8.0   **EMERGENCY MEDICAL SERVICES DISPATCH PROCEDURES**

The Emergency Communications Center is the designated Center for the dispatching of EMS within Centre County as approved by the Centre County Commissioners.

All calls requiring EMS response will be evaluated by the PST using the APCO Criteria Based Dispatch Guideline Cards for Medical Emergencies and Trauma (Guidecards). The Guidecards will form the basis for all EMS dispatching in Centre County. The PST will dispatch, or route the call to a dispatcher, as indicated in the Guidecards. Medical terminology used will be in line with the APCO call guides.

PSTs will give EMS pre-arrival instructions as appropriate utilizing the APCO Guidecards.

8.1   **Dispatching Appropriate EMS Service**

The Communications Center will dispatch the EMS Company having jurisdiction over the location of the call as recommended by the Seven Mountains EMS Council and/or Local Municipalities.

Centre County Emergency Communications Center will accept and follow the territory jurisdictions for BLS and ALS services response recommended by the Seven Mountains Emergency Medical Services Council

All EMS services dispatched through the Centre County ECC will be alerted by tone activated pagers utilizing the UHF Paging radio system. Centre County EMS services operate primarily on the 800Mhz Trunk radio system. Med 4 can be used as Hailing System. The EMS Med Radio System is the State and National radio communications system for ambulance to hospital communications.

8.1.1   Dispatch Message

The dispatch message will include the following information:

A.   EMS box number
B.   Borough or Township for which the incident is in.
C.   Street number, Cross streets, and landmarks when available.
D.   Call classification level per criteria based dispatch guidelines.
E.   Nature of Incident
F.   Number of EMS units due, if more than one
G.   "Second, Third, etc., due call" for services having multiple simultaneous incidents.
H.   Time.

8.1.2   Referred Calls

In the event the ECC receives an EMS call handled by another dispatch center, the call will immediately be switched over the tie line and the PST will remain on the line until the other county accepts the call.

Should the tie line fail or not exist, the PST will secure the necessary information from the caller and refer the call by the most expedient means available.

8.2   **Numbering System**

For the purpose of brevity in communications, a numbering system has been established. The EMS company numbers and unit numbers which follow will be utilized for all radio traffic.

8.2.1   Company Numbers
 8   Pleasant Gap Fire Company Ambulance Service
13   Mountain Top Fire Company Ambulance Service
20   University Ambulance Service
21   Reserved
22   Reserved
23   Moshannon Valley EMS
24   Mount Nittany Medical Center EMS
25   Centre LifeLink EMS
26   Bellefonte EMS
27   Port Matilda EMS
28   Penns Valley EMS
29   Snow Shoe EMS
30   Reserved

8.2.2   Unit Numbers

The Countywide numbering system reserves unit numbers xx47 through xx69 specifically for EMS. The Centre County Emergency Communications Fire and EMS Numbering Plan addendum follows this SOP section.

8.3   **Proper Radio Procedures**

The proper radio procedure for calling and/or responding to the ECC or a field unit is as follows:

To call the ECC:
          "Centre County, (Unit Number)."
The ECC will respond:
          "(Unit Number), go ahead."

The calling field unit may then transmit their message.

A field unit will not call the ECC and immediately blurt their message. Wait for the ECC to acknowledge your call and then begin. Failure to follow this procedure may result in missed messages with dangerous results.

To call a field unit:
>   "(Unit Number), Centre County."

The field unit will respond:
>   "Centre County, (Unit Number), go ahead." "Go ahead Centre County" or (Unit Number), go ahead" is also acceptable.

Use of the "Ten Codes" or any other type of codes is not authorized for EMS communications. The Phrase Word Brevity Code shall be employed. The use of nicknames, slang and any type of profanity is strictly forbidden.

Incident number and times may be faxed or given by phone. No numbers and times will be given over the radio.

8.4   **Dispatch Procedures**

The ECC will utilize APCO terminology for criteria based dispatch and unit response. Criteria based dispatch necessitates a timely response by an EMS unit(s).

