

EMS SERVICE ZONE PLAN APPLICATION

WILLIAMSTOWN, NEW ASHFORD, HANCOCK, MASSACHUSETTS



REGIONAL OFFICAL USE ONLY

Plan Date Received	Plan Reviewed	Plan Returned with Recommendations	Recommended To OEMS
2/12/2007	1/27/2009	08/12/2009	04/26/2010

OEMS OFFICAL USE ONLY

Plan Date Received	Reviewed By	Plan Approved	Plan Returned with Recommendations	Plan Updated

PART A

	MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH OFFICE OF EMERGENCY MEDICAL SERVICES SERVICE ZONE PLAN APPLICATION TEMPLATE
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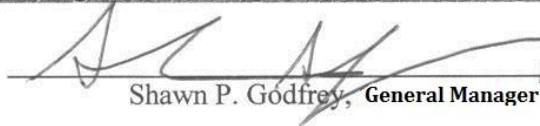
Village Ambulance Service, Inc. 2/4/2009
Agency Name *Date*

Identify the local jurisdiction(s) in the service zone:

Williamstown, Hancock and New Ashford, Massachusetts

I, the undersigned, attest that I am duly authorized to complete and sign this application, that I have read this application in its entirety and that the information contained herein is complete, accurate and true. Signed under the pains and penalties of perjury.

Authorized Signature


Shawn P. Godfrey, **General Manager**

Agency Location

30 Water Street

Street Address: Number, Name, Type, Unit #

Williamstown

City/Town

(413) 458-4889

Phone: Area Code, Number, Extension

business@villageambulance.com

Primary Email Address

MA 01267

State Zip

(413) 458-8476

Fax: Area Code, Number, Extension

Name of Agency Contact

Shawn

P

Godfrey

General Manager

Name: First

MI

Last

Title

30 Water Street

Street Address: Number, Name, Type, Unit #

Williamstown

City/Town

(413) 458-4889

Phone: Area Code, Number, Extension

shawngodfrey@villageambulance.com

Primary Email Address

MA 01267

State Zip

(413) 458-8476

Fax: Area Code, Number, Extension

Name of Person Completing Application

Shawn

P

Godfrey

General Manager

Name: First

MI

Last

Title

(413) 458-4889

Phone: Area Code, Number, Extension

shawngodfrey@villageambulance.com

Primary Email Address

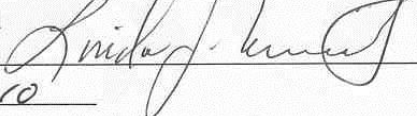
(413) 458-8476

Fax: Area Code, Number, Extension

PART A

Person responsible for monitoring compliance of local jurisdiction(s) with the service zone plan:

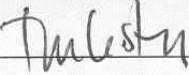
Peter **L Fohlin** **Town Manager-Williamstown**
 Name: First MI Last Title
 (413)—458—3500 (413)—458—4839
 Phone: Area Code, Number, Extension Fax: Area Code, Number, Extension
 pfohlin@williamstown.net
 Primary Email Address

Authorized Regional Council Signature 
Date 4-26-2010
Linda **J. Moriarty** **Exec. Director**
 Print Name: First M Last Title

EMS Region	1 <input checked="" type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
	Western MA	Central MA	Northeast	Metro Boston	Southeast


The chief municipal official of the local jurisdiction covered by the service zone plan must sign this application. If the service zone is comprised of multiple local jurisdictions, the chief municipal official of each local jurisdiction must sign this application.

I, the undersigned, attest that I am duly authorized to complete and sign this application, that I have read this application in its entirety and that the information contained herein is complete, accurate and true. Signed under the pains and penalties of perjury.

Authorized Signature 
Town of Williamstown
 Local Jurisdiction

Tom **Costley** **Selectman**
 Print Name: First MI Last Title

I, the undersigned, attest that I am duly authorized to complete and sign this application, that I have read this application in its entirety and that the information contained herein is complete, accurate and true. Signed under the pains and penalties of perjury.

