

EASTERN SHORE OF VIRGINIA 9-1-1 COMMISSION



PUBLIC SAFETY

COMMUNICATIONS MANUAL

Accomack and Northampton Counties

Virginia

Adopted in Northampton County on September 30, 2008
Adopted in Accomack County on October 16, 2008

Effective Date - December 1, 2008
Last Updated – March 20, 2023

THIS VERSION IS FOR PUBLIC RELEASE

PURPOSE

This communications manual is established to assist in developing uniform operating procedures that will allow for the effective relay of information among the Emergency Services Communications Officer; the various fire and rescue stations, field units; and other agencies. Additionally, information is furnished to orient public safety personnel to the local communications system. There is a need for an influence and means which will serve to promote the use of standardized operating procedures, and it is toward this end that the Eastern Shore of Virginia 9-1-1 Commission, the Accomack-Northampton Firemen's Association Communications Committee, both counties' Fire/EMS Commissions, and public safety officials trust that their efforts in developing and revising this manual will prove useful.

Language in red should be suppressed/removed from any on-line/public version of this manual; considered sensitive and not for public release. Currently includes - Chapter 6/Letter I, Chapter 12/Letter AF, Appendix I (partial), and Appendix K.

TABLE OF CONTENTS

Chapter 1: The Communications System.....

Chapter 2: The 9-1-1 Emergency Communications Center.....

Chapter 3: Other Dispatch and Fire/EMS Stations.....

Chapter 4: Field Units.....

Chapter 5: Licensing and the FCC.....

Chapter 6: Public Safety Communications Languages.....

Chapter 7: Field Radio Procedures and Techniques.....

Chapter 8: Fire Ground Communications and Reports.....

Chapter 9: 9-1-1 Communications Center Operators.....

Chapter 10: Telephone Procedures and Techniques.....

Chapter 11: Radio Dispatching – General.....

Chapter 12: Dispatching of Fire/EMS Services.....

Chapter 13: Paging/Alerting Formation for Fire/EMS.....

Chapter 14: Radio Broadcasting and Announcements.....

Chapter 15: EMS/Fire Incident Processing.....

Chapter 16: Dispatching of Emergency Services.....

Chapter 17: Notifications to Other Agencies.....

Chapter 18: Alarm Systems.....

Chapter 19: Dispatch Floor Operations.....

Chapter 20: Computer Aided Dispatch (CAD).....

Appendixes.....

- A. The public safety and emergency services communications system for Accomack and Northampton Counties consists of a wide inventory of two-way radio equipment, communications consoles, encoders, decoders, pagers, towers, antenna systems, and telephone networks designed to function as an integrated communications net for the following services:
- Accomack County Office of Emergency Services
 - Northampton County Office of Emergency Services
 - Accomack-Northampton Firemen's Association and County Fire/EMS Commissions
 - Eastern Shore Emergency Medical Services Council, *(a sub-area council of Tidewater EMS Council, comprised of local rescue squads, Riverside Shore Memorial Hospital, and other EMS components)*
 - Accomack County Sheriff's Office
 - Northampton County Sheriff's Office
 - Virginia State Police *(Area 31)*
 - Town Police Departments, *Eastern Shore of Virginia*
 - Accomack County Local Government Agencies and Activities
 - Amateur Radio Emergency Services - *Eastern Shore of Virginia*
 - Agencies Affiliated with the Above

Ownership of equipment is diversified and is thus not listed as a part of this manual. Radio equipment is under control of its owner or legal licensee, unless otherwise assigned. Only properly licensed radio equipment is recognized as a part of the system, unless exception has been given in writing.

- B. Operation of all radios by agencies participating in this system should be in accordance with the policies and procedures outlined in this Communications Manual and subsequent memoranda of changes thereto or in accordance with specific policies and procedures of their own agency relative to intra-agency communications.
- C. The Eastern Shore of Virginia 9-1-1 Commission shall be responsible for the overall management of inter-agency public safety and emergency services communications on the Eastern Shore (Fire/EMS), particularly as it relates to the dispatching and management of 9-1-1 emergency calls received by its 9-1-1 Communications Center. The Commission shall employ or appoint a Director, Consultant, or/and other officials to act as the manager of the overall public safety and emergency services communications system. This official shall be responsible for coordinating the activities of all users of the network and for providing technical support and supervision of the system. They shall serve as an agent of the Eastern Shore of Virginia 9-1-1 Commission, the County of Accomack, and the County of Northampton for the purposes of managing and coordinating purchase and installation of new communications equipment and maintenance to communications equipment located at the 9-1-1 Communications Center. They shall serve as

an agent of the counties of Accomack and Northampton for the purpose of submitting, renewing, and/or endorsing applications for Federal Communications Commission licensing when required (Fire/EMS).

- D. The Eastern Shore of Virginia 9-1-1 Commission, in cooperation with the Fire/EMS Commissions of Accomack and Northampton counties, the Eastern Shore Emergency Medical Services Council, and other public safety officials, shall establish and/or approve these policies for use by agencies served by the Eastern Shore of Virginia 9-1-1 Communications Center.
- E. Temporary policies affecting a specific segment of users may be adopted by the governing body or agency head of that segment when deemed necessary for efficient operations of the user segment. If such policies affect dispatch operations at the 9-1-1 Communications Center, concurrence of the 9-1-1 Commission's Director or designee and affected Fire/EMS Commission(s) shall be required.
- F. Requests for policy and/or procedure changes should be forwarded to the Commission's Director or designee in writing by department heads or chiefs of public safety agencies. Complaints from field users are handled by the 9-1-1 Commission, through its Director or designee. Any complaints or suggestions should be made to the 9-1-1 Director or designee; the 9-1-1 Director or designee may require the complainant to make such complaint in writing when determined that referral or documentation is required. Any 9-1-1 Communications Officer (or other ESVA 9-1-1 Commission staff) having complaints or suggestions may make such by contacting their immediate Supervisor. The 9-1-1 Director or designee is delegated authority to investigate complaints or initiate corrections to policy violations as a result of Communications Officers (or other ESVA 9-1-1 Commission staff) complaints. Complaints relative to management (9-1-1 Director) shall be made directly to the Chairman of the 9-1-1 Commission.
- G. Information and operations in this Communications Manual regarding the communications system is basic. More detailed information and specifications can be obtained, when necessary, from system technicians, the 9-1-1 Director, or the 9-1-1 Consultant.

CHAPTER 2 THE 9-1-1 EMERGENCY COMMUNICATIONS CENTER

- A. The primary communications control and dispatch station, known as the Eastern Shore of Virginia 9-1-1 Communications Center, is located at 23201 Front Street, Accomac, Virginia 23301.
- B. The 9-1-1 Center will serve as the hub of emergency communications for the Eastern Shore of Virginia. The Center will receive information for various public safety agencies. It will maintain confidential and proprietary data. Such data and information shall be maintained in a safe and secure manner.
- C. The 9-1-1 Center monitors various other radio frequencies used by both public safety agencies and the general public. The audio level of monitored-only channels as well as the activity status of each will be governed by the amount of traffic and interference present at given times, as well as demonstrated need for the monitoring given channels.
- D. The Communications Control Center (consoles) in the 9-1-1 Center serves as a remote-control device for controlling/monitoring radios installed at other locations.
- E. The following station designators shall be used for radio traffic to and from the following radios at the 9-1-1 Center:

SERVICE	DESIGNATOR
FIRE-EMS DISPATCH	"DISPATCH"
TACTICAL/OTHER CHANNELS	"DISPATCH"
NORTHAMPTON SHERIFF'S OFFICE	"EASTVILLE"
ACCOMACK SHERIFF'S OFFICE	"ACCOMACK"
SIRS (Statewide Interdepartmental Radio System)	"ACCOMACK 9-1-1"

- F. In the event of disruption to the radio or telephone networks at the 9-1-1 Center, back-up systems will be used. The Communications Officer (or other ESVA 9-1-1 Commission staff), in cooperation with the 9-1-1 Director, Consultant, and/or Supervisory staff, will take immediate steps to establish alternative functional systems to serve participating agencies with available back-up resources. Activation of back-up systems, at locations other than the 9-1-1 Center, will be the responsibility of respective agencies controlling such. Technical and/or dispatching assistance will be provided by the Commission upon request.
- G. A logging recorder at the 9-1-1 Center will record both sides of radio and telephone conversations on designated channels and telephone circuits handled by the 9-1-1 Center. Review of tapes (recordings) shall require approval by the 9-1-1 Director, or designee, with the completion of a FOIA request form.

- H. An emergency generator at the 9-1-1 Center will automatically start and provide emergency power in the event of power outage.
- I. The doors of the 9-1-1 Center shall remain closed and locked at all times except when authorized access to or from is being provided. Communications Officers and 9-1-1 personnel will be the only persons permitted in the 9-1-1 center unless there is a bonafide reason requiring access. Visitors may be permitted provided permission has been obtained from the appropriate 9-1-1 Commission personnel.
- J. Only duly authorized 9-1-1 Communications Officers and 9-1-1 Commission personnel shall be permitted to dispatch and/or answer incoming calls in the 9-1-1 Center, unless otherwise authorized by the 9-1-1 Director or 9-1-1 Consultant.

CHAPTER 3

OTHER DISPATCH and FIRE/EMS STATIONS

A. DISPATCH STATION – ACCOMACK COUNTY SHERIFF'S OFFICE

A primary dispatch station for Sheriff's Office communications in Accomack County is located at the Accomack County Sheriff's Office in Accomac, Virginia, and is operated by Accomack County Sheriff's Office personnel on a 24 hour-a-day basis. The dispatching personnel are under control of the Sheriff of Accomack County.

B. DISPATCH STATION – NORTHAMPTON COUNTY SHERIFF'S OFFICE

A primary dispatch station for Sheriff's Office communications in Northampton County is located at the Northampton County Sheriff's Office in Eastville, Virginia, and is operated by Northampton County Sheriff's Office personnel on a 24 hour-a-day basis. The dispatching personnel are under control of the Sheriff of Northampton County.

C. DISPATCH STATION – CHINCOTEAGUE POLICE DEPARTMENT

A primary dispatch station for Police Department communications in the Town of Chincoteague is operated by Town of Chincoteague personnel on a 24 hour-a-day basis. The dispatching personnel are under control of the Police Chief in Chincoteague.

D. FIRE/EMS STATIONS

1. Each fire department, fire department/rescue squad, or rescue squad participating in the Fire/Rescue Communications System is assigned a company number upon which its radio designations are based. The base radios at each station shall be called by the designation of the number preceded by the word "Station." For example, the base radio at the Atlantic Volunteer Fire Company is designated "Station 4."
2. The stations are identified as follows:

STATION	COMPANY NAME
1	New Church Volunteer Fire and Rescue Co.
2	Greenbackville Volunteer Fire Department, Inc.
3	Chincoteague Volunteer Fire Company
4	Atlantic Volunteer Fire and Rescue Co
5	Saxis Volunteer Fire Company
6	Bloxom Volunteer Fire Company
7	Parksley Volunteer Fire Company
8	Tasley Volunteer Fire Company
9	Onancock Volunteer Fire Department

- 10 Melfa Volunteer Fire and Rescue
- 11 Wachapreague Volunteer Fire Company
- 12 Painter Volunteer Fire Company
- 13 Community Fire Company (Exmore)
- 14 Cheriton Volunteer Fire Company
- 15 Cape Charles Volunteer Fire Company
- 16 Northampton Fire and Rescue (Nassawadox)
- 17 Eastville Volunteer Fire Company
- 19 Cape Charles Rescue Service
- 20 Oak Hall Rescue
- 21 Tangier Volunteer Fire Company
- 25 Wallops Main Base
- 26 Wallops Island
- 31 Northampton County EMS

- 3. Upon the written consent of all involved stations/agencies, and following all applicable local government requirements, the ESVA 9-1-1 Center will initiate changes to a station(s) district boundary or a specific Fire/EMS box (Fire/EMS geoproximity boundary). If all involved stations are unable to agree to a change, the matter will be referred to the respective Fire-Rescue Commission for decision, with the appropriate Board of Supervisors serving as a final decision point, if needed. The underlying consideration should be the closest company. Instances where a challenge/dispute for a specific Fire/EMS box or Fire/EMS geo-proximity boundary is initiated from a Fire/EMS station will follow established procedures/guidelines for resolution.
- 4. Upon request, all stations/agencies shall provide the ESVA 9-1-1 Center with a current list of station monitor numbers.

E. RADIO PROGRAMMING

- 1. All radios (transceivers) obtained for use to communicate with the 9-1-1 Center and field units in the several stations will be approved at the station level by the appropriate officer and will be purchased using standards established by the 9-1-1 Commission. The (re)programming of radios will utilize standards established by the 9-1-1 Commission. The ESVA 9-1-1 Commission will establish and publish the minimum standards a radio must meet in order to become a part of the communications standards.
- 2. Field radios are expected to have the proper radio identifier programmed as well as the ESVA 9-1-1 Center consoles having the correct MDC code (to assure the proper display of the unit/radio). Instances when no radio identifier displays or an incorrect radio identifier displays at the radio console (such as numbers/letters displaying) shall be forwarded to 9-1-1 Center supervisory staff.

F. **DELMARVA EMERGENCY MANAGEMENT RADIO**

On behalf of the Accomack County Department of Public Safety, the ESVA 9-1-1 Center monitors the Delmarva Emergency Management Radio for Accomack County. The radio provides connectivity with other EOC's on the Delmarva Peninsula for use during severe weather events or for back-up communications for emergency managers in the region. A monthly test is conducted on the second Friday each month around 10AM and the ESVA 9-1-1 Center should answer on behalf of Accomack County.

- A. Many mobile and portable radios exist in the field of public safety services. Likewise, the radios are owned and operated in several different ways. In order to have a standard identifying system for these various units, the following designators will be used to precede the radio numbers assigned:

ENGINE - the radio in any fire services apparatus equipped with a fire pump having a minimum pump capacity of 500 gpm (at 150 psi), a hose body, a water tank with a minimum capacity of 300 gallons, and the primary equipment designated for pumpers by NFPA 1901. Such apparatus is generally known as a fire engine or fire pumper.

TANKER - the radio in any fire services mobile water supply apparatus equipped with a water tank with a minimum 1500-gallon capacity, a fire pump having a minimum pump capacity of 500 gpm (at 150 psi) or a 4-inch or larger dump valve, and carrying the primary equipment designated by NFPA 1901 for mobile water supply apparatus.

ENGINE/TANKER - the radio in any fire services apparatus meeting the requirements of an engine and tanker.

LADDER/TOWER/TRUCK - the radio in any fire services apparatus equipped with an aerial ladder meeting the general requirements of NFPA 1901 for such apparatus.

RESCUE - the radio in any fire and/or rescue services apparatus equipped for the primary purpose of supporting vehicle extrication and rescue activities at the scenes of emergencies, but not including ambulances. This vehicle may also serve as a light attack vehicle, brush truck, salvage truck, or engine.

BRUSH - the radio in any fire services apparatus equipped for the primary purpose of fighting woods, brush, and grass fires. This vehicle may also serve as a light attack vehicle or salvage truck.

BRUSH/ENGINE – the radio in any fire service apparatus serving as an engine and brush unit.

SQUAD - the radio used in a vehicle designed for non-transport medical assist.

REHAB - the radio in a vehicle used to provide rehabilitation and refreshments during incidents.

SALVAGE - the radio in any fire services apparatus equipped for the primary purpose of supporting salvage operations at the scenes of fires. This vehicle may also serve as a light attack vehicle, brush truck, or rescue truck.

CHIEF - any radio of any status when used by the fire chief for other than vehicle status reports, or the radio in a fire chief's car when used by the fire chief. The designators "DEPUTY", "DEPUTY CHIEF", or "ASSISTANT CHIEF" followed by the station number may be used on the fire-ground to designate other chief officers who are functioning in command positions.

FORESTRY - the radio of any vehicle of the Virginia Department of Forestry duly licensed and authorized to operate a radio on the fire frequency.

MEDIC - the radio in a licensed EMS basic or advanced life support ambulance when one of the attendants on-board is a Virginia certified EMT Enhanced or Intermediate.

EMS - the radio used by an Emergency Medical Services Coordinator or official employed by either local government, a regional EMS council, hospital, or other coordinating body for purposes of EMS coordination; also used for select EMS non-transport vehicles.

The following is the radio designation used by NCEMS leadership and their quick-response vehicles:

- EMS 5 – *Chief*
- EMS 6 – *Division Chief*
- EMS 7 – *Captain*
- EMS 8 – *Road Boss* (someone functioning as a supervisor, that is not a Captain) or *additional Captain on duty*

HAZ-MAT - the radio in a hazardous materials response vehicle approved by the Coordinator of Emergency Services.

UNIT - any radio or receiver used for fire services, emergency medical services, or other emergency services functions when not otherwise issued a specific designator, including:

- ambulances when not functioning at the MEDIC level (numerical designator ending in 0, 1, or 2)
- auxiliary fire and rescue vehicles not otherwise classified
- (Numerical designator ending in 9 thru 99)
- mobile/portable radios used by individual Fire/EMS members
- monitor receivers/pagers used by Fire/EMS members

PARAMEDIC - The radio in an EMS unit licensed by the Virginia Office of EMS in which one of the attendants on the unit is certified at the paramedic level.

PORTABLE - a portable radio used for on-site communications in such applications as jail security, public works, or emergency services. This classification will not be routinely used in fire and rescue services, where the

individual's unit number and the "Unit" prefix will be preferred.

RADIO MAINTENANCE - a radio when operated by a communications technician or engineer for testing purposes.

DISPATCHER - a radio operated by the 9-1-1 Director, 9-1-1 Consultant, 9-1-1 Dispatch Supervisor, or other communications staff in the performance of official duties related to the administration and coordination of this system.

SAFETY - the "Safety" radio designation should be used by an officer/firefighter that has been assigned by the IC as the incident safety officer. His responsibility is to monitor conditions, activities, and operations at an incident and report the same to the incident commander. He should take immediate action to stop activities and operations deemed unsafe. * Some stations have assigned the radio designation "Safety" to individual members/monitors, not specific to an incident.

TRAINING - a radio operated by a public safety training officer or instructor in the performance of official duties related to the administration and coordination of training programs for police, fire, rescue, or other emergency services.

MOBILE COMMAND or **MOBILE EOC** - a radio operated as a function of a mobile communications center or mobile command post for purposes of interagency coordination, incident command, and/or integrated emergency management.

COMMAND POST - a radio operated at the scene of an emergency designated as a temporary command point for scene activities although the radio is customarily used with a different designator in routine activities. It serves as the contact point for on-scene communications and as the liaison with the 9-1-1 Center. When more than one Command Post is in operation, either a station number or a sequential number should be assigned or used following the designator to differentiate the multiple posts.

DPS - a radio operated by Accomack County Department of Public Safety personnel.

- DPS 1- ACDPS Director; may respond on Fire/EMS calls.
- DPS 3- ACDPS Battalion Chief; may respond on Fire/EMS calls.
- DPS 5- ACDPS Training Coordinator; may respond on Fire/EMS calls.

INCIDENT COMMAND/COMMAND - a radio operated by the officer-in-charge of overall emergency services operations at any emergency incident when the radio command title is not readily known or when mutual aid responses indicate the need to identify a specific official or OIC as the overall coordinating and command officer. This designator shall be used to identify the overall incident command position in any Integrated Emergency Management System or Incident Command System involving response of other public safety agencies. In some incidents, this role will be filled by Fire Command, EMS Control, or Police Command; in others, an official of the Office of Emergency Services or other

agencies may serve as the Incident Command.

ZONE - radio assigned to a non-transport EMS vehicle designed for first response or assist.

SPRINT - radio assigned to a non-transport EMS vehicle designed for first response or assist.

DMSU – Disaster Medical Support Unit for the following uses: patient evacuation, triage, personnel protective equipment, patient decontamination, rehabilitation, morgue equipment, incident command equipment, and mass casualty incidents; currently only used at Station 31.

SERV (Specialized Emergency Response Vehicle) – radio assigned to a specialized emergency services vehicle. * Currently only used for SERV 8 (heavy duty utility vehicle for off-road use).

TELESQUIRT – radio assigned to an engine with a low extension ladder (used for water-pipe operations and/or rescue situations). Currently only used at Station 14.

The use of the designators "UNIT" and "CAR" are optional when used within a specific system to which the radio is usually assigned. When cross-patching with or communicating on another frequency, the designators should be used to avoid conflicting numerical assignments.

- B. Fire/EMS units will utilize numerical identifications to further identify functional classifications. Each radio will either use its respective station number following the above designator or a combination of its respective station number and a unit specifying number. Until such time, as stations operate multiple units in either of the following classifications, the official designation of each unit will be the designator word followed by the station number:

CLASSIFICATION	EXAMPLE	DISPLAY
LADDER	LADDER-3	L3
RESCUE	RESCUE-1	R1
BRUSH	BRUSH-1	B1
REHAB	REHAB-7	RH7
CHIEF	CHIEF 9	

Ambulances, engines, wagons, tankers, auxiliary vehicles, and individuals in the fire and rescue services will use a combination of their respective station number as the first or first and second digit(s) of their unit number and a unit specification number as the last digit(s) of their unit number. Unit specification numbers are as follows:

- 0 - ambulance

- 1 - ambulance
- 2 - ambulance
- 3 - engine or pumper (secondary use for tanker)
- 4 - engine or pumper (secondary use for tanker)
- 5 - engine or pumper (secondary use for tanker)
- 6 - engine or pumper (secondary use for tanker)
- 7 - tanker (secondary use for engine)
- 8 - tanker (secondary use for engine)
- 9 - auxiliary vehicle (crew car, pickup, jeep, etc.)
- 10 thru 99 - individual members and/or additional auxiliary vehicles

Established Reserve Fire/EMS Units-Apparatus - When a Fire/EMS station establishes an apparatus/unit overall designed for reserve operations, the following radio identification and CAD unit codes will be used:

Ambulance - Reserve (Station #)A (letter A representing ambulance)

Engine - Reserve (Station #)E (letter E representing engine)

Tanker - Reserve (Station #)T (letter T representing tanker)

Brush - Reserve (Station #)B (letter B representing brush)

Example - Station 7 has an ambulance designed for reserve use (at any station); will carry radio/CAD designation as "Reserve 7A".

- C. Privately-owned or operated radios and receivers of firefighters and rescue squad members will be designated by the word "Monitor" followed by the station number and a two-digit number. A Station 4 member might be Monitor 4-10 (410) and a Station 17 member might be Monitor 17-26 (1726).
- D. All other vehicles and/or radios will be designated by the appropriate designator word and an assigned number, unless a special assignment is received from the 9-1-1 Commission or its agent.
- E. Vehicles and radios from outside the local system and governmentally or privately-owned vehicles/radios authorized to communicate on these frequencies for inter-system use will use their own system's assigned designator supplemented by such words as are necessary to identify or distinguish an unknown unit.

Examples include:

- NASA Wallops fire and EMS vehicles
- Nightingale, Pegasus, Life-Evac, and Med-Flight helicopters
- Maryland State Police helicopter(s)
- Fire/EMS vehicles from other jurisdictions
- Private for-hire ambulance services

F. TELEPHONE CALLS TO COMMUNICATIONS DURING INCIDENTS

1. Non-EMS Incidents (fires, hazardous material, etc.) - Field personnel will not contact the 9-1-1 Center using telephone lines, except for relaying essential/pertinent information related to an incident or in an emergency situation.
2. EMS Incidents – In addition to relaying essential/pertinent information related to an incident or in an emergency, field personnel are permitted to contact the 9-1-1 Center via telephone to advise they are responding (or not available) to the incident. This information will be broadcast by the Communications Officer as indicated in this Communications Manual.
3. Generally, the following non-inclusive list of telephone calls to the 9-1-1 Center **are not** acceptable related to incidents:
 - requests for fire gear to be placed on apparatus.
 - questions asking if a specific member is needed on an incident.
 - members advising that they are responding to an incident (*non-EMS incidents*).
4. Generally, the following telephone calls to the 9-1-1 Center **are** acceptable related to incidents:
 - calls providing additional information about an incident
 - a member arriving at an incident to provide on-scene information.
 - any emergency situation.
5. Calling/Dialing 9-1-1 directly should not be utilized to contact the 9-1-1 Center, except in emergencies.

G. RADIO TRAFFIC TO COMMUNICATIONS DURING INCIDENTS

1. FIRE Incidents - Field personnel will not contact the 9-1-1 Center via radio, except for relaying essential/pertinent information related to an incident or in an emergency situation.
 - Command personnel are permitted to contact the 9-1-1 Center as needed during an incident.
2. Generally, requests for fire gear to be placed on apparatus are not acceptable.
3. EMS Incidents – In addition to relaying essential/pertinent information

related to an incident or in an emergency, field personnel are permitted to contact the 9-1-1 Center via radio to advise they are responding to the incident. This information will be echoed by the Communications Officer as indicated in this Communications Manual.

4. Information providing additional information about an incident, a member arriving at the scene of an incident to provide on-scene information and any emergency situation are acceptable.

H. **ADDITION/DELETION OF APPARATUS/UNITS**

The 9-1-1 Center shall be formally notified of any addition or deletion of any apparatus in the system. This will allow proper tracking ability (CAD) for responses of the apparatus.

I. **FEDERAL WILDLIFE OFFICERS**

While use is infrequent, there are several radios (each officer with a mobile and portable radio) assigned to Federal Wildlife officers (at the Chincoteague National Wildlife Refuge) programmed with ESVA 9-1-1 Fire/EMS frequencies – They will carry the radio prefix of *FW* following by a number (when operating on the Fire-EMS system). If you hear from one of these officers, do the best you can to assist or provide the information requested.

- A. All radio equipment used in this system will be licensed in accordance with regulations of the Federal Communications Commission (FCC).
- B. Records of all radio licenses related to equipment operated at the 9-1-1 Communications Center will be maintained by the 9-1-1 Director or designee. Copies will be posted on or near the base radio equipment and/or in the 9-1-1 Center.
- C. The 9-1-1 Director and/or designee will monitor the status of all licenses of equipment located at the 9-1-1 Center, as well as licenses for mobile radios operating under each associated base station. Appropriate filings for modifications and renewals will be made as required.
- D. Each fire department, fire company, or rescue squad operating a base radio at its headquarters shall be responsible to license such station and to maintain such license. The 9-1-1 Commission may provide technical assistance upon request. Each of the aforementioned shall file a copy of its current license with the 9-1-1 Commission upon request.

[NOTE: Stations/agencies may occasionally receive mailings from private firms (i.e., FCC Licensing, Inc.) regarding license applications and/or renewals. Although the name may appear to be the federal agency governing such, this is often not the case; these mailings generally seek some monetary fee to file your paperwork for you and may be ignored. The FCC will generally send a renewal notice that you merely sign and return (with fee or exemption proof). Usually, the private company's mailing is 2-3 months ahead of the official FCC notice. If you have questions, contact the 9-1-1 Commission's Director or Consultant.]

- E. Authorization is hereby granted for participating fire companies and rescue squads to operate FCC type-accepted mobile or portable radios on designated frequencies in accordance with these policies, when such companies are not independently licensed or lack the necessary number of unit authorizations.
- F. Individual members of fire and rescue companies may be authorized by their companies to operate FCC type-accepted mobile or portable radios on frequencies licensed to that company. Additionally, they may be authorized to operate on frequencies licensed to the 9-1-1 Commission subject to approval of the company of which they are a member and notification is provided to the 9-1-1 Commission. Such request must be approved and signed by the chief operational officer or his designee of the company. Authorization may be revoked by the 9-1-1 Commission, the appropriate Fire-Rescue Commission, the EMS Council, or the chief operational officer for non-compliance with these policies or FCC rules and regulations.
- G. Vehicles and agencies from outside the local system and governmentally or privately-owned vehicles or radios providing or requesting mutual aid assistance to public safety services served by this system are authorized to oper-

ate mobile and/or portable radios and communicate on the Eastern Shore system frequencies for purposes of inter-agency coordination provided such the operating agency is eligible for licensure in the same radio service as the frequency used. This provision does not extend "dispatching" or "paging" service to any private agency.

- H. The use of the emergency frequencies will be limited to communications essential to the conduct of departmental/agency business. Under rules of the Federal Communication Commission, it is unlawful:
- to transmit superfluous signals or messages of a personal nature by radio.
 - to use profane, indecent, or obscene language.
 - to willfully damage or permit radio apparatus to be damaged.
 - to cause unlawful or malicious interference with any other radio communications.
 - to intercept and use or publish the contents of any radio message without the expressed permission of the proper authority.
 - to make unnecessary or unidentified transmissions.
 - to transmit without first making sure that the intended transmission will not cause harmful interference.
 - to make any adjustments, repairs or alterations to a radio transmitter, unless under the supervision of a professional radio technician, holding a first or second-class license.
 - to deny access to any radio equipment if a properly identified representative of the FCC asks to inspect it. The equipment must be made available at any reasonable hour.
 - to transmit a call sign, signal, code, letter, or numeral which has not been assigned.
- I. Communications involving the safety of life/property are to be afforded priority by all licensees.
- J. The FCC requires each station be identified by transmitting the assigned call-sign on a regular basis. To comply with this requirement, the 9-1-1 Center shall end an initial dispatch of an incident and announcement period with the station call letters on the primary dispatch channel/frequency (*WPSJ218 - 155.220*). Including the call-sign during other radio transmissions or on other channels shall not occur.
- K. All transmissions must be restricted to the minimum practical transmission time.

CHAPTER 6 PUBLIC SAFETY COMMUNICATIONS LANGUAGES

A. TEN-CODES

Although ten-codes have generally been phased out from use in the public safety radio communications, the reality is they are still sometimes used by public safety personnel. ESVA 9-1-1 Center staff should not use Ten-Codes (except for 10-4), rather is provided in this manual as a reference. Below are previously commonly used ten-codes and their meaning (it should be understood that the meaning of ten-codes can vary from jurisdiction to jurisdiction).

- **10-0** - Use Caution
- **10-1** – Unable to Copy
- **10-2** – Good Radio Signal
- **10-4** – OK/Acknowledgement
- **10-6** – Unit/Person is Busy
- **10-7** – Out of Service
- **10-8** – In-Service/Available
- **10-9** – Repeat
- **10-12** – Standby
- **10-16** – Domestic Situation
- **10-17** – Complainant/Caller
- **10-20** – Location
- **10-21** – Call by Telephone
- **10-22** – Cancel/Disregard
- **10-23** – On-Scene
- **10-33** – Emergency
- **10-46** – Disabled Vehicle
- **10-50** – Vehicle Accident
- **10-51** – Need Wrecker/Tow-Truck
- **10-55** – Intoxicated Driver
- **10-70** – Fire Incident
- **10-96** – Mental Patient
- **10-99** – Wanted/Stolen

B. These standard words and phrases are recognized for use:

- **ACKNOWLEDGE** - Let me know that you have received and understood the message.
- **ADVISE (IF)** - Give this message to, or, provide me with the necessary information.
- **AFFIRMATIVE** - Yes.
- **AT _____** - Unit has arrived at a destination other than the original scene of the call (i.e., hospital, medical facility).
- **ASCERTAIN** - Find out.

- **BE ADVISED** - This is to advise you that_____.
- **CHECK** - Call and see.
- **CODE BLUE** - Cardiac Arrest.
- **CODE GRAY** - Dead on Arrival (D.O.A.).
- **CORRECTION** - The correct version is_____.
- **EMT** - Emergency Medical Technician.
- **EMERGENCY (related to response)** – Respond in emergency mode to an incident.
- **EN ROUTE** - Unit is in route to a given location.
- **ETA** - Estimated Time of Arrival.
- **FORWARD** - Send.
- **GO AHEAD** - Proceed with your message.
- **IN PURSUIT** - Unit is chasing a vehicle and requires assistance from other units.
- **IN-STATION** - Unit has fully completed assignment and has returned to the station of origin.
- **LZ** - Landing Zone.
- **NEGATIVE** - No.
- **NON-EMERGENCY (related to response)** – Respond in non-emergency mode to an incident.
- **NOT AVAILABLE** - Unit cannot accept another assignment, but may be able to be reached by radio.
- **OBTAIN** - Get.
- **O.K.** - Message received, granted, will comply or agreed upon.
- **ON SCENE** - Unit has arrived on scene of emergency.
- **PAR**- Personnel Accountability Report - Number of personnel on unit/scene.
- **PREPARE TO COPY** - Dispatcher or unit is about to give lengthy message.
- **REPEAT** - Say again.
- **RESPONDING** - Unit is enroute to assignment.
- **RETURNING TO STATION** - Assignment completed. Unit is returning to station.
- **SECOND ALARM** – Duplication of the first alarm assignment (if requested, the 9-1-1 Center will repeat the initial alert)
- **SPECIAL ANNOUNCEMENT** - Information to follow.
- **SPELLING** - The next word will be spelled out.
- **STANDBY** - Do not transmit until directed or wait.
- **TANKER TASK FORCE** – Additional three (3) tankers and engine (if requested, the 9-1-1 Center will dispatch three next due tankers and next due engine).
- **TESTING** - For radio tests, the designator "TESTING" will precede a test count or alarm.
- **UNABLE** - Can't.
- **UNDER CONTROL** - Situation is under control when no further assistance is anticipated.
- **URGENT** - An emergency message must be transmitted.
- **WORKING FIRE** - A fire at which considerable fire-fighting activity is

being conducted.

C. The standard response scenario of FIRE emergencies will be as follows:

- **RESPONDING** - Unit is enroute to assignment.
- **ON SCENE** - Unit has arrived on scene of emergency.
- **RETURNING TO STATION** - Assignment completed. Unit is returning to station.
- **IN STATION** - Unit has returned to station. Radio will be "off".

D. The standard response scenario of EMS/RESCUE/MEDICAL emergencies will be as follows:

- **RESPONDING** - Unit is enroute to assignment.
- **ON SCENE** - Unit has arrived on scene of emergency.
- **EN ROUTE** _____ - Unit is in route to a given hospital or medical facility.
- **AT** _____ - Unit is at designated medical facility. (Out of vehicle.)
- **RETURNING TO STATION** - Assignment completed. Unit is returning to station.
- **IN STATION** - Unit has returned to station. Radio will be "off".
- **CLEAR** - Unit has cleared from the call.

E. The following trauma/medical codes are established for field use.

- PRIORITY 1 - Critical injury or critical medical problem requiring immediate treatment by a physician and/or EMS personnel.
- PRIORITY 2 - Moderate injury or moderate medical problem requiring treatment by a physician and/or EMS personnel within one hour.
- PRIORITY 3 - Minor injury or minor medical problem or ambulatory patient.
- PRIORITY 4 - Non-emergency/Code gray

F. TERMINOLOGY

Stations Requesting Additional Staffing – **EMS Incidents** – The below language will be used by field personnel when requesting additional staffing:

- REQUESTING A DRIVER – station has a released EMS provider (that is not a driver) and needs a released driver
- REQUESTING AN ATTENDANT – station has a released driver (that is not an EMS attendant) and needs a released EMS attendant
- REQUESTING A DRIVER OR ATTENDANT – station has a released driver (who is also a released EMS attendant) and needs either a released driver or a released EMS attendant.

G. PHONETIC ALPHABETS

Used for spelling out unusual names of persons and locations. The names used after each letter have been found to be the most understandable over the air. They should always be given as: "A - Adam," "B - Boy" never "A as in Adam" or "B as for Boy," etc. The alphabets are easily memorized with a little use.

(A) ADAM	(J) JOHN	(S) SAM
(B) BOY	(K) KING	(T) TOM
(C) CHARLES	(L) LINCOLN	(U) UNION
(D) DAVID	(M) MARY	(V) VICTOR
(E) EDWARD	(N) NORA	(W) WILLIAM
(F) FRANK	(O) OCEAN	(X) X-RAY
(G) GEORGE	(P) PAUL	(Y) YOUNG
(H) HENRY	(Q) QUEEN	(Z) ZEBRA
(I) IDA	(R) ROBERT	

(A) ALPHA	(J) JULIETTE	(S) SIERRA
(B) BRAVO	(K) KILO	(T) TANGO
(C) CHARLIE	(L) LIMA	(U) UNIFORM
(D) DELTA	(M) MIKE	(V) VICTOR
(E) ECHO	(N) NOVEMBER	(W) WHISKEY
(F) FOXTROT	(O) OSCAR	(X) X-RAY
(G) GOLF	(P) PAPA	(Y) YANKEE
(H) HOTEL	(Q) QUEBEC	(Z) ZULU
(I) INDIA	(R) ROMEO	

H. A twenty-four-hour clock will be used for public safety communications and

records. Examples appear below:

2400	Midnight (“twenty-four-hundred”)
0001	One minute after midnight (“triple-zero-one”)
0100	1 a.m. (“zero-one- hundred”)
0010	Ten minutes after midnight (“double-zero-ten”)
0200	2 a.m. (“zero-two-hundred”)
0300	3 a.m. (“zero-three-hundred”)
0400	4 a.m. (“zero-four-hundred”)
0500	5 a.m. (“zero-five-hundred”)
0600	6 a.m. (“zero-six-hundred”)
0700	7 a.m. (“zero-seven-hundred”)
0800	8 a.m. (“zero-eight-hundred”)
0900	9 a.m. (“zero-nine-hundred”)
1000	10 a.m. (“ten-hundred”)
1100	11 a.m. (“eleven-hundred”)
1200	12 noon (“twelve-hundred”)
1300	1 p.m. (“thirteen-hundred”)
1400	2 p.m. (“fourteen-hundred”)
1500	3 p.m. (“fifteen-hundred”)
1600	4 p.m. (“sixteen-hundred”)
1700	5 p.m. (“seventeen-hundred”)
1800	6 p.m. (“eighteen-hundred”)
1900	7 p.m. (“nineteen-hundred”)
2000	8 p.m. (“twenty-hundred”)
2100	9 p.m. (“twenty-one-hundred”)
2200	10 p.m. (“twenty-two-hundred”)
2300	11 p.m. (“twenty-three-hundred”)

I. **Interoperability Codes – Virginia Standard Transmission Codes**

REDACTED

J. **TERMINOLOGY – EMERGENCY RESPONSES**

Emergency Response – Indicates units will respond emergency mode to an incident.

Non-Emergency Response – Indicates units will respond non-emergency to an incident.

Use of phrases “*Emergency Response*” and “*Non-Emergency Response*” – When command or other field personnel advises units to respond emergency or non-emergency this will be echoed to responding units on the dispatch and tactical channel (if applicable). The language should not be changed from the field personnel, such as stating “*respond at a reduced rate*” instead of “*respond non-emergency.*” Echo what is stated by field personnel, without altering the language.

K. EMS CERTIFICATION LEVEL – RADIO USE

The field is expected to use the following to designate the highest EMS certification level on the ambulance.

- Paramedic, such as “*Paramedic 7-1 to Dispatch*”
- Medic, such as “*Medic 19-1 to Dispatch*” (Medic is used for Intermediate, Advanced, and the former Enhanced)
- Ambulance, such as “*Ambulance 11-1 to Dispatch*” (Ambulance is used for Basic)

The dispatch center is expected to echo what the ambulance states. In addition, the 9-1-1 Center should also assure the EMS certification designation is stated as well. If a unit states “*Paramedic 3-1 to Dispatch*”, the 9-1-1 Center shall state, “*Paramedic 3-1 go ahead.*” If a unit has been using the EMS certification designation (such as continuously stating Medic 6-2) during an incident, then the 9-1-1 Center should also state “*Medic*” in front of the ambulance radio designation. If a unit only states the ambulance number, such as “*31-1 to Dispatch*” or “*9-1 to Dispatch*”, then simply follow their lead and state, “*31-1 or 9-1 go ahead.*”

CHAPTER 7 FIELD RADIO PROCEDURES AND TECHNIQUES - GENERAL

- A. The manner in which radio and telephone messages are handled is often a measure of the efficiency of an organization and the attitude of its individuals. Observing simple basic rules will expedite message handling and improve working relationships among all concerned. Application of these general "Do's" and "Don'ts" plus the specified procedural examples shown elsewhere will lead to a professional job.
- B. Listen before transmitting to make certain the frequency is clear and organize your thoughts before transmitting.
- C. Keep all transmissions brief and to the point.
- D. Speak distinctly and pronounce words carefully. Speak at a moderate speed using your conversational voice. Don't shout! Remain calm in all situations.
- E. Make sure the microphone switch is fully depressed and pause briefly before talking. Hold mobile microphones close to and at a slight angle (45°) to your mouth. In mobile relay/repeater systems, operators should allow about one half second prior to talking after keying the microphone.
- F. From a cold start, different radios require varying amounts of time to warm up. Be aware of this and allow time for the transmitter to stabilize.
- G. Avoid transmitting when sirens and other noise are at high levels.
- H. Use official titles and unit numbers in all transmissions.
- I. Do not use preliminary calls simply to establish contact. Unless conditions require urgent contact as specified in Chapter 6, identify yourself or unit and send your message in one single transmission.

Good Example:

FIELD: "Unit 13-1 - Dispatch, Responding."
DISPATCH: "Unit 13-1, 10-4, 1345."

Poor Example:

FIELD: "Unit 13-1 - Dispatch."
DISPATCH: "Unit 13-1, go ahead."
Field: "Responding."
Dispatch: "Responding, 1345."

- J. All stations and units should assume good signal strength and readability unless otherwise notified. Unless one station cannot clearly hear another, or except when tests are being conducted or patch circuits are being established, strength and readability reports will not be requested.

- K. Various words, phrases, and signals have been adopted for use in this communications system, and should be used when appropriate. They appear in Chapter 6 of this manual. When unsure of a code, use plain English.
- L. Never use language or terms over the radio which will not be acceptable for public broadcasting.
- M. Comedy, humor, jargon, or practical jokes will not be permitted within this radio system.
- N. All radio transmissions will be made only in connection with departmental or agency business and the performance of official duties.
- O. The station and unit designators identified in Chapters 3 & 4 of this manual and such others as shall be issued by the 9-1-1 Commission shall be used when calling stations and units within this system.
- P. Vehicle/unit response and status will be indicated by the use of appropriate response codes. When a unit which is RETURNING TO STATION (without commitment to a call) receives a call to respond to another incident, the word "RESPONDING" should be used to verify response to the second call.
- Q. When responding to an assignment, or when any vehicle status change is made, all units must make sure that the 9-1-1 Communications Officer acknowledges the unit. If after two attempts have been made during a status change and the 9-1-1 Communications Officer has not acknowledged, the unit should communicate via telephone, if possible.
- R. Changes or turnovers of command should be transmitted via radio in order that all responders are aware of such changes or designations.
- S. The scanning of multiple channels by responding/on-scene units/personnel is discouraged. Personnel should operate/monitor using assigned channels; failure to do so may result in missed radio communications.
- T. Agency/station officers shall use their officer designation/rank followed by the station ID when engaging in radio communications or when contacting the 9-1-1 Center via telephone. This is designed to promote a consistent approach to the use of radio designations by field personnel and to allow 9-1-1 Center staff and field personnel to be aware when they are communicating with an officer.

CHAPTER 8 FIRE GROUND COMMUNICATIONS AND REPORTS

- A. The first arriving unit on any emergency shall report as being ON SCENE. On fire incidents, the unit shall give a visual/arrival report. Example: "*Engine 16-4 to Dispatch, on scene, smoke showing from the second story.*" The report shall be echoed by the Communications Officer.
- B. Chief Officers and command units should advise the 9-1-1 Center when they are on-scene of any major fire or emergency.
- C. The officer-in-charge (OIC or Fire Command), after summarizing the situation shall, as soon as possible, make a fire-ground report to the Communications Officer advising the nature and extent of the situation, any assistance needed, and any special instructions.
- D. When calling for additional alarms or units, the OIC should advise what is needed, listen and verify the alerts, and then advise special instructions for the units to respond. If no specific instructions are given by the OIC, the responding units should not ask for instructions on the radio but rather report to the OIC at the fire ground.
- E. On multiple alarm fires, second-in and later companies are recommended to refrain from attempting communication with the on-scene company or Fire Command until nearing the location. Avoid unnecessary conversation during responses. Listen for instructions from Fire Command officer or the OIC.
- F. In the event of an emergency requiring numerous companies, or in specialized situations, it may become necessary for the OIC to establish a command post. If multiple command posts are in operation, the designator should be followed by the district number in which the incident is located. The command post should be staffed by knowledgeable fire personnel working directly with the OIC, and channel direction on all plans for fire attack/rescue strategies and requests for additional assistance. All vehicles should report to the command post and all radio traffic to and from the 9-1-1 Communications Officer should be through the command post.
- G. In the event the OIC/Safety Officer determines immediate and/or emergency evacuation/retreat of suppression forces is required, this shall be communicated to all personnel by radio. On-scene apparatus shall be directed to sound a 10-second continuous blast of all horns/air horns as an audible warning, or following on-scene procedures. This blast is known as the "EMERGENCY EVACUATION SIGNAL" and shall be used when a potential safety danger is imminent to fire/rescue forces (Refer to APPEXDIX R).

CHAPTER 9

9-1-1 CENTER : COMMUNICATIONS OFFICERS

- A. The Eastern Shore of Virginia 9-1-1 Communications Center is operated by the Eastern Shore of Virginia 9-1-1 Commission on a 24 hour-a-day basis. Personnel are employed by and are under control of the Eastern Shore of Virginia 9-1-1 Commission and its designated management staff.
- B. 9-1-1 Communications Officers serve as the system telecommunicators. The 9-1-1 Communications Officers are the point of contact through which most information is received or disseminated. They represent the 9-1-1 Communications Center and all affiliated agencies to all with whom they communicate. In addition, the increased use of scanners by the public has put 9-1-1 Communications Officers in a position of representing public safety services to persons with whom they never communicate. 9-1-1 Communications Officers will only be as effective as their own initiative and sense of responsibility dictates. The material in this manual, nor that in any other, will not compensate for carelessness, lack of sincere effort, dishonesty, or disregard of established rules and regulations.
- C. Standard operating procedures (SOP's) shall be used by all 9-1-1 Communications Officers handling messages by radio or telephone. The 9-1-1 Communications Officer is responsible for maintaining system discipline, handling radio and telephone message traffic rapidly, determining the order of priority in which transmission will be made, and directing and controlling the use of all frequencies, except those specifically established for field use. The 9-1-1 Director or 9-1-1 Consultant shall have authority to order the reassignment of frequencies if technical and/or legal parameters so dictate.
- D. The 9-1-1 Communications Officer is a resource manager. They must know the capabilities and limitations of the communications systems that they are authorized to operate. They must be familiar with the administrative organization of their department and other departments, so as to be able to route traffic properly, and be knowledgeable of the equipment available to public safety agencies for the process of their duties, both regular and emergency. They must be familiar with the organization and communications capabilities of cooperating agencies and with applicable rules and regulations of the Federal Communications Commission.
- E. Radio consoles and communications equipment will be operated according to these policies and instructions issued by the 9-1-1 Director and other 9-1-1 Center supervisory staff. 9-1-1 Communications Officers will select the appropriate radio console module based upon services and/or jurisdiction when communicating with field units.
- F. The headset microphones should always be worn while communicating with mobile units and other base stations. No action will be taken by 9-1-1 Communications Officers to circumvent the proper use of the headset.

