



Friends of Dumoine River/Amis

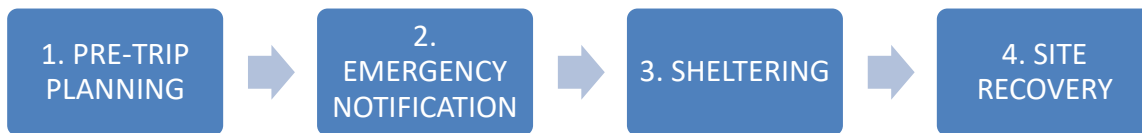
Dumoine Watershed Emergency Plan

UPLOAD/PRINT THIS PLAN AND KEEP IT WITH YOU

“Everyone has a plan: until they get punched in the face” – Mike Tyson

OVERALL EMERGENCY SEQUENCE

In theory, the process for responding to an emergency is simple, but in a remote (back country) setting where cellular telephone service is absent, response can be very challenging, and it can take a considerable amount of time before help arrives. **Cellular telephone coverage is absent past km2 on Chemin Dumoine.**



This emergency plan is intended to benefit every person that visits the Dumoine River watershed, although there is a focus on users of the newly created Dumoine Tote Road Hiking Trail (www.sentierdumoine.ca). This plan is a high-level description of the elements of being well prepared and the key aspects of responding to a medical emergency in the Dumoine watershed.

Step 1: Pre-Trip Planning

Because of the remoteness and the wilderness setting of the Dumoine watershed, it can take many hours before help arrives at an emergency site (12 to 36 hours). The best way to minimize the time before help arrives is to **conduct pre-trip planning that establishes the means of efficiently initiating the emergency response**. The hours that could be saved from effective planning could save your life in the case of medical emergencies involving shock or hypothermia.

Attempting to sort out the details of notification and recovery in a remote location without cellular telephone coverage is very difficult and stressful. These are the most important pre-trip planning aspects that will greatly improve the effectiveness of communication and emergency response.



1. Establish at least 2 **emergency contacts** that would be willing and able to be your advocate in communicating with local authorities (police, ambulance) and in maintaining contact with you until you are rescued.
2. Ensure that the emergency contacts know that the key to ensuring an efficient emergency response to a medical emergency is to **contact the Renfrew Central Ambulance Communication Center** directly (**888 760 2878**). This agency coordinates ambulance resources for the area, including SIERRA Team (a remote access paramedic special operations team).
3. Write out a **detailed trip itinerary with emergency planning details** and share it with your emergency contacts. Include in your itinerary your anticipated locations (where and when, return date, etc.). Provide your contacts with the necessary contact information for the different types of emergencies that you anticipate (vehicle breakdown, road washout, medical emergency, lost person, police matter, forest fire).
4. Arrange to bring in your group at least one **satellite communication device** (emergency beacon) and have updated messages pre-programmed before your trip. Ensure that everyone in your group understands how to activate SOS and how to communicate with text messages.
5. If available/relevant, **understand the emergency planning/response aspects** established for the location (lodge or trail system) that you will be visiting.
6. Understand where nearby camps and lodges are located in case you need to request help from these (and have relevant maps in hard copy or uploaded into a smart device). See TABLE 1 and MAP 1.
7. Understand the **local emergency resources** that might need to be contacted (names, locations, phone numbers). See MAP 2.
8. Include in your **trip supplies**: a first aid kit, paper or uploaded maps of the area, a GPS device (perhaps a smart device app), a compass, and pencil and paper for writing out information. Extra batteries or a portable power supply for recharging devices are also essential.
9. Include in your trip supplies a **shelter kit** (see below) that you leave in your vehicle.

Review all these aspects with the members of your group. Ensure that everyone understands how challenging the response to an emergency can be in a remote



location. Every member should have a clear understanding of risks for their risk-informed decision making.

SUMMARY OF PRE-TRIP PLANNING ELEMENTS

- Develop for your trip a communication plan that accommodates the absence of cellular telephone service (itinerary, emergency contacts, satellite communication device).
- Understand that the key to ensuring an efficient emergency response to a medical emergency is to **contact the Renfrew Central Ambulance Communication Center directly (888 760 2878)**.
- Understand the locations of lodges and camps with means of satellite communication.
- Have a GPS device to obtain GPS coordinates for your location and have a map to understand your location more broadly.
- Have a means of recording emergency information onto paper.
- Have a list of local response resources for different types of emergencies, whether broken down vehicle or medical emergency, or police matter (or upload this plan to a smart device).
- Bring with you a shelter kit and other emergency supplies.

Step 2: Activation (Notification of Emergency)

Prompt notification is critical in optimizing the emergency response process and in preventing the situation from degrading/escalating. **It is highly recommended that you have with you a satellite emergency communication device** (e.g., InReach, ZOLIO, SPOTx). This portable device allows immediate emergency notification and once a SOS beacon is activated, the response process will be initiated, and rescuers will not give up until the emergency is addressed.

