

Incidents: What to do when...

A.T. Partners and maintainers may encounter any number of issues. This quick reference tool helps direct appropriate action.

Corridor Encroachment Identified

- When corridor monitoring does uncover encroachments, the Trail club volunteers, ATC, and partner agencies work cooperatively to address the problems. The strategies used to address a problem will depend on its nature and severity.
- Complete [Encroachment Report Form](#) and share with the regional Stewardship Manager
 - [Encroachment flow chart](#) will determine how the issue is managed and by whom.
- If encroachment is currently occurring, contact the appropriate land manager ASAP.

Volunteer Injury or Close Call

- If an injury occurs, a volunteer should follow [this flow chart](#) or steps below:
 1. Immediate care and First Aid, and/or treatment at a medical facility.
 2. Complete the A.T. Volunteer Injury/Near Miss Form in advance of calling the land manager.
 3. Call the land manager no more than 24 hours after event to report and extend volunteer protections. Ask the land manager to submit a CA-16 to the medical facility if a workers compensation claim will be filed.
 4. Send the [A.T. Volunteer Injury/Near Miss Form](#) to ATC (volunteer@appalachiantrail.org), your ATC regional office, and land manager (if requested).
 5. Follow-up

Emergency Incidents

- When medical attention or an immediate law-enforcement response is necessary, call 911.
- Once 911 is activated, as time allows, contact the National Park Service 24-Hour Dispatch/Communications Center Non-Emergency Line to inform them of the situation: 1.866.677.6677
- Complete the Incident Form: <https://appalachiantrail.org/at-incident-form/>
- If you're an A.T. Club in contact with area Search and Rescue groups, make them aware to use the non-emergency line to share information after their efforts are complete. This helps land managers, ATC, and states know the impact and value of local and regional emergency responders specific to the A.T.

Non-Emergency Incidents (public health or safety related to the Trail, facilities, or natural resources)

- If you are not in immediate danger but observe ongoing or recent vandalism or resource damage on the A.T., or just feel like something should be reported, contact the National Park Service 24-Hour Dispatch/Communications Center Non-Emergency Line to inform them of the situation: 1.866.677.6677
- Complete the Incident Form: <https://appalachiantrail.org/at-incident-form/>

A.T. Volunteer Grievance related to Conduct

- Most instances of actions in conflict related to volunteer safety and aspects of professional behavior are corrected within the organization hosting the volunteer. However, when that is not possible, [filing a grievance](#) may be necessary to spark corrective action and initiate opportunities for healing and restoration of trust.
- Reference Standards of Care for A.T. Volunteers for appropriate behavior and organizational code of conduct for related processes.

Bear Incident Form

- Did you have one of the following encounters on the Appalachian Trail where a bear:
 - Entered a campsite or shelter area.
 - Attempted to (or did) steal food.
 - Was aggressive toward you, another hiker, or a pet.
 - Damaged property.
 - Was following you while you were hiking.
 - Was acting strangely.
- Fill out a Bear Incident Form: <https://www.surveymonkey.com/r/CCYZGC2>