- G. All switches on the console will be operated by finger control. Use of pens, pencils, feet, or other devices to operate such switches is strictly prohibited. Only such pressure as is necessary to enable a switch shall be used.
- H. Above and beyond any cleaning and maintenance provided by custodial staff, cleanliness of the 9-1-1 Center shall be the responsibility of 9-1-1 Communications Officers.
- I. Writing surfaces and external cabinetry of the console and other equipment may be cleaned with any mild, non-abrasive cleaner such as a mixture of mild soap and water or glass cleaner. The front panels and switches may be cleaned with a dampened cloth which has been thoroughly wrung out. Do not allow fluid to drip into the switch controls at the console positions. Only cleaning agents provided by the 9-1-1 Center shall be used for cleaning purposes.
- J. It is recommended that all communications equipment be maintained in a clean environment free of excessive dust, heat, high humidity, smoke, and other contaminants. Smoking, including vaping, is prohibited in the 9-1-1 Communications Center, including the main communications room, offices, kitchen/lounge, storage rooms, and rest rooms. Air filtration and conditioning should be in operation at all times.
- K. No magnets shall be used on or near the console, central electronics bank, or recording equipment. Do not permit magnets in the main communications room of the 9-1-1 Center. Messages, notes, reference data, etc., will be managed and maintained in a neat and orderly fashion. Notes, messages, and memoranda should be placed on bulletin boards, clipboards, or other hardware or in notebooks whenever possible, and only temporary and/or urgent notes should be affixed to the console. The top of the console will not be used as a storage area for the accumulation of materials other than essential supplies, equipment, and appurtenances necessary for successful dispatching, except those temporary decorations (flowers, etc.) shall also be permitted.
- L. Televisions, radios, and audio components other than those provided by the 9-1-1 Commission shall not be permitted in the communications center, unless prior permission is granted by the 9-1-1 Director, Consultant, or other 9-1-1 Center supervisory staff. Whenever possible, any radio, television, or other audio component installed for public safety, training, or relaxation will be installed so that speakers will be muted during radio transmissions; the volume of each device shall be restricted to a reasonable maximum level.

- A. The telephone is the most available and most important means of accessing the services of public safety departments.
- B. Answer promptly. Treat each call as an emergency. Always answer emergency lines first and administrative lines second. When necessary, callers on administrative lines or handling administrative or non-emergency business should be placed on "hold" so the emergency lines may be answered promptly.
- C. Incoming calls on the telephone lines in the 9-1-1 Communications Center shall be answered using a standard format which includes identification of the receiving agency or line purpose and dispatcher's name (non-emergency lines). As appropriate, the 9-1-1 Communications Officer may use their assigned "Dispatcher Number" (examples – communicating with alarm companies, communicating with other 9-1-1 Center's, etc.). The following formats should be used for each of the designated lines:
- **9-1-1 Lines-** *"9-1-1, Where is Your Emergency?"*
 - **787-4100 (Alarms)-** *"(Eastern Shore of Virginia) 9-1-1, Where Is Your Emergency?"*
 - **Non-Emergency Lines-** *"9-1-1 Communications, Name (first or last) OR Dispatcher #"*
- D. Take all information. Information should be entered into the CAD (if a FIRE/EMS call) as soon as possible. Avoid leaving anything to memory. If agencies under dispatching control are not the proper ones to handle a particular call, transfer or advise the calling party of such and provide the name and phone number of the proper agency to call. If uncertain of the agency to handle a particular complaint, take the caller's name and number and notify them as soon as you can find a referral source.
- E. Emergency calls should always be accepted even when not in your specific jurisdiction. Obtain pertinent information and relay to the proper agency. Make every effort to handle the emergency. Never assume that the caller is in a position to redial another number.

Although an incident may not appear to be an emergency to you, the caller may perceive such to be an emergency. In such cases, the image of 9-1-1 service will best be served by accepting the call and transferring it to the appropriate agency.

- F. Non-emergency calls such as requests to speak to a particular party, to inquire about civil matters, or to request public utility services (other than emergencies) may be terminated by referring the caller to dial the correct number. Always try to direct the caller to a proper source of information,

even if it is your non-emergency number. Passing a non-emergency number through 9-1-1 transfer will build incorrect usage of the system and is therefore discouraged.

- G. The 9-1-1 Communications Officer should take charge of the conversation by asking the required questions rather than depending on the caller to supply anticipated information. Be courteous but firm in dealing with the caller.
- H. On incoming emergency calls, the 9-1-1 Communications Officer shall obtain the correct address, specific location, type and nature of the emergency, and the telephone number and name of the person reporting the emergency. For medical emergencies which are supportable by Emergency Medical Dispatch (EMD), additional questions will be required (see Chapter 15). For system alarm activations, the name of the residence/business should be obtained during call processing.
- I. The 9-1-1 Center may receive emergency calls via text-to-911 services through SMS. The emergency lines will ring as a loud continuous beep until answered. The Communications Officer is expected to maintain an open-line of communication with the texting caller and gather as much information as possible. All text-to-911 calls shall be treated the same as other calls received by the 9-1-1 Center.

J. **POLICIES/PROCEDURES – 9-1-1 LANDLINE/CELLULAR HANG-UP/OPEN LINE CALLS**

A general expectation; if there is reason to believe a 9-1-1 hang-up/open call may be or possibly may be an actual emergency, the Communications Officer working with public safety field personnel and others as needed shall exhaust all appropriate means to determine location information and dispatch the appropriate public safety personnel for the emergency/potential emergency. This includes, if needed, the Communications Officer working with appropriate wireless providers to obtain subscriber information for the phone number and using other available data (such as CAD records (address history, telephone number history, and name history) maintained at the ESVA 9-1-1 Center to assist in determining needed information for a dispatch of field personnel to occur.

K. **9-1-1 HANG-UP CALLS FROM A LANDLINE**

9-1-1 hang-ups (abandoned 9-1-1 calls) are calls where any incoming 9-1-1 call is disconnected by the caller prior to the Communications Officers interview (to allow communication with the caller). Most 9-1-1 hang-up calls are disconnected before the caller has spoken with a Communications Officer; however, some 9-1-1 callers remain on the line and speak with the call-taker before hanging up (these calls shall be considered 9-1-1 hang-up calls if the situation is unknown to the call-taker; the caller hangs-up before

ample information is received).

1. The Communications Officer shall call the number back. If the Communications Officer receives an answer on the call back, they shall attempt to determine why 9-1-1 was called. If contact is made with the caller and public safety assistance is needed, the call will be handled according to standard practices and procedures.
2. If contact is made with the caller and they indicate there is no emergency and no public safety response is needed, the call may be terminated with no further action, unless the caller is a minor (unable to verify no emergency/problem with an adult), or the Communications Officer questions/doubts the information obtained based on background noise, tone of voice of the person, or other information indicating a potential emergency/problem.
3. If contact is unable to be made with the caller (busy signal or no answer), contact is made with a minor only, or the Communications Officer questions/doubts the information obtained, the appropriate law enforcement agency (generally a Sheriff's office or town Police Department) will be notified. All information from the call will be provided to the law enforcement agency, including ANI/ALI information and information from the callback attempt.
4. At no time shall the Communications Officer advise the caller that law enforcement is responding to verify the situation.
5. If the Communications Officer receives an answering machine/voicemail, they will not leave a message.
6. If contact is made on the callback and there is no emergency (need for assistance), the Communications Officer shall verify the caller's name and information displayed on the ANI/ALI screen. If information on the ANI/ALI screen (name, address, telephone number) is incorrect the appropriate correction form will be completed and forwarded to 9-1-1 Center management.

L.

9-1-1 OPEN LINE CALLS FROM A LANDLINE

9-1-1 open line calls are 9-1-1 calls that have been answered by the Communications Officer, but no response is being received from the caller (the difference between an open line and a hang-up call is the telephone connection for the open line is still established between the caller and the 9-1-1 Center). If the 9-1-1 call is disconnected after the Communications Officer has answered and no response (no information) was received from the caller, the open line is then considered a hang-up call.

1. All open (silent) 9-1-1 calls will be interrogated with a TDD/TTY to determine if the call may be a TDD/TTY call. If the call is a TDD/TTY call, the Communications Officer will take appropriate action- based information obtained from the call.
2. If the call is not a TDD/TTY call and the open 9-1-1 line continues to be silent after a reasonable amount of time (or it is apparent there is no

- emergency, such as laughing or normal conversation), the Communications Officer may hang-up the 9-1-1 call with a call-back attempted to the telephone number provided from the 9-1-1 call. If the Communications Officer receives an answer on the call back, they shall attempt to determine why 9-1-1 was called.
3. If contact is made with the caller and public safety assistance is needed, the call will be handled according to standard practices and procedures.
 4. If contact is made with the caller and they indicate there is no emergency and no public safety response is needed the call may be terminated with no further action, unless the caller is a minor (unable to verify no emergency/problem with an adult) or the Communications Officer questions/doubts the information obtained based on background noise, tone of voice of the person, or other information indicating a potential emergency/problem.
 5. If contact is unable to be made with the caller (busy signal or no answer), contact is made with a minor only, or the Communications Officer questions/doubts the information obtained, the appropriate law enforcement agency (generally a Sheriff's office or town Police Department) will be notified. All information from the call will be provided to the law enforcement agency, including ANI/ALI information and information from the callback attempt.
 6. At no time shall the Communications Officer advise the caller that law enforcement is responding to verify the situation.
 7. If the Communications Officer receives an answering machine/voicemail, they will not leave a message.
 8. If contact is made on the callback and there is no emergency (need for assistance), the Communications Officer shall verify the caller's name and information displayed on the ANI/ALI screen. If information on the ANI/ALI screen (name, address, telephone number) is incorrect the appropriate correction form will be completed and forwarded to 9-1-1 Center management.

M. **9-1-1 HANG-UP/OPEN LINE CALLS FROM A WIRELESS/CELLULAR DEVICE**

9-1-1 hang-ups (abandoned 9-1-1 calls) are where any incoming 9-1-1 call is disconnected by the caller prior to the Communications Officer's interview. Most 9-1-1 hang-up calls are disconnected before the caller has spoken with a Communications Officer; however, some 9-1-1 callers remain on the line and speak with the call-taker before hanging up (these calls shall be considered 9-1-1 hang-up calls if the situation is unknown to the call-taker; the caller hangs-up before ample information is received).

There are several classes of wireless service for a 9-1-1 call. The class of service is displayed on the ANI/ALI screen and can assist in determining what type of location is available. WRLS and WPH1 indicate the phone is wireless phase 1 or is insufficient data is available to display the wireless

phase 2 (WPH2) location information. Wireless phase 1 data includes the caller's telephone number, tower location, and tower coordinates. Wireless phase 2 data (WPH2) will show the same basic information, with the coordinates displaying the caller's estimated location using wireless technology (GPS or triangulation). Generally, location information (phase 1 or 2) will be displayed on the CAD mapping system, as well as the device location on the ECW mapping system. Due to system/provider delays, the initial ANI/ALI screen may show a wireless call as phase 1 (WPH1 or WRLS) when more accurate location data may be available.

In addition to displaying a location, the ANI/ALI screen will display a Confidence Percentage (Confidence or COP) and Uncertainty Factor (Uncertainty or CPF) in meters. These values can be used to determine the most accurate location information during wireless/cellular 9-1-1 calls.

If a caller is unable to provide an accurate location, or there is an open line, a re-bid can be attempted to retrieve location information before disconnecting the 9-1-1 call. Repeated re-bids may be required if a caller is changing locations or a re-bid does not return phase 2 location data. As a general rule, it is recommended to wait 30-60 seconds between re-bid attempts; it is noted multiple re-bid attempts can delay updated location information being provided.

As a general rule, 9-1-1 hang-ups from a non-initialized (deactivated) cellular phone, without phase 2 location information do not require any additional action, *unless there is a potential incident. If screaming, yelling, arguing, scuffling, etc. is heard, then the appropriate law enforcement agency shall be notified.* Non-initialized (deactivated) cellular phones are able to call 9-1-1, but is no longer associated with a wireless account. Generally, but not always, these calls have an area code of 911-***-****, and can usually not be called back.

N. **PHASE 1 WIRELESS HANG-UP CALLS – NO SPECIFIC LOCATION**

1. The Communications Officer shall call the number back.
2. If the Communications Officer receives an answer on the call back, they shall attempt to determine why 9-1-1 was called.
3. If contact is made with the caller and public safety assistance is needed, the call will be handled according to standard practices and procedures.
4. If contact is unable to be made with the caller (busy signal or no answer), no additional action is required.
5. No message shall be left on any answering machine/voicemail.
6. If contact is made with the caller and they indicate there is no emergency and no public safety response is needed, the call may be terminated with no further action, unless the caller is a minor (unable to verify no emergency/problem with an adult) or the

Communications Officer questions/doubts the information obtained (based on background noise, tone of voice of the person, or other information indicating a potential emergency/problem).

7. If a reasonable (dispatchable) location is obtained in this situation, the appropriate law enforcement agency (generally a Sheriff's office or town Police Department) will be notified and if no reasonable (dispatchable) location is obtained no further action is required (unless an obvious life safety issue or emergency exists, in which case all available information will be provided to the appropriate public safety agencies).
8. All information from the call will be provided to the law enforcement agency (or other appropriate public safety agencies), including any ANI/ALI information and information from the callback attempt.
9. At no time shall the Communications Officer advise the caller that law enforcement is responding to verify the situation.

○. **PHASE 1 WIRELESS HANG-UP CALL – LOCATION INFORMATION AVAILABLE**

1. The Communications Officer shall call the number back.
2. If the Communications Officer receives an answer on the call back, they shall attempt to determine why 9-1-1 was called.
3. If contact is made with the caller and public safety assistance is needed, the call will be handled according to standard practices and procedures.
4. If contact is made with the caller and they indicate there is no emergency and no public safety response is needed the call may be terminated with no further action, unless the caller is a minor (unable to verify no emergency/problem with an adult) or the Communications Officer questions/doubts the information obtained (based on background noise, tone of voice of the person, or other information indicating a potential emergency/problem).
5. If contact is unable to be made with the caller (busy signal or no answer), contact is made with a minor only, or the Communications Officer questions/doubts the information obtained based on background noise, tone of voice of the person, or other information indicating a potential emergency/problem, the appropriate law enforcement agency (generally a Sheriff's office or town Police Department) will be notified.
6. All information from the call will be provided to the law enforcement agency, including ANI/ALI information (if available, the Uncertainty and Confidence factor and closest address shall be provided), and information from the callback attempt.
7. At no time shall the Communications Officer advise the caller that law enforcement is responding to verify the situation.
8. If the Communications Officer receives an answering machine/voicemail, they will not leave a message.

P. **PHASE 1 WIRELESS OPEN LINE – NO SPECIFIC LOCATION INFORMATION**

1. All open (silent) 9-1-1 calls will be interrogated with a TDD/TTY to determine if the call may be a TDD/TTY call.
2. If the call is a TDD/TTY call, the Communications Officer will take appropriate action based on information obtained from the call.
3. If the call is not a TDD/TTY call and the open 9-1-1 line continues to be silent after a reasonable amount of time (or it is apparent there is no emergency, such as laughing or normal conversation), the Communications Officer may hang-up the 9-1-1 call with a call-back attempted to the telephone number provided from the 9-1-1 call (if suspicious noises or other noises indicating a potential emergency are heard on the open 9-1-1 call it should not be disconnected unless advised by appropriate public safety personnel or call-load prohibits remaining on the line).
4. If the Communications Officer receives an answer on the call back, they shall attempt to determine why 9-1-1 was called.
5. If contact is made with the caller and public safety assistance is needed, the call will be handled according to standard practices and procedures.
6. If contact is made with the caller and they indicate there is no emergency and no public safety response is needed the call may be terminated with no further action, unless the caller is a minor (unable to verify no emergency/problem with an adult) or the Communications Officer questions/doubts the information obtained based on background noise, tone of voice of the person, or other information indicating a potential emergency/problem.
7. If contact is unable to be made with the caller (busy signal or no answer), contact is made with a minor only, or the Communications Officer questions/doubts the information obtained; if a reasonable (dispatchable) location is obtained in this situation, the appropriate law enforcement agency (generally a Sheriff's office or town Police Department) will be notified, if no reasonable location is obtained no further action is required (unless an obvious life safety issue or emergency exists, in which case all available information will be provided to the appropriate public safety agencies).
8. All information from the call will be provided to the law enforcement agency, including ANI/ALI information.
9. At no time shall the Communications Officer advise the caller that law enforcement is responding to verify the situation.
10. If the Communications Officer receives an answering machine/voicemail, they will not leave a message.

Q. **PHASE 2 WIRELESS OPEN LINE – LOCATION INFORMATION AVAILABLE**

1. All open (silent) 9-1-1 calls will be interrogated with a TDD/TTY to determine if the call may be a TDD/TTY call.
2. If the call is a TDD/TTY call, the Communications Officer will take

appropriate action- based information obtained from the call. If the call is not a TDD/TTY call and the open 9-1-1 line continues to be silent after a reasonable amount of time (or it is apparent there is no emergency, such as laughing or normal conversation), the Communications Officer may hang-up the 9-1-1 call with a call-back attempted to the telephone number provided from the 9-1-1 call (if suspicious noises or other noises indicating a potential emergency are heard on the open 9-1-1 call it should not be disconnected unless advised by appropriate public safety personnel or call-load prohibits remaining on the line).

3. If the Communications Officer receives an answer on the call back, they shall attempt to determine why 9-1-1 was called.
4. If contact is made with the caller and public safety assistance is needed, the call will be handled according to standard practices and procedures.
5. If contact is made with the caller and they indicate there is no emergency and no public safety response is needed, the call may be terminated with no further action, unless the caller is a minor (unable to verify no emergency/problem with an adult) or the Communications Officer questions/doubts the information obtained (based on background noise, tone of voice of the person, or other information indicating a potential emergency/problem).
6. If contact is unable to be made with the caller (busy signal or no answer), contact is made with a minor only, or the Communications Officer questions/doubts the information obtained, the appropriate law enforcement agency (generally a Sheriff's office or town Police Department) will be notified.
7. All information from the call will be provided to the law enforcement agency, including ANI/ALI information (if available, the Uncertainty and Confidence factor and closest address shall be provided) and information from the callback attempt.
8. At no time shall the Communications Officer advise the caller that law enforcement is responding to verify the situation.
9. If the Communications Officer receives an answering machine/voicemail, they will not leave a message.

R. **VERIFICATION OF NO EMERGENCY ON 9-1-1 CALLS/HANG-UPS**

When a 9-1-1 call is received by the 9-1-1 Center, and the caller indicates that they called by mistake and/or there is no emergency (whether during the initial call or by callback), regardless of how the caller words the situation, the 9-1-1 telecommunicator shall take measures to ensure the caller is free of an emergency situation by offering simple yes or no questions.

Upon receiving a direct 9-1-1 call from a caller, the following shall occur:

1. Telecommunicators shall answer the phone as normal (“9-1-1, where is your emergency?”).
2. If the caller states that they did not mean to call 9-1-1, the telecommunicator shall verify this by asking the caller if they need any assistance. If the caller says no, and the telecommunicator has no reason to believe there is an emergency (no background noise, arguing, yelling, etc.), and the caller sounds to be sincere, then the call may be disconnected with no further action.
3. If the telecommunicator does hear background noise that sounds concerning, and/or if the caller sounds hesitant or suspicious, then the telecommunicator shall ask further yes/no-type questions such as, but not limited to, “Do you need the police?”, or, “Do you know you have dialed 9-1-1?” If the caller answers yes to these questions, law enforcement shall immediately be notified. The telecommunicator shall continue to ask yes/no questions to obtain as much information as possible, including but not limited to, “Are you in danger?”, “Are you injured?”, “Do you need an ambulance?”, “Are there weapons involved? (Ask knife, gun, etc. in a yes/no form in an attempt to determine the weapon(s))”, “Are you in a safe place?”, “Are there children involved?” Any information obtained by these questions shall be communicated with the appropriate law enforcement agency immediately.

Upon receiving a 9-1-1 hang-up call or an abandoned call, the following shall occur:

1. The telecommunicator shall call the number back (if able) and inform the caller that a 9-1-1 call was received from that number.
2. The telecommunicator shall then ask the caller if they have an emergency or need assistance.
3. If the caller states that they did not mean to call 9-1-1, the telecommunicator shall verify this by asking the caller if they need any assistance.
4. If the caller says no, and the telecommunicator has no reason to believe there is any emergency (no background noise, arguing, yelling, etc.), and the caller sounds to be sincere, then the call may be disconnected with no further action.
5. If the telecommunicator does hear background noise that sounds concerning, and/or if the caller sounds hesitant or suspicious, then the telecommunicator shall ask further yes/no-type questions such as, but not limited to the following: “Do you need the police?”, or, “Do you know you have dialed 9-1-1?”. If the caller answers yes to these questions, law enforcement shall immediately be notified. The telecommunicator shall continue to ask yes/no questions to obtain as much information as possible, including but not limited to, “Are you in danger?”, “Are you injured?”, “Do you need an ambulance?”, “Are there weapons

involved? (Ask knife, gun, etc. in a yes/no form in an attempt to determine the weapon(s))”, “Are you in a safe place?”, “Are there children involved?”. Any information obtained by these questions shall be communicated with the appropriate law enforcement agency immediately.

- Telecommunicator discretion/latitude can be exercised to rephrase the type of yes/no question that is asked, based on the type of call, caller, location, and the type of information being provided by the caller. At any time that the telecommunicator feels that the caller may truly need assistance, err on the side of caution and send the appropriate help that you think may be needed. If the caller is unable to provide you with the address, it is expected that you utilize the mapping features from the CAD and/or ECW, and/or perform a search history on the phone number. It is also expected that yes/no-type questions are asked in an attempt to determine a location (street name, town, business name, etc.). Should the caller be a child/minor, follow the policies listed above, as well as in the policies involving 9-1-1 hang-up calls, and notify the appropriate law enforcement agency if you are unable to speak to an adult. It is imperative that Telecommunicators not underestimate child callers, as they have the potential to be in an emergency situation/position not to talk.

- S. Telephone calls answered on the console telephones will be recorded on a logging recorder automatically. Permanent recordings may be made through the use of the proper recorder and interface equipment by authorized personnel.

- T. The use of any obscene, vulgar, profane, lewd, or indecent language or the act of threatening anyone over the telephone or radio is strictly prohibited. Such will result in disciplinary action and/or prosecution under State and/or Federal laws.

- U. False calls for service should be considered criminal and every effort should be made to eliminate such calls when possible. The telephone company will work with the 9-1-1 Center to trace calls not recorded by 9-1-1 software or Caller ID. The Communications Officer should refer incidents involving false alarms to dispatch supervisory staff for follow-up action. Dispatch supervisory staff or the 9-1-1 Director will initiate contacts with security personnel of the telephone Company when deemed necessary (malicious calls, misuse of 9-1-1, potential crime).

- V. Whenever a fire or rescue company or a local police department (which utilizes the 9-1-1 Center or another dispatch station for dispatching services) receives an emergency call or alarm at its station, the receiving party should notify the 9-1-1 Communications Officer and relay all standard information. In general, the station or units should then be alerted in the usual manner to avoid system confusion (see Chapter 13 for additional).

- W. Personnel are encouraged to listen to pagers, report to the station, or go to the call location to determine incident information and if they are needed on an incident.
- X. When fire and/or rescue personnel are requested to call the 9-1-1 Center, such request will be communicated by the phrase "*Contact Communications*" or "*Call Communications*". When law enforcement personnel are requested to call the 9-1-1 Center, such request will be communicated by the phrase "*Contact Communications*", or "*Call Communications*". In response to such request, personnel should dial one of the non-emergency numbers to reach the 9-1-1 Center: Personnel should not dial emergency lines (9-1-1 and 787-4100).
- Y. It shall be the policy of the 9-1-1 Center to assure that all 9-1-1 Communications Officers and other staff (processing telephone calls) are properly trained in the use of the 9-1-1 TTY/TDD interface and re-trained in the use of that equipment on a regular basis (based on federal guidelines).

Upon the 9-1-1 Communications Officer receiving a TTY/TDD call in need of transfer to another agency, the call shall be transferred. If the receiving agency does not have TTY/TDD capabilities, the 9-1-1 Communications Officer should remain on the phone to assist with the transfer of information.

Z. **LAW ENFORCEMENT CALL-TRANSFERS**

With limited exceptions, as defined in this manual, upon the 9-1-1 Communications Officer receiving a telephone call requesting law enforcement assistance the caller shall be transferred to the appropriate law enforcement agency/secondary PSAP (after determining the proper agency for such transfer), using the following guidance and expectations.

1. The caller shall be advised to not hang up/remain on the telephone while they are being transferred to the " _____ " (ACSO, NCSO, CPD, VSP, or another agency).
2. If the transfer involves a crime in progress/high priority incident/unknown incident, after announcing to the secondary PSAP the following, "*9-1-1 Center with a transfer*", and the secondary PSAP assuming processing of the 9-1-1 call, the Communications Officer shall remain on the telephone with the secondary PSAP providing information to the secondary PSAP as needed or requested (location/caller/other information). In addition, any information related to weapons or other officer safety information shall be provided to the secondary PSAP prior to disconnecting. Disconnecting of the call should only occur if advised by the secondary PSAP to disconnect, upon the secondary PSAP disconnecting, or upon the 9-1-1 Center

advising disconnecting.

3. If the transfer involves a previous crime (not in-progress)/low priority incident/other non-critical law enforcement matter, after announcing to the secondary PSAP the following, “9-1-1 Center with a transfer” and the secondary PSAP assuming processing of the 9-1-1 call, the Communications Officer shall disconnect unless one of the following conditions exist:
 - The secondary PSAP requests the 9-1-1 Center to remain on the call
 - 2. The 9-1-1 Center has additional information critical to the incident, such as, but not limited to officer safety information.
4. Instances where the 9-1-1 Center and a secondary PSAP are on a 9-1-1 call simultaneously will require coordination between both dispatch centers when speaking to the caller(s) on the 9-1-1 call. It is noted some critical incidents may be better served with both dispatch centers on the telephone call. Such instances may include, but not limited to:
 - callers in need of EMD (questioning or pre-arrival instructions)
 - suicidal callers
 - other calls where both Fire/EMS dispatch and law enforcement dispatch have a need to engage and interview the 9-1-1 caller.
5. Telephone calls from field personnel that are assigned/involved in an incident in need of law enforcement assistance shall be received and information taken and then relayed to the appropriate law enforcement dispatch center by the 9-1-1 Communications Officer, allowing the field personnel to remain on the phone if necessary.
- Outside of the instances listed above, in general, the 9-1-1 Center shall not remain on a 9-1-1 call transferred to a secondary PSAP (law enforcement dispatch), with the intent of listening/monitoring the conversation between the 9-1-1 caller(s) and secondary PSAP.
 - Transfers to the VSP or other non-Eastern Shore dispatch centers, should include the phrase “**Eastern Shore 9-1-1 Center**, with a transfer.”
- Whenever the 9-1-1 Center is made aware of any law enforcement information, the appropriate law enforcement dispatch center shall be made aware of the information. This includes if a caller advises (while giving you information on a law enforcement matter) you can disregard or they will call back later if they need something. Also included is an expectation that if you hear something during a telephone call indicating it may be a law enforcement matter or someone may be in distress (such as arguing/yelling in the background, shots being fired in the background, and

discussions about criminal acts) you will notify the appropriate law enforcement dispatch agency; do not let the information stop with you.

- Once the 9-1-1 Center is aware of a law enforcement matter (or what may be a law enforcement matter) the caller does not dictate how it is handled. If the 9-1-1 Center knows about it we have a responsibility to pass on whatever information we have (related to the incident and telephone call) to a law enforcement agency and they can determine how to handle.
- The general idea is if the 9-1-1 Center is provided any law enforcement related information it needs to be relayed to the appropriate law enforcement agency. There are some law enforcement matters that are investigated/handled by law enforcement agencies; even if a caller wants to cancel or does not desire a response any longer (we do not need to decide this). Also, that caller stating you can disregard a law enforcement response as everything is OK now, may be forced to state they do not need help (or they will be harmed) when in fact we are their lifeline to getting help.
- If you receive information (law enforcement related) or you hear something during a telephone call that sounds like an altercation or someone may need help, you must do something with this information, which should include notifying the appropriate law enforcement agency of ALL the information. Doing this could save a life and not doing so could result in a caller's call for help stopping with you.

AA. LANGUAGE LINE SERVICES

Voiance is an interpreter service provides translator services 24/7/365. 9-1-1 Communications Officers are authorized and expected to access this service as the primary interpreter service, followed by Interpretalk, as needed using the contact numbers listed in the ECW phone system.

AB. HOSPITAL TRANSPORT REQUESTS

Callers for EMS incidents with comments and/or requests for transport to a specific hospital should be informed the 9-1-1 Center has no control over transport destination and the decision of where to transport is the decision of the responding ambulance crew. Premise information (indicated in the CAD) related to hospital destination and notifications shall be followed and relayed to field personnel.

AC. ELEVATOR EMERGENCIES

When processing an elevator emergency call (with a recording(s)) 9-1-1 Center personnel shall remain on the phone after the recording(s) complete; generally, after the recording(s) complete you will have an open

line to inside the elevator with the (potential) emergency.

AD. **DIRECTIONS TO CALLERS DURING INCIDENTS**

1. Recognizing the reality that the many types of emergency and critical incidents presented to dispatch personnel are difficult to fully enumerate and describe, the following is presented as guidelines and expectations.
 - With limited exceptions (following EMD protocol and policies) pre-arrival instruction for EMS related incidents as provided in the 9-1-1 Center's EMD program and guide-cards, shall be provided to callers.
 - As appropriate and needed, pre-arrival instruction for fire related incidents, as provided in the guide-cards on the dispatch floor, shall be provided to callers.
 - As appropriate and needed, pre-arrival instruction for weather related incidents, as provided on the guide-cards on the dispatch floor (electronic and/or paper), shall be provided to callers.
 - As appropriate and needed, pre-arrival instruction for an active-shooter incident, as provided in the active shooter policy (in the policy and on the CAD display), shall be provided to callers.

2. In general, when providing instruction to callers, the overall theme is callers doing/performing actions/acts they feel appropriate based on their situation or what they feel comfortable/safe doing. This guiding principle for pre-arrival instructions provided to callers is for callers to do what they feel they can safely do (to help themselves or others) during an incident. Callers should not be directed to do something or perform an action/act that will place them in danger. The following examples are not all inclusive of all potential incidents:
 - During structure fires, if directing a caller to evacuate from the structure, the language provided should include to do so if they feel is necessary and they can do such safety.
 - If a caller asks permission to harm another individual to protect themselves or others (such as shooting and assailant or intruder), dispatch personnel shall not provide this requested permission/authorization. The language to the caller shall be that (the dispatch center) cannot provide the requested permission/authorization, rather they should do what they feel is needed to stay safe and protect themselves and/or others, without giving permission/authorization or in other words they (the caller) need to make the decision. Dispatch personnel are not at the scene of incidents (and only have partial and often incomplete information), therefore the caller (at the scene and involved in the incident) must make these decisions based on the information available to them. During these incidents (where a

caller is indicating the potential to harm an assailant or intruder), this information (and any specific details) shall be immediately relayed to law enforcement personnel, as well as information (such as law enforcement estimated time of arrival), if available, being relayed to the caller.

- If a caller seeks direction on where to hide/escape from an assailant or intruder, the caller should be instructed to hide/escape where they feel appropriate and can do so safely. Any information on where the caller (or others) may be hiding or have escaped to shall be provided to law enforcement personnel.
- Callers calling from a violent scene, such as, but not limited to, where a shooting has occurred, shall be directed to only do what they feel is appropriate and can do so safely. While the gathering of information for the incident (to relay to responders) and providing potentially life-saving pre-arrival medical instructions (EMD) is important, it remains secondary to the caller's safety. Callers should not be directed to remain in or return to a potentially unsafe scene (such as, but not limited to, where a suspect/victim may have a weapon).

AE. TIME-CRITICAL INCIDENTS AND CALL-PROCESSING MODIFICATIONS

While below cannot be all-inclusive of all examples where immediate modifications are needed to call-processing, they are provided as illustrative examples, when modified call-processing may be warranted.

- The gathering of primary incident information (with location being first, followed by what is occurring, the name of the caller, and the callers contact information) shall be obtained immediately during call processing, with the following infrequent allowable deviations:
 - A caller reporting that they (or someone else) are inside a sinking submerged vehicle. Immediate life-saving instructions shall be provided, with the gathering of primary incident information secondary to providing life-saving instructions. The dispatch of the appropriate emergency services response should occur as soon as possible.
 - A caller reporting a stuck accelerator (on a vehicle) and unable to stop. Immediate life-saving instructions shall be provided, with the gathering of primary incident information secondary to providing life-saving instructions. The dispatch of the appropriate emergency services response should occur as soon as possible.
 - A caller reporting a person(s) on fire (actual person or their clothing on fire). Immediate life-saving instructions shall be provided (to extinguish the fire), with the gathering of primary incident information secondary to providing life-saving instructions.

The dispatch of the appropriate emergency services response should occur as soon as possible.

- The gathering of primary incident information initially during call processing, unless a specific incident presents where providing immediate life-savings instructions needs to occur, shall be the normal and standard practice of the 9-1-1 Center.

AF. CRISIS-TEXT LINE

A service for the public to text if in a crisis (suicidal, depressed, other). If the 9-1-1 Center receives a request to work with an individual in crisis, this shall occur as well as notification to the appropriate law enforcement dispatch center.

AG. NPAC/IVR INFORMATION

The NPAC System is part of the infrastructure of the telecommunications industry, providing the portability that supports the continued convergence of wireline, wireless, VOIP, and IP communications. The IVR (interactive Voice Response) System is a service for authorized law enforcement and public safety agencies that indicates the current service provider for record for a specific telephone number. The phone number (and needed PIN) are included in the 9-1-1 Center's telephone system (*Agencies – Other*).

AH. POLICE PRIORITY – INCIDENT CODE DOT COM

Allows first responders to view alarm site(s) when monitoring companies have detected a verified threat, in real time and continue to receive video in real time while responding to an event/incident. When reporting an alarm with a verified threat/crime in progress, alarm companies will inform the dispatch center that the site is an "Incident Code Dot Com" site and will provide the site's four-digit code number. This code can be entered into the website for this service, and instantly see the video presented by the camera(s) and details about the site.

AI. RAPID SOS SUPPLEMENTAL LOCATION INFORMATION

The 9-1-1 Center has the capability to receive additional (more precise and quicker) supplemental location information during 9-1-1 calls using a service called RAPID SOS. This is supplemental information, in addition to normal Phase II location information provided by the carriers (cellular providers --- If you process a 9-1-1 call with Rapid SOS location information you will see Rapid SOS information show on the ANI/ALI screen as well as additional location markers (lines and circles) show on the ECW mapping; use as

needed during emergency call-processing.

AJ. REAL-TIME TEXT (RTT)

ESVA 9-1-1 personnel shall be familiar with an RTT call and call processing techniques.

AK. WHAT3WORDS

ESVA 9-1-1 personnel shall be familiar with what3words, a mobile application and website that provides a user with three specific words relevant to their current/estimated location. If a 9-1-1 caller advises they have their what3words, the Communications Officer should obtain the words and input into the what3words mobile device on the dispatch floor cell phone or on the website on the shared internet computer or CAD desktops. If the caller needs assistance and is unable to provide a location other than what3words, then the address/location associated with the words shall be used to dispatch the necessary resources. A caller should not be asked if they have what3words nor should be instructed to download the application during a potential emergency. Other means of determining incident shall be used, such as CAD/ECW and RapidSOS mapping resources. RapidSOS also provides a caller's what3words in their mapping information with phones that are compatible with RapidSOS. What3Words should be secondary information to that of CAD/ECW mapping locations, unless the call remains Phase 1. If Phase 2 ANI/ALI information is available then that information should take precedence. What3Words location may be used in comparison to Phase 2 information provided and utilized as needed.

- A. The purpose of public safety radio systems is to dispatch messages and related information (pertaining only to the official business of the licensee) to and between its units.
- B. The mobile units of each licensee, whether or not licensed separately, are under the command of their related manned base station (in most cases, the 9-1-1 Communications Center).
- C. 9-1-1 Communications Officers must be familiar with stations and units to be monitored. Call identifiers and locations of such stations and units should be known by all dispatchers.
- D. 9-1-1 Communications Officers must listen to the radio before transmitting in order to minimize interference and comply with FCC regulations.
- E. Courtesy can be more aptly expressed by tone of voice and manner of presentation than by words. Never say "Thank You" or "Please." Never use salutatory greetings or expressions such as "Have a Nice Day," "Merry Christmas," and "Happy New Year," etc. While these phrases may be acceptable when used by a mobile unit, they do not reflect proper dispatching etiquette for a 9-1-1 Center.
- F. Words or voice inflections which reflect or indicate irritation, disgust, or sarcasm must not be used. Relations with other operators must remain cordial at all times.
- G. Never use language or terms over the radio which will not be acceptable for public broadcasting. Eliminate all unnecessary talking and phrases, such as "at this time...", "need you to...", "will show you...", "what's your pleasure?"
- H. Comedy, humor, jargon, or practical jokes will not be permitted within this radio system.
- I. All radio transmissions will be made only in connection with departmental or agency business and the performance of official duties.
- J. Be absolutely impersonal while on the air. Avoid the egotistical "I" and concentrate on third person language.
- K. Avoid familiarity. Use proper names and titles or unit identifiers. Whenever possible, identify parties by their unit identifier or title rather than by their name.
- L. Never change a single word in a formal message which is received for relay purposes. Record and retransmit it exactly as given. (Originating station

should monitor transmission, if possible, to verify correctness.)

- M. Write out long messages and/or announcements and read over the radio rather than trying to make up phraseology as the message is being transmitted. Long messages should be broken into phrases and each phrase repeated once before going to the next phrase of the message.
- N. To call a mobile unit or another base station, use your designated identifier followed by the identifier of the unit or station to be called. Examples: "Accomack 911 - Car 3", "Dispatch - Engine 11-5", "Dispatch - Medic 19-1", "Accomack 911 - Eastville". In answering a unit or station, state the unit or station's identifier followed by the phrase "Go Ahead". Example: "Station 1, Go Ahead". For interagency communications, your identifier may precede the acknowledgement; i.e., "Accomack 911 - Eastville, Go Ahead".
- O. (12-31-13) At the end of a transmission when a reply is expected, the phrase "Go Ahead" may be used, with the unit's or station's identifier. When no reply is expected or necessary, the unit or station's identifier and time should be transmitted (the unit or station's identifier is used to assure multiple units calling simultaneously understand who is being answered by the 9-1-1 Center). Do not use the term "Come in" when calling a unit or soliciting a reply.
- P. Any station or unit calling must be answered promptly. Under no circumstances, allow a calling station to go unheeded. Give a "Standby" if necessary but at least answer the call. Don't take time to explain why a standby is necessary. It must be honored without question, unless emergency assistance is required by the caller.
- Q. Under many conditions the radio and telephone traffic at the 9-1-1 Center becomes heavy enough to prevent immediate answers to radio calls. When this occurs the 9-1-1 Communications Officer may advise "All units standby unless you have an emergency." This means that the 9-1-1 Communications Officer is unable to answer and do not transmit until further notice. Release the standby by saying "Dispatcher Available" or "Emergency Clear."
- R. In an emergency or when any unit has urgent traffic for the 9-1-1 Center and when radio traffic is heavy, the unit shall call the 9-1-1 Communications Officer in the normal manner and then add the phrase "Urgent, repeat Urgent." An urgent message will be given priority over all other types of messages and should be reserved for critical situations.
- S. Be brief and use approved terminology, codes, or signals when practical. Use the phonetic alphabet and spell out names and words that might be misunderstood.
- T. The international distress signal is the spoken word "MAYDAY". This signal is in regular use in the aeronautical and maritime fields. It should be recognized

as an urgent call for aid, and assistance should be provided as possible. Other phrases indicate emergency conditions, notably the words "urgent", "emergency", and "help" repeated several times. A word such as "assistance" denotes a lesser degree of urgency. These words should not be used in routine dispatching, but should be reserved for emergency field use only (refer to Appendix I).

- U. A 9-1-1 Communications Officer may repeat or "echo" important aspects of a unit's transmission whenever appropriate. A message should be received, key points selected, and acknowledged by repeating the unit number and key points. This confirms correct reception and makes other units who may have not received the traffic of the unit or situation status. This may also serve as an educational tool if properly used.

➤ Example: MOBILE: "Engine 9-5 - Dispatch, on scene. Smoke showing from attic."

9-1-1 CENTER: "Engine 9-5, on scene, Smoke showing from attic, 1422."

- V. The 9-1-1 Center will not provide dispatching or paging service for any private agency or company utilizing system frequencies. All dispatches of private services shall be accomplished through such agency's own dispatch or paging service via telephone referral. Units authorized to operate on system frequencies for inter-agency coordination may be communicated with for such purposes as long as the communications will not be construed to be actual dispatching or paging. Requests for dispatch of these agencies by the 9-1-1 Center should be referred to the appropriate dispatch service.

W. **SPECIAL FEATURES – RADIO CONSOLES**

- **Simulcasting** – feature initiated by the dispatch center allowing the Communications Officer to broadcast over multiple channels simultaneously.
- **Cross-Patching** – feature initiated by the dispatch center allowing the joining of multiple channels.
- **Alert Tones** – feature initiated by the dispatch center to indicate the broadcast of a specific message (EMS Incident, Fire Incident, or Announcement)

X. **ROLL-CALL CLEARING OF MULTIPLE UNITS**

As needed, the 9-1-1 Center will use a roll-call unit/apparatus clearing method (for multiple apparatus alerts when numerous units/apparatus are clearing at the same time); this is designed to manage many units seeking the radio channel at the same time (frequently covering (step-on) each other) – Will include the 9-1-1 listing each unit to clear (with that unit answering when called) until all units have cleared, following by a general

announcement for any units missed.

Y. **CRITICAL LIFE-SAFETY LAW ENFORCEMENT MATTERS**

Upon the ESVA 9-1-1 Center receiving a potentially critical life-safety law enforcement incident/matter the following shall occur:

- Once is determined to be a potentially critical life-safety law enforcement incident/matter, the location shall be determined – 1. Jurisdiction - Accomack, Northampton, or Chincoteague, 2. Dispatchable Address – Either a physical address/business name (with community/town) or if a full physical address/business name is not available, then a street name (with community); the goal being for this initial broadcast to allow law enforcement units to start responding towards the emergency, even if an exact address is not known, with additional/better location information provided by the law enforcement dispatch center --- The CAD location entry does not have to be a precise or geo-verified address, can be freely type based on the location information available.
- The expectation is, as soon as possible, a CAD record will be generated with the following basic information – 1. Nature = LAW, 2. Location = Location information available – This does not need to be a precise/geo-verified location, but can be (no unit recommendation is needed), rather the location can be freely typed in the Location (LOC) Field (will need to hit cancel after entering, unless are using a geo-verified/precise location); the location should be verified (as occurs for Fire/EMS incidents). Is noted, the county (or Chincoteague) of the incident will also need to be determined to assure on the correct channel for broadcast, 3. Notes = Brief Description of Incident (such as robbery, domestic with assault in progress, or vehicle traveling NB in SB lane, etc.) --- The only initial items needed to be entered into the CAD record for delivery to the open-calls window (for the incident to be broadcast on the law enforcement dispatch channel) are the location information (freely written if needed), the nature code (LAW), and short notes on the type of incident.
- After the incident has been broadcast on the law enforcement dispatch channel, the 9-1-1 call(s) has been transferred, and any other immediate activity needed is completed related to the incident, then additional notes will be entered into the CAD, indicating when the incident was broadcast on the law enforcement dispatch channel and to which agency the 9-1-1 call(s) was transferred to --- Other information obtained from the call, if is provided (such as phone number and/or name of caller), shall be entered into the CAD case for the incident when time allows, however overall responsibility for documenting the matter/incident rests with the law enforcement dispatch agency (do not delay the immediate broadcasting of the law enforcement incident for the phone/caller information). When appropriate, the incident shall be

cleared (canceled) in the CAD with the LAW disposition code. - If for some reason, the ability to properly enter a CAD incident cannot occur or doing so would delay the immediate dispatch of the law enforcement incident and transfer of the telephone call, the initial information can be shared verbally between ESVA 9-1-1 personnel or handled solely by the call-taker on the 9-1-1 call (to quicken the broadcast on the law enforcement channel), with the CAD records/documentation being completed as soon as possible. - As soon as possible, once the information is available (generally when the CAD incident comes into the open calls area) and generally before or as the 9-1-1 caller is being transferred, the following shall occur:

- The ESVA 9-1-1 Center shall broadcast the following on the appropriate law enforcement dispatch channel (ACSO, NCSO, CPD) – 1. Alert/Announce Tone (continuous for two-three seconds); the radio channel module must be selected, 2. Broadcast - “*Attention all units, 9-1-1 Center is processing a (nature) located at (location information, with community)*”, 3. Broadcast “*Repeating, Attention all units, 9-1-1 Center is processing a (nature) located at (location information, with community)*”, 4. Time. * If during the 9-1-1 call processing, information is offered that could enhance officer safety, such as weapons involved, this shall be included in the announcement on the law enforcement incident.
- If when transferring a critical life-safety law enforcement incident/matter to the law enforcement dispatch center, the 9-1-1 Center is placed on hold immediately, significant ringing occurs (no one answering/delay in answering for the transferred 9-1-1 call), or other reason where the law enforcement dispatcher is not available to process the incoming 9-1-1 call, the ESVA 9-1-1 Center shall continue providing incident information to units on the law enforcement channel, until such time the law enforcement dispatch center has picked-up/accepted the transferred 9-1-1 call.
- Generally, law enforcement field units should not contact the ESVA 9-1-1 Center back via radio for requests to repeat or for additional information; request for these should be directed to their law enforcement dispatch center, however if occurs (are asked for information on the incident) whatever information is available shall be provided. If this occurs the notes in the CAD case should continue to be documented in the LAW open call incident.
- As quickly as possible, generally while the broadcast is occurring on the law enforcement channel, the 9-1-1 call shall be transferred (by telephone) to the appropriate law enforcement dispatch center, advising the caller to remain on the telephone while their call is transferred. If appropriate, based on the type of incident and normal caller questioning asked, inquire with the caller on if an ambulance (EMS) may be needed. Once the transferred call is answered by the law enforcement dispatch center, the ESVA 9-1-1 Center shall announce the transfer (providing any critical/officer safety

information if applicable), then disconnect (allowing the law enforcement dispatcher) to handle, unless the nature/situation of the incident necessitates the ESVA 9-1-1 dispatcher remaining on the 9-1-1 call with the law enforcement dispatcher.

