



EMS Duty Officer Notification Policy and Procedure

Effective: July 17, 2023

Review: July 17, 2026

Approved: [Record of Revisions and Approvals](#)

Purpose

The intent of this policy is to establish guidelines for notification of the Alameda County Emergency Medical Services (ALCO EMS) Agency Duty Officer. As the designated Local Emergency Medical Services Agency (LEMSA), the Alameda County EMS agency requires ACRECC to notify its Duty Officers of certain situations.

Responsibility

Alameda County Regional Communications Center (ACRECC)

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 or other municipal Emergency Operations Center (EOC)
 - c. Out-of-county EMS resource mutual aid requests that are not pre-planned, either being requested to respond into ALCO or being requested from ALCO to respond to another jurisdiction.
 - d. Hospital Physical Plant Diversion
 - e. Evacuation of a medical facility (actual or planned)
 - f. Multiple requests for ambulance service are holding.
 - i. ACRECC Should notify the Falck Administrator on Call for the following events prior to notifying the Duty Officer
 1. Any Priority 1 call holding longer than 20 minutes.
 2. Any 5 calls holding for longer than 30 minutes each.
 - ii. In the event the Falck Administrator on Call does not answer within 10 minutes, or no action is taken after 30 minutes, please notify the Duty Officer.
 - g. Any significant issue/failure involving the EMS communications and/or data system.
 - i. Example: ACRECC CAD failure, servers down, paging systems down etc.
 - h. Any incident that results in a temporary or prolonged reduction in first responder ability to respond to medical calls.
 - i. Example: structural collapse, multiple-alarm fire, civil unrest
 - i. Shelter in place or evacuation order implemented to protect health and safety of a significantly sized population.



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- i. Example: significant HAZMAT events.
- j. Any incident that produces significant media interest including but not limited to mass fatality or violent extremism events.
- k. Large pre-planned or no notice mass gathering incidents to which EMS resources are assigned.
 - i. Example: peaceful demonstrations or civil unrest.
- l. Serious line of duty injury or death of EMS/First Responder/Law Enforcement personnel.
- m. Other incidents as determined necessary by ACRECC or requested by EMS system supervisory staff.

2. Notification to EMS Duty Officers

- a. The situation-based notifications outlined herein shall occur as quickly as possible.
- b. If the notification is regarding a specific incident, EMS Duty Officer notifications will be documented within the CAD incident and should include the Duty Officer's last name.
- c. If unable to contact the Duty Officer within 10 minutes, ACRECC will then notify the Supervising EMS Coordinator. Should further escalation be necessary, the escalation pathway is as below:

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|--------------------------------|--------------------|
| 1. EMS Duty Officer On-Call | Cell: See Schedule |
| 2. Supervising EMS Coordinator | |
| a. Radio:(XAL EMS 2) | Cell: 510-551-3232 |
| 3. EMS Deputy Director | |
| a. Radio: (XAL EMS 10) | Cell: 510-529-9664 |
| 4. EMS Director | |
| a. Radio: (XAL EMS 1) | Cell: 510-495-4676 |