



SULLIVAN COUNTY 911 COMMUNICATIONS

Subject: Mutual Aid & Automatic Mutual Aid Procedure

Policy: 605

Created: 02/01/2010

Revised:

POLICY: It is this department's policy to promptly dispatch EMS units to calls for assistance based on the criteria of notifying and sending the closest available, responsible unit(s). In the event that the EMS Squad of jurisdiction cannot form a crew within 3 minutes from the initial activation, the 911 dispatcher will activate the Automatic Mutual Aid (AMA) procedure as outlined

PROCEDURE: If an ambulance squad does not form a crew within 3 minutes from initial activation, in the event of a BLS level call, EMS Dispatch will dispatch the next closest appropriate unit. In the event of an ALS or ALS Priority level call, the call may be turned over to the responding ALS unit or in cases of a lengthy ALS response the next closest appropriate ambulance will be dispatched. A member of the squad of jurisdiction may at the time of a call request alternate mutual aid provided it follows Sullivan County's policy of closest unit. EMS Dispatch should not be asked to tone for additional manpower once mutual aid activation has been initiated since the preceded tones had obviously not yielded the necessary response. This will not prohibit an already formed crew from requesting additional pages for manpower, lifting assistance, etc.

Mutual Aid can be cancelled only when one of the following occurs:

1. A request to cancel the ambulance is received from an EMS first responder at the scene,
2. The squad of jurisdiction forms a crew and responds,
3. It is determined that a patient is no longer at the scene.

If a Squad fails to respond an ambulance to any call, EMS Dispatch will place the Squad on Automatic Mutual Aid (AMA) status for all additional calls. Under AMA status the squad of jurisdiction will receive (2) dispatches and the closest appropriate mutual aid squad will be dispatched simultaneously, **in addition to a COUNTY EMS first-response unit when available and response would expedite patient care.** The Squad will remain on AMA status until such time as the Captain requests return to regular service or the Squad answers a subsequent call within 5 minutes of initial activation. A squad Captain may request his/her squad be placed on AMA status at any time.

The exceptions to being placed on AMA status include:

4. A squad being sent mutual-aid to another squad (outside their jurisdiction) and unable to form a crew.
5. A full crew voluntarily turns the call over to another agency so they may remain in service.
6. A squad is unable to crew for a 2nd (simultaneous) call in their district.

In these instances AMA status will not be activated.

To assure that Squad members know that AMA status has been enacted, a list of Squads on AMA will also be included with the daily EMS announcements.

When a call has been mutual aided, there is no restriction on the agency of jurisdiction from responding if they are able to raise a crew before another agency arrives at the scene. The objective of this plan is to avoid paging squads that may have a temporary unavailability to form a crew, and expedite the activation of mutual aid resulting in less delay to the patient. Crews who sign en-route before a mutual aid Squad should request cancellation of the mutual aid Corps, unless the other Corps will be needed for the call (ie: ALS, multiple patients, etc.).