Authorized Signature 
Town of New Ashford
 Local Jurisdiction

Kevin **Flicker** **Chairman**
 Print Name: First MI Last Title

PART B: Service Zone Planning Process

105 CMR 170.500 (B) (1)-(5): Local jurisdictions must develop service zone plans with input from the following entities, at a minimum: first responder agencies operating in the service zone; EFR agencies, if any; all ambulance services providing primary ambulance response pursuant to provider contracts in the service zone; all other ambulance services operating in the service zone; and health care facilities in the service zone, including hospitals and nursing homes.

Provide a short narrative explaining how the planning and designation process was conducted:

Planning Process

The service zone planning process was also discussed at a number of “Service Zone Committee” meetings involving first responder, law enforcement, dispatch, and EMS agencies operating within this service zone. Draft versions of the application were distributed and discussed, and accurately reflect the current delivery of EMS services in the greater Williamstown area.

The Service Zone Planning Committee sent letters to all the licensed ambulance services, as outlined in this Service Zone Plan, inviting their participation.

Plan Review and Maintenance

The Service Zone Plan will be reviewed and updated at least annually to accurately reflect ongoing changes and refinement in the delivery of EMS services. Also, whenever significant changes occur. The EMS Plan includes an inventory of EMS resources and a plan for optimal coordination and utilization of said resources. This plan includes all of the provisions required of a service zone plan and has been developed, and will continue to be refined, with input from our many partners.

Section	Category	Name of Entity	Contact Person Name (First , MI, Last)	Contact Title	Contact Phone
B (2) a	Elected state/local official	Town of Williamstown Town of New Ashford Town of Hancock	Tom Costley Kevin Flicker Sherman L. Derby	Chairman Chairman Chairman	(413) 458-3500 (413)-458-5274 (413)-458-5492
B (2) b	Emergency Management	Town of Williamstown Emergency Management	Peter L. Fohlin Jeffrey C. Kennedy	Director Assistant Director	(413)-458-3500
B (2) c	Law enforcement	Williamstown Police Department	Kyle Johnson	Chief	(413)-458-5733
B (2) d	Designated primary ambulance service	Village Ambulance Service	Shawn P. Godfrey	General Manager	(413)-458-4889
B (2) e	Other Ambulance Services Providing Primary Ambulance Service	N/A	N/A	N/A	N/A
B (2) f	Other Ambulance Services Operating in the Service Zone	North Adams Ambulance Adams Ambulance Service	John P. Meaney Dan LaPlante	General Manager General Manager	(413)-664-4935 (413)-743-5656
B (2) g	Designated EMS first response (EFR) service(s), if any	N/A	N/A	N/A	N/A
B (2) h	Other First Responder Agencies	Williamstown PD Williamstown FD New Ashford FD Hancock FD Williams College Campus Security Jiminy Peak Ski Patrol	Kyle Johnson Craig Pedercini Peter Rancourt Sr. David Rash David Boyer Michael Noyes	Chief Chief Chief Chief Director Patrol Director	(413)-458-5733 (413)-738-5762 (413)-458-5733 (413)-458-8113 (413)-597-4444 (413)-458-5800
B (2) i	Hospital(s)	North Adams Regional Berkshire Medical Center	Fred Landes, MD Ronald Hayden, MD	Medical Director Medical Director	(413)-664-5256 (413)-664-5256 (413)-447-2000
B (2) j	Other health care facilities, including nursing homes	Williamstown Commons Sweetbrook Continued Care	Michelle Wuest Suzanne Anair	Administrator Administrator	(413) 458-2111 (413)-458-8127
	Other	Williamstown Medical Associates	Richard Wiseman, MD	Family Practitioner	(413) 458-8182

PART C-1: Provider Selection/Performance Standards

105 CMR 170.510 (B): Please describe the selection process the service zone has for selection and changing of EMS service delivery or designated service zone providers. This must be an open, fair, and inclusive process.

All changes to existing EMS service delivery, requests for a new Primary Ambulance Service Provider, and requests for assignment change or revocation will be cooperatively considered for approval by all town and stakeholders, as outlined in this Service Zone Plan, if they will improve efficient EMS service delivery and benefit public health, safety and welfare.

