

**SULLIVAN COUNTY 911  
GUIDELINES  
FOR  
FIRE DEPARTMENTS**





# SULLIVAN COUNTY 911 COMMUNICATIONS

<b>Subject: Fire Dispatch Guidelines</b>	
<b>Section: 500</b>	<b>Created: 02/01/2010</b>
	<b>Revised:</b>

## POLICY:

Any emergency call received by this 911 Center, requiring a fire department response, will be dispatched promptly and in accordance with the procedures outlined below. This document will provide a general guideline for the dispatching of fire departments within Sullivan County. Given that this center dispatches for nearly 70 different emergency agencies, it's essential that consistency be applied whenever possible. It is understood however, that there may be individual variations based on the operational needs of the specific department and those variations will be maintained within the automatic response sheet. It is necessary to continually review these procedures and variations to stay abreast of changes which have been made.

## PROCEDURE:

1. As much information as possible will be obtained from the caller including but not limited to:
  - a. Address of the emergency, including cross streets and landmarks if appropriate
  - b. Call back telephone number
  - c. Name of caller
  - d. Nature of the fire emergency with details
2. The automatic response sheet along with any CAD alerts will be checked prior to every dispatch.
3. With the help of CAD and GIS mapping, the appropriate fire department (and automatic responses, if applicable) will be dispatched immediately using the "Fire Dispatch" (red) radio dispatch screen.
4. Dispatches should be clear and to the point and will contain at minimum:
  - a. Call sign or "53 Control"
  - b. Department Name
  - c. Nature of the call using "plain English", no codes or signals will be used
  - d. Address of the incident including cross streets and residence name, if available
  - e. Dispatch is to be concluded with time of dispatch and dispatcher number
5. The STATION will be dispatched within the CAD system in order to trigger a text page for said department.
6. **PAGING SEQUENCE:**
  - a. After 1 minute (as time permits) a second dispatch using the "Home Alert"(grey) radio dispatch screen will be performed following the same format as outlined in #4 with the addition of announcing the chief(s) or primary unit already on the air.
  - b. If no unit and/or chief from a dispatched department has acknowledged a dispatch after (5) minutes, the dispatcher will attempt to call any chief or apparatus on the air. If no response a 2<sup>nd</sup> alarm will be dispatched for that department.
7. **DOCUMENTATION:**
  - a. All dispatcher actions, responder requests, and any other details of the incident will be recorded within the CAD incident narrative.
  - b. All unit times will be recorded within the CAD system.
  - c. All CAD records are legal, time & date stamped documents which should be recorded in a timely and professional manner: *"If it wasn't documented, it wasn't done"*



# SULLIVAN COUNTY 911 COMMUNICATIONS

<b>Subject: Tow Requests, Disabled Vehicles &amp; Lockouts</b>	
<b>Section: 801</b>	<b>Created: 02/01/2010</b>
	<b>Revised:</b>

8. **MUTUAL AID:**
  - a. Any mutual aid requests will come from the incident commander on scene.
  - b. At no time should the 911 dispatcher prompt the fire officers as to the needs for additional resources.
  - c. If after 7 minutes from initial dispatch no chief of apparatus have responded, the dispatcher will proceed to dispatch the next closest fire department to the incident as mutual aid. When/if the home department does respond, the dispatcher will inform them of the mutual aid steps taken.
9. It is encouraged that dispatchers work as a team to verify automatic responses, district lines, CAD alerts, etc.
10. The dispatcher shall repeat all requests for mutual aid back to the requesting party for confirmation.
11. If units on scene do not answer the radio after (1) or (2) attempts, the dispatcher should keep in mind that field units are likely away from their radios. Likewise, field personnel should establish an incident command structure, which should include direct & constant communication capability with 53Control.
12. At the conclusion of the incident, departments may call for their incident times including: Dispatch, Responding, At Scene, Back in Service.

**POLICY:**

Any public 911 calls seeking assistance for a disabled vehicle or request for a tow truck will be referred to the appropriate police agency based on caller's request. Any disabled vehicle on Route 17 that is safely out of danger will be referred to the New York State Police.

