



EMS AGENCY NOTIFICATIONS

APPROVED: 
EMS Medical Director


EMS Administrator

1. The EMS Agency on-call staff member can be contacted at any time. The EMS Agency shall be contacted in the following circumstances, including but not limited to:
 - 1.1 A hospital emergency department contacts PSC to advise of a potentially dangerous situation and/or changes in either in equipment and/or personnel that affect normal hospital operations.
 - 1.2 The on duty supervising dispatcher believes that an immediate EMS notification is appropriate.
 - 1.3 An Emergency Operations Center (EOC) or Emergency Command Center (ECC) has been activated by the County or any city.
 - 1.4 A Multi-Casualty Incident (MCI) that has been declared at Level 2 or above.
 - 1.5 When there is a need/potential need to request mutual aid from another jurisdiction.
 - 1.6 Mutual Aid request to respond to a multi-casualty incident is received by PSC from another county's communications center.
 - 1.7 Serious injury or transport of an emergency worker
 - 1.8 Major communication center power failure

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- 1.9 Major CAD problems
- 1.10 Any incident that requires major evacuations
- 1.11 Alert 3 at the San Francisco International Airport
- 1.12 The Critical Incident Management Team is activated for any incident.
- 1.13 Third alarm fire or greater
- 1.14 Known SWAT activation

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