

Accident response and management

Reporting accidents

There are multiple ways an incident can be reported. The most common one is a guest reporting the incident to a staff member such as a lift operator or guest services. Alternatively, an incident may be reported directly to a patroller.

All accidents must be reported to the base patrol room so the patroller on duty can coordinate rescue efforts if required. On the weekdays you will report it to the PPL and the office will be used for ambulance dispatch. Keep accident witnesses at the accident site until all necessary information is obtained.

Transport from the patrol base

In most cases, a patient will be able to leave the base by arranging transportation themselves. They may either drive themselves home or to the hospital, or they may request assistance from a friend. If such transport arrangements do not allow for safe travel, an ambulance must be called.

If rapid transportation or advanced medical intervention is required, an ambulance should be requested immediately. This may be done directly from the incident site by using a cellphone or by requesting an EMS activation from the **patrol base**.

The usual ambulance pick-up location is outside the patrol door. If the ambulance is required at another location, a patroller will need to direct the ambulance as appropriate.

Whenever a skier/boarder takes an ambulance and is leaving their vehicle at the ski hill, record the license plate and provide it to hill operations.

Documenting an incident

Every incident has to be documented one way or another, even a patient requesting a band-aid. There are three types of documentation available:

- Minor injury book
- National Ski Area Accident Report (NSAAR)
- Workers Compensation Board (WCB)

Minor injury book

TODO

National ski area accident report

These forms can be intimidating at first, but you will quickly get the hang of it. To feel more confident while you are helping a patient, we recommend reviewing the different sections ahead of time.

These Accident Report Forms may be used at a later date as legal documents. Make sure you write legibly and are pressing hard enough for the information to be on the carbon copy.

Be sure to collect names, addresses and phone numbers of any witnesses. All descriptions of injury and the accident should be properly worded.

Unless requested, we usually do not provide copies to the patient.

Forms must be printed neatly and because you are making 4 copies, press hard. The back copy can go with the patient or with the ambulance. Accident forms for patients under 18 should be signed by parents or guardians. If neither is at the hill, have the patient sign.

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