



# CALIFORNIA AMBULANCE STRIKE TEAM DISPATCH INSTRUCTOR GUIDE

Submitted to  
The California EMS Authority  
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Under UC Davis Agreement 05-46082 by  
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NOTE: This Student Manual is intended to be used as an instructional supplement to the California AST Dispatch System Manual. Additional supplemental materials include: The AST Dispatch Student Manual and the AST Dispatch System PowerPoint presentations.

## UNIT 1: LESSON PLAN

TOPIC: S.E.M.S./ N.I.M.S. Introductory Course

LEVEL: I

TIME: 30 minutes

### BEHAVIORAL OBJECTIVES:

Given: Simulated role play exercises and a written exam

Performance: Each participant will

- Understand the purpose and scope of SEMS and NIMS
- Know the basic elements of the SEMS law and NIMS
- Understand the five levels of SEMS
- Know the functions and basic concepts of SEMS and NIMS
- Understand basic operating requirements and individual responsibilities

Standard: Performance in the role play exercises in accordance with the standards described in the California AST Dispatch System Manual; passage of a written multiple-choice examination with a minimum of 70% accuracy.

REFERENCES: SEMS modules A1-A3 of the California Governor's Office of Emergency Services; NIMS Basic - Introduction and Overview - FEMA 501-1 (March 29, 2006)

MATERIALS NEEDED: Handouts, chalkboard, flip chart, marker pens, projector/computer w/Microsoft PowerPoint

### MOTIVATION/PREPARATION:

The Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) provide an organizational framework for efficient handling of emergency situations. SEMS and NIMS are based on the idea that every person has an important role in managing emergencies, and by appointing specific positions within the Incident Command System framework, a higher level of efficiency and understanding is reached among all personnel involved. This system provides for a coordinated effort from response personnel through administrative executives. Normally, various disciplines do not speak similar languages. SEMS and NIMS provide common ground to maximize the response of every individual involved in the emergency response system.

PRESENTATION	APPLICATION
<p>Introduction of participants and instructors</p> <ol style="list-style-type: none"> <li>1. Administrative details:</li> <li>2. Parking</li> <li>3. Ground rules</li> <li>4. Facilities</li> <li>5. Meal schedules</li> <li>6. Use of telephones</li> <li>7. Other pertinent points</li> </ol> <p><b>Slide 1 Title</b></p> <p><b>Slide 2 S.E.M.S</b></p> <p><b>Slide 3 N.I.M.S</b></p> <p><b>Slide 4 Basis for S.E.M.S</b>  <u>Background, legal basis of SEMS</u>                      - Result of 1991 Oakland Hills Fire                      - SB 1841 (Petris) effective 1/1/93                      - Section 8601 of the Government Code                      - SEMS regulations, effective Sept. 1994</p> <p><b>Slide 5 Elements of SEMS</b>                      - Incident Command System                      - Mutual Aid System                      - Multi/Inter-Agency Coordination                      - Operational Areas</p> <p><b>Slide 6 Who Uses SEMS</b>  <u>Purpose and Scope of SEMS law</u>                      Required by law for state agencies                      Strongly encouraged local governments, to be eligible for state funding of response related personnel costs.</p> <p><b>Slide 7 5 Levels of Response</b>                      5 level emergency response organization, as needed, in response to multi-agency and multi-jurisdictional emergencies.</p> <p><b>Slide 8 Field Response Level</b>                      -Carry out tactical decisions</p>	<p>How do we coordinate multiple agencies and jurisdictions at an incident?</p> <p>When should we use SEMS</p>

**Slide 9 Local Government Level**

- Cities, counties, special districts
- Manage/coordinate within jurisdiction
- May activate an EOC

**Slide 10 Operational Area Level**

- County and all political subdivisions
- Coordinate information/resources and priorities among local governments
- Link to the regional level

**Slide 11 Regional Level**

- Six mutual aid regions
- State OES oversight
- State agency support

**Slide 12 State Level**

- Coordinates among the regions
- Link to federal resources

**Slide 13 Major Components of SEMS and NIMS**

1. ICS developed by FIREScope
2. Multi-Agency Coordination System
3. Public Information Systems

**Slide 14 Major Components of SEMS and NIMS (ICS Functions)**

The Incident Command System

- Developed during the 1970's by FIREScope
- Slide 12 Major Components of SEMS-ICS Functions

**Slide 15 Major Components of SEMS and NIMS (ICS Functions)**

- 5 primary functions:
  - Command,
  - Operations,
  - Planning/intelligence,
  - Logistics,
  - Finance/administration  
(command=management at all EOC levels)

What triggers each level of the organization?

How do we link to information and resources at each SEMS and NIMS level?

What advantages are gained by all agencies using the incident command system?

**Slide 16 SEMS-Other Features of ICS**

- Common Terminology – plain text
- Organization Flexibility – Modular
- Management by Objectives
- Action Planning
- Unity/Hierarch of Command
- Span of Control
- Personnel Accountability
- Resource Management

**Slide 17 Major Components of SEMS and NIMS**

**Slide 18 Multi-Agency Coordination**

**Slide 19 Multi-Agency Coordination**

**Slide 20 Multi-Agency Coordination**

**Slide 21 Major Components of SEMS and NIMS**

**Slide 22 Public Information Systems**

Where do we find Multi-Agency Coordination?

