

IARR



Interagency Resource Representative



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Interagency Resource Representative (IARR) Role

The Interagency Resource Representative (IARR) position utilizes a variety of skills and abilities providing liaison services for Eastern Area personnel assigned to incidents both in and out of the geographic area. The IARR acts as a liaison for Eastern Area (EA) resources and is responsible to the Eastern Area Coordination Center (EACC) and the member agencies. The IARR coordinates through Incident Management Teams (IMT), Geographic Area Coordination Centers (GACC), host Agency Administrators, Fire Management Organizations, Multi-Agency Coordinating Groups (MAC), Federal Emergency Management Agency (FEMA) and others to ensure the well-being of all assigned Eastern Area Resources. (See [Eastern Area Interagency Mobilization Guide \(EMG\), Chapters 20](#), pages 20-6 to 20-8)

Safety is the highest priority and is the first consideration in any assignment. Length of assignment, work/rest, days off and Incident Operations Driving policies will be adhered to by all IARR's and EACC resources.

A. The Need for an IARR

The Interagency Resource Representative (IARR) may be assigned to an incident, a complex, or may also be requested by another geographic area to serve as a representative for crews, overhead, and equipment assigned to an area. The IARRs represent the Eastern Area Coordination Center and the Eastern Area Coordinating Group (EACG) regarding the health and welfare of area resources assigned to incidents.

The IARR has the responsibility to communicate by daily reports to the EACC Intelligence Coordinator. When on assignment, the IARR works for the EACC Center Manager or Acting. Normally, an IARR will be mobilized for every three (3) or more crews committed. The IARR position will be ordered on a ROSS overhead order initiated by the EACC.

The EACG is representative of all State and Federal agencies within the Eastern Area, which minimizes the need for individual agencies to send individual IARRs. As an IARR you are in leadership role. You are representing the Geographic Area and will conduct yourself in a professional manner. **An IARR should be able to handle most issues and resolve them with the crew and the incident without having to impact the dispatch/coordination system.**

1. **Lead IARR** – During high periods of activity when several Eastern Area crews and IARRs are committed, the EACC Center Manager will assign a Lead IARR. The Lead IARR is an agency resource with several years of IARR experience within and outside of the geographic area. The Lead IARR will assist the EACC Center Manager and Intelligence Coordinator with management and oversight of IARR resources on assignment. Duties may involve scheduling, tracking, assessing incident needs as well as the needs of the IARRs. The Lead IARR will have frequent contact with the IARRs in the field to provide guidance and support, besides daily communication with the EACC Center Manager and the Intelligence Coordinator.

B. Prerequisite Experience

See [PMS 310-1](#)

IARRs should possess strong knowledge and skills in:

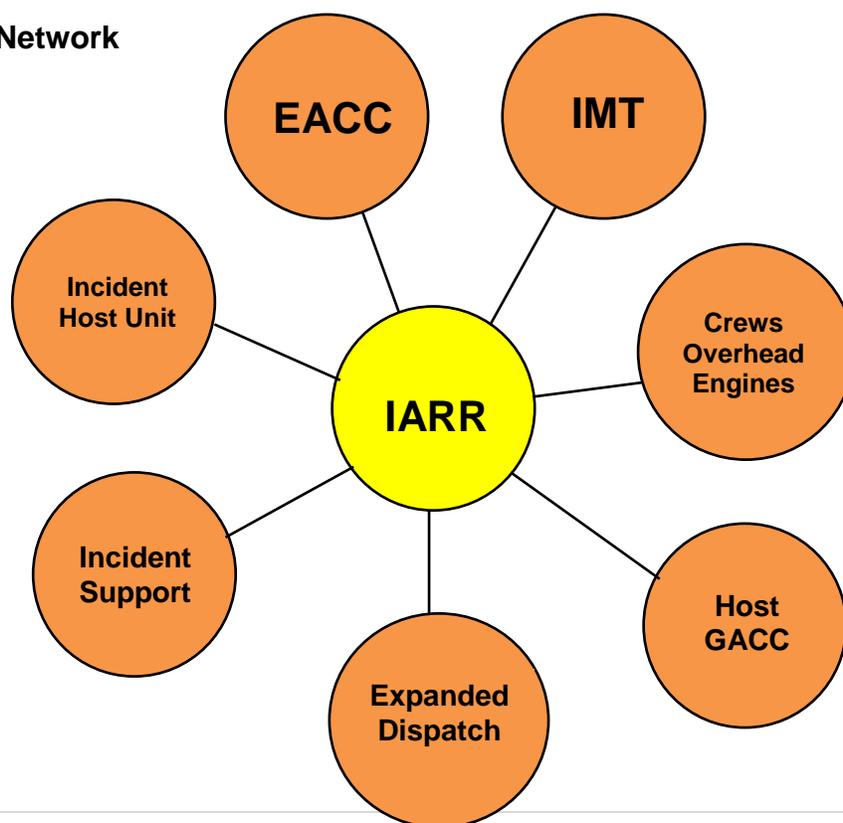
- National and Geographic Area standards and policies on firefighter safety
- [Interagency Incident Business Management](#)
- Agency qualification standards
- Accident investigation and reporting
- Incident travel
- Medical care procedures
- Mobilization and demobilization procedures
- Crew timekeeping
- Personnel management

IARR's should have in-depth knowledge of Eastern Area interagency/agency policies and procedures, fire operations, agreements, the Incident Command System (ICS) and the dispatch/coordination system. ([See EMG, Chapters 20](#))

EACC encourages utilization of trainees with qualified IARRs. Trainees work for the IARR and should be considered for certification after being evaluated by a qualified IARR and the EACC Center Manager. An IARR should not be considered for certification without having had satisfactory performance ratings on multiple training assignments.

In addition, the IARR needs to be self-sufficient, self-reliant and self-policing. This position works independently and must exhibit strong interpersonal communication skills and leadership abilities.

