

PURPOSE

To provide a guideline to effectively provide emergency services to people with special needs and disabilities through the use of CAD Premise Response Alerts within the community.

POLICY

It will be the policy of the communications center to follow this guideline while evaluating calls for service involving special needs or disabled citizens, and to provide a proper response in accordance with the Illinois Premise Alert Program Act of 2009 (Source: P.A. 96-788, eff. 8-28-09.).

DEFINITIONS

Disability – an individual’s physical or mental impairment that substantially limits one or more of the major life activities; a record of such impairment; or when the individual is regarded as having such an impairment.

Special needs individuals -- those individuals who have or are at increased risk for a chronic physical, developmental, behavioral, or emotional condition and who also require health and related services of a type or amount beyond that required by individuals generally.

Computer aided dispatch or CAD -- a database maintained by the public safety agency or public safety answering point used in conjunction with 9-1-1 caller data.

Premise Alert Program or PAP -- a computer aided dispatch database of individuals with special needs maintained by public safety agencies.

A. Form Submissions

If a request is received for a premise response alert from the public or from departmental staff, the proper form will need to be completed. These forms will be provided in advance to all supervisory staff of both the Police and Fire Departments. Completed forms from the public should be referred to the on duty police or fire supervisor depending on the specific nature of the request during normal business hours. Should any questions arise the Support Services Commander or his designate should be contacted.

Premise requests originating from police or fire personnel will be submitted on a designated form that will also be provided to supervisory staff.

All completed forms will be directed to the CIS CAD Administrator for entry.

B. Data Control

A person will be designated by our agency to control the entry of the Premise Response data into the CAD system. This person will also develop and maintain general orders regarding the control of the data.

C. Public Education

In order to facilitate public access to the program measures will be taken to educate the community about the use and availability of the program. Acceptable means include but are not limited to, news media, internet, and pamphlets.

D. Record Audits

Premise alerts pertaining to severe medical conditions will be audited every 3 months by the designated person for Data Control. This can be accomplished by having Fire/EMS personnel recontact parties based upon the completed forms or by the person designated for Data Control.

Premise alerts pertaining to Fire and Police Responses will be audited every 6 months by the designated person for Data Control. This can be accomplished by having Fire or Police personnel recontact parties based upon the completed forms or by the person designated for Data Control.

If a premise alert is found to no longer have merit after an audit is completed, it will be removed from the CIS CAD system immediately by the CAD Administrator. The cancelled premise alert documentation form will be retained for a period of one year prior to destruction.

E. Dissemination

When medical premise alerts are received via CAD, the dispatcher receiving it will convey the medical data to responding units in one of the following ways :

- 1) Via MDT
- 2) Via Phone
- 3) Via Radio

In order to protect the information we provide and to not release it over the radio, use of the radio will only be used to convey medical information as a **last result** if the other methods are not available. Under no circumstances will a patients name be transmitted via radio. Under no circumstances shall medical information pertaining a specific infectious disease be transmitted by any means. Only the phrase that the subject is a "carrier of an infectious disease" is to be used.

Non-medical premise alerts pertaining to fire or police/officer safety can be put over the radio at any time.

The information gathered as part of PAP shall remain strictly confidential. The information shall be used only to provide assistance to emergency medical and police responders. No public safety worker shall knowingly violate this confidentiality clause. Citizens who believe their health privacy rights have been violated may file a complaint with the U.S. Department of Health and Human Services (DHHS) via the Office of Civil Rights (OCR).

Except for willful or wanton misconduct, a public safety agency shall not be subject to civil liabilities for duties relating to the reporting of special needs individuals.