



Inland Counties Emergency Medical Agency

1425 South D Street, San Bernardino, CA 92415-0060 ■ (909) 388-5823 ■ Fax (909) 388-5825 ■ www.icema.net

Serving San Bernardino, Inyo, and Mono Counties
Tom Lynch, EMS Administrator
Reza Vaezazizi, MD, Medical Director

DATE: June 28, 2019

TO: EMS Providers - ALS, LALS, BLS, EMS Aircraft
Hospital CEOs, ED Directors, Nurse Managers and PLNs
EMS Training Institutions and Continuing Education Providers
Inyo, Mono and San Bernardino County EMCC Members
Medical Advisory Committee (MAC) Members
Systems Advisory Committee (SAC) Members

FROM: Tom Lynch
EMS Administrator

Reza Vaezazizi, MD
Medical Director

**SUBJECT: IMPLEMENTATION OF POLICIES/PROTOCOLS EFFECTIVE
AUGUST 15, 2019**

The revised policy listed below will be effective August 15, 2019.

ICEMA Reference Number and Name

9040 (Revised) Reporting Incidents of Suspected Abuse Policy

Please insert and replace the attached policy and the Table of Contents in the EMS Policy, Procedure and Protocol Manual with the updated documents and ensure every station or facility has a reference copy. The ICEMA policies and protocols can also be found on ICEMA's website at www.ICEMA.net under the EMS Policy, Procedure and Protocol Manual section.

If you have any questions, please contact Suzee Kolodzik, EMS Specialist, at (909) 388-5820 or via e-mail at susan.kolodzik@cao.sbcounty.gov.

TL/RV/SK/jlm

Attachment

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BOARD OF DIRECTORS

Robert A. Lovingood
First District

Janice Rutherford
Second District

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Third District

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Fourth District

Josie Gonzales
Vice Chair
Fifth District

Gary McBride
Chief Executive Officer

POLICIES/PROTOCOLS CHANGES EFFECTIVE AUGUST 15, 2019

Reference #	Name	Changes
DELETIONS		
None		
NEW		
None		
1000 ACCREDITATION AND CERTIFICATION		
None		
2000 DATA COLLECTION		
None		
3000 EDUCATION		
None		
4000 QUALITY IMPROVEMENT		
None		
5000 MISCELLANEOUS SYSTEM POLICIES		
None		
6000 SPECIALTY PROGRAM/ PROVIDER POLICIES		
None		
7000 STANDARD DRUG & EQUIPMENT LISTS		
None		
8000 TRANSPORT/TRANSFERS AND DESTINATION POLICIES		
None		
9000 GENERAL PATIENT CARE POLICIES		
9040	Reporting Incidents of Suspected Abuse Policy	Correction to fax number for San Bernardino County "Report of Suspected Dependent Adult/Elder Abuse" form submission.
10000 SKILLS		
None		
11000 ADULT EMERGENCIES		
None		
12000 END OF LIFE CARE		
None		
13000 ENVIRONMENTAL EMERGENCIES		
None		
14000 PEDIATRIC EMERGENCIES		
None		

