

# COUNTY OF SANTA CLARA

## Office of the Sheriff

55 West Younger Avenue  
San Jose, California 95110-1721  
(408) 808-4605



---

Laurie Smith  
Sheriff

## MEMORANDUM

**TO:** Enforcement Staff

**FROM:** COVID-19 Incident Command Center

**SUBJECT:** ICC Directive 20-04 (Medical and ECHO calls for service)

**DATE:** 03/27/2020

---

There are many unknowns when responding to calls for service which have been compounded since the pandemic took hold in our County. The ICC has received requests from the DSA for guidance on how to handle medical and ECHO calls during this time. We wanted to take this opportunity to remind enforcement staff of our obligation to respond to calls for service and for supervisors to understand they have discretion in certain instances in determining what calls deputies should respond to.

**Medical calls** – Occasionally we are requested to respond to a call in order to provide life-saving efforts. It is requested that deputies and supervisors use appropriate judgement in their response to Medical calls based on proximity to the call and availability of Emergency Medical Services (EMS) and Fire paramedics. Currently, Fire personnel are limiting their exposure by having one paramedic suit up in PPE gear to enter a dwelling to assess a patient. Responding deputies should be similarly mindful in their response to medical calls to limit their exposure.

We want to remind staff to use all PPE and take proper precautions prior to providing first aid or CPR. This includes wearing goggles, N95 masks, and gloves when contacting a patient. The 1F47 units have provided all enforcement divisions, re-fresher training on the proper use of PPE and the ICC is fulfilling PPE requests from the divisions. We encourage deputies to notify their supervisors if they are in need of supplies prior to the start of their shift. This is a reminder that your health and safety as the first responder is necessary for you to continue to provide services to the community.

**ECHO calls (See attached)** – On its own, an ECHO call by Dispatch is not a call for service. The ICC reached out to County Communications to acquire their procedure for Sheriff's Office Notification of ECHO Responses. The procedure directs County Communications to advise the appropriate Sergeant of all ECHO responses within their jurisdiction. The Sergeant will be provided all amplifying information so the Sergeant can make the determination whether a unit will respond or not. If the Sergeant determines a unit is to be dispatched, all updated information shall be provided to the responding unit until on scene or it is determined a Sheriff's Office response is no longer needed.

Remember that deputies responding to any call for service may be advised by County Communication of a, **"CODE 6H Droplet Precautions Advised."** This allows our staff to take appropriate actions to protect themselves when responding to a call for service. Please be safe, use proper precautions and PPE, and to determine availability of EMS and Fire when appropriate to assist.