1. Test your telephone:
Use the phone that you would most likely use in an emergency to register your site.

2. Call the STARS Emergency Link Centre to register your site:
The number is 1-888-888-4567, or from a cellular or Globalstar satellite phone, call #4567.
• If the above numbers don’t work, call 1-403-299-0932.
• Press ‘Option 2’ to register / update your site.
• Record the contact number that works in area #1 on the other side of this brochure/poster.

3. Provide the following information:
• Your name and number, and the name / number / company of the primary on-site contact.
• Name of the Leaseholder you are contracted out to, if applicable;
• AFE (Authorization for Expenditure) or Project/Cost Code number;
• In Alberta, and areas of Saskatchewan and Manitoba – LSD (Legal Subdivision) – refers to Surface Location;
• In BC – locations require both GPS (Positioning System) and LSD or GPS and Petroleum & Natural Gas grid number;
• In the NWT – locations require both GPS and NTS (National Topographic System) number;
• What is the nearest geographical town and town with a hospital to the site, in what direction is the site from the nearest geographical town / town with hospital, and how long does it take to drive there;
• Type of work being done and any associated hazards;
• Number of individuals on site, when you expect to be finished;
• Highest level of medical training on-site, including available equipment, i.e. a fire crew, shower truck, AED (Automatic External Defibrillator) and patient transport resources;
• Details regarding any road access restrictions to your site;
• Landing Zone confirmation – for further information, please refer to the Landing Zone Procedures video located at www.stars.ca;
• Record the contact number that works in area #1 on the other side of this brochure/poster.

4. Record your site registration number in area #2 on the other side of this brochure/poster. Place the brochure/poster where it is clearly visible to the person making the emergency call.

5. Keep site information up-to-date:
If you move your site, or if any other information changes, you must provide this information to the STARS Emergency Link Centre, and update the other side of this brochure/poster.

6. Call to close your registered site:
You are required to contact the STARS Emergency Link Centre when your work is finished and you are closing down your site.
• Press ‘Option 3’ to leave a voice mail.

Important Notes:
The STARS Emergency Link Centre is not a replacement for 9-1-1 services or on-site medical services.

Registering your site with the STARS Emergency Link Centre:
• complies with WH&S (Workplace Health & Safety) Guidelines, but does not replace the WH&S requirement for a Transportation Plan;
• does not guarantee that STARS, or any other helicopter, will fly to your location. This decision is based on location, severity of injuries, weather and aircraft availability.

On January 1, 2006, a Fee for Service charge of $5 per day for temporary sites and $150 per year for permanent sites was implemented to help cover operating costs of the STARS Emergency Link Centre.

About the STARS Emergency Link Centre

The STARS Emergency Link Centre (ELC) was established in 1996 to meet the needs of Industry working in remote locations. The resulting site registration service provided by the ELC facilitates rapid emergency medical response coordination in the event of an emergency.

Since its establishment, the STARS Emergency Link Centre has evolved into a 24-hour multi-function communications centre. We work closely with our partners in the Chain of Survival including first responders, 9-1-1 dispatch centres, EMS, fire, police, search and rescue organizations, and hospital personnel to ensure effective and efficient patient care and transport.

In the event of an emergency, one call to a STARS Communications Specialist activates the Chain of Survival by linking local emergency services, emergency physicians and appropriate transportation providers into one conversation. This one-call activation of the Chain of Survival saves precious time, as all emergency responders are communicating together from the initial call.

Today, industries that use this service include oil and gas, forestry, recreation and movie production.
What to do in an emergency

1. **Call:** 1-888-888-4567 or cellular/Globalstar satellite phone #4567

2. **Provide your Site Registration Number:**

3. If you are unable to provide the Site Registration Number provide your company name:

4. Complete site location description:

5. Remain on the line to provide additional assistance and information as required by the STARS Emergency Link Centre Communications Specialist. Other important information includes:

Enter any unique site information that may affect an emergency response, such as the type of activity performed on site, on-site hazardous materials, etc. in this space.

6. Provide a site phone number: (A number the ELG can call to contact you.)

7. Once you've completed your emergency call, ensure the phone remains free for follow-up calls from the STARS Emergency Link Centre until all patients are evacuated.

(Use this space for company policy procedures, required reports, contact information and other instructions for how to proceed once the patients are evacuated.)