C. The IARR Network



D. Eastern Area IARR Duties and Responsibilities (See [EA Mob Guide, Chapter 20](#))

1. Secures and maintains current manifests, resource orders, and other pertinent information for resources committed to their assigned incidents from the Eastern Area.
2. Establishes contact with the incident management team (IMT), Mobilization Center Managers and the EACC Intelligence Coordinator and Center Manager as soon as possible to provide information and assistance during resource check in and initial assignment.
3. Upon arrival at the incident, checks in with the host Geographic Area Coordination Center (GACC), Expanded Dispatch Coordinator/Supervisory Dispatcher and the Crew Desk.
4. Establishes a working location and advises IMT, Mobilization Center Managers and EACC regarding assigned resources.
5. Whenever feasible, maintains daily contact with a representative of each appropriate resource.
6. Provides assistance to Eastern Area resources regarding timekeeping, travel, injuries, accidents, personnel problems or emergencies and other administrative needs.
7. Maintains daily contact with EACC Intelligence Coordinator to exchange information as to the status of resources. Reports are expected at least once daily, depending on the level of activity.
8. As requested by the IMTs and EACC, assists in resolving disciplinary matters. It is important to document all information pertinent to the situation and notify the EACC Center Manager or Acting as soon as possible.
9. Provide input as to the utilization of assigned resources.
10. Assists the IMT in providing for the well-being and safety of assigned resources.
11. Assists IMT in determining the need for any special reports or documents and the preparation of these documents.
12. Assists the IMT in investigating accidents involving EA assigned personnel.
13. Ensures contact with assigned personnel, who have been hospitalized or otherwise separated from their assignment or unit.
14. Assists IMT in assuring that all required forms, reports, and documentation are complete prior to assigned resource departing the incident.
15. Provides assistance to the IMT and dispatch channels as needed for demobilization.
16. Provides EACC with the required paperwork, evaluations and IARR closeout report.
17. Helps to negotiate extensions or emergency demobilizations for resources.

18. Relies on other IARRs for advice, help and support to work together as a team.
19. Ensure Crew Boss(s) complete IARR Evaluation Form

E. Incidents and Issues the IARR may be involved with:

- Hospitalizations
- Fatality/Injury
- Arrests
- Drugs/Alcohol
- Abandonment
- Fights/Stabbings/Rape
- Robbery
- Assault Threats
- Sexual Harassment
- Interagency Fire Business Management Issues
- Performance Issues
- Safety Issues
- Pay issues
- Cultural Conflicts
- Death of Family Member
- Heat/Hydration
- Physical Fitness
- Questionable Requests for Demobilization

F. Equipment, Kit and Advance Planning

- **Agency Issued Purchase Card (recommended)** – IARRs may have the need to procure meals, lodging and other miscellaneous support due to extenuating circumstances (crew members being left behind due to performance issues, breakdowns in the system when meals/lodging were supposed to be arranged and were not, etc.)
- **Agency Issued Travel credit card and/or Personal Credit Card (required)** – IARRs must be self-sufficient. They should be able to take care of their own needs regarding meals, lodging, and a rental car.
- **Agency Uniform (recommended)** – IARRs should wear an agency uniform, when possible. This is important for identification as well as gaining access to fire camps, staging areas, etc. Retirees should not wear agency uniforms.
- **Business Cards (recommended)** – The Eastern Area has a print layout and logo with directions to make preprinted IARR business cards which may be filled in as needed with current IARR's name and contract information.
- **Name Tags (recommended)** – bring agency name tag or make one
- **Atlas/Maps (recommended)** – It is also important to carry an atlas and obtain state road maps for areas the IARR is working in or traveling to.
- **Current Red Card (required)**
- **Reference Materials (required) stored on a flash drive or see EACC web page**
 - Interagency Standards for Fire and Fire Aviation Operations ([Red Book](#) and [Blue Book](#))
 - [National Interagency Mobilization Guide](#)

- [Eastern Area Interagency Mobilization Guide](#)
 - Local Area Interagency Mobilization guides
 - [Incident Response Pocket Guide](#)
 - [Interagency Incident Business Management Handbook](#)
 - IARR forms (IARR Daily Crew Report, Emergency Release Message Form, IARR Checklist for Injuries)
 - Extra copies of NWCG Incident Behavior form
 - [Volunteers and Casuals](#)
 - Current FS and DOI AD Pay Plans
 - [Host Geographic Area Situation Report](#)
 - Safety Alerts
 - [Fuels/Fire Behavior Advisories](#)
 - [Current National Incident Management Situation Report](#)
- **Trac phone/satellite phone or agency cell phone (required)** – The trac/satellite phones are to be turned in to the incident (if signed out) or to your home dispatch center at the end of your assignment.
 - **Phone lists (recommended)** - cell phone numbers of as many crew leaders on assignment as possible. After hours contact numbers and fax numbers for EACC and host GACC, etc.
 - **Incident Human Resource Specialist contact information and phone lists for home units (recommended)**
 - **Miscellaneous Forms (required)** – Unit Log ([ICS-214](#)), General Message Forms ([ICS-213](#)), Emergency Firefighter Time Sheets ([OF-288](#))
 - **General Office Supplies (recommended)** – Stapler, tablet, pens, pencils, log book, etc.
 - **Resource Ordering and Status System (ROSS) access (suggested)** - It is helpful to have access to ROSS so that the IARR can view resources in ROSS, while on assignment. EACC may also make a request to the Geographic Area you are traveling to and request you be given Read Only permissions to their ROSS in order to view their orders.

The IARR would need to request a ROSS account, obtain a user name and password and learn the how to use ROSS before GACCs can grant access. Ask your home dispatch center for hands on ROSS training prior to the start of the season. ROSS information is available at the ROSS website at <http://ross.nwcg.gov>.

- **Rental Vehicle IARR sign (recommended)** - use white shoe polish for vehicle identification to write on car window.
- **E-mail or fax copies of IARR ROSS order and crew manifests (recommended)** – EACC will provide to IARR prior to mobilization.

G. Timekeeping

IARR's are responsible for keeping their personal time. For agency personnel, OF-288 Firefighter Time Reports should be signed by EACC Center Manager or Acting prior to the end of a pay period. For AD personnel, OF-288 Firefighter Time Reports should be signed by EACC Center Manager or Acting upon demobilization. The Center Manager or Acting will sign and fax back to IARR or forward copy to the home unit's timekeeper.

- **Time Recording – Emergency Firefighter Time Report (OF-288)**

Shifts of 12 to 14 hours a day are recommended.

- a. Adhere to Work/Rest Guidelines, 2:1
- b. Adhere to Driving Guidelines located in the Interagency Incident Business Management Handbook ([Chapter 10](#)) Limit driving at night only for emergencies.
- c. Special authorization by Center Manager or Acting is required to work longer than a 16 hour shift. **This is the exception and mitigation measures need to be taken to reduce fatigue when this happens.**
- d. Must show breaks (30 minutes) when in Travel Status (mob and demob) and each day worked (6 hour increments while on assignment).
- e. Fax or e-mail a copy of OF-288 to the EACC Center Manager or Acting for approval while on assignment. Federal agencies submit prior to end of pay period. State and AD resources submit at end of your assignment. Electronic OF-288 is available at the EACC web page, Crews section.