Resources are dispatched according to established EMS Box Alarms and resource lists which are created by the individual EMS Agency. The Agencies are responsible for creating and updating box alarms for their primary response areas.

8.4.1   ALS/BLS/QRS Emergency

Those calls that meet the guidelines for ALS/BLS/QRS guidelines will be paged for the appropriate services.

ALS services should respond within two (2) minutes of the initial page. If there is no response within two (2) minutes, the ALS service will be paged again. After a total of four (4) minutes without an ALS unit response or manpower, the call will be turned over and the next due/next closest ALS unit will be paged. If the originating ALS unit responds prior to another unit's response to the turnover, the originating ALS service may respond and the other service may be cancelled.

Should ALS activity, ALS resource availability, or other reason for lack of ALS response indicate that the next due ALS service would have a clearly unreasonable response time for the incident location, the PST may consult with the BLS unit for permission to terminate further paging for ALS. If the BLS unit

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concurs, then the PST shall note that in CAD and not pursue any further ALS paging. The PST shall follow the wishes of the BLS unit.

BLS services should advise manpower within two (2) minutes of the initial page. If there is no manpower within two (2) minutes, the BLS service will be paged again. After a total of four (4) minutes without BLS unit manpower, the call will be turned over and the next due/next closest BLS unit will be paged. If the originating BLS unit fulfills crew requirements prior to the arrival on scene of the turnover service, the originating BLS service may respond and choose to cancel the other service *if* the originating service will arrive on scene before the turnover service, taking the interest of the patient into consideration. Manpower messages are broadcast for BLS services.

QRS services should respond within five (5) minutes of the initial page (per emergency response guidelines for fire company apparatus). If there is no response within five (5) minutes, the QRS service will be paged again. The QRS service will be paged again if there is no response after ten (10) minutes. After three (3) pages and no response, QRS will be considered to not fulfill the call and no further action is taken. Manpower messages are not broadcast for QRS services.

8.4.2   Cancel of Responding ALS Unit

A responding ALS unit may be cancelled under the following parameters:
1.   An ALS unit may be cancelled by another ALS unit.
2.   ALS may be cancelled by the responding BLS ambulance.
3.   ALS may be cancelled or redirected by Medical Command.
4.   ALS may be cancelled by an on scene Incident Commander when established.
5   A request to cancel ALS by any other field responder shall be relayed to the responding ALS unit for their decision.

8.4.3   Cancel of Responding BLS/EMS unit

A responding EMS unit may be cancelled by the following personnel
1.   A BLS/EMS unit maybe cancelled by QRS
2.   A BLS/EMS unit may be cancelled by Police
3.   A BLS/EMS unit may be cancelled by Incident Commander when established
4.   A BLS/EMS unit may be cancelled by Fire Chief

8.4.4   Communications/Paging

The ECC will utilize the highest level of call classification (criteria based dispatch) for messages. An ALS/BLS/QRS Emergency will be broadcast as

"ALS Emergency" and paging tones for ALS/BLS/QRS units utilized as appropriate.

8.4.5   BLS/QRS Emergency

Those calls that meet the guidelines for BLS/QRS guidelines will be paged for the appropriate services.

BLS services should advise manpower within two (2) minutes of the initial page. If there is no manpower within two (2) minutes, the BLS service will be paged again. After a total of four (4) minutes without BLS unit manpower, the call will be turned over and the next due/next closest BLS unit will be paged. If the originating BLS unit fulfills crew requirements prior to the arrival on scene of the turnover service, the originating BLS service may respond and choose to cancel the other service *if* the originating service will arrive on scene before the turnover service, taking the interest of the patient into consideration. Manpower messages are broadcast for BLS services.

QRS services should respond within five (5) minutes of the initial page (per emergency response guidelines for fire company apparatus). If there is no response within five (5) minutes, the QRS service will be paged again. The QRS service will be paged again if there is no response after ten (10) minutes. After three (3) pages and no response, QRS will be considered to not fulfill the call, and no further action is taken. Manpower messages are not broadcast for QRS services.