Any request for a tow of an emergency vehicle (ie: fire truck gets stuck) will be carried out and the requested tow company will be contacted by the dispatcher.

Any callers seeking assistance with a vehicle lockout should be directed to contact a locksmith of their choice. If there are extenuating circumstances (ie: Child in vehicle) a police unit should be dispatched to assist. If the caller insists on assistance, transfer the caller to the police agency of his/her choice.

**PROCEDURE:**

1. A CAD incident will be generated for any 911 callers seeking a tow request, vehicle lockouts or reporting a disabled vehicle.
2. Depending on the nature of the complaint, outlined above, the incident will be narrated and caller referred appropriately.
3. If a police dispatch is required units will be tracked accordingly within CAD.



SULLIVAN COUNTY 911 COMMUNICATIONS

Subject: Cancellation of Calls	Created: 02/01/2010	Revised:
Section: 711		

**POLICY:** Any request for incident/response cancellation will NOT be initiated by the 911 Dispatcher and should simply be relayed to responding units of the cancellation request, who made the request and the reason for the cancellation. At no time will the dispatcher CANCEL a dispatch/agency unless directed to do so by the responding officer.

**PROCEDURE:**

Whenever a request to "CANCEL" is made and/or the caller changes their mind and does not want an emergency services response, the dispatcher will contact the responding agency and notify them who is requesting the call be cancelled and why. It will be up to that responding unit to determine their own action whether to disregard or continue their response. Cancellation pages should be done at the direction of the Chief, Police unit or EMS Captain for their respective agencies.

If the request to cancel is made prior to any units being dispatched (ie: alarm company callback), in the case of a Fire or EMS incident the Fire Chief or EMS Captain of jurisdiction will be notified of the initial request and subsequent cancellation request. He/She will determine what action, if any, they'd like their department to take. In the case of a Police incident that is cancelled prior to dispatch, the dispatcher will document the reason for the cancellation and the person who requested the cancellation in the CAD narrative.

**"When in Doubt - Send Them Out!"**

If the dispatcher has any suspicion about the cancellation request or feels the situation should be further investigated then the appropriate agency should be dispatched and informed of what has transpired.



SULLIVAN COUNTY 911 COMMUNICATIONS

Subject: Fire Coordinator & Battalion Coordinator (BC) Dispatch	Created: 02/01/2010	Revised:
Section: 501		

**POLICY:** In order to insure a consistent response of Fire Coordinators, the following dispatch guidelines will be followed:

- 1) **BC Dispatch**
  - a) All mutual aid fire calls whether it's a standby or to the scene. This does not include pre-arranged automatic responses
  - b) If a pre-arranged automatic response call turns into a working fire and the 911 center is made aware of same.
  - c) Upon request by fire units
- 2) **BC Notification**
  - a) All fire calls at a County building or facility.
  - b) On all out-of-county mutual aid involving one of fisher battalion departments
- 3) **Fire Coordinator Notification**
  - a) Any firefighter or civilian death or injury at the scene of any fire call.
  - b) At the request of any fire units

The Fire Coordinator and BC's will be dispatched via radio 24/7 as well as text page. If you do not get a response within 2 minutes, re-tone. If no response in 5 minutes page the next appropriate BC Backup.

All Fire Coordinator and BC activity will be logged within CAD. If 5301 or a BC respond to a call their unit will be dispatched within CAD.

**OVERVIEW:**

The Fire Coordination system is comprised of (1) Fire Coordinator and (5) Deputy Fire Coordinators also referred to as Battalion Coordinators (BC). Each BC has a pre-determined backup in the event that he is not available.

The Chain of Command in the event that the Fire Coordinator is not available would be:

1. BC-1
2. BC-2
3. BC-5
4. BC-3
5. BC-4



# SULLIVAN COUNTY 911 COMMUNICATIONS

Subject: Text Page/Message Notification

Section: 710

Created: 02/01/2010

Revised:

**STATEMENT:**

The Sullivan County 9-1-1 Computer Aided Dispatch (CAD) system has the capability of sending text messages to predetermined emergency responders upon emergency dispatch of a department. CAD system texts are sent upon activation of a department within the CAD system and require no additional steps by the 9-1-1 dispatcher. The text that is sent includes; type of call, call location, cross streets and common name (if available).

