

## **SFD Dispatch Policy and Guideline Manual**

Section Title: EMS Mutual Aid, Move-ups and Standbys  
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Effective: October 6, 2008  
Revised: October 31, 2008

### **EMS MOVE-UPS AND MUTUAL AID**

In order to provide proper EMS coverage of the city, four advanced life support (ALS) squads have been strategically placed around the city. Whenever Squads 1 and 5 respond to simultaneous calls, Squad 4 shall move up to Station 1. Whenever SFD has only one remaining squad in the city in service, that squad shall move up to Station 1 in order to be more centrally staged for coverage of the entire response area. At any time a move up is necessary for coverage, dispatch shall tone the squad to move up.

If a substation squad must be moved up to Station 1, use the following procedure:

\_\_\_\_  
TONE STATION \_\_\_\_\_

Announce: "Squad \_\_\_\_\_ move up to Station 1"

The squad moving up will simply go "ON THE AIR" to Station 1. If the move up squad does not check "On the Air" within two minutes re-tone and repeat the assignment. Do not assign a run number for the move up, just assign them to the OTAC call and change their unit location.

Prior to contacting mutual aid agencies, if dispatch knows they have a squad that will be returning to service soon, dispatch should contact that squad and check their availability status. For example, if a squad has arrived at their hospital destination, dispatch should call them on the radio and status check them.

Whenever all four squads are out of service, dispatch shall request that Central EMS move a squad up to our city for standby. If CEMS is unavailable, dispatch shall request the Rogers Fire Department move a squad to Springdale Station 4. After the dispatcher has contacted either CEMS or RFD to move a squad up, notify Battalion 1 that a squad on standby. If CEMS and RFD are unavailable, dispatch should contact the on-duty Shift Commander for advice.

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In the unusual event that personnel are not available to staff a reserve squad and CEMS and RFD are unavailable, and there is expected to be a considerable period of time without squad coverage, Shift Commanders may request dispatch to contact the following departments for a standby ambulance: (In Order of Contact) Bentonville Fire Department, Siloam Springs Fire Department, Bella Vista Fire Department, Madison County EMS, and Eureka Springs Fire Department. Sound judgment must be exercised before a request is made to one of these more distant services.

- |                          |                 |                          |                 |
|--------------------------|-----------------|--------------------------|-----------------|
| <b>1. Central EMS</b>    | <b>521-5800</b> | <b>5. Bella Vista FD</b> | <b>855-3771</b> |
| <b>2. Rogers FD</b>      | <b>636-4141</b> | <b>6. Madison Co EMS</b> | <b>738-2320</b> |
| <b>3. Bentonville FD</b> | <b>271-3170</b> | <b>7. Eureka Springs</b> | <b>253-8666</b> |
| <b>4. Siloam Springs</b> | <b>524-4118</b> |                          |                 |

**CENTRAL EMS MUTUAL AID**

In the event CEMS must respond within the city limits of Springdale when all SFD squads are on assignments, generate a CAD call. Assign unit EMS (unit code in the CAD) to the call. Notify CEMS by phone and provide their dispatch with the location of the emergency and information obtained from the caller. CEMS will assign their appropriate squad and the Springdale dispatcher will need to dispatch either an Engine or the Rescue to assist with manpower. Assign a RDF number to the CAD call. CEMS will be responsible for generating their EMS number and filing their EMS reports. CEMS squads have the capability to speak directly to our dispatch on their radios. We will handle all of their radio traffic and keep all times for them. Once the call is complete we will fax CEMS a list of their squad's times for them to file their reports.

Occasionally Central EMS will call SFD to request us to standby for them when all of their units are on calls. When requests are made from CEMS for mutual aid coverage, Squad 6 will be the primary move-up squad. Squad 1 will be the secondary move-up squad. Put the move-up squad on a service call (SVC) and assign a RDF number. Squads will normally stage at Fayetteville Fire Station 4. If these units are unavailable or SFD is low on units dispatch shall contact the Shift Commander. If CEMS requests a SFD squad to respond to a call in an area that Squad 5 is closer to, dispatch Squad 5 to the call.

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Even if Squad 5 handles a call for CEMS, we will still need to keep another squad on standby for them since they will still be short. If SFD is running low on squads, consult with the Battalion Chief to keep Springdale effectively covered. If we are able to send a squad to Fayetteville, tone Squad \_\_\_\_\_ and request a “non emergency move up to Fayetteville to standby for CEMS”.