The key to ensuring an efficient emergency response to a medical emergency is to **contact the Renfrew Central Ambulance Communication Center (888 760 2878)**. This agency coordinates ambulance resources for the area, including SIERRA Team, which is a remote access paramedic special operations team.



Emergency Notification using a Satellite Communication Device

If you have a satellite communication device, it is important that you understand if the device allows you to communicate with your emergency contacts after the SOS feature is activated. You should know how to operate your satellite communication device, including knowing how to add GPS coordinates to messages. Understanding the character limits of messaging is also important.

In your initial satellite communications, specify that the emergency response centre in Canada to contact is **the Renfrew Central Ambulance Communication Center at 1 888 760 2878**. This agency will immediately assess emergency access limitations and they will deploy their remote access paramedic special operations team, SIERRA Team, if needed. This is the most efficient way to activate an emergency response.

You should also research how your device operates so that in an emergency you are not faced with unanticipated limitations. For devices that do not allow post-SOS communications with your emergency contacts (e.g., SPOTx), it is recommended that you issue several messages to your emergency contacts before you activate SOS:

1. Activate your pre-programmed emergency message that indicates that an emergency has occurred, and you need help, and the contact must proceed with the emergency plan established before the trip, e.g., I HAVE HAD A MEDICAL EMERGENCY AND NEED IMMEDIATE HELP. CALL **888-760-2878** AND ASK FOR AMBULANCE. DETAILS OF EMERGENCY TO FOLLOW IN SECOND MESSAGE. **Ensure that your message includes GPS coordinates.**
2. The next message(s) should state the nature of the emergency, the age and condition of the injured person, the approximate location, the availability of food and shelter, and any other relevant essential information. For example, JIM (50-YEAR-OLD MALE) HAS INJURED HIS BACK AND REQUIRES RESCUE. HE IS STABLE. WE ARE AT CAMP X AND HAVE FOOD AND SHELTER.

Note that satellite messages can take 30 minutes or longer to transmit, depending on satellite positioning. Therefore, a send-and-return communication can take one hour or longer to complete. **This communication lag is best managed by proceeding with SOS activation before waiting for responses to the initial messages.** Accordingly, it is recommended that SOS activation be conducted



immediately after sending the two (or more) close-succession messages to the personal emergency contact(s).

Upon activating the satellite SOS signal, anticipate confirmational messaging from the global call centre (with potential satellite positioning delays). You will be asked to confirm whether the emergency is real. You will then be asked for details about the emergency through text communication. Over time, you will be notified of progress in the emergency response, such as which response organizations have been deployed for your rescue (QPP, Renfrew County Paramedics, SIERRA Team, etc.) and the estimated time of arrival. You will also be periodically asked about the emergency situation over the 12 to 36 hours that it will take for emergency services to get to your location.

Over this extended period of time, your satellite communication device might lose power. **It is essential that spare batteries or a portable charging device be brought with you on your trip to maintain this communication link.** If your communication device is losing power and you do not have a means of recharging, a battery-saving option is to arrange with the global call centre to communicate at a set interval, exchanging status information. **If your satellite communication device completely loses power, you should remain in the same location** because the emergency responders will be travelling to the specific location where the SOS was issued.

Emergency Notification without a Satellite Communication Device

If you DO NOT have a satellite communication device, you must notify emergency services by sending a person (a “messenger”) to where some means of communication is possible, whether a nearby lodge or by returning to Rapides-des-Joachims where there is cellular telephone coverage.

Before departing on this journey, collect all relevant facts in a hand-written message to prevent possible later confusion, or uncertainty about the location, or other details about the emergency. The messenger should also return to the emergency scene after notification has been made in order to confirm with the rest of the group that help is on its way, and to further assist during the sheltering phase. Upon return to the emergency scene, the messenger should bring (if possible) critical supplies for the sheltering phase of the response process (described below).



The limited alternatives for manual activation (emergency notification) include:

1. Hike to your parked vehicle, then drive to a nearby camp or lodge to gain access to a means of communication (remote internet or satellite telephone or satellite emergency communication device – see list below in **Resources**), or drive to Rapides-des-Joachims where there is cellular telephone coverage.
2. Hike to a road and walk along it until a vehicle can be flagged down and assistance can be requested. Walk in the direction towards Rapides-des-Joachims. It might be necessary to be driven to Rapides-des-Joachims to gain access to telephone services. If you need help calling **888 760 2878** (e.g., your phone is inoperative), ask for assistance at **Lance's Convenience, 224 Rue Principale, Rapides-des-Joachims**.
3. As you are walking along forest access roads towards Rapides-des-Joachims, stop at the camps that you walk by to request assistance. There are private camps that are occupied seasonally and intermittently on Chemin Dumoine. If there are vehicles at the camps, stop and ask for assistance.
4. Walk to a nearby lodge to request access to a means of communication (remote internet or satellite telephone or satellite emergency communication device – see list in **Resources** below). You must, however, understand where these camps/lodges are located, and how far the hike is, and the correct route. This is another essential element of the pre-trip planning. Refer to **Resources** below and TABLE 1 and MAP 1 for information on Dumoine-area lodges including GPS coordinates.