CAD Text notifications are only a supplement to traditional tone/voice paging and SHOULD NOT be relied on, nor will 9-1-1 support it, as a primary means of receiving dispatches for emergency calls

**POLICY:**

All requests from Fire, EMS or Police personnel for addition to the CAD text messaging must be made in writing or via email to the Chief Dispatcher from a Fire Chief, Police Chief or EMS Captain. All requests must include:

- Recipient name
- Recipient Identifier (Portable, shield, or ID# if available)
- Recipient text device phone number
- Recipient service provider

The 9-1-1 Center must be notified immediately of personnel changes including: changed phone number, or membership status. In that some text messages may contain sensitive data, it's imperative that the 9-1-1 Center be notified to make the necessary changes as quickly as possible.

The following must be understood and adhered to by anyone choosing to receive CAD text message notifications:

1. CAD Text Messages are only a supplement, not a replacement, to the standard tone and voice paging that is utilized for emergency notification.
2. In order to maintain security of the text user database, text users must be an active member of your agency and will possess a County Identification Card from the Bureau of Fire or Bureau of EMS. All text notification users will be verified against the ID system database.
3. Due to the inherent flaws in digital text messaging, CAD text messages can be significantly delayed or lost during transmission of the message to the text device.
4. CAD texts are generated via CAD information, not by radio dispatch information.
5. Text recipients will not receive CAD text message notifications when traveling out of cellular coverage area and will not display on your text device until traveling back in cellular coverage area. This could cause significant delay or loss in receiving a CAD text message.
6. Recipients of CAD texts will be responsible for any service fees or charges that apply for receiving text messages on their text device.
7. Upon receipt of a CAD text notification, CAD text recipients MUST NOT call the 9-1-1 dispatchers via phone for call status or call update information as this will cause undo workload on 9-1-1 dispatchers. Text recipients abusing this will have their text number removed from receiving future CAD text messages. Any administrative issues pertaining to text paging should be directed to the Chief Dispatcher or E911 Coordinator.
8. Text notifications will not be sent for non-emergency situations such as announcements, drill cancellations, etc.
9. CAD text notifications are generated on the initial dispatch, not any subsequent or secondary activations, of a call.

**REFERENCE:**

	BC	BC Backup	BC	BC Backup
Beaverkill Valley	2	3	1	2
Bloomingburg	5	4	1	4
Callicoon	1	2	4	5
Callicoon Center	2	3	3	5
Claryville	3	2	1	4
Fallsburg	3	5	3	2
Forestburgh	5	4	2	3
Grahamsville	3	2	5	4
Hankins	1	2	2	3
Highland Lake	1	4	4	2
Hortonville	1	4	5	4
Hurleyville	3	4	4	2
Jeffersonville	4	2	5	4
Kaunonga Lake	4	2	4	2
Kenoza Lake	4	2	2	3
Lake Huntington	1	4	3	5
Lava	1	4	3	5
Liberty	2	3	5	4
Livingston Manor	2	3	2	3
Loch Sheldrake	3	4	1	4

Operations Assignments	BC	Back-up BC
Sullivan County International Airport	4	2
Fire Police	3	2
Water Recovery Team	5	1
Wildland Search and Rescue	2	5
WMD/Haz-Mat	4	5



SULLIVAN COUNTY 911 COMMUNICATIONS

10. Weather announcements
When a severe weather notification defined below is received, affecting Sullivan County, through any media (Weather alert radio, NYS PIN, Weather bug, fax etc) the dispatcher is to in turn rebroadcast the weather notification via radio as promptly as airborne allows. Any dispatching in progress will take precedence over a weather notification broadcast.

Table with 2 columns: Alert Name, Tone. Includes Severe Thunderstorm Watch, Severe Thunderstorm Warning, Flash Flood Watch, Flash Flood Warning, Heavy Snow Warning, and Wurtsboro Towers.

