



Helipad Operations Manual

Revision: 1



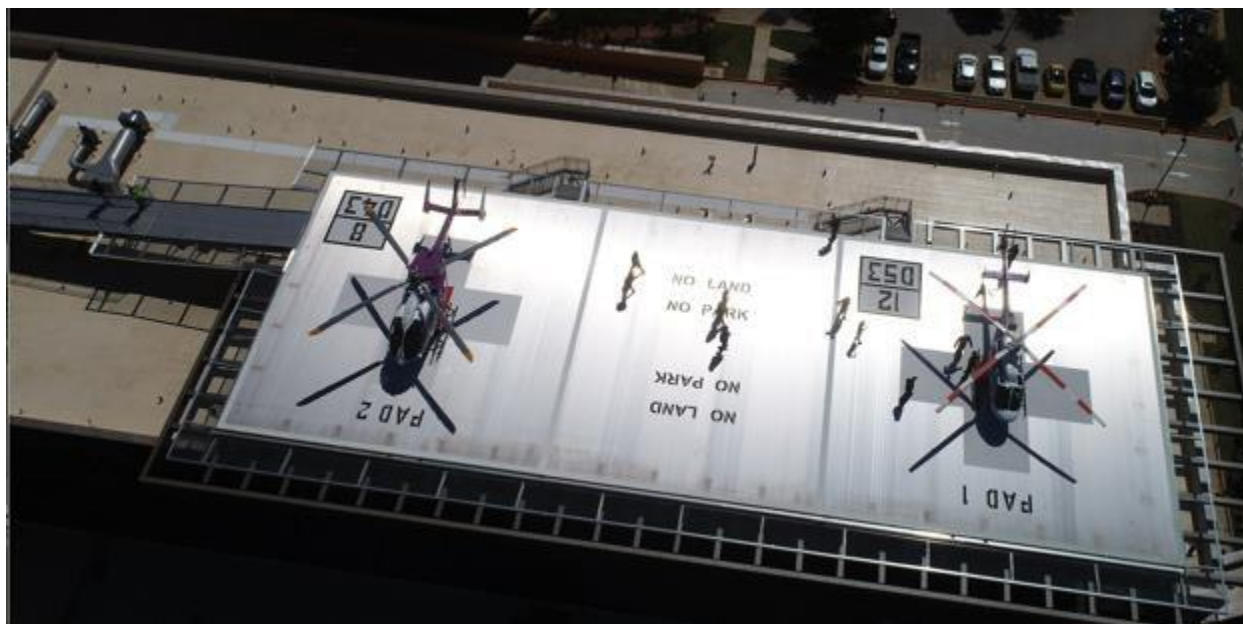


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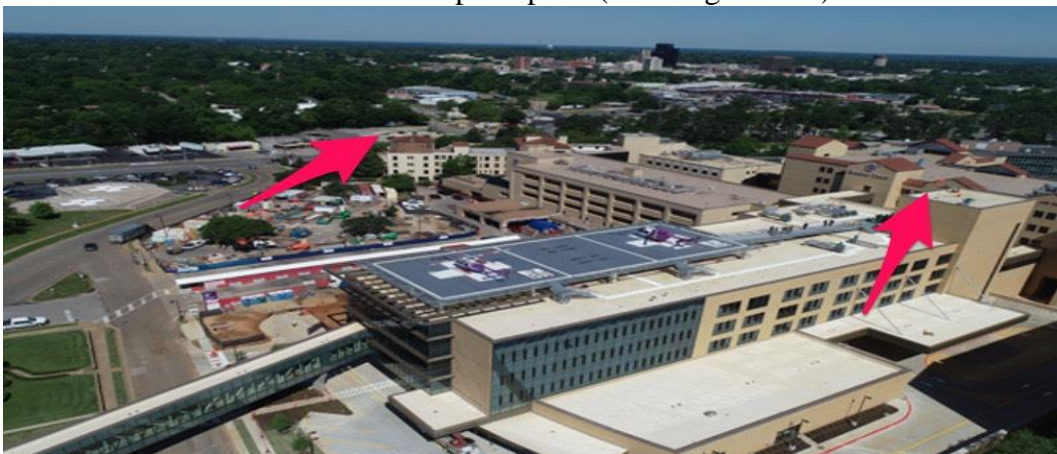
Helipad Information

