



# County of Santa Cruz

## HEALTH SERVICES AGENCY

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EMERGENCY MEDICAL  
SERVICES PROGRAM

**Policy No. 1300**  
**Reviewed 01/07**

### **Emergency Medical Services Program**

Approved

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**Medical Director**

**Subject: GUIDELINES FOR MEDICAL MUTUAL AID (AMBULANCES)**

#### **I. PURPOSE**

To determine a course of action when medical mutual aid is requested from a neighboring county(s), or when requesting mutual aid from a neighboring county(s) to assist with an emergency in Santa Cruz County.

Request From Another County for EMS Resources

The Duty Paramedic Supervisor will evaluate the request based on the following criteria:

1. Nature of request i.e. emergent, non-emergent, mass casualty, etc.
2. Impact of disaster has been evaluated locally and a determination has been made that local resources may be released to other areas.
3. Location of request i.e. county bordering Santa Cruz County at the time of request.
4. Number of available units in Santa Cruz County at the time of the request.
5. Feasibility of calling off-duty personnel to respond to mutual aid request or backfill for Santa Cruz County.
6. Length of time requested unit(s) will be available to Santa Cruz County.
7. At no time will less than 3 units remain in Santa Cruz County and/or will more than 2 on-duty units be sent out of County to a single, mutual aid request.
8. The Deputy Director and/or Operations Coordinator of the contract paramedic service will be contacted immediately by the Paramedic Supervisor anytime that Santa Cruz County resources are sent out of County on a mutual aid request, aside from the normal requests i.e. North Monterey County, West Santa Clara County, South Santa Clara County.

9. Based on the magnitude and nature of the request, the Deputy Director and/or Operations Coordinator may elect to contact the EMS Program Manager and/or his designee, to apprise him of the situation immediately.
10. In any event, a written report describing the mutual aid response will be filed with the Santa Cruz County EMS Agency, no later than 72 hours after the event.
11. Non-urgent requests or requests for mutual aid to locations with a travel time of >1 hour should be handled by off-duty personnel, whenever possible. Authorization from the Deputy Director, or his designee, is required prior to allocating these resources.

### **Request to Another County for Resources to Be Sent To Santa Cruz County**

The need for requesting mutual aid resources should be based on the following criteria:

1. Nature and magnitude of event i.e. emergency, non-emergent, mass casualty, etc.
2. Utilization of local resources, including fire department BLS transport-capable units, should be considered prior to requesting assistance from other counties. Out-of-County mutual aid may be requested by the Incident Commander.
3. Availability of off-duty personnel/equipment.
4. All requests for mutual aid should be made through County Communications, who in turn will contact the appropriate dispatch agency for assistance.
5. All requests for mutual aid should be made by or in conjunction with the Incident Commander, if appropriate.
6. Medical aid requests should first be directed to adjacent counties and then only after all local resources have been committed.
7. If more resources are needed than is available from adjacent counties, the Incident Commander in conjunction with the County Communications and County EMS officials will consider contacting the "Regional Disaster Medical Health Coordinator" (RDMHC), who is located in Contra Costa County. This official can access the Office of Emergency Services at the Regional and State levels to request mutual aid resources.
8. In conjunction with the Incident Commander, establish a "staging area" for incoming resources.
9. Consider "splitting crews", where appropriate, so that out-of-County resources have a local crew member, who is familiar with the area, hospital locations, etc.
10. Time permitting, the EMS Program Manager or his designee should be contacted, so that he can make the official request for medical resources from another county(s).
11. The Deputy Director and/or Operations Coordinator should be contacted immediately upon request for mutual aid resources for Santa Cruz County, excepting the normal requests i.e. Santa Clara County response to Santa Cruz mountains area, etc.
12. In any event, a written report describing the mutual aid request will be filed with the Santa Cruz County EMS Agency no later than 72 hours after the event.