- a. All weather announcements will be preceded by an alert tone (Select and hold A1, A2 or A3)
b. Broadcasts will be made over Fire, Police and EMS frequencies on both the Tannaham Lake and Wurtsboro Towers
c. The dispatcher will read the appropriate scripted announcement found in the Special Message Book. The message will be repeated twice per tower
d. A text page to ALL CAD text page subscribers will be generated indicating the weather alert
e. Any subsequent updates to a weather alert will also be retransmitted as above.

11. Road closure announcements
Any time Sullivan County 911 is made aware of a complete road closing prohibiting Emergency Services access to a bridge or roadway, 911 will initiate an announcement for the Fire & EMS agency of jurisdiction.

- a. Upon notification of a bridge/road closure the dispatcher will note the closing in the "road closure log"
b. A MAP EVENT will be created within ALL Trakker indicating the closure, location, duration & details
c. A special announcement will be made by 911 to the Fire & EMS jurisdictions in which the closure is occurring:
i. If the road/bridge closing is going into effect immediately or prior to the next announcement cycle the announcement is to be made immediately.
ii. If the road/bridge closure is a planned event the announcement should be made during the next announcement cycle.
d. When the 911 Center is notified of the road/bridge reopening, a follow-up announcement will be made indicating same.

12. Announcement Postponement or Cancellation
a. If there are active incidents involving active paging, the test shall be postponed.
b. Special announcements shall be postponed for no more than one (1) hour.
c. If at the conclusion of one (1) hour there remain active incident(s) the special announcements shall be cancelled.

Table with 2 columns: Field, Value. Subject: Wildland Search & Rescue Team Dispatch, Section: 502, Created: 02/01/2010, Revised:

POLICY: This department will dispatch and notify emergency personnel as described below upon dispatch of a search detail and subsequent request of the Wildland Search and Rescue Team to be mobilized.

PROCEDURE:

- 1. BC-2 shall be notified immediately of any and all ongoing search and rescue emergencies. In his absence, notify BC-5. In BC-5's absence, BC-1 shall be notified. The appropriate BC for the battalion that the search detail originates in will also be alerted to respond.
2. The BC in charge of the SAR Team will advise the 911 Center of the staging area for all team members and/or mutual aid departments to respond to.

Wildland SAR Team Activation:

- 3. Tone:
a. Dispatch BC-2 or his alternate BC-5.
b. Dispatch BC of jurisdiction.
c. Dispatch EMS Coordinator.
d. Special Ops Tone for all Wildland Search and Rescue Team members to respond to the staging area as determined by the BC in charge. (Tone off all (5) towers)
4. Dispatch
a. Dispatch 53SAR in CAD to send text message. Utilize text paging as necessary during incident to update responding members of details.
5. Team members will call in to the "1 AM RESPONDING" system to indicate their response. Dispatchers should be logged into the system to be aware of their responding resources.
6. BC2 or his alternate BC will be periodically updated as to the status of the responding members.



# SULLIVAN COUNTY 911 COMMUNICATIONS

<b>Subject: Dive Team/Water Rescue Team Dispatch</b>	
<b>Section: 503</b>	<b>Created: 02/01/2010</b>
	<b>Revised: 04/09/2012</b>

**POLICY:**

This department will dispatch and notify emergency personnel as described below upon dispatch of a water related incident and subsequent request of the County Dive Team to be mobilized. The fire department of jurisdiction must be dispatched first to all water emergencies. Any request for the dive team activation must come from the fire chief of jurisdiction and/or incident command (IC).

**PROCEDURE:**

- Water Emergencies:**
- The fire department of jurisdiction will be dispatched.
  - The BC of jurisdiction shall be notified of any and all ongoing water emergencies. In his absence, the alternate BC shall be notified.

**Dive Team Activation:**

- Any request for the dive team activation must come from the fire chief of jurisdiction and/or incident command.
- The chief and/or incident command are to provide the location of where they would like the dive team dispatched to (ie: Scene, staging area, etc.)
- Tone:
  - Dispatch BC of jurisdiction
  - Dispatch Deputy EMS Coordinator of jurisdiction
- Tone:
  - Dispatch 53DIVE in CAD to generate a text page. Use text page updates to advise responding members of any changes during the incident.
  - Special Ops Tone for all Dive Members (Tone off all (5) Towers)**  
If a Chief or IC specifically request boats, page the requested department individually with siren activation for their boat to respond. (Rock Hill, Highland Lake, Lumberland and the National Park Service have acceptable dive boats.)
- Team members will call in the "I AM RESPONDING" system to indicate their response. Dispatchers should be logged into the system to be aware of their responding resources.
- Incident command must be periodically updated as to the status of the responding members.

