

EMS Event Standby Agreements

Large public gatherings such as festivals, sporting events, and concerts require extensive planning and additional resources. Sponsors of these events will often ask for assistance from local Emergency Medical Service providers to furnish EMS standby services. It is important to review these requests with the sponsoring agency to establish an understanding of the role the EMS will play during the event. Clearly communicating the role your EMS Organization will play may help minimize negative outcomes from assumed expectations and maximize the goodwill gained by providing standby service.

An Event Sponsor's expectations regarding the services provided by your standby EMS Organization may be substantially different than what you actually had in mind. GCA recommends that the service expectations be documented in an "Event Standby Agreement" to help avoid confusion and align expectations between the EMS organization and the sponsoring entity. It is a good practice to utilize an agreement on all requests in order to define the roles each party will take during the event including any responsibilities of the sponsoring agency.

Consider the following:

- Who will be the sponsor's EMS service contact before and during the event?
- Where are the locations of the event, intended staging areas and ingress and egress routes?
- What are the starting and ending times for the EMS service to be provided?
- How many EMS service units or crews will be required for the event?
- What level of service is requested (Advanced Life Support, Basic Life Support, First Responder, etc.)?
- Is the EMS service for first aid only or is transport capability also needed/requested?
- Is the EMS organization dedicated to the event and unavailable to respond away for 9-1-1 dispatched emergencies?
- What fee, if any, is being charged for the service?

A sample agreement is included for reference purposes only. It is strongly recommended that EMS organizations consult with their medical director and have their legal counsel review any written agreement.

Additional resources and specific planning guides for mass gatherings are available through the following:

Federal Emergency Management Agency, Emergency Management Institute. "Operational Templates and Guidelines for EMS Mass Incident Deployment". Emmitsburg, Maryland: Federal Emergency Management Agency, June 2012.
https://www.usfa.fema.gov/downloads/pdf/publications/templates_guidance_ems_mass_incident_deployment.pdf

Federal Emergency Management Agency, Emergency Management Institute. "Special Events Contingency Planning – Job Aids Manual". Emmitsburg, Maryland: Federal Emergency Management Agency, March 2005(Updated 2010).
<https://training.fema.gov/is/courseoverview.aspx?code=is-15.b>

City of Bethlehem EMS, "Special Event EMS Plan". Bethlehem, Pennsylvania: City of Bethlehem EMS, November 2004.
<https://www.bethlehem-pa.gov/festivals/EMSAPPENDIX.pdf>

[Sponsoring Agency] has requested EMS standby coverage from [EMS Organization] for the following event:

Name of Event:	
Type and Nature of Event:	
Date/Time of Event (Start):	
(Finish):	
Event Location:	
Sponsoring Agency Contact Name:	
Sponsoring Agency Contact Phone:	
Type of Service	<input type="checkbox"/> Dedicated <input type="checkbox"/> Non-Dedicated*
<i>*Non-Dedicated coverage means a staffed EMS unit will be repositioned to the above event(s) during the indicated time(s) as available. This unit shall remain in-service to answer all emergency calls within [EMS Organization] coverage area during this time. This includes any requests for medical assistance at the event. Continuous coverage at the special event is not guaranteed for any portion of the event. Additional EMS units will not be routed to the event if and when the assigned unit is called away.</i>	
Requested Resources Personnel and Equipment ³	
Personnel	Vehicles* Equipment/Supplies
# First Responders:	# BLS Ambulances:
# EMTs:	# ALS Ambulances:
# Paramedics:	# ALS Squad:
# Pre-hospital RNs:	# Aircraft:
# Physicians:	Other Vehicles:
# Other Personnel:	

[SPONSORING AGENCY] understands it is responsible for complying with any applicable rule, ordinance, or statute requiring the presence of EMS at a special event or community program. If [SPONSORING AGENCY] wishes to have a Dedicated EMS standby for the event, arrangements must be made at least thirty (30) days before the start of the event.

If selecting Non-Dedicated EMS standby services to the sponsoring agency, the undersigned, Sponsoring Agency, hereby acknowledges the meaning of Non-Dedicated service as set forth above, understands and agrees that continuous coverage may not be available at the event and agrees to hold EMS Organization, its officers, directors, members and employees harmless from any and all suits, actions, injuries, loss or damages, of any kind, arising out of any act, occurrence or omission resulting from Sponsoring Agency's or EMS Organization's failure to provide Dedicated EMS standby services during the event.

Printed Name of Sponsoring Agency Representative

Title

Signature

Date

DISCLAIMER: This is a sample guideline furnished to you by Glatfelter Commercial Ambulance. Your organization should review this guideline and make the necessary modifications to meet your organization's needs. The intent of this guideline is to assist you in reducing exposure to the risk of injury, harm or damage to personnel, property and the general public. For additional information on this topic, contact our Risk Control Representative at 800.233.1957.