The existing Primary Ambulance Service Provider and/or any proposed provider(s) shall make available information necessary for all Town Managers/Chairmen outlined in this Service Zone Plan to make a fair and open decision should the existing Primary Ambulance Service expect that interruption or discontinuation of EMS service delivery may occur. The information shall include, but not be limited to, run logs, medical director correspondence, audit-reports, personnel training records, procedure manuals and equipment inventories. In the case of a proposed service provider, records, reference and audit-reports may be requested in order to determine qualifications and experience.

PART C-1: Performance Standards

105 CMR 170.510(C): Local jurisdictions must set the following EMS performance standards in their service zone plan. These are the criteria for the selection of service zone provider(s). Potential service zone providers must be evaluated on their ability to meet these local standards. Performance standards must meet minimum standards set forth in the EMS regulations, where applicable. Standards include:

1. response time
2. staffing requirements
3. deployment of resources
4. adequate backup
5. level of service and level of licensure of designated service zone providers
6. medical control
7. appropriate health care facility destinations
8. any other EMS performance measure on which the local jurisdiction(s) wish to set standards and use as selection criteria for EMS providers

Section	Type of Provider	Standard Response Time (Minutes)	How is Response Time Measured?		Licensure Level(s)	
			Starting Point	Ending Point		
C (I) a	Designated primary ambulance service	To Williamstown – 5 min or less To Hancock – 10 min or less To New Ashford – 10 min or less	911 call to PSAP	Arrival on Scene	<input type="checkbox"/>	BLS
					<input type="checkbox"/>	ALS-Intermediate
					<input checked="" type="checkbox"/>	ALS-Paramedic
C (I) b	Other ambulance services providing primary ambulance service (e.g. Primary ALS)	N/A	N/A	N/A	<input type="checkbox"/>	BLS
					<input type="checkbox"/>	ALS-Intermediate
					<input type="checkbox"/>	ALS-Paramedic
C (I) c	Ambulance services providing back up to primary ambulance service	North Adams Ambulance 12 minutes or less	911 call to PSAP	Arrival on Scene	<input type="checkbox"/>	BLS
		Adams Ambulance Service 15 minutes or less			<input type="checkbox"/>	ALS-Intermediate
					<input checked="" type="checkbox"/>	ALS-Paramedic
C (I) d	Designated EMS first response (EFR) service(s) if any	N/A	N/A	N/A	<input type="checkbox"/>	BLS
					<input type="checkbox"/>	ALS-Intermediate
					<input type="checkbox"/>	ALS-Paramedic
C (I) e	Other first responder agencies	Williamstown PD (6 minutes or less)	911 call to PSAP	Arrival on Scene	N/A	
		Williamstown FD (8 minutes or less)	911 call to PSAP	Arrival on Scene	N/A	
		New Ashford FD (10 minutes or less)	911 call to PSAP	Arrival on Scene	N/A	
		Hancock FD (10 minutes or less)	911 call to PSAP	Arrival on Scene	N/A	
		Williams College Campus Safety and Security (5 minutes or less)	Call to on-campus dispatch center	Arrival on Scene	N/A	
		Jiminy Peak Ski Patrol (5 minutes or less)	Call to on-site dispatch center	Arrival on Scene	N/A	

PART C-2: Service Zone Standards

Please indicate what service zone standards are in place for each designated service zone provider; designated primary ambulance service, ambulance services with provider contracts, and EFR(s). Service zone standards must meet all applicable EMR regulatory standards. Relevant regulatory citations are indicated, where applicable, at the end of each subsection heading.

Staffing Requirements [105 CMR 170.305]

The designated primary ambulance service staffs its Paramedic ambulances with a minimum of 1 EMT-Paramedic and 1 EMT-Basic, and will continue meeting all standards for Massachusetts ambulance service licensure at the ALS-Paramedic level.

Ambulances operating within the service zone pursuant to a provider contract or agreement to provide back-up services will be staffed in accordance with the EMS System regulations applicable to their ambulance license.

Deployment of Resources

The designated primary ambulance service utilizes a tiered response model, in which two of the three ambulances in service will be ALS units staffed by two EMTs, one of whom is certified at the EMT-Paramedic level and one of whom is certified at the EMT-Basic level.