**PROCEDURE:**

- All special announcements, with the exception of units going in/out of service and automatic response, will be made at 0815 and 1800 hrs each day.
- All special announcements must be received by the 911 Center prior to the scheduled announcement cycle. Departments are requested to call in an announcement at least 30 minutes prior to the announcement cycle.
- Special announcements will only be accepted from an EMS Captain and/or Fire Chief or Assistant Chief of the department to receive the announcement. Requests to also tone additional departments, with the exception of automatic responses, will not be honored. Each EMS Captain or Chief must request same.
- All announcements made will be documented in the Special Announcement Log.
- No special announcements, with the exception of "out of service" units, will be conducted after 2100 or before 0700.
- Departments will receive (1) announcement per event. There should be no requests for follow-up announcements of event in progress.
- Countywide announcements or Special team announcements (Dive Team, SAR, etc)
  - Must be called for by a member of the Bureau of EMS or Bureau of Fire. TI's may call to announce classes as necessary.
  - Will be transmitted off of Tenamah Lake and Wurtsboro Towers and preceded by a 5 second alert tone. (Selecting and holding the A1, A2 or A3 tone buttons)
- Funeral announcements
  - With the exception of County Fire or EMS officials, funeral announcements will be made once for the deceased members' home department only.
  - The home department may receive (1) standard format funeral announcement and (1) additional "last call" if requested.
  - Funeral announcements should be done during the daily announcement cycle, but may be done outside of the normal timeframe due to religious constraints.
- Daily announcements
  - Will be broadcast at both 0815 and 1800 on Fire & EMS.
  - Will include out of service units/apparatus only. Individual personnel such as EMS Captains, chiefs, BC's and FI's will not be included in the broadcast.
    - Any unit listed out of service for more than 15 days will be announced as "out of service till further notice" on the 15<sup>th</sup> day and will no longer be included in the daily out of service listings
  - Will include any EMS Squads on AMA status
  - Will include any active hospital diversion status
  - The EMS Captain or Fire Chief should contact 911 with any discrepancies





# SULLIVAN COUNTY 911 COMMUNICATIONS

<b>Subject:</b> Special Announcements	<b>Created:</b> 02/01/2010	<b>Revised:</b>
<b>Section:</b> 709		

**POLICY:** It is this department's foremost responsibility to provide Police, EMS and Fire radio transmissions and dispatches for emergency incidents. As airtime allows, it is the policy of Sullivan County 911 to broadcast special announcements that are standardized, at a time appropriate for such activity, and with content appropriate for the relay of necessary information for emergency service's operation. With the exception of severe weather, announcements will not be transmitted via text messaging.

Any active incidents will take precedence over special announcements being performed

**DISCUSSION:** Communicating non-emergency, operational related information is an integral part of any communication center. However, the frequency, content and timeliness of special announcements must be standardized and must be consistent with permissible radio transmissions prescribed by the Federal Communications Commission. This document outlines what is considered to be a permissible announcement as pertains to Sullivan County Emergency Services. Departments should utilize special announcements as a last resort and consider the use of email, websites, bulletin boards, telephone chains, newsletters, etc to notify their membership.

- Permissible Announcements:**
1. Units in/out of service
  2. Weekly Equipment Tests
  3. Automatic Mutual Aid Listings
  4. Weather or Emergency Notifications
  5. Meeting cancellations (in bad weather)
  6. Funerals
  7. Special Drills (ie: CISD)
- Prohibited Announcements:**
1. Meetings
  2. Social Events (Bingo, fundraisers, etc)
  3. Personal messages not emergency related from member to member



# SULLIVAN COUNTY 911 COMMUNICATIONS

<b>Subject:</b> Hazardous Materials Incident Dispatch	<b>Created:</b> 02/01/2010	<b>Revised:</b>
<b>Section:</b> 504		

**POLICY:** On all reports of a HAZ-MAT incident dispatch, the appropriate Fire Department will be dispatched and EMS to standby at building. Police dispatch should be considered for scene security. The fire officer in charge will advise if ambulance is needed on scene. BC-4 and EMS-1 should also be notified of HAZ-MAT incidents.

