

	<b>Terryville Fire Department Best Practices</b>	
	<u>Subject</u> <b>EMS Alarm Response</b>	<b>BP# 3-14</b>
	<u>Authority</u> <b>Chief of Department</b>	Initiated 9/1/2017  Revised

**A. PURPOSE**

- To establish the best practices for responding to EMS alarms including those received as a mutual aid request.

**B. DEFINITIONS**

- Emergency Mode: Response using a combination of emergency warning lights and siren.
- Signal 4: Response with no use of emergency warning lights or siren.

**C. POLICY**

- The on-duty District Duty Crew will generally be the primary response to all EMS alarms.
- The medical provider with the highest certification will be in charge of patient care. Transfer of care may occur when appropriate dependent upon the level of care required.
- For 23-EMS alarms, the desired crew shall be a Driver, EMT, and two (2) additional aid persons. As a minimum, a crew will consist of a Driver and EMT.
  - Members responding to 23 EMS alarms are required to call-in their response within 3 minutes of alarm activation. The preferred method is the Red Alert Responder App. Alternately, members may telephone the dispatcher and advise of their qualification and station response location.
    - Members already in the station that immediately staff and respond on the ambulance do not need to call-in to the dispatcher.
    - Members in the station that are awaiting additional personnel should notify the dispatcher of their status and availability.
    - Under no circumstances should members having no intention to respond to an EMS alarm sign in for said EMS alarm.
  - The front passenger seat of the ambulance shall normally be occupied by the highest ranking member as specified in Chiefs Policy #2-02 (Chain of Command). When staffing allows, EMTs should respond in the rear of the ambulance to allow for patient care prep as necessary.

- Alarm response shall normally be guided by the prioritization of the alarm in accordance with the correct use of the Medical Priority Dispatch System (MPDS) when provided by Suffolk County Fire Rescue & Emergency Services (SCFRES).
- Alarms received directly and not prioritized in accordance with MPDS, shall be treated as a CHARLIE response as indicated in Section D below.
- When transporting a patient to the hospital, the response will be dictated by the EMT in charge of patient care.

#### **D. RESPONSE**

- For initial EMS alarms, regardless of location, the District Duty Crew shall respond as indicated. If an in-house EMS crew is available, they shall also respond as indicated. Response may be upgraded or downgraded based on initial patient size-up.
  - ALPHA ALARMS
    - Ambulance(s) in emergency mode.
    - First Responder shall remain in quarters unless requested to assist at scene.
  - BRAVO ALARMS
    - Ambulance in emergency mode.
    - First Responder in Signal 4 response.
    - If Duty Crew or In-House Standby Ambulance is unavailable, the First Responder shall respond in emergency mode.
  - CHARLIE & DELTA ALARMS
    - First Responder in emergency mode.
    - Ambulance(s) in emergency mode.
  - ECHO ALARMS
    - Same as CHARLIE & DELTA response in addition to fire department response in emergency mode. The preferred response will be an engine; however, manpower and staffing may dictate a different apparatus or combined response.
- For subsequent EMS alarms, if the District Duty Crew Ambulance or in-house EMS crew is unavailable, they shall be dispatched as 23-EMS alarms and crews shall respond as indicated. Response may be upgraded or downgraded based on initial patient size-up.
  - ALPHA ALARMS
    - First Responder in emergency mode.
    - Ambulance in Signal 4 response unless otherwise requested by the OIC.
    - If First Responder is unavailable, ambulance shall respond in emergency mode.
  - BRAVO, CHARLIE & DELTA ALARMS
    - First Responder in emergency mode.
    - Ambulance in emergency mode.

- ECHO ALARMS
  - Same as BRAVO, CHARLIE & DELTA response in addition to fire department response in emergency mode. The preferred response will be an engine, however manpower and staffing may dictate a different apparatus or combined response.
- For Motor Vehicle Accidents, the First Responder and all responding ambulances will respond in emergency mode unless otherwise indicated by the OIC.
- For alarms at Stat Health (4724 Nesconset Hwy), the ambulance will respond in emergency mode. The First Responder will remain in quarters unless the patient was reported to be actively choking, in respiratory arrest, in cardiac arrest, or when requested to the scene by the OIC.
  - If the Duty Crew Ambulance is unavailable, the First Responder will respond in Emergency Mode.

## **E. MUTUAL AID REQUESTS**

- All Mutual Aid EMS Alarms will be dispatched as a General Alarm.
- The District Duty Crew ambulance will respond when available on Mutual Aid EMS alarms to assist our neighboring departments ONLY after it had been determined that a volunteer crew is unavailable. The established time to call in is 3-minutes.
- If a volunteer crew has not called in at the 3-minute mark, the Duty Crew Ambulance shall respond if available.
- If at least a Driver and EMT have called in prior to the 3-minute mark, the District Duty Crew Ambulance shall remain in quarters.
- If the alarm has been prioritized as a CHARLIE, DELTA, or ECHO response, the District First Responder shall respond in the event ALS care is required.
- If no volunteer EMTs have called in at the 3-minute mark, but at least a driver is available, the District First Responder shall respond with the ambulance. The District Duty Crew Ambulance will remain in quarters.
- If no crew is available after 3 minutes, the alarm shall be returned to SCFRES or the originating department.

## **F. UNIFORM / PERSONAL PROTECTIVE EQUIPMENT (PPE)**

- The District Duty Crew shall wear their district provided uniform and maintain a neat and professional appearance when responding to alarms.

- In-House EMS Standby members shall maintain a neat and professional appearance. Shorts and open-toed shoes/sandals are prohibited. Although not mandatory, members are encouraged to wear dark pants, black boots and a Terryville Fire Department shirt.
- Members responding to 23-EMS alarms must be dressed appropriately so as not to wear clothing that would reflect negatively upon the department. Open-toed shoes/sandals are prohibited for EMS response.
- All personnel are reminded to use the appropriate PPE as necessary when on EMS alarms.