

# COMMUNICATION

## Communication and Notification

Communication is essential during an MCI to convey data and information that supports situational awareness to hospitals and response personnel. Emphasis is on sustaining internal and external communication with community partners (i.e. emergency management, public health, EMS, law enforcement, and other response partners, and the public): this supports consistent messaging and information dissemination during, and immediately following an MCI.

The response and mitigation of multiple patient events require the participation of public and private resources through coordinated efforts. The following Emergency Communication Centers will be responsible for the following:

### **Public Safety Answering Point (PSAP)**

- Initial notification/alerting of personnel/agencies

- Fire and Law response to the incident and zone coverage

- Dispatch appropriate resources

- Request Mutual Aid fire resources under any preplanned response matrix or at the request of the IC

- Inform all responding personnel of MCI and, the potential or known number of patients

- Notify the contract ambulance provider

- Inform all responders of the radio fire channel designated by IC

- Inform the EMS Agency Duty Officer/MHOAC of the MCI

- Inform the Yolo County Office of Emergency Services Duty Officer

- Dispatch additional ambulance(s) per the IC

  - Note: Ambulance field supervisor in consultation with the IC may activate regional ambulance strike team as needed in response to the IC resource request. EMS Agency/MHOAC will be informed and will request additional medical mutual aid from Region IV in coordination with the ambulance provider.

**American Medical Response Dispatch (AMR)**

Initial notification/alerting of personnel/agencies

Notification of Mutual Aid Resources

Maintenance of normal day-today EMS responses

Ambulance response to incident and zone coverage

**Amateur Radio Emergency Services (ARES)**

Provides additional communication services to support operations during large scale incidents.

**California Highway Patrol, Sacramento Communications Center (SCC)**

Initial notification/alerting of personnel/agencies

Law enforcement response to the incident

Notification and request for Fire/Law/Medical Mutual Aid