**PROCEDURE:**

1. Dispatch the Fire Department of jurisdiction and notification for BC-4, or in his absence BC-5.
2. Place the EMS squad of jurisdiction on STAND-BY in their quarters and notification of EMS-1.
3. Consider Police dispatch to assist with traffic and scene security

**DISCUSSION:**

- The Office of Fire Prevention and Control (OPFC) is prepared to offer assistance to the fire service in the event of a hazardous materials incident. Such an incident is defined as any release of a hazardous material which threatens the safety of citizens, property or the environment. Assistance can be requested 24-hours-a-day.
- When calling for assistance, tell the operator that you are requesting hazardous materials technical assistance. Be prepared to provide:

Name & Dispatcher #	Status (leaking, burning, etc)
Description of incident	Container type
Location of incident	Placard / Label Information
Date / Time of incident	Fatalities and/or Injuries
Materials involved & amount	Population endangered
Weather conditions	Water and environmental hazards



# SULLIVAN COUNTY 911 COMMUNICATIONS



# SULLIVAN COUNTY 911 COMMUNICATIONS

<b>Subject: Fire Investigation Dispatch</b>	
<b>Section: 505</b>	<b>Created: 02/01/2010</b>
	<b>Revised:</b>

<b>Subject: General Radio Procedures</b>	
<b>Section: 708</b>	<b>Created: 02/01/2010</b>
	<b>Revised:</b>

**POLICY:**

All requests for Fire Investigators (FI) will be transmitted to the 911 Dispatcher by the Incident Commander. The 911 Dispatcher will attempt to assemble minimum of (2) Investigators for each incident using the Fire Investigator Tones and text page. If after 5 minutes no response for (2) Investigator, re-tone. If after 10 minutes of still not having (2) Investigators, consider making phone calls to assemble a team. If it becomes necessary to assign an FI, then the nearest FI to the scene should be utilized. Once you have assigned (2) FI's to the incident be sure to update Incident Command as to who is responding.

**DISCUSSION:**

Through the Fire Investigators office they have each been loosely assigned to cover particular fire districts. Therefore, when 911 tones out for an FI the assigned FI will in theory call in to accept assignment. After 5 minutes, if a re-tone is performed, that will alert the other FI's that perhaps the assigned FI's are not available to respond and that will be their cue to call and respond.

**PRODEDURE:**

Upon request for Fire Investigators to the scene:

1. Use the Fire Investigation tones 24/7. (ie: "Any available Fire Investigator for a Fire Call in Roscoe, contact the 911 Center")
2. Dispatch the unit 53FI with CAD to generate an FI text page.
3. After 5 minutes if no or limited response re-tone via radio and send updated manual text page
4. If after 10 minutes no or limited response, consider using phone to assemble FI crew. If only (1) FI is responding, you may inquire how he'd like to proceed.
5. Advise Incident Command how many FI's are responding.
6. Notate any attempts or declined attempts within your CAD narrative.

**INTRODUCTION:**

The use of radio is an important part of the police, fire fighting and ambulance operations. Radio allows the direct transmission of alarms to the police officers, firefighters and EMS personnel and alerts them to the type and location of the emergency. It also allows communications between the E911 center and apparatus, the rapid summoning of mutual aid, and coordination of responding equipment. Maintaining efficiency in our communication system requires every police officer, firefighter and EMS member, as well as the 911 Dispatchers to have an understanding of the radio system and the procedures required for its efficient use.