H. IARR Roles in an All Hazard Environment

All Hazard and other types of assignments outside of wildland fire may include:

- Hurricanes/Floods
- National Disasters
- Foreign Assignments
- Epidemic Disease
- Earthquakes

It is important to obtain an adequate briefing and awareness of the situation.

Important information to know includes protocols for standing down or turning down an assignment. This may be based on lack of adequate training or preparation, crew or resource comfort level with the situation or other factors. The IARR should become familiar with available support networks.

Understanding crew dynamics in this environment is essential. Other unique considerations include:

- Support to Personnel
- Communications
- Liaison / Ambassador/Counselor / etc.
- Health & Safety
- Training & Education
- Cultural Sensitivity
- Discipline
- High Risk Awareness
- Health Concerns
- Human Emotions
- Mental Preparedness
- Primitive Conditions

I. IARR Mobilization

1. Ordering Process

EACC will order an IARR in ROSS through the normal dispatch channels. Individuals that are available for IARR assignments need to ensure they are listed in ROSS as “Available GACC” in ROSS. IARRs will provide their availability status through their local dispatch office. EACC will generate the IARR order, utilizing the current year’s EACC Support incident. IARRs must have a copy of their Resource order while on assignment. Upon receipt of their order, IARRs should contact the EACC Intelligence Officer/Center Manager and begin communicating. Whenever possible, EACC will assign a trainee to work with a fully qualified IARR.

It is important that authorization for an agency cell phone, agency laptop, and rental vehicle 4x4 be included in “Special Needs” on the resource order. For AD IARRs, EACC will provide laptops for your assignment, contact Center Manager.

2. Mobilization/Transportation

Travel arrangements will be made by the IARR’s local dispatch center for both mobilization and demobilization. The home dispatch center will enter the IARR’s travel itinerary (flight schedule, AOV, RON information, ETD / ETA) into ROSS and provide a copy to the Intelligence Coordinator prior to any travel.

When possible, obtaining an Agency Owned Vehicle (AOV) is recommended, while on assignment as an IARR within the geographic area. If the IARR is mobilized via commercial or contract aircraft, it is important to determine the availability of a rental vehicle prior to arrival at the airport destination.

During periods of multiple fire activity, rental vehicle availability can be an issue, especially in smaller communities. This may require the IARR to fly into the next closest airport in order to rent a vehicle (EACC will note alternative jetport information on the resource order). The larger airports generally have a variety of suitable rental vehicles located at or near the airport, which are likely to have extended hours (24/7) to accommodate pick-ups and returns. If you do not have a Government-issued credit card, ensure that the car rental is reserved through the government travel agency by your dispatch office.

Safety is the highest priority and is the first consideration in any assignment. Length of assignment, work/rest, days off and Incident Operations Driving policies will be adhered to by all IARRs and EACC resources.

3. EACC Briefing for IARRs

Before departing for your assignment, EACC will provide you with information regarding the names and locations of EACC resources. This is usually done by providing copies of resource orders and crew manifests.

4. Communicating with the Eastern Area Coordination Center

- Review IARR expectations document
- Establish check-in schedule and procedures
- Fax or email daily report forms by noon daily. Follow up with a call.
- Use forms provided and use them as a guide when calling in.
- Ensure all information is accurate and timely.
- Have a back-up notification number in case you are out of cell phone coverage and there is an emergency (i.e. Plans, hotel, or camp).
- Report on crew and other resource assignments, condition, attitude, location and weather. (See forms in Appendix)
- Report accidents, fatalities, medical treatment, disciplinary actions, or other pertinent information. (Use the proper forms)
- Establish protocol for communicating with EACC on issues.
- EACC will communicate hours of operation with IARR.
- Establish emergency notification procedures with EACC Intel.
- After hours contact is the duty officer listed on the main EACC phone line.

EACC expects the IARRs to report once or twice a day but may require more frequent calls depending upon the situation; such as upon arrival of the IARR at the incident(s), during demobilization of crews / resources or when medical emergency / disciplinary situations arise. The Intelligence Coordinator, Center Manager or Acting will be the point of contact. The Intelligence desk will keep a log of all calls and copies of reports / items faxed from the IARRs. Incident location and cell phone coverage may be a factor in how often an IARR is able to check in. The point is to communicate any pertinent communication difficulties with the Intelligence Coordinator or Center Manager or Acting.

5. EACC Reporting Timeframes

- a. Daily reports by 1200 local time to EACC Intel Coordinator
- b. Emergency Reports as they occur. Call ASAP!
- c. EACC Intel fax machine number: **414-944-3839**

See Appendix for [Eastern Area IARR forms](#).

J. Working with Incident Management Teams

After arriving at the incident, obtain a copy of the Incident Action Plan (IAP), including maps. The IAP lists the Incident Management Team, its structure and the names of the team members. The IAP will list the crews assigned, their location and shift hours. The IAP does not list individual single resources from the Eastern Area, but engines may be listed. The IAP will also list the incident objectives, operational assignments, contact information, safety plan, communications plan, medical plan, phone numbers and more.

IARRs will need to establish contact with Incident Management Team(s). The first impression is a lasting impression. Be professional and patient with people. Generally, it's best to contact the Planning Section upon arrival to incidents, however there will be interaction with other Command and General Staff members as well (Liaison Officer and Operations Section Chief). Recommend to make contact with Human Resource Specialist

(HRSP) if there is one assigned to the incident. Keep the IMT informed of any issues and provide an out-briefing, if necessary.

A formal check-in process is not required for IARRs since the IARR is not requested by the IMT and not officially assigned to the incident fire organization. IARRs are assigned to the Eastern Area Coordination Center and act as a liaison for Eastern Area resources. Due to the sometimes scattered locations of assigned resources, it is highly likely that an IARR may provide the liaison role to several incidents and work with several IMTs on one assignment.

IARRs should inform Check-In of your incident contact information and the names of assigned crews and resources you are responsible for. It is normal for the Check-In function to arrange demobilization for your resources. IARRs will need to develop a working relationship with Check-In and Demob.