Helipad Overview

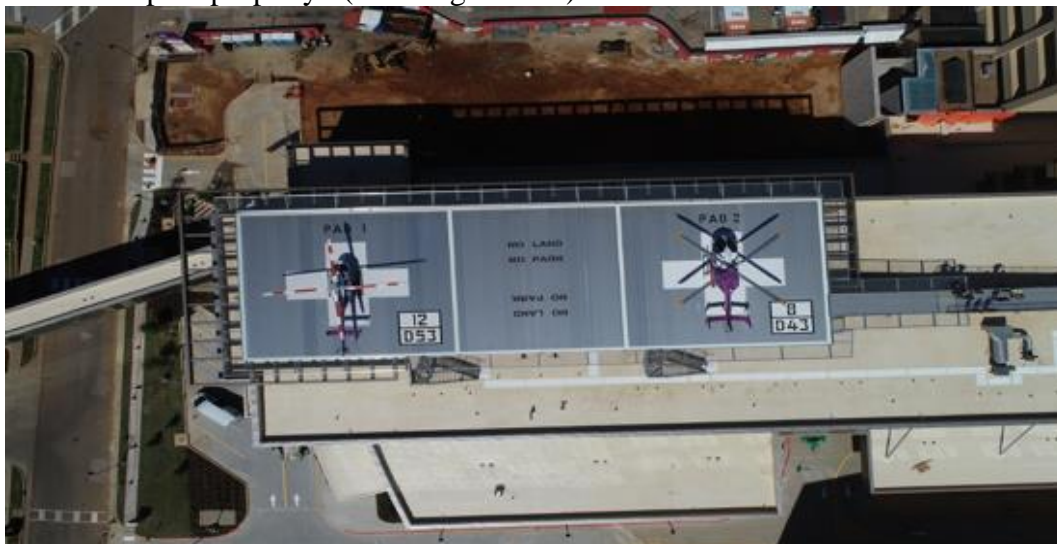
1. The CHRISTUS Mother Frances Helipad is a private helipad and has an FAA identifier of: **TE18**. It has been named the “**Ray Thompson Memorial Helipad**”.
2. Additional helipad information is available at: <http://www.airnav.com/airport/TE18>
3. All aircraft must contact the CHRISTUS’ Flight For Life Communications center, call sign “LIFECOMM”, prior to landing. Visiting aircraft must use the V-Med28 (HERN) frequency when calling L I F E C O M M . To contact the LIFECOMM by phone, dial: **800-441-8677**.
4. **TE18** is located near downtown Tyler. The **Lat/Long** is: **32° 20’32”N / 95° 17’24”W**
5. The **Helipad** is a large, rectangular roof top landing area with two designated landing/parking spots. The helipad is on top of a six-story building called the **Bradley-Thompson Tower**. The ground helipads are located on the southwest corner of the CHRISTUS Mother Frances Hospital property.



6. The lighting system for the rooftop helipads is pilot controlled lighting. The lighting is controlled on **Unicom 123.075**. The green perimeter lights are activated with 3 clicks, white corner lights and ramp lighting are activated with 5 clicks, the lighting system can be turned off with 7 clicks. The lighting system also has a timer on it so that it will shut off after periods of non-use.
7. The two windsocks are located on the southwest corner of the hospital and on the elevator tower north of the roof top helipad. (see image below)



8. There are 4 numbered helipads at CHRISTUS Mother Frances. Pads 1 and 2 are on the roof top helipad with Pad 3 and 4 being ground level pads. Pad 1 is the southern helipad on the roof top helipad and is rated 12 D53. Pad 2 is the north helipad on the roof top and it is rated 8 D43. The two ground level helipads are located on the southwest corner of the hospital property. (see image below)





CHAPTER 1

Helipad Operations

Communications

1. The primary frequency for Flight For Life aircraft operating around Tyler is the CHRISTUS EMS' Tyler UHF tower.
2. When enroute to Tyler all aircraft need to communicate on the Tyler **Unicom 123.075**. Aircrews need to make radio calls on **123.075** at 10 miles out and 5 miles out from landing and shall provide their relative position and arrival times.
3. Inbound aircraft will need to call patient reports to "**Mother Frances Hospital**" on **V-Med 28** (HERN) at least 10 minutes out from the facility.
4. Visiting aircraft must also contact **LIFECOMM**** on **V-Med 28** (HERN).
5. All arriving aircraft shall announce approach directions and landing intentions at least two minutes out from CHRISTUS Mother Frances.
6. LIFECOMM will acknowledge the pilots landing call. LIFECOMM shall inform the incoming aircraft whether or not the helipad is clear and which helipads are occupied.

