

# IARR



## Interagency Resource Representative

Southwest Area Guide  
2025

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## **Interagency Resource Representative (IARR)**

The Interagency Resource Representative (IARR) position utilizes a variety of skills and abilities providing liaison services for Southwest Area personnel assigned to incidents both in and out of the geographic area. The IARR acts as a liaison for Southwest Area (SW) resources and is responsible to the Southwest Area Coordination Center (SWCC) 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 Southwest Area Resources.

### **A. The Need for an IARR**

The Interagency Resource Representative (IARR) may be assigned to an incident, or 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 Southwest Area Coordination Center and the Southwest Area Coordinating Group (SWCG) regarding the health and welfare of area resources assigned to incidents.

The IARR has the responsibility to communicate daily with the SWCC Crew Desk/Coordinator. It is at the discretion of SWCC whether to assign an Interagency Resource Representative (IARR) Type 2IA, Type 2, and Camp Crews. The IARR works for SWCC, and IARR services may also be requested as necessary from the respective Agencies (SWCG/Duty Officers). IARR deployments for T-1 IHC Crews are on a case-by-case basis and are highly dependent upon the number of crews and proximity to each other. The IARR position will be ordered on an IROC overhead order initiated by the SWCC.

The SWCG represents all State and Federal agencies within the Southwest Area, which minimizes the need for individual agencies to send individual Agency Representatives. As an IARR you are in a leadership role. You are representing the Geographic Area and are expected to 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.

### **B. Prerequisite Training and Experience**

See [NIMS Wildland Fire Qualification System Guide PMS# 310-1](#)

In addition to the above, SWCG has implemented the following certification guidance for the IARR position:

- Personnel looking to attain a new IARR qualification must attend the full SWA IARR Course (8-hour course offered annually).
- Qualified IARRs must attend a Refresher Course (4-hour course offered annually). a minimum of every 2 years for assignment consideration by SWCC

IARRs should possess strong knowledge and skills in:

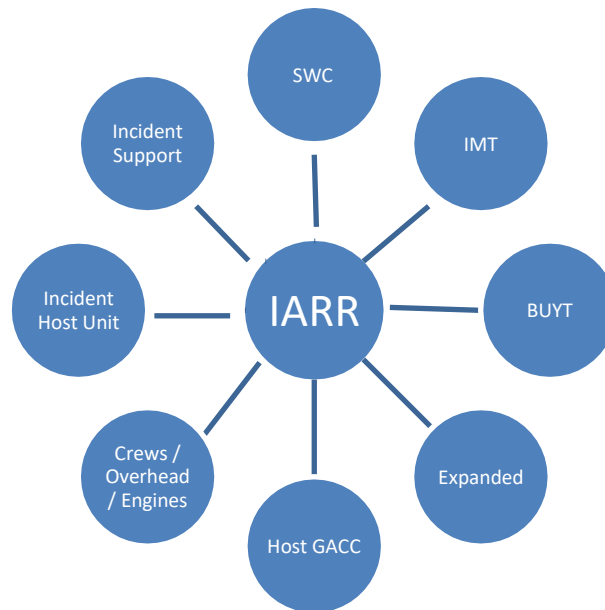
- National and Geographic Area standards and policies on firefighter safety
- Interagency Incident Business Management
- Agency qualification standards
- Accident investigation and reporting
- Government travel
- Medical care procedures
- Mobilization and demobilization
- Crew timekeeping
- Human Resource Management

IARRs should have in-depth knowledge of Southwest Area interagency/agency policies and procedures, fire operations, agreements, the Incident Command System (ICS), and the dispatch/coordination system.

The utilization of trainees is encouraged. The Home Unit is encouraged to certify IARR Trainees who have received a successful final evaluation for a qualified IARR.

