



# SENECA COUNTY

## Emergency Services



**Subject: Response Policy**

**Reference Number: 23**

**Effective Date: January 2008**

**Review Date: Annual Review, 7/2022**

**Purpose:**

The purpose of this policy is to define the practice of responding to service calls by Seneca County Emergency Medical Services.

**Background:**

Responding to emergency and non-emergency incidents is a challenging and sometimes confusing situation. The responder is given a small amount of information and expected to interpret the situation “on the fly”. This Response Policy is provided as a guideline and is designed to alleviate any confusion, and provide general information for the “average” response. The nature of emergency work demands that each individual responder use common sense, good judgment, and flexibility in order to be successful.

**Policy & Procedure:**

1. All Seneca County EMS units shall be manned with at least 2 certified Emergency Medical Technicians (any level) before leaving the station
  - \* If an EMT is already on scene/enroute with the fire dept. or indicates by radio, phone or other means that they will meet the squad on scene, the squad may then respond with one EMT.
2. During each emergency run made by an ambulance that is equipped for emergency medical services and is operated by an emergency medical service organization that utilizes paid emergency medical service providers more than 192 hours per week, the ambulance shall be staffed by at least Two EMT-basics. When an ambulance is so staffed, it may be driven by a person who is not certified as a EMR, EMT-basic, EMT-I, or paramedic.  
The ambulance will always have at least 2 EMT-Basic level providers before transporting a patient.
3. All Seneca County EMS units shall clear the call via radio using SAFE within 5 minutes of dispatch.
4. All Seneca County EMS units shall be en route no longer than 6 minutes after dispatch
  - \* In times of inclement weather the dispatcher may add additional minutes to this time\*
5. Mode of Response “To the Scene” shall be made with either “No Lights/Sirens” (Normal Traffic) or “With Lights/Sirens (Emergency Traffic) – the senior EMS crew member shall make the decision if emergency traffic



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is warranted Fire Standbys, Non Injury Crashes, or Lift Assists are examples of Normal Traffic Responses – Stroke, Trauma, Chest Pain, or Sepsis are examples of Emergency Traffic responses

- OR-

- \* The dispatcher specifically advises the squad to respond normal traffic\*
- \* Another responder is on scene and specifically states to respond normal traffic\*

6. Stand by responses shall be normal traffic – i.e. Fire scene standby with no known injuries or entrapment.  
\*Fire Standby involving the investigation of nuisance or other incidents may be handled as on-station standby

### Out of Service Response Policy & Procedure:

1. If any Seneca County squad is “Out of Service, by schedule”, then no member of that squad shall respond as a First Responder to any call for service within that district, unless specifically dispatched to assist.
  - If you are available to respond and your squad is Out of Service by Schedule – you may respond to your station and transmit via SAFE that you are available to respond – the incoming squad has the authority to request you respond and complete a crew to complete the call. The INCIDENT commander and INCOMING squad have the authority to ask you to respond or stand down.
2. If you find that you can respond as a fully manned squad, you must notify dispatch of your capability and await further instructions from Dispatch, or the incoming squad.
  - a. The INCIDENT COMMANDER, DISPATCH, and the INCOMING Squad have the authority to request you respond, or have you stand down.
  - b. Notify the EMS director for either of the above occurrences.
3. The incoming squad can either ask you to respond, or have you disregard. If your squad is NOT dispatched, you do NOT have a duty to act. Your squad will NOT be dispatched if you are out of service. See Policy #41 “Out of Service Policy”.
4. Seneca County EMS is designed as a transport agency. We are set up as an ambulance service. Seneca County EMS does NOT have a First Responder Program. A partner may meet you on scene, or en route, but you shall not respond as a single unit first responder. The Seneca County Fire Departments are the First Responder Agencies within Seneca County. We cannot respond in an ambulance as a First Responder. Our mission is EMS. We respond to scenes and transport patients to the hospital. That is the scope of our job duties. We do have personnel designated as “Non-transport, responders”, but those individuals are the Echo Unit paramedics.
5. The following are some common sense exceptions to this policy:



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- If you are driving through another squad district within the county and an emergency happens right in front of you – You are a Good Samaritan.
- If it is a relative, friend, and you are already on scene at the time of the emergency.
- If you are in another squad district for training or something of that nature, and they ask you to help, you may help.
- If you are in another district, and contact the squad that was dispatched by radio or cell phone and tell them...”hey I’m here....want some help”? And they say yes!
- When you contact another squad in this manner, be sure to identify yourself and your certification level. This is a courtesy, and you should not expect them to “know” you by voice.
- The Squad that is dispatched has the authority to tell you to disregard, no matter what your level of training.