

- Ensure your own safety first, at all times!
- The MCFRS Emergency Communications Center has a non-emergency phone that you can use if you need advice on how (or if) to treat a visitor. Call 240-773-4700
- When calling 911, if asked for the cross-street of your location, request a supervisor.
 - The key is to get from the civilian operator to a uniformed firefighter.
 - If necessary, say Berma Rd. or McArthur Blvd.
- Always carry/wear orange vest when you hike BG-A:
 - At incident scene, put on vest or use to wave down EMS.
 - Vest is how EMS can recognize you in a crowd and distinguish you from visitors waving hello.
- EMS needs this information from you:
 - LOCATION – be as precise as you can, using landmarks and common place names. Provide GPS coordinates if you are able.
 - BRIEF DESCRIPTION of injured person (age, gender, identifying clothing) and nature of injury/illness. (“59 year old woman wearing blue shirt with head injury from fall on rocks”)
 - BEST ROUTE – your recommendation on how best to get the person out (if on foot, which trail; if by boat, how do they get there, etc.)
- If you are absolutely certain about the appropriate means of transportation (e.g., visitor is next to the river and easily reached by boat; they are close to a trailhead and the ground crew can get them; they will need a helicopter extraction), provide this information. It is likely the “cavalry” will be sent in any event, but give it a try.
- If possible, provide the person’s name, age, weight, medications, other health conditions:
 - use the **Wilderness First Aid Evaluation Form** (this will print two forms per page. Copies are available in the trailer. Alternatively, you may carry index card, paper).
 - You do not need to fill out the entire form – it is an aide to help you communicate with EMS.
 - When EMS arrives on the scene, provide written information about the person and injury/illness--do not try to provide this information verbally unless asked.
- While waiting for EMS, provide whatever first aid you are trained to do and comfortable doing (e.g., you can wrap or otherwise stabilize an injured ankle before they arrive). With patient’s permission, take a picture of the injury before wrapping or bandaging so EMS does not need to uncover it.
- When EMS arrives, they will take over the scene.
 - Offer your assistance, but stay out of the way.
 - They may ask for help with crowd control, carrying items, directing other EMS, etc.
- Who will respond?
 - GROUND crew is typically Federal firefighters from Carderock. Advise EMS if access to BGT-A from Anglers or Fee Booth is more appropriate based on location of injured party.
 - HELICOPTER support is normally USPP, but may be Coast Guard.
 - BOATS will come from either Station 30 (Falls Road) or Station 10 (River Road)
 - Station 30 boats have to commit within a mile/a few moments from the station whether to enter at the Fee Booth or Anglers, so the more information they have on the location, the better. Typically for incidents below the falls, they will enter at Anglers, but if you are on scene further upstream, let them know the Fee Booth entrance is a better access point.
- The public rarely knows their location. If you arrive on scene and EMS has already been called, try to determine if the patient (or others) were able to accurately identify their location (including whether on BG-A, -B or -C). If not, call 911 to update, and be sure to tell them it is NOT a new incident.