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

## C. The IARR Network



## D. Southwest Area IARR Duties and Responsibilities

1. Secures and maintains current manifests, resource orders, and other pertinent information for resources committed to their assigned incidents from the Southwest Area.
2. Establishes contact with the incident management team (IMT), Mobilization Center Managers, and the SWCC Desk/Coordinator and/or Center Manager as soon as possible to provide information and assistance during resource check-in and initial assignment.
3. Upon arrival at the incident, check 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 SWCC regarding assigned resources.
5. Whenever feasible, maintains daily contact with a representative of each appropriate resource.
6. Provides assistance to Southwest Area resources regarding timekeeping, travel, injuries, accidents, personnel problems or emergencies, and other administrative needs.

7. Maintains daily contact with SWCC Crew Desk/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 SWCC, assists in resolving disciplinary matters. It is important to document all information pertinent to the situation and notify the SWCC Center Manager or Coordinator 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 SW-assigned personnel.
13. Ensures contact with assigned personnel, who have been hospitalized or otherwise separated from their assignment or unit, if possible.
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 expanded dispatch as needed for demobilization.
16. Provides SWCC 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.

## Incidents and Issues the IARR may be involved with:

- Hospitalizations
- Fatality/Injury
- Arrests
- Drugs/Alcohol
- Abandonment
- Fights/Stabbings/Rape
- Robbery
- Assault Threats
- Sexual Harassment
- Emergency Demobs:
  - Medical issues
  - Family emergencies
- Interagency Fire Business Management Issues
- Performance Issues
- Safety Issues
- Pay issues
- Cultural Conflicts
- Heat illnesses/Dehydration
- Physical Fitness
- Questionable Requests for Demobilization
- Firefighter resignation

## E. Equipment, Kit, and Advance Planning

- **Laptop or Tablet - (required)** IARRs can usually access Wi-Fi at fire camps, Agency office, and/or hotels. The use of a cellular “hotspot” can sometimes be helpful in remote areas to access Wi-Fi.
- **Firenet Account or Agency Email** make sure your firenet account is operational. Contact the crew desk to have permissions granted to your firenet or agency account to have access to IARR SharePoint Page.
- **Cell “Smart” phone – (required)** is invaluable for carrying out the duties of the IARR; It is used more than a computer for keeping in touch with crews, downloading and viewing IAPs, messaging SWCC, and communicating with the IMTs, used as GPS, etc. As with other electronic devices, this would need to be included on a resource order to be covered if lost or damaged.
- **Agency Issued Purchase Card – Some IARRs may have an Agency purchase card.** 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.). IARR should work with local expanded buying team or GACC to procure needed items. Otherwise, if using an Agency purchase card, obtain S numbers prior to purchasing.
- **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. Should have a minimum of \$5,000 of credit and authorized for each state in which you may be traveling.
- **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. A Southwest Area IARR name tag is recommended.

- **Business Cards (recommended)** – The Southwest Area has a print layout and logo with directions to make preprinted IARR business cards which may be filled in as needed with current IARRs name and contact information. Refer SWCC website > Crews > IARR
- **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.
- **Vehicle GPS or Smart Phone (recommended)** – very useful while driving in unfamiliar areas on unfamiliar roads; only Agency owned units authorized on the resource order will be covered for reimbursement; personal or rented are not authorized for damage coverage.
- **Current Red Card (required)**
- **Reference Materials (required)**
  - Interagency Standards for Fire and Fire Aviation Operations ([Redbook](#))
  - [National Interagency Standards for Resource Mobilization](#)
  - [SWA Interagency Standards for Resource Mobilization](#)
  - [SWA Directory](#) call SWCC for username and password.
  - 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)
  - Current [FS](#) and [DOI](#) AD Pay Plans
  - Host Geographic Area Situation Report
  - Safety Alerts
  - [Fuels/Fire Behavior Advisories](#)
  - [Current National Incident Management Situation Report](#)
- **Phone lists (recommended)** with cell phone numbers of as many crew leaders on assignment as possible. After hours contact numbers, email addresses.
- **Incident Human Resources contact information and phone lists for home units** (recommended)
- **Miscellaneous Forms** – General Message Forms ([ICS-213](#)), Emergency Firefighter Time Sheets ([OF-288](#))



## **F. Timekeeping**

IARRs are responsible for keeping their personal time. For agency personnel, OF-288 Firefighter Time Reports should be signed by SWCC Center Manager or Acting once a week, or at the end of a Pay Period. Final should be submitted to SWCC prior to the end of a pay period. For AD personnel, OF-288 Firefighter Time Reports should be signed by SWCC Center Manager or Acting after return to home unit. The Center Manager or Acting will sign and send it back to IARR or forward a copy to the home unit's timekeeper.