- **Planning Section.** Leave your contact information and verify resources on incident, review assignment dates, demobilization protocol, briefing schedule and Incident Action Plan (IAP). Ensure you are included on the Incident Organization Chart. IARRs should have their name and phone number added to the IAP in any of the following locations: Planning section, Liaison Officer, Operations or Check-In.
- **Medical Unit.** Review the medical plan, transport arrangements and identify medical facilities at base camp and local communities. IARRs need to maintain contact with Eastern Area resources to ensure that the medical needs are being met. The Medical Unit will communicate medical concerns at the pre-shift briefings usually in the morning. It is important for IARRs to attend these briefings as well as others given by the IMT. The IAP will list medical concerns and suggested preventative measures. The IAP will also list local medical facilities and regional burn centers.
- **Finance Section.** It is important to resolve any time issues for Eastern Area resources. The Finance Section is involved in listing the demob dates in the IAP. Verify travel information and assignment dates. Review crew manifest. Finance Section issues are usually posted on a sign board near the Finance Section.
- **Operations/Safety.** Discuss safety issues, performance, resource assignments, etc. The IAP contains the daily information for the crew assignments along with the Division Supervisors and all resources working together in a division. Safety considerations are also listed in the IAP and discussed at the shift briefing. Concerns can be addressed by the incident safety officers who are listed in the IAP.
- **Logistics Section.** Assess sleeping areas, food arrangements and overall camp conditions. Maps of the camp are usually available at the logistics section, as well as other incident locations such as the medical tent, bedding areas and food and shower facilities.
- **Incident Commander.** Establish contact information, schedule, work location. IARRs need to introduce themselves to the Incident Commander and Deputy and maintain contact as appropriate throughout the detail. It is highly likely that the IARR will transition through at least one incident team change over. During this transition, there is a need to be vigilant as problems can often arise during this transition phase.

- **Human Resource Specialist.** Discuss the issues and concerns. The Human Resources Specialist can be helpful in dealing with issues with Eastern Area resources.
 - **Incident Training Specialist.** Discuss trainee assignment opportunities for assigned resources.
1. Assist the IMT in meeting the needs of all Eastern Area resources that are assigned. Attend briefings and strategy sessions and become familiar with what the incident objectives are. Keep track of resources and know what their assignments are. Follow the IAP and track any duty changes and spike camp location changes.
 2. Maintain regular contact with Crew Representatives, Crew / Engine Bosses, Strike Team / Task Force Leaders, other IARRs, and single resources to ensure that work is being performed safely, effectively and that they are fully informed on conditions affecting the crews.
 3. Provide assistance to appropriate personnel on time keeping, travel, accidents, injuries, personnel problems or emergencies, and other administrative needs.
 4. Maintain flexibility. You may be assigned to multiple incidents when necessary, with lengthy travel between incidents. Consider your own safety. In situations like this, it is imperative that the IARR check in with each incident on a regular basis to stay current on pertinent activities. It is important for IARRs to locate where they have phone service to receive calls from EACC, the IMT and Eastern Area resources.
 5. In cases of death or serious injury, the IARR will coordinate with Agency Representatives to assure that all necessary actions, reports, contacts, etc. are completed. Forests, Regions, Areas and agencies have specific plans to deal with these situations. The local agencies need to be the lead and the IARR needs to follow that lead and keep EACC informed and involved.
 6. The Crew Boss is responsible for dealing with crew member performance issues. The IARR may assist the Crew Boss with the crew member's performance issues and relay the information to EACC. Performance problems will not be tolerated and will be dealt with immediately. The IARR can help the Crew Boss investigate and assist the IMT with disciplinary and unsatisfactory performance cases. Unsatisfactory performance will be discussed with the person(s) involved. The Crew Boss and EACC are the direct contacts to the home unit to relay the situation. IARR, Crew Boss and EACC are responsible for proper documentation.
 7. If a crew is not able to perform to standard, the Incident Commander is responsible for dealing with the situation. The IARR will assist the Crew Boss and / or Incident Commander in dealing with the issue. The IARR is responsible for keeping EACC informed and involved. Neither the IARR or EACC have the authority or responsibility to deal with disciplinary issues, but both may assist all the parties involved. When addressing performance problems, EACC will work closely with the home unit. It is important for the IARR to gather information and provide documentation to the EACC Center Manager. In many cases the crew involved may be sent home.

8. The IARR will assist the IMT or responsible units / agencies, as needed, in the scheduling of Rest and Recuperation for personnel. The IARR needs to be informed on safety considerations and adhere to these requirements.
9. IARRs will maintain a Unit Log (ICS-214). Make copies available to the team or EACC upon their request. At the end of your assignment, send a compilation of these logs with your close-out report and any special documentation to the EACC Center Manager.
10. IARRs will assist the IMT(s) with accident investigations involving Eastern Area resources for which they are responsible. Provide for follow-up contacts at medical facilities. Make daily hospital visits if practical. Ensure documentation is complete and accurate. Assistance from the IMT may include the Human Resource Specialist.
11. Assist the IMT(s) with all required forms, reports, and documentation prior to the demobilization of assigned resources from the incident. Keep EACC informed of all departing resources. Fill out the necessary forms for emergency demobilizations.

K. Working with Incident Support

- a. Make contact with the host Geographic Area Coordination Center (GACC). A courtesy call to the incident GACC is important to make them aware of your assignment so they can prepare a short briefing or arrange for any office space you may need prior to your arrival. Provide the host GACC Center Manager and the GACC Crew Desk with your assignment and contact information.
- b. Establish contact with the local Expanded Dispatch office. Verify crew manifests and resources assigned to the incident(s) with the Coordinator / Supervisory Dispatcher and the Crew Desk. Verify travel and assignment dates of resources.
- c. Locate Buying Team(s), their phone numbers and operating hours. Provide your contact information, schedule and work location.
- d. Do not overlook Eastern Area personnel that are assigned to Expanded Dispatch, Airtanker Bases, Helibases and other support functional areas. EACC can provide you with ROSS reports for additional information.

L. Working with Host Unit

1. Establish contact with local leadership and ensure that they know you may be able to support them.
2. It is important for you to close out with them prior to your departure.

M. Working with the Home Unit

1. The IARR is expected to communicate with EACC, in coordination with the IMT(s), about the well-being and performance of all resources.

2. Provide the home unit with paperwork and evaluations relating to the resources for which you are responsible.

N. Working with Law Enforcement

1. Search and Seizure

It is important to coordinate with Law Enforcement and understand the difference between each level of Security Specialist (SEC1, SEC2, SECG and SECM). Each has different authorities. Both Fourth Amendment Rights (Probable Cause) and obtaining a warrant must be considered when conducting searches. This includes fire packs, tents, government provided quarters, etc. Almost all of this will be handled by, or in conjunction with, the local law enforcement agency that has jurisdiction in criminal cases.

