	Rogers Fire Department Standard Operating Procedures		
Policy Title:	EMS Mutual Aid		
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PURPOSE

The purpose of this policy is to provide procedures for medium and large scale mutual aid events involving the need for large numbers of ambulances.

POLICY

Typically, mutual aid for EMS incidents will involve only a few ambulances from neighboring jurisdictions. Large and medium scale incidents may require ambulances beyond the resources of Rogers and its immediate neighbors. Ambulances should be summoned from the following entities, both public and private, based on the provided order and contact information. Mutual aid requests for ambulances will occur after all RFD ambulance resources have been depleted. As one entity sends all of its resources, the next should be notified until the total order is fulfilled. When notifying other agencies of mutual aid requests for ambulances, dispatchers shall provide them with a staging area location which shall be determined by the incident commander.

Agency	City / County	Dispatch Agency	Contact Number
Mercy EMS	Rogers / Benton	Benton County CENCOM & Mercy EMS Dispatch Springfield	479-271-1005 & 417-820-3003
Northeast Benton County Ambulance	Garfield / Benton	Benton County CENCOM	479-271-1005
Beaver Lake Fire& Mercy Ambulance	Rogers / Benton	Benton County CENCOM	479-271-1005
Bentonville Fire & Ambulance	Bentonville / Benton	Bentonville PD	479-271-3170
Lowell Fire &	Lowell / Benton	Benton County CENCOM	479-271-

Ambulance			1005
Springdale Fire & Ambulance	Springdale / Washington	Springdale PD	479-751-4542
Pafford EMS	Lowell / Benton	Self	1-800-435-7663
Northwest Medical Center Ambulance	Rogers / Benton	Benton County CENCOM	479-271-1005
Bella Vista Fire & Ambulance	Bella Vista / Benton	Bella Vista PD	479-855-3771
Pea Ridge Fire & Ambulance	Pea Ridge / Benton	Benton County CENCOM	479-271-1005
Central EMS – Washington County	Fayetteville / Washington	Self	479-511-5800
Gravette Fire & Ambulance	Gravette / Benton	Benton County CENCOM	479-271-1005
Northwest Medical Transfer	Lowell / Benton	Self	479-531-7777
Siloam Springs Fire & Ambulance	Siloam Springs / Benton	Siloam Springs PD	479-524-4118
Eureka Springs Fire & Ambulance	Eureka Springs / Carroll	Eureka Springs PD	479-253-8666
Holiday Island Fire & Ambulance	Holiday Island / Carroll	Carroll County Sheriff	870-423-7373
Madison County EMS	Huntsville / Madison	Madison County Sheriff	479-738-2320
Fort Smith EMS	Fort Smith / Sebastian	Self	479-783-4151
Sebastian County EMS	Fort Smith / Sebastian	Fort Smith EMS	479-783-4151
Franklin County EMS	Ozark / Franklin	Franklin County Sheriff	479-667-4127
St. John's EMS – Carroll County	Berryville / Carroll	Carroll County Sheriff	870-423-2889

An EMS mutual aid request will follow the following algorithm:

1. The incident commander will contact RCD and request a certain number of ambulances. Ambulances will NOT be ordered in strike teams, but may be assembled as such in a designated staging area by the Staging Area Manager.
2. RCD will call agencies and request ambulances to respond. It is not expected that agencies will be able to send all of their on-duty ambulances; therefore it is imperative that dispatchers know how many ambulances are being sent from each agency to successfully fulfill the request.

3. RCD will report to the incident commander when the request has been completed and advise them of each agency responding and the number of ambulances from each agency.

Example:

Incident Commander*: "Main Street Command to RCD, we need eight ambulances to respond to this incident. Have them stage at 2nd and Hudson in the Parking Lot. Engine 4 will be the staging area manager"*

RCD: *"RCD copies, eight ambulances to respond and stage at 2nd and Hudson"*

In this example, the eight ambulances are found from the following agencies:

- Rogers – Medic 4 and Medic 5 are dispatched, leaving six to find from outside agencies
- NEBCO EMS – 1 Ambulance, leaving five to find from outside agencies
- Bentonville Fire – 2 Ambulances, leaving four to find from outside agencies
- Springdale Fire – 2 Ambulances, leaving two to find from outside agencies
- Mercy EMS – 1 Ambulance, leaving one to find from outside agencies

RCD: *"RCD to Main Street Command, we have eight ambulances responding to the staging area. Medic 4 and Medic 5 from Rogers, 1 from NEBCO,2 from Bentonville, 2 from Springdale and 1 from Mercy."*

In the event that the number of ambulances needed exceeds the capabilities of the agencies listed above, the Arkansas Department of Emergency Management (ADEM) shall be contacted through the county emergency management system. ADEM will be responsible for helping to identify additional ambulance transport resources using both in-state and out-of-state resources.