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

- Shifts of 12 to 14 hours a day are often the norm. Shifts that extend over 14 hours are permissible for extenuating circumstances. Discuss with SWCC on shifts exceeding 12 to 14 hours.
- Adhere to Work/Rest Guidelines, 2:1
- 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.
- Adhere to Incident Driving Guidelines located in the Interagency Incident Business Management Handbook ([Chapter 10](#)) Limit driving at night only for emergencies.
- Must show breaks (30 minutes) when in Travel Status (mob and demob) and each day worked (6-hour increments while on assignment).

## **G. IARR Roles in an All-Hazard Environment**

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

- Hurricanes/Floods (are annual events)
- National disasters (9/11, Columbia Space Shuttle Recovery)
- Foreign Assignments (Canada Wildfire Support)
- Earthquakes (San Andreas Fault support)

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

## H. IARR Mobilization

### 1. Ordering Process

SWCC will order an IARR through the normal dispatch channels. Individuals that are available for IARR assignments need to ensure they are listed in IROC as “Available GACC.” IARRs will provide their availability status through their local dispatch office. SWCC will generate the IARR order, utilizing the current year’s IARR Support incident. IARRs must have a copy of their Resource order while on assignment. Upon receipt of their order, IARRs should contact the SWCC Crew Coordinator/Center Manager or Acting for a briefing prior to mobilization. Whenever possible, SWCC 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 SUV be included in “Special Needs” on the resource order.

### 2. Mobilization/Transportation

The home dispatch center will enter the IARR’s travel itinerary (flight schedule, AOV, RON information, ETD/ETA) into IROC.

When possible, obtaining an Agency Owned Vehicle (AOV) is recommended, while on assignment as an IARR. 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. (SWCC 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 [National Emergency Rental Vehicle \(NERV\)](#) rental program or government travel agency.

**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 resources.**

### 3. SWCC Briefing for IARRs

Before departing for your assignment, SWCC will provide you with information regarding the names and locations of Southwest area resources. This information will be available on the IARR dashboard with IROC reports.

#### 4. Communicating with the Southwest Area Coordination Center

- Establish check-in schedule and procedures
- 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, 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 SWCC on issues.
- Establish emergency notification procedures with SWCC Crew Coordinator.
- After hours contact is the duty officer on the main SWCC phone line.
- Ensure the share log is being completed.

SWCC expects the IARRs to report daily but may require more frequent calls depending upon the situation, such as upon arrival of the IARR at the incident(s), during demob of crews/resources or when medical emergency/disciplinary situations arise. The Crew Coordinator, Center Manager or Acting will be the point of contact. The Crew desk will keep a log of all calls documented in the daily log. Incident location and cell phone coverage may be a factor in how often an IARR is able to check in.

#### 5. SWCC Reporting

- a. IARRs will maintain a daily log in the FIRENET shared log with SWCC crew desk.
- b. For Emergency situations, Call ASAP!

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

### I. 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 Southwest 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). 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 Southwest Area Coordination Center and act as a liaison for Southwest Area resources. Often, assigned resources are not all at the same incident. When this occurs, the IARR will need to provide the liaison role to 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 contact information, 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. Request to be placed on the IMTs email distribution list for Incident IAPs
- **Medical Unit.** Review the medical plan, transport arrangements, and identify medical facilities at base camp and local communities. IARRs need to maintain contact with Southwest 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 Southwest 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. Request to be notified to be present at demob to assist as may be needed.
- **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. During this transition, there is a need to be vigilant as problems can often arise during this transition phase.
- **Human Resources.** Discuss issues and concerns. The Human Resources Specialist can be helpful in dealing with issues with Southwest Area resources.
- **Incident Training Specialist.** Discuss trainee assignment opportunities for assigned resources.