**SUMMARY:**

We have just reviewed the background and principles of SEMS and NIMS, including five levels of response and five major components that are essential to effective incident management operations.

**EVALUATION:**

Each participant will be required to demonstrate the ability to apply principles learned in role-play simulations. Each participant will also pass a written, multiple-choice exam with a minimum of 70% accuracy at-the end of the Course.

**ASSIGNMENT:**

Review all handouts, participant manuals, and notes.

## UNIT 2: LESSON PLAN

TOPIC: California Medical/Health Mutual Aid System

TIME: 30 minutes

### BEHAVIORAL OBJECTIVES:

Given: Simulated role play exercises and a written exam

Performance: Each participant will

- Understand the purpose and scope of the California Medical/Health Mutual Aid System
- Know the basic elements of the California Medical/Health Mutual Aid
- Understand the levels within the California Medical/Health Mutual Aid System
- Understand basic operating requirements and individual responsibilities

Standard: Performance in the role play exercises in accordance with the standards described in the California AST Dispatch System Manual; passage of a written multiple-choice examination with a minimum of 70% accuracy.

REFERENCES: California Disaster Medical System Guidelines June 2003  
EMSA #214; California EMS Authority AST/MTF Guidelines July 2003  
EMSA # 215

MATERIALS NEEDED: Handouts, chalkboard, flip chart, marker pens, projector/computer w/Microsoft PowerPoint

### MOTIVATION/PREPARATION:

The California EMS Authority, as the lead agency responsible for coordinating California's medical response to disasters, provides medical resources to local governments in support of their disaster response. This may include the identification, acquisition and deployment of medical supplies and personnel from unaffected regions of the state to meet the needs of disaster victims. Response activities may also include arranging for evacuation of injured victims to hospitals in areas/regions not impacted by a disaster.

The medical/health mutual-aid system response to disasters requires the contributions of many agencies, including Local EMS and Public Health Departments, Offices of Emergency Services, and other local, state, and federal agencies to improve disaster preparedness and response. The medical/health mutual aid system also relies on participation of many public and private sector providers such as: hospitals, clinics, ambulance companies, and medical supply vendors.

PRESENTATION	APPLICATION
<p><b>Slide 1 Title</b></p> <p><b>Slide 2 Mutual Aid</b></p> <ul style="list-style-type: none"> <li>• Master Mutual Aid Agreement                             <ul style="list-style-type: none"> <li>○ Participants</li> <li>○ Voluntary</li> <li>○ Interagency Participation</li> </ul> </li> </ul> <p><b>Slide 3 OES Administrative and Mutual Aid Regions</b></p> <p><b>Slide 4 Mutual Aid Process: State of California</b> Mutual Aid Chart</p> <p><b>Slide 5 Medical/Health Mutual Aid</b></p> <ul style="list-style-type: none"> <li>• Governor’s Office of Emergency Services                             <ul style="list-style-type: none"> <li>○ Regional Coordinator</li> <li>○ Operational Area Coordinator</li> </ul> </li> <li>• State Department of Health Services</li> <li>• State EMS Authority                             <ul style="list-style-type: none"> <li>○ Regional Disaster Medical/Health Coordinator</li> </ul> </li> </ul> <p><b>Slide 6 RDMHC</b> Regional Disaster Medical Health Coordinator</p> <p><b>Slide7 RDMHC (Responsibilities)</b></p> <ul style="list-style-type: none"> <li>• Support Mutual Aid Request from the MHOAC</li> <li>• Provide support to other areas of the state.</li> <li>• Serve as an information resource</li> </ul>	<p>OES Administrative Regions are solely for state-level staff assignments. The six OES Mutual Aid Regions are recognized by all disciplines for coordinating responses to disasters and other emergencies.</p> <p>How is the Medical/Health Mutual Aid system like other Mutual Aid Systems?</p> <p>How is the Medical/Health Mutual Aid System unlike other statewide mutual aid systems?</p>

**Slide 8 RDMHS**

Regional Disaster Medical/Health Specialist

**Slide 9 RDMHS (Responsibilities)**

- Manage and improve the system
- Coordinate medical and health resources

**Slide 10 MHOAC**

Medical/Health Operational Area Coordinator

**Slide 11 Organizational Chart**

- Operational Area EOC
- Regional EOC
- State Operations Center

**Slide 12 JEOC**

Joint Emergency Operations Center

- Staffed jointly by the CDHS and State EMSA

**Slide 13 Organizational Chart (JEOC)**

- MHOAC
- RDMHS
- RDMHC
- EMSA/CDHS (JEOC)

**Slide 14 Summary**

- RDMHC/RDMHS is responsible for coordination of medical/health resources within the Mutual-Aid Region
- The MHOAC is responsible for medical/health request within the Operational Area.

**SUMMARY:**

We have just reviewed the background and principles of the California Medical/Health Mutual Aid System including the major components that are essential for dispatch of an Ambulance Strike Team.



EVALUATION: Each participant will be required to demonstrate the ability to apply principles learned in role-play simulations. Each participant will also pass a written, multiple-choice exam with a minimum of 70% accuracy at-the end of the Course.

ASSIGNMENT: Review all handouts, participant manuals, and notes.