2. Limitations and Security Activities at Camps

- Performance problems involving fire camp personnel should not be the responsibility of security team members beyond their authority. If a law has not been broken, the act is considered a personnel issue and not a Law Enforcement issue.
- Examples of Situations Beyond the Scope of Camp Security Personnel
 - Removing camp personnel without their consent from commercial establishments (i.e. bars).
 - Restricting camp personnel to the camp during off-duty hours (closed camp).
 - Searching vehicles in the camp without consent or probable cause.
 - Detaining camp personnel in an area where they are not under arrest.
 - Seizing alcoholic beverages or enforcing alcoholic beverage restrictions not authorized by valid closure order or by law.
 - Searching fire packs or other personal property without (a) consent or (b) probable cause and a warrant.
- Personnel Issues vs. Law Enforcement: Regulations regarding closed camps, forbidding alcohol in camp, etc. are permitted. However, if individuals do not comply with established policies, it is a personnel issue and not a law enforcement issue.

O. Accidents and Fatalities

In the event of a serious accident or fatality, the IARR is a valuable asset for the host unit as well as the home unit. The IARR is the facilitator between the local jurisdiction and the home unit. It is important to understand your authorities and not overstep boundaries. Follow appropriate protocols and do not communicate outside of established channels.

The Interagency Standard for Fire and Aviation Operations, ([Red Book](#)) (NFES 2784) Item 07-25, refers to the [Agency Administrator's Guide to Critical Incident Management](#) (PMS 926, NFES 1356) as a checklist to be reviewed in detail before a critical incident occurs, during management of the incident and after the incident has taken place. EACC will

provide IARRs with guidance on this kind of situation. Incident Human Resource Specialists are trained to provide Critical Incident Stress Management support and may be helpful to support this effort.

In the event of a serious injury or death in the family at the home unit of an Eastern Area resource, notification needs to be given to the individual(s) involved at the incident. It is not unusual for this notification to come from the home unit, then to EACC, then to the IARR. Many individuals and crew member carry a cellular phone. These phones may work in the incident area and the individual(s) may already be notified. In other cases, the IARR will need to make contact and provide communication back home. The IARR needs to be supportive to the individual and the family. If demobilization and transport is necessary, the IARR will help facilitate this with the IMT and EACC.

In the event of a serious injury or fatality at the incident, the IARRs will need to defer to the policies and procedures of the host agency. Most agencies, including forest, region, and state agencies, have local emergency plans to deal with this situation and have a notification procedure (calling tree). The [Red Book](#), Chapter 07, page 07-25, provides direction concerning Accident / Injury Reporting and Critical Incident Management. It is important to keep EACC informed on the situation. Documentation is critical when handling this type of situation. EACC will provide information and direction to the IARR and the home agency.

1. Contacts

Make contact with the Incident Commander, Deputy Incident Commander, Agency Administrator or Fire Management Officer depending on nature of assignment. It is important to make contact with the host GACC Coordinator on Duty. Establish agreed upon notification procedures. Arrange for additional assistance if needed.

2. Hospital Visits

When a medevac or transport to a medical facility is required, it is also important to have an IARR at the location of the hospital to meet the patient when they arrive or at least be present and available.

It is important to remain in daily contact with personnel who have been hospitalized or otherwise separated from their crew / counterparts. The IARR should make daily visits when possible or make a phone call. It may be necessary to arrange for an agency liaison to be present at the hospital as a contact for family and other agency personnel.

3. Family Support

It is important for families to be kept informed. In many cases, family members will travel to the hospital to be with their loved one. Agency policies vary but in some cases an agency may cover transportation costs (commercial airline tickets, chartered flight etc.) for immediate family members.

The Red Cross, local fire departments and the Wildland Firefighter Foundation may also be able to provide financial support and arrange for lodging and transportation between the hotel and hospital. More information can be found through local agency policies

The Wildland Firefighter Foundation's (WFF) main focus is to help families of firefighters killed in the line of duty and to assist injured firefighters and their families. The WFF contact information is: 2049 Airport Way, Boise, Idaho 83705, phone number: 208-336-2996, fax: 208-336-2995, <http://www.wffoundation.org>.

Depending on the situation, an agency employee may be assigned as a family liaison to share information and coordinate between the agency(s) involved and the family. This usually occurs due to a death or serious injury requiring a hospital stay of a few days or more.

4. Burn Protocol

The IAP has medical facilities information including regional burn centers. For more information, refer to the Interagency Standards for Fire and Aviation Operations ([Red Book](#)) Chapter 07, page 07-17.

P. Follow Up and Close Out

Follow up and close-out with IMT's, host units, etc. is important. Issues cannot be addressed or resolved if the IMT's or host units are not aware of them. Each incident provides valuable lessons learned that need to be shared. If you are being replaced by another IARR, a transition briefing is very important. EACC will help facilitate this.

Q. Other Helpful Information

The IARR deals with some common situations that need to be resolved. A common situation is lost or stolen identification.

Lost / Stolen Identification

Personnel may be required to fly on commercial airlines when demobilizing and do not have proper identification. If an individual does not have a state issued or federally issued form of identification, most airlines / TSA will accept two forms of ID such as a birth certificate, social security card, etc. and conduct a second screening at airport security. If this type of identification is not available, the airlines may accept a copy of the travel itinerary and boarding pass. A second screening will also be required. It is recommended that a uniformed agency representative accompany these individuals to the airport. For additional help contact EACC and the host GACC.

R. IARR Demobilization

1. Travel Information

Inform the incident, EACC and your home unit of your demobilization plans. Your home dispatch center will make your travel home and enter your demobilization travel in ROSS. Notify EACC of your travel plans and arrival back at the home unit.

2. Transition with Replacement IARR

When possible, be sure to transition with incoming (replacement) IARR, if one has been assigned, to ensure for continuity of service to assigned resources and IMT. EACC will help facilitate a replacement IARR with proper hand off.

3. Close-Out Report

Provide a close-out report to the EACC Center Manager documenting issues, recommendations or other information regarding your IARR assignment. An electronic version of the report is generally preferred. The close-out report should be submitted to EACC within 3 weeks or prior to your next assignment.

Items to include in the close-out report include:

- Name, Dates / Location of Assignment
- Daily Unit Logs
- Summary of Activities
- Significant Observations or Details
- Problems or Disciplinary Actions Taken
- Suggestions / recommendations for areas of improvement of EA IARR Program

4. IARR Evaluation

Your performance evaluation (ICS-224) will be provided by the EACC Center Manager and Intelligence Coordinator within two weeks of returning home. The evaluation will be mailed via hardcopy or e-mailed with a copy to your Supervisor or Training Officer.