For an emergency on a canoe trip, the decision on how to reach a location where notification and activation is possible is dependent on your location along the river. Options include:

1. paddling upstream to an occupied camp or lodge,
2. paddling downstream to an occupied camp or lodge, or
3. paddling downstream to one of the forest access roads, then hiking towards Rapides-des-Joachims to flag down a vehicle to request assistance.

Pre-trip planning should include determining where these camps, lodges and forest access roads are located. Refer to **Resources** below and TABLE 1 and MAP 1 for information on Dumoine Watershed lodges.



Once you have a means of communicating with the appropriate emergency services (dial **888 760 2878** for medical emergencies), relay all of the information in your prepared emergency message. Return to the emergency site with provisions for prolonged sheltering, or whatever your trip emergency plan dictates.

Step 3: Sheltering until Help Arrives

After emergency services have been notified, you must be prepared to wait for help to arrive in 6 to 36 hours. The priorities of sheltering are:

1. Keeping warm and dry,
2. Managing medical conditions (preventing the emergency from escalating),
3. Maintaining communication with responding rescuers.

Along the Dumoine River Tote Road Hiking Trail there will be shelter kits available at several locations. These kits include the means to build a tarp shelter, to light and maintain a fire, to apply warming blankets to the patient and to record notes regarding the condition of the patient. Instructions are provided in the kit, as well as a basic first aid kit, glow sticks, whistle, etc. The objective is to stabilize the patient and prevent the onset of hypothermia and shock during the time that it takes paramedics to arrive.

It is important that extreme caution be applied if a patient with potential spinal injuries has to be moved to facilitate sheltering, e.g., sliding a moisture barrier and blanket beneath the patient. If hypothermia progresses, it will become the priority lifesaving issue, and therefore action would be warranted, but extreme care is required in moving the patient to prevent further injury.

Maintaining a written record of the condition of the patient is an important activity over the sheltering period. Early in the sheltering period, record health information about the patient such as age, health issues (current medications, allergies), medical history (past injuries). If the patient loses consciousness, those notes will be very useful to paramedics when they arrive. Also, the monitoring and recording of vitals (pulse, respiratory rate, pain level and location, level of consciousness, extremity tingling, etc.) should be carried out over the sheltering period. This can provide an indication of changes to the condition of the patient



and the potential onset of shock. This patient monitoring information will be of interest to the paramedics.

During the sheltering period, it might also be necessary to send someone to guide the arriving paramedics to the incident site. This action should be planned and executed carefully to prevent that person from becoming lost. If there is a risk of the guide getting lost, it may be best to stay at the incident site and utilize a whistle or other sounding device to draw in the paramedics.

SHELTER KIT COMPONENTS

- Tarp, ropes
- Means to light a fire
- Folding saw
- Foam pad, emergency reflective bivy and sleeping bag
- Glow sticks, flagging tape
- Paper, pencils
- First aid kit
- Whistle
- 2 Head lamps, with extra batteries

Step 4: Site Recovery

After the patient is taken away by paramedics, there may be a need to recover the gear/property belonging to the patient, as well as the shelter kit. Members of the hiking/canoeing group can perhaps do this, but in some cases extra help may be needed. Support for gear recovery can be obtained by contacting local guiding services for support (see listing below in **Resources**). If this assistance cannot be provided immediately, it may be necessary to move the gear into one collection and cover it, obtain a GPS fix for it, and mark it as visibly as possible. Details for this support are to be arranged with the services contacted. It would be best to separate food items from the rest of the gear to reduce the chances of bears damaging the equipment/gear.



RESCUE COST IMPLICATIONS

A rescue and post rescue cleanup involves significant expense and personal risk to those involved. Costs associated with public response organizations such as SIERRA paramedic team (Renfrew County Paramedic Services) and Trenton 424 Air Rescue Squadron are covered by your tax dollars.

AirMedic Quebec is a private air ambulance service that is covered in ZEC road and camping fees, but it may be more appropriate to purchase personal coverage if you are a frequent visitor of the Dumoine watershed. An annual membership in AirMedic covers subscribers for all areas in Quebec (www.airmedic.net). Without coverage through fees or membership, a rescue involving AirMedic could cost more than \$20,000.

The good samaritans that volunteer to help in a rescue or recovery deserve at least a hearty thank you and compensation for their expenses.

