



Santa Cruz Consolidated
Emergency Communications Center

495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

Michael J. McDougall
General Manager

9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS PERSONNEL
SAFETY PROGRAM PROCEDURE

Procedure No: 2185

Date Issued: April 27, 1999

Date Revised:

APPROVED: _____


General Manager, SCCECC

SUBJECT: SAFETY PROCEDURE IN CASE OF MEDICAL EMERGENCY

- 1.0 The on-duty Supervisor (or Dispatcher III, in the absence of the Supervisor) is responsible for directing and coordinating all activities relating to the emergency response and the return to normal operations.
 - 1.1 The Supervisor/Lead shall evaluate and prioritize the medical response, and ensure post dispatch or pre-arrival first aid is provided per the Emergency Medical Dispatch (EMD) program. The Supervisor/Lead shall direct one on-duty staff member to respond to the nearest entrance to flag-down Emergency Medical Service (EMS) responders. The Supervisor/Lead shall notify the General Manager as soon as possible.
 - 1.2 The Fire Dispatcher shall dispatch EMS at the level determined by the EMD program.