- If an EMS response is indicated, ESVA 9-1-1 Center personnel will remain on the telephone call after the transfer. After law enforcement has obtained needed information or otherwise when appropriate, the needed EMD caller interrogation should occur. –
- After transfer, unless otherwise indicated or requested, the incident will then be handled by the appropriate law enforcement dispatch agency. If additional 9-1-1 calls are received about the law enforcement incident, unless specific conditions warrant such, no additional broadcast is required on the law enforcement channel; the 9-1-1 call shall immediately be transferred to the appropriate law enforcement dispatch center (they will handle collecting and disseminating any additional incident information). The law enforcement dispatch center has the expectation and responsibility to update their responding personnel as additional information is received related to the incident.
- Additional Information/Considerations - While it is recognized the gathering of a dispatchable location prior to the law enforcement matter being transferred may add some additional time prior to being able to transfer a 9-1-1 call, this should be minimized with the 9-1-1 caller transferred as soon as possible to the law enforcement dispatch center.
- The same procedures shall apply if a critical life-safety law enforcement matter is received at the ESVA 9-1-1 Center, through other means (such as a non-emergency telephone call or a walk-in at the 9-1-1 Center) than a 9-1-1 call.
- While this procedure directs field law enforcement units not to request additional information from ESVA 9-1-1 after the broadcast of an incident (allowing the law enforcement dispatch center to handle all), if is requested and ESVA 9-1-1 Center personnel can provide the requested information, it should be provided.
- Several variables may impact the capability of the 9-1-1 Center to coordinate several items simultaneously (taking and processing of the law enforcement 9-1-1 call/transferring the call, other personnel at ESVA 9-1-1 broadcasting the information on the law enforcement channel), potentially making achieving all unrealistic. If there is no available staffing at ESVA 9-1-1 to provide the immediate broadcast on the law enforcement channel (such as personnel being involved in other 9-1-1 calls, Fire/EMS radio dispatching, EMD instructions, or other critical activity), the 9-1-1 caller reporting the law enforcement incident/matter shall be immediately transferred to the appropriate law enforcement dispatch center (following normal procedures), with no expectation for any broadcast on the law enforcement channel or creating a CAD record required.
- An option, if needed, can be for the individual processing the law

enforcement 9-1-1 call to immediately broadcast the law enforcement incident information, while transferring the 9-1-1 telephone call to the law enforcement dispatch agency (handling without assistance).

- Depending on how quickly the law enforcement dispatch personnel process the transferred 9-1-1 call and effect the needed dispatch of law enforcement units, there may be a delay when field units have the initial information broadcast from ESVA 9-1-1 and when they receive additional information from their law enforcement dispatch center; this is outside the scope of ESVA 9-1-1 Center responsibility. The tracking of responding law enforcement units remains with the law enforcement dispatch center.
- Additional Information/Processes – EMS/Fire Response Indicated - As much as possible, when a 9-1-1 caller is reporting a critical life-safety incident/matter where the incident requires the dispatch of law enforcement personnel and Fire/EMS resources, the following shall be considered – 1. If possible, the above procedure should occur (broadcast of the nature/location information on the law enforcement channel and immediate transfer of the 9-1-1 call to the law enforcement dispatch center with ESVA 9-1-1 remaining on the telephone call), 2. When possible, an EMS incident shall be generated and dispatched (using a new CAD incident with the appropriate EMS nature code), 3. Generally the ESVA 9-1-1 Center should remain on the 9-1-1 call, along with the law enforcement dispatcher (the 9-1-1 Center focusing on EMD protocols and reducing EMD abandonment potential and the law enforcement dispatch center focusing on the crime)
- When transferring a 9-1-1 call and ESVA 9-1-1 will be remaining on the telephone call for EMD questioning, this should be communicated to the law enforcement dispatcher (to reduce the chance of the caller disconnecting before EMD questioning call occur); see the following section for additional.
- The expected practice is to get a caller for law enforcement matters to the law enforcement dispatch center as quickly as possible, this is the case even when involves a law enforcement matter where EMS is also being alerted (such as a shooting, domestic with injury, or mental health emergency (with injury or illness), and other types of incidents). While ESVA 9-1-1 needs to gather information for the EMS dispatch, law enforcement having a caller/callers transferred to them as quickly as possible is critical so they can conduct the needed caller interrogation for responding law enforcement units.
- These incidents require two dispatch centers needing to interrogate a caller for different reasons generally at the same time; ESVA 9-1-1 gathering patient information for the responding ambulances/providing pre-arrival instructions and the law enforcement dispatch centers obtaining incident information for their responding law enforcement units (which could impact officer safety and the apprehension of a suspect), with each of these items

- potentially being critical.
- While each call/situation may present a unique approach (and there is latitude permitted), the expectation is not to delay getting a caller reporting an incident to the law enforcement dispatch center immediately; the gathering of additional patient information/providing pre-arrival instruction, should generally occur after the transfer of a 9-1-1 call to the law enforcement dispatch center, remaining on the transferred call with the law enforcement dispatcher, working together to gather needed information from the caller and providing any pre-arrival instructions needed. Having two dispatch centers on the call requires coordination between two dispatch centers during a critical generally highly emotional 9-1-1 call.
- An active shooter incident shall follow the Active Shooter Policy, independent of this policy.
- Is recognized a law enforcement incident/matter received as a text 9-1-1 call cannot be transferred to a law enforcement dispatch center (they do not have the needed technology for the transfer to occur); these incidents/matters, whether a critical life safety or not a critical life-safety law enforcement matter will need to be processed by ESVA 9-1-1 personnel with incident information relayed to the appropriate law enforcement dispatch center. If the text 9-1-1 call is determined to be a critical life safety law enforcement incident/matter, it shall follow this procedure; immediate broadcast on the appropriate law enforcement channel.

Critical Life-Safety Law Enforcement Matters/Incidents

While it is impossible to define every law enforcement matter that may be a critical life-safety incident, as often initial information received is unclear/incomplete and situations change quickly, the following are considered potential critical life-safety law enforcement matters and should follow this policy/procedure:

- A. Abduction/Kidnapping – In-Progress/Just Occurred
- B. Robbery/Hold-Up – In-Progress/Just Occurred
- C. Fight – In-Progress/Just Occurred
- D. Assault/Battery (including domestic situation, with assault/battery) – In-Progress/Just Occurred
- E. Shooting/Stabbing – In-Progress/Just Occurred
- F. Burglary/Home Invasion/Breaking and Entering – In-Progress/Just Occurred
- G. Hostage Situation – In-Progress/Just Occurred
- H. Terrorism – In-Progress/Just Occurred
- I. Stolen Vehicle/Carjacking – In-Progress/Just Occurred
- J. Report of Law Enforcement/Fire-EMS Personnel in Distress – In-Progress/Just Occurred
- K. Report of Vehicle Traveling Wrong Direction in Roadway – In-Progress/Just Occurred*
- L. Other Incidents Based on Information in 9-1-1 Call, May Be a Crime

in Progress with Critical Life-Safety Concerns **

M. Active Shooter – In-Progress/Just Occurred ***

* - Callers are generally transferred to the Virginia State Police (unless inside town limits of a town with a Police Department)

** - If an incident presents, (is not defined in this list), where appears to be a crime in progress with potential life-safety issues, should follow this procedure

*** - Active Shooter incidents follow a separate policy, with ESVA 9-1-1 overall handling the immediate processing of calls and dispatching of law enforcement

- A. It is the policy of the ESVA 9-1-1 Center to dispatch the appropriate response to an incident based on information obtained from callers. This meaning 9-1-1 Communications Officers will generate an incident and dispatch a response for callers who may be uncertain of what they see (unknown if on fire, but may be), callers who we believe may not be being truthful (possible false call), callers we believe do not really have an emergency, possible brush/woods fire (unattended fire, unknown if a control burn, or complainant concerned about a safety issue, etc.), someone may be ill or injured (unknown).
- B. The ESVA 9-1-1 Center will dispatch fire incidents based on established policies and procedures, not as dictated or requested by callers. When information is received (if the call/incident makes it to the 9-1-1 Center), indicating a fire incident should be generated, then an incident shall be generated and dispatched.
- C. Requests to not dispatch emergency services shall not be honored and a dispatch shall occur, with all incident information being provided to field personnel as soon as possible. Some examples of when a dispatch shall occur, include the following:
- A school system calling the 9-1-1 Center ahead of time to inform the 9-1-1 Center of a fire drill and requesting the fire department not be dispatched (*if/when the alarm company notifies the 9-1-1 Center*) and then the alarm company reporting an alarm at the school.
 - A caller calling the 9-1-1 Center and informing the 9-1-1 Center they accidentally set off a fire alarm or burnt food on the stove and request the fire department not be dispatched.
 - A caller calling the 9-1-1 Center and asking how to extinguish an active fire (*such as a fire in a kitchen or stove*) and requesting the fire department not be dispatched.

To summarize, any information received by the 9-1-1 Center indicating a need to dispatch fire services shall be dispatched and all additional information related to the incident immediately provided (with field personnel deciding on any cancellation or reduction in response). This includes requests from callers to not dispatch or cancel a dispatch. The 9-1-1 Center shall not be the final determination of the dispatch or cancellation of a response, rather the incident shall be dispatched with field personnel making the final decision on response.

- D. All pertinent information related to the incident will be relayed over the radio allowing Stations/Officers to make appropriate decisions regarding

response and changes to the assignment.

- E. Response assignments will be made according to data generated by entries to the Computer Aided Dispatch (CAD) system, known as fire boxes and EMS boxes. Data entered in the system is based on established Fire/EMS station boundaries and closest station/agency data. Hard copy maps will serve as the primary backup for alerting by station zones or routes. District and Fire/EMS box changes will be made by the 9-1-1 Commission upon written request of all the companies affected. If all involved stations are unable to agree to a change, the matter will be resolved as directed in Chapter 3, Section F. The guiding principle for district boundaries and fire boxes shall be the closest station being dispatched to an incident. Where submissions to the 9-1-1 Commission of requested data are non-existent or untimely, the 9-1-1 Commission shall generate data which it deems appropriate for the public safety.
- F. The 9-1-1 Center will maintain a listing of apparatus out-of-service which are thus not available for assignment. When units mark changes in status of availability, the 9-1-1 Communications Officer should echo or announce such status via a straight message. Use of paging tones in conjunction with such announcement is not necessary. Station personnel are responsible for notifying the 9-1-1 Center when a unit which has been marked "out of service" is returned to the "in service" mode *[refer to Chapter 14]*.
- G. No unit or company will respond on an incident unless properly dispatched.
- H. Any smoke, odor of smoke/burning, electrical fire/problem, article/product fire (appliances, furniture, vehicle, etc), or hazardous material incident occurring inside (including below (basement) and above (roof)) a structure will cause a structure fire alert (either residential, working residential, commercial, or working commercial). Fuel/gas spill/leak inside a residence shall generate a one (1) station alert.
 - **Exception** – Fire alarm activations will generate a two-station alert (a fire alarm activation at a fire station, shall include the dispatch of the station of the alarm activation and two additional stations)
- I. All information related to the incident will be relayed to field units/personnel and officers/monitors of the responding stations/apparatus have the authority to alter (reduce or increase) the assignment or response.
- J. The fire investigation classification will only be used for the investigation of a fire related situation occurring outside of a structure; if the situation/emergency is occurring inside (including roof or basement) the call should be treated as a structure incident and generate a full alert.

- K. When a caller advises that a previously reported fire is out or is a false alarm (or upon a request to cancel the fire department), the 9-1-1 Communications Officer shall advise the fire/rescue officer-in-charge of such whether prior to or while responding to the incident location. The decision to cancel units rests solely with the fire officer-in-charge. General practice calls for on scene investigation by the fire officer or first due engine/ambulance, even though the actual response mode may be reduced.
- L. Requests for emergency ambulance should be dispatched to the company in whose district the patient is located, regardless of any request. Requests from a hospital for an emergency transport, shall follow this policy, meaning the call shall be assigned based on the location of the patient, not where the patient resides.
- M. Requests for specialized equipment should be dispatched to the nearest company with that particular equipment unless predetermined response zones have been established, and the equipment needed should be specifically requested during the alert.
- **Example:** "Station 9, Air Bags requested, Accident with Injury at Fisher's Corner...."
- N. When a caller (including fire/rescue personnel) advises that there are no injuries at the scene of a previously reported auto accident or medical emergency, the 9-1-1 Communications Officer shall advise the EMS or fire officer-in-charge of such whether prior to or while responding to the incident location. The decision to cancel any or all responding ambulances/fire apparatus rests with the EMS/Fire officer-in-charge or primary attendant-in-charge of the first-due ambulance/fire station; the 9-1-1 Communications Officer should not cancel any response without specific authorization from the EMS/fire officer. General practice calls for on scene evaluation by the primary EMS/fire responder, even though the actual response mode may be slowed down.
- O. Requests for escorts or for intersections to be blocked for the purpose of allowing ambulances or fire engines to pass through an intersection without yielding right-of-way while enroute to the scene of any alarm or while enroute to the hospital should not be made by fire and rescue units and will not be handled by the 9-1-1 Center.
- P. When a station (with two or more available ambulances) receives an additional ambulance call while a unit(s) is already assigned to an incident, the phrase "SECOND or THIRD AMBULANCE CALL", as appropriate, should supplement the type of call when the call is dispatched. When a station, having no available ambulances remaining, receives an EMS call, the station will be dispatched as a "medical assist" in addition to dispatching the next available ambulance or station. (12-18-17) When an EMS station has no available ambulances and an EMS incident is received, they shall only be paged/alerted on the first/initial alert, whether the first due station or a

mutual aid station, unless advised to continue alerting/paging.

- Q. When additional personnel are required during a call, such request will be transmitted by paging/radio. Personnel will not as a rule be called by telephone except when unusual situations demand privacy, confidentiality, or security. Demands upon 9-1-1 Communications Officers at the time shall be taken into consideration in granting such request.
- R. When additional specialized assistance, such as an ALS Provider, is required by an ambulance, the request for such assistance shall include the nature of the emergency as reported by the ambulance technician.
- S. The 9-1-1 Center will not relay requests or traffic regarding refreshments made by fire personnel, auxiliary members, or other sources as a general rule. However, command officers at a major fire or incident may initiate a single request for such support if other methods of communication are not available.
- T. Vocal dispatches and the sounding of alert tones will be made in the same order as companies are due to respond. All stations alerted on an incident (fire or EMS) will be announced on all utilized towers (only required during back-up procedures for alerting/dispatching) during dispatches in the same order as companies are due to respond (designed to allow all dispatched stations to be aware of all stations alerted and the order of response).
- U. If after eight (8) minutes on a dispatch for an emergency or non-emergency response (fire or ambulance) the station/unit alerted has not responded, the dispatcher shall alert the next-due company (following EMS staffing dispatch procedures for EMS incidents).
- If a designated night/ambulance squad fails to respond within the eight minutes allotted, activate the daytime paging tones (all-call) for that station in addition to paging the second-due company (following EMS staffing dispatch procedures). *[Pertains to Stations 6, 7, 9, 12, 13, and 20].*
- V. Dispatch information broadcast at the time of alerting/paging of each incident shall include:
- the stations due to respond.
 - the type and/or nature of the incident.
 - the call location (ADDRESS & TOWN).

All medical calls shall include the patient's nature of illness or injury as indicated by signs and symptoms (based on EMD policy). Additional information to be obtained by the 9-1-1 Center Communications Officer should include the caller's name and phone number from which the call was placed, any special directions, and any supplemental information required

by the specific type of emergency (based on EMD policy).

W. SCENE SAFETY – STAGING FOR LAW ENFORCEMENT

1. Ultimate responsibility for the determination of scene safety and staging for law enforcement rests with field responders. 9-1-1 Communications Officers will provide all information related to scene safety to field responders to allow for decision making related to scene safety and staging. When law enforcement is requested to respond for scene safety, the 9-1-1 Center will advise field responders when the scene is secure based on information from law enforcement personnel. *[Law enforcement personnel on scene does not necessarily indicate the scene is secure; must be specified if scene is clear for EMS/Fire personnel; refer to Chapter 13 Letter U].*
2. When EMS and fire apparatus stage away from an incident scene due to scene safety concerns (generally awaiting scene safety verification by law enforcement personnel), the staging location will not be broadcast via radio by field personnel. In addition, 9-1-1 Communications Officers will not request the staging location via radio broadcast. If field personnel desire for the 9-1-1 Center to be aware of the staging location, it will be relayed via telephone (or other secure means). The overall purpose of the policy is to minimize the potential for field personnel to be approached while at a staging location by individuals involved in the incident.

X. Medical natures will generally be given by describing signs and symptoms rather than providing a diagnosis, unless a medical professional has already diagnosed the condition. The terms "Subject Passed Out" and "Possible D.O.A." will not be used; in lieu thereof, the term "Unconscious Person" should be used. If not breathing, the terms "Unconscious Person - Not Breathing" or "Cardiac Arrest" should be used. "Code Blue" may be used if reported by on-scene fire/EMS personnel. The nature code Code Gray should only be used if the person has presumably been dead for a long period of time, such as being cold/stiff, is burned beyond recognition, or confirmed by a medical professional. The person's consciousness and breathing status must still be verified, including if reported by a medical professional. If the person is reported to be unconscious/unresponsive and the breathing status is unknown, the call shall be dispatched as an Unconscious/Unresponsive call and notated as breathing status unknown.

Y. Incident Numbers will be assigned for each incident occurring at a specific location. All alarms transmitted to different companies for the same incident will receive the same incident number (fire and EMS will receive separate incident numbers). Emergency transfers receive a separate number different from the incident at which the patient may have been originally received. Round-trip ambulance transports receive only one incident number even if the ambulance is required to complete two Pre-hospital Patient Care Reports.

Z. When a fire station marks all units *IN STATION* or when the last fire unit marks *IN STATION* from a fire incident or when an ambulance crew calls from the hospital for such information or marks *IN STATION* from a call, the 9-1-1 Center should provide the station or unit with as much of the following information as is available at the time and which has not previously been provided: Incident Number, Received Time (if requested), Alarm Time, Time Out (Responding), Time On Scene, Time Enroute To Hospital for ambulances, Time Arrived at Hospital for ambulances, Time Assignment Completed (Returning to Station), and Time In (In Station).

AA. Personal paging is prohibited except for pages of individual officials assigned individual paging tones, except that the 9-1-1 Center may page any fire or EMS officer relative to an emergency alarm for that station if circumstances require contact prior to alerting and/or paging of the affected station. Straight messages (broadcast) may be used to summon personnel when the purpose is related to fire and rescue services administration. The 9-1-1 Center will not become a personal paging network and will not be used to serve as a secretary for personnel who merely refuse to use all available efforts to contact someone without use of the 9-1-1 Center.

AB. Announcements of meetings, special meetings, drills, training sessions, work details shall be brief and shall conform to the procedure established for Announcements as detailed in Chapter 14 of this manual.

AC. **TEMPORARY CHANGES TO DISPATCH**

Any temporary change to dispatch must originate from a station/agency officer or representative of the Department of Forestry. The request must include the specific details of the change in dispatch and the date/time to return to normal dispatch procedures. Examples: requests to contact an officer prior to dispatch, requests to reduce the standard response, and requests to increase the standard response.

AD. **PREMISE INFORMATION**

All premise (attaching information to a specific address) entries in the CAD must utilize the Premise Form (established by the 9-1-1 Commission). At a minimum the following information must be included: address, name, phone number, reason for entry, authority (*person requesting entry*), and ineffective date. All Premise Forms will be maintained by the 9-1-1 Commission. A premise entry into the CAD can be initiated by appropriate Fire/EMS personnel, 9-1-1 Center personnel, or at the request of a home/property owner. Premise information will be disseminated to field personnel, if indicated.

AE. **HELICOPTER TRANSPORTS**

1. Communications between the 9-1-1 Center/field units and helicopter transports will utilize Channel 11 (Tactical Operations 1) or Channel 12 (Tactical Operations 2).
2. The dispatch channel will serve as a back-up/safe channel for communications.
3. The appropriate channel information including frequency and PL code will be provided to the HELLO dispatch center upon notification.
4. The 9-1-1 Communication Officer shall track all helicopter resources in the CAD as other fire and EMS apparatus.
5. When a helicopter is requested (such as Nightingale, Life-Evac, Trooper 4, etc.), and a fire response is not already part of the incident, then a fire response should be dispatched to handle the landing zone.
6. If a request is made for a helicopter and a fire response is already part of the incident the 9-1-1 Communications Officer should inquire from the incident commander if any additional dispatch is required to handle the landing zone.
 - **Exception:** Incidents at Riverside Shore Memorial Hospital and Campbell Field (*unless a specific request is made for additional resources*).
7. The same fire incident (in the CAD) shall be used for fire apparatus located at the initial scene and at the landing zone location (*no need to create a separate fire incident for the scene location and the landing zone location as they are part of the same incident*).
8. A fire response should occur for landing zones at the CBBT parking lot, even if the CBBT Police Department advises they are handling or assisting the landing zone. The expectation from both the CBBT Police Department and Fire/EMS officials is for fire-apparatus to be on-site (*refer to Appendix B*).

AF. **EMERGENCY RADIO ACTIVATIONS/MAYDAY**

REDACTED

AG. **RELEASE of COMMUNICABLE DISEASE/SENSITIVE INFORMATION**

In order to provide for both the safety of responding field personnel and the privacy of individuals, 9-1-1 Communications Officers shall observe the following procedures when dispatching fire and EMS personnel to a location identified as being occupied by a person with a communicable disease.

- Advise responding unit(s)/personnel by radio to contact the 9-1-1 Center via telephone.
- Upon field personnel calling the 9-1-1 Center (telephone) they shall

- be advised – *“Universal Precautions Indicated”*.
- If responding personnel are unable to contact the 9-1-1 Center via telephone, the following information will be broadcast via radio to responding units/personnel: *“Universal Precautions Indicated at Location”*.
- 9-1-1 Communications Officers shall not transmit any specific information that is known about the identities of persons or the type of communicable disease involved. The same policy will apply to other sensitive information released to field personnel.

AH. **SAFETY CHECKS: EMS INCIDENTS**

1. The 9-1-1 Communications Officer shall perform a safety check of an EMS unit on scene every ten-minutes by stating the unit/personnel radio designation, followed by *“SAFETY CHECK”*.
2. A time period of at least 20 seconds should be allotted for the EMS personnel to answer a safety check. A delay in response from EMS personnel could evolve around patient care, medical interventions, CPR, transferring of patient (from house to ambulance), poor radio reception, scene safety, among other unknown reasons.
2. The safety and well-being of on-scene personnel shall be understood from radio/telephone transmissions (other than indications of well-being/safety being compromised) from any personnel on scene at an incident, meaning the ten-minute timer shall be reset when additional units arrive on a scene or radio/telephone transmissions originate from personnel on a scene.
3. Field providers can request the 9-1-1 Center to discontinue safety checks, if desired, however, even if a request to discontinue safety checks has occurred, the 9-1-1 Center shall again initiate a safety check after a period of thirty (30) minutes with no contact.
4. At scenes where incident command has been established, such as a fire and/or vehicle accident, the Communications Officer is not required to complete a safety check on EMS units.
5. Any EMS unit may advise the 9-1-1 Communications Officer they will be *“OK or 10-4”* for a certain period of time (*such as loading the patient or providing care, in which case the 9-1-1 Communications Officer may wait that period of time before checking the welfare of the unit*).
6. A 9-1-1 Communications Officer, may, based on call location, nature, etc. shorten the interval for checking the welfare of a unit, however, except as listed above, the 9-1-1 Communications Officer may not lengthen the interval.
7. Anytime a 9-1-1 Communications Officer is unable to make contact with a unit after sixty (60) seconds, the 9-1-1 Communications Officer shall attempt to reach the crew using the call back number provided by the caller and/or via using the station’s paging tone. The 9-1-1 Communications Officer must speak with a crew member.
8. If no contact can be made, law enforcement shall immediately be notified of the situation and request immediate response. In this case

the 9-1-1 Communications Officer may utilize the appropriate sheriff's office radio system (or CPD radio system) and SIRS to contact a law enforcement unit.

9. In no case, shall another agency other than law enforcement be dispatched. The 9-1-1 Communications Officer shall continue to attempt contact with the EMS unit until law enforcement arrives on the scene.
10. When contact is made with an EMS crew (*after a period of no contact*) a general message will be broadcast on the operating channel, generally Fire-EMS Dispatch, stating positive contact was made.
 - **Example** – “Ambulance 19-1 is 10-4 by telephone.”This will allow monitoring personnel and field supervisors to be aware of their status.
11. When a period of no contact with an EMS crew results in a request for law enforcement to respond (to verify their welfare), the appropriate county agency will be notified as soon as practical (in Accomack County the Shift Supervisor- DPS 3, and in Northampton County the shift-supervisory staff on-duty). This policy shall apply to career, volunteer, and split (career and volunteer) crews.

AI. **SAFETY CHECK: DEPARTMENT of FORESTRY**

1. When requested by Department of Forestry personnel, the 9-1-1 Communications Officer shall initiate a safety check of their welfare while at incidents or fire-standbys. Forestry personnel shall notify the 9-1-1 Communications Officer of their location, time they will be at the location, of the means to contact them, and expectation of interval between welfare checks. If unable to make contact with forestry personnel during a welfare/safety check the appropriate law enforcement agency shall be notified to respond and verify welfare of the individual. The 9-1-1 Communications Officer shall continue to attempt to verify the welfare of the individual until the arrival of law enforcement.
2. In addition, when forestry personnel/apparatus advise they are handling a fire related incident (where the 9-1-1 Center does not have an active incident in progress) or when forestry personnel are following up on previous fires (such as inspecting a large woods fire for hot spots) an incident shall be created in the CAD and assigned directly to forestry personnel/apparatus involved in an incident/investigation. The incident should not be dispatched (on the radio or in the CAD) to a Station, rather directly to the forestry unit/apparatus. Once units clear the incident/investigation the incident shall be cleared.

AJ. **FIRE BENCHMARKS**

9-1-1 Communications Officers shall contact the incident commander unless directed otherwise of a structure fire at fifteen (15) minute intervals and notify them of the time into the incident.

- **Example** – “*Command you are 30 minutes into the incident.*” If the situation is declared “*under control*” the 9-1-1 Communications Officer shall discontinue the fifteen-minute benchmarks, unless requested to continue.

AK. **ENTRAPMENT INCIDENT BENCHMARKS**

9-1-1 Communications Officers shall contact the incident commander unless otherwise directed of an entrapment incident (such as an MVA with entrapment) at fifteen (15) minute intervals and notify them of the time into the incident.

- **Example** – “*Command you are 15 minutes into the incident*”.

Once the 9-1-1 Communications Officer is advised all patients/victims are no longer entrapped, the fifteen-minute benchmark shall be discontinued.

AL. **INCIDENT INFORMATION VIA PHONE**

Information related to incidents shall generally be provided from the 9-1-1 Center via radio on the appropriate operational channel. Instances where field personnel are requested to contact the 9-1-1 Center via telephone for incident information shall be limited to unusual/special situations/circumstances. These generally will relate to involved situations/incidents requiring explanation (that are better done via landline, not the radio). Not providing incident information via radio creates situations where all responders are not aware of needed information, where the 9-1-1 Center is repeating the same information to numerous responders, and situations where responders may have to utilize a cellular phone while responding (driving) to an incident (*or delay a response to stop to call the 9-1-1 Center*).

AM. **STATION 21 RADIO USE INFORMATION**

1. EMS Related Incident Operations – As with other EMS incidents, Channel 2 (EMS Operations) is used for normal operations. Units on Tangier should have no issues receiving the 9-1-1 Center on EMS Operations. The 9-1-1 Center should have no issues receiving Station 21 mobile units (such as the ambulance) on EMS Operations as well; however, there may be coverage issues with receiving a portable radio from Tangier on EMS Operations. Channel 11 remains the first-choice channel for air-ambulance operations on Tangier.

2. Fire Related Incident Operations – The first-choice channel for fire related operations in Tangier is Channel 11 with Channel 12 as an alternate (*the repeater tactical channels, such as Channel 5 generally provide less reliable communications than Channel 11 or Channel 12 on Tangier and should not be used*). While there are no receivers on Tangier for Channel 11, the 9-1-1 Center can generally receive mobile communications from Station 21 units with no issues and portable coverage should generally be adequate, but could be problematic in some areas. In addition, their units (*portable and mobile*) should be able to receive Channel 11 communications from the 9-1-1 Center with few issues.

3. There is a receiver on Tangier for Channel 1 (*Fire-EMS Dispatch*) communications for the 9-1-1 Center to receive Tangier units better. While overall the 9-1-1 Center generally avoids using Channel 1 for on-scene communications, in the case of Tangier, if needed, the 9-1-1 Center should be able to hear Station 21 portables the best on Channel 1. This was left in place as a back-up for communications when the two simulcast channels went in-service in 2015. Sometimes it seems like Station 21 incidents default to Channel 1; if this occurs and is providing the best communications for the incident and not impacting other dispatching, then acceptable to leave on Channel 1.

CHAPTER 13 PAGING/ALERTING FORMATS FOR FIRE AND EMS

A. EMS INCIDENTS

EMS incidents shall be dispatched using the following procedure:

[INITIAL PAGE]

1. Select FIRE-EMS DISP module.
2. Determine channel is free of traffic.
3. Transmit EMS ALERT tone.
4. Transmit brief pre-alert information which will include:
 - STATION(S) ALERTED (*in response order*)
 - NATURE CODE
 - STREET NAME
 - TOWN
5. Activate required stations tones.

[DISPATCH]

1. STATION(S) ALERTED (*in order based on CAD recommended matrix; stations not dispatched by the ESVA 9-1-1 Center shall also be announced*)
2. TYPE OF CALL AND NATURE
3. LOCATION (*Exact Address If Possible*)
4. ANY SPECIAL RESPONSE REQUIRED
5. TIME
6. CALL SIGN (*WPSJ218*)

B. NIGHT TONES

The following stations use night-time tones at the below established times. The night-time tones will be used as indicated below for EMS incidents (*first incident only*):

Station 6 – used from 1800-0600 hours

- *all-call tone used when not staffed, for additional ambulance calls, manpower requests, Code Blue incidents, or no response when staffed*

Station 7 – used from 1800-0600 hours

- *all-call tone used for additional ambulance calls, manpower requests, Code Blue Incidents, or no response when staffed*

Station 9 – used from 1800-0600 hours

- *all-call tone used for additional ambulance calls, manpower requests, Code Blue incidents, or no response when staffed*

Station 13 – used from 1800-0600 hours

- *all-call tone used for additional ambulance calls, manpower requests, Code Blue incidents, or no response when staffed*

Station 20 – used from 1800-0600 hours

- *all-call tone used for additional ambulance calls, manpower requests, Code Blue*

incidents, or no response when staffed

- House sirens are not activated for EMS incidents (generally only fire related incidents) unless requested.
- Station 4 and Station 12 use a separate paging tone for EMS incidents.
- The 9-1-1 Communications Officer will use the standard (all-call) tone for any additional EMS incidents after the first EMS incident for a station (second/third ambulance calls), no response when staffed, any requests for additional manpower, and for the alert of any CODE BLUE (cardiac arrest) incident. Any additional EMS incidents (after all available ambulances in a station have been exhausted) will be dispatched as a “medical assist”, in addition to the dispatch of the next appropriate ambulance/station.
- Any second/third ambulance call or incident dispatched as a “medical assist” will be dispatched as such on the radio.

C. **REPAGING UNTIL RESPONDING**

1. Repeat dispatching steps 1, 2, 3, and 5 listed above.
 2. Repage after every 2 minutes until a station is responding (*first due and staffed station only*).
- After the initial alert of a Station, they will be re-paged every two minutes (*first due and staffed station only*). If a staffed EMS station fails to advise they are responding by eight (8) minutes after the initial dispatch, the next staffed EMS station will be alerted. Any request to not alert the next due station after eight (8) minutes with no ambulance responding, should not be honored.
 - Any specific request to page a station or continue paging a station will be honored.
 - In addition to the initial broadcast of field personnel advising they are responding to an EMS incident, the 9-1-1 Communications Officer will broadcast a list of all apparatus/monitors on scene and responding when apparatus mark-up (such as, requesting additional personnel), or at the request of any field personnel.

D. FIRE INCIDENTS

Fire incidents shall be dispatched using the following procedure:

INITIAL PAGE

1. Select FIRE-EMS DISP module.
2. Determine channel is free of traffic.
3. Transmit FIRE ALERT tone.
4. Transmit brief pre-alert information which will include:
 - STATION(S) ALERTED *(in response order)*
 - NATURE CODE
 - STREET NAME
 - TOWN
5. Activate required stations tones *(and house siren, if applicable)*.

DISPATCH

1. STATION(S) ALERTED *(in order based on CAD recommended matrix; stations not dispatched by the ESVA 9-1-1 Center shall also be announced)*
 2. TYPE OF CALL AND NATURE *(any known specifics of the call; smoke/flames showing, # of vehicles, poles down, etc.)*
 3. LOCATION *(Exact Address If Possible)*
 4. ANY SPECIAL RESPONSE REQUIRED or HAZARDS
 5. TACTICAL CHANNEL ASSIGNED
 6. TIME
 7. CALL SIGN *(WPSJ218)*
- Activate appropriate stations tones and house-sirens *(house-sirens will be activated once for all incidents requiring a fire response at the initial alert/page using the appropriate group tones for stations with house-sirens)*; additional pages will not include activations of house-sirens, unless requested.
 - While the initial dispatch of a fire incident may not include a detailed picture of the fire incident *(as incident information is still being obtained and entered into the CAD system)*, as soon as possible, when an incident is being dispatched on Fire-EMS Dispatch Channel and after the pager tones have been activated, a quick summary of the description of the fire incident *(overview of notes/comments)* will be announced on the Fire-EMS Dispatch Channel as part of the radio dispatch. This should occur on each dispatch on the Fire-EMS Dispatch Channel.

➤ FIRE INCIDENT LOCATION/INFORMATION

- The Fire or EMS unit responding first on the radio will be provided all location information (*address, cross-streets, and town/community*) and all incident information (*notes/comments*).
- The initial first due fire unit or first-due fire-officer, once responding, will be provided all location information (*address, cross-streets, town/community*) and all incident information (*notes/comments*). If no unit/personnel respond from the first due fire-station, or there is a significant delay in a unit responding from the first due fire-station, the 9-1-1 Center shall assure all location and incident information is broadcasted to the unit/personnel appearing most likely to arrive first.
- At a time-period determined most appropriate by the 9-1-1 Communications Officer, generally several minutes after a dispatch and units are responding, the full description of the fire incident (*notes/comments*) shall be broadcast on the assigned tactical channel to all units responding. Location information should not be repeated during this broadcast.
- Activate pre-programmed tones for house-sirens corresponding with station(s) and/or personnel to be alerted by siren (if not done in Step 5).
- When a station (*having both fire and EMS service*) is only being dispatched for one aspect of service, the response needed (*fire or ambulance response*) should be announced for each station. If both services (*fire and ambulance response*) are needed, they both should be stated in the dispatch.

➤ **REPAGING UNTIL RESPONDING**

1. Use Steps 1-6 of Dispatch procedures listed above (*house sirens should not be reactivated*).
 2. Re-page every 2 minutes until all necessary stations are responding.
- After the initial alert of a Station, they will be re-paged every two minutes. If a Station fails to advise they are responding by eight (8) minutes after the initial dispatch, the next due will be alerted. The initial station failing to respond shall continue to be alerted, in addition to the dispatch of the next due station, until either a response from the initial station or replacement station, unless advised otherwise by field personnel. Any request to not alert the next due station after eight (8) minutes with no apparatus responding or without direction from command personnel, should not be honored.
 - 9-1-1 Communications Officers will not ask stations (including monitors) if they would like to discontinue the paging of their station or

any other station. The 9-1-1 Center policy is to continue paging a station following the procedures/protocols in this Communications Manual.

- Any specific request to page a station or continue paging a station will be honored.

➤ **CANCELLING OTHER STATIONS PAGED ONCE RESPONSE IS ACKNOWLEDGED**

During a fire or other emergency response, all alerted companies shall respond unless otherwise directed by the OIC. Cancellation of responses will not be initiated by the 9-1-1 Center.

➤ **PRE-ALERT TONES**

The following tones will be used for the pre-alert of fire and EMS incidents:

Fire Incident – FIRE ALERT (top bar of the radio console/miscellaneous window) will be depressed for three (3) seconds (transmitting a high/low tone) prior to the dispatch of fire related incidents (including MVA's).

EMS Incident – EMS ALERT (top bar of the radio console/miscellaneous window) will be depressed for three (3) seconds (transmitting a series of beeps) prior to the dispatch of EMS related incidents.

Announcement – ANNOUNCE (top bar of the radio console/miscellaneous window) will be depressed for three (3) seconds (transmitting a steady tone) for any announcements (including weather bulletins).

- Alarm assignments (fire) are listed in Appendix A, "Multiple Alarm Dispatch Directory" or in CAD assignments.
- On auto accidents, alert the fire company in whose district the incident occurs for hazard control or first responder medical support in addition to ambulances alerted [refer to Chapter 13, Letter X].
- Upon receipt of a request from a central monitoring station (*proprietary company*) for fire response to a system fire alarm reported to a central monitoring station, the 9-1-1 Communications Officer shall alert two stations (*unless otherwise indicated in policy*). Any additional alerting request or cancellations of companies alerted will be received from the fire officer-in-charge upon acknowledgement of the call. If the building is believed to be occupied, the Communications Officer may attempt to establish contact with the occupant(s) to verify alarm status after the incident has been dispatched.
- Any system fire alarm which generates a follow-up report or confirmation of smoke or flame from any source whatsoever shall be rebroadcast as a

structural fire.

Cross-street/Community Information – In addition to address information, the cross-streets and town/community should be provided to initial apparatus from each station when they advise they are responding or when requested. Driving directions should be provided when requested by a monitor or apparatus. If the 9-1-1 Communications Officer is unable to provide driving directions (due to call volume or other acceptable reasons) they shall advise units of such when the request is made. Unless requested by field personnel, the map-page and coordinates for an incident shall not be provided.

I. (1-14-19) **Tactical Channel Assignment**

When referring to tactical channels, the channel number (ex. Channel 11) shall be used.

EMS Incidents (other than MVA's and fire related incidents)

All incidents should be dispatched using FIRE-EMS DISP, unless utilizing back-up procedures.

EMS Operations Channel

EMS operations (communications) shall use the EMS OPERATIONS channel/module.

A. Voice communications shall primarily occur on EMS OPERATIONS channel (which is Channel 2 on field radios). This includes monitors marking enroute, ambulances marking enroute, directions, on-scene, safety checks, on-scene radio traffic, enroute to hospital, at hospital, clear hospital, in-station, and other traffic. There should be little communications from the field on the FIRE-EMS DISP module (Channel 1 on field radios) unless there are communications issues; rather this traffic will live on the EMS OPERATIONS (Channel 2 on field radios) channel/module.

B. The EMS OPERATIONS channel (Channel 2 on field radios) is both simulcasted and repeated – Meaning all traffic (from the 9-1-1 Center and field personnel) is broadcast from all four simulcasted transmitters – ALL CAN HEAR THE RADIO TRAFFIC (a portable in Oak Hall is heard in Townsend and vice-versa).

C. If there are communications issues on the EMS OPERATIONS channel (unable to use repeater, poor coverage, other), field personnel should use Channel 1 – DISPATCH as a means to contact the 9-1-1 Center; it is not repeated but monitored at the 9-1-1 Center..

D. In an effort to assure ambulances/EMS units do not miss incidents (dispatched) when they are returning from the hospital/in the district, the following will occur: 1. Field personnel/ambulances are expected to monitor Channel 1 (DISPATCH) and other needed channels (such as Channel 2 - EMS OPS) when in

district/returning from an incident/other; this is to assure they receive additional dispatches or incidents in immediate vicinity (just as occurs for fire personnel/units),

2. In addition (as a fail-safe) if an ambulance is returning from an incident and another incident is received for the ambulance/station, the 9-1-1 Center will notify the ambulance on EMS OPERATIONS (Channel 2) of the incident.

E. Incidents where Fire and EMS respond together (such as fires and MVA incidents) the assigned fire tactical channel will be assigned/used. This meaning EMS units responding to an MVA or fire should be assigned the same tactical channel as fire apparatus/personnel.

F. There is no back-up channel for the EMS OPERATIONS channel (Channel 2) at this point - If the Channel 2 EMS OPERATIONS channel becomes out-of-service (system problem), this will be announced and all EMS voice operations will operate on FIRE-EMS DISP (Channel 1) until Channel 2 EMS OPERATIONS is back in-service/operational.

G. The SIMULCAST feature shall be used for EMS OPERATIONS as needed to assure personnel who do not have the capability to monitor F2 (EMS Operations), such as with some alerting pagers, when an incident is canceled or reductions in response (just like for fire related incidents). In other words if an incident is canceled (or something similar) this needs to be transmitted on both the EMS Operations Channel and the Fire-EMS Dispatch Channel, However, there is no expectation for the 9-1-1 Center to broadcast on the FIRE-EMS DISP channel information occurring on the EMS OPERATIONS channel (this meaning no need to announce on FIRE-EMS DISP when an ambulance is responding; this just needs to be communicated/broadcast on the EMS OPERATIONS Channel).

Other Information – Related to the EMS Operations Channel (Channel 2)

1. Communications with ambulances transporting to Tidal Health (and other locations in Maryland) and to Virginia Beach (and other locations in Hampton Roads area)– These have always been problematic communications (since so far out of the range of the communications system). It is expected for ambulances to attempt to use the EMS OPERATIONS channel when advising at the hospital and clear the hospital and if communications are unsuccessful to switch to Channel 1 (FIRE-EMS DISP) an attempt communications.

2. While field personnel can “switch” their mobile/portable radios off the repeater (for the EMS OPERATIONS channel), the simplex (talk-around) radio traffic is not monitored or recorded at the 9-1-1 Center. However, the EMS OPERATIONS channel (repeated) module is recorded at the 9-1-1 Center.

3. The EMS OPERATIONS channel at the console is full-duplex, this meaning even while you are transmitting on the EMS OPERATIONS module, you can still hear fields units transmitting on the channel. While this may seem like it could impact your transmission, it should not and can be considered a type of safety feature for the field (that we can still hear them when we are transmitting). It is noted that the 9-1-1 Center transmission on the EMS OPERATIONS channel are broadcast before field unit's radio traffic (giving the 9-1-1 Center priority).

In addition to the initial broadcast of field personnel advising they are responding to an EMS incident, the 9-1-1 Communications Officer will provide a list of all apparatus/monitors on scene and responding when apparatus mark-up (such as, requesting additional personnel), or at the request of any field personnel.

If needed or requested (by the 9-1-1 Communications Officer or OIC), an additional tactical channel may be assigned. If a tactical channel is assigned, the tactical channel of the zone the incident is occurring in may be used (F3, F5, F7, F9, F15). If this channel is unavailable, then F11 (Tact Ops 1) should be used. An additional option is the use of an adjacent zone's tactical channel (F3, F5, F7, F9, F15) or F12 (Tact Ops 2), however the effectiveness of using these channels will vary depending on the location of the incident.

FIRE RESPONSE - EMS INCIDENTS IN OR NEAR THE ROADWAY

A fire incident shall be spawned and a fire station shall be dispatched on all EMS incidents where a patient is in or near the roadway or may be in the roadway. In or near the roadway includes a patient on the road surface, in a ditch, in the median, or on the shoulder. In addition, includes when an EMS unit will or may have to park on the roadway. The intent is to enhance the safety of EMS providers and patient care when in or potentially in the proximity of other traffic, regardless if the roadway is a primary or secondary road. Examples include:

- unconscious/unresponsive subject in or near the roadway
- any patient having a medical emergency in or near the roadway
- any patient located in a vehicle in or near the roadway
- any bicyclist accident

When spawning a fire call for these types of events, the fire nature code of FITCR (Traffic Control Roadway Call) shall be used. This is so that the nature code that fire personnel see in their CAD messages reflect the reason for their dispatch. In addition to using this nature code, as with other fire calls, be specific in your initial dispatch as to why the station is being alerted. This can be accomplished by simply adding "*traffic control for roadway call*" behind the station being alerted for their fire response. An example would be, "*Station 19, Chest Pain. Station 14 engine response, traffic control for roadway call. 12345 Lankford Hwy. Cheriton.*"

Fire Incidents/MVA's/Hazardous-Material Incidents

All incidents should be dispatched using FIRE-EMS DISP.

Once assigned a tactical channel, monitors and apparatus should not use FIRE-EMS DISP to contact Communications (unless they are unable to make contact using their assigned tactical channels).

Monitors and apparatus should use the pre-assigned repeater tactical channel (based on zone) for communications during an incident, or other channel announced by the 9-1-1 Center. EMS apparatus transporting to a hospital will utilize FIRE-EMS DISP or EMS OPERATIONS at radio console (and Channel 1 and Channel 2

on field radios) for communications once leaving the incident scene (example – enroute to hospital, at the hospital, clear hospital, and in quarters).

Pre-assigned repeater tactical channels are as follows:

F3 – North Accomack Fire Operations – Incidents Occurring in Stations 1, 2, 4, 5, 6, and 20 districts

F5 – Central Accomack Fire Operations – Incidents Occurring in Stations 7, 8, and 9 districts - * If needed, Station 21 will utilize Channel 11 based on outside of repeater zone for tactical channels

F7 – South Accomack Fire Operations – Incidents Occurring in Stations 10, 11, and 12 districts

F9 – Northampton Fire Operations – Incidents Occurring in all Northampton stations districts

F15 – Chincoteague Fire Operations – Incidents Occurring in Station 3's district

Multiple incidents occurring in the same zone may be assigned the same repeater tactical channel for minor/single station incidents, unless the 9-1-1 Communications Officer assigns or Incident Commander requests a separate channel for a specific incident. If a separate tactical channel is needed, F11 (Tact Ops 1) should be used. An additional option is to use an adjacent zone's tactical channel (F3, F5, F7, F9, F15) or F12 (Tact Ops 2), however the effectiveness of using these channels will vary depending on the location of the incident. * (5-15-15) Accomack transmitter for F11 and F12 (located at the STARS tower in Accomack) will be used for communications in Accomack County and for incidents occurring in Station 13's response area and the Northampton transmitter for F11 and F12 (located at the STARS tower in Cheriton) will be used for communications in Northampton County with the exception of Station 13's response area.