8.4.6   Communications/Paging

The ECC will utilize the highest level of call classification (criteria based dispatch) for messages. A BLS/QRS Emergency will be broadcast as "BLS Emergency" and paging tones for BLS/QRS units utilized as appropriate.

8.4.7   BLS/Urgent

Those calls that meet the guidelines for BLS/Urgent guidelines will be paged for the appropriate services. They require a timely response by EMS, but are not life-threatening.

BLS services should advise manpower within four (4) minutes of the initial page. If there is no manpower within four (4) minutes, the BLS service will be paged again. After a total of eight (8) minutes without BLS unit manpower, the call will be turned over and the next due/next closest BLS unit will be paged. If the originating BLS unit fulfills crew requirements prior to the arrival on scene of the turnover service, the originating BLS service may respond and choose to cancel the other service *if* the originating service will arrive on scene before the turnover

service, taking the interest of the patient into consideration. Manpower messages are broadcast for BLS services.

8.4.8   Communications/Paging

The ECC will utilize the highest level of call classification (criteria based dispatch) for messages. A BLS/URGENT will be broadcast as "BLS Urgent" and paging tones for BLS units utilized as appropriate.

8.4.9   BLS/Non-Emergency

Requests for EMS service that are not time critical and usually consist of health office and/or health facility transports are not criteria based dispatched by the ECC. The ECC will advise a Duty Chief of a service, or their designated answering service, of any non-emergency requests received by the ECC for that service.

A request for non-emergency transport must specify a service. If that service declines the transport, that service should advise the person or agency that made the request. The ECC has no authority to choose another service and can only accept specific requests.

The ECC will page a BLS service for Non-Emergency STAND-BY for incidents or events that necessitate an EMS presence such as fire incidents or athletic events. BLS services should manpower or respond within five (5) minutes of the initial page. If there is no response within five (5) minutes of the initial page, the BLS service will be paged again. The BLS service will be paged a third time if there is no response within ten (10) minutes. After the three (3) pages and no response, BLS will be considered to not fulfill the call. The call will be marked non-response and the requester advised that the service is unable to fulfill the call.

8.4.10   Non-Response or Units Not Available

When the originating ALS or BLS services does not manpower or respond within time parameters and the next due/next closest ALS or BLS service needs to be paged, both the originating services tones and the next due/next closest or turnover service tones are activated.

If an EMS incident is received for a first due service that was unable to obtain manpower during the previous hour, the ECC will page the next due service simultaneously with the original service. The first due service will receive only one page. If that service obtains manpower upon the first page, the next due company may be cancelled.

If a first due service has no units available, the next due service will be automatically paged and the primary service will receive one (1) simultaneous

page. This will allow personnel from the first due service to assist at scene. This will apply to ALS and BLS services.

If manpower is confirmed by a service for an ALS/BLS/QRS emergency, but that service has not signaled responding within 10 minutes of the initial page, the ECC will do a radio response check. If there is no voice response to the response check the incident will automatically be turned over to the next due service.

If there was no voice response to the status check the ECC will contact the duty chief of the original service to check the welfare of the crew.

The term "turnover" is documented in CAD records to reflect a service unable to manpower a call in their response area.

8.5   **EMS Crews/Manpower**

As per Act 37, the ECC recognizes the following as levels of training that may comprise a pre-hospital EMS crew: Emergency Medical Responder, EMT, Paramedic, Pre-Hospital Registered Nurse, Pre-Hospital Physician Extender, and Health Professional Physician. An individual service may recognize a "driver-only" status or may have any of the above certifications without driver training. Those individuals have the responsibility to advise the ECC when responding as crew members.

If a response includes a "driver-only" or "non-driver" crew member, or responder level below EMT, the ECC will announce that a responder of higher level training is needed on subsequent paging (EMT or Paramedic). A minimum of a driver, first responder and an EMT are needed to satisfy manpower. The driver and first responder can be the same person.

A manpower message will include personnel name or number and their response destination (scene or station).

EMS services with on-duty crews will not receive "manpower fulfilled" messages. Scheduled "on-duty" crews are expected to respond after the initial page.