If CEMS calls to request a SFD squad to respond to an emergency in CEMS response area, obtain detailed directions to the call and dispatch a squad accordingly. Generate a CAD call and assign a RDF number to it. All SFD squads have the capability to speak directly with CEMS dispatch on their mobile radios. After the initial dispatch, CEMS will handle all of the squad’s radio traffic on their channel.

If the squad is already standing by for CEMS in Fayetteville at the time a call for service comes in, all of the radio traffic will be handled on the CEMS frequency including the dispatch of the squad. The squad will notify Springdale dispatch when responding for CEMS so that a call can be generated. Once the call is complete CEMS will fax a list of the times for our squad to dispatch. At this time you will need to update the CAD call with these correct times. After CAD is updated, write the RDF number on the fax from CEMS and fax it over to the appropriate squad’s station.

### **MADISON COUNTY EMS MUTUAL AID**

Madison County EMS typically staffs two squads for their response area. If Madison County calls needing a SFD squad to handle a call in their city, dispatch the appropriate squad. This will not require the approval of the shift commander. Get the address of the incident as well as detailed directions. If the call will be in a rural section of the county, check to see if there is a Sheriff’s Deputy available to escort the squad in to the scene. If the call is in the city limits of Huntsville, check to see if a city patrol unit is available to escort the squad in to the scene.

### **SRT STANDBY**

When the Springdale Police Department SRT team serves a search warrant, they will request a squad to standby at a nearby location. When this request is received place the stand-by squad on a service (SVC) call and issue a RDF number.

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**EMS STANDBY ON FIRE RESPONSES OUTSIDE THE CITY**

SFD will provide EMS standbys at working structure fires to surrounding fire departments within the SFD EMS response area when requested. Squad crews (while responding to and on the scene) should monitor fire ground activities on the radio frequency being utilized by the department with jurisdiction and also monitor SFD Fire 1.

Generate a mutual aid (MAID) call in the CAD and a fire (RDF) number will need to be assigned. The squad shall be toned as follows: Squad \_\_\_\_, EMS standby for \_\_\_\_\_ Fire Department at \_\_\_\_\_.

Squad crews are to provide EMS related services only when on an EMS standby. These services include providing medical evaluations of personnel, providing treatment as needed, assisting with fire personnel rehabilitation, and other support functions. If an emergency event occurs, such as the need for immediate rescue of a civilian or a firefighter victim, the squad crew may directly assist in firefighting operations. The Incident Commander of the department having jurisdiction must request the SFD squad crew to assist in firefighting operations.

If a squad crew assists in firefighting operations, the crew MUST contact Springdale Fire Dispatch and transmit their change in status from "EMS Standby" to "Assisting in Firefighting Operations".

EMS standby is not to be confused with fire mutual aid. Refer to the fire mutual aid section for response information. When another agency makes a request for mutual aid, verify if they require an EMS Standby or Fire Mutual Aid.

**STATUS OF SQUADS ON FIRE CALLS INSIDE CITY LIMITS**

On all fire calls that a squad has been assigned to, the squad will be committed to that incident as firefighter personnel. If IC requests a second squad for injuries of any sort, DO NOT enter a separate EMS call. Do not assign an additional engine with the squad for injuries at the fire scene.

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**EMS ASSIST WITH CENTRAL EMS**

Whenever there is an EMS call in Johnson south of Main Drive, Johnson Fire Department shall be dispatched on an EMS assist to respond with Central EMS. The information for this may come directly to our center from the caller, or Central EMS dispatch may call requesting for Johnson to be dispatched with them. Whenever this type of call comes in, use the unicode for EMS Assist (EMSA) and obtain as much patient information as possible to provide for Johnson responders.

**NON-EMERGENCY TRANSPORTS**

Central EMS will not transport non-emergency patients from private residences. They will only transport non-emergency from clinics or from palliative care facilities when the patient is willing to schedule a time for transport. In all other situations the patient is considered to be an emergency transport. When a call comes in to our dispatch center from a private residence and there is not a priority symptom or chief complaint but the patient is requesting to go to the hospital, always err on the side of the patient and send the appropriate EMS response. If the call comes in from a medical clinic or palliative care facility where there is no priority symptom or chief complaint and the patient does not want to schedule a time for pick up with Central EMS, err on the side of the patient and send the appropriate EMS response.

Under no circumstance should a dispatcher give a referral to a specific ambulance transport company.