SUPPORTING RESOURCES

Police Matters

For matters involving vehicular accidents, criminal activity, or lost persons (search and rescue), contact the Quebec Provincial Police at **800 463 5185**, or call **911** and ask for police services.

NOTE that police services are dispatched from Campbells Bay, PQ (100 km away) and therefore police response can be delayed by several hours.

Natural Disasters

To report issues such as forest fire, flood, road/bridge washout, windstorm damage, call ZEC Dumoine (**613 586 1966**) if west of Dumoine River or ZEC Rapides-des-Joachims (**343 943 7581**) if east of Dumoine River.

Wildlife Concerns

To report that a large animal has been injured or is acting strange, call **844 523 6738** to report to a central Provincial office, or **819 627 3335** for incidents west of the Dumoine River (MRC Temiscamingue) and **819 648 2108** for incidents east of the Dumoine River (MRC Pontiac).



Dumoine Watershed Lodges and Camps with Telephone or Internet Communication

There is a limited number of lodges and camps where satellite communication/internet systems are maintained. Most of the lodges are operated seasonally, generally from mid-May to late October. There are two locations in the northern region of the Dumoine Watershed (near Lac Dumoine), and three in the central region (near Grande Chute). TABLE 1 summarizes the names and location of lodges and MAP 1 below shows their locations.

TABLE 1: Dumoine Watershed Lodges

Lodge	Operational Period	GPS Coordinates	
Northern Region			
Moose Territory Lodge	May 24 weekend to October-end	46.858500N	77.778000W
Ten Mile Lodge	Mid-May to mid-October	46.851800N	77.815000W
Central Region			
Grande Chute FOD/ ZEC Dumoine Welcome Centre	Periodically open from May to November	46.378200N	77.773800W
Dumoine Rod and Gun Club	May 15 to October 15	46.495700N	77.756300W
Triple R Outfitters	All year	46.377600N	77.703240W

Grande Chute FOD (Friends of Dumoine)/ZEC Dumoine Welcome Centre is a seasonal building that is intermittently staffed by volunteers associated with the Dumoine River Tote Road Hiking Trail. It is located 100 m west of the Grande Chute bridge, at km 26 on Chemin Dumoine (**GPS coordinates 46.378200N, 77.773800W**). When staff are present, an internet system is available for communication.



Dumoine Rod and Gun Club (343 700 8001) is a private hunting and fishing club located approximately 15 km north of Grande Chute near “Shearway” on the east side of the Dumoine River (**GPS coordinates 46.495700N, 77.756300W**). When the lodge is operational (May 15 to October 15), an internet system is available for communication. The lodge is accessed via 2 different routes.

1. **From Rapides-des-Joachims** the route is:

- Travel north on Chemin Dumoine to the fork at km 13 (**GPS coordinates 46.305800N, 77.676100W**)
- At km 13, bear right and continue along that road to km 22 (**GPS coordinates 46.381900N, 77.674200W**)
- At km 22, turn left and proceed 8 km west to another intersection just past Lac du Brochet (and where the road swings north, **GPS coordinates 46.392000N, 77.733600W**)
- Proceed straight through that intersection, then proceed north 5 km to reach the Dumoine Club (**GPS coordinates 46.495700N, 77.756300W**). NOTE that the road to the left at this intersection leads to Grande Chute, 3 km SW.

2. **From Grande Chute** the route is:

- On the east side of the Grande Chute bridge, there is a secondary forest access road leads NE.
- Travel 3 km NE on this secondary road to an intersection with another access road (**GPS coordinates 46.392000N, 77.733600W**).
- At this intersection, turn left then proceed north 5 km to reach the Dumoine Club (**GPS coordinates 46.495700N, 77.756300W**).

(Note that the road to the right at that intersection leads to Triple R Outfitters, 5 km S and E).

Triple R Outfitters (873 426 0116) is a commercial outfitter and lodge located roughly 5 km east of Grande Chute (**GPS coordinates 46.377600N, 77.703240W**). The lodge maintains an internet system seasonally. It is accessed by a rough forest access road that turns off Chemin Dumoine at km 13 (with a left turn for the last 3 km at km 22). From Chemin Dumoine junction, the lodge is 25 km further north and west.

Ten Mile Lodge (613 482 1583) is a commercial outfitter and lodge located on the NW end of Ten Mile Lake (or roughly 3 km north of Lac Brulart on the Dumoine



River, **GPS coordinates 46.851800N, 77.815000W**). When the lodge is operational (May to October), the lodge maintains a satellite internet system.

Moose Territory Lodge (705 828 3068) is a commercial outfitter and lodge located on the southern end of Lac Marion (or roughly 8 km east of Lac Dumoine, **GPS coordinates 46.858500N, 77.778000W**). When the lodge is operational (May to October), the lodge maintains a satellite internet system.

