

A Typical Evacuation

Field Roles

Role	Notes
Incident Leader	May or may not be trip leader
Safety	May be incident leader
Rescuers	Solving immediate problem & stabilizing
Patient Caregiver	Continuity of care; typically highest training
Communication	Internal: group, crew, passengers External: outside help, evacuation; NPS, AzRA
Logistics	Shuttling resources to incident, caring for other trip members (food, shade, water, etc.), setting up tents, arranging LZ, etc.
Resources	What you have with you or can find; all people, gear, communications, possible other parties

NPS Process (or other agency)

- Dispatch receives initial call & transfers to Search and Rescue shift leader (SAR shift)
- SAR shift gathers information from AzRA field
- SAR shift triages with other contemporaneous Grand Canyon incidents
- SAR shift typically makes plan with AzRA field (pick up ASAP, pick up in morning, move downstream to better LZ, etc.)
- SAR shift typically receives call from AzRA MOD inviting continuing communication about customer service post-evacuation
- Paramedic on helicopter determines evacuee care facility & communicates to SAR shift
- SAR shift communicates evacuee care facility to AzRA MOD

AzRA Manager on Duty: Immediate Tasks

- Receives secondary call from AzRA field; takes information from field
- Brainstorms with AzRA field: need additional resources?
- (Arranges follow up with AzRA field)
- Calls SAR shift to initiate communication; arranges follow up regarding destination of evacuee
- (Arranges additional resource transportation with SAR shift)
- Considers logistics for evacuee (typically based on paramedic information transmitted from SAR shift): care facility, luggage, hotel, minors, etc.
- Greets evacuee at care facility (South Rim helipad, South Rim clinic, Flagstaff Medical Center via ambulance, Flagstaff Medical Center via helicopter, Kingman Hospital, Las Vegas Hospital - this is determined by responding paramedic and SAR shift)
- Arranges for luggage, hotel, etc.
- Helps with later logistics such as prescriptions, flights, transportation to Phoenix, etc.
- Contacts evacuee's Emergency Contact if appropriate

AzRA Manager on Duty: Later Tasks

- Update Arctic, Online Launch Calendar, take out drivers, return hostess, etc.
- Complete MOD incident report

AN EMERGENCY RISES TO THE LEVEL OF CRISES WHEN THERE ARE INSUFFICIENT RESOURCES TO RESPOND TO THE INCIDENT. When this happens, the Executive MOD (typically Alex, Fred, or Dennis) steps in to supervise the MOD and/or assist with additional tasks.

Additional AzRA field considerations, especially for crises:

- Ask other trip participants not to photograph/video or put information on social media post-trip for privacy of impacted individuals
- Need counselor?
- NPS investigation liaison
- Preserve the scene
- Prepare crew and guests for a law enforcement investigator
- Find photo identification for evacuee or deceased
- All crew and relevant witnesses write first person narratives (ASAP)
- Separate the belongings of the impacted individuals

Executive MOD Tasks:

- External communications: attorney, insurance, employees, etc.
- Attorney at debrief?
- Designate media spokesperson and statement
- Liaise with SAR shift for NPS investigation
- Documentation: guest paperwork, statements, copy website, etc.
- Other long-term guest support: other guests, family, etc.
- Other long-term field support: mental health, readiness to return, etc.

Later AzRA Field Tasks:

- Call back into AzRA MOD for additional information
- Incident report (ideally send it with the ranger at the evac; if it's not ready, bring it to the debrief)
- TL report
- Finalize SOAP notes if necessary

Other field considerations

- The AzRA MOD is often in an information desert; please communicate often. Best case? Establish your next contact on the call.
- Your trip (especially if family on trip) may want to get updates after evacuation; OK to call.
- If your evacuee is a minor, be sure to inform NPS so that they get an adult out if possible, too.
- If you are evacuating a guide, consider:
 - What is the experience level of the assistants? Have other guides had the opportunity to observe their skills?
 - Is the guide able to hike out?
 - If we need to get another guide in, can we hike them in?
 - Examples: fly from south, hike in Eminence; fly from Gorge, hike in Monument or Hermit