The designated primary ambulance service utilizes staffing in which the number of available ambulances will begin to increase at roughly 08:00, when the call volume is expected to rise, and staffing will begin to decrease at 23:59, when call volume roughly decreases. Ambulances are strategically triaged in an effort to provide the most efficient use of available resources and demand for services. When unit availability become diminished, either due to an unusually high call for service, or an incident which requires the commitment of several EMS units, Village Ambulance Service has policies and procedures in place to make the best use of available resources, such as activating “backup” or mutual aid services. Village Ambulance Service has mutual aid agreements in place with EMS agencies as outlined in this Service Zone Plan.

The Village Ambulance Service Quality Assurance Officer prepares reports for Village Ambulance Service management, evaluating such things as protocol compliance, response times, on scene treatment times, and hospital times.

Adequate Backup [170.385]

Adequate backup for ambulance service shall consist of, at a minimum, both first and second backup as defined in 105 CMR 170.385 (A)(3)(a) and (b), and shall meet any addition requirements as required in this Service Zone Plan. Village Ambulance Service maintains written back-up agreements with the EMS agencies, as outlined in this Service Zone Plan, that normally operate in and around the central to northern Berkshire County area. See **Part D** “EMS and Public Safety Providers” for list of ambulance services providing back-up to Village Ambulance Service, and **Part F** “Inventory of Communications Systems” for a description of Village Ambulance Service Ambulance Mutual Aid.

Medical Control [170.300, 170.330(C)]

Medical control means the clinical oversight by a qualified physician to all components of the EMS System, including- without limitation, the Statewide treatment protocols, medical direction, training of and authorization to practice for EMS personnel, quality assurance and continuous quality improvement.

For more information on medical control, please see **PART G**: “Medical Control Plan” of this application.

Health Care Facility Destinations [170.020, 170.355]

Village Ambulance Service and other providers operating within this service zone pursuant to a provider contract or agreement to provide backup services shall transport patients to an appropriate health care facility in accordance with 105 CMR 170.000: Emergency Medical Services System regulations and a Mass. DPH approved point of entry plan. EMS personnel shall also consider hospital diversion status, special project waivers, and any other applicable regulations.

Other EMS Performance Standards Developed by the Service Zone

Incident Management

The National Incident Management System (NIMS) and Incident Command System (ICS) will form the basic structure of all emergency operation, regardless of size.

Interagency Cooperation

When a Primary Ambulance Service unit, or Back-Up, arrives at a scene at which First Responders are present, the assumption of medical responsibility by EMS personnel shall occur as soon as possible. The transition shall be smooth and orderly and any pertinent information, if available, shall be obtained. The Primary Ambulance Service crew shall become EMS Branch Director and shall be responsible for releasing First Responders from the scene as soon as there is no further need for assistance.

Any dispute between EMS personnel operating within the Service Zone and members of other public agencies concerning patient care, scene management, or general conduct shall be referred to a member of the Village Ambulance Service management team immediately. The member of management shall obtain the relevant facts from the involved personnel of both agencies, attempt to resolve the dispute, and submit a written report before the end of the work shift.

Mass-Casualty Incidents

Each agency whose regular operating area includes all or part of the service zone in which a mass-casualty incident occurs must immediately dispatch available EMS resources upon request by the primary ambulance service. (105 CMR 170.355.E)

PART D: EMS and Public Safety Providers

105 CMR 170.510 (A): Inventory of resources available in the service zone. Please complete the following table indicating all EMS providers in the service zone.