POLICIES/PROTOCOLS CHANGES EFFECTIVE AUGUST 15, 2019

Reference #	Name	Changes
15000 TRAUMA		
None		

TABLE OF CONTENTS

SERIES	SYSTEM POLICIES AND PROCEDURES	EFFECTIVE DATE
1000	CERTIFICATION, ACCREDITATION and AUTHORIZATION	
1030	EMT Certification	08/15/17
1040	EMT-P Accreditation	06/18/19
1050	MICN Authorization - Base Hospital, Administrative, Flight Nurse, Critical Care Transport	04/01/16
1070	EMT/AEMT Incident Investigation, Determination of Action, Notification, and Administrative Hearing Process	08/15/14
1090	Criminal History Background Checks (Live Scan)	08/15/14
1100	AEMT Certification	07/01/15
1110	RCP Authorization	04/01/16
1120	EMT-P Student Field Internship Requirements	08/08/17
2000	DATA COLLECTION	
2020	ICEMA Abbreviation List	03/15/12
2030	Minimum Documentation Requirements for Transfer of Patient Care	03/15/12
2040	Requirements for Patient Care Reports	03/15/17
2050	Requirements for Collection and Submission of EMS Data	12/01/16
3000	EDUCATION	
3020	Continuing Education Provider Requirements	01/22/19
3030	EMT Continuing Education Requirements	01/22/19
3050	Public Safety First Aid And CPR Training Program Approval	01/22/19
3060	Public Safety Optional Skills Course Approval	01/22/19
3070	Tactical Casualty Care Course Approval	01/22/19
4000	QUALITY IMPROVEMENT	
4010	Continuous Quality Improvement Plan	02/28/11
5000	MISCELLANEOUS SYSTEM POLICIES	
5010	Licensure Changes 911 Receiving Hospitals	01/01/10
5020	Base Hospital Selection Criteria	07/15/00
5030	Review of Policies and Protocols	02/01/16
5040	Radio Communication Policy	02/01/16
5050	Medical Response to a Multi-Casualty Incident	04/01/13
5050 I/Mono Annex	Inyo and Mono Counties Medical Response to a Multi-Casualty Incident	05/01/11
5060	MCI Definitions/Key ICS Positions	01/01/10
5070	Medical Response to Hazardous Materials/Terrorism Incident	04/01/13
5080	ICEMA Ground Based Ambulance Rate Setting Policy-San Bernardino County	05/08/12
5100	Triage Tag Tuesday	04/10/18
6000	SPECIALTY PROGRAM/PROVIDER POLICIES	
6010	Paramedic Vaccination Policy	04/01/13
6060	Specialty and Optional Scope Program Approval	08/15/19
6070	ST Elevation Myocardial Infarction Critical Care System Designation (San Bernardino County Only)	08/15/19
6080	Paramedic Blood Draw for Chemical Test at the Request of a Peace Officer	04/01/13
6090	Fireline Paramedic	07/15/19
6100	Stroke Critical Care System Designation (San Bernardino County Only)	08/15/19

TABLE OF CONTENTS

SERIES	SPECIALTY PROGRAM/PROVIDER POLICIES <i>continued</i>	EFFECTIVE DATE
6110	Tactical Medicine For Special Operations	08/15/19
6120	Emergency Medical Dispatch Center Requirements <i>(San Bernardino County Only)</i>	08/15/13
6130	Medical Priority Dispatch Minimum Response Assignments for Emergency Medical Dispatch (EMD) Categories	08/15/13
6150	Trial Study Participation	03/01/15
6170	ChemPack Deployment	04/15/18
7000	STANDARD DRUG & EQUIPMENT LISTS	
7010	BLS/LALS/ALS Standard Drug and Equipment List	08/15/19
7020	EMS Aircraft Standard Drug and Equipment List	08/15/19
7030	Controlled Substance Policy	07/15/19
7040	Medication - Standard Orders (Revised)	07/15/19
8000	TRANSPORT/TRANSFERS AND DESTINATION POLICIES	
8010	Interfacility Transfer Guidelines	10/15/16
8020	Specialty Care Transport	04/01/16
8050	Transport of Patients (BLS)	04/15/18
8060	Requests for Ambulance Redirection and Hospital Diversion <i>(San Bernardino County Only)</i>	08/15/19
8070	Aircraft Rotation Policy <i>(San Bernardino County Only)</i>	04/01/13
8090	Fort Irwin Continuation of Care	10/15/16
8120	Continuation of Care <i>(San Bernardino County Only)</i>	08/15/19
8130	Destination Policy	08/15/19
8140	Transport Policy <i>(Inyo County Only)</i>	12/15/15
8150	Ambulance Patient Offload Delay	12/15/16
8160	Emergency Medical Transport of Police Dogs - Pilot Project <i>(San Bernardino County Only)</i>	01/01/19
	PATIENT CARE POLICIES	
9000	GENERAL PATIENT CARE POLICIES	
9010	General Patient Care Guidelines	11/01/18
9020	Physician on Scene	06/18/19
9030	Responsibility for Patient Management Policy	06/18/19
9040	Reporting Incidents of Suspected Abuse Policy (Revised)	REVISED 08/15/19
9050	Organ Donor Information	06/18/19
9060	Local Medical Emergency Policy	02/01/14
9070	Applying Patient Restraints Guidelines	11/01/18
9080	Care of Minors in the Field	02/01/16
9090	Patient Refusal of Care - Adult	06/01/14
9110	Treatment of Patients with Airborne Infections and Transport Recommendations	06/18/19
9120	Nausea and Vomiting	12/01/14
10000	SKILLS	
10190	Procedure - Standard Orders (Revised)	07/15/19
11000	ADULT EMERGENCIES (15 YEARS OF AGE AND OLDER)	
11010	Respiratory Emergencies - Adult	07/15/19
11020	Airway Obstruction - Adult	08/15/14
11040	Bradycardias - Adult	08/01/18