If you receive a request from a fire station/fire officer, for a particular fire/accident incident to use an adjacent zone's tactical channel for a specific incident (based on the location of the incident and their local knowledge of how the tactical channels perform in that area), this should be granted (unless the tactical channel is not available); simply announce and switch operations to the new tactical channel

When a station/unit requests an operational channel (tactical channel) for a non-incident/non-emergency event (such as a drill, control burn, parade, other) a primary repeater channel or the associated talk-around channel will not be assigned (Channels 3, 4, 5, 6, 7, 8, 9, 10, 15,16). Assign the operational channels as follows: 1. If the requestor does not need the 9-1-1 Center to monitor then assign Channel 13; this is a non-repeater channel on all radios allowing short range communications that is not heard/recorded at the 9-1-1 Center, 2. If the requestor needs the 9-1-1 Center to monitor, then assign Channel 12 (if available). Assigning a

primary repeater channel (or the associated talk-around channel) for these non-emergency events can create confusion and interference if an incident occurs in the zone and the primary tactical channel is assigned. An exception is Channel 15/16 with only Station 3 assigned to this zone.

The Incident Commander retains the authority/discretion to utilize talk-around tactical channels as needed (F4, F6, F8, F10, F16). Although the use of the repeater channel and talk-around channel (such as F3/4, F5/6, F7/8, F9/10, F15/16) places repeater traffic and talk-around traffic on the same channel, use of the talk-around channel on incidents may provide positive communications for local operations. In addition, if alternate/additional tactical channels are needed for incident operations the 9-1-1 Center shall assign as requested by the incident commander or other appropriate operational personnel.

Tactical Channels – Other

The Communications Officer should use the simulcasting feature as needed. However, the following messages shall be broadcast on the dispatch channel and assigned tactical channel (using the simulcast feature):

- Any reduction in response, request to slowdown response, request to respond no-emergency, or cancellation
- Any scene/personnel safety issues will be simulcasted on both tactical channel and the Fire-EMS Dispatch channel (primary dispatch channel).
- Any other information requested to be broadcast on both channels by the incident commander
- The 9-1-1 Center will not simulcast units responding on the tactical channel and Fire/EMS Dispatch channel; only on the tactical channel.

(9-17-13) Accomack County has adopted the use of the phrase “*Emergency Response*” when units are requested to respond in emergency mode and the phrase “*Non-Emergency Response*” when units are requested to respond in non-emergency mode. The ESVA 9-1-1 Center shall echo the message from the incident commander (related to reductions in response). If the incident commander states all units respond non-emergency, this should be echoed; if the incident commander states all units respond at a reduced rate, this should be echoed. Each county has different meaning of the various phrases related to reductions in response.

(5-10-16) Communications to and from the 9-1-1 Center on the dispatch/paging channel will use the radio designation of DISPATCH. Communications to and from the 9-1-1 Center on tactical channels will use the radio designation DISPATCH. It is noted the use of other terms, such as RESCUE and CENTRAL, that have traditionally been used in the past, may continue to be used by field providers (and should be answered as if they stated DISPATCH).

J. **Requests to Alert a Specific Station/Apparatus Outside of CAD Response Orders**

As part of an Incident Commander or fire-officer's effort to try to get needed/ample staffing (firefighters) to a working fire incident, they may request a specific station/unit that may be outside of the matrix in the CAD. If this occurs, follow the request of the field unit, and dispatch the station(s)/unit(s) they requested, (even if this "skips" over other stations in the matrix), in addition to the first-due company. If the request being made is for a specialized piece of apparatus, and the first-due station does not have that apparatus, or it is currently listed out of service/unavailable, then follow the request of the field unit.

Example - Station 12, 11, 10, 13, and 16 are responding to a house fire in southern Accomack County and Command/or an officer requests to alert Station 7 to the fire for manpower. Even though the CAD may have Station 8 and 9 ahead of Station 7, you would alert Station 7 as the fire-officer or incident commander is taking responsibility in deviating from the alert pattern.

Example- Ambulance 7-2 is on scene of an EMS incident in Station 6's first due fire district and they request you to alert Engine 7-5 for man-power, you would alert Station 6 (if their engine is listed in service and available) and Station 7 for Engine 7-5.

Example- Ambulance 20-1 is on an EMS call in Station 4's first due fire district and they request Ladder 3 to be alerted, you would only alert Station 3 for Ladder 3 since the first due station, Station 4, does not have a Ladder truck in their fleet.

Overall, the direction of the field unit and their request shall be followed, while also assuring that the assigned first-due station is also alerted, if appropriate. Any telephone calls received from station officers/members that question the dispatch or any skipping over of stations shall be directed to contact the officer/individual that made the special request, as you were following their direction, per policy.

K. **Cancellation of Fire and EMS Units**

When units have been dispatched to fire or EMS related matters, the ultimate responsibility for canceling the responding units or the incident is with the on-scene incident commander or appropriate fire and EMS personnel. Exceptions are as follows:

- When responding to traffic accidents, fire and EMS units can be canceled by the on-scene law enforcement officer.
- When responding to woodland fires the responding fire units may be canceled by the Forestry units.
- Units may be canceled by Fire/EMS officials based on information received.

9-1-1 Communications Officers will not cancel an incident or response; the

decision to cancel will come from the appropriate fire, EMS, or other public safety personnel.

Instances where dispatched/responding apparatus/stations have been canceled by public safety personnel and continue their response (after being advised to cancel response) – The 9-1-1 Center will advise them they have been canceled by the canceling authority (stating who initiated the cancelation), to verify the cancelation message was received; if the apparatus continues response, they will be tracked in the CAD (as units are normally tracked).

L. **Dual Alerts – Fire**

Three regions of the Eastern Shore of Virginia have an established dual response protocol for all fire related responses:

- **Station 15/14 or 14/15** – Areas south of the Cape Charles light in Northampton County
- **Station 16/17** – Vaucluse Shores area in Northampton County
- **Station 10/12** – The Harborton area in Accomack County

Both stations will be alerted for fire related incidents in these established districts. Multiple station alerts will include both stations as two separate stations for the dispatch.

Days having at least one of the following criteria will include a two-station fire response (in addition to an EMS response) to ground-cover fires (brush, field, woods), as opposed to a standard one-station fire response: Department of Forestry Classification Level III, IV, or V and National Weather Service Red Flag Warning. Additional resources such as Department of Forestry and other Fire/EMS stations will be dispatched as directed by field personnel. The modified dispatch criteria (two fire station alert) will remain effective until midnight or in the case of a Red Flag Warning until the warning expires; unless otherwise advised by ESVA 9-1-1 supervisory staff.

RED FLAG WARNING DAYS (NWS) will be determined using weather warning notification mechanisms at the 9-1-1 Center and Department of Forestry level classifications will be provided by the Department of Forestry. When a Red Flag Warning or Department of Forestry level classification (of at least 3 (three) is effective for either or both counties, the information shall be maintained on the dispatch floor (pass-down log) and announced on the dispatch/paging channel.
** During the spring fire season (February 1st – April 30th and fall fire season (October 1st – November 15th) Communications Officers on duty shall verify the Forestry Fire Danger Level daily using information from the Department of Forestry website, referring to the Maritime or Eastern Shore region (Accomack and Northampton County).*

National Weather Service Request: The NWS is a 24/7/365 resource we can use as needed for public safety related needs and requests related to weather and

weather conditions that may be needed for emergencies or other critical needs (as well as weather conditions in the Bay and Ocean around the ESVA and for aviation weather needs).

Requests sometimes come from the NWS for severe weather reports such as hail, wind damage, tornadoes, flooding, snow, ice, etc, and the information can be released to them. Also, requests may come from field personnel, such as on scene of a haz-mat or other emergency, needing weather information from the NWS.

When an incident commander requests a Spot Report for an ongoing incident, call the National Weather Service and request the forecast and immediate weather conditions for the area, then pass that information along to the appropriate personnel. Once the information is relayed, you will complete the following steps to acquire an official Spot Report to send to the requestor.

How to obtain Spot Report:

1. www.weather.gov/wakefield
2. Scroll to bottom and click on Fire Weather
3. Click SPOT FORECAST REQUEST
4. Enter requested area (address/town/zip)
5. Select incident type
6. "Generate a spot report"
7. Complete the spot report request form with any information given/known
8. Submit request
 - a. The request will get emailed to the person who completed the spot request form and can then be forwarded to the field personnel that requested the information.

In addition, if weather information for a future event is requested, the Spot Report Request through the website can and should be utilized, rather than calling.

M. EMS INCIDENT DISPATCH - STAFFING

EMS stations will notify the 9-1-1 Center (via telephone or radio) their staffing level, including when they are fully staffed (attendant and driver) and when they become unstaffed (until further notice is not encouraged and an actual time should be provided), with the exception of Stations 3, 7, 9, and 20 which are understood as being fully-staffed for first and second ambulance incidents unless otherwise notified and Station 12 (with Station 11 ambulance) which is understood as being fully-staffed for first ambulance incidents unless otherwise notified - The 9-1-1 Center will track and maintain staffing levels of EMS stations and use this data during EMS incident dispatching. There is no expectation to track ALS/BLS staffing levels from the stations (only if they are staffed). This information should not be requested (if not offered), however if provided shall be noted with the station

(using the tracking mechanism). EMS 7 (Northampton County) is assumed to be staffed 24/7 unless otherwise advised and is tracked in the staffing spreadsheet.

SPRINT vehicles (currently based out of Station 20 and Station 9), when staffed, will respond at their discretion (monitoring dispatch information). When responding to incidents SPRINT will be tracked in the CAD as other units/apparatus. In general, SPRINT units respond to provide immediate response to incidents, additional manpower, or ALS assistance.

9-1-1 Communications Officers shall verify the staffing information (EMS) on a frequent basis to assure awareness and accuracy of staffing levels. If a station or ambulance is listed staffed until further notice, after a 4-hour time period, the station or ambulance shall be changed to unstaffed. If a station or ambulance advises they are still staffed, providing a time-off time is encouraged, and may be changed on the staffing spreadsheet.

The 9-1-1 Center does not define "staffed station", rather is defined by outside agencies (such as each County or Fire-Rescue Commission). However, it is understood a staffed EMS station shall include an EMS crew being available and responding within eight (8) minutes. From the 9-1-1 Center's perspective, if a station advises staffed, they are considered staffed (without getting into details of where the crew-members may be responding from).

EMS stations with a first ambulance committed to an EMS incident shall notify the 9-1-1 Center (via telephone or radio) if there is an additional EMS crew (fully staffed) available while the first ambulance is committed and unavailable. The 9-1-1 Center will understand no additional crew(s) are available if not advised an additional crew(s) is available. During these instances the EMS station will advise the 9-1-1 Center how long the additional crew(s) are available (such as a time period or until the first ambulance is available).

At all times, the 9-1-1 Center will dispatch the first due EMS station and all EMS stations in the response matrix (if applicable) to (including) the closest fully staffed EMS station to EMS incidents if the first due EMS station is not fully staffed; the dispatch of other EMS stations will occur at the discretion of field personnel. After the initial alert of EMS station(s), the first-due EMS station will be re-paged every two minutes, the closest staffed EMS station re-paged every two-minutes until response occurs, and for all other EMS stations (in the response matrix between the first-due EMS station and the closest staffed EMS station) no additional re-paging will occur (after the first/initial page), unless requested or the station advises requesting additional/standing by for crew (or something similar). If there is no responding ambulance by eight (8) minutes after the initial dispatch, the next appropriate staffed EMS station will be dispatched. The 9-1-1 Center will discontinue dispatching (paging) an EMS station after a period of eight (8)

minutes without a response (unless there is no responding ambulance or directed otherwise by field personnel), without the need or expectation to inquire (with field personnel) for the authorization to discontinue dispatching/paging.

If after the dispatch of multiple stations for an EMS response there are multiple ambulances responding (such as stations not staffed responding), the appropriate responding ambulance/apparatus should be contacted for direction on the cancelation of other responding units (generally will be the closest or first-due ambulance). In general, the 9-1-1 Center should not cancel responding ambulances rather leave this decision to field personnel/responding ambulances (in case additional assistance is required, ALS is needed, other).

If the 9-1-1 Center is advised to cancel an ambulance, or discontinue paging an ambulance station, this shall be honored. This cancellation responsibility will rest with the field unit requesting such.

It is a stations/unit's responsibility to mark staffed/unstaffed for EMS response. This includes if a station's EMS crew becomes unavailable due to illness/injury, being reassigned to another station, becomes committed to fire apparatus/on a fire incident, or any other reason. When personnel assigned to an EMS unit (allowing the station to be classified as staffed) are/become committed to fire apparatus (and the staffed ambulance is unable to respond/no longer staffed), they shall notify the 9-1-1 Center immediately to assure the closest staffed EMS unit is alerted for EMS incidents. If a station dispatched for a Fire/EMS response simultaneously responds with fire apparatus (and with no provision for assuring the ambulance responds), they shall notify the 9-1-1 Center immediately to assure the next appropriate staffed EMS station can be alerted. If personnel at a staffed EMS station are dispatched for a fire response (no EMS response) and become committed to fire apparatus, the 9-1-1 Center will be notified if no EMS crew remains available. If field personnel fail to advise when no longer staffed (EMS), the failsafe shall occur at the eight (8) minute period – If there is no EMS response after eight minute the 9-1-1 Center will dispatch the next staffed EMS station (or request direction from command/OIC, if appropriate) --- The overall principle being, field personnel have the responsibility/expectation to notify the 9-1-1 center when staffed/not staffed (EMS). The reality is some stations/agencies personnel on staffed EMS units always remain on the staffed EMS unit and other stations/agencies sometimes switch from EMS to fire units depending on incident type, location, and personnel. The 9-1-1 Center should not have to guess if an ambulance is still staffed during a fire response from that same station; it is understood to remain staffed, unless field personnel advise the ambulance is no longer staffed. If stations are alerted for a Fire/EMS response at the same time and are staffed (EMS), it is understood an ambulance will be responding within eight minutes, unless the 9-1-1 Center is advised otherwise. If, while committed to a fire incident, a station is alerted for an EMS incident, unless they advise otherwise (such as the EMS crew is no longer available, crew is on a fire-truck), they are understood to remain fully staffed.

Instances where a non-dispatched EMS station (that is closer than the responding ambulance(s)) advises they have a full ambulance crew and are available to respond, the 9-1-1 Center shall acknowledge the station and dispatch/assign the ambulance to the incident; assuring the closest and most appropriate ambulance continues response, if applicable. The 9-1-1 Center and/or responding personnel/ambulances shall assure the needed communications/dialogue occurs to verify the most appropriate response, including the continuation of multiple ambulances if needed and appropriate.

When there is only one (1) available fully staffed ambulance in the system (shore-wide), if available, the appropriate ACDPS supervisor and NCEMS supervisor shall be notified for any direction. When there are zero (0) available fully-staffed ambulances in the system shore-wide, if available, the appropriate ACDPS supervisor and NCEMS supervisor shall be notified for any direction. EMS incidents received (for a dispatch) when there are no available fully-staffed ambulances in the system (shore-wide) shall require the dispatch of the first-due and second due EMS stations (with the following language added to the dispatch – “No EMS Units Available – Volunteer Response Needed” on the initial dispatch and continuing down the response matrix every eight (8) minutes until an ambulance response occurs (in addition, if available, the appropriate ACDPS or NCEMS supervisor will be notified for any additional direction).

A Code Blue (not breathing/unconscious) dispatch shall require the dispatch/paging of two staffed EMS units, in addition to any other needed notifications/dispatches such as non-staffed stations in the response matrix. If, after the initial alert of an EMS incident it is upgraded to a Code Blue, the following will occur – 1. If units are already responding, they will be immediately advised, 2. Unless advised otherwise, as soon as possible, a second staffed EMS unit will be alerted for the incident, 3. Unless advised otherwise, the responding ambulance’s pager tones will be reactivated (using the all-call tone, if applicable) advising the unit is now responding to/on-scene of a Code Blue incident.

Maryland, Virginia Beach, and Station 25/26 EMS resources are not included in EMS response configurations and only dispatched as specially requested.

EMS incidents occurring on Tangier Island shall only be dispatched to Station 21 (unless advised otherwise).

Requests to post/stage/move EMS units (for coverage during busy periods/events) may originate from any field personnel, however the ESVA 9-1-1 Center shall work with the appropriate ACDPS and/or NCEMS supervisor personnel to affect the needed (if any) coverage changes. If a request for move-up EMS assignments originates from a source other than ACDPS or NCEMS supervisor staff, the request shall be referred to the appropriate supervisory staff (NCEMS and/or ACDPS)

before honoring request. If unable to make contact with the needed NCEMS and/or ACDPS staff the request shall be honored.

Contacting County Supervisor Personnel – Northampton County EMS

1. contact on-call telephone number
2. contact NCEMS office
3. contact via radio
4. if no contact, then contact EMS 5 or other supervisory staff

Contacting County Supervisor Personnel - Accomack County DPS

1. contact on-call (DPS 3) telephone number
2. contact via radio
3. if no contact, then contact DPS 1.

Station 4 Medical Assist Alert

Station 4 shall be alerted for medical assist whenever another station is alerted with Station 20 for EMS incidents occurring in Station 4's response area, in addition to the appropriate EMS ambulance response (including Code Blue incidents and second/third ambulance calls for Station 20 (when Station 20 does not have an additional ambulance staffed)). The Station 4-EMS tone shall be used for alerting Station 4 on EMS incidents, however if no response after eight (8) minutes (or requested by field personnel) the standard Station 4 (all-call) used for fire incidents shall be used until response or cancelation. The expectation to alert Station 4 EMS in these situations the full eight minutes unless advised to cancel by field personnel. Even though alerting Station 4 as a medical assist (where for other stations only alert one-time), do not just alert Station 4 EMS one-time at the beginning and then stop, continue alerting the full eight minutes (unless advised otherwise).

Any fire station/fire apparatus (all stations) assisting during an EMS incident (medical, manpower, access, etc.) shall require the generation of a fire incident in the CAD using the F1MED (Fire Medical Assist) nature code.

Northampton County EMS, if available, (zone vehicle or closest staffed ambulance) may respond on dispatches with other Northampton County EMS stations at their discretion (generally to provide additional assistance to responding crews); the 9-1-1 Center will add these units to the incident and track in the CAD as other units in these situations.

EMS Units Posting/Out of Area

Frequently ambulances post outside of their districts to assure the best coverage possible when other ambulances are not available/are committed to other incidents. This is ultimately a proactive and good thing, but can lead to issues with

dispatching as CAD recommendations (districts and response orders) are based on the ambulance responding from a specific station.

It is noted the term "posting" is used when an ambulance is on a move-up/down assignment for coverage (not assigned to an incident) and the term "staging" is used when an ambulance (or other unit) is at a location awaiting direction to proceed in, generally from law enforcement personnel.

With the above in mind, the following policy covers posting (CAD and dispatch):

As needed and directed by field personnel, generally during busy periods or when staffed EMS units become committed to incidents, EMS units may be relocated (such as posting at another location) temporarily. The response orders and recommendations in the CAD are based on ambulances responding from a specific station; not based on where a unit may be temporarily posting. The following will govern the dispatch of EMS incidents, when EMS units are posting:

If an ambulance advises they are posting at a specific location (such as at another EMS station or another location) it will be understood the station the ambulance is based out of is not staffed (unless a second ambulance is staffed) and any incidents shall be dispatched as if the station is not staffed. An example is the following: If Station 13 relocates to Station 31 (with no second staffed ambulance at Station 13), and an incident is received in Station 13's response area, the dispatch shall include Station 13, middle stations not staffed, as well as the next staffed station, with the ambulance posting at Station 31 being used if Station 31 is the next staffed EMS station in the response matrix. Another example is the following: Station 6 relocates to Station 20, with no second ambulance staffed at Station 6 (as often occurs when Station 3 and 20 are committed to incidents). If an incident is received in Station 6's response area, the dispatch shall include Station 6, middle stations not staffed, as well as the next staffed station (following the CAD recommendation, such as Station 7 or 5 or whatever the next staffed EMS station may be, with the ambulance posting at Station 20 being used if Station 20 is the next staffed EMS station in the response matrix).

When an EMS unit is posting at a specific location (such as another EMS station or another location) it will be understood that unit is available in the response area where they are staging, with no need for additional alerts past that station in the response order. An example is the following: Station 20 and 3 are not available (already committed on EMS incidents) and Station 6 relocates their ambulance to Station 20. If an EMS incident is received in Station 3's response area, the alert can stop at Station 20 (as there is an ambulance there from Station 6); the alert should be Station 3, 2, 20 (for the ambulance from Station 6 posting at Station 20) in this example. Another example is the following: Station 19 and 31 are not available (already committed on EMS incidents) and Station 13 relocates their ambulance to Station 31. If an EMS incident is received in Station 19 response area, the alert can stop at Station 31 (as there is an ambulance there from Station 13; the alert should be Station 19 and Station 31 (for the ambulance from Station 13 posting at Station 20) in this example.

If the posting ambulance fails to respond in a reasonable amount of time, attempt should be made to contact the unit (phone at station, pager activation, radio, etc.) to assure receipt of the incident.

If an EMS incident is received while an ambulance is enroute to or returning from a posting location, requiring the response of the ambulance (depending on the location of the incident and the ambulance), the ambulance will be given the information for the incident via radio and will provide direction if handling the incident or if another/additional resources should be dispatched.

If an EMS unit (ambulance) advises they are posting but fails to provide a location (such as just posting or on the air out of the district), the 9-1-1 Center shall inquire the location where the ambulance will be posting, with the ambulance advising the posting location. EMS units (ambulances) shall advise when they arrive at the posting location and when they are returning from the posting location.

This policy shall apply to EMS units (ambulances) when outside of their response area for non-incident related items, such as, but not limited to, training and meetings.

The following steps shall be used when an ambulance is posting:

Utilizing the “*Self Init*” button in the CAD Call Entry Window, create a self initiated event. If the ambulance is enroute to the posting location, the “enroute” button shall be checked (arriving when on-scene in the CAD once the unit advises at the posting location). If a unit advised they are at a posting location (not enroute), the “enroute: button should not be checked (will automatically show the unit on-scene at the posting location).

Enter the ambulance number, then the POST – Ambulance Posting nature code (this is a revise code now in the CAD system), followed by the location posting is occurring (or the location they are enroute to for posting). The location information does not to be geo-verified, however, if possible, a geo-verified location should be entered; enter what the unit advised (location) assuring the posting location can be easily understood by other 9-1-1 Center staff. In general, when units are posting at a Fire/EMS station, this should be noted, such as Station 31 or Station 20. However, sometimes the location may be a general area, such as an ambulance posting in a town or another location; in these instances, enough location information should be entered in the location field to assure their posting location is understood.

As needed, information can be added in the comments section in the self-initiated event.

Upon the ambulance clearing from the posting location, the CAD shall be changed to show the unit returning and upon the ambulance arriving back in their station the incident shall be cleared using the disposition code POST (this is a new disposition code in the CAD system).

Other Comments

If a posting ambulance is dispatched to an actual EMS incident, they shall be immediately cleared from the POST incident.

The POST nature code has been configured not to generate a report number (CAD).

The POST nature code should use the POST disposition code when clearing.

Using the POST nature code allows ambulances posting to easily be tracked for reporting needs.

The POST nature code has been configured with no watchdog (safety check) timer; safety checks are not needed when units are posting/staging.

Using the POST code when ambulances post/stage allows to this information to show on the CAD active unit window when related to active incidents ongoing or when ambulances are outside of their district for non-incident related reasons.

As usual, field personnel (ambulances) or field supervisory staff has final direction/authority for closest unit response. If directed by field personnel to change the response alerted or what units respond to which incident (when multiple incidents are in progress) follow their direction.

STATION 12 EMS INFORMATION (with Wachapreague Ambulance)

- A. Ambulances 11-1 and 11-2 are housed at Station 12, with the Wachapreague EMS response area centered around Station 12.
- B. The Station 12 EMS tone shall be used for Station 12 EMS response (for the Wachapreague ambulance). The Station 12 all-call shall (with no house-siren activation) be used for code blue alerts, medical assist alerts, for a no response, and requests for additional manpower alerts.
- C. Dispatches for Station 11's ambulance (at Station 12) shall include the following – "*Station 12 respond ambulance...*".
- D. When Station 12 is being alerted for Fire and EMS response, the Station 12 all-call tone (with house-siren activation) should be utilized for the initial alert with the Station 12 all-call tone being used for subsequent activations.
- E. There may be times when Station 12 EMS (with Station 11 ambulances, 11-1 and 11-2), notifies the 9-1-1 Center that they are staffed with a second ambulance for a period of time (such as maybe four hours, six hours, or eight hours). This meaning Station 12 EMS, for that period of time, will be considered to have a second ambulance staffed. Personnel staffing the second ambulance are responsible for reporting the staffing on and off time to the 9-1-1 Center.
- F. Unless advised otherwise, when Station 12 has two staffed ambulances and you are advised that DPS personnel are on board a Station 12 fire

apparatus (when the crew from an ambulance un-staff the ambulance and get on a firetruck), Station 12 EMS will still have the second ambulance staffed and available.

- G. Station 12 has two ambulances (belonging to Station 11), with one ambulance always staffed by DPS personnel. Unless both ambulances are marked staffed, Station 12 should not be alerted for second ambulance calls or for medical assist.

N. **DIVERTING OF FIRE/EMS APPARATUS** - The 9-1-1 Communications Officer or appropriate filed units have the discretion to divert apparatus/equipment as needed. If there is a discrepancy on the diversion, the field unit(s) will provide resolution.

O. **EXTRICATION EQUIPMENT RESPONSE** – Motor Vehicle Accident with Entrapment - Upon the 9-1-1 Communications Officer receiving a report of a Motor Vehicle Accident with entrapment they will dispatch the two closest (based on fire districts) stations with extrication equipment. A list of stations with extrication equipment will be maintained at the ESVA 9-1-1 Center. Additional Information:

Unless the 9-1-1 Center receives credible information from a caller or callers that someone is trapped/pinned in a vehicle accident, the incident should not be alerted as an entrapment accident (rather just the normal 2-STATION fire station response, with EMS). If credible information is received, such as, multiple callers reporting entrapment, speaking with someone on scene of the crash and advising entrapment or information from Fire/EMS personnel indicating entrapment, then the incident should be alerted or upgraded to an entrapment vehicle accident (with a second fire-station added). Basically, if someone is there (on scene) advising someone is trapped/pinned/cannot get out of the vehicle/stuck in vehicle then alert as entrapment, however if callers are not really sure, but think someone may be trapped/pinned or they passed by and think someone is trapped/pinned, then do not alert as entrapment.--- If in doubt on an entrapment vehicle accident dispatch, then simply alert as a normal vehicle accident alert (one fire station and one EMS response); then provide the information you have been provided from callers to the responding Fire and EMS personnel/units and have them make the decision if they want an additional fire-station alerted for the possible entrapment.---Although very infrequent, the 9-1-1 Center can process a vehicle accident with no injuries (and no danger of being injured), with a subject trapped/unable to get out of vehicle; in other words a vehicle accident with a subject trapped, but not injured. In these cases, based on direction from Fire/EMS leadership, alert the fire-department only as a property damage accident (as there are no injuries); they will respond and determine if additional assistance is needed to assist the patient in exiting the vehicle.

P. **DISPATCHING FIRE and MEDICAL ALARMS**

The dispatch of alarms (fire or medical) will occur prior to any attempt to contact

a residence, business, or institution. If the Communications Officer has enough primary information (address) to dispatch the incident, it should be dispatched. If time allows after the dispatch, the 9-1-1 Center may attempt to contact the property generating the alarm for additional information. Any information obtained from the property owner, key-holder, or alarm-company will be relayed to responding officers/monitors and apparatus. A request to cancel from the property owner or business will be relayed over the radio with the final decision to cancel (or not to cancel) resting with the fire or EMS stations. If information is obtained prior to any officer/monitor or apparatus responding, the additional information will be immediately broadcast and then again relayed to apparatus/personnel once responding.

Any cancellation or reduction in assignment will be the authority of responding officers/monitors or apparatus.

If additional information is received, indicating a full alert is warranted on alarm activation, the information should be relayed to responding units and the assignment upgraded to the full alert for the structure.

Q. RESPONSE TO TRAIN INCIDENTS (derailment or fire)

Three fire-stations (including EMS), hazardous-material team (if requested), law enforcement, and notification to the railroad company. Brush and grass fires generated by trains should be classified as such, unless the train is involved in the fire.

R. REQUESTS FROM WORCESTER COUNTY (MD) FOR RESPONSE

Worcester County, Maryland alerts the closet second due company based on GIS information. This makes units from stations 1, 2 and 20 second due in areas of Worcester County. The Worcester County Communication Officer shall provide the Eastern Shore 9-1-1 Communications Officer with the specific equipment requested, nature and address. The 9-1-1 Communications Officer shall assign the responding units to Channel 3 (North Accomack Repeater). The Worcester Communications Officer will activate the link between their system and Channel 3. When the link is established dispatch personnel and ESVA field personnel should remain aware that all communications on Channel 3 will be broadcast on on-scene operational channels (and may impact operations).

If a station (or requested units) is unavailable or fails to respond in the allotted time 9-1-1 Communications Officers shall not automatically replace replace/dispatch the next due ESVA station/unit, rather Worcester County shall be advised of the situation and request direction from them on further ESVA 9-1-1 dispatch.

Instances when a fire response from a Worcester County (MD) station (Station 100-500) is indicated in the CAD will require the Communications Officer to contact the Worcester County PSAP for a request for resources. The request will include a station response (unless indicated otherwise by field personnel) to the Worcester

County PSAP. Worcester County (MD) uses a unit-based dispatch system; however, the request from the ESV 9-1-1 Center will be for a station response (the decision on equipment/apparatus response rests with pre-established agreements or with field personnel).

The CAD is not configured to recommend a Worcester County (MD) station response for EMS incidents (Station 100, 400, 500, 600). Requests for an EMS response from Worcester County (MD) will be as a special request as directed by field personnel.

If a Worcester County (MD) station (fire or EMS) fails to respond in the allotted time (eight minutes) their 9-1-1 Center will be contacted to determine any apparatus response. If no response, the next due station(s) as indicated in the CAD will be alerted unless directed otherwise by field personnel.

If available, Channel 3 (North Accomack Repeater) should be used for operations involving Worcester County (MD) stations (as they have limited other communications capabilities with our 9-1-1 Center and apparatus). If Channel 3 is unavailable or out-of service, an alternate channel will need to be assigned (such as F11, F12, or a V-TAC Channel), however the Worcester County PSAP will need to be advised of this and communications between Worcester County (MD) Fire/EMS apparatus and Accomack County Fire/EMS apparatus will require a telephone relay using both dispatch centers. Worcester County (MD) apparatus/personnel will not have Channel 4 (Channel 3 talk-around) capabilities, unless they are provided on-scene radios.

Worcester County (MD) maintains the necessary radio infrastructure for V-CALL and V-TAC channels in their county. These channels (as assigned by Worcester) may be used for communications when Accomack County resources respond into Worcester County.

S. DISPATCHING ADDITIONAL RESOURCES

If the 9-1-1 Communications Officer receives information from initial callers or subsequent callers, indicating additional resources will be needed other than included in the initial dispatch, the Communications Officer may dispatch additional resources based on the following parameters: time of day, type of incident, information received, weather conditions, stations failing to respond, multiple calls on a significant incident, and/or dispatched stations have units committed to another incident. All information and additional resources dispatched will be echoed to the appropriate officers and/or field personnel. Final responsibility to continue/cancel additional resources dispatched rests with the appropriate officers and field personnel. In Accomack County the on-duty Shift-Supervisor, if available, may be used for direction and in Northampton County, the EMS Supervisor, if available may be used for direction.

T. PERSONNEL ACCOUNTABILITY REPORT (PAR)

Fire apparatus will include a PAR/staffing count to the ESVA 9-1-1 Center when they advise responding to an incident. The 9-1-1 Communications Officer may request the PAR/staffing count of fire apparatus failing to provide the PAR count, if appropriate (however should only be requested once if not provided). The PAR/staffing report shall include the number of certified personnel (although not defined in this manual, understood to include those certified for interior fire suppression operations) as the first number and the number of non-certified personnel (although not defined in this manual, understood to include the number of personnel not certified for interior fire suppression operations) as the second number. If all personnel are certified, then only the first number should be announced. The PAR/staffing report shall include all personnel on the apparatus. Although the overall expectation of this policy is for field personnel to have information (related to staffing of responding apparatus) provided as each apparatus responds, the Communications Officer will maintain a PAR/staffing record for each fire apparatus and provide such information if requested.

Example A: "Tanker 9-7 responding 2+1" would indicate that Tanker 9-7 is responding with two (2) certified firefighters and one (1) untrained/uncertified personnel.

Example B: "Engine 11-5 responding +1" would indicate that the driver of the tanker is untrained/uncertified personnel.

Example C: "Rescue 4 responding PAR 5" would indicate that there are five (5) trained/certified firefighters on the apparatus.

If a PAR count is provided by responding units, the PAR count shall be documented in the CAD using the following procedures.

- How to type a PAR Count:
 - 1. The responding unit will advise the PAR count of their unit (when they advise enroute/responding) by providing the dispatcher with the number of trained personnel and the number of untrained personnel. These numbers will be given using the standard format of "trained plus untrained."
 - a. 2 trained and 1 untrained would be typed: 2+1 or 2 plus 1
 - b. 3 trained and 0 untrained would be typed: 3 or 3+0 or 3 plus 0
 - c. 0 trained and 2 untrained would be typed: 0+2 or 0 plus 2
 - 2. If a unit fails to report a PAR count when initially responding, you are not expected to delay entry of the unit into the CAD by asking the unit what their PAR count is. If the unit later supplies a PAR count (or is later changed), it will be entered in the CAD notes.
 - 3. It is important to include the word or symbol for plus (+) in the PAR count so that we are better able to interpret the data.
- Logging a PAR Count in CAD:
 - 1. When exchanging a unit, type in the exchange command followed by the PAR count.

- a. ST9 E95 EX PAR 3+1
 - b. ST13 T137 EX PAR 1
- 2. When adding a unit without using the exchange command, type in the dispatch/enroute command followed by the PAR count.
 - a. T77 DE PAR 1+1
 - b. E45 DE PAR 4
- 3. If you use the drag and drop method to dispatch units to a call, drag the unit to the Call-Taker/Dispatch window and drop the unit on the call. Then, using the command line, type in the enroute command followed by the PAR count.
 - a. T17 E PAR 3 PLUS 1
 - b. B17 E PAR 2

If an error is made, and the PAR count is not entered during the exchange, dispatch/enroute, or enroute process using the command line, you will need to log the PAR count in the notes section of the call. The unit number should be included with the PAR count so that PAR counts are accurately documented. This option should only be used when an error is made, or when a unit fails to supply their PAR count when initially marking enroute but advise dispatch later during the call (or may change their initial PAR count).

U. **DISPATCH OF LAW ENFORCEMENT TO FIRE/EMS INCIDENTS – SCENE SAFETY**

The appropriate law enforcement center shall be notified and a response requested to respond with fire and/or EMS units in the following situations for scene safety (this is not an all-inclusive list and when indicated a law enforcement dispatch should occur). The request to the appropriate law enforcement dispatch center should be direct and not ambiguous. The 9-1-1 Communications Officer shall clearly state the expectation and need of a law enforcement response.

Any EMS and/or Fire incident:

1. involving a violent or potentially violent situation including, but not limited to, shootings, stabbings, fights, domestics, assaults, suicides, and homicides.
2. involving a mental/emotional/psychological situation.

Mental Health Emergency (including suicidal callers) incidents will include notification of the appropriate law enforcement agency (generally transferring the caller to the appropriate law enforcement dispatch agency), with an EMS response to the incident determined by the following:

If an individual has done something to themselves (or someone else) to cause injury or illness (such as ingesting a substance or physically hurting themselves/someone (such as using, but not limited to, a gun, knife, or other weapon)) an EMS response will be generated (along with the law enforcement response), however if an individual has not done anything to cause injury or illness (to themselves or someone else), rather just threatening or indicating injury/illness may occur, an EMS response will not be generated (just a law enforcement

response), unless requested by law enforcement dispatch/personnel or later information related to the incident indicates illness or injury has occurred. When EMS is alerted, these incidents will generally include notification to responding EMS agencies that law enforcement has been notified and staging is indicated.

If there is a question on if an EMS response is needed/warranted (or not), inquire with the appropriate law enforcement dispatch center (so they can ask the responding law enforcement units), if they desire an EMS response or not.

3. involving an overdose/poisoning situation.
4. involving an animal bite (Animal Control).
5. involving criminal activity or potential criminal activity.
6. involving alcohol/drug use or potential alcohol/drug use.
7. where, based on information heard on the telephone call or other means (yelling, cursing, threats, etc.), the Communications Officer feels a law enforcement response is appropriate or may be necessary for scene safety.
8. where CAD premise information indicates a law enforcement response is needed.
9. when a law enforcement response is requested by fire and/or EMS personnel.

In all cases, the responding stations/personnel will be provided all pertinent scene safety information, including any notification to the appropriate law enforcement agency. Once notified, the 9-1-1 Communications Officer shall advise field personnel/stations that the Sheriff's Office (or other law enforcement agency) has been notified. In the event of a significant delay in response indicated by a law enforcement agency the 9-1-1 Communications Officer shall notify the appropriate field personnel/apparatus of such information.

Ultimate responsibility for the determination of scene safety and staging for law enforcement rests with field responders. When staging is indicated (based on location/incident information), the 9-1-1 Center shall advise via radio (and telephone when appropriate) – “*Staging is Indicated – Law Enforcement Notified*” (if law enforcement has been notified). While the 9-1-1 Center may advise field personnel that staging is indicated or advise a scene has not been secured by law enforcement (or other language indicating the scene may not be secure); ultimate decision to stage/not to stage rests with responding station/personnel. 9-1-1 Communications Officers will provide all information related to scene safety to field responders to allow for decision making related to scene safety and staging. When law enforcement is requested to respond for scene safety the 9-1-1 Center will advise field responders when the scene is secure based on information from law enforcement personnel (law enforcement personnel on scene does not necessarily indicate the scene is secure – information must come from law

enforcement personnel indicating the scene is secure). Unless requested by field personnel (Fire/EMS or Law Enforcement), the 9-1-1 Center shall not provide updates indicating the location (or ETA) of responding law enforcement personnel to incidents (due to concerns related to responder safety); the focus shall be on notifying law enforcement of a response needed and when the scene is secured (for Fire/EMS personnel).

ANY SITUATION INVOLVING AN IMMEDIATE THREAT TO THE SAFETY AND WELFARE OF FIELD PERSONNEL SHALL RESULT IN AN IMMEDIATE REQUEST FOR LAW ENFORCEMENT DISPATCH, INCLUDING USING ANY LAW ENFORCEMENT AGENCIES AVAILABLE.

V. BOATING AND WATER RELATED INCIDENTS

Overview – The ESVA 9-1-1 Center receives numerous types of open water related emergencies or requests for assistance. These can include, but are not limited to, the following: someone becoming ill/sick or injured while on a vessel or in the water, a near drowning/drowning (someone in distress) situation, boat/vessel collision/accident, a sinking vessel, a vessel that has become disabled/stuck, and a person stuck in a marsh/mud area. These incidents can be challenging to process with limited and unclear information, the need to make notification to numerous other agencies, as well as the potential need to alert/dispatch local Fire/EMS resources. Adding to the complexity is many variables the three primary state/federal agencies that respond/investigate these incidents (USCG, VMRC, VGIF (DWR)) have different and sometimes unclear areas of responsibility. Expecting dispatch staff to try to determine who has overall responsibility for investigating/handling these incidents is unrealistic. The below direction is provided to allow the needed notifications and response to occur for these incidents. If in doubt on notifications to make, over-notifying should occur.

Summary – Any open water (or close to the shore) incident where there is a potential rescue to be made/someone in distress (needs assistance making it to safety) – As soon as possible, in addition to any dispatch of local EMS/Fire resources, the USCG, VMRC, VGIF(DWR), and ACSO will be notified. The immediate reason being is any of these agencies may be able to assist with the rescue effort and a secondary reason being one of these agencies (at their discretion) may have to handle any investigation of the incident. Other situations/incidents where there is no potential rescue/no one in distress (does not need assistance making it to safety), less notifications to other agencies can be made.

Upon the ESVA 9-1-1 Center receiving a report of an emergency or individual(s) in distress on/in water (Chesapeake Bay, Atlantic Ocean, or other open-water sources) the appropriate information shall be obtained to affect the needed response and/or rescue; this covers all incidents where there are life-safety issues with potential need for rescue. If appropriate and available, the Maritime Distress/Incident Call Received Checklist (located on the dispatch floor and in the Communications Manual) can be utilized --- The United States Coast Guard,

Virginia Marine Resource Commission, the Virginia Game and Inland Fisheries (now Department of Wildlife Resources), and the Accomack County Sheriff's Office shall be notified of these incidents; includes any open water source emergency/individual(s) in distress, where a potential rescue situation may exist (examples may include possible/potential drownings, someone in distress in the water, missing person in the water, boating or other accidents in the water, and others). All notified agencies will dispatch based on their policies or specific requests, with all being notified as they may be able to assist with life-saving/rescue measures; the ESVA 9-1-1 Center is making notification, how/if they respond is their decision (unless they are specifically requested, which they shall be advised they are being requested). Local Fire and EMS shall be dispatched for these incidents occurring at/near the shoreline, erring on an immediate dispatch if unsure, however, the dispatch of any Fire and or EMS, for incidents in the open waters (away from or not hear the coastline), will be determined and requested by the appropriate other response agencies.

Additional Info. – United States Coast Guard (USCG) Notification and Response

As appropriate (examples may include a caller reporting a sinking vessel or other incident where immediately including the USCG on the 9-1-1 telephone call may be beneficial), the caller may be transferred to the USCG, with the ESVA 9-1-1 Center remaining on the 9-1-1 telephone call, unless otherwise directed by the USCG. The ESVA 9-1-1 Center shall provide information obtained from the caller/callers to the USCG and assist if/as directed (including the dispatch of any fire and EMS resources/stations for incidents off-shore).

Additional Info. – Virginia Marine Resource Commission

The Virginia Marine Resource Commission (VMRC) Notification and Response - In addition to the notification noted above (for potential/actual water emergency/rescue situations), VMRC will be notified of any boating accident or individual injured relating to a boat (such as while on boat, operating around a boat, falls off boat, others). In conjunction with the Virginia Game and Inland Fisheries, they will determine if a response from their agency is needed (there are many variables, some not clear, they must consider when making this decision).

Additional Info. – Virginia Game/Inland Fisheries/Dept. Of Wildlife Resources)

The Department of Game and Inland Fisheries (VGIF, now DWR) – In addition to the notification noted above (for potential/actual water emergency/rescue situations), VGIF will be notified of any boating accident or individual injured related to a boat (such as while on boat, operating around a boat, falls off boat, others). In conjunction with the Virginia Marine Resource Commission, they will determine if a response from their agency is needed (there are many variables, some not clear, they must consider when making this decision).

Additional Info. – Marine 1 – Accomack County Sheriff's Office

Accomack County Sheriff's Office (Marine1) - The Accomack County Sheriff's Office maintains a 25' boat (Marine 1) and as directed by field personnel this resource may be requested to assist with water/boating incidents. Although

requesting the actual response of Marine 1 rests with others (Fire/EMS personnel, ACSO personnel, or other law enforcement personnel), anytime there is a boat in distress incident or individuals in distress (such as person(s) in the water, needs assistance, possible drowning situation), in the waters off/around Accomack or Northampton Counties, the 9-1-1

Center shall notify the ACSO in the event the ACSO boat (Marine 1) is needed, this is a proactive notification so they are aware of the incident. The decision to request

Marine 1 to be dispatched/launched rests with ACSO personnel or the appropriate

field personnel, such as Fire/EMS officials or other law enforcement agencies.

While it is understood the use of Marine 1 is generally limited to bayside water incidents, the ESVA 9-1-1 will provide ACSO notification (so they are aware) and if requested by field personnel, request they dispatch/launch Marine 1. It is acceptable to be proactive if sounds like Marine 1 may be needed – An example would be to inquire with the incident commander or other appropriate Fire-EMS leadership if Marine 1 is needed. If they advise Marine 1 is needed, then should be requested to respond and if they advise not requested to respond, no further action. If you call the ACSO to make notification of an incident and they ask if they need to launch Marine 1 (and you are not sure) handle as follows: 1. Ask the appropriate Fire/EMS personnel if Marine 1 is needed, 2. Advise the ACSO dispatch personnel you are not sure and they should pass the information on to their appropriate leadership for direction. Marine 1 has a VHF radio (for Fire/EMS communications) on board.

Other Information

The above notifications and policy expectations only apply to incidents occurring in the Chesapeake Bay, Atlantic Ocean, or other open water sources. Water incidents, such as a drowning/near drowning occurring on land, such as in a private or commercial pool, shall follow normal dispatch policies (immediate dispatch of Fire/EMS services) and other notifications or resources requested by Fire/EMS field personnel.

Potential Information to be gathered (to relay to USCG or other agencies) for maritime incidents involving vessels in distress – 1. Position/Location (can land be seen, what can they see, where heading), 2. Number of souls on vessel, 3. Vessel description, 4. Nature of distress, 5. Life jacket availability, 6. Call-back number, 7. Number of telephone calls from vessel, 8. Cellular tower information (from caller's call); if appropriate, the caller, (if possible) should be transferred to the USCG (with the ESVA 9-1-1 Center remaining in the 9-1-1 telephone call as well).

If the 9-1-1 Center receives information of a vessel/kayak that has grounded or otherwise become disabled and there are no injuries/no illness, the caller shall be directed to contact the Virginia Marine Resource Commission (phone call can be transferred if appropriate). The Virginia Marine Resource Commission will make determination of if/what type of response may be needed as well as

notifications to other agencies that may be needed (such as VGIF or USCG). If there are injuries/illness, in addition to notification to the Virginia Marine Resource Commission, an EMS (and Fire if indicated) response will be dispatched.

If the 9-1-1 Center receives information about an individual/person stuck/disabled (with or without injury/illness) in the mud/marsh areas around water sources, due to the potential for injury, in addition to notification to the Virginia Marine Resource Commission, an EMS (and Fire if indicated) will be dispatched. The Virginia Marine Resource Commission will make determination of if/what type of response may be needed as well as notifications to other agencies that may be needed, such as VGIF or USCG.