Assist the IMT in meeting the needs of all Southwest 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.

Maintain regular contact with Crew Superintendents, 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.

Provide assistance to appropriate personnel on time keeping, travel, accidents, injuries, personnel problems or emergencies, and other administrative needs.

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 SWCC, the IMT and Southwest Area resources.

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, 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 SWCC informed and involved.

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 SWCC. 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 SWCC are the direct contacts to the home unit to relay the situation. IARR, Crew Boss, and SWCC

are responsible for proper documentation.

If a crew cannot 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 SWCC informed and involved. Neither the IARR nor SWCC have the authority or responsibility to deal with disciplinary issues, but both may assist all the parties involved. When addressing performance problems, SWCC will work closely with the home unit. The IARR needs to gather information and provide documentation to the SWCC Center Manager. In many cases, the crew involved may be sent home.

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 of safety considerations and adhere to these requirements.

IARRs will assist the IMT(s) with accident investigations involving Southwest Area resources for which they are responsible. Provide 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 (HRSP).

Assist the IMT(s) with all required forms, reports, and documentation before the demobilization of assigned resources from the incident. Keep SWCC informed of all departing resources. Fill out the necessary forms for emergency demobilizations.

## **J. Working with Incident Support**

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 before your arrival. Provide them with your assignment and contact information.

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.

Locate the Buying Team(s), their phone numbers, and operating hours. Provide your contact information, schedule, and work location.

Do not overlook Southwest Area personnel who are assigned to Expanded Dispatch, Air Tanker Bases, Helibases, and other support functional areas. It's not your responsibility to keep track of these resources, but it is a good practice to visit with the SW personnel if you know they are there.

## **K. Working with Host Unit**

When crews are assigned to Initial Attacks or on very small incidents, establish contact with local leadership and ensure that they know you may be able to support them.

You need to close out with them before your departure.

## **L. Working with the Home Unit**

The IARR may work directly with the crews' home unit but is expected to communicate with SWCC prior, in coordination with the IMT(s), about the well-being and performance of all resources.

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

## **M. Working with Law Enforcement**

### **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.

### **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 camps, etc. are permitted. However, if individuals do not

comply with established policies, it is a personnel issue and not a law enforcement issue.

## **N. 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 authority and not overstep boundaries. Follow appropriate protocols and do not communicate outside of established channels.

The Interagency Standard for Fire and Aviation Operations, ([Redbook](#)) (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 the management of the incident and after the incident has taken place. SWCC will provide IARRs with guidance on this kind of situation.

In the event of a serious injury or death in the family at the home unit of a Southwest 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 SWCC, and then to the IARR. Many individuals and crew members 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 of the individual and the family. If demobilization and transport are necessary, the IARR will help facilitate this with the IMT and SWCC.

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 [Redbook](#), Chapter 07, provides direction concerning Accident/Injury Reporting and Critical Incident Management. It is important to keep SWCC informed on the situation. Documentation is critical when handling this type of situation. SWCC will provide information and direction to the IARR and the home agency.

## **Contacts**

Make contact with the Incident Commander, Deputy Incident Commander, Agency Administrator, or Fire Management Officer depending on the nature of the 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.

## **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.

## **Family Support**

Families need to be kept informed. In many cases, family members will travel to the hospital to be with their loved ones. Agency policies vary but in some cases, an agency may cover transportation costs (commercial airline tickets, chartered flights, 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 the hospital. More information can be found through local agency policies.

The Wildland Firefighter Foundation's (WFF) 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.

## **Burn Protocol**

The IAP has medical facilities information including regional burn centers. A list of burn care facilities can be found at [the American Burn Association](#). For more information, refer to the Interagency Standards for Fire and Aviation Operations ([Redbook](#)) Chapter 07.

