



MCI DISPATCH PROTOCOL

Introduction

The EMS Dispatch Center performs the critical function of "clearinghouse" in the Coastal Valleys EMS Region Multi-Casualty Incident (MCI) Plan. The Center is responsible for the coordination of emergency resource response to MCI's throughout Coastal Valleys EMS Region.

Responsibilities

The Dispatch Center coordinates the following components of the MCI Plan:

- Call receipt and incident verification
- First wave dispatch
- Appropriate jurisdictional notifications & responses
- IC mutual aid requests
- Ambulance response zone coverage & move-ups
- MCI deactivation notifications
- CISM/CISD call-out
- MCI notification checklist tracking

Call Receipt

The Dispatch Center typically receives notification of a potential MCI from the following:

- 9-1-1 reporting parties from County jurisdiction
- Jurisdictional (City) Public Safety Answering Point (PSAP)
- State or regional PSAP (ie. CDF, CHP, State Parks)
- Fire/Rescue First Responder
- On view ambulance
- On view Law Enforcement Officer

First Wave Dispatch

After call receipt of a potential MCI, the Dispatch Center sends a first wave dispatch consisting of:

- Fire/Rescue first responder(s)
- Ambulance(s)
- Jurisdictional law enforcement agency
- Helicopter (if appropriate)
- Back-up or move-up ambulances (if appropriate)
- Hazmat responders (if appropriate)

EMS Dispatcher

EMS Dispatcher notifies or alerts the following during or immediately after the first wave dispatch:

- Dispatch Center Shift Supervisor/Designee
 - Jurisdictional and/or regional PSAP(s)
 - Field generated requests
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MCI DISPATCH PROTOCOL CONTINUED

MCI Plan Activation

Activation Authority

The following have the authority to activate the MCI plan:
First Responder, public safety officer or ambulance personnel
EMS Dispatcher or Supervisor acting upon:

- Direct request from on-scene first responders
- Orders received from Incident Commander (IC)
- Information received from jurisdictional PSAP or agency
- Information received from multiple 9-1-1 reporting parties

Information Needed

The following information is needed for plan activation:

- Type of incident
- Incident and/or staging location
- Best access route(s)
- Number of injured (estimated – include incident level, I or II)
- Triage categories if known

Activation Procedure

EMS Dispatcher or Supervisor will notify the following once a decision is made to activate the MCI Plan:

- Responding ambulances
- Jurisdictional Base Hospital if requested by field personnel
- Jurisdictional fire & law agencies as necessary
- Dispatch Supervisor if designee originated activation
- EMS Coordinator or designee
- As needed or requested resources listed on Dispatch Checklist
- Jurisdictional and/or regional PSAP

Responding Resource Information

Once advised of implementation, responding resources requested after first wave dispatch will be advised of the following:

EMS Dispatcher/Designee(s)

- Incident description
- Incident and/or staging location
- Best access route(s)
- IC name and tactical frequencies, if assigned
- Unusual circumstances or hazardous conditions
- Post or move-up assignments

Applicable for:

- Napa County
- Sonoma County
- Mendocino County



MCI DISPATCH PROTOCOL CONTINUED

Additional Duties

Dispatch Center Supervisor or designee will ensure the following tasks are accomplished:

- Dispatch Center MCI Checklist is filled out and forwarded to EMS Agency
- Incident information and resource requests are coordinated with jurisdictional and/or regional PSAP's
- CISD Team Coordinator/leader is notified if requested from incident scene
- Ambulance zone coverage is maintained
- EMS Coordinator or designee is notified if out of county ambulance(s) are requested by IC
- EMS Coordinator or designee is notified if MCI threatens county-wide ambulance response capability

MCI Deactivation

Procedures

The Incident Commander of the MCI will contact EMS Dispatch directly or have jurisdictional PSAP relay to EMS Dispatch termination of the MCI.

Dispatch Supervisor or Designee

Supervisor or designee will notify the following of the MCI deactivation:

- Affected ambulance provider(s)
- Posted or moved-up ambulances, as necessary
- Jurisdictional and/or regional PSAP's, as necessary
- Jurisdictional Base Hospital, as necessary
- Receiving hospitals, if requested by base hospital
- Jurisdictional fire/law agencies, as necessary

Supervisor/designee completes & forwards MCI Checklist to EMS Agency (565-6510)
