

Office Emergency Response Procedure

1. In the event of a serious injury, the AzRA office will be notified as soon as possible. AzRA management will be contacted
2. The person receiving the call will determine the following:
 - a. Injured person's name
 - b. Location and phone number
 - c. Nature of the injury, problem, etc.
 - d. The individual's immediate needs
3. Allow the person to volunteer as much information as they wish. Take notes.
4. Assure the person that someone will get back to them as soon as possible. Your responsibility is to assist them in their transitions from a recreational experience to a situation of significantly increased stress. Your assistance may include, but is not limited to, a hospital visit, providing transportation, locating luggage, etc.
5. Be sensitive and sympathetic. However, remember that until the circumstances have been fully investigated it is not advisable to imply that AzRA personal or procedures were in any way responsible for the incident. Example: "I am sorry that this happened." (reflects sympathy) versus "That should not have happened." (may imply responsibility).
6. Should the news media become involved, one person will be designated as the contact person. This person will provide only details that are available through the Coconino County Sheriff's Department or the National Park Service. All other persons should respond, "I don't have any information on this. You need to talk with _____."
7. In an instance of serious injury or death, relatives will be notified by the Coconino County Sheriff's Department.
8. Contact MOD: Call AzRA at (928)526-8200, If after hours press 9 to be forwarded to cell phone of MOD