The decision to refer a firefighter not meeting the following criteria to a regional burn center is made directly by the attending physician or may be requested of the physician by the Agency Administrator or designee having jurisdiction and/or firefighter representative after discussing medical follow-up beyond the ER. A possible solution is a referral to a burn center outpatient clinic for follow-up care after the ER visit.

### **American Burn Association (ABA) Burn Injury Criteria**

- Partial thickness burns (second degree) involving greater than 10% of Total Body Surface Area (TBSA).
- Burns (second degree) involving the face, hands, foot, genitalia, perineum, or major joints.
- Third-degree burns of any size are present.

- Electrical burns, including lightning injury, or chemical burns are present.
- Inhalation injury is suspected.
- Burn injury in someone with preexisting medical disorders that could complicate management, prolong recovery, or affect mortality (e.g., diabetes).
- Any patient with burns and concomitant trauma (such as fractures) in which the burn injury poses the greatest risk of morbidity or mortality. In such cases, if the trauma poses a greater immediate risk, the patient may be initially stabilized in a trauma center before being transferred to a burn unit. Physician judgment will be necessary in such situations and should be in concert with the regional medical control plan and triage protocols.

## O. Non-Standard Demobilization

Non-standard demobilization of emergency personnel will periodically be needed. These types of demobilizations include agency requested (by management), emergency medical, disciplinary, performance, and personal.

IARRs are expected to use their best judgment to work with the incident to determine what type of release is needed, the most efficient and fiscally responsible mode of transportation, and who will pay for the travel home (the incident or the individual).

The IARR will coordinate the demobilization with the incident (Planning Section Chief, Human Resource Representative, Incident Commander, and Operations Section Chief). The IARR will also coordinate travel arrangements between the individual and their incident supervisor, the Expanded Dispatch office, host GACC, and the SWCC Crew Desk. The SWCC Crew Desk will keep the SWCC Center Manager, or Acting informed of all plans. SWCC will coordinate between the IARR and the home dispatch center.

The IARR will contact the SWCC Crew Desk to discuss all non-standard demobilizations.

**Example emergencies:** death/injury/illness in the family, major property damage (tornado, flood, fire), etc.

**Not an emergency:** a prior obligation (wedding, family vacation, scheduled appointments or meetings, etc.). If a resource needs to be demobilized for personal reasons, the resource may need to pay for the travel home, not the incident. Consult with SWCC.

## P. Follow Up and Close Out

Follow-up and close-out with IMTs, host units, etc. are important. Issues cannot be addressed or resolved if the IMT or host unit is 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. SWCC will help facilitate this.

## **Q. 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, TSA has other ways to confirm identity, like using publicly available databases. A Certification of Identity form must be completed before this process begins. It is recommended that a uniformed agency representative accompany these individuals to the airport.

## **R. IARR Demobilization**

### 1. Travel Information

Inform the incident, SWCC, and your home unit of your demobilization plans. Your home dispatch center will make your travel home and enter your demobilization travel in IROC. Notify SWCC 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 continuity of service to assigned resources and IMT. SWCC will help facilitate a replacement IARR.

## **S. The IARR “Toolbox”**

- *Adaptive Leadership*  
Each assignment is always different from the other. Adapt to the challenges, and unique situations and apply leadership based on each assignment.
- *Physical Condition*  
Expect long hours associated with the assignment as well as a long travel distance.
- *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; and 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/Mutual Respect*  
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 SWCC, 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.



