



**COMMUNICATIONS OPERATIONS
EMERGENCY MEDICAL SERVICE POLICY**

Policy No. 6610 Date Issued: June 1, 1996
Section: 6600 - Notifications Date Revised: September 8, 2014

SUBJECT: PARAMEDIC SUPERVISOR NOTIFICATIONS

APPROVED: _____
Santa Cruz & San Benito County EMS

APPROVED: _____
American Medical Response

APPROVED: _____
Dennis Kidd, General Manager

The paramedic supervisor (Medic 100 and Medic 200) will be on duty every day to supervise ambulance deployment, direct field crews, approve transfers and answer questions. The supervisor can be reached by pager at all times. Dispatchers will immediately notify the on-duty paramedic supervisor of the following circumstances:

- ◆ Anytime dispatchers require the assistance, intervention or physical presence of the on-duty paramedic supervisor.
- ◆ To assist in scheduling an in-county or out-of-county non-emergency ambulance transfer request.
- ◆ Anytime system levels drop to level one (1) or level zero (0).
- ◆ Anytime two or more ambulances respond to the same incident.
- ◆ Anytime an AMR unit has a critical failure and is unable to respond to or complete their assigned response.
- ◆ Any time an AMR unit is involved in a collision or other incident regardless of the severity.
- ◆ Any out of service or lost ambulance.
- ◆ Anytime AMR is requested for mutual aid out of county.

- ◆ Anytime an AMR crew member suffers an on-duty injury that is reported to dispatch.
- ◆ Anytime a firefighter or law enforcement officer sustains serious injury or is killed while on duty and AMR responded or transported.
- ◆ Critical law incidents (lockdowns, active shooter, shelter in place, etc.)
- ◆ Any high profile event that may attract media attention.
- ◆ Any time dispatchers believe that the on-duty supervisor should be made aware of a situation, or if you have questions about how to handle a situation.

The paramedic supervisor may be contacted in the following manner:

1. Via text pager. (TN.MED100 or TN.M200)
2. Via cell phone.
3. By radio
4. If no response after 5 minutes, activate the text pager for Medic 90 (Director of Operations).

Cellular telephone numbers for the individual paramedic supervisors are also available in CAD or the intranet.

The AMR Director of Operations (Medic 90) is also available as resource when needed. Medic 90 may be reached via text pager or cellular telephone. Both numbers are available in CAD. Immediately notify Medic 90 any time you require the assistance, intervention or physical presence of the Director of Operations and/or anytime the on-duty supervisor is unreachable or unable to provide uninterrupted duty coverage for the system (such as due to an on-duty injury or an MCI or disaster).