave a message to close your site. Please include the site number, the location, and your name/phone number in the message.

Automatic Email - STARS will now email you a notification with a message stating your site is due to close that day (emails are automatically sent at 7 a.m.). To receive email notification, you need to set yourself up as the contact responsible to 'close the site' and provide your email address at that time. If you have not provided an email address, the ELC will call the person designated to 'close the site'.

- If the Call Taker is unable to personally speak with the 'close site' contact, a voice message will be left (whenever possible) stating the site will be closed (inactivated), quoting site number and location.

The leaseholder is billed **ONLY** for the time the site was operational (active).

No site details are changed and/or lost when the site is inactive for less than one year. After one year has transpired with no activity associated with the site number, the number will be returned to the pool to be reissued.

Please note that when you register your site with STARS:

- There is no guarantee that STARS will fly to your location. This is a physician-led decision based on the severity of injuries/illness, weather, and aircraft availability.
- This is not a replacement for 911 or on-site medical services.
- Certain provincial Occupational Health and Safety requirements may be satisfied. For instance, in Alberta, the interpretations section of the new guidelines states the following:
 - *Occupational Health and Safety legislation requires that an employer ensure that arrangements are in place for the transportation of injured or ill workers from the work site. Registering your site with STARS is a step toward meeting this requirement. Once registered, there is no need to call local emergency services to obtain or confirm their contact numbers.*

For more workplace health and safety information:

- Alberta: <http://employment.alberta.ca/SFW/53.html>
- British Columbia: <http://www.worksafebc.com/default.asp>
- Saskatchewan: <http://www.lrws.gov.sk.ca/ohs>
- Manitoba: <http://www.gov.mb.ca/labour/safety>

CONTACT INFORMATION

The following contact information is requested for each new site registered, and updated for existing sites whenever applicable:

- **Caller** name and number
- **Primary contact** on site, contact number, company
- **Emergency contact** on site (with level of medical training), contact number, company
- Person responsible to **close the site** when work is complete, contact number, company and email
- Person authorized to **make location changes** to this site, contact number, company
 - If the registering company would like to designate someone in this capacity, it is important to note that **ONLY** this person will be allowed to update/change location information.
- Leaseholder / Primary Contractor / Billing Company (company invoiced for site registration activity)
 - AFE (Authorization for Expenditure) or Project / Cost Code number - all billing companies request this information be provided at time of registration whenever possible.

TYPES OF SITES

1. TEMPORARY SITES - \$6 per day

The ELC registers the site as temporary ***if the work/activity is temporary in nature and is not, or will not eventually become a permanent facility.***

Although sites are registered by service companies, safety companies, contractors, etc. **only the Leaseholder or Primary Contractor is billed, unless otherwise requested.**

Examples of temporary sites include:

- Seismic, construction, drilling, completions, fracs, etc.
- All small pipeline projects, i.e. tie-ins

Once work is completed, the site number may be moved to the next location of operations by calling the ELC and providing all details relating to the new location. Please note: when changing locations it is the protocol of the ELC to ask ALL questions related to a change of location.

2. PERMANENT SITES - \$150 per year

The ELC registers the site as permanent ***if the location is fixed and/or will eventually be fixed, and will never change.***

Examples of permanent sites include:

- Mining operations, facilities including compressor stations, batteries, and gas plants, etc.

Some companies opt to place permanent signage at their sites. To request samples of permanent signage, email industry@stars.ca.

3. LARGE PIPELINE and ELECTRICAL PROJECTS (quoted on a project by project basis)

These projects will be registered under one site number, identifying many patient evacuation points (landing zones) along the right-of-way.

To get started registering this type of site, please email industry@stars.ca with your contact details, name of project, and the anticipated start date, and an Industry Services Specialist will call you to work out the details.

LOCATION

Providing a correct surface location is critical to the site registration process, and to any potential emergency response. This is particularly for the well locations in the Oil & Gas industry, as the location provided is sometimes read directly from the regulatory license, which is required to show the bottom hole location in the well name – not the surface location.