# Appendix




## Geographic Area Coordination Centers Phone Directory

Geographic Area	Telephone:	FAX	EMAIL
Alaska Interagency Coordination Center	(907) 356-5680	(907) 356-5678	<a href="mailto:akacc@firenet.gov">akacc@firenet.gov</a>
Great Basin Coordination Center	(801) 531-5320	(801) 531-5321	<a href="mailto:utqbc@firenet.gov">utqbc@firenet.gov</a>
National Interagency Coordination Center	(208) 387-5400	(208) 387-5663	<a href="mailto:cod@blm.gov">cod@blm.gov</a>
Northern California Coordination Center	(530) 226-2801	(530) 223-4280	<a href="mailto:caonc@firenet.gov">caonc@firenet.gov</a>
Northern Rockies Coordination Center	(406) 329-4880	(406) 329-4891	<a href="mailto:mtnrc@firenet.gov">mtnrc@firenet.gov</a>
Northwest Area Coordination Center	(503) 808-2720	(503) 808-2750	<a href="mailto:ornwc@firenet.gov">ornwc@firenet.gov</a>
Rocky Mountain Coordination Center	(303) 445-4300	(888) 850-2925	<a href="mailto:cormc@firenet.gov">cormc@firenet.gov</a>
Southern Area Coordination Center	(678) 320-3000	(678) 320-3036	<a href="mailto:gasac@firenet.gov">gasac@firenet.gov</a>
Southern California Coordination Center	(951) 276-6721	(951) 782-4900	<a href="mailto:caosc@firenet.gov">caosc@firenet.gov</a>
Southwest Area Coordination Center	(505) 842-3473	(505) 842-3801	<a href="mailto:nmswc@firenet.gov">nmswc@firenet.gov</a>
Eastern Area Coordination Center	(414) 944-3811	(414) 944 3838	<a href="mailto:wieac@firenet.gov">wieac@firenet.gov</a>

## Websites for IARR Reference Materials

<b>Southwest Area Coordination Center</b>	<a href="https://gacc.nifc.gov/swcc/">https://gacc.nifc.gov/swcc/</a>
<b>National Interagency Coordination Center (links to all GACCs)</b>	<a href="https://www.nifc.gov/nicc/">https://www.nifc.gov/nicc/</a>
<b>InciWeb</b>	<a href="http://inciweb.nwcg.gov">http://inciweb.nwcg.gov</a>
<b>Fuels and Fire Behavior Advisories</b>	<a href="http://gacc.nifc.gov/predictive_services/fuels_fire_danger/fuels_fire_danger.htm">http://gacc.nifc.gov/predictive_services/fuels_fire_danger/fuels_fire_danger.htm</a>
<b>OWCP's Division of Federal Employees' Compensation: Fillable CA-1, CA-2 Forms (pdf)</b>	<a href="http://www.dol.gov/owcp/dfec/regs/compliance/forms.htm">http://www.dol.gov/owcp/dfec/regs/compliance/forms.htm</a>
<b>Wildland Firefighter Burn Injury Protocols</b>	<a href="https://www.nifc.gov/sites/default/files/redbook-files/Chapter07.pdf">https://www.nifc.gov/sites/default/files/redbook-files/Chapter07.pdf</a>
<b>Incident Business Management</b>	<a href="https://gacc.nifc.gov/swcc/management_admin/incident_business/incident_business.htm">https://gacc.nifc.gov/swcc/management_admin/incident_business/incident_business.htm</a>
<b>Fire Danger Pocket Cards</b>	<a href="http://fam.nwcg.gov/fam-web/pocketcards/">http://fam.nwcg.gov/fam-web/pocketcards/</a>
<b>Large Fire Map of Active Incidents</b>	<a href="https://www.nifc.gov/fireInfo/fireInfo_maps.html">https://www.nifc.gov/fireInfo/fireInfo_maps.html</a>
<b>DOI AD Pay Plan</b>	<a href="https://www.nifc.gov/programs/casual-payment-center/ad-pay-plans">https://www.nifc.gov/programs/casual-payment-center/ad-pay-plans</a>
<b>USFS AD Pay Plan</b>	<a href="https://www.fs.usda.gov/managing-land/fire/ibp/personnel">https://www.fs.usda.gov/managing-land/fire/ibp/personnel</a>
<b>Interagency Incident Business Management Handbook (PMS 902)</b>	<a href="https://fs-prod-nwcg.s3.us-gov-west-1.amazonaws.com/s3fs-public/publication/pms902.pdf?VersionId=h..Gh0cpw9vmGT584kwt2ZQYMRZItcpo">https://fs-prod-nwcg.s3.us-gov-west-1.amazonaws.com/s3fs-public/publication/pms902.pdf?VersionId=h..Gh0cpw9vmGT584kwt2ZQYMRZItcpo</a>
<b>NWCG Publication Management System</b>	<a href="http://www.nwcg.gov/publications">http://www.nwcg.gov/publications</a>
<b>Albuquerque Service Center (internal USFS site)</b>	<a href="https://www.fs.usda.gov/managing-land/fire/ibp/payments">https://www.fs.usda.gov/managing-land/fire/ibp/payments</a>
<b>Critical Incident Management</b>	<a href="https://www.nwcg.gov/node/35814">https://www.nwcg.gov/node/35814</a>

