



**Freestyle Panorama Ski Club**

**Emergency Action Plan**

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## 1. INTRODUCTION

For the purposes of this EAP, an emergency refers to any incident or set of circumstances that occurs or arises that may (or has) threatened the health and safety of any individual. Examples include an accident resulting in the injury of an athlete, a natural disaster such as an avalanche, or a change in conditions such as major lift malfunction or sudden change in weather.

**One of the most important ways you can help emergency personnel reach you in a timely manner is to know the hill and your exact location.**

## 2. EMERGENCY CONTACTS

In an emergency, it is important you know how to contact emergency personnel. FPSC's primary communication tools are phone calls/text messages and TeamSnap.

### 2.1. Phone Numbers

Please ensure you have all the phone numbers below programmed into your phone:

All emergencies		911
Ski Patrol Dispatch	Top Champagne Quad	250-341-3650
Patrol Center (Base)	Mountain Operations Building	250-341-4124
FPSC Call #1: Head Coach	Thomas Burnyeat	403-926-6807
FPSC Call #2: Assistant Head Coach	Michael Brush	250-409-5103
FPSC President	Pamela MacDonald	403-830-3203
FPSC Vice President	Robert Brace	403-975-9141
Safety Services		250-342-6941

### 2.2. TeamSnap Information

In addition to the Emergency numbers listed above, all coaches will have access to the following pertinent information for all coaches and registered athletes:

- phone number and email address;
- emergency contact phone number and relationship;
- medical conditions (e.g., illnesses, allergies, disabilities, injuries, etc.); and
- information on any special procedures required in the event of an emergency.

## 3. MEDICAL EMERGENCIES

When an injury or any incident you deem to be an emergency occurs, an EAP should be activated immediately. Examples of instances requiring and EAP include (but are not limited to) incidents where the injured person:



- is not breathing;
- does not have a pulse;
- is bleeding profusely;
- has impaired consciousness;
- has injured the back, neck or head;
- has a visible major trauma to a limb; and/or
- is in danger of hypothermia.

### 3.1. What to do?

- Protect yourself! Consider whether or not assisting the injured party puts you at risk (e.g., bodily fluids present, terrain etc.). Where possible, use personal protective equipment (e.g., gloves, CPR masks, barrier devices, etc.).
- Do not move the victim unless absolutely necessary. Keep them warm and comfortable. Offer reassurance. Stay calm!
- **Contact Ski Patrol (250-341-3650) and provide the following information:**
  - exact location (which run, how far down you are);
  - what you look like (FPSC coach jacket / helmet color);
  - description (age, gender) of injured participant; and
  - details of the incident (including the time) including whether or not the injured individual appears conscious or unconscious.
  - Assist patrol as directed, but don't get in their way. They are trained professionals and will let you know how you can assist. Please follow their instructions.
- Direct bystanders to remove any risk of further harm to the injured party (i.e., secure the area and shelter the injured person from the elements). Assign someone to cross skis in the snow 10-15 feet above the incident/injured person and direct traffic away.
- Control other participants in your group. Ask all to stay put/stay calm/stay clear. If possible, designate a leader to look after your uninjured athletes.
- Stay with the injured person until help arrives.
- Once Ski Patrol arrives and the situation is under control, immediately contact your Lead Coach and relay the following information:
  - name of injured person;
  - your exact location (what run, where on the run, landmarks);
  - nature of incident – facts only, don't make inferences and
  - whether or not Ski Patrol has been contacted (provide their ETA if they are on their way).
- The Lead Coach will contact the parent or emergency contact.



- Make a plan for the remaining participants (i.e., if you need any further assistance from other coaches).
- Gather the information below. You will need it for reporting.
  - the environment surrounding the incident (e.g., snow conditions, time, weather);
  - events prior to the accident (what you were training, and your actions as a coach);
  - witness reports (talk to witnesses who may have seen something you didn't); and
  - photos of the area, hazards, etc. (if possible and/or appropriate).