### UNIT 3: LESSON PLAN

TOPIC: California Disaster Medical Network (CDMN)

TIME: 30 minutes

BEHAVIORAL OBJECTIVES:

Given: Simulated role play exercises and a written exam

Performance: Each participant will

- Understand the purpose and scope of the California Disaster Medical Network (CDMN)
- Know the basic elements of the CDMN
- Know the functions and basic concepts of the CDMN
- Understand basic operating requirements and individual responsibilities

Standard: Performance in the role play exercises in accordance with the standards described in the California AST Dispatch System Manual; passage of a written multiple-choice examination with a minimum of 70% accuracy.

REFERENCES: California Disaster Medical System Guidelines June 2003  
EMSA #214; California EMS Authority AST/MTF Guidelines July 2003  
EMSA # 215

MATERIALS NEEDED: Handouts, chalkboard, flip chart, marker pens, projector/computer w/Microsoft PowerPoint

MOTIVATION/PREPARATION:

CDMN is the internet-based system for rapid assessment of medical resources in California, utilizing E Team (same software application used by state RIMS).

This system is being implemented to rapidly assess Hospital Bed Capacity and Medical transport resources within each Operational Area and Region. . Other available features of this system include: Resource Requests and Assignments, Documents Sharing, Geo-mapping, Personnel Assignments, and Messaging.

PRESENTATION	APPLICATION
<p><b>Slide 1 Title</b></p> <p><b>Slide 2 CDMN</b></p> <ul style="list-style-type: none"> <li>• Internet-based application for management of emergency response activities sponsored by Eteam.</li> <li>• Eteam is the sponsor of the OES Response Information Management System (RIMS)</li> </ul> <p><b>Slide 3 CDMN Applications</b> Can be used for:</p> <ul style="list-style-type: none"> <li>• Resource Statuses</li> <li>• Resource Ordering</li> <li>• Document Sharing</li> <li>• Personnel Directory</li> </ul> <p><b>Slide 4 CDMN Applications</b> Future uses</p> <ul style="list-style-type: none"> <li>• Position Assignments</li> <li>• Communications</li> <li>• Event/Incident Summaries</li> <li>• Web Links</li> <li>• Report Logs</li> </ul> <p><b>Slide 5 CDMN: Login</b> Log-in screen Go to <a href="http://www.eteamdirect.com/cdmn">http://www.eteamdirect.com/cdmn</a></p> <p><b>Slide 6 CDMN: Login</b> Select</p> <ul style="list-style-type: none"> <li>• Operations (for real events), or</li> <li>• Training</li> </ul> <p><b>Slide7 CDMN: Login</b></p> <ul style="list-style-type: none"> <li>• CDMB Usernames &amp; Passwords have been Provided to CDHS, EMSA, RDMH/S, and EMSA</li> <li>• 3 usernames &amp; passwords have been assigned to each LEMSA <ul style="list-style-type: none"> <li>○ 3 usernames &amp; passwords per Medical Operational Area</li> </ul> </li> </ul>	