W. **TANGIER ISLAND - MEDIVAC RESPONSE**

Upon the 9-1-1 Communications Officer receiving a request for EMS assistance on Tangier Island, in addition to the dispatch of Station 21, the appropriate medivac or other means of transport will be notified when requested by Station 21 personnel or other personnel involved in the incident.

X. **DISPATCH OF FIRE/EMS SERVICES TO MVAs/MVCs**

Upon the Communications Officer receiving a report of a motor vehicle accident/collision (MVA/C) the following guidelines shall be followed:

Dispatch of **Both** Fire and EMS Response (*with, without, or unknown injuries*)

- MVA/C, with injury
- MVA/C, unknown injury
- MVA/C, vehicle on its side, overturned, was overturned/was on its side
- MVA/C, with fire/smoking/Hazmat
- MVA/C, with a fuel/gas leak
- MVA/C, involving powerlines, utility poles, or other utilities

MVA/C incidents with injuries, or with unknown injuries, will result in a 2-station Fire alert.

MVA/MVC incidents, with no hazards (as listed above under Dispatch of Both Fire and EMS Response) and no injuries and vehicles **not in the roadway**, will be referred to the Virginia State Police (or town police agency if appropriate) for disposition (with no Fire and/or EMS dispatch). Law enforcement shall request a Fire and/or EMS response as needed.

MVA/MVC incidents, with no hazards (as listed above under Dispatch of Both Fire and EMS Response) and no injuries and vehicles **in the roadway**, will generate a fire response as a Property Damage Accident, using the F1PD nature code.

MVA/MVC incidents with reported injuries, but no entrapment, shall be entered in the CAD as an Accident with Injury, using the nature code E29I, and dispatched as such. This includes accidents with injuries that also involve any of the above utilities/hazards.

MVA/MVC incidents with unknown injuries shall be entered in the CAD as an Accident Unknown Injury using the E29U nature code, and dispatched as such.

MVA/MVC incidents with reported entrapment(s) shall be entered in the CAD as an Accident with Entrapment, using the E29X nature code, and dispatched as such. This policy also applies to any incident that involves a person who is in any way trapped, pinned, entangled, or stuck in or under a vehicle, non-industrial machinery equipment, appliance, or any other means that requires extrication.

MVA/MVC incidents with unknown or no injuries that involves a vehicle that is/was on its side or overturned, is/was smoking, on fire, involves HAZMAT, fuel/gas leaks, powerlines, utility poles, or other utilities, shall be dispatched as an Accident with Unknown Injury, generating a fire and EMS response, using the E29U nature code. The dispatch shall include a description of the utilities/hazards involved and whether there are injuries, or unknown. Meaning, for CAD entry purposes, you will need to utilize the Accident with Unknown Injury nature code (E29U) to generate the necessary response but you may alter the wording of the nature for dispatch purposes. *For example, a vehicle struck a power pole but there are no injuries. The incident should be entered in CAD as an Accident with Unknown Injury (E29U) but the dispatch should state, "Station(s) _____ respond, Accident involving _____, no reported/unknown injuries at..."*

Law enforcement shall always be notified for any incidents/issues involving roadway or traffic matters. This includes, but is not limited to the following types of incidents: livestock in the roadway, traffic signs down/unreadable, traffic signal malfunction/issue, sink-hole in the roadway (or other hazards/objects in/on the roadway), or a fire on/along the roadway. In Accomack County, the fire department shall also be dispatched to respond to the above instances in addition to the VSP and the appropriate law enforcement agency (ACSO or CPD). In Northampton County, the fire department shall not be dispatched to these incidents (unless an incident involves an active fire, an MVA/C, or tree in the roadway), rather the incidents shall be given to the VSP and the NCSO. Both VSP and NCSO should be informed that the other agency has also been notified. Any request by law enforcement for fire response or response from another agency (such as VDOT) shall be honored.

Any instances where law enforcement, fire, or EMS personnel indicate (request) an immediate Fire and/or EMS response for these incidents (such as a firefighter or EMS member on a scene requesting a response) shall be honored and dispatched.

Dispatch of EMS or Fire Response Only (Specifically Requested)

In instances where law enforcement or other public safety personnel request an EMS or fire only response for an MVA/C, the request shall be honored and only the resources requested shall be dispatched. If a fire response or EMS response is later requested by responding/on-scene field personnel/units, the request shall be honored and the appropriate fire or EMS station(s) dispatched.

Other

- A. Law enforcement shall immediately be notified of MVA/Cs by the ESVA 9-1-1 Center.

Additional Information:

- Notify the VSP for vehicle accidents, whether on public or private property (unless in an incorporated town with a police department).
- Notify the appropriate Sheriff's Office of vehicle accidents, whether on public or private property, occurring in a town with a police department. If there is no town police department personnel available to handle the vehicle accident (such as no one on duty), then the VSP should be notified. As far as who notified the VSP in this instance, should be the responsibility of the contacted Sheriff's Office, however the necessary communication needs to occur to verify if the secondary PSAP or the 9-1-1 Center will notify the VSP.
- The Tangier PD handles vehicle accidents in the Town of Tangier (notify the ACSO to make contact with their officer).
- The following towns have a police department (may not always be an officer on duty): Cape Charles, Cheriton, Eastville, Exmore, Onley, Onancock, Parksley, Bloxom, Tangier, and Chincoteague.
- You may receive comments from other dispatch centers, such as "we do not handle private property accidents" or something similar. That is not for the ESVA 9-1-1 Center to

know, we simply pass on the incident to them to handle as they see fit.

- The exact boundaries of all incorporated town boundaries are not located at the 9-1-1 Center and do not expect 9-1-1 Center staff to know all town boundaries. If not sure if in a town or not, and cannot determine, you should notify both VSP and the appropriate Sheriff's Office of the vehicle accident.

- While generally responsibility rests with law enforcement dispatch centers for processing motor vehicle accidents, the ESVA 9-1-1 Center sometimes processes motor vehicle accident incidents, with callers not transferred to a law enforcement agency. In trying to meet the spirit of current state code and assist law enforcement (and others) in traffic management, the following information may be provided to callers involved in a motor vehicle accident where there are **no injuries and no fatalities** – *If the driver of the vehicle is capable of safely doing so and the vehicle is movable, the driver shall move the vehicle from the roadway to prevent obstructing the regular flow of traffic, with those involved in the motor vehicle accident remaining at the scene for law enforcement to investigate.*

- Although not a vehicle accident, reminder, always notify the VSP of any airplane crash or any air related incident.

- B. The dispatch of MVA's (when a separate fire and EMS station is being alerted for response) will include an announcement of the response (Engine, EMS, or Engine/EMS) needed from each station. Example 1 – Accident in Belle Haven area – Dispatch should include the following – Station 13 EMS response and Station 12 Engine response, Example 2 – Accident on Lankford Hwy at Accomac Rd – Dispatch should include the following – Station 7 EMS response and Station 8 Engine response. This will allow each station to be aware of the purpose for the dispatch of their station and the equipment/apparatus needed. If a station responds with equipment/apparatus not dispatched (such as responding an engine when an EMS response is dispatched), the Communications officer shall acknowledge and track the unit as normal (without a discussion about whether they should respond or not).
- C. (1-14-19) MVA/C with entrapment will generate a two-extrication equipped station (based upon entrapment MVA/C policy; see Chapter 13, Letter O) alert as well as auto-launch notification if indicated (based on auto-launch policy). * See Appendix B

D. MVA/C incidents involving a vehicle into a structure, or hitting a structure, the Fire Department shall be dispatched (Property Damage Accident, if there are no reported injuries), as well as the appropriate law enforcement agency.

Y. **EMS DISPATCH ON FIRE INCIDENTS**

The following fire related incidents will include the dispatch of the appropriate EMS station(s) on the incident (using the E0FIR EMS nature code). If an EMS station fails to respond in the allotted time, the appropriate field personnel will be contacted for direction (whether to dispatch the next due EMS station or cancel the EMS response). If there are no available field personnel to contact (no one has responded), the 9-1-1 Communications Officer shall dispatch the next due EMS station, with the appropriate field personnel maintaining the authority to cancel the EMS apparatus/station.

1. Carbon Monoxide Detector
2. Bomb Threat (as directed)
3. Hazardous Material Incident
4. Airport/Aircraft Fire
5. Airplane Crash
6. Train Incident
7. Residential Structure Fire (working only)
8. Commercial Structure Fire (working only)

In addition, an EMS response will be generated and dispatched when requested by field personnel. Field personnel will have ultimate responsibility for requesting an EMS response for fire incidents where an EMS response is not indicated and not dispatched.

An EMS response will be generated by the 9-1-1 Center for any incident where information is received indicating injury or illness.

The dispatch of EMS stations (when a separate fire and EMS station is being alerted for response) will include an announcement of the response (fire, EMS, or fire/EMS) needed from each station. Example 1 – Carbon Monoxide Detector Activation in Belle Haven area – Dispatch should include the following – Station 12 Fire response and Station 13 EMS response. This will allow each station to be aware of the purpose for the dispatch of their station and the equipment/apparatus needed. If a station responds with equipment/apparatus not dispatched (such as responding an ambulance when an EMS response has not been dispatched), the 9-1-1 Communications officer shall acknowledge and track the unit as normal (without a discussion about whether they should respond or not).

Z. **CODE GRAY - LAW ENFORCEMENT NOTIFICATION**

The appropriate Sheriff's Office or town police shall be notified as soon as possible for any DOA (Code Gray)/deceased individual (an exception will be notification of the Virginia State Police for any motor vehicle accident with a fatality). In the event an incident is not dispatched as a Code Gray and the ESVA 9-1-1 Center is later advised of the Code Gray-situation the appropriate Sheriff's Office or CPD shall be notified. Communications Officers will continue to follow established policies and practices regarding notifying/dispatching EMS for the above situations.

In addition (as listed in Chapter 13/Section U of the Communications Manual), during a Code Gray incident or any other incident, the appropriate Sheriff's Office, CPD, or VSP shall be notified for the following incidents: involving a violent, or potentially violent situation, involving a mental/emotional/psychological situation, involving an overdose/poisoning situation, involving an animal bite, involving criminal or potential criminal activity, involving alcohol/drug use or potential alcohol/drug use, where, based on information heard on the telephone call or other means the Communications Officer feel a law enforcement response may be needed for scene safety, where a CAD premise indicates a law enforcement response is needed, or when law enforcement is requested by Fire/EMS personnel.

AA. AUTOMATIC DISPATCH - AERIAL LADDER TRUCK

The closest available aerial-ladder truck shall be automatically dispatched on all commercial fire responses.

AB. NOTIFICATION OF TREE IN THE ROADWAY

In addition to generating a fire response (as a hazardous condition related incident); incidents received reporting a tree across the roadway shall be referred to the appropriate law enforcement agency (state police and/or Sheriff's Office/CPD if in a town serviced by a police agency). All instances where law enforcement, fire, EMS, or other public safety personnel indicate an immediate fire and/or EMS is needed (such as a firefighter or EMS member on a scene requesting a response) shall be honored and dispatched. In addition, stations/agencies responding on these types of incidents when they determine appropriate (such as after a severe storm) shall notify the 9-1-1 Center; if a station/agency requests a dispatch (and incident number) for these events, the request shall be honored and they shall advise if a law enforcement response is needed.

AC. NOTIFICATION OF ANIMAL-RELATED INCIDENTS

Incidents received reporting an animal related issue (animal in distress, such as a "cat in a tree") shall be referred to the appropriate Sheriff's Office (Animal Control) and not initially dispatched as a fire incident. If requested by law enforcement the appropriate fire and/or EMS response shall be alerted.

AD. LISTING/ROLL-CALL – APPARATUS RESPONDING

When announcing units/apparatus responding to an incident all similar units shall be grouped together (and announced together). Example – All engines

responding announced/listed together, all tankers responding announced/listed together, all ambulances responding/listed announced together, etc.

AE. CHESAPEAKE BAY BRIDGE TUNNEL (CBBT) – FIRE/EMS RESPONSES

Incidents occurring on the Chesapeake Bay-Bridge Tunnel (CBBT) received by the ESVA 9-1-1 Center will be transferred (or information forwarded) to the CBBT Police Department (dispatch center). This includes law enforcement incidents, EMS incidents, and Fire incidents. For Fire and EMS incidents the CBBT Police Department Supervisor on duty will provide direction on if Fire and/or EMS resources are needed from Northampton County, Northampton County and the City of Virginia Beach, or just the City of Virginia Beach. This will depend on factors such as the location of the incident, NB/SB direction (on the CBBT) of the incident, and ability to block traffic and direct responding apparatus. Fire/EMS resources should be dispatched following the ESVA 9-1-1 Center's dispatch policies once requested by the CBBT Police Department. If direction (on if Fire/EMS resources are needed/not needed) is not provided by the CBBT Police Department (to dispatch Northampton County Fire/EMS resources), the appropriate Fire/EMS dispatch shall occur based on the nature of the incident, with the CBBT Police Department being notified of the dispatch of resources (any request to cancel/reduce response) from CBBT Police Department will be broadcast to Fire/EMS personnel. It is also understood the CBBT Police Department has some of the operational Fire/EMS radio channels; radio communications may be used to contact the CBBT Police Department (if unable to reach via landline) and may be used to coordinate the response of resources for incidents occurring on the CBBT.

AF. WATER-RELATED RESCUE INCIDENTS (victim still in water/unknown if still in water).

Anytime a victim is still in the water (ocean, bay, creek, pond, pool, other), in addition to an EMS response (and notification to appropriate law enforcement agencies) a fire response (one station) will be alerted with the EMS response. This is designed to assure the proper assistance is alerted for any needed rescue or manpower needs on these types of incidents; additional response or request for resources will occur as directed by Fire/EMS personnel. The use of the Fire Public Service nature code shall not be used for these types of responses, rather the Drowning/Water Incident/Boat Accident nature code shall be used and the incident dispatched with all pertinent information including the victim is/may be in the water. The Drowning/Water Incident/Boat Accident nature code is configured to spawn a one-station fire-response – If the patient is still in the water/possibly still in water a fire-station alert should occur and if the patient is out of the water no fire-station response is needed unless otherwise indicated in incident information or requested from field personnel/responders.

AG. Stations tones shall be activated for all fire and EMS incidents unless

advised otherwise. When a station reports an incident and is responding/handling (such as fire-station reporting a walk-in report of a fire incident and they are responding, an ambulance advising they have a walk-in to the station and are handling an EMS incident, or assigning an ambulance to an incident and they respond after being on the air/in district or returning from another incident/hospital), an incident shall be immediately created in the CAD. In addition, as soon as practical, the tones for the station (of the unit responding) shall be activated one-time (no pre-alert) with information provided that the unit is responding to the incident (with the location and type of incident provided). The intent of this is to assure tones are activated one-time for incidents to allow all personnel to be aware of the incident (not alerting can lead to personnel being unaware of the unit/station on an incident).

AH. The ACDPS offices are located in Parksley (across from Station 7) – If a request is made for DPS 3 to respond (be alerted) for an incident the following procedure should be followed.

- (Step 1) Attempt to contact DPS 3 via radio (EMS Operations or Fire-EMS Dispatch) to dispatch to the incident.
- (Step 2) Using the DPS 3 tone in the radio console activate the tone and dispatch DPS 3 to the incident.
- (Step 3) Contact DPS 3 via telephone (using the contact number for DPS 3 in the CAD and phone system) and dispatch to the incident.

CHAPTER 14

RADIO BROADCASTS AND ANNOUNCEMENTS

Announcements will be done by the 9-1-1 Center daily at 0900 and 1830. They will include a list of apparatus out-of-service, station announcements, county announcements, system announcements, weather bulletins, and the 9-1-1 Communications Officers on duty on the dispatch floor (dispatcher numbers). Daily announcements should not be broadcast while units are responding to incidents, rather should be announced after all units have arrived on scene. Also, announcements should be delayed during large scale incidents. This will allow monitors and apparatus to communicate with each other or Communications if needed while responding to incidents.

The format for the 0900/1830 announcement, which will also serve to identify the 9-1-1 Center, is as follows:

Transmit ALERT tone.
Transmit information:
"EASTERN SHORE OF VIRGINIA 9-1-1 COMMUNICATIONS CENTER."
"(Today's Date)."
"THE FOLLOWING UNITS ARE LISTED OUT-OF-SERVICE: (Give unit numbers)."
"Fire and EMS units/apparatus transferred from one station to another (list and announce)
"Announcements pertinent to public safety." *Station announcements should be grouped together during announcement periods (from north to south)
"Weather Announcements (if applicable)"
"Time, WPSJ218, dispatcher numbers."

* If directed by station/agency leadership, any apparatus/unit listed as out of service for an extended period can be removed from the CAD system and not announced as out of service (once back in-service, the apparatus shall be added back in the CAD system and announced as back in-service). If this occurs, ESVA 9-1-1 Center supervisory staff will be advised.

* Announcements should be transmitted on the FIRE-EMS DISPATCH Channel.

* When announcing units/apparatus out of service, similar units shall be grouped together (and announced together). Example – All engines out-of service announced together, all tankers out-of-service announced together, all ambulances out-of-service announced together, etc.

A. Special announcements may be made as provided herein to transmit information to fire and rescue personnel. Announcements should begin with the phrase "Special Announcement" and be preceded by a single alert tone (three seconds). Announcements pertinent to public safety should be announced in conjunction with the 0900 or 1830 announcement periods.

B. Announcements should be limited to the briefest format possible and should be used only when considered essential. No announcement shall be for

more than three (3) days (the 9-1-1 Director may grant an exemption to the three (3) day time limit) and the 9-1-1 Center shall not announce individual station meeting reminders (unless there is a change in date or time from the normal meeting).

C. Announcements received in writing and pertaining to functions involving more than one company may be announced at such times as deemed reasonably necessary by the requesting official and/or the 9-1-1 Center. Requests should designate preferred announcement dates and times.

D. All announcements for evening activities should be received by the 9-1-1 Center prior to 1815 hours for the 1830 announcements and by 0845 hours for the 0900 announcements.

E. Whenever possible, similar announcements should be grouped if the length of overall announcements can be reduced.

F. Paging tones will not be used in conjunction with announcements except to notify personnel of drills, training sessions, work details, or meetings.

G. Units "out of service" will be announced during the 0900/1830 9-1-1 Center broadcast.

H. **WEATHER ANNOUNCEMENTS**

Upon the Communications Officer receiving notification of one of the following weather alerts it will be broadcast on the Fire-EMS Dispatch channel as a general announcement: Tornado Warning, Severe Thunderstorm Warning, Flash Flood Warning, Winter Storm Warning, Flood Warning, Coastal Flood Warning, Hurricane Warning, Tropical Storm Warning, Tornado Watch, Severe Thunderstorm Watch, Flash Flood Watch, Coastal Flood Watch, Hurricane Warning, Tropical Storm Warning, and Winter Storm Watch. Other weather watches, warnings, statements may be broadcast at the discretion of the supervisory staff on duty or Communications Officer in their absence.

The following information should be broadcast when a warning or watch is received: type of watch or warning, which county (Accomack, Northampton, or both), time period of watch/warning, and a short summary of any other information with the alert.

Due to the immediate danger of tornado events (including waterspout events) and the potential time delay between local reports of tornados and official (National Weather Service) notification of tornado/waterspout events, the following guidelines shall be followed when a report of tornado, waterspout, or funnel cloud occurs (is received by the 9-1-1 Center).

- A. When a caller reports a tornado/waterspout/funnel cloud, the 9-1-1 Center will immediately notify the National Weather Service (so allow the

- necessary statements/warnings to be issued if determined appropriate).
- B. Upon the 9-1-1 Center being notified of a Tornado Warning (or other reports of potential tornados (such as citizen reports of tornado, waterspout, or funnel cloud)), the ESVA 9-1-1 shall alert the impacted station(s) (first due Fire and EMS stations) via pager activation and provide all pertinent warning/pertinent information. This shall also serve as the general announcement for the Fire/EMS community on the Fire-Rescue Dispatch Channel. The station(s) notification shall serve as the broadcast of the information (related to the possible tornado event), and shall not include the dispatch of any stations/resources (unless report of damage or injuries are received). If there is a question of what station(s) should be notified (such as near a district boundary), the 9-1-1 Center shall exercise judgment (erring on the side of alerting both stations). EXAMPLE – The 9-1-1 Center receives a Tornado Warning from the National Weather Service in the Atlantic area; pager activation will occur for Station 4 (as the first due fire-station) and Station 20 (as the first due EMS-station) followed by pertinent information related to the tornado event. This purpose of the announcement is to notify Fire/EMS personnel in the immediate area of the event (to seek shelter if needed and prepare for potential emergency incidents) and the public that may be monitoring.
 - C. The 9-1-1 Center shall notify the impacted Sheriff's Office (including Chincoteague Police if occurring in the Town of Chincoteague) and the Virginia State Police of the information.
 - D. No Fire/EMS resources will be dispatched unless information is received indicating damage has occurred, there are injuries, assistance is needed, etc.

I. Caller requests for weather guidance (what to do in severe weather situations, including tornados, lightning, flooding, hail, or blizzards) shall be provided information/instructions based on the National Disaster Information Cards (NDIC) maintained on the dispatch floor. Pre-arrival instructions related to tsunamis and earthquakes are also on the dispatch floor; for use as needed.

J. 9-1-1 Communication Officers shall announce any road closing, hydrant (hydrant system) out of service, and town/county water system out of service on the Fire-EMS Dispatch channel. 9-1-1 Communications Officers will announce as follows: 1. announcement tone, 2. announce the road closing, hydrant out of service, or town water system out of service. When reported to the 9-1-1 Center, the road closing, hydrant out of service, or town/county water system is back in service the Communications Officer shall announce the road or system back in service on the Fire-EMS Dispatch channel. This information shall also be placed in the shift pass-down log for the next shift if the road closing, hydrant out of service, or town/county water system is not back in service by the end of a shift. Road, hydrant, water systems (out of service) will also be tracked in the CAD under Advisories and announced at normal announcement periods.

EMS Incident Processing/Emergency Medical Dispatch

Emergency Medical Dispatch (EMD) can be designed to manage EMS resources in an organized and effective manner; however, the EMS systems in both counties (Accomack and Northampton) are not utilizing priority/non-priority classifications of EMS incidents to determine/alter the dispatch of EMS resources. EMD also provides medical assistance to the caller until trained field providers arrive at the scene.

EMD is an integral part of an EMS system. It is an extension of the EMS system, in that patient care begins when the caller dials 9-1-1, as opposed to waiting until field personnel arrive. A properly operating EMD program enhances the efficiency and effectiveness of an EMS system.

EMD shall be used for all calls except for those callers and situations listed in item #5 of this policy. Therefore, the following policy will apply to all incidents for EMS assistance received by the Eastern Shore VA 9-1-1 Communications Center.

1. All-Caller's and EMD Interrogation

- General information questions 1 through 4 on the All-Callers Interrogation card shall be asked of all callers: 1) location of emergency, 2) nature of the emergency, 3) caller's name, and 4) caller's phone number, with location being the first and most important.
 - a. The address needs to be verified/repeated in full, including the numerics, street name, and town prior to the call being sent for dispatch so that the appropriate agency/agencies can be alerted.
 - b. If the address includes a business, then the business name and town need to be verified/repeated, if the 9-1-1 caller does not know the physical address.
 - c. Once the location has been verified and a nature has been obtained, the call-taker should send the call to be dispatched by another Communications Officer. The call-taker shall advise the caller that an ambulance is being dispatched by another Communications Officer and that the questions being asked do not cause delay in EMS response.
 - d. The caller's name (first and last, if possible) and phone number should then be obtained and accurately documented in the CAD. This may require the 9-1-1 caller to repeat or spell out their name, and the phone number repeated by the 9-1-1 Communications Officer for verification.
 - e. Other questions, such as vital points questions (VPQs), should not be asked until the ACI card has been completed, unless necessary to determine a nature.

- Question #5 begins the EMD Interrogation and will be asked of all callers, including 2nd and 3rd party callers, if the caller is not the patient. Questions 6 and 7 of the EMD Interrogation will be asked as appropriate, based on information provided by the 9-1-1 caller(s).
 - a. Question #5: *Is the patient conscious (awake/able to talk)?*
 - i. If the answer is yes, then age, sex, and chief complaint should be determined. The 9-1-1 Communications Officer should use the appropriate guide card for additional questions and pre-arrival instructions.
 - ii. If the answer is no (*the patient is not conscious/not able to talk*) then the 9-1-1 Communications Officer should continue to Question #6 and follow the guide-card instructions and continue to Question #7, if the patient is not breathing normally). If the answer to Question #6 is yes (patient is breathing normally), the nature should be dispatched using the Unconscious/Unresponsive/Syncope nature code. If the answer to Question #7 is not described as agonal respirations (patient is breathing adequately) then follow the Unconscious/Unresponsive/Syncope guide card. If patient's breathing is described as agonal respirations (or absent breathing), the call should be dispatched or changed to a Cardiac Arrest, with two staffed EMS stations on the alert. The call-taker should follow the appropriate age CPR guide card until help/EMS arrives and takes over CPR.
 - iii. In cases where the caller is not willing to go near the patient to determine the breathing status or is otherwise unable to confirm the breathing status, you should proceed with the information you have, which would be that the patient is Unconscious/Unresponsive. The breathing status for the patient should be notated as unknown and all other pertinent information will be documented as normal.
 - iv. A caller should not be directed to go near someone that has a weapon or may have used a weapon, or to approach anyone if the caller feels unsafe to do so. Callers may be in an emotional state which overwhelms their thought processes, so they should not be directed to do anything which may be unsafe or encourage them to do anything they have already said they cannot do. Should it be confirmed that the patient is unconscious and not breathing due to a trauma, such as but not limited to, a gunshot wound, stabbing, hanging, etc., the nature used should be Cardiac Arrest- Trauma. If the patient is confirmed to be unconscious and not breathing due to a medical reasoning, the nature code used should be Cardiac Arrest- Medical. In any instance where the person is reported to not be conscious, regardless of how they

became unconscious, and their breathing status is unknown/unconfirmed, the nature used should be Unconscious/Unresponsive and notated as such.

- v. A caller may provide critical information early in the call (often at the very beginning), such as, "I think my wife is deceased" or "My husband is not breathing." It is necessary in these circumstances to verify the level of consciousness and breathing status of the patient immediately before proceeding with the remainder of the All-Caller's Interrogation questions.

2. Questions asked after the All Callers/EMD Interrogation and dispatch of the incident shall be formulated and asked using vital points questions, except as listed in item #5 of this policy to gather additional information to be relayed to responding units. Vital points questions should be used as a guideline for asking pertinent questions and gathering patient information. Other questions that are not on the guide cards may be asked if and only if: a) it is a clarifying question to follow up on a previously asked vital points question, b) it is a clarifying question used to follow up on a caller's provided answer, c) the Communications Officer determines the question to be relevant to situational awareness (such as scene safety concerns; these questions and their purpose must be documented in the CAD notes of the call). There is no expectation of determining (during call processing) whether an EMS incident is a priority or non-priority incident as this information does not impact/alter the dispatch of resources/agencies. Therefore, stating whether an incident is priority or non-priority is not required and should not occur. The 9-1-1 Center or appropriate field units have the discretion of diverting apparatus/equipment as needed based on the location or available resources and patient/situation information obtain for incidents. If there is a discrepancy on the diversion, the field unit(s) will provide resolution.

3. Nature-specific pre-arrival instructions should be supplied as needed based on information provided by the caller. All pertinent pre-arrival instructions should be given, which are included above the "if applicable" instructions on the nature guide cards. Pre-arrival instructions should be provided to every caller, except as listed in item #5 of this policy. Pre-arrival instructions shall only be given after the call has been dispatched.

4. 9-1-1 Communications Officers shall use and follow the following notifications in the EMD system as indicated and appropriate.

- A. Incidents in Water Sources – Notify Va. Marine Police, U.S. Coast Guard, and Va. Game and Inland Fisheries
- B. Scene Safety – Law Enforcement
- C. If indicated, Notify Animal Control
- D. If indicated, Notify Fire Dept. and Power Company
- E. If Entrapment or Otherwise Indicated, Notify Fire Dept.

5. With the following callers or situations, vital points questioning and pre-arrival instructions may be modified or not used (All Caller's Interrogation shall always be used).

- The caller is a trained individual, including but not limited to EMS providers, Nurses, and Physicians (*all public safety personnel should be asked if they are medically trained and/or need assistance; if not trained or if assistance is requested, they should be given pre-arrival instructions*).
- The call is at a medical facility where personnel can provide emergency medical care (if unknown of the capabilities of a medical facility, the 9-1-1 Communications Officer will ascertain if pre-arrival instructions are needed)
- The caller refuses assistance
- The workload of the 9-1-1 center dictates that the asking the necessary EMD questions or providing pre-arrival instructions would cause incoming 9-1-1 lines to be unanswered, delay in responding to incoming 9-1-1 line, or the inability to properly monitor (in use) operational radio channels. If possible (after workload allows), the caller shall be called back to complete the necessary EMD vital points questioning and pre-arrival instructions. Anytime pre-arrival instructions are not able to be given due to the workload, the Communications Officers shall document this reason in the CAD notes of the call.
- The caller is a third- or fourth-party caller not with the patient
- MVC (motor vehicle crash) incidents - Pre-arrival instructions should be used as needed (not required)

6. A formalized closing statement shall be used at the end of every EMD call. The statement should be given as follows: *"Before we disconnect, please provide your address for final verification. An ambulance has been dispatched to this location. Please call back if anything changes or worsens before EMS arrives."*

7. EMS incidents occurring in Station 4's response area shall include the immediate dispatch of Station 4 (on the initial dispatch) when the first due EMS station (Station 20) is not staffed and/or for Code Blue incidents (summary – alert Station 4 (EMS) when two EMS stations are alerted for EMS incidents in Station 4's response area). The discretion to cancel/continue Station 4's response rests with the responding ambulance.

8. EMS incidents should be dispatched within sixty (60) seconds, from the time of the initial reporting of incident. It is understood the workload of the 9-1-1 Center as well as some incidents, such as, but not limited to, non-English speaking callers, child callers, elderly callers, and hysterical callers, may require additional time for call-processing prior to dispatch.

9. All EMS calls shall be documented appropriately with the following

information at **minimum**: patient age, patient gender, chief complaint, level of consciousness, breathing status, time stamps (when applicable).

It is recommended and appropriate for the following information, including but not limited to, be documented in the CAD notes, if applicable: patient medical history, medications taken, answers to vital points questions, key/lock box information, entryway to use, the need for law enforcement, any suspect/weapon descriptions, reference numbers provided by alarm companies, any specific notifications requested and/or made.

10. The short report, including any safety issues, shall be relayed to responding units and personnel. The short report shall include the following: age, sex, chief complaint, scene safety issues, other pertinent information (that requires immediate notification to field responders), and other agencies responding (such as law enforcement). Information not relevant or pertinent to the current request for EMS shall not be broadcast over the radio, unless requested by field personnel.

11. The use of medical abbreviations included in the EMD guide cards should not be used. Only approved medical abbreviations listed in the Communications Manual should be used.

12. The following procedure will be used for any telephone call needing EMS response in an area serviced by a PSAP (dispatch center) lacking an EMD program:

- Initiate a transfer call to the appropriate PSAP (dispatch center)
- Provide the PSAP (dispatch center) with any information you may have regarding the call
- The PSAP (dispatch center) will handle the call based on their policies and procedures
- Remain on line with the caller and provide any needed pre-arrival instructions to the caller
- Cooperation between the involved communications centers and personnel is the key to the success of this procedure
- This policy shall apply to calls for any PSAP unable to provide EMD

13. **EMD – QA/QI**

Ten-percent of EMS incidents will be reviewed monthly by appropriate staff using ESVA 9-1-1 EMD incident review criteria and forms as developed and implemented by 9-1-1 Center management. The review shall include, but shall not be limited to, reviewing the EMD incident with the employee as soon as possible as well as any future corrective actions needed. Any incidents requiring or indicating the use of red scripted guide-cards (AED, CPR, Obstructed Airway, Childbirth, or Airway Control) will be reviewed in addition to other incidents reviewed. Further explanation of EMD QA/QI procedures can be found in

Appendix M of this manual.

FIRE INCIDENT PROCESSING

Fire and MVA incidents should be dispatched as quickly as possible. Upon the ESVA 9-1-1 Center having the basic information to affect an immediate dispatch, the dispatch shall occur.

- A. The following should be determined during Fire/MVA incident processing (#1 - #4 below), followed by an immediate dispatch (#5 below). If a caller's name and/or callback number are not immediately provided or available the dispatch of the incident should not be delayed (incident should be dispatched with an attempt to gather callback information after dispatch).

Fire Related Incident

1. Location of the incident.
2. Nature (description of fire incident), including information on injury and entrapment (if indicated).
3. Telephone number of the caller.
4. Name of the caller.
5. Dispatch of incident. **An immediate dispatch will occur with the information available.** During dispatch the caller may be placed on hold (after being told to remain on the line while the incident is being dispatched), told to remain on the line while the incident is dispatched with the Communications Officer remaining on the line during dispatch, or another Communications Officer taking over the telephone call or the dispatch (informing the caller the fire department is being dispatched); preferred method. **After dispatch (or while another Communications Officer is dispatching a fire response) the Communications Officer should ask additional pertinent questions related to the fire incident.** The radio dispatch will include (after tone/pager activation) the location and nature (additional information will be provided on subsequent dispatches or when apparatus advise responding, depending on when apparatus respond).
6. Additional questioning will be based on the fire related incident and occur after dispatch, however should include additional information to affect the most appropriate dispatch and to provide needed information to responding personnel. This includes questions such as what the caller sees (smoke and/or fire), what exactly is on fire, are there hazards or exposures, etc.

(5-15-15) Each call-taking/dispatch position has a set of APCO Fire Guide-Cards. While all aspects of the fire guide-cards are not required to be used (during call processing), when (if) providing pre-arrival information related to the

incident or asking additional questions related to the incident then the guide-cards should be used/followed.

MVA Related Incident

1. Location of the incident.
 2. Nature (description of MVA incident), including information on injury and entrapment.
 3. Telephone number of the caller.
 4. Name of the caller.
 5. Dispatch of incident. **An immediate dispatch will occur with the information available.** During dispatch, the caller may be placed on hold (after being told to remain on the line while the incident is being dispatched) with the Communications Officer remaining on the line during dispatch, or another Communications Officer taking over the telephone call or the dispatch (informing the caller the assistance is being dispatched); preferred method. **After dispatch (or while another Communications Officer is dispatching) the Communications Officer should ask additional pertinent questions related to the MVA incident.** The radio dispatch will include (after tone/pager activation) the location and nature (additional information will be provided on subsequent dispatches or when apparatus advise responding, depending on when apparatus respond).
 6. Additional questioning will be based on MVA incident, however should include additional information to affect the most appropriate dispatch and to provide needed information to responding personnel. This includes questions such as how many vehicles are involved, are there any hazards (such as wires down, fire, fuel leak, etc.), is the vehicle overturned/on its side, etc.
- B. Notifications – The Virginia State Police shall be notified of all motor vehicle accidents. In addition, motor vehicle accidents occurring inside a town limits (with an available town police) will be provided to the appropriate Sheriff's Office (or CPD). Field responders will immediately be notified of any scene safety concerns on fire and MVA related incidents.
- C. Fire and MVA related incidents should be dispatched within ninety (90) seconds, (60 seconds if possible) from the time of the initial reporting of incident. It is understood the workload of the 9-1-1 Center as well as some incidents, such as, but not limited to, non-English speaking callers, child callers, elderly callers, and hysterical callers, may require additional time for call-processing prior to dispatch. It is also understood that other policies/practices, such as verifying the control burn log prior to dispatch, will add additional time to a dispatch. However, with limited exceptions, incidents should be dispatched as quickly as possible.

- D. At the end of call processing, the address/location of the Fire/MVA related incident will be verified to assure assistance is being dispatched to the correct location. Unless not appropriate or possible, the address verification should include the caller providing the address/location as opposed to the 9-1-1 Communications Officer repeating the address to the caller for verification.
- E. It is recognized sometimes (depending on the volume of telephone calls coming into the 9-1-1 Center) for some incidents that 9-1-1 and/or non-emergency lines may need to go initially unanswered to affect an immediate dispatch of a fire or MVA related incident. Often these incidents generate numerous telephone calls to the 9-1-1 Center simultaneously from callers reporting the incident. An immediate dispatch shall occur as soon as information is available to affect a dispatch. As soon as possible (after the initial dispatch) additional 9-1-1 and/or non-emergency lines should be answered (including any needed call-backs for any 9-1-1 calls that may have been disconnected prior to being answering by the 9-1-1 Center).

F. **Fire/MVA Incident QA/QI**

A percentage (as directed by the 9-1-1 Director) of Fire and/or MVA related incident will be reviewed by appropriate staff using ESVA 9-1-1 incident review criteria and forms. The review shall include, but not be limited to, reviewing the Fire/MVA incident with the employee as soon as possible as well as any future corrective actions needed.

A. The Office of Emergency Services for each County is established in compliance with the Code of Virginia to prepare for and carry out functions (other than those for which the military forces are responsible) to prevent, minimize, and repair injury and damage resulting from natural, man-made, or war-caused disasters, together with all other activities necessary or incidental to the preparation for and carrying out of the foregoing functions. These functions include, without limitation, fire-fighting services, police services, medical and health services, rescue, engineering, disaster warning services, communications, radiological, chemical, and other special weapons defenses; evacuation of persons from stricken areas, emergency social services, emergency transportation, emergency resource management, plant protection, temporary restoration of public utility services, and other functions related to civilian protection.

B. The 9-1-1 Center will coordinate emergency communications for the Office of Emergency Services of each County as deemed necessary by local Emergency Services Directors/Coordinators or their designees. When a "State of Emergency" has been declared by the Governor or when a "Local Emergency" has been declared by the Board of Supervisors, the 9-1-1 Center will closely monitor and report pertinent emergencies to the appropriate OES officials upon request or in accordance with established procedures.

C. Emergency Services operations will be conducted in accordance with the Virginia Emergency Operations Plan and County Emergency Operations Plans, in addition to other Emergency Response Plans developed in compliance with law and/or emergency services procedures.

D. Emergency messages from the Virginia EOC directed for each County are transmitted via teletype to the Sheriff's Office of each county. When such messages are relayed to the 9-1-1 Center instead of directly to the OES Coordinator, the 9-1-1 Center Communications Officer shall inform the OES Coordinator and such other OES personnel as may be appropriate.

E. The Virginia Oil and Hazardous Substances Emergency Response Plan directs that local governments (through their Office of Emergency Services) be responsible for minimizing the occurrence of releases or threats of releases of oil or hazardous substances and that they develop the capability to respond promptly in cases of discharge from facilities, vehicles, and vessels. This response is a coordinated function of existing emergency resources (fire, EMS, police), other designated agencies, and OES officials. The plan requires the direction of volunteer agencies by the Local Coordinating Officer (a designated government official in charge at the scene of an oil or hazardous incident/accident to coordinate and direct emergency response actions or removal efforts) or the Director/Coordinator of Emergency Services. The Hazardous Materials Officer in each County will serve as the Local Coordinating Official. The 9-1-1 Center will notify the Hazardous Materials Officer and/or the

Emergency Services Coordinator of the appropriate County of all reported spills or releases of hazardous substances. Where immediate risks are involved, the fire company in whose district the incident occurs and the County Hazardous Materials Officer shall be dispatched; ambulances and/or police units as may be deemed necessary by the type of incident should also be dispatched. The Fire Chief will serve as the on-scene incident commander of incidents requiring response of fire and/or rescue companies. If the Fire Chief or his designated officer-in-charge fails to establish incident command and/or appropriate safety actions, the HMO shall take action to assure that proper management of the emergency is affected. The HMO will serve as a resource person to the Fire Chief during the emergency phase and will coordinate appropriate reporting and cleanup activities following the emergency. Safety precautions must be considered relative to all responses.

F. Hazardous Materials Response Teams will be dispatched upon direction of the OES Coordinator, Hazardous Materials Officer (HMO), or the Virginia EOC. See "Emergency Response Plans for Hazardous Materials Incidents" for further information.

G. The Virginia Radiological Emergency Response Plan delegates local direction and control of radiological emergency response to the local Director/Coordinator of Emergency Services. Local response will be coordinated in the same manner as Hazardous Materials responses. The 9-1-1 Center will notify the Hazardous Materials Officer and/or the Emergency Services Coordinator of the appropriate County of all reported radiological releases. Where immediate risks are involved, the fire company in whose district the incident occurs shall be dispatched; ambulances and/or police units as may be deemed necessary by the type of incident should also be dispatched. Safety precautions must be considered relative to all responses.

H. Radiological Response Teams will be dispatched upon direction of the OES Coordinator, Hazardous Materials Officer, Radiological Response Coordinator, Radiological Safety Officer, or the Virginia EOC.

I. Other hazards or potential hazards which may require integrated response of numerous agencies and/or requests for assistance outside that normally available from local response agencies, including but not limited to floods, hurricanes, tornadoes, mass casualty incidents, aircraft crashes, major devastating fires, and large civil disturbances, should be reported to the OES Coordinator or LCO.

J. Emergency services operations will be conducted on local government and such other frequencies as deemed efficient for each operation.

K. (9-9-11) The Accomack County Department of Public Safety (through the on-duty Shift Supervisor or their designee) will be notified when the Eastern Shore Regional Haz-Mat Team is dispatched/requested for incidents occurring in Accomack County.

L. (10-14-19) NCEMS (Station 31) houses DMSU 31 (see Chapter 4) – When requested for an incident, unless advised to alert otherwise, dispatch Station 31 for DMSU31 to respond and track in the CAD (as any other unit).

CHAPTER 17 NOTIFICATION OF OTHER AGENCIES BY 9-1-1 CENTER

A. 9-1-1 Center Communications Officers will notify Virginia State Police of all auto accidents not investigated by County or local law enforcement agencies. Notification will be provided as soon as possible after receipt of the call and dispatch of other emergency units.

B. 9-1-1 Center Communications Officers shall notify fire investigators (VSP) of fires for which investigations are requested by the Fire Chief or officer-in-charge or upon the request or referral by a law enforcement agency. In addition, any VSP Investigator that is requested by field personnel shall be made to the VSP dispatch with the added request that VSP dispatch also notify the Area 31 1st Sergeant of the incident/request.

C. Any time a request is made by field personnel for a Medical Examiner (ME) to be notified, 9-1-1 Center Communications Officers shall notify the Medical Examiner - Norfolk office number listed in the ECW phone system under the MEDICAL tab. Calls directly to any specific ME listed in the CAD/ECW shall not occur.

D. 9-1-1 Center Communications Officers will notify appropriate public works agencies and utility companies of damaged equipment or premises as requested.

E. 9-1-1 Center Communications Officers will notify the appropriate hospitals of any reported Mass Casualty Incident or disaster which may require added hospital support as soon as practical following the receipt of the alarm and dispatching emergency units.

F. Mutual aid assistance will be requested on a priority basis upon request of command officers or in accordance with written agreements.

G. Other requested notifications will be made when deemed a proper public safety or public safety communications function in a priority assigned by supervisory personnel, command officers, and/or the 9-1-1 Center Communications Officer.

H. EASTERN SHORE COMMUNITY COLLEGE (ESCC) NOTIFICATIONS

9-1-1 Center Communications Officers will notify the Eastern Shore Community College Campus Security Department (757-789-7990) of any medical (EMS) or fire incident on the college campus. This should be done after the alert of the appropriate fire and EMS services. The telephone number will be maintained in the CAD under ESCC - Campus Security and will ring directly to the Campus Security Officer on duty.

I. WALLOPS FLIGHT FACILITY (WFF)

Calls received from locations served by Wallops Flight Facility (WFF) resources, such as Skeeter Lane, Battle Group Way, Blades Circle, Kearsarge Circle, and Enterprise Street, in addition to the NASA Visitor Center, or any building on NASA property, shall be immediately transferred to WFF dispatch, with no ESVA 9-1-1 resources (Fire/EMS/Law Enforcement) dispatched unless requested by WFF dispatch. * If, based on the incident and/or location information, it is undetermined if the dispatch/resource should be using Accomack County resources or WFF resources, then WFF and Accomack County resources should be dispatched/alerted.

Requests for Wallops Flight Facility (WFF) resources off WFF bases (into Accomack County) – While automatic response notifications to Station 25 and 26 are generally not applicable, there are instances (fire related) when Wallops shall be notified according to the CAD recommendations in certain areas of Northern Accomack County. Other than these instances, Fire and EMS resources shall not automatically be requested/dispatched; rather alerted when requested by field personnel. If appropriate, the 9-1-1 Center may inquire with appropriate Fire/EMS field personnel if the alert/dispatch of Station 25 or Station 26 should be initiated.

J. RADIOLOGICAL RESPONSE PLAN

Northampton County is included in the Radiological Response Plan (Surry Power Plant); the ESVA 9-1-1 Center is listed as the 24/7 contact number for the Virginia EOC to report events/information. If the ESVA 9-1-1 Center receives any information/notifications related to a radiological emergency the information shall be forwarded/provided to the Northampton County Emergency Management Department immediately.

K. VMRC/VGIF NOTIFICATIONS

In addition to notifying the Virginia Marine Resource Commission (VMRC) and the Virginia Game and Inland Fisheries (VGIF) for boating accidents and any drowning/near drowning/possible drowning incident in the waterways/ocean/bay, they shall also be notified for any injury/illness that occurs on a boat. In addition to investigating boating accidents, they investigate any boating related injury. To error on the side of caution make the notification to both agencies anytime we are sending Fire or EMS to a boating incident (injury or illness) or when notified of a boating injury/illness. While the United States Coast Guard (USCG) is notified for boating accidents and any drowning/near drowning/possible drowning in the waterways/ocean/bay, the USCG is not notified for these boating injury/illness incidents. Following normal protocols, the appropriate EMS and/or Fire response (and notification to ACSO for Marine 1) shall also be dispatched on these incidents.

L. DISPATCH CENTER NOTIFICATION – ASSATEAGUE BEACH AREA

The Chincoteague Police Department handles the dispatch of Federal Wildlife Officers at the National Wildlife Refuge at Assateague Beach.

For incidents (Fire, EMS, Law Enforcement) occurring in this area (after the McDonalds going towards Assateague Beach), notify Chincoteague Police Department for these incidents. Chincoteague PD will handle the notification/dispatch of the needed law enforcement officers and any other notification. The premise in the CAD for the area indicates to notify Chincoteague Police Department.

M. **ACCOMACK COUNTY DRONE TEAM** - Accomack County (through the Department of Public Safety) has a drone team available for operational (shore-wide or off the shore if requested) needs when requested. The following information provides the needed guidance related to notification of the Accomack County Drone Team.

