SAFETY ALERT
Forestry Harvesting Operations

9-1-1: What you need to know when working in remote locations

Location: Remote camps that rely on satellite phones or VOIP (Voice over Internet Protocol) for outside communication.

Date: April 11, 2017

Details: When reviewing our ERP we found that calling 9-1-1 may not be as easy in a remote camp as it is when you are calling from a land line in town. We contacted the 9-1-1 service directly and were told:

"We strongly recommend that you reach out to your satellite and internet phone providers to confirm their process for handling emergency calls."

And

"The process for handling these types of calls can differ between companies with most using third party call centres as the first point of contact instead of having calls go directly through to local emergency services."

Learnings & Suggestions:

- Consider contacting BC Emergency Health Services (BCEHS), the organization responsible for dispatching ambulances throughout the province of BC, to learn what information they can share regarding injured workers in remote areas and how to transfer them to local hospitals. You can reach BCEHS toll free at 1-888-875-3256 or via email: pcqo@phsa.ca

- The BC Forest Safety Council also offers resources related to Emergency Response Planning: http://www.bcforestsafe.org/node/2585

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