Local Guiding Services to Escort Emergency Responders

Rapides-des-Joachims is a small community located adjacent to the Dumoine Watershed, and it is the community where the two ZEC offices are located (for ZEC access administration). There are limited resources for guiding emergency services to the incident site. These include (see MAP 2):

- **Brent Cooper**, Rescue Guide, **613 639 4144**
- **Etienne Desnoyers**, Dumoine Valley Guides, 685 Chem. du Moulin, Rapides-des-Joachims, Quebec, J0X 3M0, www.dumoinevalley.ca, **613 586 2300**. Etienne can also provide pontoon boat services to the lower section of the Dumoine Hiking Trail (from the Ottawa River to Ryan's Chute).
- **Noel Leclerc**, Dumoine River Expeditions, 43 Rue de l'Église, Rapides-des-Joachims, Quebec, J0X 3M0, www.dumoine.exp.ca, **613 586 2562**

If none of these three services are available, assistance can be requested of the two local ZEC offices (see MAP 2):

- **Rapides-des-Joachims ZEC Office** (seasonal, early May to October-end), 328 Chemin Dumoine, GPS coordinates **46.208200N, 77.701200W**, telephone **343 943 7581**
- **Dumoine ZEC Office**, 3 Rue Principale, Rapides-des-Joachims, Quebec, J0X 3M0, GPS coordinates **46.194200N, 77.685000W**, telephone **613 586 1966**.

Vehicle Recovery Services

North Algonquin Towing, **613 629 1711**

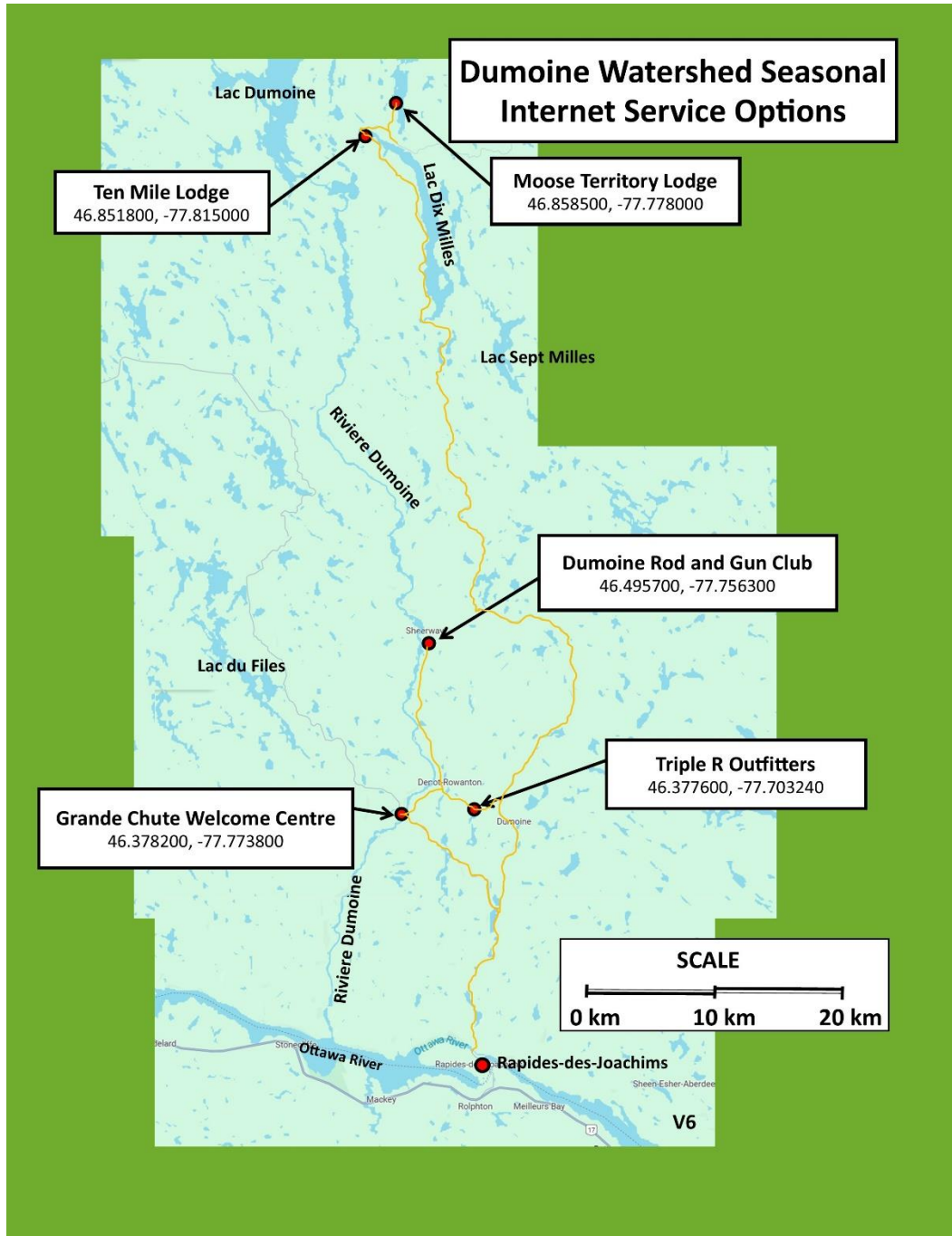
Gear and Vehicle Recovery Services

The recovery of gear and vehicles can be arranged through the local guiding resources listed above.