## IARR Trainee Performance Evaluation Form

 <p><b>Southwest Area Coordination Center 333 Broadway SE Albuquerque, NM 87102 505-842-3473</b></p>		<p><b>INSTRUCTIONS:</b> The supervisor will prepare this form for subordinate overhead. The 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.</p>					
1. Name:		2. Incident Name/ Number:					
3. Home Unit Work Address:		4. Incident Agency and Address: Southwest Area Coordination Center 333 Broadway SE Albuquerque, NM 87102					
5. Position Held on Incident IARR Trainee	6. Trainee Position Yes <input type="checkbox"/> No <input type="checkbox"/>	7. Incident Complexity I <input type="checkbox"/> II <input type="checkbox"/> III <input type="checkbox"/>	8. Dates of Assignment:				
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	Improvement	Needs	Fully	Exceeds
			Successful	Successful	Successful	Successful	
Establish & maintain communication with IMT and SWCC Crew Coordinator			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check-in with host GACC, Expanded Dispatch, and Crew Desk			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintain daily contact with CRWB/CREP from each assigned resource			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide assistance to SW resources regarding Time, Travel, Accidents, Injury, etc.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide input to IMT regarding the well-being and best utilization of assigned resources.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assist IMT w/accident investigation: determine the need for special reports/documents.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensures contact with personnel hospitalized/separated from their crew			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides SWCC with documentation, reports, evaluations, and closeout report			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assist IMT with required forms, reports, and documentation needed for demob			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help negotiate extensions or emergency demobilization of resources			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utilizes other IARRs for advice/support			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assist IMT/Crews with a resolution of individual performance/disciplinary problems			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Remarks							
11. Rated by (Signature)			12. Home Unit		13. Date		



## SUMMARY OF COMP FOR INJURY PROCESSING

### **FEDERAL EMPLOYEES (INCLUDING CASUAL EMPLOYEES)**

Refer to the [NWCG Standards for Interagency Incident Business Management](#) Chapter 10, Compensation for Injury/Illness, p. 10-45 through 10-61, for responsibilities and specific direction on the roles of the Employee, the Supervisor, and various IMT members in authorizing and documenting medical treatment.

Original documents are given to the employee, or proxy (Crew Boss, IARR) if the employee is unavailable. The host unit does not retain any medical records or authorizations.

#### **CA-1**

A CA-1 is completed to report a traumatic injury for federal employees, including ADs. 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 the agency-specific electronic reporting system by the injured employee (or proxy) and home unit supervisor. Once the CA-1 has been approved in the agency-specific electronic reporting system, the employee signs in block 15, the supervisor in block 38, and any witnesses in block 16. Failure to enter the CA-1 in the agency-specific electronic reporting system will result in the claim remaining unprocessed by DOL-OWCP, which will result in the employee being billed for treatment.

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-OWCP.

#### **CA-2**

A CA-2 is completed for federal employees, including ADs, to report an occupational disease or illness that develops over more than one work shift; **never** issue a CA-16 with a CA-2. The CA-2 must be completed and approved in the agency-specific electronic reporting system by the injured employee (or proxy) and the home unit supervisor. Once the CA-2 has been approved in the agency-specific electronic reporting system, the employee signs in block 18, and the supervisor signs in block 35. Failure to enter the CA-2 in the agency-specific electronic reporting system will result in the claim remaining unprocessed by DOL-OWCP.