TABLE OF CONTENTS

SERIES	ADULT EMERGENCIES (15 YEARS OF AGE AND OLDER) <i>continued</i>	EFFECTIVE DATE
11050	Tachycardias - Adult	10/15/16
11060	Suspected Acute Myocardial Infarction (AMI)	08/15/19
11070	Cardiac Arrest - Adult	08/15/19
11080	Altered Level of Consciousness/Seizures - Adult	07/15/19
11090	Shock (Non-Traumatic)	07/15/19
11100	Burns - Adult	07/15/19
11110	Stroke Treatment - Adult	08/15/19
11120	Ventricular Assist Device (VAD)	04/15/18
11130	Psychiatric/Behavioral Emergencies - Adult	11/01/18
11140	Pain Management - Adult	08/15/19
11150	Smoke Inhalation/CO Exposure/Suspected Cyanide Toxicity	07/15/19
12000	END OF LIFE CARE	
12010	Determination Of Death on Scene	08/15/19
12020	End of Life Care and Decisions	10/15/16
13000	ENVIRONMENTAL EMERGENCIES	
13010	Poisonings	04/15/18
13020	Heat Related Emergencies	08/15/14
13030	Cold Related Emergencies	06/01/15
13040	Nerve Agent Antidote Kit (Training, Storage and Administration)	04/15/18
14000	PEDIATRIC EMERGENCIES (LESS THAN 15 YEARS OF AGE)	
14010	Respiratory Emergencies - Pediatric	04/15/18
14020	Airway Obstruction - Pediatric	07/15/19
14030	Allergic Reactions - Pediatric	04/15/18
14040	Cardiac Arrest - Pediatric	08/15/19
14050	Altered Level of Consciousness - Pediatric	07/15/19
14060	Seizure - Pediatric	07/15/19
14070	Burns - Pediatric	04/15/18
14080	Obstetrical Emergencies	08/01/18
14090	Newborn Care	08/15/19
15000	TRAUMA	
15010	Trauma - Adult (15 years of age and older) (Revised)	07/15/19
15020	Trauma - Pediatric (Less than 15 years of age) (Revised)	07/15/19
15030	Trauma Triage Criteria	02/01/16
15040	Glasgow Coma Scale Operational Definitions	04/01/13
15050	Hospital Emergency Response Team (HERT) Policy	10/15/13
16000	PUBLIC SAFETY FIRST AID POLICIES	
16010	Allergic Reaction and Anaphylaxis (Authorized Public Safety Personnel)	04/15/18
16020	Nerve Agent Exposure (Authorized Public Safety Personnel)	04/15/18
16030	Opioid Overdose (Authorized Public Safety Personnel)	04/15/18
16040	Respiratory Distress (Authorized Public Safety Personnel)	04/15/18
16050	Optional Skills and Medications (Authorized Public Safety Personnel)	01/22/19
16060	Public Safety AED Service Provider	01/22/19



REPORTING INCIDENTS OF SUSPECTED ABUSE POLICY

I. PURPOSE

Prehospital personnel are required to report incidents of suspected neglect or abusive behavior towards children, dependent adults or elders. These reporting duties are individual, and no supervisor or administrator may impede or inhibit such reporting duties and no person making such report shall be subject to any sanction for making such report.

