

Emergency *Medical* Services



Providing a vital transportation link
between communities, hospitals
and patient critical care centres



A VIH Aviation Group Company



The HEMS Program

Since its inception over twenty years ago under VIH Helicopters, the Cougar Helicopter EMS (HEMS) Program provides 24/7, day and night critical care patient transport in the Pacific Northwest.

Specially equipped two pilot, multi-engine, IFR helicopters with Company-designed medical interiors perform scene responses, patient transfers and critical links to remote communities and primary care facilities.

Scene response services are provided over a wide area of coastal and mainland regions serving both large urban centres and remote outlying communities; from motor vehicle accidents, medical emergencies in remote areas to shipboard air evacuations, the Cougar HEMS aircraft and flight crews are prepared for the mission.

The Cougar HEMS Program, under its parent VIH Aviation Group, has flown thousands of medical missions in challenging operational environments, safely, efficiently and with an exceptionally high-level of dispatch availability.

The Cougar HEMS Program's proven commitment to professionalism, customer service and above all safety warrants the confidence of the people who fly with us on each and every mission.



Safety

Flying patients and medical crews to intermediate and advanced care facilities safely and directly is our full-time commitment – day or night, 24 hours a day, 7 days a week. All HEMS missions are flown with two pilots

Cougar HEMS aircraft offer mission versatility and multiple casualty capability coupled with the latest technology in flight following. Our Operational Control Centre (OCC) coordinates the multiple helicopter EMS mission elements within a central authority to maximize safety and efficiency of each air ambulance flight.

Crew and Community

One very significant asset of the Cougar HEMS is the caring and dedication of the people involved in our Program. This is evident in the close working relationship between the Air Ambulance pilots and the medical flight crews. Our HEMS pilots have extensive background in offshore operations, mountain, commuter, military and SAR. Most of our Flight Crews have been committed to the HEMS Program for years and have developed a close relationship to the communities they serve.



The Air Ambulance

Proven Performance

The HEMS air ambulance has operated for over 20 years accident and incident free; providing safe and timely medical transport to over 7000 patients throughout the Pacific Northwest. The Cougar HEMS Program has developed many day and night helicopter landing sites at hospitals, clinics and remote communities extending the reach of the air ambulance service.



Cougar Helicopters currently operates the Bell 222U as its EMS platform primarily for the twin turbine power, extended operating range and high single-engine stay-up performance. The medical cabin was designed and installed by VIH Aviation Group and includes a proprietary double stretcher capability. The Bell 222U is particularly suited for scene responses and unprepared landing site operations.

Flight Crews

All Cougar HEMS Flight Crews are carefully selected for their backgrounds and trained to meet the demanding operational environment of helicopter air ambulance operations; some key elements of the Flight Crew Program are:



- Company in-depth crew selection process
- Two pilot cockpit – highest safety standard
- Crews with extensive twin-engine, IFR and mountain flying experience – Captains with Airline Transport Licenses – Helicopter (ATPL-H)
- Company recurrent and IFR/ Night/ Route recency training performed every six months
- Annual re-certification and on-going flight line evaluations
- Mission specific/ operational training
- Members of National EMS Pilot's Association (NEMSPA)



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