S. The IARR “Toolbox”

- **Adaptive Leadership**
Each assignment is always different from the other. Adapt to the challenges, unique situations and apply leadership based on each assignment.
- **Physical Condition**
Expect long hours associated with the assignment as well a long travel distances.
- **Emotional**
Situations can be stressful and require focus. It is important to understand and positively manage the emotions of others in both face-to-face and virtual environments; empathize with others; be sensitive to the needs of others and to the forces that shape the way that others feel and behave. Also remember to take care of your own emotional needs.
- **Cultural Awareness**
The IARR will encounter many individuals with diverse backgrounds, levels of experience and political and social values. These various considerations apply to the resources the IARR is serving as well as the host GACC.

- **Effective Communication**
Communicating is the primary role of the IARR. Listening is one of the most important communication skills.
- **Support Networks**
Utilize a support network to assist you in resolving issues and getting things done. Examples include EACC, other IARRs, incident personnel, human resources, Incident Business Management Specialists, local agency personnel, etc.
- **Ability to Multi-Task**
The IARR has many tasks and contacts that need to be made. Good planning and the ability to establish priorities are essential. Utilize the “IARR Network”.
- **Develop a Routine, Always be prepared!**
Establish good reporting, documentation and organizational skills. Know what IARR tools you will need to successfully perform your job.
- **Learn From Experience**
The role of an IARR is rewarding. It allows for a sense of self accomplishment. It is an opportunity to observe the skills of crew members and other fire personnel and learn from them. It provides a chance to meet new people with diverse backgrounds and develop new friendships. The IARR is an excellent mentor and a position for continuous learning experiences.

Geographic Area Coordination Centers Phone Directory

National Interagency Coordination Center	Telephone: (208) 387-5400 Fax: (208) 387-5663 or 5414
Alaska Interagency Coordination Center	Telephone: (907) 356-5680 Fax: (907) 356-5678
Eastern Area Coordination Center	Telephone: (414) 944-3811 Main Fax: (414) 944-3838 Intel Fax: (414) 944-3839
Great Basin Coordination Center	Telephone: (801) 531-5320 Fax: (801) 531-5321
Northern California Coordination Center	Telephone: (530) 226-2801 Fax: (530) 223-4280
Northern Rockies Coordination Center	Telephone: (406) 329-4880 Fax: (406) 329-4891
Northwest Area Coordination Center	Telephone: (503) 808-2720 Fax: (503) 808-2750
Rocky Mountain Coordination Center	Telephone: (303) 445-4300 Fax: (303) 445-4319
Southern Area Coordination Center	Telephone: (678) 320-3000 Fax: (678) 320-3036
Southern California Coordination Center	Telephone: (951) 276-6721 Fax: (951) 782-4900
Southwest Area Coordination Center	Telephone: (505) 842-3473 Fax: (505) 842-3801

Websites for IARR Reference Materials

Eastern Area Coordination Center

<http://gacc.nifc.gov/eacc/>

National Interagency Coordination Center (links to all GACCs)

<http://www.nifc.gov/nicc/>

InciWeb

<http://inciweb.nwcg.gov>

Fuels and Fire Behavior Advisories

http://gacc.nifc.gov/predictive_services/fuels_fire_danger/fuels_fire_danger.htm

Wildland Firefighter Burn Injury Protocols

<http://www.nwcg.gov/general/memos/nwcg-012-2008.pdf>

Incident Business Practices

http://www.fs.fed.us/fire/ibp/incident_payments/incident_payments.html

National IHC Listing/Operations Guide

<http://www.fs.fed.us/fire/people/hotshots/>

National Hurricane Center Updates

<http://www.nhc.noaa.gov/>

Fire Danger Pocket Cards

<http://fam.nwcg.gov/fam-web/pocketcards/>

Large Fire Map of Active Incidents

http://activefiremaps.fs.fed.us/lg_fire2.php

DOI AD Pay Plan – 2015

[http://www.nifc.gov/programs/programs_documents/CPC/pay_plans/2015ADPayPlanPersonnelBulletin15-03\(Amended\).pdf](http://www.nifc.gov/programs/programs_documents/CPC/pay_plans/2015ADPayPlanPersonnelBulletin15-03(Amended).pdf)

USFS AD Pay Plan – 2015

http://www.fs.fed.us/fire/ibp/personnel/id_5109.34-2015-1.pdf

Incident Business Practices Working Team Website

<http://www.nwcg.gov/teams/ibpwt/documents/personnel.htm>

NWCG Publication Management System [http://](http://www.nwcg.gov/pms/pubs/large.html)

www.nwcg.gov/pms/pubs/large.html

Albuquerque Service Center

<http://fsweb.asc.fs.fed.us/>

Critical Incident Management

<http://www.nwcg.gov/pms/pubs/pms926.doc>

Mapquest

<http://www.mapquest.com/>



Appendix



COVER SHEET

To: EACC Intel

From: _

Page ____ of ____

Cell: _

Date:

E-mail: wieacc@fs.fed.us

FAX: 1-414-944-3839



EASTERN AREA IARR DAILY CREW REPORT

(Submit daily to Intel by 1200 local time)

Date:	Time:	IARR Name:	Report taken by:
Contact Numbers: Cell:		Location:	
Incident:	Incident Project Number:		
Incident:	Incident Project Number:		
Location of crews and/or resources:			
City/State:		City/State:	
Morale of crews/resources:			
Significant Weather and Fire Activity Information: Forecast:			
Injuries: (Fill out a IARR Checklist for Injuries and fax to EACC/Intel) Name/Crew#/Injury:			
Medical/Emergency Releases: (Complete and Fax Emergency Release Form to EACC/Intel)			
Discipline Problems: (Provide documentation ASAP)			
Additional Notes:			
EACC notes of Action taken:			



EASTERN AREA IARR CHECKLIST FOR INJURIES
EACC Intel Fax: 414-944-3839

Injured Person's Name: _____

Reporting Date: _____ Time: _____

IARR: _____ Contact Phone #: _____

Crew Name and Number: _____

Injured Person's Agency / Unit _____

Incident Name _____ Incident Number: _____

Injury Date: _____ Injury Time: _____

Nature and Cause of Injury: _____

Treatment Facility: _____ Phone Number: _____

Treatment: _____

Current Status (check one):

- At Medical Facility: _____ Date: _____
- Return to Regular Duties _____ Date: _____
- Assigned to light duty for _____ days Date _____
- To be demobilized: _____ Date: _____

