

# LEON COUNTY E.M.S.

## Standard Operating Guideline

---

Title: Communications – Mutual Aid

CAAS: 102.01.01 & 102.01.02

Effective: June 6, 2005

Reviewed: January 2010, December 2012

Revision: 3

Pages: 2

---

### I. Purpose:

To outline the procedures that should be taken if LCEMS Communications staff receives a request for mutual aid from another agency.

### II. Policy:

Leon County Emergency Medical Services maintains mutual aid agreements with surrounding counties. Signed copies of said agreements can be found at LCEMS Headquarters and at the Leon County Courthouse. The agreements cover liability, fees charged for services, communications, reciprocity, and mutuality of assistance offered.

### III. Guideline:

In the event that another agency requests mutual aid from LCEMS, that request shall be honored immediately, **provided that units are available**. The on-duty supervisor should be notified of any request for mutual aid. The following are situations in which another agency may request mutual aid from LCEMS (it is not the responsibility of the controller to verify that the circumstances exist):

1. Equipment Malfunction.
2. Prolonged response time due to vehicle location.
3. Exceptional number of requests for emergency services that temporarily exceeds the capacity of that agency.
4. The occurrence of an exceptionally severe accident situation which exceeds the temporary capacity of that agency but does not constitute a “disaster.”

In the event that another agency is requesting mutual aid assistance for a “**disaster**” situation, that request will be honored immediately, and may include taking the following steps:

1. Provide appropriate back-up assistance to that agency.
2. Cancel all routine/non-emergency requests for ambulance service during the duration of the “disaster” event.
3. Call in additional personnel to provide a maximum number of ambulances, if the “disaster” calls for it.

4. Assist within the provision of regional communications, coordinating between and among agencies in the region.

\*The on-duty supervisor will make the decision on items 2 & 3 in the above list in consultation with on-call LCEMS administration.

A “**Disaster**” situation is defined as any circumstance in which the need for emergency medical services grossly exceeds the capacity of the existing EMS service provider and requires the coordinated efforts of other EMS providers within the region to effectively meet the needs of the affected jurisdiction.

#### IV. Review Process:

The deputy chief of operations is responsible for reviewing any and all requests for mutual aid and compliance with existing guidelines and agreements. The System Status Controller (SSC) on duty will notify the deputy chief of operations of any instance where mutual aid is requested.