	Category	Name of EMS Service	Number of Vehicles	Hours of Operation (HH:mm)	Contact Person Name (First , MI, Last)	Contact Title	Contact Phone
1	Designated primary ambulance service (can only be one per service zone)	Village Ambulance Service	3	00:00 23:59	Shawn P. Godfrey	General Manager	(413)-458- 4889
2	Other ambulance services providing primary ambulance service (e.g., primary ALS; ambulance services with provider contracts)	N/A	N/A	N/A	N/A	N/A	N/A
3	Ambulance services providing backup to primary ambulance service	North Adams Ambulance Service	1	00:00 23:59	John P. Meaney	General Manager	(413)-664- 4933
		Adams Ambulance Service	1	00:00 23:59	Daniel LaPlante	General Manager	(413)-743-4853
4	Designated EFR service(s), if any	N/A	N/A	N/A	N/A	N/A	N/A
5	Other first responder agencies	Williamstown PD	9	00:00-23:59	Kyle Johnson Craig Pedercini Peter Rancourt Sr. David Rash	Chief	(413)-458-5733
		Williamstown FD	5	00:00-23:59		Chief	(413)-738-5762
		New Ashford FD	3	00:00-23:59		Chief	(413)-458-5733
		Hancock FD	3	00:00-23:59		Chief	(413)-458-8113
	Law Enforcement Response for New Ashford and Hancock is Mass State Police	Numerous	00:00-23:59	Station B-4 Cheshire Barracks	On-duty Commanding Officer	(413)-743-4700	
	Williams College Campus Safety and Security	4	00:00-23:59	David Boyer	Director	(413)-597-4444	
	Jiminy Peak Ski Patrol	0	Seasonal 10:00-22:00	Michael Noyes	Patrol Director	(413)-597-4444	
6	Other ambulance services with garage locations in service zone	N/A	N/A	N/A	N/A	N/A	N/A

PART E: Health Care Facility Resources / Facilities with Health Care Capabilities

105 CMR 170.510(A)(5): As part of the inventory of EMS-related resources, please complete the following table for all health care facilities or facilities with health care capabilities on site within the service zone.

	Type of Facility	Name of Entity	Address/Location (Street, City, State, Zip)	Hours of Operation or Event Date	Summary of Care Capabilities	24 Hour Emergency Phone
E (1)	All hospitals in service zone	None	N/A	N/A	N/A	N/A
E (2)	All receiving hospitals	North Adams Regional	10 Hospital Ave North Adams	24	General Receiving/Stroke	(413)-664-5000 (413)-664-5256
		Berkshire Med Center	725 North St., Pittsfield	24	Level 2 Trauma/Stroke	(413)-447-2000 (413)-447-2834
E (3)	Affiliate hospitals for primary ambulance service	North Adams Regional	10 Hospital Ave North Adams	24	General Receiving/Stroke POE	(413)-664-5000 (413)-664-5256
		Berkshire Med Center	725 North St., Pittsfield	24	Level 2 Trauma/Stroke POE	(413)-447-2000 (413)-447-2834
E (4)	Designated specialty care hospitals (i.e., Department-designated trauma and stroke centers) receiving patients from service zone	North Adams Regional	10 Hospital Ave North Adams	24	General Receiving/Stroke POE	(413)-664-5000 (413)-664-5256
		Berkshire Med Center	725 North St., Pittsfield	24	Level 2 Trauma/Stroke POE	(413)-447-2000 (413)-447-2834
E (5)	Nursing homes	Williamstown Commons N.H.	25 Adams Rd. Williamstown	24	Long Term Nursing	(413)-458-2111
		Sweetbrook Continued Care Center	1561 Cold Spring Rd. Williamstown	24	Long Term Nursing	(413)-458-8127
E (6)	Assisted Living Center for the Elderly	Sweetwood Retirement Community	1611 Cold Spring Rd. Williamstown, MA 01267	24	RN on-site AED/Basic First Aid capabilities (24 hours/7 days a week)	(413)-458-8371

E (7)	College Health Center	Williams College	800 Main Street Williamstown, MA 01267	8	RN on-site with AED/Basic First Aid capabilities (8a-4p only)	(413)-597-4444
E (8)	Public Schools	Williamstown Elementary School	115 Church Street Williamstown, MA 01267	7	RN on-site with AED/Basic First Aid capabilities (8a-3p only)	(413)-458-2755
		Mt. Greylock H.S	1781 Cold Spring Rd. Williamstown, MA 01267	7	RN on-site with AED/Basic First Aid capabilities (8a-3p only)	(413)-458-9582
		Hancock Elementary School	3080 Hancock Rd. Hancock, MA 01237	Variable	RN on-site with Basic First Aid capabilities (Mon, Tues, Thurs and Fri from 9- 12:30 and Wed from 9-11:30)	(413)-738-5676
E (9)	Private Schools	Buxton School	291 South Street Williamstown, MA 01267	24	Staff on-site with AED/Basic First Aid Training	(413)-458-3919
		Pine Cobble School	163 Gale Road Williamstown, MA 01267	7	Staff on-site with AED/Basic First Aid Training (8:10a-3:10p only)	(413)-458-4680