<p><b>Slide 8 CDMN: Login (Screen Shot)</b> Passwords are case sensitive</p> <p><b>Slide 9 CDMN: Personal Profile</b></p> <ul style="list-style-type: none"><li>• CDMN provides contact information to other users</li><li>• You will be asked to update contact information each time you login.</li></ul> <p><b>Slide 10 CDMN: Personal Profile</b> “Select” provides a drop down list</p> <p><b>Slide 11 CDMN: Personal Profile</b> Always select “CA EMS” as the Organization / Location</p> <p><b>Slide 12 CDMN: Personal Profile</b> Enabling your Pager or Mobile Device will allow you to receive real-time notification from CDMN events.</p> <p><b>Slide 13 CDMN Pre-defined Duty List</b></p> <ul style="list-style-type: none"><li>• Duty list can be pre-defined by position</li><li>• Designed to assist with standard responsibilities assigned to the position.</li></ul> <p><b>Slide 14 CDMN Pre-defined Duty List (Screen Shot)</b></p> <p><b>Slide 15 CDMN Quick Incidents</b></p> <ul style="list-style-type: none"><li>• Can be created to notify groups or individuals</li></ul> <p><b>Slide 16 CDMN Quick Incidents</b></p> <ul style="list-style-type: none"><li>• Clicking “Quick Incident” will open a new window</li></ul> <p><b>Slide 17 CDMN Quick Incidents</b></p> <ul style="list-style-type: none"><li>• Select Incident Type or add new type</li></ul> <p><b>Slide 18 CDMN Quick Incidents</b></p> <ul style="list-style-type: none"><li>• Enter Status, Prognosis, and Lead Agency</li></ul> <p><b>Slide 19 CDMN Quick Incidents</b></p> <ul style="list-style-type: none"><li>• Enter Initial Summary</li></ul>	<p>Selecting CA EMS is important for the other menus and features to work correctly within the CDMN</p> <p>When might we need to notify a “group?” What about an “individual?”</p>
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<p><b>Slide 20 CDMN Quick Incidents</b></p> <ul style="list-style-type: none"> <li>• Select Notification tab to notify appropriate personnel</li> </ul> <p><b>Slide 21 CDMN Quick Incidents</b></p> <ul style="list-style-type: none"> <li>• Click “Yes” to send notifications</li> <li>• Select Individuals or Groups, or</li> <li>• Enter other email addresses</li> </ul> <p><b>Slide 22 CDMN Quick Incidents</b></p> <ul style="list-style-type: none"> <li>• Click “Submit”</li> </ul> <p><b>Slide 23 EMS Hospital by Op Area</b></p> <ul style="list-style-type: none"> <li>• Shows information on ED and Hospital Bed capacity</li> <li>• Auto-updates from local systems</li> </ul> <p><b>Slide 24 EMS Hospital by Op Area</b></p> <ul style="list-style-type: none"> <li>• Displays latest information entered by hospitals</li> </ul> <p><b>Slide 25 EMS Hospital by Op Area</b></p> <ul style="list-style-type: none"> <li>• Data totaled by Op Area, Regions, and State</li> </ul> <p><b>Slide 26 EMS Transport by Op Area</b> Real Time Assessment</p> <p><b>Slide 27 EMS Transport by Op Area</b> (Screen Shot)</p> <p><b>Slide 28 EMS Transport by Op Area</b> By State, Region, &amp; Op Area</p> <p><b>Slide 29 EMS Transport by Op Area</b> New Report</p> <p><b>Slide 30 EMS Transport by Op Area</b> Total units available and capacity</p> <p><b>Slide 31 EMS Transport by Op Area</b> Total Available in 24 Hours “includes” those available in 3 hours</p> <p><b>Slide 32 EMS Transport by Op Area</b></p> <ul style="list-style-type: none"> <li>• Once entered, Provider information will remain, simply update resources</li> <li>• Medical Transport Resource assessments should include the</li> </ul>	<p>What system do we use locally for Hospital Bed Availability?</p> <p>How does hospital bed availability information get updated locally? (local hospital system)</p> <p>How might region totals and state totals be useful information? (RDMHS from unaffected region, EMSA to out-of-state request)</p> <p>When would “Capacity” information be important?</p> <p>Who might enter Provider information, since this system is limited to local, regional, and state government? (MHOAC, LEMSA staff)</p>
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<p>necessary staff to deploy the resource</p> <p><b>Slide 33 CDMN: Resource Requests</b> Select “Resource Request” to enter new request</p> <p><b>Slide 34 Resource Requests</b> Select “Resources by Priority” to view existing resource requests</p> <p><b>Slide 35 Resource Requests</b></p> <ul style="list-style-type: none"> <li>• Entering a new resource request</li> <li>• May be submitted by an Op Area, RDMHC/S, or EMSA</li> </ul> <p><b>Slide 36 Resource Requests</b> Resource Request – Level of Threat</p> <p><b>Slide 37 Resource Requests</b> Resource Request – Status</p> <p><b>Slide 38 Resource Requests</b></p> <ul style="list-style-type: none"> <li>• Request Number automatic</li> <li>• Supplemental number may be added</li> </ul> <p><b>Slide 39 Resource Requests</b> Enter Requesting Organization</p> <p><b>Slide 40 Resource Requests</b> Select Related Event/Incident</p> <p><b>Slide 41 Resource Requests</b></p> <ul style="list-style-type: none"> <li>• Kind</li> <li>• Quantity</li> <li>• When Needed</li> <li>• Mission</li> </ul> <p><b>Slide 42 Resource Requests</b> Required equipment</p> <p><b>Slide 43 Resource Requests</b> Where should the resource report?</p> <p><b>Slide 44 Resource Requests</b></p> <ul style="list-style-type: none"> <li>• Resources may be “Geo Located”</li> <li>• On-scene Contact Info</li> </ul> <p><b>Slide 45 Resource Requests</b></p>	<p>How do we know the meaning of the Threat Levels? (Priority Key)</p> <p>Who might assign a Local Order Number? (IC, EOC, Dispatch)</p> <p>Who is likely to be the Requesting Organization? (LEMSA, MHOAC)</p> <p>What might be some typical missions for ASTs? (hospital or other facility evacuations,</p> <p>What might be listed under “Additional location information?” (avoid the Guard Dog...)</p> <p>What other types on On-Scene Contact Info might be included here? (Staging Frequency, Cell phone, Sat Phone)</p> <p>What other types of Special Instructions might be included her? (Meals provided by “x,” “No electricity in north part of town – refueling available at “y.”)</p>
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<p>Resource Request – Notes and Special Instructions</p> <p><b>Slide 46 Resource Requests</b></p> <ul style="list-style-type: none"> <li>• <b>REQUESTORS STOP HERE</b></li> <li>• <b>RESPONDERS CONTINUE</b></li> </ul> <p><b>Slide 47 Resource Requests</b> Forwarding Requests</p> <p><b>Slide 48 Resource Requests</b></p> <ul style="list-style-type: none"> <li>• Enter name of agency or vendor responding to request</li> </ul> <p><b>Slide 49 Resource Requests</b> Splitting into multiple orders</p> <p><b>Slide 50 Resource Requests</b> Select Resources by Priority</p> <p><b>Slide 51 Resource Requests</b> Select the Resource Request</p> <p><b>Slide 52 Resource Requests</b> Resource Request – Split or Duplicate</p> <p><b>Slide 53 Resource Requests</b></p> <ul style="list-style-type: none"> <li>• Priority</li> <li>• Status</li> <li>• Quantity</li> </ul> <p><b>Slide 54 Resource Requests</b> Select Vendor</p> <p><b>Slide 55 Resource Requests</b> Summary of request</p> <p><b>Slide 56 Resource Requests</b> Estimated Cost of Resource</p> <p><b>Slide 57 Resource Requests</b></p> <ul style="list-style-type: none"> <li>• Leave Distribution Field Blank</li> </ul> <p><b>Slide 58 Resource Requests</b> Example: Dispatch enters RDMHS until RDMHS approves.</p> <p><b>Slide 59 Resource Requests</b> Notification</p>	<p>Request will typically be forwarded to the next step in the Mutual Aid system (RDMHS, MHOAC).</p> <p>Split, e.g. 10 widgets into 2 orders of 5 Duplicate, e.g. 10 widgets x 2</p> <p>If “splitting” a request, you will be required to enter a number “less than the original total.”</p> <p>Resource status times (enroute, on scene) also get documented here.</p> <p>Where do find the “cost of resources?” (Vendor and requesting agency must agree.)</p> <p>Blank = everyone can see Entered = only individual/agency can see</p> <p>What are other examples of when you might enter someone in the Distribution Field? (awaiting cost authorization, OA approval, etc)</p> <p>When you or your position are listed in this field, you will see a “Targeted Alert” (flashing beacon in the upper right screen). To review all targeted messages for you, click on the Mailbox icon.</p> <p>Data sharing may be possible in the future with other local, state, and federal systems.</p>
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<ul style="list-style-type: none"><li>• <b>PLEASE USE ONLY IF REQUESTED BY AN INDIVIDUAL OR GROUP</b></li></ul> <p><b>Slide 60 Resource Requests</b> Data Sharing</p> <ul style="list-style-type: none"><li>• Currently there are none</li></ul> <p><b>Slide 61 Resource Requests</b> Overlays and Attachments</p> <p><b>Slide 62 Resource Requests</b> Submit the request</p> <p><b>Slide 63 CDMN:</b> Share Documents</p> <p><b>Slide 64 Summary</b></p> <ul style="list-style-type: none"><li>• CDMN can be used for a variety of incident management activities including:<ul style="list-style-type: none"><li>○ Resource Requests</li><li>○ AST Deployments</li><li>○ Rapid assessment of Medical Transport and Hospital resources throughout the region and state.</li></ul></li></ul>	<p>What sort of attachments might be added to a Resource Order? (map or link to map, other forms)</p> <p>What sort of documents would be useful to post here on the CDMN? (Resource Request Process, CDMN Training Materials, etc.)</p>
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**SUMMARY:** CDMN can be used for a variety of incident management activities, including:

