EMS Standard Operating Procedures

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<td>Adoption Date:</td>
<td>09/18/2002</td>
</tr>
<tr>
<td>Date of Most Recent Update:</td>
<td>01/01/2004, 03/10/2004, 03/2006</td>
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<td>CAAS Criteria Reference:</td>
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Purpose:

To outline procedures for EMS response.

Policy:

1. EMS Response Zones

   EMS crews will be dispatched according to pre-established unit prioritizing response districts. These districts and the response configuration are established in the CAD at Westcom and are maintained by the EMS Assistant Chief.

2. Squad Rotation

   In the event that two of the three squads are out of service, the third and final squad will make their way to the center of the city, or station 21 without delay. Acceptable posting sites will include locations west of 50th Street along the Mills Civic Parkway and south of Fire/EMS Station 21 along the Valley West Drive corridor.

   The crew that is located centrally, is expected to remain central until one of the other squads become available. The crew that is located centrally is not to remain central any longer than they need to and every effort should be made to restore coverage to the remainder of the city.

3. Radio Usage and Frequencies
When ambulance squads are paged out, the crew will immediately acknowledge Westcom on the page frequency. When responding to routine EMS calls for service, the response frequency will be used unless you are directed to use a different channel by Westcom or a decision is made by an Incident Commander to move an incident to a different frequency. When squads come back in service, the page frequency is used to contact Westcom.

4. EMS Response to Fire Calls

When responding to fire scenes all EMS response communication will be handled on response channel. This will include when you announce your unit en route to the scene. Any communications between EMS units will be handled on response or EMS4 when appropriate.

If you are the first arriving unit at a fire scene you will give a scene size-up and take command until the first Fire Department unit arrives. Command will be transferred to that first arriving Fire Department unit. Example: “Squad 213 has arrived on 20th street, we have a two-story dwelling with smoke and flames showing from an upstairs window. Lt. Smith will have command until a Fire unit arrives.”

EMS will respond to Fire Department calls when requested on our page frequency. If the fire department is dispatched to a "working fire", EMS shall respond automatically.

5. Major Incident Response

Emergency incident communications will take place on a centralized channel as designated by Westcom. If the Incident Commander feels that the situation warrants the use of a centralized frequency by all three departments, (Police, Fire, and EMS) they will request that Westcom assign one of the Public Safety Channels for the incident. Westcom will then advise all responding units to switch to the channel upon arrival at the scene. Each department should use the assigned channel for essential scene operations communications. Each department should try to move to their normal channels for routine scene communications with Westcom or other vehicles en route to the scene. An example of this might be the need for EMS to contact a parent of a minor patient to get permission to treat. This type of traffic would be handled on the normal EMS channels and staff would then return to the Public Safety channel for scene communications. Other examples might be the Police Department running plate information. Reserving the assigned channel for essential scene communications assures that the channel does not become overrun and that the information being relayed is relevant to scene operations.
If the Incident Commander has not requested a centralized channel, and Westcom feels that there is a need for everyone to be on the same channel, they may request from the Incident Commander that this be done.

6. Motor Vehicle Crash Response

When responding to motor vehicle crashes, the first arriving EMS (if prior to Fire Department) unit will announce a scene size-up and take command upon arrival on the response channel. As patient care develops and EMS crews become busy, command may be turned over to an EMS Supervisor or the first arriving Fire Department unit. The first arriving EMS unit will maintain command until a unit arrives to assume command.

Updates should be given to other responding units such as, the need for extrication, smoking vehicles or fluid leaks using RESPONSE channel. This will help to determine what apparatus the Fire Department might need.

All Fire Department units will be going en route and communicating with EMS on the response channel on all medical assists or motor vehicle crashes.

7. Disregarding of Fire Units

Fire Department units can be disregarded on a motor vehicle crash by EMS as long as there are no safety hazards, fluid spills/leaks or that their assistance will not be needed for other reasons. Make certain that there will not be the need for assistance from the Fire Department with lifting or other care related issues.

8. Fire Response to EMS Calls

The Fire Department on occasion will provide first response patient care prior to incoming EMS units. The need for first response is dependant on the location of the call in relation to staffed EMS units as well as the nature of the EMS call.

In order to minimize response times, minimize the liability associated with emergency vehicles responding to calls, as well as maximize the emergency services resources of the City, the Fire Department will provide first response for EMS calls in the following situations.

- The Fire Department will respond automatically to all EMS calls when the Fire district the call is located in, is not served by a staffed EMS unit. These districts are:
  - Districts 18 & 22 during all hours

In the situations where both a staffed Fire Department unit and an EMS unit are taking up quarters in the same station, the Fire Department unit will not respond
unless the request for service involves a motor vehicle crash or they are otherwise
directed by the in-house EMS crew.

If a responding EMS unit receives information while en route, that leads them to
believe assistance from the Fire Department may be necessary, the EMS unit will
request that a Fire Department unit respond to assist. This may include industrial
accidents or those that involve entrapment.

If a responding EMS unit feels that their response time may be extended for any
reason (i.e. responding from a location other than their station), and the
responding EMS crew believes that a Fire Department unit could arrive before
them, the responding EMS unit should request that a Fire Department unit be
started to the scene.

The Fire Department will not respond to medical facilities unless requested to do
so by the responding EMS unit. Medical facilities include: medical clinics,
physicians’ offices, surgery centers, dental offices, dialysis centers and nursing
homes.

9. Lane Numbering

Numbers are designated to a lane of traffic to aid in the clear communication of
assignments. Lanes are numbered LEFT TO RIGHT as one faces in the direction
of travel. In the event of requesting a responding unit to park in a particular lane
or location, or requesting that a lane be closed to traffic, lane numbers should be
referenced to avoid confusion.