Example: Pilot "Flight For Life 4 is approaching from the south and will be landing in two minutes"

LIFECOMM: "Roger Flight For Life 4, Pad #1 is occupied pad #2 is clear"

7. Prior to departing the helipad, the pilot will call off on **123.075** with intention. A communicator will respond with any available information regarding other aircraft in the vicinity. If other aircraft are in the area pilots will coordinate to safely operate in the Tyler area.
8. *****LIFECOMM is not an FAA entity or control tower. It is a remotely located, flight coordination center belonging to CHRISTUS Flight For Life. It has limited visibility of the helipads and their immediate areas via camera systems. Any information provided or relayed by LIFECOMM is for informational use only and it can only provide what information it has received.*****

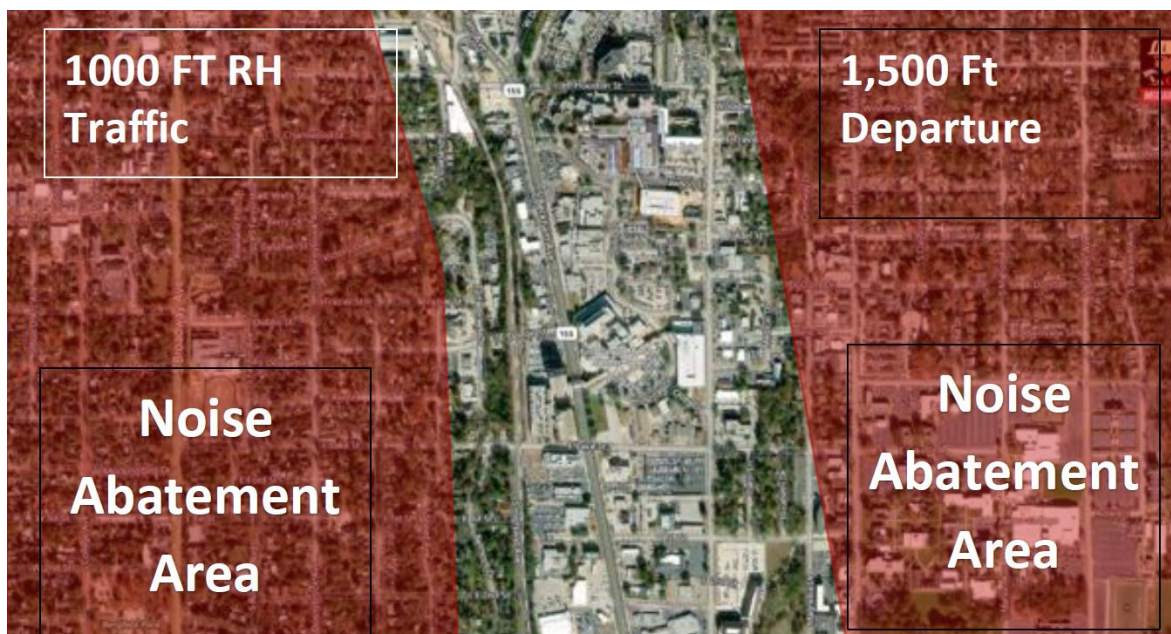


CHAPTER 1

Helipad Operations

Airspace Restrictions

1. CHRISTUS Mother Frances is located within the **Tyler Airport Class D airspace** from 0600 to 2200 CST and Class E after that.
2. Tyler Tower (**KTYR**) is the FAA designated controlling agency. The **KTYR Tower frequency is 120.1 ATIS frequency is 126.25.**
3. Please avoid noise sensitive areas when arriving and departing CHRISTUS Mother Frances. (See Reference diagram below)





CHAPTER 1

Helipad Operations

Operations on the Helipad

1. All aircraft must land in the center of the parking pad to avoid encroaching into other parking spots.
2. If shut down on the helipad, the aircraft must have all doors closed and secured prior to the pilot/crew leaving the aircraft.
3. Aircraft with maintenance issues should be shut down and secured as quickly as possible. Notify LIFECOMM at 800-441-8677 and hospital security at 903-531-4225 that the aircraft is mechanically out of service and unable to depart. As information becomes available, please update.
4. All CHRISTUS Flight For Life personnel shall monitor a hand held radio when on the helipad to remain aware of incoming aircraft. Other Air-Operators are encouraged to do the same.
5. When aircraft are running, taking off, or landing it is highly recommended that eye and hearing protection are utilized. Pilots and medical crews should wear their helmets with the visor down, if using a helmet for this purpose.
6. Personnel walking to and from pads shall NEVER walk behind the tail rotor of a running helicopter. Maintain situational awareness at all times.
7. Always check for loose items in your aircraft and on your person as they can become FOD.
8. Never approach a running aircraft until visually motioned by the pilot or crew. Always approach in full view of the pilot as instructed.
9. At no time are two aircraft allowed to maneuver on the helipad at the same time!



