

**CENTRAL CALIFORNIA**  
**EMERGENCY MEDICAL SERVICES**  
A Division of the Fresno County Department of Public Health

Manual:  Emergency Medical Services Administrative Policies and Procedures	Policy Number: 640  Page: 1 of 3
Subject:  EMS Agency Staff Responsibilities	
References:  Fresno County Emergency Services Plan FIREScope 420-1 Field Operations Guide Title 19, Division 2, Section 2400, California Code of Regulations (SEMS)	Effective:  11/1/92

I. POLICY

EMS Agency staff members shall respond to unusual events or occurrences to provide administrative support and direction for the EMS response. The EMS Duty Officer shall function as the Medical Branch Director when activated.

II. PURPOSE

To coordinate the assignments duties and responsibilities of EMS Division staff members during incidents.

III. DEFINITIONS

A. INCIDENT IMPACT LEVELS

1. Level I - A localized incident or event that has limited impact on the EMS system, or may have the potential for significant impact upon the system, and may require limited instant aid or mutual aid response. Primary EMS staff members will respond to the incident site and report to the Incident Commander. Secondary EMS staff members will make themselves available for assignment.
2. Level II - An incident or event that has significant impact on the EMS system and requires instant aid or mutual aid response. Primary EMS staff will respond to the incident site and report to the Incident Commander. Secondary EMS staff and Back-up staff (alternates) will respond to assigned locations as determined by the EMS Division Manager.
3. Level III - An incident or event that overwhelms the capacity of the local EMS system due to numbers of casualties and/or damage to existing resources and requires extensive outside resources and assistance. All EMS staff members will respond to assignment according to assignment location matrix or as determined by the EMS Division Manager.

- B. EMS Duty Officer- EMS Staff members on-call on a 24-hour basis and designated as being available and responsible for a specific function/position during an MCI.

Approved By: EMS Division Manager  <b>Daniel J. Lynch</b> (Signature on File at EMS Agency)	Revision:  <b>10/01/2016</b>
EMS Medical Director  <b>Jim Andrews, M.D.</b> (Signature on File at EMS Agency)	

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#### IV. PROCEDURES

- A. The EMS Division shall maintain two Duty Officers (primary and secondary) who shall be available on a 24-hour/day basis. In the event the designated primary Duty Officer is unreachable or does not respond, the secondary Duty Officer shall be notified.
- B. The EMS Agency shall keep the ambulance dispatch center advised of the designated primary and secondary EMS Duty Officers.
- C. The ambulance dispatch centers shall immediately notify the appropriate on-call staff of incidents, occurrences, problems, etc., in accordance with established EMS policies.
- D. EMS Agency primary Duty Officer shall immediately respond to the following incidents:
  1. MCI with **ten (10) or more patients** or MCI with significant injuries or special circumstances
  2. Accidents involving mass transit vehicles such as buses, trains, aircraft, etc.
  3. Hazardous Material Incidents which require EMS response
  4. Any situation that may require evacuation of a healthcare facility or as requested.
  5. Motor vehicle collisions involving EMS vehicles.
- E. When notified of a significant incident, the primary Duty Officer will notify the EMS Division Manager who will determine the need for additional EMS agency staff response. EMS Agency staff will respond to their designated area according to the Assignment Location Matrix. An "All-Call" notice will be made to advise EMS Agency staff of current information available regarding the incident. The EMS Division Manager or primary Duty Officer may redirect secondary and alternate personnel to report to other designated locations based upon the incident type, location, and scope.
- F. If an incident occurs within Fresno/Kings/Madera/Tulare Counties, and an EMS staff member is in the field close to the incident location, staff should make a reasonable attempt to access the incident site to relay an immediate situational report to the appropriate ambulance dispatch center and primary Duty Officer.
- G. As EMS staff personnel arrive at designated areas, they shall notify the appropriate EMS Ambulance Dispatch Center. The Division Manager may adjust staff locations and assignments via the "All Call" alert(s) provided by the Communications Center and/or EMS Agency.
- H. The following guidelines shall be utilized to establish responsibilities and assignment locations for EMS staff in the event of a declared Level I, II or III incident. These specific roles/responsibilities have been established for the following location assignments: (See attachments for specific duties).
  1. Emergency Operations Center (EOC)
  2. Incident Site Command Post
  3. Ambulance Dispatch Center - The EMS Division Manager will determine appropriate Ambulance Dispatch Center.
  4. Disaster Control Facility (DCF)
- I. Special Incident Responses
  1. Multi-Casualty Incidents (MCI) and Hazardous Material Incidents (HazMat)
    - a. On occasion, the EMS Duty Officer will receive notification of a multi-casualty incident or hazardous materials incident, which requires a response to the scene of the incident. Upon notification of the incident, the Duty Officer shall take the following action:
      - (1) Notify the EMS Division Manager of EMS Duty Officer response
      - (2) Advise ambulance dispatch of your response

