



SOP# 303
Management Notification
Effective: August 2022
Updated: October 2022
Reviewed: November 2022

Approved By:

Chad Newland
Regional Director

MANAGEMENT NOTIFICATION

POLICY

MOC notification will be made according to current MOC matrix.

PURPOSE

MOC notification is essential for overhead to support and keep the 9-1-1 system intact and running with appropriate span of control.

PROCEDURE

MOC shall be contacted by phone as indicated by MOC spreadsheet.

Most current copy of MOC matrix will be available on the Dispatcher Portal and readily available at each dispatch position.

1. Immediate notification to On-Duty Field Supervisor and MOC is expected to be made and documented without exception.
 - a. Notification to each Divisional EMS Supervisor is to be made when another EMS Supervisor is committed to an extended incident, ie MCI, multi-unit response, or unusual occurrence removing a supervisor from the system for an extended period of time. Document notifications appropriately.
2. Notification should include unit id/ crew members involved, the location of the call in question and circumstances attributing to activation of matrix, as well as contact numbers for follow up if necessary. Paging groups are pre-established in cad for purposes of notification without delay.
3. Phone calls will include the name of the incident, location, time, current response and the projected impact on the 911 system.
4. Emails at to be fully encompassing of the incident. Including outcome of the incident and actions taken to mitigate issue if applicable.

If at any time the notification is not completed successfully or any mode of notification fails, call your immediate supervisor, or available On Duty EMS Supervisor.

MOC = Manager on Call 925-446-3564

EOC = Emergency Operations Center

CES (Clinical Educational Services) Manager