PART F: Inventory of Communications Systems

105 CMR 170.510(A) (8): As part of the inventory of EMS-related resources, local jurisdictions need to identify emergency medical dispatch and public safety answering points

PSAP Identification

Williamstown Primary PSAP Info	Williamstown Police Department	Williamstown Secondary PSAP Info	Adams Police Department
Contact Info:	Kyle Johnson, Chief 31 North St. Williamstown, MA 01267 Tel: (413)-458-5733 Fax: (413)-458-4100 kjohnson@williamstown.net	Contact Info:	Donald Poirot, Chief 4 School St. Adams, MA 01267 Tel: (413)-743-1212 dpoirot@town.adams.ma.us
Staffing	Day: 1 Dispatcher Eve: 1 Dispatcher Night: 1 Dispatcher	Staffing	Day: 1 Dispatcher Eve: 1 Dispatcher Night: 1 Dispatcher
EMD Use	None	EMD Use	None
Enhanced	Yes	Enhanced	Yes
Hancock and New Ashford Primary PSAP Info	Berkshire County Sheriff's Department	Hancock and New Ashford Secondary PSAP Info	Pittsfield Police Department
Contact Info:	Thomas Grady 467 Cheshire Rd. Pittsfield, MA 01201 Tel: (413)-443-7220 Fax: (413)-448-5328 Thomas.Grady@sdb.state.ma.us	Contact Info:	Alan Zawastowski 39 Allen Street Pittsfield, MA 01201 Tel: (413)-448-9750 Fax: (413)-448-5328 azawistowski@pittsfield.net
Staffing	Day: 2 Dispatcher Eve: 2 Dispatcher Night: 2 Dispatcher	Staffing	Day: 4 Dispatcher Eve: 3 Dispatcher Night: 2 Dispatcher
EMD Use	Yes	EMD Use	Yes
Enhanced	Yes	Enhanced	Yes

PART G: Medical Control Plan

105 CMR 170.510 (G): Local jurisdiction(s) need to include a plan for medical control*. At a minimum, this will consist of tracking current affiliation agreements, consistent with 105 CMR 170.300 for each ALS level EMS service providing primary ambulance response or EFR response (if any) operating in the service zone. If there are services operating in the service zone at the BLS level only, the service zone may want to track memoranda of agreement with hospitals for medication administration oversight as well.

Medical Control Inventory

Provider Contact	Affiliate Hospital	Medical Director/Associate Medical Director	Contact
Village Ambulance Service	North Adams Regional Hospital	Fred Landes, MD	(413)-664-5256 flandes@nbhealth.org
Village Ambulance Service	Berkshire Medical Center	Ronald Hayden, MD	(413)-447-2834 rhayden@bhs1.org

BACKUP SERVICE AGREEMENT

This agreement is by and between **North Adams Ambulance Service**, herein known as “NAAS”, an EMS agency licensed in the Commonwealth of Massachusetts as a Paramedic-level ambulance service with its principal place of business at 10 Harris St., North Adams, MA 01247, and **Village Ambulance Service, Inc.**, herein known as “VAS”, its principal place of business at 30 Water St., Williamstown, MA 01267.

NAAS hereby agrees to provide backup ambulance services at the basic life support level, 24 hours per day-seven days per week, if available, on an “as needed” basis, as defined by the VAS crew or applicable Dispatcher requesting backup services. It is understood that this service will be provided on an “as available” basis by NAAS and that VAS will contact an alternate provider if NAAS backup resources are unavailable within a judicious amount of time.

Also, the compensation provided by this agreement shall occur only when a NAAS crew performs patient care within Massachusetts laws and regulations.

This agreement will be in effect from the date of signing and continue indefinitely or until terminated by either party, in writing, with thirty (30) day notice.

Shawn P. Godfrey, NREMT-P, I/C
General Manager
Village Ambulance Service, Inc.

Date

John P. Meaney, BS, EMT-P, I/C
General Manager
North Adams Ambulance Service

Date

Part H: Operational Plan for EMS Response

105 CMR 170.510 (H): Please explain your operational plan for coordinating the use of all EMS resources

- Designated EMS first response (EFR) services, if any
- First responder agencies Ambulance services with private provider contracts
- Primary ALS service, if any -- in the service zone

This can be done by diagram or text or both.