- There is no automatic alert/dispatch for the drone team; will originate from requests from field personnel (Fire, EMS, Law Enforcement, other).

- If requested, you contact the following and provide the incident information related to the request – First – Notify DPS 3, Second – Notify DPS 1. Third – Notify Deputy Emergency Management. If unable to reach the first contact, then contact the second, and if unable to contact the second, contact the third. If no contact is made with any of the three, advise the requester of such. All contact numbers for these are maintained in the phone system and the CAD phone directory.

- There are restrictions on how and when the drone team can be activated, however these are not a concern of the 9-1-1 Center; our responsibility is simply to make notification to the appropriate contact when requested and provide the needed incident information. Decisions related to if response will occur will be made by the appropriate drone team personnel.

NORTHAMPTON COUNTY DRONE TEAM- Northampton County (through the Department of EMS) also has a drone team available for operations when requested. There is no automatic dispatch of the drone team, rather will originate from field personnel when requested. If the drone team is requested, notification to the on-duty NCEMS Supervisor shall be made using the appropriate number listed in the ECW phone system.

N. **ANEC NOTIFICATIONS** - In addition to the normal dispatching operations of fire stations to incidents involving powerlines and/or transformers, the 9-1-1 communications officer shall immediately notify the electric company (ANEC) by appropriate contact information listed in the ECW phone system. Field personnel shall be notified as soon as possible of the notification made to ANEC, with the field personnel having the authority and responsibility to cancel the response if requested. Notifications to ANEC will not immediately be made for any other incidents, including working structure fires, unless ANEC power

equipment is involved. The request for ANEC in instances of working structure fires will originate from field personnel.

If any phone calls are received from ANEC regarding unpaid power bills, power disconnection, or collections from any tower site, an ESVA 9-1-1 manager must be immediately notified.

O. **WRECKER/TOW-TRUCK NOTIFICATIONS** - Requests for wreckers/tow-trucks are generally handled by VSP or other appropriate law enforcement agencies, however, may be requested by Fire/EMS personnel to the 9-1-1 Center. Upon receiving this request, the following shall occur:

1. If advised of a specific wrecker/tow-truck company to contact, call the company and request the response.

2. If not advised of a specific wrecker/tow-truck company to contact, then contact the appropriate law enforcement agency (VSP, ACSO, NCSO, or CPD) and advise them that Fire/EMS personnel are requesting a wrecker/tow-truck response. The law enforcement agency can either handle the contacting of the company, or they can advise of the appropriate company to notify with the contact information. If the 9-1-1 Communications Officer is given the company name and contact information, then they shall make the notification to that company.

P. **HEALTH DEPARTMENT NOTIFICATIONS** – Notifications to the Health Department shall automatically be made in any event involving an animal bite, in addition to the appropriate Sheriff's Office/Animal Control. The Health Department shall be notified only at the request of field personnel during a structure fire at locations where food is made or served. If this request is made, it shall be honored as soon as possible using the Health Department contact information listed in the ECW phone system.

Q. **NOTIFICATIONS FROM TYSON/PERDUE PLANTS (HazMat Incidents)** – Any 9-1-1 calls received at the 9-1-1 Center from the Perdue or Tyson Plant involving a HazMat material release at the plant where the caller states that no response is needed/requested, rather they are following procedures of making 9-1-1 aware, the appropriate ACDPS supervisory personnel shall immediately be notified (most likely DPS 3). ACDPS supervisory staff should provide directions on how to handle. The telephone call and action shall be documented in the CAD with a call for service and assigned to the appropriate ACDPS personnel. If contact with ACDPS supervisory staff (DPS 3 and/or DPS 1) is unable to be made for direction, and/or if the caller states that a response is needed, the incident shall be dispatched following normal dispatch protocols.

R. **NOTIFICATIONS TO TRAILS END SECURITY** - For any Fire or EMS call dispatched within Trails End, after the dispatch of the Fire or EMS call, the dispatcher will notify Trails End security to inform them of the incident. For law enforcement incidents, it will be the responsibility of the responding law enforcement agency to make notification to Trails End for law enforcement incidents.

S. **NOTIFICATION OF AFTER HOUR CONTACTS**

9-1-1 Center Communications Officers will notify after hour contact numbers for county/state departments if requested by Fire/EMS/Law Enforcement. These contacts include: Accomack County Building Department, Northampton County Building Department, Virginia Department of Health, Town Water Departments, Accomack County Public Schools, Northampton County Public Schools, Accomack Airport, Eastern Shore Community College, and Accomack County Public Works (Facilities). These contacts will be maintained and verified every 6 months in the ECW Directory and a spreadsheet located in the Share Folder.

It is noted, if need assistance with these after hour notifications, other dispatch centers, such as ACSO, NCSO, CPD, or VSP, may be able to assist (contact as needed).

A. Dedicated line fire alarm systems serving governmental, non-profit, and/or specifically approved buildings and institutions which either has high occupancy or other special hazards and dedicated security systems in support of the National defense may be authorized by the 9-1-1 Commission to terminate in the 9-1-1 Center in accordance with established standards. These alarms will be monitored and appropriate notifications made to designated fire companies and the owner or agent. Each alarm installation must be maintained without cost to the Commission by a qualified alarm company. The 9-1-1 Commission assumes no responsibility for equipment malfunction.

B. Intrusion, robbery, burglary, panic, and residential or commercial fire alarms (excluding exceptions noted above and those local alarms providing security and safety in facilities for which a Sheriff is assigned responsibility) will not be monitored in the 9-1-1 Center.

C. The Eastville tower site uses a monitoring system that reports the following alarms: Eastville Fire-Rescue – Voter Alarm, Eastville Sheriff – Voter Alarm, Eastville Voter Clear, Eastville Room – High Temp Alarm, Eastville Room – Power Fail, Eastville Room – Power Clear, Eastville – Generator Run, Eastville F9 – PA Alarm. The alarms are reported to the ESVA 9-1-1 Center via telephone (repeating the alarm information). When an alarm is received at the ESVA 9-1-1 Center, the on-call supervisory staff shall be notified as well as the alarm notification logged as directed by ESVA 9-1-1 Center management. * SEE APPENDIX J

All employees shall conduct themselves in a professional manner at all times. Employees shall be courteous and orderly in their dealings with the public and members of user agencies. They shall perform their duties quietly, avoiding harsh, violent, or profane language and always remain in control of their behavior regardless of provocation; however, employees are not expected to take abuse from the public or members of user agencies. If abuse occurs, a supervisory staff should be notified immediately.

A. DISPATCH OF INCIDENTS - POST OFFICE BOX

Upon the 9-1-1 Communications Officer receiving a call for service with only a post office box provided for the address they shall attempt to obtain a physical (9-1-1) address from the caller. If a physical (9-1-1) address (or other location information) is not provided the 9-1-1 Communications Officer shall attempt to obtain other information, such as name and telephone number, to determine information to dispatch the appropriate response. If the caller is unable to provide the necessary information and a dispatch is unable to occur, the 9-1-1 Communications Officer will advise the caller that additional information is needed to dispatch the proper response. An attempt to contact the local postmaster for additional information will occur if needed.

B. REQUESTS FOR OUT-OF-STATE RESPONSE/REQUEST TO DEVIATE FROM STANDARD DISPATCH POLICY

9-1-1 Communications Officers will dispatch incidents and resources based on adopted policies and procedures. Requests from a caller for a specific station to respond will not be honored. Callers from outside of Accomack and Northampton Counties requesting dispatch will be directed to contact their 9-1-1 Center for service.

C. POSTING/TRANSFERING OF APPARATUS

Field personnel shall notify the 9-1-1 Center when apparatus/units are (or need to be) being posted or transferred to promote better coverage and response to incidents. The 9-1-1 Communications Officer may inquire to the affected stations or the incident commander for authorization to post or transfer units; however, the ultimate responsibility rests with field personnel. * See Chapter 13/Letter M for additional for EMS posting

D. REQUEST FOR FIRE INVESTIGATOR

Upon the 9-1-1 Communications Officer receiving a request for a fire investigator the Virginia State Police shall be notified. The VSP shall also be requested by ESVA 9-1-1 Center personnel to notify the Area 31 1st Sergeant of the notification/incident. The requestor shall be notified of the response of the State Police and ETA's.

E. NOTIFICATION OF VIRGINIA DEPARTMENT of FORESTRY PERSONNEL

The ESVA 9-1-1 Center will maintain contact information for Virginia Department of Forestry personnel. If needed or upon request the 9-1-1 Communications Officer shall contact Forestry personnel using their contact information or assigned tone pagers (if applicable).

F. NOTIFICATION OF HAZMAT TEAM – EASTERN SHORE

The ESVA 9-1-1 Center will maintain contact information for the Hazardous Material Response Team on-call personnel. If needed or upon request the 9-1-1 Communications Officer shall contact the Hazardous Material Response Team for response or direction; with notification of ACDPS supervisory staff occurring as soon as possible.

G. CALLS FROM/ABOUT AIRCRAFT

THE VIRGINIA STATE POLICE WILL BE NOTIFIED OF ALL AIRPLANE CRASHES (OR OTHER AIRPLANE RELATED INCIDENTS).

It shall be the policy of the 9-1-1 Center to handle telephone calls from aircrafts or about aircrafts using the following guidelines:

Procedures:

Emergency Call from an Airborne Aircraft

Whenever a cell phone call is received from a passenger or crewmember aboard an airborne aircraft the 9-1-1 Communications Officer will obtain the information by utilizing the appropriate call classification.

1. If a wireless telephone, what is the telephone number?
2. What is the wireless telephone carrier, (i.e., Cingular, Nextel, Verizon, Sprint, Ntelos, etc.)?
3. The Name of the Airline the person is flying on, (i.e., American, Northwest, Delta, etc.)
4. The Flight # of the airplane.
5. What location the flight last departed from.
6. What is the next destination of the flight?
7. Do they know where the plane is currently located now, (i.e., somewhere over the mountains of Virginia approaching Norfolk)?
8. What is the caller's name?
9. What seat are they in, (i.e., 17-C, 29-F, etc.).
10. Are they calling from a wireless/cellular telephone or an on-board telephone?
11. What is the on-board emergency?

Contact shall be made with Norfolk International Airport Control Tower and the Virginia State Police to begin reporting the event, while the call-taker keeps the caller on the line. It is assumed that any other federal agency (such as NORAD) will be notified by either the Norfolk International Airport Control or the Virginia State Police.

Call Taker should attempt to obtain additional information from the caller by asking the following:

1. *Do you know the intentions of the individual(s)?*
2. If the caller relates the intent is to use aircraft as a bomb or missile, ask: *“Do you know the possible target?”*
3. Maintain contact with the caller as long as possible.
4. Initiate local procedures involving terrorism notification.
5. Ask caller for further details regarding the incident, (i.e., *“Tell me exactly what happened.”*)
6. Advise caller that appropriate agencies are being notified, stay calm, and stay on the phone as long as possible.
7. Ask Sector Staff if they would like the caller conferenced in. If staff response is YES – tell the caller that you are going to conference them in with the military. Advise caller if disconnected they will be called back.
8. If Sector response is NO – continue obtaining information from the caller:
9. *“How many individuals are involved?”*
10. *“Do they have weapons or bombs?”*
11. *“Are they in control of the cockpit?”*
12. *“Are they holding any individual hostages?”*
13. *“Has there been any violence?”*
14. *“Can you tell what language they are speaking?”*

Suspicious Airborne Object or Aircraft

Whenever a call is received about a suspicious airborne object or aircraft, the 9-1-1 Communications Officers shall first screen the call to ensure as best as possible that it is not a “false” report. Obtain the following information from the caller:

1. Name
2. Phone number
3. Location of object or aircraft. (Note: a general location is OK, i.e., over north Exmore). If caller reports an exact address and verification of the address to a latitude and longitude is possible, then relay to Sector Staff.
4. Plane type and FAA ID number on aircraft with description of plane, (i.e., twin engine, single engine)
5. Ask direction and heading

6. How high is it above the ground? (For caller reference, advise the caller that the tallest commercial ground radio towers are typically 1000 feet)
7. How fast is object or aircraft moving?

Call Taker should attempt to obtain the following additional information by asking the following questions:

1. How many aircraft/objects were there?
2. What did the aircraft/objects look like?
3. If an aircraft, ask the following:
 - a. Was it a plane or a helicopter?
 - b. High wing or low wing? (High wing: wing above fuselage, Low wing: wing below fuselage)
 - c. What color was it?
 - d. Did it have jet or propeller engines?
 - e. How many engines did it have?
 - f. How big was it?
 - g. Did it have any distinguishing marks? (Name on fuselage, tail number, stripes, etc.)
4. What time did you observe it?
5. What was the aircraft/object doing that was suspicious?

Note: If, after obtaining the above information and there is a high reasonability of suspicion, then the Virginia State Police should be contacted and conference into the call.

Aircraft Theft in Progress or Just Occurred

The Communications Officer should attempt to obtain the following information:

1. Caller name
2. Phone number
3. Where was aircraft taken from?
4. When was it taken?
5. Aircraft information:
 - a. Was it a plane or helicopter?
 - b. What color?
 - c. Did it have jet or propeller engines?
 - d. How many engines did it have?
 - e. How big was it?
 - f. Did it have any distinguishing marks? (Name on fuselage, tail number, stripes, etc)
 - g. Have you notified any other agencies? (FAA, Airport Tower, Coast Guard, FBI, etc)

Contact the correct NORAD Air Defense Sector and provide them information regarding the theft.

Crop Dusting Aircraft or Other Suspicious Airborne Object

Whenever a call is received for these types of activities, the 9-1-1 Communications Officer should follow these additional procedures:

1. Crop Dusting Aircraft

If Agricultural Spraying is being conducted contact the Norfolk Control Tower and inquire if they are aware of the aircraft. If not, ascertain if they will contact NORAD.

2. Other Suspicious Airborne Objects

- a. Contact the Norfolk Control Tower to determine if they are aware of and have identified the object.
- b. If object is not identified and reason of suspicion is high, notify the Virginia State Police immediately.

H. Suspicious Substance/Package Incidents

Upon the 9-1-1 Communications Officer receiving a report of a suspicious package or substance it shall be handled as a hazardous-material call and dispatched appropriately. The appropriate law enforcement agency shall be notified for response and direction as well.

I. Borderline Calls/Change in Location

Upon the 9-1-1 Communications Officer receiving a fire or EMS related incident and the call happens to fall on the borderline between two or more stations, the 9-1-1 Communications Officer shall dispatch all stations involved at the border.

In the case of a station being dispatched due to poor directions or a significant change in location, from the caller, then the proper station should be dispatched. Should the station that was initially dispatched be closer, then they shall continue their response, in addition to notifying the correct station.

J. Special Response – Location(s)/Incidents

The below location(s) have the following specialized responses:

1. **Accomack Manor Apartments** – 26463 Metompkin Rd, Parksley

Commercial Structure Fire – Six Stations and Two Aerial Apparatus – Stations 7, 6, 8, 9, 10, 4 and Truck 2 and Worcester 100 (Tower 1).

2. **Church Fire**

Commercial Structure Fire – In addition to the appropriate Fire station/EMS station response, the following will be notified (as directed by the incident commander or other field personnel): county Sheriff's Office, Virginia State Police, FBI, and ATF.

3. **Bomb Threats**

A bomb threat is overall a law enforcement incident. Information should be relayed to the appropriate law enforcement dispatch center (generally ACSO, NCSO, or CPD) and they will handle based on their procedures/policies. There is no dispatch of Fire/EMS resources for a bomb threat, unless requested by the appropriate law enforcement agency. It is appropriate to inquire with the law enforcement dispatch center if Fire/EMS resources are needed, following their direction provided. If requested, the dispatch will include one station (one fire and one EMS unless both out of same station).

ACCOMACK COUNTY – If a fire and/or EMS response is requested in Accomack County for a bomb threat, the following procedure will be used.

1. Contact ACDPS Supervisor on duty (DPS 3) via telephone.
2. They will advise on the specifics on how/who to alert/dispatch.
3. If the ACDPS Supervisor is not available, or advises the incident to be alerted based on policy, the following will occur:
 - A. The incident will be entered in CAD using the Hazardous Condition nature code and alerted as a hazardous condition via radio (no mentioning of bomb threat).
 - B. Personnel will be directed to contact the 9-1-1 Center via telephone for additional information. No information shall be given over the radio.

NORTHAMPTON COUNTY – If a fire and/or EMS response is requested in Northampton County for a bomb threat, the following procedure will be used.

1. The incident will be entered in CAD using the Hazardous Condition nature code and alerted as a hazardous condition via radio (no mentioning of a bomb threat).
2. Personnel will be directed to contact the 9-1-1 Center via telephone for additional information. No information shall be given over the radio.

Additional Information – Bomb Threats

1. The EMS response should be to the next available staffed station.
2. Generally the appropriate law enforcement agency will handle notifying the VSP (or other law enforcement agencies), however, if requested, the 9-1-1 Center can assist with notifications.
3. The 9-1-1 Center should be prepared in the event the bomb threat is called directly to the 9-1-1 Center from the suspect. In this case (in addition to immediately notifying law enforcement), we must also gather as much information as possible to help with the investigation. This includes ANI/ALI information, information about the caller, noting exactly what the caller states, any information on the bomb/weapons, and any other information that may be helpful for the law enforcement response. Also, each position has guide-cards (Fire-APCO cards) providing questions and pre-arrival instructions for Bomb Threat incidents.
4. Unless advised otherwise by law enforcement officials, the expectation is for the 9-1-1 Center to transfer third-party callers reporting a bomb threat to the appropriate law enforcement dispatch center; however, a first-party report of a bomb threat (suspect calls) should remain at the 9-1-1 Center and not transferred (with information gathered and relayed to law enforcement) as the potential to lose the caller, create delays, or lose the advantages that 9-1-1 technology provides could occur if the call is transferred.

K. Request for Law Enforcement Response

Upon the 9-1-1 Communications Officer receiving a request for a law enforcement response from field personnel they shall notify the appropriate law enforcement agency and provide the requestor with any necessary information or ETA.

L. Poison Control

Upon request the 9-1-1 Communications Officer shall provide the public with the telephone number to Poison Control. If requested the 9-1-1 Communications Officer shall contact Poison Control for field providers.

M. Emergency Response Guidebook (ERG)

The ESVA 9-1-1 Center will maintain a current copy of the Emergency Response Guidebook and provide information to field personnel upon request.

N. **Red Cross Notification**

The 9-1-1 Center shall, upon request by field units on scene, notify the American Red Cross.

O. **9-1-1 ANI/ALI Data/Verizon Database**

1. It shall be the policy to use the 9-1-1 ANI/ALI data for handling 9-1-1 emergencies only. Performing an "ALI request" is prohibited, unless it is deemed that it is an impending life or safety risk to citizens or field personnel.

2. There are additional resources for obtaining information on wireless and landline numbers located on the ECW phone system. Below is a list of the resources and what information can be obtained:

- Verizon Quick Look* PSAP 2038 - This resource is used to retrieve additional information on Verizon land line phone numbers in an emergency situation.
- Verizon Wireless Emergency - This resource is used to retrieve additional information on Verizon wireless phone numbers in an emergency situation.
- Sprint/Nextel Wireless - This resource is used to retrieve additional information on Nextel or Sprint wireless phone numbers in an emergency situation.
- Cingular Wireless Emergency - This resource is used to retrieve additional information on Cingular wireless phone numbers in an emergency situation.

The telephone numbers to contact the above resources are located on the ECW phone system and CAD Phone Directory.

For all of the above resources, except for Quick Look, they will fax the 9-1-1 Center paperwork to fill out and fax back information related to the request. Generally, the above organizations will walk you through on how the process is done.

THIS IS TO BE USED FOR EMERGENCY PURPOSES ONLY

Q. **Equipment/Information Problems**

In an effort to correct equipment and information issues that occur in the 9-1-1 Center the following forms shall be used to document any problems.

9-1-1 CAD/Radio/Mapping/System Problem Report Form – Should be used to document any issues/problems with any equipment in the 9-1-1 Center or any information/data that is incorrect and needs to be corrected. This includes, but is not limited to: CAD problems, mapping problems/inaccuracies, phone

system problems, or radio system problems.

ANI/ALI Correction Form - Should be used to document any ANI/ALI information that is inaccurate. Complete the form with as much information as possible and forwarded to the 9-1-1 Director. A copy of the ANI/ALI information received should be attached to the form.

Equipment/information problems/issues should continue to be documented in the pass-down log; however, by filling out the forms it will provide a mechanism to attempt to promptly correct any issues.

R. Law Enforcement Channels – Monitor and Use

Local law enforcement agencies channels and SIRS are monitored in the ESVA 9-1-1 Center, when possible. These channels should be used to assist law enforcement agencies when requested or during emergency situations.

Based on the provided authorization of both Sheriff's Offices and the CPD, the ESVA 9-1-1 Center is permitted to use (broadcast) on the ACSO, NCSO, and CPD dispatch channel if needed to affect an immediate law enforcement response (such as time-critical life-safety incident or a public safety officer in a mayday/emergency situation).

S. Supervisory Staff – Consoles

The third and fourth positions (Senior Communications Officer Console) will generally be used by supervisory staff. An exception will be when needed for use by 9-1-1 Communications Officers for call-taking and dispatching (high volume of incidents, four 9-1-1 Communications Officers on duty, etc.).

T. Inspection of Equipment

9-1-1 Communications Officers are expected to perform regular inspections of equipment maintained in the 9-1-1 Center to assure functionality. The inspections will be performed at different intervals and by various 9-1-1 Communications Officers as directed by supervisory staff. Problems with the functionality of equipment should be reported as directed in the specific inspection. (5-15-15) The daily checks (following the checks/inspections required on the form) shall occur at 0700 and 1900 each day with results noted on the appropriate inspection form.

U. Staffing on Dispatch Floor

Proper staffing on the dispatch floor to provide the proper level of service to the public is required. Minimum staffing is at least two Communications Officers (including supervisory staff) on duty from 2000 until 0800 and three Communications Officers (including supervisory staff) from 0800 until 2000.

9-1-1 Communications Officers should be on the dispatch floor in a state of

readiness to answer/dispatch calls as often as possible. It is understood there will be times 9-1-1 Communications Officers will need to leave the dispatch floor (meals, restroom, smoke breaks, etc.), however it must be done with the least amount of impact on the operations of the dispatch floor and there must always be one 9-1-1 Communications Officer on the floor.

The following are required when working the dispatch floor:

- If you will be away from your position, you must inform your partner(s).
- Times off the floor (outside, smoke breaks, meal preparation, etc.) should be limited as much as possible and 9-1-1 Communications Officers must return to their position immediately if needed.
- When there are more than two 9-1-1 Communications Officers working (example – Supervisors on administration shifts) you should coordinate breaks assuring there are always at least two 9-1-1 Communications Officers on the floor. If a break is needed you should ask the Supervisor to relieve you during your break.
- The workload must be shared between all 9-1-1 Communications Officers working. Each person should do their best to share the workload in an appropriate way.

V. Media Inquiries

It shall be the policy of the 9-1-1 Commission to inform the news media, if they inquire, of any major news worthy incidents that may be occurring at the time. However, only the following information may be released: location (the block range, street name, and town/community shall be released), time, nature of incident, departments dispatched (handling the incident), and name of Officer in Charge or Information Officer.

W. Shift Relief/Information to Relay

The Shift Information/Pass-Down Form will be used when shift relief occurs. This information transfer mechanism is designed to provide the necessary transfer of information from the previous shift to the incoming shift. The Shift-Information/Pass-Down Form is a list of the minimum information that needs to be relayed; other information that is pertinent from a shift should be relayed.

X. Shift Sign-In/Sign-Out of Equipment and Programs

9-1-1 Communications Officers shall sign into the CAD, ECW phone system, and RapidSOS at the beginning of each shift and sign out when ending their shift.

Y. Standard Abbreviations

All 9-1-1 Communications Officers are expected to be familiar and use (as needed) the following abbreviations for operations on the dispatch floor.

SOB –	Shortness of Breath	YOF -	Year Old Female
HX –	History	YOM -	Year Old Male
SZ –	Seizure	OD -	Overdose
MI –	Myocardial Infarction	BP -	Blood Pressure
C/O –	Complaint Of	ABD -	Abdominal
POV –	Personal Vehicle	PT -	Patient
CVA –	Stroke	GSW -	Gunshot Wound
N/V –	Nausea and Vomiting	REQ -	Request
LOC –	Loss of Consciousness	AC -	Assistant Chief
ALOC -	Altered Level of Consciousness	DC -	Deputy Chief
ADV -	Advise(s/d)		

Z. Severe Weather Notification – Accomack County Emergency Management

When 9-1-1 Communications Officers receive information indicating severe weather has significantly impacted the Eastern Shore (including heavy incident call volume, injuries, fatalities, or significant damage or power outages from severe weather), Accomack County Emergency Management will be notified, and EOC activation levels can be determined. Emergency Management notification will be in the following order: DPS 3 at 757-710-4001; if no response, notify Public Safety Director at 757-710-4000; if no response, notify Deputy EM Coordinator at 757-710-2101. In addition, the on-call supervisory staff for the ESVA 9-1-1 Center should be notified.

AA. Weather Pre-Arrival – National Disaster Information Center (NDIC)

As needed, weather pre-arrival information shall be provided to callers (for weather events such as flooding, tornados, hail, lightning, and blizzards) using the NDIC link located at each CAD position or using the hard-copy (binder) of NDIC information located at each position. In addition, the hard-copy (binder) has information for earthquakes and tsunamis. If there is any conflict with the instructions/directions in the NDIC cards/link, ESVA 9-1-1 policies/procedures shall be followed.

AB. Administrative Staff Tones – Radio Consoles

As needed, ESVA 9-1-1 staff can use the administrative tones for supervisory personnel (Director, Supervisors, and Senior Communications Officers). The tones are located under the ADMIN PAGERS tab and assigned by name/dispatch number. Prior to using the administrative tones for contact, the cellular and home telephone number of the supervisory personnel shall be utilized. When using the administrative pager tones for a supervisory staff member select the needed pager tone from the page list and after tone is transmitted state,

“Dispatcher ____ contact communications” – When using the ALL ADMIN pager tone, select the pager tone from the page list and after tone is transmitted state, *“Any supervisory staff contact communications”*.

AC. CBBT and Chincoteague Bridge Closing – Transports to Hampton Roads Hospitals - Procedures/Tracking

The Chesapeake Bay Bridge-Tunnel (CBBT) Police Department will be notified, as soon as possible, when any EMS and/or Fire apparatus is utilizing the CBBT (such as, but not limited to, an EMS transport or fire mutual aid incident to Virginia Beach/Norfolk). The notification will serve two purposes; 1. Notifying the CBBT of the apparatus utilizing the CBBT (if any assistance is needed), and 2. Verifying with the CBBT that there are no restrictions and/or closures that may impact the use of the CBBT (this will allow alternate decisions to occur if use of the CBBT is not possible). ---- In addition, the CBBT will notify the ESVA 9-1-1 Center when restrictions and/or closures are occurring that would prohibit the use of the CBBT for travel to Virginia Beach; this will also include notification to the ESVA 9-1-1 Center when such restrictions and/or closures are lifted. ---- It is noted, at the discretion of the CBBT and emergency vehicle personnel, the use of the CBBT may be authorized during restrictions and/or closures based on life-safety needs. * In an effort to track calls from the CBBT indicating the CBBT is closed/restricted, when these notifications occur to the ESVA 9-1-1 Center, they shall be documented as directed by management.

When an EMS unit (ambulance) transports to a hospital across the bay (such as to Virginia Beach or Norfolk), the shortcut labeled “TEMS HOSPITAL...” shall be referred to – Using this website locate the hospital the ambulance is transporting to and pass on the information for that hospital to the transporting ambulance; this includes the diversion status field (open, special diversion, full diversion, closed, or disaster) and the information in the comments section. This information is crucial to assure the ambulance is transporting to the appropriate hospital.

- There may be times when an ambulance on a scene will request the dispatcher to check this information (before a transport).
- Information should be relayed to the transporting ambulance as soon as possible after they advise transporting. Even if the diversion status is “OPEN” and no comments, this information should be relayed to the ambulance.
- As a back-up (if the link on the Internet Computer failed) the Dispatch Floor Cellular Phone has a short-cut to the link on the home-screen, with access to the same information.
- The hospitals listed on the website towards the top will be the hospitals that ambulances generally transport to; with

those towards the bottom being other locations (genially not transported to by ambulances).

- Most hospitals update the website at least one a day or as conditions change at the hospital. The site also self-updates every two-minutes or the REFRESH button can be used to update.

The Chincoteague Bridge will notify the ESVA 9-1-1 Center just prior to the bridge being operated (raised) and once the bridge operation is complete (bridge lowered; normal traffic operations). Upon this notification, if there are any active incidents in the vicinity of Chincoteague Island (involving Fire and/or EMS units traveling on or off Chincoteague Island), the ESVA 9-1-1 Center will advise the Chincoteague Bridge of the incident and request normal traffic operations (bridge lowered) until, based on available information, the bridge can be raised without impacting Fire/EMS response. In addition, upon the ESVA 9-1-1 Center being directed to contact the Chincoteague Bridge (757-336-1281) to advise it remain down (normal traffic) by Fire/EMS personnel, the Chincoteague Bridge will immediately be notified. If requesting the bridge remain open to surface (normal) traffic, the ESVA 9-1-1 Center will keep the bridge operator informed as to the status of the request and immediately notify the bridge operator when it is permissible to open for maritime traffic. *In an effort to track calls from the Chincoteague Bridge indicating the Chincoteague Bridge is closed to surface traffic (bridge open), when these notifications occur to the ESVA 9-1-1 Center, they shall be documented as directed by management.

AD. Cleaning of Work-Area – Dispatch Consoles

Each position shall be cleaned prior to leaving and when arriving for a shift. This includes a general cleaning/wipe-down of the console area and equipment used during the shift.

AE. Dispatch Floor Cellular Phone

A cellular phone shall be maintained on the dispatch floor. The purpose of the cellular phone is the following.

1. Can be used for any cellular related testing (such as wireless checks and text to 9-1-1 checks); removing the expectation to use any personal cellular phone.
2. Can (and should) be used for the public to send pictures/video to for an emergency event/incident if ever needed and until technology allow this to occur using the 9-1-1 telephone system; removing the expectation to use any personal cellular phone.
3. Can (and should) be used for those instances where establishing a text message conversation with an emergency caller may be needed (such as

someone with a weak battery but can still message or someone with no signal for a telephone call, but can message). The current text to 9-1-1 solution will not allow an outgoing message without a received text 9-1-1 call initiating the dialogue.

4. The telephone is configured to receive National Weather Service (NWS) watches/warnings for Accomack and Northampton counties. It will make an audible noise when a message (really any text message) is received. This is another layer to assure the dispatch floor receives NWS watches and warnings for our region.

5. If needed, such as a catastrophic wire-line telephone failure (in other words regular phone do not work), this could serve as an emergency back-up (assuming the wireless networks were still functional).

6. The expectation is to answer the telephone if it rings, review the message if it indicates a message is received and then act as needed depending on the information provided (if any).

7. Other comments/expectations – 1. This number is not for the public (should not be provided unless during an emergency event/incident), 2. The cellular phone should be used only for official 9-1-1 Center business, 3. No configuration changes/applications added to the cellular phone without authorization from supervisory staff of the 9-1-1 Center, 4. The cellular phone should remain in its predetermined location between Position I and II (on the dispatch floor) and the charger should not be removed, 5. As with any device connected it will occasionally received a telephone call/text message that is an incorrect number (just answer it if rings/makes a noise to determine if someone may need assistance), 6. Although would expect to print any official messages from the phone (for documentation), the telephone conversation is not recorded.

8. The cellular phone is part of the daily checklist – To check its functionality and battery power (if below 50%) it should be charged for a period until at 100%.

AF. Caller Information Released – Incident Information

Information related to the caller (of an incident), including their name, phone number, location where they called 9-1-1 from (such as a wireless 9-1-1 call), or any other specific information about the caller shall not be released (including to Fire/EMS officers), with the following exception: if during a Fire/EMS incident, caller information (name, number, location, etc.) will assist in locating the emergency or mitigating the incident, the information may be released.

Requests for information about callers, such as indicated above and not needed during the emergency response, shall be referred to the 9-1-1 Director or in their absence other supervisory staff..

Law enforcement personnel, as needed for investigations, can be provided needed information related to incidents both during and after an incident.

AG. NENA Database – Dispatch Floor

There is a short-cut on the shared internet computer for NENA PSAP Database. This database allows the 9-1-1 Center to obtain phone numbers of other PSAP's quickly and accurately during emergency situations/transfers. User name and password are provided on the dispatch floor. The National PSAP Registry (database) allows a PSAP to effectively obtain the contact information of a PSAP in another country or state when it receives an emergency call involving another jurisdiction.

AH. Belle Haven Tower Site

When the 9-1-1 Center receives a call from an individual indicating they are accessing/entering the Belle Haven tower site (on Merry Cat Road in Accomack County), the only action needed is to acknowledge the individual (no need to log anything or make any notifications). The same would apply for individuals calling and advising they are leaving the site.

AI. Requests for Medical Advice without Dispatch

Occasionally, the 9-1-1 Center receives calls from individuals that are driving to the emergency room with a patient or are requesting medical advice pertaining to an active medical emergency, but refuse response from emergency services. When this occurs, the dispatcher should do their best to encourage the caller to allow the dispatch of an ambulance to their location or a designated meeting location. The dispatcher should offer EMD (Pre-Arrival Instructions), if applicable, to the caller and explain that an ambulance can be sent without expectation to transport to the hospital unless needed/wanted. If the caller is driving, make sure the caller is aware that you can send a unit to intercept them to help minimize delays in transport. Callers who are traveling should be advised to do so safely.

If there are indications that the patient is in significant distress (not breathing, agonal respirations, childbirth, etc.), even if the caller has refused an ambulance, the dispatch of the closest appropriate station should occur. The ambulance should be dispatched to the patient's location, if known, or in an attempt to intercept the patient should they be traveling and their current location is known. Make sure that you let the caller know that the unit is being dispatched and inform the caller why you believe it is necessary that they meet the ambulance you are sending. Example: If the caller indicates that the patient is not breathing, you would tell the caller that the ambulance crew have training and equipment that can potentially save the patient's life. It will remain the decision of the caller to stop or continue to the hospital.

Generally, the caller should not be transferred to the hospital unless they specifically request to be transferred. The transfer should only occur after the

caller has been encouraged to allow an ambulance to be dispatched. Calls should be transferred to the main hospital number, unless there were indications that the patient was in significant distress, in which case it is appropriate to transfer to the Emergency Room line if requested. If the caller refuses to stop, the dispatcher should stay on the line with the caller (call volume/caller cooperation pending). The receiving hospital should be contacted and made aware that the patient is enroute to their emergency room. If connection is lost with the caller the dispatcher should attempt at least two call backs and, should connection not be re-established, the dispatcher shall verify with the receiving hospital that the patient has arrived.

AJ. ISO* Fire Report Requests

Any requests made by ISO for fire reports or other fire department data/information related to the performance of the fire department to compare against the ISO standards to determine property insurance rates, should be referred (or the 9-1-1 Center can gather the requestor's information and provide to the appropriate fire-officer to contact) to the specified fire department that ISO is requesting reports for. **An ISO fire rating is a score provided to fire departments and insurance companies by the Insurance Services Office*

A. Controlled Burns

Upon the 9-1-1 Communications Officer receiving a report of an authorized control burn, they shall document the information in the CAD Advisory List. Callers are not permitted to report a controlled burn more than one hour prior to burning. No information regarding a controlled burn shall be entered into the CAD Advisory List unless the burn will occur within the hour of reporting. When a controlled burn is reported, the 9-1-1 Communications Officer shall obtain the following information from callers: location of the open-burning, expected starting and ending time, name of responsible person conducting operation, and a contact telephone number. This information will remain in the CAD until the control burn is completed. The 9-1-1 Center will perform daily status checks, usually around 1000 hours, workload permitting, to verify all previously listed control burns by contacting the contact information provided for the location of the control burn. If the 9-1-1 Communications Officer is unable to establish contact with a responsible party (to verify if the control burn is completed or not) after three attempts (days) the following shall occur:

Accomack County Location (except Chincoteague) – Notify the Shift Supervisor (DPS 3) and have them visit the location and report back to the 9-1-1 Center the disposition (note this action and any other pertinent information in the CAD).

Northampton County Location – Provide (print) the control burn information from the CAD (under advisories using the report option) and forward to the 9-1-1 Director for follow-up/disposition. If the 9-1-1 Director is unavailable, the Northampton County Sheriff's Office can be contacted for assistance in verifying the control burn.

Control Burns on Chincoteague – 1. When an individual calls the 9-1-1 Center providing control burn information, they will be asked if they have contacted the Chincoteague Police Department to have the required inspection/approval completed, 2A. If their response is they have completed the required inspection/approval, the 9-1-1 Center will receive and log the control burn information (like other control burns in the counties), 2B. If their response is they have not had the required inspection/approval completed, they will be directed to contact the Chincoteague Police Department (for the needed inspection/approval) and re-contact the 9-1-1 Center with the control burn information after the inspection/approval is completed and prior to burning, 3. After the control burn is extinguished, individuals are required to notify the ESVA 9-1-1 Center (as for other areas) of the burn being complete; once notified a control burn is extinguished/complete on Chincoteague, the Chincoteague Police Department shall be notified as well.

As needed, and as if done for other control burns in the counties, the 9-1-1 Center will contact the caller directly (individual burning) to verify a control

burn is extinguished and if unable to verify after three days, the Chincoteague Police Department shall be notified/contacted to verify the control burn is extinguished.

When asked by citizens for information related to open-burning regulations the appropriate appendix in this Communications Manual should be used as a reference (if available). If additional information is needed or requested by the caller (related to burn regulations) the Communications Officer should refer them to one of the following sources (if necessary, obtain their contact information to relay): A. Accomack County – On-Duty DPS Supervisor (DPS 3) using the following process - 1. Business Hours (Mon-Fri) – Refer to Department of Public Safety, 2. After Hours/Weekends – Refer to Department of Public Safety through Shift Supervisor on duty, or if not a Shift Supervisor on duty, to the Director of Public Safety, 3. If unable to contact a representative from ACDPS, the appropriate fire officer for the district will be contacted for direction --- B. Northampton County – affected station's officer, the Northampton Sheriff's Office, or local town police. The Department of Forestry may also be utilized to provide additional direction or information.

The following incorporated towns do not permit open burning (with exemptions permitted): Parksley, Onancock, Onley, and Cape Charles.

Providing a mechanism to track control burns for a period of time after they have been cleared/extinguished, the following will occur.

- Control burns shall be entered as ACTIVE in the CAD system (when called in).
- When a caller advises the control burn is complete, the control burn will be changed to CLOSED (this will remove the control burn from the active list, but not delete the control burn).
- After any addition/modification to the control burn log, it shall be verified (by re-opening the entry).
- ESVA 9-1-1 Center supervisory staff will review the control burn logs on a regular basis (weekly) and clear any closed control burns that have been closed for greater than a week.

B. Classification of Incidents

Upon the 9-1-1 Communications Officer being notified (by the appropriate fire or EMS personnel or as determine by 9-1-1 Center personnel) that an incident needs to be reclassified from its initial classification it will be done. This change will also be noted and explained in the narrative/notes section of the CAD for the incident.

C. Tracking of Response Times - Fire and EMS Apparatus

EMS INCIDENTS – EMS APPARATUS

The 9-1-1 Communications Officer shall track all necessary times for all EMS vehicles related to an incident response. These times include, but are not limited to the following: received, dispatch, responding, on-scene, to the hospital, at the hospital, clear the hospital, and in quarters. Upon a unit marking in station, it shall be cleared from the CAD with the appropriate disposition code.

FIRE INCIDENTS – FIRE APPARATUS

The 9-1-1 Communications Officer shall track all necessary times for each station related to an incident response. These times include, but are not limited to the following: dispatch, first apparatus responding, first apparatus on-scene, last unit to clear scene, last unit in quarters.

EMS and Fire Units marking “returning” versus “clear and/or available” – 1. When Fire and EMS units use the term “returning” (or something similar such as “returning to station” or “leaving the hospital” then, as normally occurs, the unit should be logged (in the CAD) as returning to quarters (RET QTR button) with the expectation they will mark back in-station to be cleared from the incident -- 2. When Fire and EMS units use the term “clear” or “available” or “clear/available” (or something similar showing they are clear the incident all-together, then the unit should be cleared from the CAD (CLEAR button); this will allow the unit to be removed from the incident with no expectation to mark back in-station.

Although the tracking of times for all apparatus from each station is not required the 9-1-1 Communications Officer shall know the status of all apparatus and relay this information to field personnel upon request. Upon a unit marking in station, it shall be cleared from the CAD with the appropriate disposition code.

If there is a discrepancy in any time reported by the ESVA 9-1-1 Center to field personnel/stations (field responder feels time(s) are inaccurate) it shall be handled as follows: 1. the 9-1-1 Communications Officer will direct the field personnel to contact their Supervisor or other appropriate Station officer, 2. The station/agency supervisor/officer shall contact the ESVA 9-1-1 Center and discuss the matter with supervisory staff for resolution (if no supervisory staff is on duty a message shall be obtained and forwarded, however if the matter is urgent the on-call supervisory staff of the 9-1-1 Center shall be immediately contacted), 3. If needed, appropriate corrections to response times shall be made by supervisory staff.

THE ABOVE PROCEDURE SHALL NOT APPLY WHEN THERE IS NO DISCEPANCY WITH THE TIME(S) AND A CAD CORRECTION FORM IS USED (the 9-1-1 Communications Officer and field personnel agree a time in the CAD is inaccurate (and is supported by documentation, such as radio/telephone traffic on logging recorder equipment)) and it will be changed utilizing the CAD Correction Form). A field unit/personnel requesting to alter a time, without legitimate reason shall not occur, and shall only occur with necessary documentation supporting such modification, such as radio/telephone traffic

on logging recorder equipment.

A list of CAD corrections occurring shall be provided to each county on a regular basis by the ESVA 9-1-1 Center to assure all agencies are aware of modifications made to original CAD data/information.

It is field personnel/unit's responsibility to verify the communications cycle is complete. When engaging in radio traffic (such as marking responding on on-scene) the cycle is complete with an acknowledgement from the ESVA 9-1-1 Center. Without this acknowledgement the message should be repeated until acknowledged. It is understood there may be radio infrastructure issues with field equipment and radio system equipment and well as times when (due to call load in the 9-1-1 Center) an immediate acknowledgement from the 9-1-1 Center may not occur. This is why it is imperative for field personnel/units to have acknowledgement from the 9-1-1 Center after radio transmissions.

D. Tracking of Response Times–Staging, Posting of Apparatus, and Patient Contact

Upon the 9-1-1 Communications Officer being advised of an apparatus staging (waiting for law enforcement to declare the scene safe) the time will be recorded as the on-scene time. The time the apparatus actually arrives on scene will be noted in the notes section (CAD) or comments section (incident card) of the incident.

When apparatus (fire and EMS) is requested to stage/post in an area (or at a station), or automatically advise they are moving/posting, for coverage (such as during heavy call-volume periods), the 9-1-1 Center shall assign the dispatched station using the POST nature code in the CAD to the area in which they are posting.

Anytime an Accomack County EMS station is requested to post/move-down to a Northampton County station, DPS 3 shall first be notified. If DPS 3 is unavailable, then DPS 1 shall be notified. If neither DPS 3 or DPS 1 are available, then the request shall be honored by the 9-1-1 Center.

If an EMS crew advises "*patient contact*" time, select OTHER, then CODE, then ARPT (arrived at patient" OR can type ARPT on the command line – This will place a time-stamp in the notes of the CAD (for that incident) of when patient contact occurred. If an EMS crew does not advise anything about patient contact, then no action is needed (which occurs on most EMS incidents). Reminder, whenever you have radio communications with an on-scene EMS crew the ten-minute safety check timer should be reset. ** To properly document the patient care time in the CAD, use the ARPT time-stamp, not just typing in the notes section (as will not provide the same time-stamp).

E. Multiple Incidents – Same Location

The determination of whether multiple incident numbers should be generated from multiple patients at the same location rests with the type of incident (nature/event). If the multiple patients are generated from the same event, the same incident number shall be used. The best examples for this case are MVA's or a fire with multiple burn/smoke inhalation victims. If the multiple patients are generated from different events at the same location, different incident numbers shall be used. The best example for this case is an incident from a nursing home for two patients (perhaps one with an injury from a fall and another with breathing difficulty – unrelated but at the same location).

Ultimately the 9-1-1 Communications Officer will have to make a judgment call as to whether the incidents are two unrelated EMS events (at the same location) or related to the same incident.

F. Assignment of Incident Numbers – Non-Dispatched Events/Incidents

Upon the 9-1-1 Communications Officer receiving a request to generate an incident for a non- dispatched/non-traditional event/incident (stand-by, fire prevention event, drivers training, scheduled controlled burns conducted by the fire department, etc.) the request shall be honored and handled as follows.

1. A CAD incident will be generated using the OTHERF (fire apparatus) or OTHERE (EMS apparatus) nature code (Non-Dispatch/Non-Traditional Incident), assigned directly to the appropriate unit, and cleared using the COTH (Completed-Other) disposition code. The incident can be immediately cleared (creating a record in the CAD) or in the active units' window in the CAD (creating a record in the CAD after the event is cleared), based on the type of incident/if unit is still on event.
2. This will allow these incidents to be documented in the CAD and assigned an EVENT NUMBER, however will not be assigned a REPORT/INCIDENT NUMBER.
3. If a traditional incident occurs (such as an EMS incident (injury) occurring at a standby event (football game or a scheduled controlled burn conducted by the fire department), the apparatus (even if a non-transport unit or support unit) shall be cleared from the OTHERF/OTHERE event and assigned to the new traditional incident created for the actual EMS/Fire incident (if appropriate, the unit can be reassigned to the original OTHERF/OTHERE event after the EMS/Fire incident has cleared).

Dispatched incidents and traditional incidents (normal calls for service) shall be entered into the CAD system as a traditional incident using the appropriate nature code and tracked as such. If there is a discrepancy on if an

event/incident should use the OTHERF/OTHERE nature code or a traditional nature code, 9-1-1 Center supervisory staff shall be consulted.

G. Disposition Codes

Upon the 9-1-1 Communications Officer clearing a unit/station from an incident the appropriate clear code shall be used indicating the correct disposition of the unit/station related to the incident (handled call, back-up assist, transport, patient refusal, etc.)

The primary unit needs to be a unit from the first due station, however if a unit from the first due station does not respond or responds after the next due is dispatched, then the unit that responds and handles the incident is the primary unit.