EMS services may elect to have an additional pager tone that may be used for administration to alert any off duty EMS personnel and broadcast informational messages.

Status changes of crews (on or off duty) and status changes of level of response (ALS or BLS) should be done by phone to the ECC when possible.

8.6   <u>**Incident Classifications**</u>

Criteria based dispatch guidelines under APCO are divided into medical and trauma categories. Those categories specify accepted terminology for the nature of incident to be paged.

CAD EMS incident classifications will endeavor to follow those guidelines and utilize that terminology in paging.

The following is a list of CAD EMS classifications currently used:

Medical
> *Abdominal/Back Pain*
> *Allergic Reaction*
> *Animal Bites*
> *Bleeding (non-traumatic)*
> *Breathing Difficulty*
> *Chest Pain/Heart Problems*
> *Choking*
> *Diabetic*
> *Environmental Emergencies*
> *Gynecology/Miscarriage*
> *Headache/Head Pain*
> *Mental/Emotional/Psychological*
> *Overdose/Poisoning*
> *Pregnancy/Childbirth*
> *Seizures*
> *Sick/Unknown*
> *Stroke/CVA*
> *Unconscious/Unresponsive/Syncope*
> *Trauma*
> *Burns: Thermal/Electrical/Chemical*
> *Drowning/Water-Related Injury*
> *Falls/Accidents*
> *Motor Vehicle Accident (MVA)*
> *Neurological/Head Injuries*
> *Trauma with Injury*
> *Cardiac/Respiratory Arrest - Adult*
> *Cardiac/Respiratory Arrest - Child*
> *Cardiac/Respiratory Arrest - Infant*
> *Obstructed Airway - Adult*
> *Obstructed Airway - Child*
> *Obstructed Airway - Infant*
> *Mass Casualty Level 1*
> *Mass Casualty Level 2*
> *Mass Casualty Level 3*
> *Stand-By Non-Emergency*

8.7   **MED System**

Med 4 is utilized as a national hailing frequency for out-of-home County communications. Med 4 may also be used as a backup system.

Communications from field user to hospital are activated on selected channels in the ECC for relay of medical information or for medical direction/command. Talkgroups are requested from ECC for "Hosp 1", "Hosp 2", or "Hosp 3".

A. The EMT/Paramedic will call the ECC for a talkgroup (TG) assignment
Note: All Centre County EMS units are required to call the ECC from an EMS TG for a TG assignment to the hospital.   They are prohibited from switching to a HOSP TG without go ahead from the ECC.
     1   The ECC will assign the EMS unit to HOSP 1 for hospital notifications that will be require Medical Command
     2   The ECC will signal the ED on HOSP 1 by briefly sounding Alert Tone Two (Hi-Lo) and saying "Mount Nittany Medical Center" over the air.

B. For Hospital notifications that require Medical Command the EMT/Paramedic will request a talk group for Medical Command
     1   The ECC will signal the ED on HOSP 2 by briefly sounding Alert tone Two (Hi-Lo) and saying "Mount Nittany Medical Center" over the air.

C. Hosp 3 will be the preferred talk group for EMS patients transported during events at Beaver Stadium.
     1   During these events units assigned to the event are permitted to move between their assigned working talk group and Hosp 3 without contacting the ECC.

- The EMS unit will call the ECC when their conversation with the hospital has concluded. The ECC will ask the EMS unit to return to the appropriate EMS TG.

8.8   **Helicopter Services**

The ECC will request helicopter response upon request by a field user. There are currently no geographic areas specifically designated for any helicopter service. If a field user does not make a specific request, the ECC will request a helicopter service based on location of the incident and destination (if known). If unable to make a geographic-based decision, the ECC will make requests of air resources known to serve the County, with consideration to their availability.

Communications between helicopter and ground crews (patient care or landing zone) will be coordinated by the ECC.

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8.9   **Private Ambulance Services**

Transmissions from private ambulance services not a participating member of the Centre County Emergency Communications System will be limited to emergencies en route and emergency relays to hospitals.