- Resource Requests
- AST Deployment, and
- Rapid Assessment of Medical Transport Resources throughout the Region and State

**EVALUATION:** Each participant will be required to demonstrate the ability to apply principles learned in role-play simulations. Each participant will also pass a written, multiple-choice exam with a minimum of 70% accuracy at-the end of the Course.

**ASSIGNMENT:** Review all handouts, participant manuals, and notes.

## UNIT 4: LESSON PLAN

TOPIC: Receiving Resource Requests

TIME: 30 minutes

### BEHAVIORAL OBJECTIVES:

Given: Simulated role play exercises and a written exam

Performance: Each participant will

- Understand the procedures for receiving resource requests.
- Know the basic Ambulance Resource Typing system
- Understand the Ambulance Strike Team Designators
- Know how to receive a resource request
- Understand basic operating requirements and individual responsibilities

Standard: Performance in the role play exercises in accordance with the standards described in the California AST Dispatch System Manual; passage of a written multiple-choice examination with a minimum of 70% accuracy.

REFERENCES: <http://rimsinland.oes.ca.gov/eteamtraining/ethelp.nsf> ; SEMS modules A1-A3 of the California Governor's Office of Emergency Services; NIMS Basic - Introduction and Overview - FEMA 501-1 (March 29, 2006)

MATERIALS NEEDED: Handouts, chalkboard, flip chart, marker pens, projector/computer w/Microsoft PowerPoint

### MOTIVATION/PREPARATION:

It is important to follow an organized and systematic process for Resource Ordering at each level of the emergency response system. Using common language, as well as standardized Resource Typing helps us to maintain effective communications among all participants in the mutual-aid system. In this module, we will learn how to receive and record all the necessary information, appropriate to the Resource Request and incident need.

PRESENTATION	APPLICATION
<p><b>Slide 1 Title</b></p> <p><b>Slide 2 Ambulance Mutual Aid Request Categories</b></p> <ul style="list-style-type: none"> <li>• Immediate</li> <li>• Planned</li> </ul> <p><b>Slide 3 Ambulance Resource Typing</b></p> <ul style="list-style-type: none"> <li>• Type I - ALS Haz Mat</li> <li>• Type II - ALS non Haz Mat</li> <li>• Type III – BLS Haz Mat</li> <li>• Type IV – BLS non Haz Mat</li> <li>• Other</li> </ul> <p><b>Slide 4 Ambulance Resource Typing</b> FEMA Typing</p> <p><b>Slide 5 Ambulance Resource Typing</b> FEMA Typing, cont'd</p> <p><b>Slide 6 Order/Request Number</b> -must have -written on AST units</p> <p><b>Slide7 Order/Request Number</b> M + Op Area + 4 digits M = medical Op Area designators in FOG 4 digits = sequential</p> <p><b>Slide 8 Order/Request Number</b> 4 digit designator starts at 0001 on Jan. 1</p> <p><b>Slide 9 Ambulance Strike Team Designators</b> -Op Area designator + 4 digits -4 digits begin with Region #</p> <p><b>Slide 10 Ambulance Strike Team Designators</b> Also given Descriptive Designator</p> <p><b>Slide 11 Receiving a Resource Request</b> (Title Slide)</p> <p><b>Slide 12 Receiving a Resource Request</b> Request Deployment Form provides: - organized procedure</p>	<p>From where will the Immediate resources likely be called in your community?</p> <p>Why is it important to include the descriptor, as well as the “Type?”</p> <p>Why might it be important to have order numbers written on the units?</p> <p>What would be the designator for the first AST deployed from this county?</p>