H. Out-of-Service/In-Service Apparatus

Upon the 9-1-1 Communications Officer being notified of apparatus out-of-service or in-service this shall be noted in the CAD (and other locations as directed) and announced as a general announcement on the dispatch channel. * See Chapter 14

I. Alpha-Paging (Text) – CAD Incident Information

When an incident is dispatched in the CAD, a text message is transmitted (using a cellular/pager provider) with incident information. This information should not be used as the primary source for incident information. This feature is dependent on cellular providers and information can change from initial entry; also, there is no back-up system for these notifications (as with components of the radio system). Field personnel should use (rely) on radio communications as the primary source of information. In addition, it should be understood that the CAD information transmitted to text messages, does not include pertinent information, such as scene security information and/or changes occurring after the dispatch of an incident.

If a station is dispatched in the CAD, however not via radio (such as when a station marks responding just after the next due is dispatched in the CAD); in addition to an announcement to disregard for the non-dispatched station to the incident via radio a CAD text message will be sent to the station with the same information.

The beginning of the CAD message from the ESVA 9-1-1 Center will show *ESVA911* (showing where the message originated) and the following telephone number will show – 844-981-0242 (may be useful for device programming).

The CAD system has the capability to send a mass text message to members of the regional Haz-Mat Team. The feature should be used as directed by Haz-

Mat Team staff.

When processing mutual aid calls, generally from Worcester County or another agency outside of our primary area, the station being requested will be dispatched on the call in the CAD. CAD texting is connected to the station icons in our CAD system; therefore, the station icon must be placed on the call to generate a CAD message to the field. While we encourage field providers not to rely on CAD paging as their primary source, it is a means of enhanced call notification that field personnel have come to depend on. Once the station icon is added to the CAD call, the unit(s) requested can also be added to the call and the station icon can be cleared, or the units can be exchanged with the station after they respond to the call.

J. CAD Record – Significant Event

Occasionally significant events occur where Fire/EMS dispatch or transfer to law enforcement does not occur, and we generally have no formal record of the event. In an effort to provide a venue to track these types of incidents and have a record of the event, the following should occur (when needed) to create a record in the CAD:

1. Choose New Event, 2. Enter the location of the incident or the address to the ESVA 9-1-1 Center (23201 Front Street) if the incident location is unknown/not available, 3. Use the nature code – INFO for the incident classification (listed under ALL), 4. After incident is created send to Open Calls window (should not allow a dispatch to a station) and track the information/times related to the incident using the Add Remarks/Notes tabs, 5. Once the incident is concluded the call should be canceled using the cancel disposition of INFO (Informational only-No dispatch), 6. No other action should be needed after the call is canceled and there should be a record of the event/notes in the CAD if needed

This procedure will be used infrequently, however should be used for any event (that does not have a Fire/EMS incident created or transferred to a law enforcement agency) considered significant and is appropriate to track in the CAD. If this procedure is used a Supervisor should be notified and it noted in the pass-down.

K. Mutual Aid – Nature Code Use

For consistency in CAD records, the nature code F1MUT (Fire - Mutual Aid) should be used for fire-related incidents occurring outside of our dispatch area (such as mutual aid requests from Worcester); however, the appropriate EMS nature code should be used for medical-related incidents outside of our dispatch area (such as mutual aid requests from Worcester) and will require the dispatching of requested units/stations.

L. CAD Resource Monitor (CRM)

The CRM is available at other locations (such as county emergency management and secondary dispatch centers (allowing access to some CAD data such as mapping and report information). Issues related to CRM use at other locations should be reported to management of the 9-1-1 Center.

M. Dry Hydrant Map Layer

The CAD mapping includes a layer noting the location of dry-hydrants in both counties (based on information from the appropriate fire-stations). This layer should be used as needed to assist field personnel/units with locating dry-hydrants.

N. Tracking Units Out of Service

In addition to tracking units out of service/back in-service in the CAD (using the right-click OUT OF SERVICE and AVAILABLE option), units out of service shall be tracked using the spreadsheet located on the dispatch floor (staffing computer).

O. Group Messages – Law Enforcement

Some of our local law enforcement agencies have a group message configured in the CAD paging system (example Accomack Sheriff's Office). This allows a CAD message to be sent to all law enforcement personnel configured in the system. These groups shall be used when requested/directed by law enforcement personnel (such as notifying all staff of a high priority incident).

P. United States National Grid

Maintained in CAD mapping (map toolbar, icon with two arrows in a circle with dots in the middle), the UTM Coordinate converter will provide coordinate and National grid information, as needed.

Q. Freedom CAD Application

Field personnel/units utilize the Freedom application (a component of our CAD system). Freedom allows the data/information from the CAD system to be available to field personnel and well as allowing two-way communications between our 9-1-1 Center and field personnel; using an IOS (apple) or Android device.

APPENDIXES

APPENDIX A	ALARM DISPATCH DIRECTORY
APPENDIX B	AIR AMBULANCE GIUDELINES/AUTO-LAUNCH (10-5-10)
APPENDIX C	CALL HANDLING EQUIPMENT – M-ECW INFORMATION
APPENDIX D	MED CHANNEL OPERATIONS (RSMH)
APPENDIX E	HIGH IMPACT STORM RESPONSE PROCEDURES (10-5-10)
APPENDIX F	INTERIM RADIO RECOMMENDATIONS AND GUIDELINES (10-5-10)
APPENDIX G	TELEPHONE OUTAGE NOTIFICATION (12-31-13)
APPENDIX H	EMS STAFFING SPREADSHEET – DISPATCH FLOOR (12-31-13)
APPENDIX I	ACDPS – RESPONDER EMERGENCY GUIDELINES (12-31-13)
APPENDIX J	EASTVILLE SITE – TELEPHONE NOTIFICATIONS (9-1-1) (5-15-15)
APPENDIX K	ACTIVE SHOOTER INCIDENTS (5-15-15)
APPENDIX L	PROCESSING TEXT TO 9-1-1 CALLS (5-10-16)
APPENDIX M	EMD CALL PROCESSING EXPECTATIONS/REVIEW FORM (2-19-2020)
APPENDIX N	MASS CASUALTY INCIDENT (MCI) RESPONSE PLAN (2-19-2020)

APPENDIX A

(7-9-2020) ALARM DISPATCH DIRECTORY

FIRE INCIDENTS

Brush Fire – 1 Station
Carbon Monoxide Incident – 1 Station
Electrical Equipment Fire – 1 Station
Explosion (no fire) – 1 Station
Field Fire – 1 Station
Hazardous Condition – 1 Station
Hazardous Material Incident – 1 Station
Fire Investigation – 1 Station
Marine Boat Salvage – 1 station
Motor Vehicle Accident – 2 Stations (ambulance also dispatched)
Person on Fire - 1 Station (ambulance also dispatched)
Public Service – 1 Station
Fire Recall – 1 Station
Fire Standby – 1 Station
Smoke Call – 1 station
Spill/Leak – 1 Station *
Trash Fire – 1 Station
Tree Fire – 1 Station
Vehicle Fire – 1 Station
Farm Machinery Fire – 1 Station
Woods Fire – 1 Station
Boat Fire – 2 Stations (Hazardous Material team and US Coast Guard notified, if requested)
Marina Fire – 2 Stations (Hazardous Material team notified)
Airplane Incident – 3 Stations and notification to VSP (Hazardous Material notified, if requested)
Fire Alarm (residential, commercial, other) – 2 stations
Residential Fire – 3 Stations **
Working Residential Fire – 5 Stations
Commercial Fire – 4 Stations (includes dispatch of closest ladder-truck)
Working Commercial Fire – 6 Stations (includes dispatch of closest ladder-truck)
Train Incidents – 3 Stations (Hazardous Material team notified, if requested)

*. Fuel/gas leak/spill inside a structure is a single station alert.

** A chimney fire will generally be a Residential Fire alert (caller reporting sparks or flame coming from chimney); however, if a caller reports a chimney fire that has fire extending into the structure from the chimney, would be a Working Residential Fire.

Structure Fire Nature Codes are classified into a normal (not working) and working fire nature codes. A working residential assignment (callers providing information indicating the likelihood of a working fire (sees fire, heavy smoke showing, explosion with fire, etc.)) will generate a five fire-station response and closest staffed EMS station) – A normal (not working) residential assignment (callers providing information the likelihood the fire is not working (investigate fire out, odor of smoke, electrical problem, light smoke showing, etc.)) will generate a reduced residential assignment (three fire-stations, no EMS response unless injuries reported) ---- A working commercial assignment (callers providing information indicating the likelihood of a working fire (sees fire, heavy smoke showing, explosion with fire, etc.)) will generate a six fire-stations response, closest staffed EMS station, and closest ladder-truck – A normal (not working) commercial assignment (callers providing information the likelihood the fire is not working (investigate fire out, odor of smoke, electrical problem, light smoke showing, etc.) will generate a reduced commercial assignment (four fire-stations, no EMS response unless injuries reported, and closest ladder-truck). It is noted sometimes the initial dispatch will be incorrect (based on the information from callers) – There will be incidents dispatched as a working fire that upon arrival of fire personnel are not working fires and incidents dispatched as non-working fires that upon arrival of fire personnel are working fires; field personnel/officers continue to have the latitude and responsibility to add/delete from fire responses as needed. If an incident is dispatched as a normal (non-working fire) residential or commercial fire and later information from callers indicate the likelihood of the incident now being a working fire, and there are no units/personnel responding (to ask for direction) the incident should be upgraded to a working fire assignment; if there are units/personnel responding the additional information should be provided to the appropriate unit/personnel for direction on upgrading the assignment. Any time an assignment is upgraded to a working fire or from a residential assignment to a commercial assignment, the Communications Officer shall assure, in addition to the correct number of fire-stations alerted, that the appropriate EMS response and any other needed resources (such as a ladder-truck response for commercial fires) occurs. If an incident is dispatched as a working residential or commercial fire and later information from callers indicate the likelihood of the incident not being a working fire, this information should be broadcast to field personnel and the incident should continue with the initial alert/paging with the appropriate unit/personnel providing direction on any reductions/cancelations in the response.

ADDITIONAL INFORMATION/EXAMPLES –When processing the incident, will need to make a decision (based on the information provided from callers) if appears to be a working fire or not a working fire. If a caller reports information

indicating a working fire (heavy smoke showing, fire visible, explosion with fire, or other criteria indicating more than likely will be an active fire requiring a significant amount of firefighters/apparatus) it should be alerted as a working fire; numerous reports (from different callers) of a structure fire would also be an indication of a working structure fire. If a caller reports information indicating the fire is more than likely not a working incident (fire out, sparks from appliance/outlet, odor of smoke/burning, electrical problem, or other criteria indicating more than likely not a working fire) and will be more of an investigation of the structure it should be alerted as a normal (non-working) fire. Examples – 1. Caller reports they rode by a house and saw heavy smoke coming from windows/roof – Alert as working residential fire, 2. Caller reports they woke up and smell something burning in their house (does not see fire) – Alert as non-working residential fire, 3. Caller reports they have sparks coming from an outlet at a store – Alert as non-working commercial fire, 4. Caller reports their stove is on fire (sees fire) in their kitchen – Alert as working residential fire, 5. Caller reports their toaster was on fire, but believe is now out – Alert as non-working residential fire, 6. Caller reports believes they see smoke coming from a restaurant they just passed – Alert as working commercial fire (this one could go either way, but think appropriate to dispatch on side of caution with working fire assignment); if alerted as non-working fire and then started to receive other reports from callers of smoke coming from the restaurant, should be upgraded to working fire assignment. Whatever information you have should be provided to field personnel/units; they then have the responsibility for making decisions related to response (such as adding/canceling stations/units). **Any time there is information provided that they may be injuries, even if not a working fire, an EMS response must be generated and dispatched.** There will be times where the actual incident turns out to be different, if this occurs ask command (or other appropriate officers/units) for direction, such as whether to upgrade to working fire (adding stations/EMS response) or cancel stations/units. You can only base the initial dispatch on what you know (from callers), once units/officers are responding provide them the information you have and if question (direction is needed) request it from them.

NOTES AND EXCEPTIONS:

(1) In all cases, the company in the district where the incident occurs will be alerted as the primary response agency. Unless otherwise specified, the next closest companies will be alerted to fill the multiple assignments.

(2) Where alarms are specified as one company responses in the area shared by Stations 14 & 15, both companies will be alerted as if they were one company. The same will apply in the area shared (dual dispatched) by Stations 17/16 and Stations 10/12.

(3) In District 21 (Tangier), multiple assignments (fire and EMS) are not applicable.

APPENDIX B

(1-14-19) Air Ambulance (Medivac) Dispatch Guideline and Auto-Launch Criteria

Purpose

To promote the consistent deployment of the appropriate air ambulance through the Eastern Shore of Virginia and decrease flight response times and overall travel times for seriously injured patients. Additionally, this policy provides other needed information to field and 9-1-1 Center personnel relating to air ambulance requests and auto-launch guidelines for the ESVA 9-1-1 Center.

Auto-Launch Guideline

Three air ambulances primarily serve the Eastern Shore of Virginia – Maryland State Police (Trooper 4), Nightingale, and Life Evac III. “Auto-Launch” will be initiated by the Eastern Shore of Virginia 9-1-1 Center when meeting the criteria below (based on information received about the incident). Additionally, field personnel will have the discretion to initiate a launch based on dispatch comments and patient information.

- (1-14-19) Vehicle accident with confirmed entrapment (See Chapter 13, Letter O) with the following patient criteria (from an individual on-scene with the patient or patients): 1. Unconsciousness, 2. Ineffective breathing, 3. Penetrating head, neck, torso, shoulder, or groin injury, 4. Complete amputation of hand, arm, foot, or leg. Callers driving by an accident (MVA) and providing information such as, but not limited to, “people are still inside the vehicle” or “I do not know if anyone is trapped, but it looks bad” will not generate an auto-launch of the closest medivac. Credible information must be provided by a caller at the accident (MVA) and with the patient or patients to generate an auto-launch.
 1. When processing an accident with confirmed entrapment and receiving information the above patient criteria is met, the ESVA 9-1-1 Center will contact the appropriate air ambulance and request an “auto-launch”. The appropriate air ambulance will be determined using pre-determined response maps (based on response of the closest resource). This information (map) will be maintained at the ESVA 9-1-1 Center.
 2. The ESVA 9-1-1 Center will give dispatch (for the air ambulance) an approximate location of the incident. Incident command and/or landing-zone groups will confirm the landing zone location as soon as they are established.

3. At this time, the air ambulance will check weather conditions, conditions of the aircraft and launch, if available. If not available, field personnel will be advised and an alternate air ambulance will be notified only if specifically requested. If dispatched, an ETA should attempt to be obtained.
4. The ESVA 9-1-1 Center will advise responding units of the “automatic launch”. *EXAMPLE – “All units responding to the MVA in Eastville, Nightingale has been auto-launched per protocol”.*
5. Upon the arrival of a trained and qualified EMS provider or other appropriate field personnel, they will assess the situation and report a size-up of the scene to the responding units. If it is determined injuries are not life threatening, they will have the autonomy and responsibility to notify ESVA 9-1-1 Center to cancel the air ambulance response. If the air-ambulance auto-launch is later canceled the air-ambulance will return to its base without any questions or financial restitution. However, if the air ambulance is still requested, the Eastern Shore Center 9-1-1 Center will provide the air ambulance dispatcher with further detailed information provided by on-scene personnel. The ESVA 9-1-1 Center will notify command that the air ambulance is enroute and provide an ETA. Once it has been determined the aircraft is needed and will continue response, aircraft operations and communications will continue as with other air ambulance missions.
6. Instances where field personnel/units arrive on scene of a motor vehicle accident (where no entrapment was dispatched and/or auto-launch patient criteria was not met and auto-launch was not initiated) and advise entrapment with significant injury; the launch of a medivac will be at the discretion of the on-scene personnel.

Other Expectations (NOT SPECIFIC TO AUTO-LAUNCH INCIDENTS)

1. If any air-ambulance is unable to accept the mission due to weather conditions, all other agencies notified for a request must be provided this information. *EXAMPLE – If Nightingale is unavailable due to weather conditions, then Trooper 4 or Life-Evac III should be told of this when the request is made to them.*
2. The ESVA 9-1-1 Center will verify the air-ambulance is launching from its normal launch location (if not responders will be advised and the request altered if needed).
3. If multiple air-ambulances are responding to an incident, all involved air-ambulance dispatch centers will be advised of the names of the air-ambulances responding to the incident. *EXAMPLE – MVA where two air-ambulances are responding (because there are two patients entrapped*

with significant injuries) – Both air-ambulances need to be told the names of the other helicopters dispatched to the incident.

4. Communications between the 9-1-1 Center/field units and helicopter transports (air ambulances) will utilize Channel 11 (Tactical Operations 1) or Channel 12 (Tactical Operations 2). The dispatch channels will serve as a back-up/safe channel for communications. The appropriate channel information, including frequency and PL code will be provided to the HELO dispatch center upon notification. The 9-1-1 Communication Officer shall track all helicopter resources in the CAD as other fire and EMS apparatus. When a helicopter is requested and a fire response is not already part of the incident then a fire response should be dispatched to handle the landing zone. If a request is made for a helicopter and a fire response is already part of the incident the 9-1-1 Communications Officer should inquire from the incident commander if any additional dispatch is required to handle the landing zone. *Exception: Incidents at Riverside Shore Memorial Hospital (unless a specific request is made for additional resources).*
5. If the incorrect air-ambulance is requested (based on established response districts maintained in the 9-1-1 Center) by field personnel, the ESVA 9-1-1 Center will advise the individual of this and request direction. Ultimately, the requests of field personnel shall be honored.

General Guideline – Requesting Air-Ambulance Response

The following is the standard for information provided when a request to launch is made:

Auto-launch situations may include some information being provided once units/personnel are on scene.

- Name and agency of the requestor, including contact number
- Location (address, cross-streets, or pre-designated landing zone) *
- County (including town or community the incident is located in)
- Location/address of landing zone and ground contact (for unit handling landing zone) - If appropriate, the closest reference point location will be provided
- Radio channel and frequency (including PL code) being used for communications (using channel 11 first and channel 12 as alternate) – Channel 11 – 154.220 with a PL code of 123.0 and Channel 12 – 155.355 with a PL code of 186.2 --- Fire-EMS Dispatch (F1) can be used as a last resort for communications, if needed

- Type of incident (nature) and patient information, if relevant and provided
- Total number of patients transported by air and patient weight, if relevant and provided

If all information is not available a dispatch should not be delayed, rather the ESVA 9-1-1 Center should provide the additional information when it is received (for example the landing zone information may not be known during the initial request).

* All three helicopter dispatch centers have indicated GPS coordinates will be accepted and are beneficial, although not required (some will verify any coordinates that are provided). 9-1-1 Communications Officers should provide GPS coordinate information (in addition to the appropriate physical address) using formats in the CAD.

Other Air-Ambulance (HELO) Information

1. Response maps (for the three air ambulances) include Trooper 4 only being permitted to deploy thirty (30) miles from the Maryland state line (unless an extraordinary situation/incident exists).
2. In general, air-ambulances should not be placed on stand-by, rather requested to launch and respond. They can and shall be canceled if later determined to not be needed.
3. The ETA (estimated time of arrival) for the arrival of air-ambulances shall include the overall time (including preparation, launch, and fly time).
4. Other resources, such as the use of United States Coast Guard assets, will be requested and deployed as directed by the ESVA 9-1-1 Center and field personnel.

Specific Information – Northampton County EMS

- The landing-zone helipad at the old hospital (Rogers Drive) is no longer usable.
- Campbell Field is a landing zone site located on Bayford Road, just off Lankford highway (at 9114 Bayford Road). Is available now and has capabilities for Nightingale to land there during poor weather conditions. A fire-response is not necessary at this location for an air ambulance landing (as this is an airport), however, if for some reason a fire-response is requested for a landing zone assist you will honor the request (and dispatch the appropriate fire-response). *A fire response would be required at other landing zone locations, unless otherwise directed by field personnel.*
- The Incident commander or other field personnel can always make a decision to land an air-ambulance at any location of their request

(maybe on a scene or somewhere else near a scene). The below information lists three primary sites (already established landing-zone locations), however always follow the appropriate field unit's requests on where they desire to land the helicopter: 1. Campbell Field, 2. Cheriton Fire Company and 3. CBBT Parking Lot. Landing zones may be set up on scene or in other locations, if necessary.

APPENDIX C

Call-Handling Equipment – M-ECW - Information

ESVA 9-1-1 Center – Motorola Emergency Call-Works (ECW) Information

System/Product Overview – In September 2016, the ESVA 9-1-1 Center went live with new Call Handling Equipment (CHE). Every 9-1-1 Center in Virginia has CHE allowing the receiving and processing of 9-1-1 (and other non-emergency) telephone calls. The system/product is known as Emergency Call-Works (ECW) and is part of Motorola. The ECW system is IP based, transiting analog telephone calls coming in to VOIP and transiting VOIP telephone calls leaving the 9-1-1 Center to analog. The ECW system also includes two telephone positions in offices at the ESVA 9-1-1 Center off of the dispatch floor (these phones do not support the processing of 9-1-1 calls). ECW is based out of Birmingham, Alabama. Included in the ECW system is a mapping system independent of the mapping system in the OSSI CAD system (the mapping (address points and streets) is updated monthly in the ECW system as in the OSSI CAD system). ECW staff are monitoring (24/7) the system and has the capability to remote access into the ESVA 9-1-1 ECW system as needed (and does so on a regular basis for trouble-shooting and routine updates). The local maintenance provider of the ECW system is Teltronic, Inc. (a Motorola service shop based out of Salisbury, Maryland). The staff at Teltronic, Inc. has been trained in the ECW system and as needed will provide on-site support and technical assistance. The ECW system is designed to be ready for Next-Generation 9-1-1 and as long as the ESVA 9-1-1 Center maintains a support agreement all system/product updates and enhancements are provided with no additional expense; it is noted the ESVA 9-1-1 Center has a five-year maintenance agreement with ECW (until September 2021) that was fully paid with the contract executed in May 2016.

GENERAL SYSTEM INFORMATION

1. Black status color indicates call is still being recorded in the ECW system and can barge back in on transferred call (that has black status).
2. Call log shows last 12 hours or last 100 calls.
3. ECW system answer priority is #1 – Longest ringing 9-1-1 call, #2 – 9-1-1 calls then administrative calls.
4. CLC – Forward slash – Will add comments to phone record only.
5. Banner can be used to send notification to users logged on (not to those logging in later) – GENERALLY NOT USED AT ESVA 9-1-1
6. Manual Telephone Number Lookup – Can only be done using the keyboard and mouse (not the Genovation keypad).
7. The Polycom phone at each position can be used if the ECW main system (PC based) is down or not logged in.

8. Logout procedure – Step 1 – Log-out, Step 2 – X out (clears browser and cache).
9. All callers (and ringing) is using the Polycom phone, even when using the ECW main system (PC based); in other words, the Polycom at each position is always being used.
10. Polycom phone has limited features when main ECW system is down (then all features available).
11. If ECW position is in “red status” – Polycom phones still functional.
12. The ECW map should be left in default view to see entire region (to see where 9-1-1 calls coming in).
13. Ability to make font bigger (control and +) and make smaller (control and -); use caution as can start losing aspects of buttons after 1 or 2 increases.
14. % - Common places and @ - intersections.
15. Call bubble stays on map for 60 seconds.
16. F12 is another answer button – AC – can answer call (from command line).
17. ECW system supports answering incoming calls from map; however, does not plot on map until first set of rings.
18. Mouse location is crucial – Cannot be off screen or some items not working correctly – MUST BE ON MAIN SCREEN.
19. + symbol indicates conference call/barged in call.
20. Polycom phone must be in headset mode (blinking/flashing green) when using the main ECW system (PC based) – Otherwise callers will come thru speaker on Polycom phone.
21. User name and password – ALL CAPS.
22. Cannot move the call bubble from a location on the map.
23. POLYCOM Phone – Press key/button beside name or agency to transfer.
24. POLYCOM Phone - Transfer – Hit transfer button, dial number, hang up after call connects
25. POLYCOM Phone - Hold button – To take off hold, hit resume.
26. POLYCOM Phone - If on telephone call the adjust volume controls talking volume and if not on a telephone call the adjust volume controls ringing volume.
27. Numerous canned (pre-written) messages have been added to the ECW system for the processing of TDD and Text911 calls; use as needed during the processing of these calls.
28. If issues (interfering with call-processing, such as volume issues) present during call processing using the primary ECW system (PC based), the Polycom phone should be used for call processing (unless another staff is immediately available to assist with call processing).
29. Transfers to Offices (0909 and 0910) – 1. 9-1-1 Supervisor Office - Dial 702 (call will ring in the office), hit the Conference/Transfer button; call can then be released (connected back to office), 2. 9-1-1 Director Office – Dial 701 (call will ring in the office), hit the Conference/Transfer button; call can then be released (connected back to office).
30. To assure needed volume (talking out) on both the ECW system and radio system the assigned headsets shall be used and when talking on

- the phone or radio be worn and used correctly, with the mouth-piece just away from the headset mouth-piece. The ECW system is sensitive and failing to utilize the correct headsets properly may create instances where the volume (when speaking) is low.
31. The status display (in the upper right display) notes area, should be used as needed to provide information on a specific telephone call (such as, but not limited to, when the call has been answered or disconnected).
 32. The ECW system has been configured with a distinctive ring tone for each of the following: administrative line call, 9-1-1 call, and alarm company line call (757-787-4100).
 33. The ECW system has been configured with a distinctive noise for an abandoned telephone call.
 34. Status colors of the ECW system: Green = Normal Connectivity Status, Yellow – Intermittent/Slow Connectivity Status, Red – Loss of Connectivity Status. If in red status, the Polycom phone will still have functionality and shall be used as needed.
 35. The use of the PIN feature is not used for ESVA 9-1-1 Center operations in the ECW system.
 36. Unless transferring using a “star/tandem code” listing, the transferring of a telephone call will require the use of two telephones lines and continued to be recorded (black) after the transfer is complete.
 37. Independent of the NICE logging recorder system, the ECW system provides recording capabilities of telephone calls.
 38. Messaging/Banners – Only visible to those logged on (not to others logging on at a later time), GENERALLY NOT USED IN ESVA 9-1-1 OPERATIONS.
 39. The use of the Notes feature is not used for ESVA 9-1-1 Center operations in the ECW system.
 40. The call information displayed on the ECW mapping can be removed as needed by clicking on the “ICONS” box and disabling/removing this information. May be helpful if need to see address information being covered on the map.

POLICY RELATED

1. ALI/ANI Discrepancy Feature –The ALI/ANI discrepancy feature in the ECW system should be used for reporting ANI/ALI discrepancies (with paper reporting only used if unable to provide information in ECW system).
2. As needed, the confidence shading circle for a cellular 9-1-1 call shall be used to determine location accuracy information; the smaller the circle generally the more accurate the location of the cellular 9-1-1 call.
3. The use of the silent monitoring feature of the ECW system shall only be used as needed to assist in the processing of emergency telephone calls; the use of silent monitoring for the purpose of listening to a telephone call/conversation not related to an emergency call or incident shall be consider a policy violation; it is noted the use of silent monitoring is documented in the call history of the telephone call when

- used.
4. When the ECW mapping is set to system-wide (Shorewide) view, it shall, as needed, be used to determine call prioritization. If, during a cluster of 9-1-1 calls in a specific area, a separate 9-1-1 call is received from another area (away from the cluster), this separate 9-1-1 call shall be answered as potentially may be an unrelated incident. After initial processing of the 9-1-1 call (originating away from the cluster), the call-taker shall exercise judgment, if needed, to determine what 9-1-1 calls shall be fully processed in what order.
 5. Unless directed by supervisory staff of the 9-1-1 Center, ECW support shall not be contacted by Communications Officers. Issues and needs related to the ECW system shall be reported to the appropriate supervisory staff of the 9-1-1 Center. Depending on the telephone system issue, could need resolution from ECW, Verizon (still responsible for 9-1-1 and other calls coming into the 9-1-1 Center to their demarcation point) or both ECW and Verizon.
 6. The use of the manual telephone look-up shall not be used in the ECW system, unless related to an actual/in-process emergency call for service or as directed by supervisory staff.
 7. The use of the override feature (talking over a telephone call) shall only be used when needed; such as an immediate need for the initial staff processing the call to be removed immediately and entirely from the call and another staff of the 9-1-1 Center to assume responsibility of the 9-1-1 call. If the override feature is used, its use (to those being overridden) should be explained and the appropriate supervisory staff of the 9-1-1 Center notified. It is noted the use of silent monitoring is documented in the call history of the telephone call when used.

APPENDIX D

(9-17-13) MED CHANNEL OPERATIONS (RSMH) – APPENDIX L

Accomack County (ambulances operating/calling RSMH from in Accomack County)

- MED 5 (Channel 25) should generally be used for MED channel operations (contacting and communicating with Riverside Shore Memorial Hospital).
- Radio receiver (for Accomack County) is located in the Town of Accomac (STARS Tower).

Northampton County (ambulances operating/calling RSMH from in Northampton County)

- MED 8 (Channel 28) should generally be used for MED channel operations (contacting and communicating with Riverside Shore Memorial Hospital).
- Radio receivers (for Northampton County) located in the Town of Eastville (Navy Tower) and at Belle Haven site (Merry Cat Road); voted at Eastville Navy site.

Additional Information – MED Channel Use

- MED 5 (Channel 25) will generally have radio coverage into the northern areas of Northampton County and may be used as an alternate means to communicate with RSMH in these areas.
- MED 8 (Channel 28) will generally have radio coverage into the southern/central areas of Accomack County and may be used as an alternate means to communicate with RSMH in these areas.
- MED 5 and MED 8 radio traffic is recorded (from RSMH, ambulances, and the 9-1-1 Center) at the ESVA 9-1-1 Center.
- (12-18-17) There is a separate MED radio console for MED 5 and MED 8 in the Emergency Department.
- Alternate means of communicating with RSMH remain the HEAR radio and the telephone (cellular or landline), however radio traffic or conversations will not be recorded.
- RSMH, radio receivers, and the ESVA 9-1-1 Center are interconnected using an IP based solution (ESVBA fiber connectivity).
- MED radio problems/issues should be reported to the ESVA 9-1-1 Center immediately.

ESVA 9-1-1 Center Console – MED Operations

- A. When the 9-1-1 Center needs to communicate (transmit) with the RSMH ER (or listen to RSMH ER) this shall occur using the MED 8 module (the MED 5 module shall not be used in these instances).
- B. When the 9-1-1 Center needs to communicate (transmit) with field units on the MED radio, generally these communications will occur on the MED 5 module for units in Accomack and the MED 8 module for units in Northampton.

APPENDIX E

(11-16-10) ESVA 9-1-1 - High Impact Storm Response - Dispatching Procedures

If incident call volume increases to a point where alternate dispatch procedures would provide a more effective approach to the dispatching of fire and EMS incidents, the following procedures will be used by the ESVA 9-1-1 Center. The use of High Impact Storm Response Procedures will occur from the authorization of the 9-1-1 Director or designee, Accomack County Emergency Services Manager or designee, or Northampton County Emergency Services Manager or designee.

1. An announcement will be transmitted (via radio) indicating High Impact Storm Response Procedures are being implemented. In addition, a mass message (using the 9-1-1 Center CAD) will be sent to all stations to advise of the implementation of High Impact Storm Response Procedures.
2. The use of pre-alert tones and broadcast information will be discontinued.
3. If possible, each station will have a dedicated individual monitor the Fire-EME Dispatch Channel to receive information/incidents from the 9-1-1 Center. If a station does not have an individual monitoring for the dispatch of incidents the appropriate station tones will be activated. Additional tones will be activated, by the 9-1-1 Communications Officer, as often as possible (using the 2-minute policy as a guideline) until apparatus is responding. Upon the station being assigned an incident, the station will advise the 9-1-1 Communications Officer what apparatus will respond and be assigned to the incident. A roll call approach will be used to determine stations staffed and capability of the station to provide a dedicated individual for receiving incident information from the 9-1-1 Center.
4. The Fire-EMS Dispatch Channel will be used only for the dispatch of fire/hazardous incidents from the 9-1-1 Center to the necessary station(s). After a station is assigned an incident, all communications will occur on the pre-assigned tactical channel (by zone). Radio traffic on tactical channels should be limited to pertinent, necessary, and emergency traffic. EMS apparatus radio traffic will remain on the Fire-EMS Dispatch Channel (with limited traffic).
5. If additional tactical channels are needed, the repeated tactical channel is needed for a working or involved incident in a zone, or there are communications related issues with a repeated tactical channel,

the following channels will be utilized: Accomack County – Channel 11 and Northampton County – Channel 12.

6. Additional Channel Options - Channel 13 or a talk-around channel away from the usage area (example using Channel 4 or 6 in Northampton County or Channel 10 in central/upper Accomack County) – Use of these channels will not be recorded and any communications with dispatch will require the incident commander to use the repeater tactical channel for their zone.
7. Unless information is received indicating an incident is a working incident or will require the standard dispatch of apparatus, the 9-1-1 Communications Officer will alter the response to incidents as follows:
 - Fire Alarm Activation – Single Station Response
 - Fire/Smoke Investigation (all structures) – Two Station Response
 - Automatic EMS response for all fire related incidents will be discontinued (unless incident information includes injury or illness).
 - Automatic fire response on EMS incidents will be discontinued. Example – Station 4 with Station 20 on EMS responses.
8. Stations are encouraged to leave staffed apparatus available, if possible, for additional incidents.
9. Non-emergency telephone calls to the 9-1-1 Center should be limited and used only as needed.
10. Stations handling incidents not dispatched or tracked by the ESVA 9-1-1 Center will track all information related to the incident (location, apparatus responding, and times) and provide this information to the ESVA 9-1-1 Center at an appropriate (later) time to be backlogged into the CAD. The ESVA 9-1-1 Center Incident Number Request Form will be used for these requests. Additional information for backlogging CAD incidents: 1. Request must come from an officer of a station, 2. The ESVA 9-1-1 Center will notify the appropriate county emergency management of backlogged incidents, 3. The ESVA 9-1-1 Center will notify the appropriate leadership (of the station requesting the incident to be backlogged) of the request and entry, 4. The backlogging on incidents can be used outside the implementation of any dispatch changes.

When the volume of call-load decreases in the 9-1-1 Center, dispatch operations will return to standard dispatch operations, as directed by the 9-1-1 Director or designee, Accomack County Emergency Services Manager or designee, or Northampton County Emergency Services Manager or designee. An announcement will be transmitted on the Fire-EMS Dispatch Channel indicating the return to standard dispatch operations.

OTHER

Wind Related Events - Under the authorization and direction of the Emergency Services Manager in each county, when sustained wind speeds reach 50 mph or greater the dispatch of incidents by the 9-1-1 Center will cease until wind speeds decrease, as authorized and directed by the Emergency Services Manager in each county. Upon the 9-1-1 Communications Officer receiving a potential life-threatening incident while dispatch operations are ceased, the appropriate Emergency Services Manager or station officer will be contacted for direction.

APPENDIX F – REVISED (REVISED APRIL 2012)

Eastern Shore of Virginia 9-1-1 Commission Mobile and Portable Radios Procurement and Compatibility Guidelines

- Mobile and Portable Radios Operating under the ESVA 9-1-1 Fire-EMS Frequency Plan are VHF models with frequency range coverage 146-174 MHz, with a peak requirement between 150 MHz and 160 MHz. Current radio operations are analog voice without data transmissions. Digital technology is not yet deployed, however may be in the future. The following specifications are based on expected future radio and radio system capabilities.

It is also noted EMS transport vehicles will also maintain UHF radio for MED Channel operations (ambulance to hospital and hospital to ambulance communications) – These radios will meet the same core requirements as VHF radios.

- CORE REQUIREMENTS - Mobile and portable radios need to be Narrowband capable (with the ability to operate in wideband or narrowband mode), MDC1200 compliant (or other accepted/approved radio signaling standard), P25 capable/compliant, have a 96 minimum channel capacity (in multiple zones/banks), have a display screen (with a minimum of twelve for character spacing to promote consistent nomenclature), include necessary ruggedness (military specifications-810), have “emergency button” capability, and capable of tone and digital coded squelching (DPL).
- New radios will be manufactured per FCC regulations and will meet the narrowband requirement. Radios will have the ability to operate analog core or digital format.
- MDC1200 is the signaling standard adopted by ESVA 9-1-1 which allows for the encoding and decoding of a four-character assigned code in each radio, thus permitting the identification of a calling unit (radio user) by code or alias. It also permits the transmission and processing of the “emergency button” feature on compatible radios. If another signaling standard is used it must be approved/authorized by ESVA 9-1-1 (to verify ability to identify radio).
- Continuous tone coded squelch system (CTCSS), also known as Private Line (PL), Channel Guard (CG), and other manufacturer nomenclatures is used to minimize audible interference by filtering out other system users on the same frequency through use of a sub-audible tone. Digital tone coded squelch, more commonly referred to as “Digital PL” or DPL, is a digital methodology expected to be deployed within the ESVA 9-1-1 system to meet expanding

filtering needs.

- Narrowband capable refers to the FCC mandate that by January 2013 all public safety radios (VHF and UHF) will operate on 12.5 kHz or narrower channels.
 - APCO Project 25 (P25) is a set of standards that have open architecture, user driven suite of system standards that define digital radio communications system architectures capable of serving the needs of Public Safety and Government organizations. The P25 suite of standards involves digital Land Mobile Radio (LMR) services for local, state/provincial and national (federal) public safety organizations and agencies. P25 open system standards define the interfaces, operation and capabilities of any P25 compliant radio system. In other words, a P25 radio is any radio that conforms to the P25 standard in the way it functions or operates. P25 compliant radios can communicate in analog mode with legacy radios and in either digital or analog mode with other P25 radios. The P25 standard exists in the public domain, allowing any manufacturer to produce a P25 compatible radio product. P25 capable radios will require future upgrade (to become P25 compliant) at additional costs.
 - For future interoperability a minimum of 96 channels is considered a core specification. Most radios use channels in banks or zones of 16 channels each. Having additional zone capacity allows for more interoperability options and/or transitional program zones. However, as the complexity of programming is increased as is user training/understanding.
 - All radios should have a display screen to quickly access and channel or mode. The display should include a minimum of twelve for character spacing (to promote consistent nomenclature).
 - All radios should meet applicable military (ruggedness) specifications (810), including being able to withstand temporary and sustained environmental events, such as rain, humidity, and shock.
- Mobiles 45W, 96 Channel Minimum

APPROVED RADIOS: Radios meeting specifications included in this appendix.

1. Mobile Antennas (recommendations)

- 3dB Gain Antenna (typical base coil and whip) if allowed by height
- Unity Gain Antenna (short whip)
- Low Profile Antennas only if height constrained
- If unsure, ask for comparative specs and pros/cons
- Remember that the antenna is a critical part of the mobile radio system which needs to be routinely checked to assure proper functioning

- Portables 5W, 96 Channel Minimum

APPROVED RADIOS: Radios meeting specifications included in this appendix.

- In addition to the MDC1200 signaling requirement, users may need to determine if a portable radio can decode Quik-Call II tones if the radio will be used to receive station pages (alerts) in conjunction with calls.
- Be Sure Batteries Are in Good Condition
 - Motorola 3-Digit Date Code – “YWW” where Y equals year and WW equals week... i.e., 425 equals 25th week of 2004... batteries 3-5 years old are candidates for replacement if not functioning well
 - Other batteries (non-Motorola) typically have a date code available
- Programming of Radios
 - ESVA 9-1-1 maintains programming capabilities for the most Motorola radios used in the system; based on staff availability can assist field personnel.
 - ESVA 9-1-1 programming vendors provide programming for most Motorola and Kenwood radios.
 - While programming is the responsibility of the radio owner, ESVA 9-1-1 will assist when possible.
 - For new radio orders, ask ESVA 9-1-1 if a “codeplug” exists that can be modified and copied to your new radio. This will provide standardization of radios at least for the basic operations. Additionally, assure that an MDC code is assignable to your radio and matched to a console alias (unit name). The codeplug can be sent to your dealer for programming your radio.

OTHER

Any requests or proposals to add, delete, or otherwise change any of the above radio recommendations and guidelines should be brought to the attention of the 9-1-1 Commission, through the 9-1-1 Director.

APPENDIX G

9-1-1 Telephone Outage/Issue Notification Procedure – ESVA 9-1-1

(12-31-13) When the ESVA 9-1-1 Center experiences an issue/outage with Verizon's 9-1-1 network/system/equipment (compromising the ability of the 9-1-1 Center to receive/process emergency telephone calls) the following will be implemented by ESVA 9-1-1 Center staff with direction from management (Director/Supervisor/Senior Communications Officer).

1. The 9-1-1 Communications Officer will notify the on-call supervisory staff (if there is not a Senior Communications Officer/Supervisor/Director on duty, the on-call supervisory staff of the 9-1-1 Center will be notified).
2. (As Needed) The Senior Communications Officer/Supervisor/Director will notify other ESVA 9-1-1 supervisory staff if additional staffing is needed in the 9-1-1 Center.
3. The following actions will be initiated by 9-1-1 Center management:
 - A. A general announcement will be transmitted over Fire-EMS Dispatch notifying all of the issue/outage.
 - B. The affected fire/EMS station(s) officers and neighboring stations will be notified and requested to staff their stations for the public to report emergencies. In addition, a CAD text message (if possible) will be sent to stations in the affected area as an FYI. If no other means is available for communications to the 9-1-1 Center (to report emergencies) the public safety radio shall be used. In addition, direction will be provided from the affected station(s) officers for any other necessary action. Station officers (at their discretion) may elect to notify the public in their communities of the outage (PA system, door-to-door, etc.). This should be coordinated with local law enforcement. (THIS WILL BE IMPLEMENTED IF NEEDED AT THE DISCRETION OF ESVA 9-1-1 MANAGEMENT STAFF).
 - C. The affected local law enforcement (Sheriff's Department and/or town police) will be notified and requested to staff their stations/buildings for the public to report emergencies. If no other means is available for communications to the 9-1-1 Center (to report emergencies) the public safety radio shall be used. In addition, direction will be provided from the affected law enforcement officers for any other necessary action. Law enforcement officers (at their discretion) may elect to notify the public in their communities of the outage (PA system, door-to-door, etc.). This should be coordinated with the affected fire/EMS stations. The Virginia State Police

will also be notified of the outage/issue. (THIS WILL BE IMPLEMENTED IF NEEDED AT THE DISCRETION OF ESVA 9-1-1 MANAGEMENT STAFF).

- D. Local radio stations (WESR, WOLG, WCTG, WVES) will be notified of the outage/issue and requested to provide a public service announcement announcing the outage/issue and locations/mechanisms the public can report emergencies.
 - E. Regional television stations (Tidewater (Channel 3, 10, and 13) and Salisbury (Channel 16 and 47)) will be notified of the outage/issue and requested to provide a public service announcement announcing the outage/issue and locations/mechanisms the public can report emergencies.
- 4. At the conclusion of the event (telephone service is restored, based on information from Verizon) the following will occur:
 - A. A general announcement will be transmitted over Fire-EMS Dispatch notifying listeners of the restoration of telephone service.
 - B. Stations affected (and staffing their stations) will be notified of the restoration of telephone service (via telephone and CAD test message (if possible). Station officers will provide other direction at their discretion for the 9-1-1 Center. (IF APPLICABLE)
 - C. Law enforcement agencies affected will be notified of the restoration of telephone service. Local law enforcement will provide other direction at their discretion for the 9-1-1 Center. (IF APPLICABLE)
 - D. Local/regional radio stations/television stations (originally notified of the outage/issue) will be notified of the restoration of telephone services and requested to cease any further announcements of the outage/issue.
 - 5. When practical, an evaluation of the event (lesson learned and necessary changes to procedure) will be discussed and implemented.

APPENDIX H

EMS STAFFING SPREADSHEET GUIDELINES/EXPECTATIONS

Guidelines – EMS Staffing Spreadsheet - General

- 9-1-1 Communications Officers on duty should verify the staffing information on the EMS Staffing Spreadsheet on a frequent basis (at least every hour – taking a quick look to assure the spreadsheet is correct (requires no changing) and all 9-1-1 Communications Officers on duty know the staffed stations). The reality is some EMS crews will become unstaffed at odd/unusual times (not the normal 0600, 0800, 1700, and 1800 times) and the 9-1-1 Center needs to make certain correct staffing information correct in the EMS Staffing Spreadsheet and immediately available on the dispatch floor.
- It is crucial to maintain the accuracy of the data in the EMS Staffing Spreadsheet; in other words, make sure we have the staffing information correct and apply it correctly when dispatching incidents. When an EMS station (personnel) calls (phone or radio) and advises they are staffed or are unstaffed it must be noted properly. If possible, the end time for the staffed period should be determined from the individual calling in (reporting) the crew status (in other words, trying to determine when a crew is off duty) and recorded on the spreadsheet. However, if a station only advises staffed until further notice then the Staffing Off-Date Column and Staffing Off-Time Column should be left blank and “Until Further Notice” populated in the COMMENTS column.
- The Northampton County Fire/Rescue Commission approved a policy allowing Northampton County EMS stations to mark staffed if the crew is at the station or responding from another location to make up the crew. The expectation is for the staffed station to have an ambulance enroute inside the eight-minute threshold. To further explain, the 9-1-1 Center is not tracking (or really need to know) if an entire crew is at a station, some of the crew is at the station and other members coming from home, or if all members are coming from another location (such as from home). Each county has decided the parameters to mark staffed with the 9-1-1 Center. The 9-1-1 Center simply dispatches and if the staffed station is not enroute in eight minutes, dispatch the next staffed station. Sometimes an ambulance will be enroute in 30 seconds (if the crew is awake and responds immediately), sometimes an ambulance will be enroute in 2-3 minutes (if they have to wake-up and get to the unit from a bunk room), and sometimes it will push eight minutes (when the crew is coming from a location away from the station).
- The EMS Staffing Spreadsheet (at the consoles) has three monitors to view staffing information. Information still needs to be entered from the

one location (one computer), but with three monitors each position can more easily view this crucial information.

- Tracking and using correctly the EMS staffing information is a crucial aspect of EMS dispatching. Assure the spreadsheet remains accurate (always updating immediately when it changes and completing each row). In addition, assure your partner(s) is aware of any changes made to the spreadsheet.