The operational plan must:

- a) Explain how all EMS resources are to be used, and
- b) How the service zone shall ensure the response of the closest appropriate available EMS resources.

Pursuant to 170.510, the Operational Plan may not include criteria for notification and dispatch of a designated EFR service to health care facilities licensed by the Department:

- a) Where there is a licensed health care professional 24 hours per day, seven days per week,
- b) AND where there is a provider contract in place to provide primary ambulance response.

Primary PSAP Overview

The Williamstown Police Department Dispatch Center is the Primary PSAP for the town of Williamstown. Emergency calls for assistance are received in a number of ways including: Wire line 9-1-1 calls are first answered by a Williamstown Dispatcher and if determined the call is medical in nature, an audio signal is sent to the designated primary ambulance service's (Village Ambulance Service) Headquarters. Wireless 9-1-1 calls are first answered by one of the Massachusetts State Police PSAPs and if determined the call is in Williamstown and medical in nature, an inter-PSAP transfer (via dedicated trunks) connects the caller to the Williamstown Police Department Dispatch Center.

The Berkshire County Sheriff's Department is the Primary PSAP for both Hancock and New Ashford. Emergency calls for assistance are received in a number of ways including: Wire line 9-1-1 calls are first answered by a "Sheriff's Control" Dispatcher and if determined the call is medical in nature, a wire line (telephone) call is made to the Village Ambulance Service Headquarters. Wireless 9-1-1 calls are first answered by one of the Massachusetts State Police PSAPs and if determined the call is in Hancock or New Ashford and medical in nature, an inter-PSAP transfer (via dedicated trunks) connects the caller to the Berkshire County Sheriff's Department.

The designated primary ambulance service for the provision of emergency medical services for the Towns of Williamstown, Hancock, and New Ashford is responsible for the management of the pre-hospital component: first responders, basic life support, and advanced life support. Private and not-for-profit ambulance services provide backup support through mutual aid agreements as needed.

1. **Coordination of Scene Care:** Working closely with other public and private agencies, EMS personnel shall direct and coordinate the provision of emergency medical care on scene and en route to a hospital.

2. **Pre-Hospital Communications:** Communication between units and/or with a hospital emergency department is accomplished by a multi-channel ultra-high frequency radio coordinated by the Williamstown Police/EMS Dispatch Center.

3. **Basic Life Support Ambulances:** Basic Life Support ambulances are deployed throughout the greater Williamstown area, and respond to all types of medical emergencies.

4. **Advanced Life Support Ambulances:** Advanced Life Support ambulances respond primarily to emergencies considered life-threatening or urgent.

Incident Dispatch / Notification of First Responder(s)

Village Ambulance Service deploys its units stationed at their main headquarters located in Williamstown. When a call is received at the PSAP, the dispatcher signals an alarm through a dedicated mobile and base radio frequency. If the unit for a given primary response is not available, the closest available back-up or mutual aid ambulance is then recommended for dispatch.

All members of the Williamstown Police Department and Williamstown Fire Department are trained to the First Responder level and carry basic first aid supplies, oxygen, and AEDs. When a call warranting any emergency medical intervention and/or ambulance stand-by is received at the PSAP, the dispatcher simultaneously dispatches the appropriate First Responder resource(s) with the designated primary ambulance service.

All members of the Hancock Fire Department are trained to the First Responder level and carry basic first aid supplies, oxygen, and AEDs. When a call warranting any emergency medical intervention and/or ambulance stand-by, is received at the PSAP, the dispatcher simultaneously dispatches the appropriate First Responder resource(s) with the designated primary ambulance service.

All members of the New Ashford Fire Department are trained to the First Responder level and carry basic first aid supplies, oxygen, and AEDs. When a call warranting any emergency medical intervention and/or ambulance stand-by is received at the PSAP, the dispatcher simultaneously dispatches the appropriate First Responder resource(s), with the designated primary ambulance service.

