



## Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

### Section 400 - Emergency Operations

General Emergency Operations - 401.00		
S.O.P. # 401.02	<b>Limited EMS Resource Management</b>	PAGE: 1 OF 3
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#### 401.02.01 Purpose

This SOP is designed to provide guidance to effectively manage the availability and dispatch of ALS and BLS transport resources during normal and limited EMS resource conditions.

#### 401.02.02 Applicability

This SOP applies to all public safety entities in the Charles County EMS Operational Program.

#### 401.02.03 Definitions

1. **Normal EMS Operations, Level 1** - This is the resource operations level that exists under light to moderate call volume conditions. An adequate number of EMS transport vehicles are available around the County to answer the calls for service.
2. **Limited EMS Resource Operations, Level 2** - This is the resource level that is defined when there are two (2) or fewer known staffed transport units available for calls in the County.
3. **Available** - The status of an EMS transport unit that is fully staffed and available to respond to calls for service. Staffing may be personnel on-duty at the station or personnel available for home response in the rural stations.
4. **"EMT Driver Only"** - The status of an EMS transport unit that is partially staffed only with a certified EMT driver and not to standards per the Maryland Medical Protocols.
5. **Unavailable Due to Staffing** - The status of an EMS transport unit that is not available for service due to lack of staffing.
6. **Unavailable Due to Logistics** - The status of an EMS transport unit that is temporarily not available for service due to the need for supplies or decontamination.
7. **Out of Service** - The status an EMS transport unit that is not available for service due to a mechanical issue.
8. **CAD** - Computer Aided Dispatch System
9. **ALS Chase Resource** - A non-transport capable emergency response vehicle equipped to the ALS standard and staffed with an ALS provider.



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### 401.02.04 Normal EMS Operations, Level 1 Policy

1. Each company will manage their resources in such a manner that best meets the needs of the company and community. When a company's availability changes an officer shall contact the 911 Communications Center to change the state of readiness of the company.
2. All units are AVAILABLE in CAD unless otherwise reported UNAVAILABLE or OUT OF SERVICE by an authorized officer of the Company.
3. If a unit is AVAILABLE when the station is alerted, the unit will be dispatched. The decision to remain AVAILABLE based on home response is left to the discretion of the company chief.
4. If a unit is UNAVAILABLE when the station is alerted, the next AVAILABLE unit will be immediately dispatched.
5. If a unit is OUT OF SERVICE when the station is alerted, the unit will be disregarded by the CAD.
6. If a fully staffed EMS transport unit is not available for response five (5) minutes following the initial dispatch, a transport unit may respond EMT/Driver only in their first due to support as a first responder.
7. The 911 Communications Center will send out alerts via the Mobile Data Terminals and countywide SMS text messaging for EMS upstaffing when there are only fifty (50%) percent of known staffed transport units (ALS or BLS) are in service.

### 401.02.05 Limited EMS Resource Operations, Level 2 Policy

Upon activation of Limited EMS Resource Operations, Level 2 the following shall occur:

1. Once the trigger points for limited EMS resource operations as indicated in 401.02.03 #2 have been reached, the 911 Communications Lieutenant and the Medical Duty Officer (MDO) will coordinate the facilitation of placing the County on Limited EMS Resource Operations, Level 2.
2. The 911 Communications Center will notify the Assistant Chief of EMS Operations and County Volunteer EMS Chief.
3. All companies will be alerted over the radio system and via an "All Call" and countywide SMS text message. Communications will announce "Charles County is currently operating under Limited EMS Resource Operations Level 2".
4. Company officers will contact the 911 Communications Center and clarify their company's operational status when possible, otherwise, the next due station will be alerted.
5. EMS mutual aid will be suspended until EMS operations return to Level 1.
  - a. The exception is requests for Echo service responses.
  - b. If assets are available, the County will honor all requests for Echo determinant service requests.
6. If available, reserve transport units will be placed in service and staffed by appropriately credentialed administrative support staff.
7. "Driver Only" BLS units will notify the 911 Communications Center and inform them that they are available to pair with an available chase ALS resource.
8. During Limited EMS Resource Operations, Level 2, ALS chase units will provide crew for "driver only" BLS units.
9. The MDO will report to the University of Maryland Charles Regional Medical Center to facilitate an effective and efficient unit turnover.



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10. Level 2 will continue until three (3) transport units become available for a continuous period of **ninety (90) minutes.**
11. When normal operations return, all companies will be alerted over the radio system and via an "All Call" and countywide SMS text message. Communications will announce "Charles County is currently operating under Normal EMS Operations Level 1".

### 401.02.06 Quality Assurance

The EMS Operational Program will track and report the duration times when Charles County is operating under Limited EMS Resource Operations, Level 2 through FirstWatch.