



PART 3: OPERATIONS

Section 3.1 Introduction

The Department of Emergency Management - Emergency Medical Services (EMS) Agency MCI Plan identifies and delineates the structure and operations for the provision of emergency medical care during a MCI event of any size or magnitude. **MCI Plan Part 3 - Operations** details the specific activities that all EMS participants must follow during a general response to a MCI.

Section 3.2 Scene Management

3.2.1 Incident Command

All MCIs / disasters are managed using SEMS and ICS. The highest-ranking official of the first on-scene agency is the Incident Commander until relieved by a higher ranking, more qualified personnel. The Incident Commander is responsible for overall management of the incident. It is his/her responsibility to prepare the response objectives. The Incident Commander also determines:

- Alert level for the incident,
- Incident name (e.g. Shotwell Street Fire; Broadway Building Collapse),
- ICS structure,
- Radio call signs for Incident Command and Medical Group Supervisor,
- Location of command post,
- Staging location(s) for incoming units,
- Whether additional response resources are needed, and
- Requests for Dept Parking Transport or SFPD (or other law enforcement) to secure scene and perimeter.

A Unified Command Post with Fire/EMS, Police, or other agency may be utilized for multi-agency responses or at jurisdictional borders. If the scene is spread out over a large area, the Incident Commander will determine whether it is more appropriately managed as two separate incidents or as a single incident and its appropriate command structure.

3.2.2 Medical Branch / Medical Group

EMS MCI field operations are the responsibility of the ICS Operations Section – Medical Group. Only one Operations Section - Medical Group is established for small, single-site incidents. A Medical Group Supervisor is in charge of the Medical Group EMS field operations.



A Medical Branch with several Medical Groups may be established for large incidents or incidents at multiple sites. Overall command of EMS field operations in a full Branch response is delegated to the Multi-Casualty Branch Director. The Medical Group Supervisor or Multi-Casualty Branch Director will report to the IC or the Operations Chief if an Operations Section is activated.

Section 3.3 Initial Set Up of the Medical Group

3.3.1 First On-Scene

The **First on-Scene EMS unit's paramedics (or EMTs)** will report to the Incident Commander or Operations Chief. The First on-Scene EMS unit paramedic #1 (or EMT #1) will function as the Medical Group Supervisor until an EMS Officer arrives to assume the Medical Group Supervisor role. Paramedic #2 (or EMT #2) will be the Triage Unit Leader until relieved.

First on-Scene EMS units will do the initial medical assessment ("windshield assessment") of the scene to establish:

- Type of incident (trauma, medical, Hazmat or combination),
- Incident location and best ingress routes for ambulances.
- Estimated number of victims, and
- If additional response EMS resources are needed.

The assessment is communicated back to DEC who relays it to all responding agencies.

The **First on-Scene EMS Field Supervisory staff** duties include:

- Report to Incident Commander. Usual work site is at the Command Post with the Incident Commander.
- Receive Situation Report (Sit Rep) from Incident Commander and interim paramedic (or EMT) Medical Group Supervisor.
- Assume the role of Medical Group Supervisor.
- Set up the Medical Group or Branch. On large incidents, designate the paramedic or EMT who served as interim Medical Group Supervisor as an "Assistant. Medical Group Supervisor" who will assist with radios and incident management.
- Repeat the medical assessment of incident and work with Incident Commander to request additional resources and personnel if needed for triage and litter teams or patient transport.
- The Medical Group Supervisor monitors/utilizes the Tactical Channel to talk to Incident Commander and Medical Group Channel to talk to Medical Officers.
- If delegated by Incident Commander, Medical Group Supervisor will assume task of giving updates and requesting additional medical resources through DEC.