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- (3) Upon arrival at scene, immediately check in with Incident Commander and Medical Group Supervisor
- (4) Liaison information between Medical Group Supervisor and Incident Commander
- (5) Provide support and assistance to Medical Group Supervisor
- (6) Provide updates on the incident to the EMS Division Manager

b. In the event of Level II or Level III incident, the EMS Duty Officer will complete all of the above and shall take the following additional action:

- (1) Advise EMS Division Manager of the scale of incident and recommend activation of additional EMS Staff. The EMS Division Manager shall assign and provide for the notification of personnel to respond to the designated areas.
- (2) If Incident Command Post established at Incident Site, assume role of Medical Branch Director and wear appropriate green vest.
- (3) Follow appropriate EMS Division Responsibility Checklist included in this policy
- (4) The EMS Division Manager or Duty Officer will notify the following people:
  - (a) Director of Public Health
  - (b) Health Officer /Health Administrator
  - (c) Office of Emergency Services

2.

#### ASSIGNMENT LOCATION MATRIX

	INCIDENT EOC * ⊥	ASSISTANT AT EOC	INCIDENT SITE COMMAND POST εε	EMS COMM CENTER	D.C.F.
PRIMARY	EMS DIVISION MANAGER	EMS SPECIALIST	PRIMARY DUTY OFFICER	EMS COORDINATOR	EMS COORDINATOR
ALTERNATE	SECONDARY EMS DUTY OFFICER or EMS COORDINATOR	EMS SPECIALIST	SECONDARY EMS DUTY OFFICER or EMS SPECIALIST	EMS SPECIALIST	EMS SPECIALIST
PHYSICIAN STAFF	MEDICAL DIRECTOR		MEDICAL DIRECTOR/ ASSISTANT MEDICAL DIRECTOR		

CLERICAL STAFF WILL REPORT TO LOCATION AS DIRECTED BY THE EMS DIVISION MANAGER OR DUTY OFFICER.

\* IF EOC NOT ACTIVATED, REPORT TO EMS COMMUNICATIONS CENTER.

⊥ IF EOC ACTIVATED, MEDICAL DIRECTOR SHOULD BE PRESENT WITH PRIMARY STAFF.

ε ε MEDICAL DIRECTOR AND/OR ASSISTANT MEDICAL DIRECTOR SHOULD BE PRESENT AT INCIDENT SITE OF PROLONGED OR COMPLICATED INCIDENT.

**EMS DIVISION STAFF RESPONSIBILITIES**  
**EMERGENCY OPERATIONS CENTER (EOC)**

- ☐ Follow check-in procedures immediately upon arrival.
- ☐ Coordinate with ambulance dispatch center - resources available - committed and in reserve.
- ☐ Ensure sufficient prehospital resources are available to provide adequate medical care including disaster units and mobile medical supply stations.
- ☐ Notify and maintain communications with EMS Medical Director (if at different site), D.C.F., Incident Site Command Post.
- ☐ Ensure EMS staff assignments are filled, call back EMS staff as required.
- ☐ Obtain situational reports from EMS staff at the Incident Site Command Post.
- ☐ Advise and notify Director of Health Services/Health Officer/Director of Community Health.
- ☐ Compile a situation report on the status of the Operational Area EMS System.
- ☐ Request any special transport vehicles through EOC, which are needed to transport victims i.e., buses, vans, etc.
- ☐ Assist the Director of Health Services and Health Officer in determining the need for State or Federal Mutual Aid.
- ☐ Assign EMS staff member, assistant at EOC, as State liaison, and/or other agency EOC'S, as necessary.
- ☐ Obtain resources via Medical Mutual Aid Plan.
- ☐ Confirm with Local OES Coordinator regarding notification to State OES.
- ☐ Coordinate efforts and resources with R.D.M.H.C. from OES Region V.
- ☐ Provide the State EMS Authority with telephone access to E.O.C.
- ☐ Secure the disaster project code assigned by the Auditor's Office from the emergency coordinator.