**PROCEDURE:**

The FCC requires that you identify yourself at certain specific times by means of call letters:

1. The 911 Center call letters for Fire are WNLE-369 & identifier is "53 Control"
2. The 911 Center call letters for EMS are WNLU-351 & identifier is "Sullivan EMS"
3. The 911 Center call letters for Police are WPMMS-638 & identifier is "Sullivan 911"

From 0001 until 0700 on the hour identifications will be made over each frequency unless there are active units during that time period. From 0800 - 0000, specific hourly identification is not required when radio usage is at its peak. In these cases utilizing the identifiers before or after transmissions will suffice. All radio id's should be documented in the radio log (if skipped, same should be documented with reason).

**GUIDELINES:**

1. It is a violation of FCC rules to interrupt any distress or emergency message. Always listen to ensure that the frequency is clear, that no one else is on the air, before sending any messages. If the frequency is being used with regard to an emergency call keep off the air. Emergency calls have priority over all other messages.
2. Use of profane or obscene language over the radio is prohibited by Federal Law. Such use may jeopardize County FCC license status. Any individual found using profane language on any County frequency will be disciplined.
3. It is unlawful to send false call letters, a false distress or emergency message.
4. Radio messages/conversations should be brief and confined to public safety issues.
5. Radio messages may not be of a personal nature. All radio messages should pertain to emergency business and the carrying out of public safety functions.
6. Courtesy is implied in all radio transmissions. There is no need to say "please" or "thank you" over the radio.
7. Paging of one person to contact another (unless related to an emergency call) is not allowed. It is expected that any such request from Fire and/or EMS personnel will be in the event of an emergency only.
8. All frequencies used by Sullivan County 911 are FCC licensed to and operated by the County of Sullivan. Any agency wishing to add a base station, repeater, or any other enhancement using these frequencies must be in FCC compliance and such enhancements must not cause harmful interference to other users and licensees on the frequency.
9. 911 dispatchers must repeat back (echo) all radio requests for confirmation. The unit that made the request should affirm the request or restate the request with corrections if necessary.
10. Speak clearly and slowly. Avoid yelling into the microphone
11. All callers will be treated with courtesy by phone and/or radio at all times. If a conflict arises it's to be addressed by a dispatch supervisor or management team.
12. Avoidable background noise will be muted during radio communications.
13. All calling parties will be answered by radio regardless of what frequency they are calling on.
14. Do not question sender of a radio message unless there is a valid reason to know.
15. Call units once or twice. Do not badger them. They may be away from their radios.
16. Always handle life threatening calls with priority. A dispatcher must use judgment.



SULLIVAN COUNTY 911 COMMUNICATIONS

- a. Delta: Mechanical/Machinery Entrapment
- b. Delta: Trench Collapse
- c. Delta: Structure Collapse
- d. Delta: Confined space entrapment
- e. Delta: Inaccessible terrain situation
- f. Delta: Mudslide/Avalanche

6. Card #27 (Stab/Gunshot/Penetrating Trauma)

- a. Delta: Unconscious
- b. Delta: Not alert
- c. Delta: Central Wounds
- d. Delta: Multiple Wounds

6. Card #29 (Traffic/Transportation Accident) – Delta 1, 2, 4, 5

- a. Delta: Major Incident  
*(Hitcrqf, Bus, Sidway, Watercrqf)*
- b. Delta: High Mechanism  
*(ATV, Auto vs. pedestrian, bicycle/motorcycle, Ejection, Personal watercrqf, rollovers, Vehicle off bridge/height)*
- c. Delta: Pinned (trapped) victim
- d. Delta: Not Alert

7. Dispatcher discretion based on caller interrogation. Dispatchers should be conservative in their discretion.

8. At the request of any responding emergency units.

Subject: Fire & CO Detector Activation		
Section: 506	Created: 02/01/2010	Revised:

POLICY:

Any report of a fire and/or carbon monoxide (CO) detector activation shall be immediately dispatched to the fire company of jurisdiction. If the caller reports injury or illness at the scene, the dispatcher will follow the appropriate EMD protocol as indicated. All alarm activations should be considered a valid emergency until proven otherwise by on-scene emergency personnel. All callers should be told to evacuate the premises until emergency responders arrive and provide further instructions.

