

Virginia Beach Department of Emergency Medical Services

Operations

CAD Down Procedure

PURPOSE: The purpose of this Standard Operating Guideline (SOG) is to establish guidelines and provide direction to personnel when the CAD system is offline.

APPLICABILITY: This Standard Operating Guideline (SOG) applies to all operational members of the Department of Emergency Medical Services.

DEFINITIONS:

- **CAD Down:** CAD (Computer Aided Dispatch) is unable to transmit data to or receive data from a Mobile Data Terminal (MDT).
- **Dispatch Group Supervisor:** ECH10 or designee.
- **Hybrid Time:** The time needed to transition EMS response units off paper-based dispatch system back to automated resource location (ARL) CAD functionality. ECCS staff will enter all incidents captured on paper into CAD once CAD is back on-line. During this time, some units will be dispatched using CAD ARL and some units will complete their current assignment “on paper”.
- **Response Group Supervisor:** Primary shift Captain responsible for street operations.
- **Unit Availability Matrix:** Web based spreadsheet that is used to track the status of on-duty EMS units when CAD is not available.

PROCEDURES:

1) CAD Down Procedures:

- ECCS notifies EMS Supervisor that CAD is not operational
- EMS notification tree:
 - EMS01, EMS02, EMS03, EMS04
 - ECH10
 - EMS Operations Division Chief
 - EMS Operations Deputy Chief
 - Other EMS personnel, as needed

- EMS Response Unit Job Tasks:
 - Acquire and maintain increased situational awareness
 - Be awake
 - Assigned radios turned on, attached to the crew member(s), and loud enough to be heard by the crew member(s)
 - Listen to radio and monitor ongoing EMS operations
 - Follow and acknowledge instructions of dispatcher and EMS supervisors
 - Communicate all unit status changes via radio
 - Enroute, On-scene, Transport Destination, At Hospital, Available
 - Document initial dispatch and any dispatch updates in EMR
 - Enter CAD address in EMR manually
 - Enter CAD times in EMR manually
 - Rapid turnaround at hospital
- Shift Supervisor Job Tasks:
 - Primary on shift Captain establishes EMS Response Group and assumes EMS Response Group Supervisor
 - Creates online unit availability matrix based on daily lineup
 - Initiates roll call of all on duty EMS units
 - Updates availability matrix with status and location
 - Once released by ECH10 or Dispatch Group Supervisor:
 - Resumes management of EMS operations
 - Coordinates EMS responses with Dispatch Group Supervisor
 - Monitors assigned TAC channel
 - Non-primary supervisor(s) respond to hospital(s)
 - Monitors assigned TAC channel
 - Non-primary supervisor job tasks at hospitals
 - Explain CAD down time procedures and ensure accountability of responding units
 - Ensure documentation accountability using EMR for tracking incident address and times
 - Assist units with capturing dispatch information
- ECH10 Job Tasks:
 - ECH10 Responds to ECCS
 - Check-in with ECCS floor supervisor
 - Establishes EMS Dispatch Group and assumes EMS Dispatch Group Supervisor
 - Establishes TAC channel for communication with EMS Supervisors
 - Access unit availability matrix
 - Primary – Web Based

- Secondary – Magnetic Board
- Verifies EMS unit roll call
- Contacts Primary EMS Supervisor
 - Assumes control of unit availability matrix
 - Releases Primary EMS Supervisor to manage operations
 - Coordinates EMS responses with Response Group Supervisor
- Prioritize incidents for dispatch
 - Assign / Downgrade EMS response to incident
 - Assign / Downgrade Fire response to incident
 - Assign / Downgrade Police response to incident
- Manage associated resources

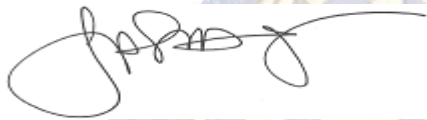
2) CAD is Back Operational Procedures:

- ECH10 Responsibilities:
 - Notify Shift Supervisors and Appropriate Chief Officers
 - Manage hybrid time
 - Maintain unit availability matrix until all units active in CAD
 - Once hybrid time is complete
 - Notification(s) that CAD is back to normal operations
 - Demobilize EMS Dispatch Group
 - Demobilize TAC channel
 - Create AAR survey and distribute, as needed
 - Compile AAR survey results and distribute, as needed
 - Compile AAR needs analysis and develop action plan
 - Follow-on AAR action plan, as necessary
- Shift Supervisor Responsibilities:
 - Primary Shift Captain
 - Oversee return to normal operations during hybrid time
 - Demobilize EMS Response Group
 - Reset unit availability matrix
 - Respond to AAR survey when prompted
 - Non-Primary Captain / Supervisor
 - Assist primary Captain as needed
 - Assist response units with EMR completion
 - Respond to AAR survey when prompted
- Response Units Responsibilities:
 - Use EMR to download CAD for incidents created without incident number

- Verify dispatch address is correct
- Download CAD
- Verify dispatch times are correct and make changes as necessary

This Standard Operating Guideline shall become effective upon the approval of the Deputy Chief of Operations.

APPROVED:



10/22/19

EMS Deputy Chief

Date

Originated
10/22/2019

Revised

