REDWOOD DISPATCH COMMUNICATIONS AUTHORITY
STANDARD OPERATING POLICY

Approvals

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20.0   AMBULANCE POSTING

20.1   Movement for coverage and relocation of ambulances and or EMS supervisor units is called "posting" and is normally only generated for the franchise ambulance provider Sonoma Life Support (SLS). Postings are made pursuant to a written System Status Management (SSM) plan developed by the ambulance provider or by a computer generated application.

20.1.1 SLS Operations Management will issue a memo whenever changes to the plan have been approved for SLS.

20.1.2 SLS Field Supervisors and or REDCOM Supervisors are authorized to make temporary modifications to the plan depending on a variety of situations and needs.

20.1.3 Field personnel who request significant deviation from the SSM plan or assigned posts should be directed to contact the Field Supervisor for approval.

20.1.4 A computer generated application provides automated recommendations for posting, however, each Dispatcher must know the current written SSM plan and must be prepared to execute it manually if needed.

20.2   To maintain SSM, the REDCOM Dispatcher will (once all pending calls have been dispatched) utilize the SSM plan or application for static or recommended postings.

20.2.1 The posting notification procedure will be done with a tone out over the REDCOM channel if a unit is in quarters, at a hospital, or when staff is known to be out of their unit. No pre-alert required.

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20.2.2 A tone out will not be required for notification of the units to move to posting locations when a unit is covering a post where it normally would require the staff be in their unit and monitoring REDCOM.

20.2.3 When units are clearing the hospital or going in service they shall status on REDCOM. The REDCOM Dispatcher shall then give them their post assignment and the unit shall acknowledge.

20.2.4 Units released from a mutual aid post locations outside of the franchise core area shall advise on REDCOM that they are returning to Zone. Once back in the franchise area, they shall advise REDCOM and be given a post assignment.

20.2.5 All replies from the field will be directed to the REDCOM Dispatcher on the REDCOM channel. Units shall acknowledge the assignment only.

20.2.6 Units shall advise when they are covering the assigned post.

20.2.6.1 The voice protocol to acknowledge the posting or move up assignment will be:

- Announce unit ID and post/move-up assignment
  - e.g. "Medic 767 Post 2"
  - e.g. "Medic 767 COPY
  - e.g. "ME05 move up Stn 3"
    - Extraneous verbiage such as "Priority Post, Post X" or "SLS 3 post 18 level 2" is unnecessary and should be avoided.

20.2.6.2 The REDCOM Dispatcher shall acknowledge the unit when arriving at post or entering their zone.

20.2.6.3 If there is a unit covering that post they should be released and their new post assignment be given if applicable.

20.2.7 All available units shall remain on the REDCOM channel in order to be dispatched.

20.3 Hospital Bypass and SLS level status

- Field units may request hospital bypass status while on scene using the assigned Control channel. However, units with MDC's can run a hospital bypass query from the MDC; once the unit transports using the MDC it will flag the user if ANY hospital is on bypass. SLS level status along with hospital bypass status will be sent out over alpha pagers.

20.4 It is expected that the voice protocols in procedure 20.2.6.1 and 20.3 will be strictly followed to ensure that radio traffic is brief and concise.