<ul style="list-style-type: none"><li>- outline for dispatch &amp; RDMHC/S</li><li>- log for documentation</li></ul> <p><b>Slide 13 Receiving a Resource Request</b> Pre-designated AST Request Form</p> <p><b>Slide 14 Receiving a Resource Request</b> Complete CDMN Request Form</p> <p><b>Slide 15 Receiving a Resource Request</b> Enter resource into CAD or MACS 420</p> <p><b>Slide 16 Receiving a Resource Request</b> Contact RDMHC/S</p> <p><b>Slide 17 Receiving a Resource Request</b> -Contact Fire Dispatch -RDMHC/S contacts MHOACs</p> <p><b>Slide 18 Receiving a Resource Request</b> -Contact AST Leads -RDMHC/S contacts RMTC</p> <p><b>Slide 19 Receiving a Resource Request</b> -Assess availability of ASTs -Obtain authorization to deploy</p> <p><b>Slide 20 Receiving a Resource Request</b> -Deploy AST -RDMHC/S to notify MHOACs</p> <p><b>Slide 21 Receiving a Resource Request</b> -Update CAD &amp; CDMN status -RDMHC/S to notify EMSA</p> <p><b>Slide 22 Forming an AST</b> When pre-designated ASTs not available</p> <p><b>Slide 23 Forming an AST</b> -Notify RDMHC/S -RDMHC/S contacts MHOACs</p> <p><b>Slide 24 Forming an AST</b> -Identify available AST Leaders -RDMHC/S assesses CDMN for resources</p> <p><b>Slide 25 Forming an AST</b> -Authorize Resource Deployment</p>	<p>Why is it important to contact Fire Dispatch?</p> <p>What pieces of information are necessary prior to deploying an AST?</p> <p>What status will the AST be upon Deployment?</p>
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<p><b>Slide 26 Forming an AST</b> -Contact AST Leader with Deployment information -RDMHC/S will contact MHOAC with Deployment info to dispatch units</p> <p><b>Slide 27 Forming an AST</b> -Update CAD &amp; CDMN -RDMHC/S will notify EMSA</p> <p><b>Slide 28 Summary</b></p> <ul style="list-style-type: none"><li>• Use the CDMN and CAD to track Resource Requests and Deployment</li><li>• Use the AST Deployment/Assessment forms to document tasks</li><li>• When pre-designated ASTs are unavailable, the RDMHC/S will work with MHOACs to identify additional resources</li></ul>	<p>Where will we be able to find available ambulance resource data?</p> <p>Who notifies ambulances in non-pre-designated AST deployments?</p> <p>What resource tracking systems are available in your agency?</p> <p>Where are the AST Deployment Forms kept at your agency?</p> <p>Where are the pre-designated ASTs in your region?</p>
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**SUMMARY:**

We have just reviewed the process for receiving resource requests for an Ambulance Strike Team including the Ambulance Mutual Aid Request categories, Ambulance Resource Typing, and how to receive a request.

**EVALUATION:**

Each participant will be required to demonstrate the ability to apply principles learned in role-play simulations. Each participant will also pass a written, multiple-choice exam with a minimum of 70% accuracy at-the end of the Course.

ASSIGNMENT: Review all handouts, participant manuals, and notes.

## UNIT 5: LESSON PLAN

TOPIC: Resource Tracking Form – MACS 420

TIME: 30 minutes

### BEHAVIORAL OBJECTIVES:

Given: Simulated role play exercises and a written exam

Performance: Each participant will

- Understand the purpose of the Resource Tracking Form – MACS 420
- Be familiar with the Resource Tracking Form – MACS 420
- Know the functions and basic concepts of the Resource Tracking Form – MACS 420
- Understand basic requirements and individual responsibilities

Standard: Performance in the role play exercises in accordance with the standards described in the California AST Dispatch System Manual; passage of a written multiple-choice examination with a minimum of 70% accuracy.

REFERENCES: <http://rimsinland.oes.ca.gov/eteamtraining/ethelp.nsf> ; SEMS modules A1-A3 of the California Governor’s Office of Emergency Services; NIMS Basic - Introduction and Overview - FEMA 501-1 (March 29, 2006)

MATERIALS NEEDED: Handouts, chalkboard, flip chart, marker pens, projector/computer w/Microsoft PowerPoint

### MOTIVATION/PREPARATION:

Effective Resource Tracking is essential in order to provide documentation for local, regional, state, and federal agencies during and after an event. Proper Resource Tracking also assists us in providing the right resources to the right incident at the right time.





ASSIGNMENT: Review all handouts, participant manuals, and notes.

## UNIT 6: LESSON PLAN

TOPIC: Local, Regional, and State Notifications

TIME: 30 minutes

### BEHAVIORAL OBJECTIVES:

Given: Simulated role play exercises and a written exam

Performance: Each participant will

- Understand the process for making local, regional, and state notifications
- Be familiar the various relationships in the medical/health mutual aid system
- Understand basic requirements and individual responsibilities

Standard: Performance in the role play exercises in accordance with the standards described in the California AST Dispatch System Manual; passage of a written multiple-choice examination with a minimum of 70% accuracy.