Social Security Numbers are required on the CA-2 to establish a claim with DOL-OWCP. 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-OWCP.

Medical costs are at the individual's expense until DOL-OWCP provides approval to incur medical expenses. It is the responsibility of the employee to provide any medical documentation requested by DOL-OWCP.

#### **CA-16**

A CA-16 is authorized for appropriate traumatic injury cases filed on a CA-1 if no more than seven calendar days have passed since the date of injury.

## **US FOREST SERVICE EMPLOYEES (INCLUDING CASUAL EMPLOYEES)**

**Only ASC-HCM Workers' Compensation personnel or qualified Incident Management Team (IMT) personnel are authorized to issue the CA-16.**

When no IMT is in place, contact ASC-HCM Workers' Compensation at **877-372-7248**, Monday – Friday, 0700 – 1700 (MST); except holidays. If a CA-16 needs to be issued after hours, seek medical treatment for the employee and contact ASC-HCM OWCP within 48 hours.

All illness/injury forms must be faxed to ASC-HCM Workers' Compensation. CA-1/CA-2 forms must be completed and approved in eSafety; ASC-HCM Workers' Compensation no longer accepts original handwritten forms.

Include copies of the CA-16 and any other supporting documentation within 48 hours of the employee's report of the injury. In addition to medical forms, Casual Employees must have the OF-288; Single Resource Hire Form or Crew Manifest (if a crew member); and Resource Order attached. **The ASC-HCM Workers' Compensation fax number is 866-339-8583.**

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. Employees, or their proxy, are responsible for fulfilling the mandatory requirement to enter the claim in eSafety at the incident; a COMP/CLAIMS Unit Leader may be available to facilitate this process.

## **DEPARTMENT OF INTERIOR EMPLOYEES AND DOI SPONSORED ADs**

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.

### **Agency Provided Medical Care (APMC)**

Authorization of Agency Provided Medical Care (APMC) is at the discretion of the agency and should be minimal, only to relieve suffering for first aid treatment of illnesses such as respiratory infections, colds, sore throats, and similar conditions associated with exposure to smoke, dust, and weather conditions, etc.

It is appropriate for injury illness cases involving **only one visit to a medical provider 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. APMC is not appropriate for care received at medical facilities requiring therapy, stitches, x-rays, or other non-first aid treatment.

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.

## **Medical 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 Walmart, Walgreens 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. The first option should be to work with a BUYT or local agency purchaser. An S-number will be required.

## **STATE 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. In the event 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 a CA-16 for medical treatment.**

**IARR Transition Checklist**  
SOUTHWEST AREA COORDINATION CENTER



This checklist is an **optional guide** designed to provide an orderly transfer of assigned resources due to reassignment or demob of an IARR.

IARR INFORMATION	
Outgoing IARR & Contact Information:	
Incoming IARR & Contact Information:	
Transition Location:	
Transition Date:	

CHECKLIST		
<input type="checkbox"/>	Assigned Resources.	<i>(List of assigned resources, contact information, incident name, ICP, and location of base camps/spike camps.)</i>
<input type="checkbox"/>	Cooperating GACC & Dispatch Information	<i>(List cooperating GACC and Dispatch names and locations. Include telephone numbers, addresses, and crew desk dispatchers.)</i>
<input type="checkbox"/>	Adjoining or Work Sharing IARR Information	<i>(Include information related to other IARRs on the assignment. Any sharing of work, geographic location, contact information, or conference call information should be listed.)</i>
<input type="checkbox"/>	Significant Issues	<i>(Describe any significant issues related to crew morale, behavior, medical problems, and emergency demobs. This should also include any unfinished business which needs to be finalized.)</i>
<input type="checkbox"/>	IARR Logistics	<i>(Provide any helpful logistical information for the incoming IARR. Examples are hotels, feeding, rental cars, or travel times.)</i>
<input type="checkbox"/>	Other	<i>(Attach any documents relative to the assignment such as glide path, manifests, or last daily IARR report.)</i>