Sign-In sheet and action list on other side →

# EMS STAFF SIGN-IN AND ACTION (S) SHEET

EMS STAFF NAME	TIME OF ARRIVAL	ASSIGNMENT(S)	DEPART TIME

TIME	ACTION:	CONTACT NAME AND #
	Follow Check-in procedures upon arrival and obtain assignment	
	Follow all check-out procedures and complete After Action Reports	

TIME OF ORIGINAL ALERT:

**EMS DIVISION STAFF RESPONSIBILITIES**  
**INCIDENT SITE COMMAND POST (I.S.C.P.)**

- ☐ Check-in with Incident Commander.
- ☐ Ensure proper/accurate record keeping.
- ☐ Obtain situational report from Incident Commander and/or EMS Medical Group Supervisor.
- ☐ Assume Medical Branch Director (only if necessary) position and seek direction from IC. (Wear Green Vest).
- ☐ Assess immediate needs and coordinate with the Incident Commander and EOC/EMS Division Manager in obtaining them.
- ☐ Provide administrative support for field operations; maintain close liaison with EMS Medical Group Supervisor, Transportation Group Leader and other assigned positions in Operations Section.
- ☐ Liaison between EMS and other on-scene emergency services, including Incident Commander.
- ☐ Ensure on-scene communications have been established. (Tactical channel assignment(s))  
Monitor communications channels as necessary.
- ☐ Review on-scene medical component for effectiveness of current operations and modify as needed.
- ☐ Coordinate incoming and on-scene medical mutual aid.
- ☐ Ensure sufficient on-scene medical supplies.
- ☐ Liaison between incident site and E.O.C.
- ☐ Assure that timely, accurate medical updates are provided to E.O.C.
- ☐ Advise E.O.C. of status of mobile medical supply station.
- ☐ Coordinate with E.O.C. for locations of casualty collection points. (C. C. P.'s)
- ☐ Integrate volunteer medical personnel at scene (M.D., R.N., EMT-P, and EMT-1A) and ensure appropriate coordination.
- ☐ Assist in establishing temporary first aid stations, if Red Cross unable to respond in a timely manner.
- ☐ Assist in the coordination of obtaining ancillary transportation.
- ☐ Request additional EMS support staff as needed.

Sign-In and Action Sheet on other side →

### EMS STAFF SIGN-IN AND ACTION (S) SHEET

EMS STAFF NAME	TIME OF ARRIVAL	ASSIGNMENT(S)	DEPART TIME

TIME	ACTION:	CONTACT NAME AND #
	Check-In & obtain Situational Status Report from IC and/or Medical Group Supervisor	
	(Don the appropriate vest)	
	Follow any check-out procedures before leaving the scene	

TIME OF ORIGINAL ALERT: \_\_\_\_\_

**EMS DIVISION STAFF RESPONSIBILITIES**  
**EMS COMMUNICATIONS CENTER (COM CTR)**

- ☐ Check-in with Dispatch Center Supervisor, and obtain situation report on current issues.
- ☐ Evaluate the need to suspend or delays scheduled ambulance requests or non-emergency requests and contact EMS Division Manager for approval.
- ☐ Maintain operational communications network with EMS Agency staff.
- ☐ Coordinate and monitor all medical radio communications.
- ☐ Track and log all EMS resources committed to incident and forward all updated logs to EOC at 30-minute intervals, or upon request.
- ☐ Coordinate auxiliary communications.
- ☐ Coordinate EMS/Amateur Radio Operations with Local OES Officials and EMS Division Manager.
- ☐ Coordinate resources with Incident Command Post & Medical Branch Director.
- ☐ Inquire via SO Watch Commander regarding OES notification. (Note: Also EOC & Incident Site task)
- ☐ Mobilize disaster unit, rescue unit(s), and/or ancillary transportation, as necessary.
- ☐ Assist in the activation and staffing of the County Emergency Communications Van.

Sign-In and Action Sheet on other side →



# EMS STAFF SIGN-IN AND ACTION (S) SHEET

EMS STAFF NAME	TIME OF ARRIVAL	ASSIGNMENT(S)	DEPART TIME

TIME	ACTION:	CONTACT NAME AND #
	Check-in with Dispatch Center Dispatcher	

TIME OF ORIGINAL ALERT:

**EMS DIVISION STAFF RESPONSIBILITIES**  
**DISASTER CONTROL FACILITY (D.C.F.)**

- ☐ Coordinate with the EMS Division Manager, EOC, Incident Command Post, and ambulance dispatch center regarding field and hospital needs.
- ☐ Assist DCF personnel in obtaining and maintaining hospital resource inventories.
- ☐ Advise E.O.C. of availability of total personnel resources.
- ☐ Obtain inventory of emergency medical hospital personnel from individual receiving hospitals.
- ☐ Coordinate decisions with EOC and Incident Command Site regarding the utilization of alternate medical facilities.
- ☐ In conjunction with Incident Command Site personnel and DCF personnel, assist with the coordination and distribution of victims to medical facilities.

Sign-In and Action Sheet on other side →

### EMS STAFF SIGN-IN AND ACTION (S) SHEET

EMS STAFF NAME	TIME OF ARRIVAL	ASSIGNMENT(S)	DEPART TIME

TIME	ACTION:	CONTACT NAME AND #
	Coordinate with EMS Division Manager for needs	

TIME OF ORIGINAL ALERT: \_\_\_\_\_