Location coordinates come in the following formats (STARS preferred are in red):

1. **Latitude and Longitude (GPS)**
 - a. in Decimal Degrees (dd.dddddd –ddd.dddddddd)
 - b. in Degrees Decimal Minutes (Ndd dd.ddd Wddd dd.ddd)
 - c. in Degrees Minutes Seconds (Ndd mm ss Wddd mm ss) ****preferred****
2. **Legal Subdivision (LSD)** in NAD83 format (01-01-001-01 W1M)
3. **Petroleum and Natural Gas (PNG)** grid number (A-01-A/94-A-2)
4. UTM (Universal Transverse Mercator) includes zone / easting / northing coordinates
5. 10TM (Alberta specific UTM coordinates)

STARS Call Takers can convert all above coordinates to meet the location format required to register your site, as follows:

- Alberta, Saskatchewan, and Manitoba: **Requires LSD** (can convert to LSD from GPS)
- British Columbia: **Requires PNG and/or GPS coordinates**
- NWT/Other: **Requires GPS coordinates**

GEOGRAPHICAL REFERENCES

What is the nearest town to your location? This is used to triangulate your coordinates with the town to validate the location provided.

SITE ACCESSIBILITY

Is the site accessible by ground ambulance? If not, provide details.

LANDING ZONE

Is there a landing zone on site? (36 x 36 metres – see landing zone information card at the end of this document)

- If 'no':
 - Identify the nearest place to land a helicopter.

DANGERS TO CREW

Identifying dangers to crews working on registered sites allows the ELC to make emergency responders aware of any potential hazards, such as:

- Is there H₂S (hydrogen sulfide) on site
 - Are there any H₂S monitors on site
- Other hazards (i.e. dynamite, electrical shock, heavy equipment, etc.)

SAFETY DETAILS

Please provide the following safety resource information:

- Available emergency response resources:
 - Automatic External Defibrillator (AED)
 - Ambulance, MTC, or other vehicle capable of transporting a patient.

STARS OUTREACH

The Outreach Program facilitates the exchange of information between STARS and the organizations we serve, ensuring the most effective patient care and transport possible.

Topics covered during an Operational Outreach session include:

- How to access STARS
- Landing zone preparation and helicopter safety
- Preparing a patient for air medical transport

For more information contact industry@stars.ca

WHEN YOU HAVE AN EMERGENCY ON SITE

Have the following information available:

- Site number
- Contact name and phone number
- Location

A Communication Specialist will verify this information and will immediately connect all other partners in the public safety system into the same conversation.

The Communication Specialist will also ask a series of questions about the patient's condition, and may conference in an emergency Transport Physician to make patient transport decisions.

Modes of transport may include:

- Ground ambulance
- STARS helicopter with medical crew
- Fixed wing air ambulance with medical crew
- Private helicopter

STARS[®]

Site Number _____
Location _____

Remote Site Landing Zone Reference Card

In the event of a SITE EMERGENCY
PHONE the STARS Emergency Link Centre[®]

TOLL FREE **OR** **DIRECT**
1-888-888-4567 **403-299-0932**

BE PREPARED WITH THE FOLLOWING INFORMATION

1. STARS Site Number
2. Location of site (Legal Land Description or GPS)
3. Contact phone number at the site
4. Known hazards on-site
5. If applicable, is there a monitor on-site confirming the presence of H₂S

SAFETY GUIDELINES

- the landing zone should be on level ground, (less than 5% slope) at least 36 x 36 metres (120 x 120 ft) and more, if possible, to include a safety zone
- check for loose debris in landing zone
THIS IS OF VITAL IMPORTANCE
- ensure no one approaches the helicopter
STARS crew will approach you when safe to do so
- everyone should be at least 30 metres from landing zone during landing and takeoff, due to possibility of injury from loose debris caused by rotor downwash
- movement around aircraft is to be in safe areas only
- if necessary, provide road blocks approximately 500 metres on either side of the landing zone

PRE-LANDING CHECKLIST

The STARS Emergency Link Centre will require the following information from the site:

TERRAIN	LANDING ZONE MARKINGS	HAZARDS
level or sloping	4 turbo flares	signs
type of surface	4 road flares / strobes	vehicles
dust, loose snow,	4 reflective flares	trees
rocks, bushes,	4 highway cones (days only)	equipment
stumps, etc.	extra strobes/flares/cones on upwind side	wires