

Section 3.3: Contacting Employees

Often personnel within the department will need to be contacted for different situations. The preferred method of contact is by email, unless it is a time sensitive matter or one of the mandatory notifications listed below.

When it is necessary to contact the AOD or other Officers the following methods should be followed in this order:

1. Page
2. Phone
3. Radio

All other employees should be contacted via page, then phone, as necessary for situations such as staffing additional personnel.

Mandatory Administrator Notifications

There are certain situations in which different personnel must be notified. This should be done by sending a page to the Emergency Administrator Group in RescueNet CAD, and the page should include a brief summary of the occurrence. Contacting personnel in these situations should come as quickly as possible but without interrupting emergency operations.

The following situations are considered Mandatory Administrator Notifications:

1. Any Cardiac or Respiratory Arrest.
2. Texas A&M EMS mutual aids for another agency.
3. Air Medical Provider responds to a request for service on campus.
4. Texas A&M EMS vehicle is involved in an accident.
5. Texas A&M EMS vehicle runs emergency traffic to one of the hospitals.
6. Whenever there is a major building fire on campus (possibly requiring multiple EMS units to respond).
7. Whenever there is a major HAZ-MAT situation on campus (possibly requiring multiple EMS units to respond).
8. Whenever there is a bomb threat on campus that requires a fire department response or large-scale evacuation.
9. Any other major incidents that occur in the community that might require large-scale EMS response.
10. Any incident that could possibly generate a media response.
11. Whenever the Health Center needs to be evacuated.

In the event of dispatch equipment malfunction, the Communications Coordinator needs to be notified. This includes, but is not limited to:

1. Any malfunction or break of communications equipment.
2. Incorrect or inaccurate information is mistakenly entered into CAD.
3. There is a fire alarm or power outage in the health center.