



# **SENECA COUNTY**

## **Emergency Services**



### **Seneca County Emergency Medical Services Standard Administrative Guideline**

**Subject:** Out of Service

**Reference Number:** 41

**Effective Date:** May 4<sup>th</sup>, 2009

**Revision Date:** July 15, 2022

**Review Date:** *Annually/7/2022*

**Purpose:**

To outline the process of reporting out of service to the Seneca County EMS office

**Background:**

Scheduled out of service time is an unavoidable occurrence with volunteer EMS. Seneca County EMS is committed to always providing an ambulance to all our citizens. It is imperative that our dispatchers know if a squad is out of service PRIOR to dispatching them. This is necessary to ensure the prompt arrival of emergency care without wasted time.

**Policy & Procedure:**

- 1. ALL SQUAD COORDINATORS SHOULD BE AWARE OF THE AVAILABILITY OF PERSONNEL TO STAFF THEIR RESPECTIVE SQUAD.**
- 2. IF THE SQUAD COORDINATOR KNOWS THAT THEIR SQUAD WILL BE OUT OF SERVICE, THEY ARE TO NOTIFY THE DISPATCH OFFICE & EMS ADMINISTRATION AS SOON AS POSSIBLE (Echo1 & EMS1/EMS2) EACH SQUAD COORDINATOR SHALL DESIGNATE A SECOND PERSON & ONLY THOSE 2 DESIGNEES ARE AUTHORIZED TO NOTIFY DISPATCH OF OUT OF SERVICE TIMES/SCHEDULES.**
- 3. IF THE OUT OF SERVICE TIME IS AFTER HOURS THE SQUAD COORDINATOR IS TO NOTIFY SENECA COUNTY DISPATCH AND EMS1/EMS2/ECHO AS SOON AS POSSIBLE.**

**Missed Runs**

If a squad misses a run the squad will be immediately taken out of service until the local squad coordinator (or representative) contacts EMS1/EMS2/Echo Paramedic Supervisor. Once that happens a decision will be made as to whether the squad is able to return to service.

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Scheduling will be an ongoing process and maintained within the **IamResponding (IaR)** Application by all personnel and EMS Coordinators.

### **Schedules:**

Schedules need to be complete in **IaR** every Monday and Friday afternoons unless it is holiday week then, the Emergency Services Administrator will advise when that date will be All out of service time shall be reported no later than 1500 on Monday and Friday. Monday's schedule will include Tuesday – Friday and include any out of service time scheduled. Friday's schedule will include Saturday-Monday and include any out of service time scheduled. All Scheduled personnel shall be listed on **IamResponding** Out of service time is defined as any time there are NOT 2 EMTs available to respond on an EMS run within 5 minutes. **IamResponding (IaR)** is the software application where all schedules will be entered by the individual EMS personnel and each EMS coordinator will oversee the scheduling to ensure adequate coverage.

### **Definition:**

**Missed Run** – no response to dispatcher within allotted time, requiring dispatch to send another squad or agency.

**Late Run** – responding after allotted time (6 minutes in most cases).

### **In-Service/Member Schedules:**

The EMS office requires an In-Service/Member schedule from the Local Squad coordinator. This is defined as an hour-by-hour schedule of 2 EMTs Named on the schedule to cover all of the scheduled in-service time. This will be placed in **IaR** by the individual or the EMS Coordinator. This method of scheduling places the responsibility of scheduling hours on each individual EMT, requires teamwork, and promotes ownership of that responsibility. EMRs can schedule but any time an ambulance responds to a call, the ambulance **MUST** have 2 Seneca County EMS EMTs (of any level) on board.

### **Schedule Distribution:**

All service schedules are reported to via phone (419-447-3456) Seneca County Sheriff's Office and published on the **IamResponding** app for ease of reference. This schedule will be reported No Later than 1500 hours on Monday & Friday afternoons.

The Seneca County Dispatcher does not have the authorization to change an Out of Service squad on **IaR**. If the squad is listed as Out of Service on **IaR**, that squad will not be dispatched. If your squad is listed Out of Service and you have adequate personnel to respond, see policy #23 Response Policy for guidance.

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