PROCEDURE:

1. Determine the location, call back number, name and nature of the callers complaint
2. Once it's determined to be a fire and/or CO detector activation ask the caller if there are any injuries or if anyone at the location is feeling ill. If necessary, utilize the appropriate EMD protocol based on the nature of the injury/illness.
3. Prior to terminating the call, advise the caller to evacuate the location until emergency services arrive.
4. Dispatch the appropriate fire company of jurisdiction and/or any automatic responses as indicated.
5. If the caller reported injury or illness at the scene, regardless of the fire agencies automatic response listing, an ambulance shall be dispatched.
6. The dispatcher should advise responding fire personnel of any on-scene illness or injury



# SULLIVAN COUNTY 911 COMMUNICATIONS



# SULLIVAN COUNTY 911 COMMUNICATIONS

<b>Subject: Coroner Dispatch</b>	
<b>Section: 603</b>	<b>Created: 02/01/2010</b>
	<b>Revised:</b>

**POLICY:**

Coroners will be dispatched by the E911 Center upon the request of a Police, Medical, Fire or Healthcare agency. For any Coroner requests at a Healthcare Facility (Hospital, Nursing home, etc) the next Coroner in rotation will be dispatched. For scene calls (residential, roadway, etc) the closest Coroner will be contacted first. In his/her absence the next closest will be called, and so on.

For any other Coroner inquires; the call should be screened and handled appropriately. In cases of organ donation or other time sensitive matters, the dispatcher should attempt to reach the appropriate Coroner. For non-emergent matters, callers should be referred to the coroner's office at the government center.

**PROCEDURE:**

1. Upon request, the dispatcher will initiate a CAD incident with an incident type of "E-Coroner Call"
2. The appropriate coroner will be contacted by telephone or cell phone. Text paging should be considered as well.
3. Any call attempts or declinations by any of the coroners should be noted in the CAD record.
4. Once a coroner accepts the assignment, their unit will be dispatched in CAD and the requesting agency will be notified of their response and ETA (if available)
5. Update the Coroner log accordingly. This will allow us to maintain Coroner rotation.

*Note: 911 personnel should not take initiative to call for a Coroner without the request first being made by an appropriate agency.*

<b>Subject: Helicopter/Med-Evac Dispatch</b>	
<b>Section: 604</b>	<b>Created: 02/01/2010</b>
	<b>Revised:</b>

**POLICY:**

To provide a standard operational guide for dispatch of medical helicopters to incidents within Sullivan County, NY.

**PROCEDURE:**

**Dispatch and Response:**

1. The Advanced Medical Priorities Dispatch System card decks shall be noted with an "H" in the patient determinant sections which require the automatic dispatch of a helicopter (air medical unit). Special Response Narrative section of the Call For Service screen in CAD will also indicate this automatic dispatch.
2. The 911 dispatcher dispatching the incident shall state during the dispatch "helicopter standby is indicated", where appropriate during the dispatch sequence.
3. The 911 dispatcher shall contact the appropriate helicopter service and place them on standby.
4. The first responding unit (fire, police or EMS) shall be advised that "a helicopter has been put on standby for your incident."
5. All further instructions shall be taken from Unified Incident Command on the scene of the incident including cancellation.
6. The highest trained medical personnel on the scene will make the determination to launch or cancel the helicopter. In the absence of medical personnel, a fire officer at the scene may cancel the helicopter if it's obvious that one will not be needed. If there is any doubt, the helicopter should be left on standby until EMS arrives to evaluate the patient.

**Indications for Stand by:**

1. Card #7 (Burns and Explosions)
  - a. Charlie: Burns >18% BSA
  - b. Charlie: Significant Facial Burns
2. Card #14 (Drowning/Dividing/ SCUBA Accident)
  - a. Delta: Unconscious
  - b. Delta: Diving or suspected neck injury
  - c. Delta: SCUBA Accident
3. Card # 15 (Electrocution/Lightning)
  - a. Delta: Unconscious
  - b. Delta: Not disconnected from power
  - c. Delta: Power not off or hazard present
  - d. Delta: Extreme Fall
  - e. Delta: Abnormal breathing
  - f. Delta: Unknown Status (3<sup>rd</sup> party caller)
4. Card #17 (Falls)
  - a. Delta: Extreme Fall
5. Card #22 (Inaccessible Incident/Entrapment)