REFERENCES: SEMS modules A1-A3 of the California Governor's Office of Emergency Services; NIMS Basic - Introduction and Overview - FEMA 501-1 (March 29, 2006)

MATERIALS NEEDED: Handouts, chalkboard, flip chart, marker pens, projector/computer w/Microsoft PowerPoint

### MOTIVATION/PREPARATION:

It is important that we understand the roles and relationships between all the agencies involved in a resource request and inter-regional response. Making contact with the proper individuals in a systematic manner helps to keep the medical/health mutual-aid system operating effectively and efficiently. In order to respond to communications issues, it is also important to understand the equipment standards and protocols established for AST/MTF deployment.

PRESENTATION	APPLICATION
<p><b>Slide 1 Title</b></p> <p><b>Slide 2 Regional Disaster Medical Health Coordinator (RDMHC)</b></p> <p><b>Slide 3 Regional Disaster Medical Health Specialist (RDMHS)</b></p> <p><b>Slide 4 RDMHC/S</b></p> <p><b>Slide 5 Notify RDMHC/RDMHS</b></p> <p><b>Slide 6 Regional Medical Transportation Coordinator (RTMC)</b></p> <p><b>Slide 7 Notify Regional Fire Dispatch Authority</b></p> <ul style="list-style-type: none"> <li>• 24-hour designated dispatch center for the OES Regional Fire Coordinator</li> </ul> <p><b>Slide 8 Prior to Activation the AST Leader</b></p> <p><b>Slide 9 Determining the Rendezvous Point</b></p> <p><b>Slide 10 Determining the Rendezvous Point</b></p> <ul style="list-style-type: none"> <li>• Listing of pre-determined Rendezvous Points</li> </ul> <p><b>Slide 11 Assigning a Travel Frequency</b></p> <p><b>Slide 12 Assigning a Travel Frequency</b></p> <ul style="list-style-type: none"> <li>• Radio frequency must be assigned by Regional AST Dispatch Center in order to maintain communications during travel.</li> </ul> <p><b>Slide 13 Assigning a Travel Frequency</b></p> <ul style="list-style-type: none"> <li>• Either UHF Med 9 or UHF Med 10</li> <li>• Multiple AST's will be assigned to alternating frequencies</li> </ul> <p><b>Slide 14 Assigning a Travel Frequency</b></p> <ul style="list-style-type: none"> <li>• Limit travel frequencies to non-repeated portable radios</li> </ul> <p><b>Slide 15 Disaster Assistance Support Units (DASUs)</b></p>	

**Slide 16 DASU**

- 25 state-owned DASU strategically located throughout the state
- designed to provide 2-4 days of medical supplies and rations for the AST

**Slide 17 DASU**

- A DASU is outfitted with the AST Communications Cache
- Contents of the Cache
  - UHF Mobile Radio
  - VHF Mobile Radio
  - 800 MHz Mobile Radio
  - 7 UHF Handheld Radios

**Slide 18 DASU (cont.)**

- 7 VHF Handheld Radios
- 7 800 MHz Handheld Radios
- 7 Cellular Phones
- 7 Satellite Phones
- 1 Mobile Repeater
- EMS Statewide Communication Directory
- A cache of 7 communications devices allows for one device to each unit of the AST , one to the AST Leader, and one back-up

**Slide 19 Activating the AST Leader**

**Slide 20 Activate the AST Leader**

- Make contact
  - Determine the Rendezvous Point
  - Provide AST designator
  - Assign travel frequency
  - Obtain cell and satellite phone call-back number
  - Confirm that the AST Leader has the Dispatch Center contact information.

**Slide 21 Activate AST Leader Trainee**

- Make contact with 1 or more AST Leader Trainee using the Regional AST Leader List
- AST Leader Trainees are required to complete the “AST Leader Trainee Task Book” before receiving certification.
- In order to complete the Task Book, they are deployed as an Assistant AST Team Leader.

**Slide 22 Activate the AST Units**

**Slide 23 Activate the AST**

- Contact the participating AST provider agencies
  - Provide contact information for the AST Leader
  - Provide travel frequency
  - Provide AST Designator
  - Provide Rendezvous point and date and time to meet
  - Provide Order/Request number

**Slide 24 Notify EMSA Duty Officer**

- If no response was received from the RDMHC/S or RMTC, contact the EMSA Duty Officer and provide:
  - AST Designator
  - AST Leader Assignment
  - Order/Request number
  - Travel Frequency

**Slide 25 Medical Health Operational Area Coordinator (MHOAC)**

**Slide 26 Notify MHOAC**

- If no response is received from the RMDHC/S, or if requested by the RDMHC/S, contact the MHOAC from the counties of the units assigned to AST and notify them of the AST operation.

**Slide 27 Summary**

<p>Timely notification to all parties responsible for elements of the medical/health mutual aid system is essential</p> <ul style="list-style-type: none"><li>• RDMHC/S</li><li>• RTMC</li><li>• Regional Fire Dispatch</li><li>• AST Leaders</li><li>• AST Units</li><li>• EMSA Duty Officer</li><li>• MHOACs</li></ul>	
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**SUMMARY:** We have just reviewed the roles and relationships of various positions within the medical/health mutual-aid system, as well as the proper method for notifying all parties involved in deploying an AST/MTF.