8.10   **Incident Command/Management System**

Incident Command/Management System should be utilized for all incidents. This will enhance the flow of information between field users and the ECC. Once established, all requests will come through the Incident Commander.

In the Command mode, the first arriving officer or unit on the scene will advise the ECC that he/she is on scene <u>and gives a condition report</u>.

The on-scene reports, given by the first arriving unit, are a very important part of establishing command. The on-scene report will indicate conditions and whether the officer would establish command or not. The first arriving unit on scene should use the following as guidelines:

1.   "On the Scene" with a condition report. The apparatus or officer would either assume command after the report is given or shortly thereafter.

2.   "On the Scene Investigating" indicates the intent to establish command upon assessment of the scene for conditions and needs. Upon completion of his/her investigation, the person shall give a report and determine if he/she is establishing command.

Once the first unit decides to take command, he/she should advise the ECC that command will be established and will indicate the designator and physical location of the Command Post.

The primary designator for command should be the geographical identifier that is most appropriate for the incident, i.e. **Hillcrest Command**. Streets or roads that are common through multiple municipalities should not be used unless necessary. A landmark, building name, neighborhood name, or municipality name should be used instead.

When the officer establishes command, the ECC will advise all units of the "Command Name" and the talkgroup for operations. If the field unit establishes no command designator, the ECC will establish the designator per the guidelines above.

8.10.1   Sector Assignments or Operational Sectors

Sector Assignments or Operational Sectors will be assigned as needed by the Incident Commander, or requested of the IC by an appropriate agency. This sector will work as a staff officer to the Incident Commander. All requests for resources necessary for the completion of the incident will be made from the Operational Sector to the Incident Commander. All requests to the ECC shall come from the Incident Commander.

8.10.2   Emergency Medical Services Sector

The designated EMS Official should communicate with the Incident Commander as needed to keep each other informed of the status of the incident. All EMS companies should request resources through the EMS Sector. The EMS Sector will then make the necessary requests through the IC. If there is any debate on the necessity of the request, the highest-ranking representative shall be consulted. For example, if Rescue Sector requests four (4) additional BLS or ALS units, the IC may consult with the EMS Sector to determine the need. However, if EMS Sector requests four (4) additional BLS or ALS units, this request will be honored without delay.

8.10.3   Unified Command System

Unified Command System shall be established during all major incidents where multiple emergency service organizations are working together. Unified command will allow representatives from each emergency service organization to be part and be present at the Unified Command Post. A common accessible 800Mhz talkgroup for all agencies should be used as the primary communications talkgroup. It is very important when a unified command system has been established that all communications should go through the incident commander or a communications sector. If necessary, a separate talkgroup for use between the IC and the ECC may be requested to allow, not interfere with, any Sector communications.

The following are commonly used terms for each sector under a unified command structure:
> Police Operations
> EMS Operations
> Fire Operations
> Rescue Operations
> Communications

Status updates of the operation should be made periodically to the ECC from the Incident Commander. The "under control" status update would indicate that the situation has been brought under control and only minimal resources or radio traffic will be needed to terminate the incident.

The incident commander should either terminate command or place all units available to indicate the termination of command whenever the incident has been completed.

8.11   **Personal Phone Calls**

The ECC will not make any personal telephone calls for units or personnel in the field, such as calls to places of employment, home, etc.

8.12   **Personal Paging**

The ECC will not page individual EMS personnel except in extreme emergencies at the discretion of the Shift Supervisor.

8.13   **Drills/Training Exercises**

The ECC recognizes the need for drills and training exercises in the EMS service. The ECC encourages EMS field users to consult with ECC staff well in advance of major training exercises so that appropriate arrangements can be made in the Communications Center.

The on-duty Shift Supervisor has the right to delay, cancel or refuse to participate in any drill which may adversely effect current Communications Center operations. The on-duty Supervisor will document such an incident if one occurs.

8.14   **Informational Messages**

The ECC will not transmit routine Informational Messages that relate to social events, funerals, viewing, fund-raising sales or regularly scheduled meetings, etc. Messages about special meetings, special work details and training are permitted.