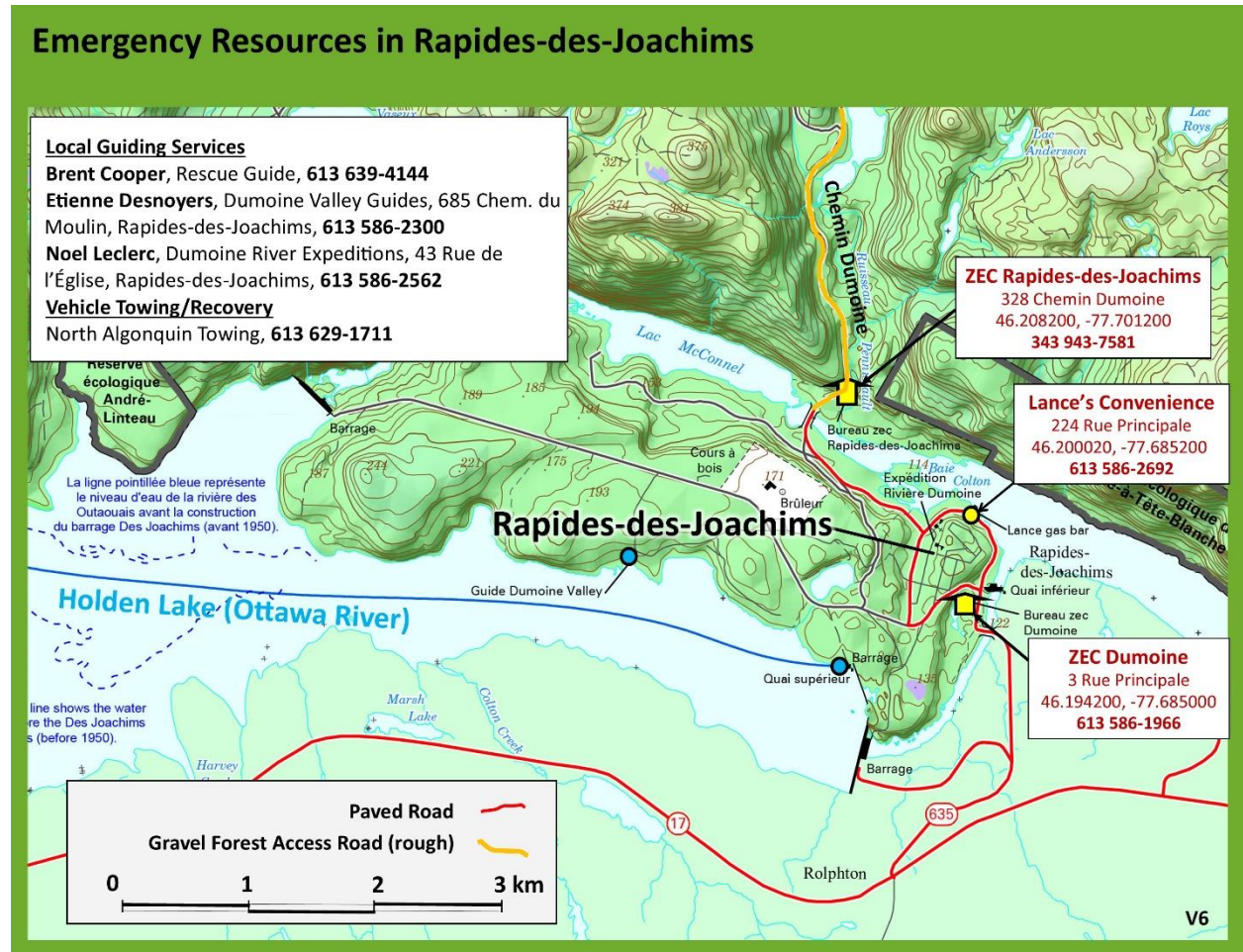
SUPPORTING MAPS

MAP 1: Dumoine Watershed Access Roads and Communication Hubs



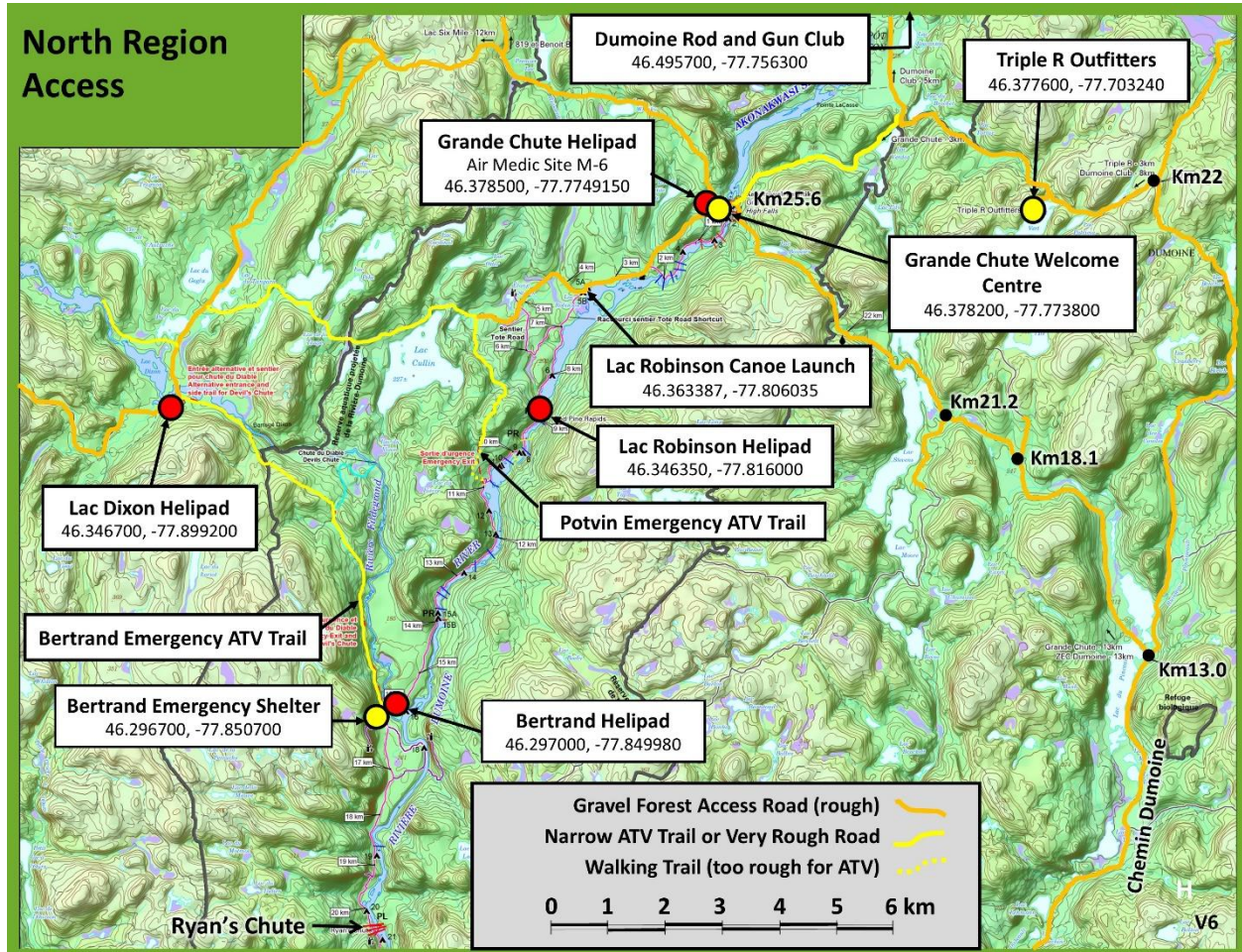


MAP 2: Emergency Resources in Rapides-des-Joachims



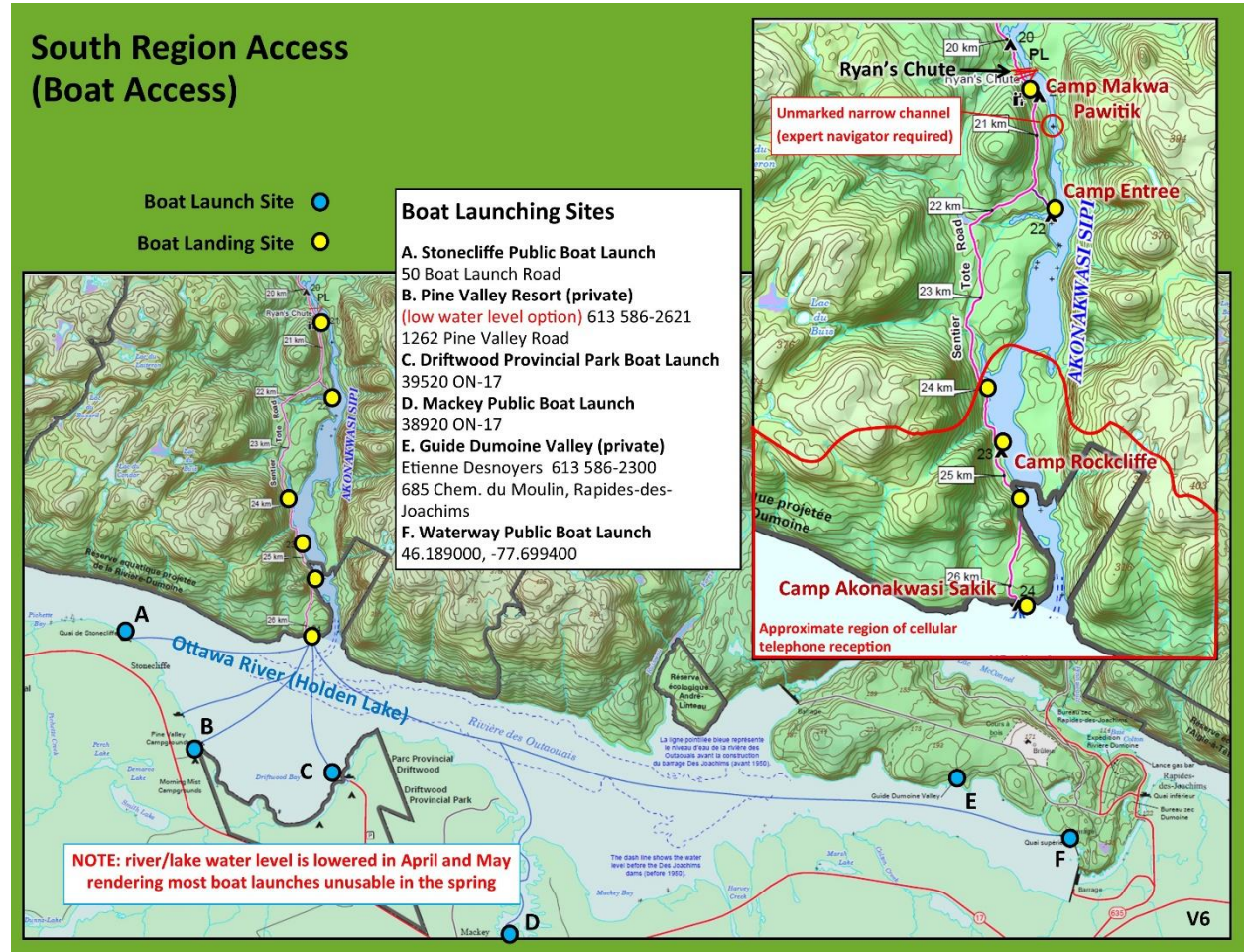


MAP 3: Emergency Access and Resources Near Grande Chute





MAP 4: Emergency Access and Resources Near Dumoine River Outlet





EMERGENCY PLAN SUMMARY

WARNING: THERE IS NO CELL PHONE SERVICE IN THE DUMOINE WATERSHED. TO CALL FOR HELP, YOU NEED TO HAVE A SATELLITE COMMUNICATION DEVICE



1. PLAN – develop trip itinerary, establish emergency contacts, share trip itinerary with emergency contacts, bring with you a