



**Orange County Emergency Services
Standard Operating Guidelines**

SOG Name: Special Event Requests

SOG Number: GEN-016

Submitted By: F.R. Montes de Oca

Approved By: F.R. Montes de Oca

Date Effective: July 13, 2010

I. GOAL

1. Establish a process by which special event coverage requests are reviewed, approved and delivered by franchised agencies.

II. OBJECTIVE

1. Set a step-by-step process that can be followed regardless of individual assigned the task to arrange for and/or deliver the service.

III. SCOPE

1. All SORS and Orange County Emergency Services (OCES) personnel are required to know and follow this guideline as established and subsequent revisions.

IV. PROCEDURE

1. Upon receipt of request for EMS standby coverage, SORS will:

- a. Notify the OCES EMS Operations Manager no later than 14 days prior to the event. Expectations to the 14-day period may be waived for mitigating circumstances. The Logistics Officer will be copied as well to alert him/her to the request.
- b. The OCES EMS Operations Manager will acknowledge receipt of the request within 24 hours.
- c. If SORS does not receive acknowledgement within 48 hours, a follow-up will be sent to the Director of Emergency Services for referral and action.
- d. Included in the request, SORS will include:
 - Type of event
 - Expected size of crowd
 - Date(s), times and specific location(s)
 - Recommended Incident Briefing – ICS 201.
- e. The EMS Operations Manager will respond within 48 hours with resources that will be assigned for the event.

- f. Upon receipt of the resource confirmation, SORS will acknowledge receipt via email to the EMS Operations Manager.
- g. Within 14 days of the coverage of the special event, the Chief of SORS will submit to the EMS Operations Manager all invoices related to BLS transport and EMT Non-Transport coverage of the event for reimbursement review.
- h. Following determination of service level by the EMS Operations Manager, Logistics Technician (OCES) will assemble equipment and supplies to complement SORS cache and contact the on call SORS duty officer.
- i. SORS will arrange for the equipment to be picked up from OCES HQ Warehouse prior to the event and return the equipment and unused supplies no later than 48 hours after the event.
- j. Equipment damage or losses will be reported immediately via the on-duty EMS supervisor (1520).

2. On-site Command and Control

- a. When determined by Orange County Emergency Services the Mass Gathering Matrix shall be utilized to staff and operate during the event.
 - b. The senior medical technician will be in charge of on-site operations. The on-duty (or special duty assigned) EMS supervisor (1520) shall assume command of medical operations in the event activities escalate beyond typical incidents.
 - c. On-scene members are to notify OCComm as soon as activities begin to escalate. OCComm will notify 1520 and request his response to engage in the command and control of the situation.
 - d. Upon arrival, 1520 shall assess the situation, provide a brief situation report by radio and request additional resources (including separate radio channel) necessary to effectively, and safely manage the incident. The EMS Ops Manager and Department Director shall be contacted by the on-duty Comm supervisor of the situation.
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