

---

**EMS AGENCY DUTY OFFICER NOTIFICATION**

---

**PURPOSE**

The intent of this policy is to establish a guideline for notification of Alameda County Emergency Medical Services (EMS) Agency Duty Officers.

**RESPONSIBILITY**

Alameda County Regional Emergency Communications Center (ACRECC) which serves as the Alameda County EMS Agency's Emergency Medical Dispatch Service provider.

**POLICY**

As the designated Local Emergency Medical Services Agency (LEMSA), Medical Health Operational Area Coordinator (MHOAC) and a Region II Disaster Medical Health Coordinator, the Alameda County EMS Agency requires ACRECC to notify its Duty Officers of certain situations.

**PROCEDURE**

1. Situations requiring EMS Duty Officer notification:

- a. \*Level II or Level III Multi-Casualty Incident (MCI)
- b. \*Partial or full activation of the County EOC
- c. \*Out-of-county medical mutual aid request received or to be placed (other than for initial response of up to fourth medical unit to incident located in undetermined jurisdictional boundary area).
- d. Hospital Physical Plant Diversion
- e. Evacuation of a medical facility (actual or planned)
- f. Five (5) or more ambulances requested or assigned to any in County incident
- g. Echo level request for ambulance service holding
- h. Request for Code 3 non-divertible ambulance service by on scene personnel holding
- i. Two (2) or more Delta level requests and / or eight (8) or more medical requests for service holding in the County 911 Emergency Ambulance Exclusive Operating Area (EOA)
- j. Any significant issue / failure involving the EMS communications and data system. Examples of components of this system include: ACRECC CAD, essential servers or paging systems; EBRICS; ReddiNet; resource management and deployment systems including MDC's.
- k. Incident resulting in temporary or prolonged reduction in first responder medical coverage. Examples include three (3) or greater alarm structure or large vegetation fires.
- l. Shelter in place or evacuation order implemented to protect health and safety of a significantly sized population including but not limited to large hazmat incidents.
- m. Any incident that produces significant media interest including but not limited to mass fatality or violent extremism events
- n. Large pre-planned or no notice mass gathering incidents to which EMS resources are assigned. Examples include peaceful demonstrations or civil unrest.
- o. Serious line of duty injury or death of EMS system personnel
- p. Other incidents as determined necessary by ACRECC or requested by EMS system supervisory staff. When in doubt, notify the Duty Officer.

**EMS AGENCY DUTY OFFICER NOTIFICATION**

---

## 2. Notification to EMS Duty Officers

- a. The situation based notifications outlined herein shall occur as quickly as possible.
- b. As often as possible, ACRECC should utilize automatic notification from the computer aided dispatch (CAD) system to the Duty Officer on call. Alternatively, the Duty Officer may be contacted by phone.
- c. Failure by any Duty Officer to acknowledge a page or telephone call within 8 minutes shall result in ACRECC's notification of the next due Duty Officer. Notification in critical situations requiring support may be escalated at ACRECC's discretion if the On Call Duty Officer is not immediately available. The next due Duty Officer escalation pathway is as below:

1) EMS Duty Officer On Call	Cell: Per On Call Schedule
2) EMS Supervisor (XAL EMS 2)	Cell: 510-551-3232 Satellite: 011-881-632-616-725
3) EMS Director (XAL EMS 1)	Cell: 510-725-2845 Satellite: 011-881-632-636-371

\*The EMS Supervisor and Director shall be contacted by phone in addition to the Duty Officer On Call in Situations a-c above marked by an asterisk (\*). Satellite communications are a back-up and should only be used in the event of landline / cellular system failure

- d. All EMS Duty Officer notifications will be documented within the CAD incident with the following:
  - i. Date
  - ii. Time
  - iii. Communications Operator name
  - iv. EMS Duty Officer name
  - v. Positive or negative contact