When two or more persons who are required to report are present at scene, and jointly have knowledge of a suspected abuse, and when there is agreement among them, the telephone report may be made by a member of the team selected by mutual agreement and a single written report may be made and signed by the selected member of the reporting team. Any member who has knowledge that the member designated to report has failed to do so, shall thereafter make the report.

Information given to hospital personnel does not fulfill the required reporting mandated from the state. The prehospital caregivers must make their own report.

II. CHILD ABUSE/NEGLECT

Suspicion of child abuse/neglect is to be reported by prehospital personnel by telephone to the Child Abuse Hotline immediately or as soon as possible. Be prepared to give the following information:

- Name of person making report.
- Name of child.
- Present location of child.
- Nature and extent of the abuse/neglect.
- Location where incident occurred, if known.
- Other information as requested.

San Bernardino County: 1-800-827-8724 24-hour number **or** 1-909-384-9233

Inyo County: 1-760-872-1727 M-F 8am - 5pm **or** 911 after hours

Mono County: 1-800-340-5411 M-F 8am - 5pm **or** 1-760-932-7755 after hours

The phone report must be followed within 36 hours by a written report on the “**Suspected Child Abuse Report**” form. Mail this to:

San Bernardino County: CPS
412 W. Hospitality Lane
San Bernardino, CA 92408

Inyo County: CPS
162 Grove St. Suite “J”
Bishop, CA 93514

Mono County: Department of Social Services
PO Box 576
Bridgeport, CA 93517

The identity of any person who files a report shall be confidential and disclosed only between child protective agencies, or to counsel representing a child protection agency, or to the district attorney in a criminal prose.

III. **DEPENDENT ADULT AND ELDER ABUSE/NEGLECT**

Suspicion of dependent adult and elder abuse/neglect should be reported as soon as possible by telephone. Be prepared to give the following information:

- Name of person making report.
- Name, address and age of the dependent adult or elder.
- Nature and extent of person’s condition.
- Other information, including information that led the reporter to suspect either abuse or neglect.

San Bernardino County: 1-877-565-2020 24-hour number

Inyo County: 1-760-872-1727 M-F 8 am - 5 pm **or** 911 after hours

Mono County: 1-800-340-5411 M-F 8 am - 5 pm **or** 1-760-932-7755 after hours

The phone report must be followed by a written report within 48 hours of the telephone report on the “**Report of Suspected Dependent Adult/Elder Abuse**” form. Mail this report to:

San Bernardino County: Department of Aging/Adult Services
784 E. Hospitality Lane
San Bernardino, CA 92415
Fax number 1-909-388-6718

Inyo County: Social Services
162 Grove St. Suite “J”
Bishop, CA 93514

Mono County: Department of Social Services
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The identity of all persons who report shall be confidential and disclosed only by court order or between elder protective agencies.

San Bernardino County Department of Aging and Adult Services Long-Term Care Ombudsman Program

Ombudsmen are independent, trained and certified advocates for residents living in long-term care facilities. Certified Ombudsmen are authorized by Federal and State law to receive, investigate and resolve complaints made by or on behalf of residents living in skilled nursing or assisted living facilities for the elderly. Ombudsmen work with licensing and other regulatory agencies to support Resident Rights and achieve the best possible quality of life for all long-term care residents. Ombudsman services are confidential and free of charge.

<p>Administrative Office Receives All Reports of Abuse: San Bernardino County Department of Aging and Adult Services 686 E. Mill St. San Bernardino, CA 92415-0640 909-891-3928 Office 1-866-229-0284 Reporting Fax 909-891-3957</p>	<p>The State CRISIS line number: 1-800-231-4024 This CRISIS line is available to take calls and refer complaints 24 hours a day, 7 days a week.</p>
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