Sweetwood Retirement Community has, at minimum, one (1) Registered Nurse (RN) on site 24 hours a day 7 days a week. The RN is equipped with basic first aid supplies, oxygen, and an AED. When a request is made by a resident seeking emergency medical assistance, the resident activates his/her individual medical alert system. Sweetwood's front desk operator electronically receives the signal, then immediately dispatches, by two-way radio, telephone or pager, the RN to the appropriate apartment. The operator then calls 9-1-1.

Both Williamstown Commons Nursing Home and Sweetbrook Extended Care Facility each operate, at minimum, two (2) Registered Nurses (RN) on site 24 hours a day 7 days a week. The RN, at both facilities, is equipped with basic first aid supplies, oxygen, and an AED. When the need for emergency medical assistance is determined, typically by call bell or direct resident request, the RN initiates on-site first aid. When emergency ambulance transportation is collectively determined by the RN and the on-call Physician, the RN then calls 9-1-1. Village Ambulance Service is the contracted ambulance service for all routine transfer requests made by these two facilities; therefore, all routine transfer requests are scheduled by calling Village Ambulance Service's business line.

All Williams College Campus Safety and Security Officers are trained to the First Responder level and carry basic first aid supplies, oxygen, and AEDs. When a call warranting any emergency medical intervention is received by their private on-campus dispatch center, the dispatcher simultaneously deploys its field units, strategically placed across the campus and who arrive on scene first to provide care in accordance with their training, as well as dials 9-1-1. Once the call is received at the primary PSAP, the PSAP dispatcher deploys the designated primary ambulance service. If the primary ambulance service is not available, the closest available back-up or mutual aid ambulance is then summoned for dispatch.

All Jiminy Peak Ski Patrol Staff is trained to the Outdoor Emergency Care (OEC) level or above and carry, at minimum, basic first aid supplies, oxygen, and AEDs. When a call warranting any emergency medical intervention is received via their private communications system, the dispatcher, housed primarily in the patrol quarters (PQ) simultaneously deploys its patrollers, strategically placed on the mountains and who arrive on scene first to provide care in accordance with their training, as well as dials 9-1-1. Once the call is received at the primary PSAP, the PSAP dispatcher deploys the designated primary ambulance service. If the primary ambulance service is not available, the closest available back-up or mutual aid ambulance is then summoned for dispatch.

Part J: Procedures for Delivery of Trip Records and Unprotected Exposure Forms

105 CMR 170.510 (J): Explain the procedures the service zone will require for coordinate getting required EMS call documentation – Trip records and, when applicable, unprotected exposure forms – to receiving health care facilities.

Under **105 CMR 170.345(C)** of the EMS regulations, EMTs who transport the patient to the hospital deliver the trip record and any unprotected exposure forms directly to the hospital with the patient or as soon as practicable thereafter.

However, those EMS personnel who are at the scene but do not transport the patients still need to prepare trip records and, when the circumstances apply, unprotected exposure form(s), and get these to the hospital timely.

How they do that – how submission of all EMS responders’ paperwork to the receiving hospital gets coordinated – is in accordance with procedures set out in the service zone plan.

Trip Records

All ambulance services operating in this service zone will maintain full compliance with 105 CMR 170.345 (C) in that EMS personnel at the scene who are not transporting the patient shall keep the original trip record to be filed with the records archive of their applicable service, and ensure that a copy of such trip record is timely delivered via fax or by hand/in person to the health care facility’s Emergency Department and/or Medical Records Department to which the patient is transported.

The EMTs on the transporting ambulance shall leave a copy of the trip record at the receiving health care facility with the patient at the time of transport, and shall also timely submit via fax or by hand/in person any addendum or other trip record (s) pertinent to patient care to the receiving health care facility’s Emergency Department and/or Medical Records Department.

Unprotected Exposure Forms

All First Responder, EMS First Responder and EMS personnel at the scene who are not transporting the patient shall ensure that an unprotected exposure form, as defined in 105 CMR 172.001, when appropriate, is delivered via fax or by hand/in person to the receiving health care facility’s Emergency Department and/or Medical Records Department within 24 hours.

All First Responder, EMS First Responder and EMS personnel on the transporting ambulance shall submit via fax or by hand/in person an unprotected exposure form, as defined in 105 CMR 172.001, when appropriate, to the receiving healthcare facility’s Emergency Department and/or Medical Records Department within 24 hours.