

**OKALOOSA COUNTY  
EMERGENCY MEDICAL SERVICES  
STANDARD OPERATING PROCEDURE**

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**Title:** Emergency Recall  
**Policy:** 414.00  
**Purpose:** To provide processes for the emergency recall of EMS employees during emergency or disaster situations.

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**Policy:**

All full-time employees are to be prepared for a mandatory recall in times of environmental emergencies or disaster situations. Each employee will make available a list of contact numbers to include home phone, cellular phone, or other viable contact numbers. These numbers will be programmed into the TeleStaff program for auto recall.

Employees who have scheduled leave for times that coincide with conditions that may require an emergency recall will consider their leave cancelled until advised otherwise by a Branch Commander or Section Commander.

Once contact has been made by TeleStaff that a recall is in effect, employees should report to their normal duty station at the time specified and await further instructions unless otherwise instructed by the on duty Branch Commander or Section Commander.

Once recalled, all employees will remain under mandatory recall until it is determined by the Public Safety Director that the recall is no longer needed.

In the event of an emergency recall, the utilization of alternative shifts may be instituted depending on the estimated duration and severity of the situation.

The on duty Branch Commander will notify the on duty employees of the situation and make arrangements for them to make any necessary personal preparations.

The Section Commanders will designate someone at each station as a Station Liaison. The Station Liaison will be the point of contact for information to be disseminated to the other employees at that station.

The Section Commanders will report to the EOC. The Section Commanders will obtain information about the status of the emergency from the EMS Chief, or designee, and will disseminate the information to the Branch Commanders and the designated station liaisons. The North and South Branch Commanders will manage the operation of the field units unless there is a communication disruption.

Once winds reach 50 mph sustained (for 1 minute), all ambulance travel will be suspended until safe operating conditions return.

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**Accountability and Compliance:**

1. At time of hire, all employees will provide home, cellular, or other viable contact numbers to the Planning and Training Section Coordinator, or designee providing orientation. The Coordinator will ensure the numbers are programmed into the Telestaff program.
2. At time of hire, disaster documentation will be filled out by all full time employees and a copy will scanned and placed in the employee's file.
3. During a disaster (or potential disaster) the Section Commanders or the on duty Branch Commander will recall all employees through the TeleStaff computer program and cancel any personnel on leave.

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Author: Hawley  
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