

### 3.8 Loading and Unloading Patient / Passengers

The loading or unloading of passengers or patients while the rotors are turning is only allowed if the pilot and/or properly trained medical person is outside the helicopter to guide and direct anyone who approaches the aircraft. Ground personnel will not come beneath the rotor disc until directed to do so by the Pilot in Command. The pilot and/or properly trained medical person must be constantly alert to prevent anyone from coming near the tail rotor. The pilot should only be used if flight controls can be locked in place or frictioned so as not to move. Whenever practical, the loading and unloading of passengers or patients will be done with rotors not in motion.

Patient condition and a consensus of the pilot and medical personnel/crewmembers will determine if the helicopter may be enplaned/deplaned with rotors turning. In all cases, the PIC determines whether enplaning/deplaning with rotor turning will or will not be accomplished. Whenever the helicopter has landed to pick up passenger(s) or patient(s) and when practical, the pilot shall position the aircraft so that the tail rotor is away from the area that people are expected to approach the helicopter. For aircraft equipped with a rotor system that has a forward tilt, or that has a low clearance at the front; these aircraft shall be positioned so that all personnel movement will be to or from the 3 or 9 o'clock positions.

The Helicopter may be enplaned or deplaned with rotors turning provided:

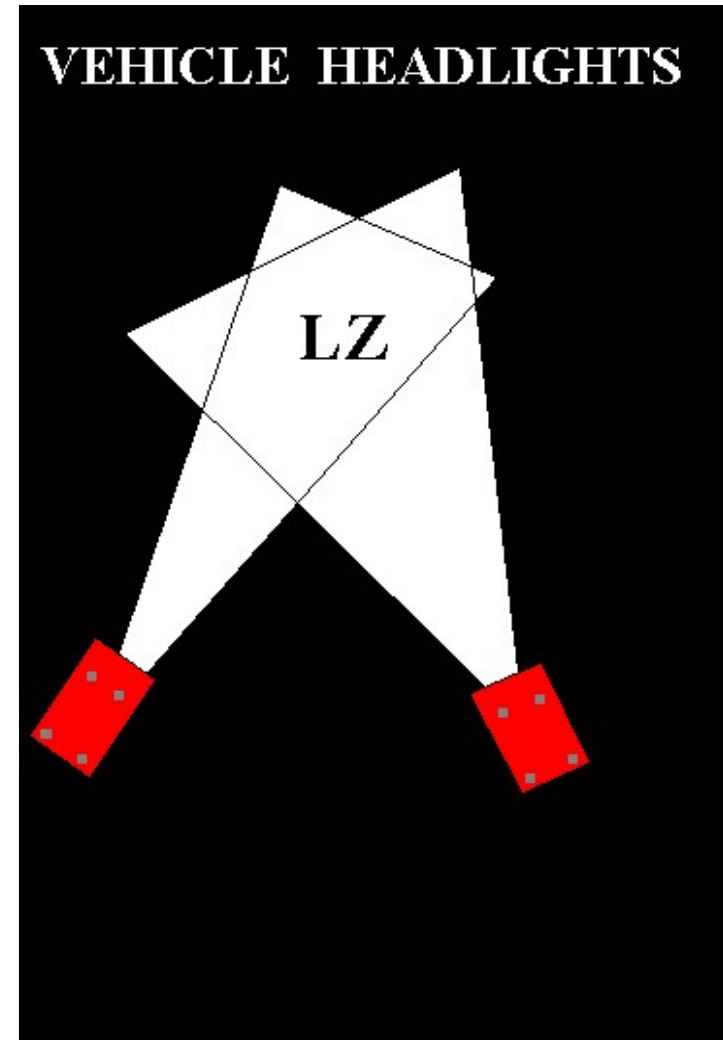
- The rotor tip path plane is leveled.
- IV poles and other equipment shall be kept at head height or lower.
- The controls are secure.
- The autopilot is off. (If autopilot is installed)
- The force trim is on. (If force trim is installed)
- Engine RPM as appropriate.
- The pilot will use appropriate hand signals when directing ground personnel to approach the aircraft.

The following terminology shall be utilized:

- **Hot offload/offloading:** Indicates that the helicopter will be deplaned with engines running and rotors turning.
- **Hot on load/loading:** Indicates that the helicopter will be enplaned with engines running and rotor turning.
  - ° It is recommended that the pilot not assist in physically loading the patient.
- **Cold offload/offloading:** Indicates that the helicopter will be deplaned with engines shutdown and rotors completely stopped.
- **Cold on load/loading:** Indicates that the helicopter will be enplaned with engines shutdown and rotor completely stopped.

## Landing Zone – Night Operations

- Never shine lights towards the aircraft
- EMS should leave their lights & light bars illuminated until the scene is identified
- Vehicle head lights should be positioned to illuminate from behind the aircraft, never pointing to the nose
- Once the aircraft is in final approach, turn off strobes, light bars and head lights facing the aircraft nose



## **On scene operations**

- At no time approach a running aircraft
- Halt all traffic movement around the aircraft/LZ
- Once the blades come to a complete rest; wait for flight crew direction before approaching the aircraft
- Only approach the 407 from the side position; again, only at the direction of the flight crew and never from the tail section
- Pilot may ask for assistance to secure the LZ

Statement from Area Manager in regards to the ambulance driver participation in LZ training class. The investigator has been unable to acquire the statement from the driver.

Good morning,

I can verify that I saw him at the training as well as his verbal confirmation of such the night of the incident (that is how he knew me). I did have a conversation with Kris Escott on the evening of 3/5 where she also stated that he attended the BHLF sponsored course in May of 2018 (the one I was at). I have not yet located the rosters and have asked IT permission to access Chris Woods' email account for all the 2018 course rosters. I will let you know if I am able to receive these permissions as I would like to be able to produce this documentation.

I will call Kris right now and let her know we have not received and see what I can do to help you with obtaining a statement. I am not sure if we are able to get a copy but the SD Highway Patrol collected a statement from him the night of the incident-- Maybe Michael Wall can get a copy of that for us.

Thank you,

Teresa

*Teresa Farnsworth*, MSN, BA

Area Manager—Black Hills Life Flight

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