

Standard Operating Procedure



ALLIED EMERGENCY SERVICES - POLICE

DPSOP 3.28

Version 1.2

Purpose

This procedure is to direct personnel on the management of incidents that are shared between Ambulance Services and New Zealand Police.

Policy

It is our policy to send incidents to Police Communications (Police Comms) for the situations described in this procedure. Any situations that are not included in this procedure must be discussed with the Duty Centre/Team Manager prior to sending the incident to Police Comms.

Dispatchers will acknowledge and respond appropriately to all incidents received from Police Comms. The initial decision to respond an Ambulance resource will be made by the Clinical Control/Communication Centres.

Dispatchers will maintain communication with Police Comms during the active management of all incidents involving both services.

Procedure

3.28.1 Police Dispatch Guidelines

Below are guidelines of what incidents Police Comms need to be advised of. While the list covers many events where Police need to be notified, there will always be incidents that do not come under one of these headings. If staff have any doubt regarding Police attendance at an incident they need to escalate to the DCM/TM.

NOTE: If Police have been advised, but the situation changes (positively or negatively), then Police should be updated via InterCad.

Event	Notification to Police	Police Responsibilities	Notes
MVA (on or off the road)	Always	Attendance at Police discretion.	Police will always attend if there is injury, road blockage or a dispute as to fault. If none of this applies, then the parties may be asked to swap details and go through their insurance companies. Both services can stand the other down if they arrive on scene and deem the other service not necessary.
MVA on the motorways	Always	Police will always respond	Police always attend as a minor crash could lead to more crashes
10/10 Calls or requests for Police attendance from crew	Always	Police will always respond	Dispatchers should ascertain, if possible, what the reason is behind the request. This enables Police Comms to dispatch the appropriate resources.
Sexual Attacks	Always	Police will always respond	
Child Abuse	Always	Police will always	If Ambulance crew believe the

		respond.	injuries to a child resulted from child abuse.
Completed Suicides	Always	Police will always respond.	All deaths by suicide need an investigation by Police.
Attempted Suicides <ul style="list-style-type: none"> • Overdoses. • Hangings. • Cut wrists. 	Always	Status 1 – Police will always respond (as may end in death). Status 2 or below - Attendance at Police discretion.	Police attendance will depend on primarily the status of the patient E.g. Is the patient likely to die or require immediate and serious ED/ICU care? Is the matter possibly suspicious?
Self harm matters: <i>(Low level threats to self harm, low level self harm). This includes self harm with a knife, or similar sharp instrument.</i>	Do not notify Police.	Police will only respond if requested.	Police are not required to attend unless directly requested by ambulance due to known risk factors that ambulance not able to handle.
Workplace injuries	Always	Status 1 – Police will always respond (as may end in death). Status 2 or below - Attendance at Police discretion.	Update Police with patient status ASAP. NOTE: Notification of a workplace accident to Worksafe is the responsibility of the employer.
Underage intoxicated juveniles	Always	Attendance at Police discretion.	
Response Coordination Centre NZ	Always	Attendance at Police discretion	
Unexplained or unexpected deaths.	Always	Police will always respond.	St John: in accordance with OMP 5.5
Assaults	Always	Status 1 – Police will always respond (as may end in death). Status 2 or below - Attendance at Police discretion.	Update Police with patient status ASAP.
Mass Casualty Incidents (MCI's)	Always	Police will always respond.	
Bus, aircraft, railway or marine	Always	Police will always respond.	
Hazardous Materials	Always	Attendance at Police discretion	
Incidents Involving Firearms	Always	Police will always respond.	
Incidents where there is a perceived danger to responding Ambulance crew	Always	Police will always respond	Ambulance should advise police of the current threat is (e.g., weapons, number of people involved) - this enables Police Comms to dispatch the appropriate resources to the scene. ETA of Ambulance and if

			they are going to SFP is also required.
Explosions	Always	Police will always respond.	
Helicopter landing on the road or in a public place	Always	Attendance at Police discretion	
Dog Bites	Always	Police will always respond	Contact animal control.
Intoxicated Persons	Notification dependent on behavior	Police will only respond if requested	Police are not required to attend, unless directly requested by ambulance due to any known risk factors that impact ambulance personnel safety.

3.28.2 Search and Rescue (SAR)

Police are responsible for coordination of all Category 1 local level search and rescues on land, subterranean, inland waterways and close to shore marine rescues (up to 12 nautical miles). Regardless of the caller's ability to locate themselves, any incident where a patient is: on a mountain, in the bush or on the water, should be sent to Police so that the SAR coordinator can assess the situation. SAR will upon advice take incident control and will expect to be advised of the outcome by the Police dispatcher.

Send the incident to Police as a request to activate SAR for the following incidents:

- Incidents on a mountain that cannot be adequately located
- Incidents in the bush where the caller cannot provide adequate location information
- All beacon activations
- Sea rescues
- All other incidents that may require SAR in consultation with the Police

3.28.3 To dispatch Police:

1. Send the incident to Police Comms via InterCAD advising the situation and reason for request
2. Send any relevant updates via InterCAD as new information is received. This includes any changes to the patient's condition or requests from scene that may require Police Comms to review their decision to respond.

3.28.4 Incidents received from Police Comms

A CAD incident must be created for all incidents received from Police Comms. Phone requests will be managed by the receiving call handler. Requests received in the pending queue via InterCAD must be managed by the Dispatcher. The Dispatcher may ask another staff member to recode these incidents.

1. Open the incident and briefly review the comments to establish if an ambulance resource is required and ascertain a chief complaint.
2. If an ambulance response is not required, acknowledge receipt of the incident via InterCAD and advise that an ambulance will not be responding, reason why and request Police notify Ambulance if there is a change in the patient's condition/situation and request Police Comms re-send the incident.
NOTE: If the incident does not require an ambulance response, change the response priority to 'notification', and keep the incident open in the pending incidents queue until Police Comms acknowledge receipt of comments.
3. If the incident requires an Ambulance response, enter the problem/nature as the appropriate chief complaint override code utilising the Police suffix. If there is insufficient

information to determine a chief complaint, allocate the incident as an unknown problem – 32B03.

4. Dispatch the incident to the appropriate resource based on the incident response priority in line with current procedures.
5. Attempts must be made to obtain further information if the initial information is insufficient to apply a response and/or to identify the incident location and / or the safety of the scene. Questions may be asked via InterCAD in the first instance, and followed up with a phone call if no response is received.
6. If the response priority changes, review the original dispatch decision and adjust accordingly in line with existing dispatch procedures.
7. Advise Police Comms of the Ambulance response and location (or ETA) of the responding resources.
8. Transcribe appropriate incident comments with all relevant information received from Police Comms during the active management of the incident for the responding Ambulance crew.
9. Communicate all relevant information to Police Comms.

NOTE: Incidents received from Police Comms requesting life extinct sign-off are not routinely attended by Ambulance. These incidents need to be referred to the DCM/TM to discuss with the Operations Shift Supervisor/Duty Manager.

Clinical Control Centre / Communications Centre – Standard Operating Procedure		
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