Follow-up Notes: _____



Eastern Area Emergency Release Message Form
EACC Intel Fax: 414-944-3839

Name:		Crew / Engine Name:	
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Current Order:		Current Fire Name		Current Req. #:	
Original Order		Original Fire Name:		Original Req. #:	

Emergency Message / Reason for Release:

Flight Itinerary:

Date	Airport	ETD	Airline	Flight #	Airport	ETA	Tail #	Make/Model

Documentation:

Date	Time	From/To	Action Taken



EASTERN AREA COORDINATION CENTER

Interagency Resource Representative (IARR)

Instructions: **Crew Bosses** will prepare this form for rating IARR assigned to their crew during a fire assignment. When completed, please submit this form to the Eastern Area Coordination Center, Attention: Center Manager

1. IARR Name:

2. Fire Name:

3. Your Name and Crew Name:

4. Location of Fire:

5. Fire Position:

6. Dates of Assignment:

7. Incident Complexity: Check One

 I II III

EVALUATION

Enter X under the appropriate column indicating the individual's level of performance for each duty listed.

PERFORMANCE LEVEL

RATING FACTORS

Deficient

Needs Improvement

Satisfactory

Superior

Knowledge of Position

Attitude

Initiative

Availability

Crew Contact

Crew Welfare

Incident Contact

Initial Contact with Crew and Leader

Completeness of Information

Handling of Emergency/Medical Situations

Emergency/Medical Follow Up

Demobilization

10. Remarks:

11. Rated by (Signature)

12. Home Unit:

13. Date:



Eastern Area Coordination Center
626 E. Wisconsin Ave
Milwaukee, WI 53202 414-944-
3811, Fax: 414-944-3838

INSTRUCTIONS: The supervisor will prepare this form for subordinate overhead. Rating will be reviewed with the employee, who will sign at the bottom. It will be delivered to the Center Manager and a copy to the home unit.

1. Name		2. Incident Name and Number		Start Date of Incident	
3. Home Unit Address:		4. Incident Agency and Address Eastern Area Coordination Center, 626 E. Wisconsin Ave., Ste. 500, Milwaukee, WI 53202			
5. Position Held on Incident IARR Trainee	6. Trainee Position YES NO <input type="checkbox"/> <input type="checkbox"/>	7. Incident Complexity I II III <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		8. Date of Assignment From:	

9. List the main duties from the Position Checklist, on which the position will be rated. Enter X under the appropriate column indicating the individual level of performance for each duty listed.	Acceptable	Need to Improve	Fully Successful	Exceeds Successful
Secures and maintains appropriate IARR Resources				
Establish & maintain communication with IMT and EACC Intel Coordinator				
Check in with host GACC, Expanded Dispatch and Crew Desk				
Maintain daily contact with CRWB/CREP from each assigned resource				
Provide assistance to EA resources regarding Time, Travel, Accidents, Injury, etc. Provide input to IMT regarding the well-being and best utilization of assigned resources. Assist IMT w/accident investigation: determine need for special reports/documents.				
Ensures contact with personnel hospitalized/separated from their crew				
Provides EACC with documentation, reports, evaluations and closeout report				
Assist IMT with required forms, reports and documentation needed for Demob				
Help negotiate extensions or emergency demobilization of resources				
Utilizes other IARRs for advice/support				
Assist IMT/Crews with resolution of individual performance/disciplinary problems				

Signature of  being evaluated (This rating has been discussed with me.)			Date
--	--	--	------

Signature of rating individual	Home Unit	Position	Date
--------------------------------	-----------	----------	------

Summary of Comp for Injury Processing

Forest Service (FS) Employees and FS Sponsored ADs

Please refer to the Interagency Incident Management Handbook Chapter 10, p. 10-87 through 116, Compensation for Injury / Illness for responsibilities and for specific direction on the roles of the Employee, the Supervisor, and various IMT members in authorizing and documenting medical treatment.

Issuance of the CA-16, Authorization for Examination and/or Medical Treatment: The issuance of a CA-16 is appropriate for traumatic injury cases filed on a CA-1, if no more than 7 calendar days have passed since the date of injury. Only ASC-HCM Workers' Compensation personnel or qualified Incident Team personnel are authorized to issue the CA-16. Personnel on incidents without an Incident Team assigned shall call ASC-HCM Workers' Compensation for medical treatment authorization. The number to call is 877-372-7248, option [2], option [2], option [1], during regular business hours of 7a.m. to 6 p.m., Monday through Friday. When calling, state you have an injured worker and you are requesting authorization for medical treatment.

A CA-16 is not issued when a CA-2 is filed.

If a CA-16 needs to be issued after hours and an incident team is not in place, seek medical treatment for the employee and contact ASC-HCM OWCP within 48 business hours.

For all FS regular and AD employees, the address in block 13 of the CA-16 is:

**USDA Forest Service
ASC-HCM-WC, Masthead Annex
3900 Masthead St., NE
Albuquerque, NM 87109**

For all other Federal employees, block 13 should be the address of the Agency responsible for processing their claims.

The CA-16 shall be filled out completely. In block 6, box B, [1] shall be checked if there is no doubt that the injury is work related. If there is concern the injury may not be work related, check box B, [2], to authorize diagnostic treatment only. Block #7 shall not be completed without direction from ASC-HCM, Workers' Compensation.

Claims Processing

A CA-1 / CA-2, as appropriate, shall be completed for all injuries or illnesses. CA-1 / CA-2s must be entered into eSafety; approved by a supervisor either at the incident or home unit and faxed to ASC-HCM Workers' Compensation at 866-339-8583. Include copies of the CA-16 and any other supporting documentation within 48 business hours of the employee's report of the injury. CA-1s and CA-2s for FS AD employees, must include the employee's Social Security Number (SSN) and be accompanied by the OF-288, Fire Time Report, Single Resource Hire Form or Crew Manifest (if a crew member), Resource Order, as well as any available medical documentation.

Include the employee's name and SSN on the upper right-hand corner of the second page of the CA-1 / CA-2 and all supporting documentation. Original documents are to be given to the employee. **ASC HCM no longer accepts original handwritten CA-1 / CA-2s.**

The injured employee is to be given the original CA-1 / CA-2 along with copies of any other documentation related to the injury / illness and advised to retain the information for their personal records. The ASC-HCM Workers' Compensation Section contact information shall be provided to injured employees, in the event that future treatment is needed. The phone number to provide them is 877-372-7248, option [2], option [2], option [1]. Due to the guidance for protecting Personally Identifying Information (PII), CA-1s and CA- 2s or other documentation is not to be sent to the injured employee's home unit. Employees are responsible for fulfilling the mandatory requirement to enter the claim in the eSafety database at the incident; a COMP/CLAIMS Unit Leader may be available to facilitate this process. ASC-HCM Worker's Compensation does not accept handwritten copies of CA-1 / CA-2s.

