

CENTRAL ARIZONA PROJECT



EMERGENCY MEDICAL RESPONSE PROGRAM

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1.0 SCOPE AND APPLICATION

The purpose of the Central Arizona Project (CAP) Emergency Medical Response Program is to outline the responsibilities and procedures for emergency medical response/dispatch that do not require the critical management presence of the Emergency Management Oversight Team.

The program outlines the collaborative roles and responsibilities that are actively involved in ensuring CAP's medical emergency response procedures are effectively organized to help achieve "quality of care" standards for dispatch, and "best practices" for radio operations, training, incident review, contract negotiations, and current emergency resource information.

2.0 PROGRAM ROLES AND RESPONSIBILITIES

2.1 ENVIRONMENTAL HEALTH AND SAFETY (EH&S) DEPARTMENT shall be responsible for:

- Ensuring practice drills (medical emergency or evacuation) are conducted with west, central, and south maintenance teams every year and are documented.
- Ensuring maintenance personnel are advancing their emergency skills in radio operations, AEDs, emergency medical oxygen, and first aid, at least annually.
- Ensuring that all emergency medical responses and drills are evaluated and documented, and action items, improvements and updates are implemented.
- Providing outreach and oversight to ensure all emergency resource phone numbers are kept current on CAP-MAPS ER.
- Ensuring emergency resource contracts and subscriptions are reviewed a year before renewal and the necessary contract partnership communication is occurring.
- Ensuring all emergency medical equipment and signage are kept in good condition.

2.2 ELECTRONICS/COMMUNICATIONS DEPARTMENT shall be responsible for:

- Ensuring the coordination of advancing radio communication skills and radio testing for Control Center operators and maintenance personnel.
- Providing a "hands-on" radio communication program that imparts on-going understanding about the purpose, benefits, and operations of truck and hand-held radios and responds to employee questions and coverage concerns.
- Continuing to encourage personnel to test radios before use and use them for field work, including communication with the Control Center.

2.3 CONTROL CENTER/WATER OPERATIONS shall be responsible for:

- Oversight and managerial decisions for updating "best practices" that meet the "quality of care" standards for emergency response dispatch. The dispatch goal is: *"The most effective, timely, single path for initiating an*

emergency response for the patient, with minimal steps for Control Center Operators”.

- Acquiring resources to help achieve the dispatch goal, including frequent Control Center operator training.
- Developing procedures based on type of injury, type of hospital needed, canal location, and emergency air and ground transportation.
- Implement improvements to procedures when recommended.
- Ensuring phone numbers for emergency dispatch centers are kept current on CAP-MAPS ER.

2.4 PURCHASING DEPARTMENT shall be responsible for:

- Supporting the development and review of emergency resource contracts and subscriptions and provide notifications one year before the renewal is due.

3.0 **EMERGENCY MEDICAL PROCEDURES OVERVIEW**

The purpose of this overview is to provide the framework for the basic emergency response procedures and operations.

3.1 EMERGENCY MEDICAL PROCEDURES:

1. A call is initiated to the Control Center by pushing the red emergency button on a hand-held or truck radio, or locating the Control Center channel on a radio, or calling 623-869-2530, or calling X2530 or 911 from a Cisco desk phone.
2. The Site Coordinator states the emergency, the response needed and communicates the nearest cross-streets and canal mile posts.
3. Personnel need to stage their vehicle or shop's first aid kit and communicate the need for emergency oxygen and an AED.
4. Everyone at the emergency location should be accounted for.
5. Send someone to the gate and prepare to assist first responders to the emergency location.
6. Ask the Control Center for ETAs for air and ground transportation and for Protective Services. Prepare landing zone based upon ETAs.
7. Ask Control Center if the supervisor has been contacted.
8. If an air-ambulance is in flight, the Landing Zone (LZ) Commander must provide a description of obstruction hazards one mile away from the landing zone and maintain radio communication with the pilot until helicopter arrives.
9. Everyone must stay 100-200 feet away from the LZ before the helicopter begins its final approach.
10. LZ Commander radios Control Center when air-ambulance has landed.
11. The flight crew will provide directions if they need CAP personnel to help load the patient and determine when the LZ is clear for take-off to the hospital.
12. After the helicopter has departed, vehicle traffic can resume.

13. LZ Commander advises Site Coordinator & Control Center of air ambulance departure and that the “emergency is over”.
14. LZ Commander keeps LZ clear and maintains radio contact for 2 minutes after departure.
15. Site Coordinator conducts a “Resume Operation” de-briefing.

3.2 EMERGENCY MEDICAL ROLES AND RESPONSIBILITIES:

- The Control Center immediately calls emergency dispatch to activate the closest air and ground emergency responders and coordinates the entire CAP emergency response.
- Protective Services provides security, traffic control, assists first responders to the emergency location, and supports emergency response procedures and LZ procedures.
- If the medical emergency is elevated, the EHS Manager will dispatch a Safety Specialist and/or Industrial Hygienist, to ensure safety support and procedures are being addressed at the emergency location.

Note 1: Documentation of practice drills are stored in: [Addendum to Pumping Plant Emergency Action Plan](#)

Note 2: Documentation of emergency incident reviews and emergency contracts and subscriptions are stored in: [Addendum to Pumping Plant Emergency Action Plan](#)