satellite SOS device (and spare batteries, and understand how to use it), an emergency first aid kit and a shelter kit.

2. NOTIFY – activate satellite SOS device, or travel to nearby lodge to call **888 760 2878**, or return to Rapides-des-Joachims to call **888 760 2878** on cellular phone. **Provide GPS coordinates for incident location.**

3. SHELTER (in a wilderness setting, help cannot arrive for 6 to 36 hours) – remain at site, keep patient warm, record patient vitals/conditions, build tarp shelter if necessary, maintain communication with responders in transit.

4. RECOVER – arrange recovery of belongings if needed.

EMERGENCY CONTACTS - provide **GPS coordinates** for location

MEDICAL EMERGENCY - Call **888 760 2878** (for immediate activation of remote access SIERRA Paramedic Team)

LOST OR MISSING PERSON, VEHICLE ACCIDENT or CRIMINAL ACTIVITY or other police matters - Call QPP Campbells Bay PQ (2 hour response), **800 463 5185**

NATURAL DISASTER like forest fire, flood, road/bridge washout, windstorm damage – Call ZEC Dumoine (**613 586 1966**) if west of Dumoine River or ZEC Rapides-des-Joachims (**343 943 7581**) if east of Dumoine River

VEHICLE DISABLED AND NEEDS TOWING - Call North Algonquin Towing, **613 629 1711**

WILDLIFE INCIDENT where a large animal has been injured or is acting strange – Call Quebec Ministry **844 523 6738**