



**COMMUNICATIONS PERSONNEL
POLICY/PROCEDURE**

Policy No.	6610	Date Issued:	June 1, 1996
Section:	6600 - Notifications	Date Revised:	February 12, 2024
SUBJECT: PARAMEDIC SUPERVISOR NOTIFICATIONS			
APPROVED:	<signed copy on file> _____ Santa Cruz County EMS		
APPROVED:	<signed copy on file> _____ San Benito County EMS		
APPROVED:	<signed copy on file> _____ American Medical Response		
APPROVED:	<signed copy on file> _____ Amethyst Uchida, General Manager		

1.0 Purpose

- 1.1 To define situations of when the paramedic supervisor should be notified.
- 1.2 To provide direction on how to notify the paramedic supervisor.

2.0 Policy

- 2.1 The paramedic supervisor for both Santa Cruz and San Benito County will be on duty every day to supervise ambulance deployment, direct field crews, approve transfers and answer questions. The supervisor can be reached by phone, text, or radio at all times.

3.0 Notifications

- 3.1 Dispatchers will immediately notify the on-duty paramedic supervisor of the following circumstances:
 - Anytime dispatchers require the assistance, intervention or physical presence of the on-duty paramedic supervisor.
 - To assist in scheduling an in-county or out-of-county non-emergency ambulance transfer request.

- Anytime system levels drop to level one (1) or level zero (0).
- Anytime two or more ambulances respond to the same incident.
- Anytime an AMR unit has a critical failure and is unable to respond to or complete their assigned response.
- Anytime an AMR unit is involved in a collision or other incident regardless of the severity.
- Any unit unexpectedly goes out of the system/unavailable.
- Anytime AMR is requested for mutual aid out of county.
- Anytime an AMR crew member suffers an on-duty injury that is reported to dispatch.
- Anytime a firefighter or law enforcement officer sustains an injury or is killed while on duty and AMR responded or transported (includes CHP, State Parks, SVPD, etc)
- Anytime there is a pediatric ECHO (18 years or younger).
- Critical law incidents (lockdowns, active shooter, shelter in place, etc.)
 - Refer to policies 5345, 5620, 5690
- Lockdown of a hospital, known as “Code Black”
- Alternate site activation

4.0 Notification Process

- 4.1 The paramedic supervisor may be contacted in the following ways:
1. Via CAD text message (TN.AM/M100 or TN.SA/M200)
 2. Via cell phone.
 3. By radio
 4. If no response after 5 minutes, send a CAD text message to the AMR Director of Operations, Medic 90, same for both counties. (TN.M90)
- 4.2 Cellular telephone numbers for the individual paramedic supervisors and AMR Director are available on the intranet.

5.0 AMR Director of Operations

- 5.1 The AMR Director of Operations (Medic 90) is also available as a resource when needed by cell phone or radio.
- 5.2 Immediately notify Medic 90 any time you require the assistance, intervention, or physical presence of the Director of Operations and/or anytime the on-duty supervisor is unreachable or unable to provide uninterrupted duty coverage for the system (such as due to an on-duty injury or an MCI or disaster).