**EVALUATION:** Each participant will be required to demonstrate the ability to apply principles learned in role-play simulations. Each participant will also pass a written, multiple-choice exam with a minimum of 70% accuracy at-the end of the Course.

**ASSIGNMENT:** Review all handouts, participant manuals, and notes.

## UNIT 7: LESSON PLAN

**TOPIC:** Maintenance of AST/MTF Resource Lists

**TIME:** 30 minutes

**BEHAVIORAL OBJECTIVES:**

Given: Simulated role play exercises and a written exam

Performance: Each participant will

- Understand the process for maintaining the AST/MTF Resource Lists
- Be familiar with various Resource Types
- Know the functions and basic concepts of selecting AST/MTF candidates for deployment
- Understand basic requirements and individual responsibilities

Standard: Performance in the role play exercises in accordance with the standards described in the California AST Dispatch System Manual; passage of a written multiple-choice examination with a minimum of 70% accuracy.

**REFERENCES:** California Disaster Medical System Guidelines June 2003  
EMSA #214; California EMS Authority AST/MTF Guidelines  
July 2003  
EMSA # 215

**MATERIALS NEEDED:** Handouts, chalkboard, flip chart, marker pens,  
projector/computer w/Microsoft PowerPoint

**MOTIVATION/PREPARATION:**

Maintaining up-to-date resource lists requires a combined effort from various agencies and personnel. Maintaining current lists of available Medical Transportation resources requires involvement of the Regional Disaster Medical Health Specialist (RDMHS), the Regional Medical Transportation Coordinator (RMTC), as well as the Local EMS Agencies and Medical Transportation providers throughout the region. Maintaining AST/MTF Leader lists requires cooperation with the State EMS Authority, RDMHS, RMTC, as well as the local provider agencies that sponsor the AST/MTF candidates.

<b>PRESENTATION</b>	<b>APPLICATION</b>
<p><b>Slide 1 Title</b></p> <p><b>Slide 2 Regional AST Leader List</b></p> <ul style="list-style-type: none"> <li>• The EMS Authority shall at least annually provide the RDAC with an updated list of all EMS personnel within their OES Mutual Aid Region who have successfully completed the AST Leader Course.</li> <li>• In cooperation with the RDMHC/S and the RMTC, the RADC shall at least annually verify that each AST Leader Candidate is employed by and in good standing with a Medical Transportation Provider within the OES Mutual Aid Region.</li> </ul> <p><b>Slide 3 Regional AST Leader List</b></p> <p>The RDMHC/S &amp; RMTC shall at least annually assign a status to the AST Leader Candidate:</p> <ul style="list-style-type: none"> <li>• Certified             <ul style="list-style-type: none"> <li>○ Completed task book is on file with the EMSA</li> </ul> </li> <li>• Trainee             <ul style="list-style-type: none"> <li>○ Task book in progress</li> <li>○ Less than three years</li> </ul> </li> <li>• Ineligible             <ul style="list-style-type: none"> <li>○ Not currently sponsored by a Medical Transportation Provider within the OES Mutual Aid Region, or</li> <li>○ Failed to complete task book within 3 years.</li> </ul> </li> </ul>	



**Slide 4 Regional AST Leader List**

The RDMHC/S & RMTC shall at least annually assign a qualifier to the AST Leader Candidate:

- Priority “A”
  - The highest level AST Leader qualifier
  - Typically assigned to an individual with
    - multiple previous AST deployments, or
    - no negative feedback

**Slide 5 Regional AST Leader List**

- Priority “B”
  - The next highest level AST Leader qualifier
  - Typically assigned to an individual with
    - little or no experience in AST deployments, or
    - little negative feedback, or concerns noted from previous deployments
- Priority “C”
  - The lowest level AST Leader qualifier
  - Typically assigned to an individual with
    - negative feedback, or concerns noted from previous deployments, or
    - by request of the AST Candidate, or the AST Candidate’s Employer to be placed in this level.

**Slide 6 AST/MTF Provider Agencies**

- The EMSA shall at least annually provide the RADC with an updated list of all Medical Transportation Service Providers within the OES Mutual Aid Region with whom they have AST Medical Transportation Service Provider Agreements and Fee Schedules on file.
  
- In cooperation with the RDMHC/S and the RMTC, the RDAC shall at least annually verify that all pre-designated ASTs within the OES Mutual Aid Region have current AST/MTF Provider Agreements in file with the EMSA

**Slide7 AST/MTF Provider Agencies**

- The RDMHC/S and RMTC shall at least annually evaluate and update the list of pre-designated ASTs within the OES Mutual Aid Region.

**Slide 8 Summary**

- The Regional AST/MTF Dispatch Center shall at least annually ensure that the AST/MTF Resource Lists are up to date including:
  - AST Leader Candidates with status and identifier level
  - Medical Transportation Service Provider Agencies
  - Pre-designated ASTs.

**SUMMARY:**

We have just reviewed the processes for maintaining current lists of AST/MTF Resources within the region.

**EVALUATION:** Each participant will be required to demonstrate the ability to apply principles learned in role-play simulations. Each participant will also pass a written, multiple-choice exam with a minimum of 70% accuracy at-the end of the Course.

**ASSIGNMENT:** Review all handouts, participant manuals, and notes.