The on-duty Shift Supervisor will make the final determination of the suitability of the request.

Permitted messages can be called into the ECC by phone by a chief officer of the company. Such messages will be transmitted at 1800 hours only and must be called into the ECC by phone one (1) hour prior to 1800 hours. Messages will be limited to two (2) days maximum. During communication emergencies, the 1800 hour messages may be eliminated at the discretion of the Shift Supervisor.

At 0900 and 1800 hours each day, the ECC will broadcast to all fire/EMS agencies the unit numbers of all apparatus that are listed out of service with the ECC. This is for two (2) reasons. One, to advise field units what pieces are not available for service; and two, to remind those companies that have units listed as out of service that they may have to use a different piece of apparatus for calls. In

communications emergencies, the unit status check may be eliminated at the
discretion of the Shift Supervisor.

8.15   **Airport Response**

EMS units will respond to any incident at the University Park Airport according
to the most current Emergency Response Plan developed by UPA under FAA
guidelines.

8.16   **Mass Casualty Response**

EMS response levels for mass casualty incidents are based upon the number of
patients. The levels are as follows:

Level 1   Less than 10 patients
Level 2   10 - 25 patients
Level 3   More than 25 patients

8.17   **Mass Casualty Response Trailer**

8.18.1 The Seven Mountains EMS Council possesses and maintains one (1) Mass
Casualty Trailers (MCI Trailers) for all Centre County EMS agencies, in
cooperation with the South Central Mountains Regional Counter Terrorism Task
Force (SCMRCTTF). The Trailer is located in Centre County

The purpose of the Mass Casualty Trailer is to provide additional supplies in the
event of a catastrophic incident, or any incident that would overwhelm the normal
complement of supplies available in a multi-unit EMS response.

The MCI Trailer is located at Pleasant Gap Fire Station in Pleasant Gap. That
service is responsible for reporting the status of the unit to the Communications
Center.

The Mass Casualty Trailer may be activated within Centre County by any of the
following:

A.   At the request of an *on-scene* Incident Commander. The Director of
         Emergency Services (EMA) shall be notified of the activation.

B.   At the request of the Director of Emergency Services (EMA).

Any other requests for the trailer, including Regional Task Force Counties, must
be approved by the Director of Emergency Management Agency prior to dispatch.

8.17.1   <u>Paging for activation</u>:

1. The Duty Chief will need to assess their personnel and transport capabilities and will advise the Communications Center within twenty (20) minutes to report their availability and estimated time of deployment.

2. If the service initially paged is unable to respond the MCI trailer, Seven Mountains EMS Council will be contacted to deploy it.

3. The Director of Emergency Services (EMA) and the requesting Incident Commander will be kept appraised of the deployment status.

8.18   **Central Region Emergency Strike Team (CREST)**

A. The Central Region Emergency Strike Team (C.R.E.S.T) is the wilderness search and rescue/specialty disaster support division of Centre LifeLink EMS.

    1   Notification of CREST should be paged using the AMB 25 CREST icon and announcing; "Ambulance 25 CREST supervisor call the center".
    2   For an actual CREST callout EMA must be notified also.

8.19   **Emergency Button Activation Program for EMS Portable Radios**

This policy provides direction to properly respond to the initiation of an Emergency Button Activation (EBA) when the System User is affiliated to an ECC trunked talk-group.

The goal of the Program is to enhance EMS crew safety and survival if there is an unanticipated and immediate threat to the crew.

Participation in the Program is open to all EMS provider agencies who are routinely dispatched by the ECC and who complete the Emergency Button Agreement and Emergency Button Training.

Only portable radios pre-identified and permanently assigned to an ambulance, MICU, or Medic Unit will be eligible to have the emergency button made active. In order for the program to have value, the ECC must have knowledge of the radio location at the time of EBA, thus the radio with the EBA must be on a call for service and being actively tracked by the ECC through CAD.

8.19.1   **<u>Programming</u>**

Any P-25, digital radio, that can be affiliated with the Centre County System and is equipped an emergency button feature should work with the program. However, it is the responder agency's responsibility to verify that a particular

radio, radio model or version has compatibility to work with the Emergency Button program.

