



# 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 OPERATIONS FIRE SERVICE POLICY

<b>Policy No.</b>	<b>5890</b>	<b>Date Issued:</b>	<b>June 1, 1996</b>
<b>Section:</b>	<b>5800 – Specific Procedures, Continued</b>	<b>Date Revised:</b>	<b>October 30, 2002</b>
<b>Accreditation Standards:</b>	<b>None</b>		

### SUBJECT: NON-EMERGENCY RESCUE

APPROVED:

*Stephen Handley*  
\_\_\_\_\_  
Chairperson, Fire Service Users Subcommittee

APPROVED:

*Michael J. McDougall*  
\_\_\_\_\_  
Michael J. McDougall, General Manager

A non-emergency rescue is the rescue of person(s) whose physical well being is not immediately endangered if not promptly extricated from the scene or conditions.

Dispatch according to CAD recommendations. A non-emergency rescue does not automatically generate ambulance response. Dispatch an ambulance when injuries are known or probable or when requested by responding units.

Examples of non-emergency rescues include, but are not limited to:

- A child with his/her head stuck in a banister or fence railing.
- A person with his/her hand strapped in a vending machine.
- A person trapped in an elevator.

This category does not include:

- Extrication from vehicles, airplanes or boats involved in accidents (Rescue)
- Animal rescues (ANIRES)
- Lock outs (Public Service or Rescue, depending upon circumstances)
- Confined space (Rescue)