#### **4. MISSING /LOST ATHLETES**

Despite the best group management, there are times when an athlete may go astray. Use your best judgment to assess whether or not an athlete is actually lost, or has taken an unintended route (this may depend upon the athlete's experience level, knowledge of terrain, etc.). In the situation where an athlete is deemed to be lost:

- Note the athlete's last known location and the time at which they were last seen.
- Direct all athletes to the designated stopping point.
- If you do not have a pre-designated stopping point, turn your body to the athlete's last known location and yell their name repeatedly.
- Try to reach the athlete on their cell phone (if applicable and possible).
- If the athlete is not located within 10 minutes of their last sighting, **contact Ski Patrol** (250-341-3650). If you are in a location without cell phone coverage, this may require skiing to either the first area you can find where you have coverage or the nearest lift. Be sure to report the athlete's:
  - last known location (which run, where on the run); and
  - description (jacket / helmet color, age, other distinguishing features).
- Assist Ski Patrol as directed, but don't get in their way. They are trained professionals and will let you know how you can assist. Please follow their instructions.
- Once Ski Patrol has been informed, contact your Lead Coach

#### **5. LIFT MALFUNCTION AND EXTENDED POWER OUTAGES**

Chair lifts stop all the time. Usually this is a very short emergency stop lasting no longer than a minute or two. Occasionally, though, lifts may stop for longer due to a malfunction or power-loss. This emergency procedure applies to stoppages lasting longer than 10 minutes or that are deemed to be not immediately resolvable. In all cases Ski Patrol is responsible for any



emergency evacuation of athletes. **As an FPSC Coach, your responsibility is to account for your athletes and to monitor their well-being.**

- Contact Lead Coach and report:
  - number of athletes on the affected lift;
  - status of affected athletes, chair number(s);
  - approximate time when the lift stopped; and
  - any information you have about the status of the lift (e.g., expected down time, next steps, etc.).
- Ski Patrol will ski the line and identify priority chairs (e.g., young individuals who may need assistance, medical emergencies, etc.).
- Lead Coach or FPSC President shall check in at Mountain Ops for in-person updates. The Lead Coach will also contact parents or emergency contacts of affected athletes and provide further instructions.

## **6. NATURAL DISASTERS (I.E., AVALANCHE)**

FPSC Coaches and Athletes **must** remain in-bounds at **all** times. No exceptions. Avalanche within ski area boundaries is rare, but not unheard of. In the unlikely event a member of your group is affected by an avalanche:

- If you see or hear an avalanche, make lots of noise. Shout! Blow a whistle if you have it. Get people's attention and get to safe terrain as fast as you can. Ski horizontally away from the moving snow. You cannot outrun an avalanche. Get as far away as possible from the slide path. **Under no circumstances should you re-enter a slide path to look for a victim unless you are fully trained and have the proper equipment.**
- Stay calm.
- Account for all of your group members. **Immediately** contact Ski Patrol and relay the following information:
  - Where the avalanche occurred – be as exact as you can
  - The exact time
  - Details on who is missing (number of individuals, description)
  - Where the safe members of your group are – they can help pinpoint the last known location of the victim(s).

### **To contact Ski Patrol:**

- If you **DO** have cell service:
  - Call Ski Patrol, and then call Head Coach / FPSC President



- Remain nearby with your group in a safe location unless otherwise advised by Ski Patrol.
- If you **DO NOT** have cell service:
  - Enlist in the assistance of bystanders to go for help.
  - If there are no bystanders, designate an athlete in your group as a leader and assign a buddy to the leader to go for help.
    - Send the leader and buddy (or bystanders) to ski as quickly as possible to either cell service or the nearest lift.
    - Direct the leader (or bystander) to call Ski Patrol either by phone or with the assistance of lift personnel and have them relay all of the information collected above.
    - Once Ski Patrol has been contacted, they (the athletes or bystanders sent to alert help) shall contact Head Coach and then ski together to the muster location at the base of the Toby Chair.
  - You and the remainder of your group shall remain on-site in a safe location unless otherwise advised by Ski Patrol.

## 7. WHEN A COACH IS THE VICTIM

When planning on entering expert terrain or demonstrating high-level, complex skills ensure a back-up coach, another group, or a parent volunteer accompanies you.

If you are injured or otherwise incapacitated in an incident while coaching, do your best to seek help from either a senior athlete in your group or a by-stander. Remember, communication is key. If you can, share the contact information for Ski Patrol with your helper. Also ask a senior athlete or by-stander to call your Head Coach or FPSC President.

If you are completely incapacitated you will need to rely solely on the help of others.

