

Big Tree Volunteer Fire Company, Inc.
Standard Operating Guideline

Dispatch & Mutual-Aid

Revised September 4, 2002

Purpose:

EMS services have the responsibility to routinely provide the type and level of service authorized and/or expected by the community, in a timely and reliable manner. Integral to this, is a dispatch protocol/system that ensures timely and appropriate responses by EMS agencies.

From time to time, to meet peak demand or extraordinary resource utilization, it may be necessary to request assistance to answer a call or provide additional resources. Requests for mutual-aid assistance must be made with the intent of having the closest appropriate available EMS unit respond to a patient's medical need.

This guideline outlines the dispatch and mutual-aid procedures followed by the Big Tree Volunteer Fire Company and presents the written dispatch and mutual-aid agreements that govern company operations.

Policy:

From 0500 – 1800 hrs. daily, the Big Tree Volunteer Fire Company and an additional volunteer ambulance will be dispatched to all calls for EMS originating in the Big Tree fire protection district. Hot and cold responses will be suggested based upon medical priority dispatch interrogation. From 1800 – 0500 hrs. daily, only the Big Tree Volunteer Fire Company will be initially dispatched to all calls for EMS originating in the Big Tree fire protection district. At all times, for BLS and ILS calls, Rural/Metro will be dispatched mutual-aid if no primary ambulance has responded within 8 minutes. At all times for ALS calls, Rural/Metro will be automatically dispatched mutual-aid hot to the scene.

The selection of which volunteer ambulance should be dispatched will be based upon geographic location to the call, availability, and level of care provided. The Town of Hamburg Dispatch Office will be responsible for making this determination at the time of the call. Refer to the attached "contracts for services" for copies of the Town of Hamburg Mutual-aid Agreements.