



# **SENECA COUNTY**

## **Emergency Medical Service**



### **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:** May 4<sup>th</sup>, 2011

**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 providing an ambulance to all of our citizens at ALL times. 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 MAN THEIR RESPECTIVE SQUAD.**
- 2. IF THE SQUAD COORDINATOR KNOWS THAT THEIR SQUAD WILL BE OUT OF SERVICE THEY ARE TO NOTIFY THE EMS OFFICE AS SOON AS POSSIBLE.**
- 3. IF THE OUT OF SERVICE TIME IS AFTER HOURS THE SQUAD COORDINATOR IS TO NOTIFY SENECA COUNTY DISPATCH, AND EMS1 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. Once that happens a decision will be made as to whether or not the squad is able to return to service.

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### **Scheduling**

If a squad misses more than one run in a 30 day period, the squad coordinator will be required to turn in a service schedule for a period of 30 days with OUT OF SERVICE time scheduled, and no missed runs.

If the squad satisfies this request and there is no scheduled out of service time and no missed/late runs in the 30 day period, the squad coordinator can request (in writing) to the EMS office to no longer be required to turn in a schedule.

### **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).

### **Schedules:**

Schedules need to be turned in every Monday and Friday afternoons

The schedule needs to be received 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.

Out of service time is defined as any time there are NOT 2 EMTs available to respond on an EMS run within 5 minutes.

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

If the out of service schedule is not obtained, or is unreliable, the EMS office will request an In-Service/Member schedule of 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 is not punitive and shouldn't be considered as such. It is simply a method of scheduling that places the responsibility of scheduling hours on each individual EMT and requires teamwork, and promotes ownership of that responsibility.

### **Schedule Distribution:**

All service schedules are emailed or faxed to each local governing district, elected officials, the Seneca County Sheriff's Office Dispatch, The Seneca County Commissioners office, Sandusky County Dispatch, and each Seneca County Squad.

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