Over-the-Air-Programming (OTAP) on the Centre County system is a proprietary feature of Motorola system and radios. Should an agency's radio(s) not be compatible with OTAP, the cost and undertaking of programming radios for the emergency button functionality shall be borne by the agency.

Any agency desiring to begin participation in the program will be asked to sign an agreement of understanding with the ECC. In addition, an ECC representative will present a training session for the agency membership on the EBA.

An agency swapping out a Program radio shall notify the ECC so the ECC staff track the change. A radio being removed from the Program will need to have the emergency button deactivated.

8.19.2   **<u>Activation</u>**

The emergency button is normally a round orange push button located on the top of the portable radio or speaker mic.

Activation is achieved by depressing the orange emergency button on the radio for about ½ second.

Upon activation an audible alert will be received in the ECC consoles.

The User's portable radio receive function will be disabled until the activation is cleared. Also, the portable radio microphone will become live for twenty (20) seconds. During that time the ECC staff will monitor the talkgroup via the dispatch console for any words or sounds that may indicate the nature of the activation. However, anytime an EBA is received from a crew handling a call for service <u>a duress situation shall be assumed</u>. The User radio will be in Emergency Mode. All communications from the User radio will be considered to be made under duress until the User intentionally clears the radio Emergency Mode.

A crew not on a call for service, but confronted with a threat, may send an EBA with the understanding that the User will need to voice their location and, if possible, the nature of the emergency.

The ECC will immediately notify the law enforcement agency with jurisdiction over the incident location and provide details. The ECC will then notify the agency duty chief.

The ECC will attempt to contact the crew on the EMS DISP talkgroup to ascertain their status.

In Emergency mode, until the radio emergency is reset by the User, every PTT from the radio will reinitiate the emergency. To clear emergency mode the User will need to depress the orange emergency button for a long push of approximately two (2) seconds.

8.19.3   **False Activations**

It is understood that, despite the best efforts of all System Users, accidental EBAs are inevitable. System Users must follow the procedures dictated below to ensure these disruptive but inevitable activations are handled as efficiently and safely as possible.

Emergency Mode will continue until the radio is reset and the "Accidental" message is received from the crew.

In the case of a false EBA the User, immediately after resetting the radio, will call the ECC over the air and provide the details.

>   Eg. "Centre County, Ambulance xx-1, Accidental."

After hearing the "Accidental" message, and the radio is reset the Emergency Mode will be considered terminated by the ECC staff. The police and EMS officers will be canceled by the ECC as appropriate.

Both the "Accidental" radio transmission and the radio reset must occur for the ECC to cancel the Emergency Mode.

8.20   **EMS Status Check Policy**

Anytime an EMS Unit (QRS, BLS, or ALS) is on the scene of an Urgent or Emergency Call (Not a Routine) for twenty (20) minutes, the PST should attempt to contact the ambulance for a status check by radio on EMS Dispatch. For example, ***"Ambulance XX-1 Centre County………...Status Check".*** If multiple EMS units are on scene, the dispatcher should first attempt to contact the primary unit assigned to the incident and then try other units on scene if unsuccessful.

The EMS Unit should respond by radio their status. i.e. ***"Ambulance xx-1, we are on scene and preparing to load patient, we should be in route to the hospital in a few minutes, or we are still on scene doing a patient refusal".***

If the ambulance is still on scene an additional 20 minutes after the first status check, another status check shall be made.

If the PST is unable to contact the EMS Unit or any unit on scene by radio after several attempts during any status check, the ECC will immediately:

Step 1: Activate the Company's Pager with message *"Ambulance xx-1, Status Check".* If unsuccessful, proceed to step 2 immediately.

Step 2: Notify the law enforcement agency with jurisdiction over the incident location and provide details or check with any Police unit assigned to the same incident. The Dispatcher shall also notify the primary unit's Duty Chief of the situation.

At any time EMS expects to be on scene for an extended period of time, the EMS unit should advise the Communication Center of such and if no status check is needed.