## 8. REPORTING

Reporting is a sometimes laborious, but very necessary part of responding to an incident. Please complete the following reports as necessary:

- Ski Patrol
  - If they have been called to the scene, Ski Patrol will file a report
- **Freestyle Canada:**
  - Complete within 24 hrs when a Freestyle Canada member (e.g., athlete, coach, volunteer, etc.) is injured and requires medical attention during a sanctioned activity.
  - [www.freestylecanada.ski/resources/insurance/accident/](http://www.freestylecanada.ski/resources/insurance/accident/)



- **FPSC Incident Report**

- If a report is required by Freestyle Canada, please also complete the FPSC report.
- If an incident results in training interruption, but no injury (e.g., lift stoppage, lost athlete, etc.), please complete the FPSC report.
- [https://docs.google.com/forms/d/e/1FAIpQLSdoUtrBYZQ1UEWdUmwwZCvo-Cz\\_9ReBU62U93i6oLGu6ehDKQ/viewform?usp=sf link](https://docs.google.com/forms/d/e/1FAIpQLSdoUtrBYZQ1UEWdUmwwZCvo-Cz_9ReBU62U93i6oLGu6ehDKQ/viewform?usp=sf_link)
- or [www.freestylepanorama.com/policies](http://www.freestylepanorama.com/policies)

- **Worksafe BC**

- If a coach (or any FPSC member working for the club) has a work-related injury and is treated by a qualified practitioner, a Form 7 report must be filed with Workplace BC.
- Please work with the FPSC Administrator to complete and submit this form.

- Ensure all completed reports are copied to:

- Head Coach
- Club President
- Club Administrator

## 9. CONCLUSION

Despite all of the checks and balances FPSC has in place, accidents can happen.

**In all emergencies there are four fundamental steps:**

- 1. Ensure your safety and that of your group – do not engage if it puts you at risk.**
- 2. Call for help.**
- 3. Aid in the situation to the best of your ability.**
- 4. Report the incident**

Remember to stay calm. Accidents happen. Breathe. Talk to your Head Coach about the incident and how you're feeling. Your Head Coach is there to support you. If you experience any mental / physical health issues following the incident, please talk to him/her.



## APPENDIX A: TRAVEL TIME FOR EMERGENCY VEHICLES

All travel times are estimates and do not factor in current road conditions, weather and traffic.

### By road:

<b>Location</b>	<b>Estimated driving time from Panorama</b>
Invermere District Hospital	30 minutes
Banff	2.5 hours
Cranbrook	2.0 hours
Calgary	3.5 hours

### By helicopter:

<b>Location</b>	<b>Estimated flying time from Panorama</b>
Invermere District Hospital	5 minutes
Calgary	70 minutes
Four Mile Pit Rendezvous	60 minutes



## **APPENDIX B: PANORAMA AND AREA MEDICAL SERVICES**

### **HOSPITALS AND SERVICES**

Invermere Hospital  
850 10 Avenue, Invermere  
Phone 250-342-9201

Banff Mineral Springs Hospital  
305 Lynx Street, Banff  
Phone 403-762-2222

### **ORTHOPEDICS**

Banff Sports Medicine  
#207 303 Lynx Street, Banff  
Office number 1-403-760-2897  
(non-emergency number)

### **MRI'S**

EFW Radiology  
109 Quarry Park Blvd. #103, S.E.,  
Calgary T2C 5E7  
Phone 1-403-541-1200

Calgary Foothills Hospital  
1403 29 Street N. W., Calgary  
Phone 1-403-944-1110

East Kootenay Regional Hospital  
13, 24th Avenue N., Cranbrook  
Phone 1- 250-426-5281

### **PLASTICS**

Banff Mineral Springs Hospital  
305 Lynx Street, Banff  
Office number 1-403-760-2020  
(non-emergency number)

Calgary Foothills Hospital  
1403 29 Street N. W., Calgary  
Phone 1-403-944-1110



## **APPENDIX C: LOCAL FACILITIES AND RESOURCES**

### **MEDICAL CLINICS**

Chisel Peak Medical Center. 417 10th Avenue,  
Invermere  
Phone 250- 341-6900

Invermere Medical Clinic  
937 7th Avenue, Invermere  
Phone 250-342-9206

### **DENTISTS**

Dr Richard Kanan  
1325 7th Avenue, Invermere  
Phone 250-342-3811

Copper City Dental  
602 4th Street, Invermere  
Phone 250-342-9663

### **PHARMACIES**

Lambert Kipp 1301 7th Avenue, Invermere  
Phone 250-342-6612

Pharmasave 417 10th Avenue, Invermere  
250- 342-8877

### **PHYSIOTHERAPY**

Columbia Valley Chiro  
#4, 1008 8th Avenue, Invermere  
Phone 250-409-9628

Invermere Physiotherapy clinic  
417 10th Avenue, Invermere  
Phone 250-342 -0415