CA-1

A CA-1 is completed to report a traumatic injury. A traumatic injury is defined as an injury or exposure that occurs on, or can be attributed to, one work shift. The CA-1 must be completed and approved in eSafety by the injured employee or their representative, and the incident supervisor. In the event the incident supervisor is not a Forest Service employee, the home unit supervisor shall approve it. Once the CA-1 has been approved in eSafety the employee signs in block 15, the supervisor in block 38 and any witnesses in block 16. If the employee is unavailable for signature, the supervisor or other responsible party may sign on behalf of the employee. The supervisor should include a current phone number for immediate contact by ASC-HCM Workers' Compensation, should the need arise.

Social Security Numbers are required on the CA-1 to establish a claim with the Department of Labor (DOL). The Privacy Act is addressed in the form instructions. Employees must include their home address and a current phone number in block 7. This address will be used when sending the claim number to the employee and for correspondence from DOL. Employees are encouraged to select box a, Continuation of Pay (COP) in block 15. Supervisors must complete the CA-1 in eSafety. Failure to enter the CA-1 in eSafety will result in the claim remaining unprocessed by ASC-HCM OWCP, and the employee being billed for treatment.

CA-2

The CA-2 is completed to report an occupational disease or illness that develops over more than one work shift. The Forest Service has not been delegated authority to authorize (via the CA-16) any medical treatment for Occupational Disease Claims. The CA-2 must be completed and approved in eSafety by the injured employee and the incident supervisor. In the event the incident supervisor is not a Forest Service employee, the home unit supervisor shall approve it. As soon as the CA-2 has been approved in eSafety, the employee needs to sign in block 18 and the supervisor signs in block 35. If the employee is unavailable for signature, the supervisor or other responsible party may sign on behalf of the employee.

Social Security Numbers are required on the CA-2 to establish a claim with the DOL. The Privacy Act is addressed in the form instructions. Employees must include their home address in block 7 and a current phone number in block 5. This address will be used when sending the claim number to the employee and for correspondence from the DOL. Supervisors must complete the CA-2 in eSafety. Failure to enter the CA-2 in eSafety will result in the claim remaining unprocessed by ASC-HCM OWCP.

The employee is responsible for the cost of treatment until such time that OWCP adjudicates the claim. If OWCP determines the injury is work related the employee may file a claim for reimbursement. It is the responsibility of the employee to provide any medical documentation requested by OWCP.

Use of Agency Provided Medical Care (APMC)

As of February 2008, the use of APMC is appropriate for injury / illness cases involving only 1 APMC visit which occurs on the day of the injury / illness. One follow-up visit is permissible if it occurs during non-duty hours and the employee is agreeable to this. APMC can only be used while the employee remains at the site of the incident. Injury/illness cases treated under APMC cannot have lost time charged to sick leave, annual leave, or COP (IIBMh, Ch. 10, page 10-96).

Traumatic Injuries: APMC is not appropriate for care received at medical facilities requiring therapy, stitches, x-rays or other non-first aid treatment.

Occupational Disease and Illness Claims: Authorization of APMC is at the discretion of the host agency and should be minimal, only to relieve suffering for first aid treatment of illness such as respiratory infections, colds, sore throats and similar conditions associated with exposure to smoke, dust, and weather conditions, etc. APMC is appropriate as an interim measure until the employee can arrange for private medical attention, at the individual's expense. The employee may also choose to file a CA-2.

If the illness is tied specifically to smoke inhalation and can be attributed to one work shift, it is recommended a CA-16 be issued and a CA-1 be completed. Since poison oak / ivy / sumac cases often result in follow-up care after the employee leaves the incident, it is recommended a CA-1 be completed and a CA-16 issued to authorize medical treatment if the illness can be attributed to one work shift.

Prescriptions

The direction by the US Forest Service, Acquisition Management, regarding prescription payment is as follows: If an employee is treated for a work-related injury and needs to have a prescription filled, a pharmacy should be used which accepts the DOL fee schedule and will bill them directly. These are major chain pharmacies such as Wal-Mart, Walgreen's, Longs, CVS, Rite Aid, etc. If the pharmacy uses the billing contractors Outsource Billing or Third Party Solutions, they will bill directly. If there are no pharmacies in the area willing to bill directly, a government purchase card can be used. The employee should not be billed for these purchases.

Closing out Paperwork at the End of the Incident

Medical Logs: Medical logs contain only the Medical Resource Request Number (M-number), nature of injury / illness, forms completed and any follow-up action needed. Medical logs contain no personally identifiable information (PII).

At the end of the incident a copy of the medical log is to be sent to the ASC-HCM-Worker's Compensation Section:

**USDA Forest Service
ASC-HCM-WC, Masthead Annex ATTN: Incident
Advisory Committee 3900 Masthead St., NE
Albuquerque, NM 87109**

This allows ASC-HCM Workers' Compensation to identify Forest Service and Non-Forest Service employees and to determine if a claim was submitted, after the Incident Team is no longer available. All copies of CA forms and medical documentation shall be shredded. All original paperwork shall be sent home with the employee. Only the medical log remains in the incident package.

For questions on processing injury or illness claims, please contact ASC-HCM Workers' Compensation at 877-372-7248.

State Sponsored Employees

State employees experiencing injury or illness on the incident should complete state specific forms and notify their home unit of workers' compensation claims per agency requirements. If state forms are not available, the employee may use a CA-1 or CA-2 to initially record the necessary information. Federal references should be crossed out and the state name written at the top of the form. The state employee is responsible to contact the home unit to obtain the proper reporting forms. The Compensation/Claims Unit Leader (COMP) maintains injury compensation records and transmits documents to the home unit per state agency policy. Do not issue CA-16 for medical treatment. See Section 15, pages 10-96 to 10-99 for APMC coverage.

Department of Interior Employees and DOI Sponsored ADs

Department of Interior (DOI) employees experiencing injury or illness on the incident will utilize the same forms as Forest Service employees: CA-1 for an injury attributable to a single work shift, CA-2 for an injury or disease attributable to more than one work shift, and CA-16 to authorize medical care. Please see the paragraphs above for more complete descriptions and uses for each form.

DOI employees and ADs sponsored by DOI agencies will be given their paperwork to bring to their home unit. Each DOI agency processes the paperwork through their agency's procedures.