

Virginia Beach Department of Emergency Medical Services

Operations

Command Duty Officer (EMS CH 10) and EMS Working Incident Notifications

PURPOSE: The purpose of this Standard Operating Guideline (SOG) is to establish guidelines and provide direction to the EMS Field Supervisor for notifications to the Command Duty Officer and supplement Department policy, where required.

APPLICABILITY: This Standard Operating Guideline shall apply to all personnel supporting the EMS Field Supervisor program.

GUIDELINES:

EMS Chief 10 Notifications

EMS Chief 10 (ECH10) is automatically dispatched to certain incident types. The notification of ECH10 for other incident types relies on the assigned EMS supervisor. The EMS supervisor (EMS1/2/3) shall request that ECH10 be notified of any of the following through the dispatcher and if prompt response is not obtained, should call ECH10 via phone:

- There are no EMS supervisors available (i.e. EMS1/2/3 are all committed to other incidents).
- Accidents with complex, extended extrications and/or multiple critically wounded.
- Extended maritime EMS operations (i.e. cruise ship patient retrieval)*
- Multiple patient incidents with three or more ALS patients.
- Active (confirmed) drowning cases (or prolonged searches)*
- Any EMS involved MVC resulting in ambulance transport of personnel, towing of an EMS vehicle and/or ambulance involved in MVC while transporting a patient.*
- Any significant incident with EMS related media inquiries (school bus accidents even without ALS patients)*
- Any critical injury or significant incident involving ERS personnel (police involved shootings)*
- Any other time as deemed necessary by the EMS supervisor.

*ECH10 shall make notifications to the Division Chief of Operations (Deputy Chief of Operations if the Division Chief of Operations is unavailable) these call types, or of others as he/she deems necessary.

EMS Working Incident Notifications

ECCS has the ability to designate any call deemed appropriate as an EMS Working Incident. Working incident notifications are a useful tool at the disposal of the EMS supervisor for instances when command staff may need to be notified and/or are needed to provide assistance. Designating a call as an EMS Working Incident will send Chief Officers to predesignated locations to support call management, street management, logistics support or EOC support, as required. The ranking EMS supervisor assigned to a particular incident is responsible for ensuring prompt working incident notifications are made when indicated.

The following are specific instances when an EMS working incident notification should be made:

- Any potential mass casualty incident.
- Any “active shooter” type incident, whether or not there are mass casualties.
- Any incident that generates multiple fatalities (>4).
- Any incident resulting in the city EOC being opened.
- Any unexpected weather event that creates multiple calls for service (i.e. tornado, severe thunderstorms that overwhelm the system, etc.)

At all times the EMS supervisor is expected to utilize sound judgement and discretion when determining whether or not a working incident notification is required and he/she may activate notifications for ***other instances as deemed necessary.***

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

APPROVED:



EMS Deputy Chief

8/1/2019

Date

Originated
8/1/2019

Revised