CHAPTER 1

Helipad Operations

Patient Loading/Offloading

1. When conducting either a hot offloading, or hot loading of a patient, the pilot and crew must ensure that it is safe to do so.
2. Only personnel from the aircraft will load/unload the patient from helicopters. Hospital employees can assist but are not responsible for loading/unloading patients.
3. If a ride-a-long (i.e. family member, 3rd Rider, etc.) is onboard, that person shall be escorted by the helicopter crew from the aircraft and off the helipad.
4. Check for loose items prior to unloading the patient to ensure no loose object become FOD.
5. Lower IV poles and any other extended medical devices, when near the helicopter.

Relocation Procedures

1. The Ray Thompson Memorial Heliport roof top helipads are designated for primary loading and off-loading of patients. If you will be on the helipad greater than **30-minutes** you will be expected to relocate to the ground pads. You may also be **directed** to relocate after offloading your patient if other aircraft, with patients on board, are inbound.
2. When helicopters are occupying all available helipads, LIFECOMM will coordinate with the pilots to arrange for an aircraft to move if other aircraft are inbound.
3. When at the Ray Thompson Memorial Heliport, pilots will remain in the vicinity of the helicopter, or in the elevator vestibule office/lobby, so that they can be contacted and move the helicopter accordingly. Pilots must be able to be reached by cell phone.
4. If multiple aircraft are inbound, aircraft will need to hot offload on the roof top and then relocate to pads 3 or 4 (ground level helipads) or to the airport if more than four aircraft are involved.



CHAPTER 2

Authorized/Unauthorized Personnel on the Helipad

1. Only CHRISTUS Flight For Life staff, approved CHRISTUS Mother Frances Staff, and other uniformed helicopter crewmembers may be on the helipad, without an escort.
2. All unauthorized CHRISTUS Mother Frances Staff must be escorted by a member of the CHRISTUS Mother Frances Security, approved CHRISTUS Mother Frances Staff or CHRISTUS Flight For Life personnel at all times when on the helipad.
3. Any unauthorized person on the helipad, without an escort, must be reported immediately to CHRISTUS Mother Frances Security.
4. Only authorized personnel will be granted access to the helipad. Authorized CHRISTUS Health personnel will have helipad safety training prior to being assigned to assist. CHRISTUS Mother Frances hospital staff will not assist in unloading a running aircraft.

CHAPTER 3

Visiting Aircraft Information

1. There is no space for long term parking.
2. Gurneys are available through the double glass doors at the bottom of the ramp. There are gloves and ear protection available inside the double glass doors.
3. All aircraft will be met by CHRISTUS Health staff and will be escorted into the facility.
4. Medical personnel are NOT allowed on the helipad while aircraft are landing or departing.
5. All passengers, ride-a-long or family members will be escorted at all times while on the helipad.
6. Medical crews are required to clean up any spills, medical waste, or debris left on the helipad and the 6th floor elevator lobby (helipad) area.



Aircraft Relocation

1. Pilots must secure their aircraft before entering the building and must remain on the 6th floor in case contact is required by LIFECOMM to relocate.
2. If the crew will be in the hospital longer than **30-minutes**, or if additional aircraft are inbound with patients on board, aircraft will be required to relocate to the ground level pads 3 or 4.

CHAPTER 4

Helipad Safety

Safety Contact/ Safety Reporting

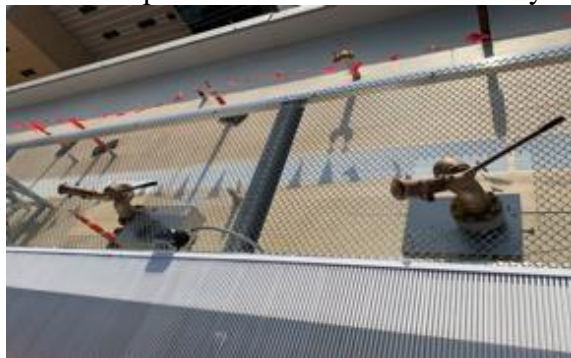
1. Travis Schochler, CHRISTUS Flight For Life Safety Coordinator travis.schochler@flightforlife.com

CHRISTUS Mother Frances Security 903-531-4225

2. Fire alarm and Fire Suppression Systems are located in three different locations. i.) At bottom of Egress Stairs for Pad 1, ii.) At bottom of Egress Stairs for Pad 2, and iii) Inside the 6th Floor Helipad Elevator Lobby on wall closes to Helipads. The activation system has a selector for which helipad you need to activate.



3. The Fire Suppression System on the helipad is a foam suppression system. Nozzles are positioned and designed to “sweep” in order to cover the entirety of both helipads.



4. Safety catch fence around roof top helipad and the elevated areas of the ground helipads.