Station Expectations – Reporting EMS Staffing

1. Stations 2, 5, 6, and 10 are expected to report when they have a staffed crew (including when they no longer have a staffed crew). These stations do not have a 24/7 EMS crew and it is crucial they report when they are staffed and not staffed. If a station has numerous crews this should be noted on the spreadsheet.
2. Stations 3, 7, 9, 11 (from Station 12), 13, 19, 20, and 31 are understood to be staffed 24/7 (they will advise if this changes). The EMS Staffing Spreadsheet shall always show these stations staffed with one EMS crew (unless they advise otherwise). If these stations have a second/third crew available they should be tracked (on the EMS Staffing Spreadsheet) as other stations.
3. Accomack County DPS 3 should call the 9-1-1 Center each day to report the number of staffed ambulances at Stations 7, 9, 11(12), and 20. If the 9-1-1 Center does not receive a call by 0800, then 9-1-1 Center staff shall call DPS3 for an update.
4. Station 21 does not follow the requirement to dispatch to a fully-staffed station. They are dispatched alone, with the expectation to continue paging until a response occurs or otherwise advised. There is no need to track any staffing levels for Station 21.

Guidelines – EMS Staffing Spreadsheet - Detailed

When updating the EMS Staffing Spreadsheet, the following are the expectations:

General Information - When a station changes their status (from staffed to not staffed or not staffed to staffed) the entire row must be completed. This includes noting staffed, noting the date/time staffing starts, noting the date/time the staffing stops, who called in the crew (even if just a station base radio), any needed comments, and the ESVA 9-1-1 staff updating the information. Do not just change the staffing column; change the entire row to show the changes.

1. Staffing Level Column – Select the correct selection (from the pick-list) – Staffed, Not Staffed, Partially Staffed, Other. The cell should be changed to green when staffed and to red when not staffed, partially staffed, or other.
2. Staffing On-Date Column– The date the station starts being staffed (generally when called in) in the following format: 9/13/2013.
3. Staffing On-Time Column – The time the station starts being staffed (generally when called in) in the following format: 0800 (for 8AM).
4. Staffing Off-Date Column -The date the station becomes unstaffed/not fully staffed in the following format: 9/13/2013.
5. Staffing Off-Time Column – The time the station becomes unstaffed/not fully staffed in the following format: 0800 (for 8AM).
6. Field Reporting Column – The individual/station reporting the information. Report what you know – If called in by Monitor 1141 then note 1141, if called in by Chief 13 then note Chief 13, if called in by Station 5 then note Station 5.
7. Comments Column – Any additional information pertinent to staffing that is reported.
8. 9-1-1 Staff Logging Column – Initials of 9-1-1 staff completing row (information) in the following format: JF (for Jeffrey Flournoy).

Other Comments

- A. The screen should remain in the full view mode (to allow viewing of all rows/columns). If assistance is needed in doing this please ask.
- B. No other colors (other than as indicated above – Staffing Level Column) should be changed on the spreadsheet.
- C. If reported (when a station calls in staffing information) ALS/BLS information should be noted in the Comments Column; however, there is no expectation to report this information, nor should the 9-1-1 Center request this information.
- D. Military (24 hour) time shall be used when entering information in any part of the spreadsheet (this will avoid confusion).

APPENDIX I

ACDPS – EMERGENCY RESPONDER GUIDELINES

Information from Accomack County Department of Public Safety Standard Operating Guidelines

Responder Emergency Guidelines

DEFINITIONS

Emergency Condition – Any condition or situation that occurs at an incident, enroute, or returning which may or has caused harm to responders or if not shared to on-scene or arriving responders may cause harm to them or others.

Emergency Traffic (ET) – A voice transmission on the radio from dispatch center or a field unit that is a designation to all units on that designated channel to clear all non-emergency radio traffic allowing the caller of the (ET) the highest priority for radio traffic for sending an emergency traffic voice message and/or to request assistance as needed involving life hazards or pending life threats to responders in any situation. (Command and dispatch center restricted communications mode).

Mayday – A voice transmission declaring an immediate life-threatening situation to a responder in an IDLH zone. This is a designation to all units on that designated radio channel to clear all non-emergency radio traffic allowing the caller of the Mayday/ET the highest priority for radio communications. This action allows (Mayday/ET) caller the highest priority for sending an emergency voice message for help and/or to request assistance as needed. Declaring a Mayday will alert incident command staff and the dispatch center of an immediate life threat to unit, crew, or individual in distress.

REDACTED

Priority Traffic – A voice transmission on the radio that is a designation to clear radio traffic if possible and provide the caller with radio access to announce an urgent request or change of conditions that does not involve immediate life hazard to responders. Priority traffic is related to civilian injuries or other situations of an urgent request assistance as needed from dispatch center or the incident commander.

IDLH Emergency Button Activation (operating at working incident) – Activation of the Emergency Button (EB) while in an IDLH zone incident will be handled as an emergency traffic alert/Mayday until cleared by Incident Command staff. Emergency button activations automatically open the radio transmitter allowing verbal communications without touching the PTT (based on

programming). Notification of an Emergency Button Activation will be made from the dispatch center to the incident commander of which the mobile/portable unit is assigned. * See Chapter 12/Letter Y

EMERGENCY ALERT TONE

Emergency Alert (EA) Tone – A single eight (8) second steady tone from the dispatch console followed by the Emergency Traffic (ET) Radio Message.

The incident commander can request activation of the EA tone at any time as needed to gain the attention of all units on operating channel to issue “Emergency” or “Mayday” messages.

The ESVA 9-1-1 Center can use the EA tone when situations exist that require attention from units using radio channels to immediately get the attention of all responders and firefighters on the emergency scene.

The EA tone will be activated upon request by the incident commander and will be followed by radio voice message and commands of an emergency nature. All responders and firefighters operating at the emergency scene shall refrain from transmitting any messages upon hearing the emergency alert tone and remain alert and listen for the emergency message or command orders from the incident commander or the ESVA 9-1-1 Center.

The ESVA 9-1-1 Center will sound the EA tone on appropriate channels as needed to clear all non-essential radio traffic and to gain control of the operating radio channels upon request from field units, followed by ET message. EA tone should be used to alert the incident command staff of an emergency traffic message if heard on ESVA 9-1-1 Center radio channels within moments of announcement unless the Incident Commander or other command staff reply to emergency traffic message from the distress caller immediately.

ESVA 9-1-1 CENTER RESPONSIBILITIES

When the 9-1-1 Center receives or hears an emergency traffic message on any radio channel or when the emergency button is activated and radio message is on Channel 11, the 9-1-1 Communications Officer shall record and document the emergency traffic voice message if possible and contact the incident commander, staff, or other units on scene as needed immediately. If unable to contact, the emergency alert tone will be used to clear the radio channel to gain control of the operating channels and provide emergency traffic message with acknowledgement from on scene unit.

EA tone can be activated upon request by incident commander or as directed to command staff to make emergency announcements such as Mayday or evacuation order.

The EA tone should be reserved for potential life-threatening events to responders. It is reserved for alerting all units to limit their radio transmissions and listen for immediate life-threatening situation announcement from the incident commander.

REDACTED

MAYDAY

Declaring a Mayday is used when a firefighter/responder is in danger within an IDLH zone (signals all units on an incident to clear all radio traffic and listen for an emergency distress message; also alerts command staff and the 9-1-1 Center of an immediate threat to unit, crew, and individual in distress).

When a Mayday is declared on an operations channel, the incident commander must determine which radio channels should be used by coordination with the 9-1-1 Center for other command channels, fireground operations channels if needed and the radio channel being used for Mayday communications.

EVACUATION ORDERS

Emergency evacuation message will be given upon Incident Commander permission. Upon orders from the incident commander, the ESVA 9-1-1 Center will make a verbal announcement for Emergency Traffic, followed by the evacuation order. The Emergency Alert (EA) tone will be transmitted followed again by the order to evacuate the structure or area/zone requested by the incident commander. Collapse zone exclusion area announcement should also be made if needed.

APPENDIX J

Eastville Tower Site – Notifications

An automated system is in place for monitoring critical operations at the Eastville tower site (beside the Northampton High School). When specific issues occur at the location an automated telephone call will be placed to selected locations notifying of the event/issue. The following should occur upon the receipt of one of these messages.

Attempt to hear/understand the message (will play several times and may call twice).

Notify the appropriate on-call supervisory staff (or if on duty at the 9-1-1 Center, notify a Senior Communications Officer/Supervisor/Director of the alarm message).

Log the information in the appropriate documentation location in the CAD computer.

APPENDIX K – ACTIVE SHOOTER RELATED INCIDENTS – GUIDELINES

REDACTED

APPENDIX L

Processing Text to 9-1-1 Calls

The ESVA 9-1-1 Center accepts Text to 9-1-1 calls from wireless devices. If someone accesses 9-1-1 via text and are within the confines of Accomack or Northampton County, the call will be routed to the ESVA 9-1-1 Center. The call will present as a loud beep through the ECW phone system until answered. Once answered, the ANI/ALI information will display on the ECW screen as well as RapidSOS, if the texting party has compatible phone software.

The processing of Text to 9-1-1 calls will be handled similar to wireless 9-1-1 calls and TTY 9-1-1 calls. Text to 9-1-1 calls will be received through our 9-1-1 phone system via SMS.

If it is believed a voice-call may be more appropriate method for handling the request (processing the call), the caller should be asked (in a text message) "Is it safe for me to call you?" If the caller replies no, the text message session shall not be ended until public safety responders have made contact with no voice call occurring. Do not end the Text to 9-1-1 call until all pertinent information has been obtained and always confirm the location and if any additional assistance is needed before terminating the telephone call; in reality, unless call load or other conditions do not allow such, the call should remain active generally until responders arrive.

General Procedures

1. When answering a Text to 9-1-1 call, it will first present as explained above.
 2. When processing a Text to 9-1-1 call, the Communications Officer is expected to process the call utilizing basic call-taking techniques, asking the "who, what, when, **where** and why" questions, with where being the priority. The location should be validated as with other 9-1-1 calls.
 3. It takes around 5 seconds from the initial Text to 9-1-1 message to "ring" via SMS notification. The notification will present as a loud, continuous beep until answered. Once the conversation is in-progress, the messages will transmit back-and-forth like text messages using SMS.
 4. All Text to 9-1-1 calls requiring Fire/EMS services shall be processed as such in the CAD. All law enforcement calls received by Text-to 9-1-1 shall be given to the respective agency. All information known and received shall be shared with the receiving agency.
 5. EMD should be given to texting callers as it is appropriate and as time allows.
 6. As a reminder, all open 9-1-1 calls (open line, hang-up, hear noises) shall be checked to assure not a TDD/TTY call.
- Once the Text to 9-1-1 Call is terminated, the Communications Officer will not be able to generate a text conversation back to the caller through ECW. A chat ticket will need to be created using RAVE (Smart911) and a text can be sent to the caller. If there is a need to re-contact the caller, such as the responders are unable to locate them, a voice call will have to take place. A caller should not be called back in cases where their safety or the safety of another is in question. If field personnel are requesting a callback be made,

the Communications Officer will advise them of the safety concern. If the field personnel still request a callback, the request will be honored.

Other Information Related to Text to 9-1-1 Calls

What is Text to 9-1-1 intended for?

Text to 9-1-1 is intended for citizens that are deaf, hard of hearing, or have a speech disability, or if a voice call to 9-1-1 might otherwise be dangerous or impossible. Whenever possible, the caller should be asked to call 9-1-1 instead of texting, if it is safe to do so.

Should I attempt to call the Text to 9-1-1 callers cell phone number for a voice conversation?

Attempting to place a voice call to a Text to 9-1-1 caller's cell phone before confirming it is safe to do so could put the caller in danger. Do not attempt to make a voice call to the caller unless you have verified from the caller that it is safe to do so (or requested by field personnel).

How do I Text the caller?

While you have an active Text to 9-1-1 call, you will utilize the 9-1-1 phone system SMS interface that is enabled once you answer the incoming call. You can either utilize the pre-programmed questions provided by double clicking on them; or you can manually type the Text and click the send button. When sending a text, pause after sending to allow the user to respond before you send another text (when both the 9-1-1 Center and caller attempt to transmit information simultaneously it can interfere with the messages). Be patient as this can take up to a minute.

When should I end the Text to 9-1-1 call?

If an emergency Text to 9-1-1 calls is received, and assistance is needed, the Text to 9-1-1 call should not be disconnected until assistance has located the caller, if possible. If after the caller stops texting after receiving a report of an emergency or request for assistance and the call must be disconnected (due to call-load or other variables) attempt to send texts to the caller for five (5) minutes.

If, after answering a Text to 9-1-1 call with no information provided or no request for assistance and, there is no return response from the caller, the 9-1-1 Center should send two (2) text messages to the caller (such as "9-1-1 Where is Your Emergency"). Unless information is received/reported indicating a need for assistance or a dispatchable location (for a dispatch to occur) is provided, no additional action is needed.

Will the mapping system display the location of the caller?

Newer cellular phones do have locator software that will provide a more accurate location of the caller. The location data displayed may not be Phase II location data we traditionally are use to receiving, rather it is the cellular sector centroid (can be off miles from the actual location). Use caution when dispatching units to a specific address based on a Text to 9-1-1 call location that is mapped. When at all possible, attempt to verify the address with the caller. In generally this location information should not be relied upon as the location information for the incident, however if the information in the Text to 9-1-1 call indicates an emergency/need of assistance all available information should be provided to the appropriate law enforcement dispatch center (as a 9-1-1 hang-up/welfare check incident).

Should I have the wireless provider search the location a Text to 9-1-1 call?

If you have reason to believe the person placing the Text to 9-1-1 is in danger based on information received, follow procedures to contact the appropriate cellular company requesting the last known location of the caller, dispatch units (or notify the appropriate law enforcement agency) to assist as applicable and possible.

What if I need to go back and review a previous Text to 9-1-1 message?

Once you disconnect the Text to 9-1-1 call it is recorded in several locations (accessible by ESVA 9-1-1 management staff). If you need to view a Text 9-1-1 call at the console (from a recent call), you can access by selecting the Call Logs button and Call Review.

What if we have someone abusing the Text to 9-1-1 services?

If you have someone abusing the Text to 911 services inform the appropriate on-call Supervisory staff. Although there are limitations, there is the capability to block (deny) specific cellular phones from sending Text to 9-1-1 messages.

How do I handle a Text to 9-1-1 call that is a Law Enforcement Matter?

The ESVA 9-1-1 Center will keep (not transfer) law enforcement calls originating as Text to 9-1-1 calls. Information obtained shall immediately be replayed to the appropriate dispatch center, including the call is originating as a text message. Once advised by the responsible dispatch center, the telephone call may be terminated. This procedure has been communicated to the ACSO, NCSO, and CPD.

More Information Related to Text to 9-1-1 Calls

New Language (abbreviations/slang/generational differences) – There have been concerns in some 9-1-1 Centers about how to handle callers (in a text message) that may be using abbreviations that are foreign/unknown to you or slang that you do not understand. If this occurs, and the caller is unable to make a voice 9-1-1 call, simply do your best to determine the primary information needed to allow the appropriate help to be dispatched; really the same we do for other traditional 9-1-1 calls.

Text 9-1-1 versus Other 9-1-1 Calls – Call Priority –A text 9-1-1 call compared to a traditional wireless 9-1-1 call or landline 9-1-1 call are the same. They are all 9-1-1 calls and should be processed and handled appropriately and efficiently based on the information obtained.

Conversation Recall (FOIA) – The conversations occurring on text to 9-1-1 calls is recorded in the ECW phone system and can be accessed by an ESVA 9-1-1 manager using DecisionStation.

Shorthand Text/Abbreviations – Generally shorthand text and abbreviations should be avoided. However, the reality is callers may use these; if this occurs you can request them avoid using these; however, callers are not obliged to do so.

Use of Emergency Medical Dispatch – If processing a Text to 9-1-1 call for an EMS incident, if possible (and after a dispatch has occurred), the 9-1-1 Center should attempt to provide basic EMD instructions (using the APCO guide-cards). However, it is recognized this may be difficult or even impossible. Attempt to do what you can to help the caller/patient during the processing of a Text to 9-1-1 call.

Text to 9-1-1 Service Outage/Not Available – When Text to 9-1-1 is not available or there is an outage, callers will receive an automated message (called the “bounce-back message”) advising them texting to 9-1-1 is not available and a traditional call to 9-1-1 must occur.

Testing of Text to 9-1-1 Services – Twice each day (at the 0700 and 1900 checks) the functionality of Texting to 9-1-1 will be verified and noted/documented. Tests may occur using the 9-1-1 Center cell phone or personnel phones. Any issues with the service shall be documented.

Other General Comments

- It is understood Text to 9-1-1 calls will have increased call processing and dispatch times.
- Any Text to 9-1-1 calls that are received from a caller needing assistance in another jurisdiction should not be transferred (unless requested by the other dispatch center), rather information obtained and forwarded.
- The general message for the public is – “Call if you can, Text if you must” – The message here being that the public is still expected to call 9-1-1 (as these calls are processed much easier and with more information), however if needed, such as those with hearing/speaking disabilities or those in an environment where a traditional call may place them in danger, a Text to 9-1-1 call may be the best mechanism to request help.

APPENDIX M

National Threat Operations Center Emergency Call Communications

The FBI National Threat Operations Center (NTOC) serves as the primary communication channel for the public and private sector companies to provide tips pertaining to federal crimes and threats to national security. NTOC operates 24 hours a day, 365 days a year, providing an around-the-clock mechanism for the FBI to receive, evaluate, and distribute threat information to applicable FBI field offices, as well as state and local law enforcement partners.

As the FBI's central intake point, NTOC regularly receives exigent threat-to-life calls and electronic submissions, such as threats of suicide, needed welfare checks, and medical emergencies; better suited for 9-1-1 call centers. To address these local exigent tips, NTOC partnered with the National Emergency Number Association to quickly identify emergency center telephone numbers at the location point of the complainant.

As exigent threat-to-life calls received by NTOC continue to increase, beginning **December 13, 2021**, the responding **NTOC employee will make direct telephone contact with the appropriate local 9-1-1 center in the area closest to the complainant, who needs local law enforcement assistance.** The responding NTOC employee will:

- State the call is being made on behalf of the FBI National Threat Operations Center and provide their **First Name, Agent ID (911FBIXXXX)** and **Callback Number.**
- Provide complainant's exigent circumstances, personally identifiable information, and location.

For 9-1-1 Centers with any concerns or questions, please contact the NTOC Social Media Exploitation and Operations Control Center (SMEOCC) direct, private line at 304-625-TIPS (304-625-8477).

Please note, the direct private line is for internal use only and not for public dissemination.

APPENDIX N

Mass Casualty Incident (MCI) Fire/EMS Response Plan (02-19-2020)

When making a request for an MCI response the following language shall be used by field personnel -1. MCI- Level 1, 2. MCI-Level 2, 3. MCI-Level 3 --- If a request is made for a MCI response by field personnel, without a level designation (1, 2, or 3), will default to MCI-Level 1, until other direction is provided.

MCI - LEVEL 1

(3) ADDITIONAL EMS TRANSPORT UNITS, NOT ALREADY ASSIGNED/DISPATCHED TO THE INCIDENT

(1) ADDITIONAL FIRE-STATION, NOT ALREADY ASSIGNED/DISPATCHED TO THE INCIDENT (MANPOWER/POTENTIAL LZ USE)

- (1) EMS SUPERVISOR/OPERATIONAL OFFICER (ACDPS, NCEMS, CEMS)), IF NOT ALREADY ASSIGNED/DISPATCHED TO THE INCIDENT
- (2) LOCAL LAW ENFORCEMENT NOTIFICATION (to ensure safety/traffic/control entry of non- dispatched/other)

MCI - LEVEL 2

IF MCI-LEVEL 2 IS REQUESTED/DECLARED INITIALLY, WILL INCLUDE MCI-LEVEL 1 RESOURCES AND NOTIFICATIONS

(5) ADDITIONAL EMS TRANSPORT UNITS, NOT ALREADY ASSIGNED/DISPATCHED TO THE INCIDENT

(2) ADDITIONAL FIRE-STATIONS (MANPOWER/POTENTIAL LZ USE), NOT ALREADY ASSIGNED/DISPATCHED TO THE INCIDENT

(1) ESEMSC MASS CASUALTY TRAILER OR DISASTER MEDICAL SUPPORT UNIT (ACDPS, NCEMS, WALLOPS)

NOTIFICATION TO RIVERSIDE SHORE MEMORIAL HOSPITAL OF THE INCIDENT AND CURRENT

ESTIMATED

INJURIES WILL OCCUR AS SOON AS POSSIBLE (notify as a standby/preparatory item - Regardless of location-Riverside Shore Memorial Hospital remains the primary local facility and unless advised otherwise would generally be the medical control facility that will decide intake/diversion/other...Generally the Incident Commander, through the Transport Supervisor will have continuous contact with the primary local facility for transport orders).

NOTIFICATION TO THE VIRGINIA EMERGENCY OPERATIONS CENTER (V-EOC) OF THE INCIDENT WILL OCCUR AS SOON AS POSSIBLE.

MCI - Level 3

IF MCI-LEVEL 3 IS REQUESTED/DECLARED /INITIALLY, WILL INCLUDE MCI-LEVEL 1 AND MCI-LEVEL 2 RESOURCES AND NOTIFICATIONS

{10} ADDITIONAL EMS TRANSPORT UNITS, NOT ALREADY ASSIGNED/DISPATCH TO THE INCIDENT

{3} ADDITIONAL FIRE-STATIONS {MANPOWER/POTENTIAL LZ USE}, NOT ALREADY ASSIGNED/DISPATCHED TO THE INCIDENT

Other Notifications/Requests Based on Direction/Request of Field Personnel (most the likely Incident Commander):

1. Dispatch of air ambulance services
2. Dispatch of other or additional MCI related resources
3. Dispatch of private ambulances services
4. Dispatch of other mutual aid resources {Virginia Beach, Norfolk, Worcester, Wallops, other}
5. Notification to additional/other expected receiving facility/facilities
6. Dispatch of public school buses or other modes of transportation
7. Dispatch of waterway assets {Coast Guard or other military, ACSO, VGIF, VMRC, other}
8. Dispatch of additional law enforcement assistance
9. Notification to Virginia Emergency Operations Center (automatic for MCI LEVEL 2 and 3)
10. Notification to Local Administration (County/Town Administrators)
11. Additional EMS Supervisor/Operational Officer(s)
12. Dispatch or notification to any other resources/assets needed

Other - Dispatch Related

1. The alerting of ambulances will follow the present alerting for "staffed stations." While in reality, a Level 3 event would take nearly every staffed ambulance on the Eastern Shore of Virginia, there is an expectation that the response of other previously unstaffed units will occur.
2. The request for an MCI Response (Level 1, 2, 3) shall be in addition to resources already on scene or en route.
3. ' Further notifications within ACDPS and NCEMS will occur at the direction of the responding supervisor (ACDPS, NCEMS, CEMS, Other)

Other - Field Personnel Related

1. The expectation is allowing leaving unit/transport decisions to be made per ICS by the Triage/Transport supervisor & Riverside Shore Hospital Medical Control will allow for a better means of control and accountability (Example - there is no need to utilize ten ambulances from general call volumes for ten patients where only a few are in need of immediate transport). *It is the nature of MCI that we overcome the everyday thought to transport everyone at one time.*
2. Self-dispatching of units/ambulances to the scene is discouraged; response shall occur when requested/dispatched. Personal vehicle response should be limited. Law enforcement response can be used to secure the scene as directed by the incident commander.

As needed and at the direction of appropriate Fire/EMS leadership, back-filling/transferring of Fire/EMS units should occur to assure ample coverage for non-related Fire-EMS incidents.

APPENDIX O

SMART911 – Policies and Procedures (April 21, 2020)



Smart911 Information, Policies and Procedures

A. Definition and Overview

Smart911 is a program created by Rave Mobile Safety and is designed to provide citizens the free opportunity to register information they would like shared with the Eastern Shore of Virginia 9-1-1 Communications Center and any 9-1-1 Center that is capable of receiving Smart911 information. This information may include a caller's name, address, family names, vehicle information, medical history, photos, pet information, house key information, emergency contacts, and much more. It is dependent upon the phone numbers associated with the user's account. Registered citizens are solely responsible for the accuracy of information within this database.

B. Policy and Procedure

- a. It shall be the policy of all Communications Officers, including all Managers, to review and when possible, make use of the following:
 - i. A Rave pop-up message will appear in the bottom right-hand corner of the CAD screen on every 9-1-1 call received. If a calling number has Smart911 profile information available, the message will display as "Case data available: 000-000-0000" (with the calling profile number displayed in place of the zeros). An audible notification will also occur. These notifications should not be ignored, but should also not disrupt any necessary operations.
 - ii. The ticket number associated with a Smart911 profile shall be documented in the CAD notes of the call. All information within the Smart911 profile shall be relayed to responding units via radio. If

the profile contains sensitive information, such as communicable disease or door key information, such information shall be relayed to responding units via Freedom (CAD notes) or telephone. Any pertinent information shall also be relayed to the appropriate Sheriff's Office/town police department when applicable.

- iii. The additional data should not supersede other sources of firsthand information available to the call taker (e.g., information provided by the caller during the call, or information provided by first responders).
- iv. While not mandatory, it is recommended that all ESVA 9-1-1 Center personnel create a Smart911 profile.

C. Training

- a. All Communications Officers will be trained on the Smart911 application and the types of additional data available as well as which situations dictate the sharing and transmitting of additional data provided by Smart911.

D. Equipment

- a. Equipment and technical operation procedures will be implemented to ensure each Communications Officer has access to the additional data available within Smart911 when data is available on a caller.
- b. Internet access will be monitored and efforts will be made to restore connectivity to the Smart911 hosted service as quickly as possible if there is a service interruption.
- c. In the event that desktop systems are powered down or re-booted, it is expected that the Smart911 application is restored as soon as possible and tested by an on-duty Communications Officer for proper operation.
- d. Smart911 CPE Servers shall be configured to auto-restore service if there is a power failure or other issue causing a re-boot. ESVA 9-1-1 managers shall ensure that connectivity is automatically restored to the call taking equipment and correctly processing calls.
- e. The Smart911 application shall be tested twice daily during the 0700 and 1900 checks. The check should include a cellular call to 9-1-1 by an on-duty Communications Officer using the 9-1-1 Center cellular device located on the dispatch floor or a Communications Officer on duty with a Smart911 account. The check should verify the proper operation of the

Rave application and the display of the 9-1-1 Center profile or the Communications Officer's Smart911 profile. In addition, a successful Smart911 initiated chat message should occur. Any issues shall be logged on the daily checks form and reported to the on-call manager, if one is not on duty.

E. Call Handling

- a. Identification of Additional Data availability
 - i. When answering emergency calls, Communications Officers shall follow established call processing procedures. The pop-up display of Smart911 data is configured so that Communications Officers will immediately recognize when additional data is available from Smart911, but not so as to interfere with their standard call handling processes, as mentioned in Letter B above.
- b. Use of Data
 - i. Any additional data made available through Smart911 is secondary or supplemental to information communicated verbally by the caller. Every effort must first be made to collect real-time situational information from the caller. When effective verbal communication is not possible, or the situational timeline allows, the Communications Officer should reference additional data sources from the Smart911 profile as needed and available.
 - ii. Communications Officers should be aware that additional/supplemental data provided by Smart911 may be up to 6 months old or out-of-date. Additionally, the person calling may not be the primary maintainer of the data provided to Smart911 and may not know or understand what data the system has (e.g., a child calling on the family phone may not know what Smart911 is).
 - iii. Communications Officers should be aware of the sensitivity of the data provided. While registered users have signed terms and conditions acknowledging and allowing any data provided through Smart911 to be used and transmitted as part of the emergency response, use of sensitive information when not required for handling the emergency should be restricted.
 - iv. Existing call handling scripts and procedures should be followed. Just as other situational data may dictate an adjustment to call taking procedures (e.g. the caller is unintelligible so standard questions scripts may not work), additional data provided by

Smart911 shall be used to supplement existing best practices and practical experience.

- v. Communications Officers shall reference use of the Smart911 data in the CAD notes for all calls. The ticket number will be entered in the CAD notes as a reference to an available Smart911 profile.
 - 1. In the event of an actual text-based emergency conversation, Communications Officers shall copy and paste the conversation into the corresponding CAD call incident. If it is a non-emergency conversation, then type the ticket number into CAD as an information only incident.
- vi. During an in-progress text conversation, Communications Officers must strive to keep the line limited to a single Communications Officer. The program, by design, will provide text to chat capabilities to the Communications Officer whom most recently was on the line. Allowing more than one Communications Officer on the line that has an active text to chat session will cause the initial operator to lose the chat connection. The chat may be reinitiated by that operator by placing the call on hold and the initial operator picking the line back up and clicking on the "Initiate Chat" button.
- vii. Communications Officers must be aware that some cell phone designs prevent the phone from texting while in emergency mode.

F. Open line/No Response Cellular Calls

- a. Upon receiving a cellular based 911 call and not receiving any verbal response from a caller, the Communications Officer shall attempt a callback. If no answer, the Communications Officer shall initiate a 'Smart911 chat' to rule out the possibility of the caller being nonverbal, hearing impaired, or circumstances have forced the caller into remaining nonverbal.
 - i. Communications Officers shall send the automated message, "*This is the Eastern Shore of Virginia 9-1-1 Center. We received an emergency call from this number. Do you need Police, Fire, or EMS?*" To do this, type "*this is the*" in the Chat box and a selection of pre-made messages will appear. Select the appropriate message.
 - ii. Communications Officers should allow a reasonable amount of time (at least 3 minutes) before terminating the Smart911 chat to give an opportunity for the caller to respond, if the call volume allows.

1. If the caller denies an emergency or does not respond, and it is a Phase 1 wireless call **without** a Smart911 profile, no other action is needed.
2. If the caller does not respond, and there's an indication of an emergency, and it is a Phase 1 wireless call **with** a Smart911 profile, the Communications Officer shall use the mapping system within the Smart911 program, or available RapidSOS location to send law enforcement, and if needed, based on the Smart911 profile, an EMS response to the address indicated on the Smart911 profile. Copy and paste the text conversation log into the notes of the CAD call incident.
 - a. A Smart911 profile that has *any* medical information will be deemed sufficient to warrant an EMS response.
3. If the caller does not respond, and there is an indication of an emergency, and it is a Phase 2 wireless call **with** a Smart911 profile, the Communications Officer shall use the mapping system within the Smart911 program, or available RapidSOS location to send law enforcement, and if needed, based on the Smart911 profile, an EMS response to the address indicated on the Smart911 profile and/or Phase 2 wireless or RapidSOS location. Copy and paste the text conversation log into the CAD call incident.
4. If the caller does not respond, and there is an indication of an emergency, and it is a Phase 2 wireless call or RapidSOS location is available, with or without a Smart911 profile, law enforcement will be sent to the location indicated by the mapping program or RapidSOS location.
5. If the caller does respond via text, the Communications Officer will immediately ask the location of the caller and then separately if they are able to safely call 911 to speak with a dispatcher. At which, established call processing procedures will be followed.
6. If a caller does respond affirming there is an emergency, and is not able to call 911, then established call processing procedures shall be followed while remaining in text-based communication with the caller.
7. In the event of an actual text-based emergency conversation, Communications Officers shall copy and paste

the conversation into the notes of the corresponding CAD call incident. No action is needed if the call is non-emergency in nature.

APPENDIX P

Call-Works – Citizen Input Application – Overview/Information – ESVA 9-1-1

Policy/Procedure Information

Citizen Input – An application (part of the Motorola/Call-Works 9-1-1 Call Handling Equipment) designed to allow the 9-1-1 dispatcher to gain access to aspects of a 9-1-1 callers cellular device. This is designed to allow additional visibility of an incident/situation, with the capability to share the video/pictures/live-streaming from the cellular device with outside personnel (such as Fire/EMS/Law Enforcement responders).

- Citizen Input is integrated with our Call-Works system (9-1-1 call-handling equipment) – Records become part of permanent call-detail files (records stored in Command Central evidence) --- Is a cloud-based application, sharing images, video, and location information/data to 9-1-1/dispatch
- Use of Citizen Input only occurs if access is requested by 9-1-1 dispatcher (the 9-1-1 dispatcher has full control as 9-1-1/dispatch professional) --- The 9-1-1 caller cannot see the 9-1-1 dispatcher (or access the position in any way)
- There is no audio in live streams; expectation is 9-1-1 dispatcher will still be communicating with 9-1-1 caller on phone call
- The 9-1-1 caller does not have to install any application on their device/phone
- Overall flow/process – 1. ESVA911 sends SMS message to 9-1-1 caller --- 2. 9-1-1- caller accepts message/allows access (may take a few steps) --- 3. 9-1-1 caller uploads (sends) media to 9-1-1 Center (shows at the 9-1-1 position on Command Central)
- Visual content can be accepted and stored without ever being seen by 9-1-1 Dispatcher if needed; meaning if 9-1-1 dispatcher did not want to see the images/video shared, this can occur with system still storing and field responders still able to access
- Functionality of Citizen Input is impacted with low-bandwidth; may not work well in poor cell coverage areas

USE OF CITIZEN INPUT – ESVA 9-1-1 STAFF

- ESVA 9-1-1 staff shall (when working/on-duty) be logged into Command Central (shortcut on desktop) to have immediate access to Citizen Input – Continue logging into ECW (Call-Works) as normal; now also logging into

Command Central (will stay logged in, but minimized until used) --- Is noted, sometimes when logging into Command Central, you may need to **refresh** (if screen is blank/black).

- General Use Instructions*:
 - A. 9-1-1 dispatcher clicks Call Card (in Command Central)
 - B. 9-1-1 caller clicks link received (allow access to Command Central cloud); the message with the link will state: *“ESVA 9-1-1 – Use the link provided to allow sharing of media to ESVA 9-1-1 from your device.”*
 - C. 9-1-1 caller clicks needed button to allow sending video, picture, or streaming (can reverse camera if needed during session)
 - D. 9-1-1 caller clicks stop to end all
- * The dialogue with the 9-1-1 caller will include language indicating only to share any video/pictures/live streaming if can do so safely without jeopardizing their well-being.*

SHARING STREAMING/VIDEO/PICTURE – FIELD RESPONDERS

- Do not share information from 9-1-1 callers to non-authorized individuals, expectation (outside of training) is only to field responders involved in an actual incident
 - An authorization link* is needed to share Citizen Input data to an outside device (field responder). When the field responder accepts the link (sent to their device number from ESVA 9-1-1), they will need to enter a four-digit unique number (displays in Command Central at ESVA911) into their phone (will be prompted). This four-digit code will be provided by ESVA 9-1-1 personnel (by radio, by phone, or other needed means)
 - The media (from the 9-1-1 caller) can be shared to multiple devices (responders), phone numbers at the same time, if needed
- * The message with the link to responders will state: “ESVA 9-1-1 – Use the link provided to view/access shared media from the 9-1-1 caller from ESVA 9-1-1.”*

OTHER INFORMATION – LAW ENFORCEMENT DISPATCH CENTERS (ESVA)

- Leadership at our region’s law enforcement dispatch centers will be provided information on the Citizen Input application, as a feature/service that can be requested. If is requested, the 9-1-1 dispatcher will work with the appropriate law enforcement dispatch center personnel/law enforcement

responders to get the requested data (picture/video/streaming) to the needed individual/device

- After a 9-1-1 call is transferred (such as to CPD, ACSO, NCSO, or VSP), if the 9-1-1 call is still active in our system (shows as a transfer), the ESVA 9-1-1 dispatcher can re-connect to the 9-1-1 call, and initiate the Citizen Input session request. This is a potential scenario, as our practice is to immediately transfers law enforcement incident callers, only staying on the phone call if warranted, needs EMS/Fire response, or otherwise indicated
- Provided access (if desired) to complete the same on-line training on the Citizen Input application to local Law Enforcement dispatchers

TESTING PROCEDURES

The ESVA 9-1-1 Center performs regular testing of the Citizen Input application, as directed by management of the 9-1-1 Center (currently twice a day, around 0600 and 1800 hours). Unless otherwise authorized by leadership of the 9-1-1 Center, when testing or demonstrating the Citizen Input application (sending pictures, video, live-streaming), the 9-1-1 Center's dispatch cellular phone shall be used (not a personal device).

- Passwords expire every 90 days (for Command Central); you will start to get notifications 7 days prior to expiration – Will need to change and remember password when prompted
- Citizen Input will not work at ECW positions logged-in as DISPATCH or DISPATCH01 (or any other position without a valid staff e-mail addresses associated with the log-in) --- *If a 9-1-1 call is being processed at a position logged as DISPATCH or DISPATCH01, where using Citizen Input is needed, will require someone barging (or overriding) into the 9-1-1 call from their position.*
- If using Citizen Input and experience any issues (not working or other issues), document these in the appropriate (for ECW issues) spreadsheet and assure the appropriate supervisory staff for the 9-1-1 Center are aware
- Supervisory staff have permission to download files to a computer/device if needed; non-supervisory staff do not have this permission
- The map is not active in the Citizen Input Application --- Citizen Input uses Rapid-SOS location data --- The Chat feature (in Citizen Input) is disabled
- Currently if the Citizen Input service is not functional (such as Motorola have system/functionality issues), there is no notification to inform 9-1-1 Centers (this is hope to occur in the future)

OTHER – GENERAL INFORMATION

- The reality is 9-1-1 dispatch personnel will now see images/video/streaming of individuals in incidents and Fire/EMS/Law Enforcement scenes; this is vastly different than only voice/text (we have been used to for years) and may impact our mental health well-being and how we remember 9-1-1 calls processed every day – 1. Any use of Citizen Input with violent/disturbing media, or 2. Any received media received/viewed that create potential mental-health well-being, should be reported to 9-1-1 supervisory staff immediately.

- Is noted, there will be instances where, due to a 9-1-1 caller's cellular phone (model, age, or settings/configuration) the use of Citizen Input may not be possible; overall, Citizen Input was designed for Android and iOS (Apple) devices. The caller may tell you that the phone is saying that their permissions do not allow them to click on the link or share from their device. If this occurs, move forward with the call without the use of Citizen Input. Since every phone is different and it would be hard to identify the exact issue over the phone; do not attempt to troubleshoot this issue during a 9-1-1 call.

- At this time, we are unable to share a live stream, photo(s), or video with an iPad device. Our testing showed that, even if the iPad is connected to a cellular network, the link cannot be sent to the associated phone number for that device because the device cannot be set up to receive texts to that number. Further testing showed that, even if the device is receiving texts from a linked cellular device, the messages sent from Citizen Input do not deliver to the iPad device, only the cellular device.

- Since implementing Citizen Input, we have encountered a few issues with our ECW Callworks application when we lose internet connectivity. Although we have attempted to mitigate this issue by installing a redundant internet source, the issue may still present. The symptoms when this issue occurs are generally: stuck calls in the ECW Callworks application, inability to answer/release calls, and calls showing on one console but not others. You may also notice that the call is not creating a call card in Citizen Input, meaning that there is a call in ECW Callworks but it is not appearing in the Citizen Input software. If any of these symptoms present, log out of the Citizen Input software at all call-taker positions. The ECW Callworks application should clear up on its own, but we recommend closing down the ECW application (one console at a time) and restarting, just to be sure. While closing the Citizen Input software has resolved the ECW Callworks

problems in the past, it is not a guaranteed fix. A Supervisor should be notified if this issue presents.

POTENTIAL SCENARIOS – USE OF CITIZEN INPUT

Overall ESVA 9-1-1 staff have the latitude to use as needed, if feel may benefit an emergency response or incident --- When used, please communicate this to a member of the 9-1-1 Center's supervisory staff (if they are not aware).

Offering just a few potential situations/incidents where Citizen Input could provide benefit. This short list, in no way, limits the use of Citizen Input to only these incidents. ESVA 9-1-1 dispatch staff have the latitude to use Citizen Input as requested (by field responders) or as needed to provide benefit to an incident/situation:

- A. Someone who may not know their location; by visibility of their surroundings, may be helpful in determining their location.
- B. A 9-1-1 caller (if able to do so safely) may be able to provide suspect information or other incident information from a criminal situation (picture, video, streaming)
- C. At a vehicle accident, a 9-1-1 caller (if able to do so safely) can send media on the vehicle/patients/entrapment at the scene, providing additional situational awareness for the 9-1-1 Center and responders (if shared)
- D. For a fire incident, a 9-1-1 caller (if able to do so safely) can send media of the fire-scene, providing additional situational awareness for the 9-1-1 Center and responders (if shared)
- E. Could be used to calm down a caller, if they know you can see what they can see
- F. For a critical/traumatic situation, if a 9-1-1 caller knows you can see them (what is happening), may help calm them until responders arrive
- G. OTHER SITUATIONS AS DEEMED APPROPRIATE

COMMAND CENTRAL PASSWORD INFORMATION/OVERVIEW

New Accounts:

Click on Set your password in the welcome email.

Enter the email if it is not already entered.

After clicking Send, a one-time code will be mailed, which can be used to set the password.

Existing Accounts:

An account's password can be changed using the CHANGE PASSWORD? button/link or reset using the FORGOT PASSWORD? link on the login screen.

Passwords expire after 90 days and the account is given a 7-day warning.

If the password was changed in the last 90 days that is, the password has not expired. The user can change or reset password at any time.

If it's been over 90 days since the last password change or if there's a week before the password expires and the user logs in, a warning mail is sent indicating that the password will expire in the next 7 days.

The user has 7 days from the day the password expiration warning email is sent to change or reset the password.

The current password works until the password warning period is up.

If the password has not been changed/reset in the 7-day warning period, the user will be forced to change their password when they attempt to sign in.

If they remember their password, they can change it on the login screen with the CHANGE PASSWORD? link.

If not, the FORGOT YOUR PASSWORD? link can be used to reset it.

Password Complexity:

Minimum length is 8 characters.

Password cannot contain any characters found in the user's entry (names, phone numbers, agency, etc.).

Passwords must not be included in a list of commonly-used passwords (e.g. "1234abcd", "password").

Passwords cannot be common words found in dictionaries (e.g. "pasta", "alligator").

Passwords cannot be the same as any of a user's previous 10 passwords.

Expiration Details:

Expires every 90 days.

Email Warning 1 week before expiration.

Account locked for multiple password failures (4).

APPENDIX Q

ESVA 9-1-1 EMS QA/QI Overview and Expectations

Revised: November 2022

ALL CALLER'S INTERROGATION (20 points)

- **Determine the incident address or location (5 points).**
 - If the caller doesn't know, use your CAD, ECW, RapidSOS, RAVE maps, event history/phone number lookups, and other tools available to help establish.
 - May need to ask caller for landmarks, cross-streets, mile markers, etc.
 - If at a business, the business name and town should be obtained.
 - Physical address is not needed from the caller (likely won't know it).
 - Using the E911 button is discouraged.
 - May be address and town discrepancies between the ANI/ALI and the CAD system.
- **Verify the incident address or location (5 points).**
 - The address should be repeated in full (numerics, street name, and town) before the call is sent for dispatch.
 - If at a business, the business name and town should be repeated for verification.
 - If at an intersection or on a stretch of roadway, the street name and town should be verified along with directional locations (north of, south of, east of, west of).
- **Determine the nature of the call (4 points).**
 - The patient's biggest complaint/highest priority should be determined.
 - May change over the course of the call.
 - Do not allow a caller to ramble or provide a life-long story. Quickly determine what their current need is.
- **Obtain the caller's name (3 points).**
 - First and last name should be obtained, if possible.
 - Obtaining the caller's name assists in maintaining the caller's attention and controlling the call.
 - Once obtained, should be used in place of "Sir" or "Ma'am."
 - May require the caller to spell for verification.
 - Needs to be documented as accurately as possible.
 - Dispatcher names/numbers from other agencies (including local) should be obtained and documented in the caller box.
- **Obtain a call-back number (3 points).**
 - Should be provided by the caller.
 - Do not assume what displays on ANI/ALI is correct.
 - If the caller does not know the number, you may offer what is displayed.
 - If the number is disconnected, the displayed number should still be documented (ex. 911-xxx-xxxx).
 - Needs to be documented accurately.

- Can do this by repeating the number back for verification.
 - Needs to be obtained at the beginning of the call in case the call is dropped/disconnected.
- The ACI card (*address, nature, name, phone number*) needs to be completed on every EMS call, before asking any further questions, or providing pre-arrival instructions, including CPR or any other red card. Calls should generally be dispatched within 60 seconds of answering the phone, so obtaining an accurate location and nature as quickly as possible is necessary. A dispatchable location and nature are all that is needed to get a call dispatched. You should not wait to enter the caller's name and phone number, or any other information, before "finishing" the call in CAD so that it can be dispatched. An exception to this would be to specify the exact nature on nature codes that have more than one (ex. Abdominal/Back pain- may need to type "abd" or "back pain" quickly in the notes so that the dispatcher verbalizes the correct nature when dispatching. Another example could be Unconscious/Unresponsive/Syncope- typing "syncope" or "passed out" quickly in the notes so that the dispatcher knows what part of the nature code to verbalize.).

EMD INTERROGATION (50 points)

- **Determine the patient's level of consciousness (4 points).**
 - Is the patient awake and able to talk?
 - If yes, determine age, gender, chief complaint and go to appropriate card.
 - If no, obtain breathing status.
 - If patient is breathing, roll patient on their side and monitor breathing. Go to Unconscious/Unresponsive/Syncope card.
 - If patient is not breathing, advise the caller that you will help them with CPR until help arrives.
 - If caller wants to do CPR, obtain patient's age and go to CPR age card.
 - If caller does not want to do CPR, advise the caller that help has been dispatched and to stay on the line.
 - If the caller does not want to perform CPR, do not encourage them or guilt them for not doing so. Keep the caller on the line and obtain further information such as when the patient was last seen or spoke to, any medical history, their name and age, etc. CPR instructions should still be given if the patient is not flat or on a hard surface (ex. in a bed or in a recliner chair).
 - Will not need to ask LOC if the caller is the patient and is talking to you.
 - LOC needs to be verified by the caller if caller is not the patient.
 - Do not assume anyone talking in the background is the patient.
- **Determine the patient's breathing status (4 points).**
 - Is the patient's breathing normal, labored, shallow, agonal, absent?
- **Follow EMD progression (10 points).**
 - The All Caller's Interrogation Card (ACI), patient's level of consciousness (LOC), and breathing status need to be obtained prior to asking any other vital points questions (VPQs).
 - Should be done in the above order. Any above information not asked in order will result in a 10-points deduction.

- ACI and EMD Interrogation should be completed on every EMS call, including EMS Public Service calls and Code Grays.
- **Obtain the patient's age (2 points).**
 - The age of the patient should be obtained.
 - Estimations are acceptable if the caller does not know the patient.
 - May receive a date of birth (DOB) from healthcare facilities.
- **Obtain the patient's gender (2 points).**
 - Likely easily determined if the patient is the caller.
 - If caller is not the patient and gender is not provided, should be asked.
- **Select the most appropriate nature code (4 points).**
 - The chief complaint/highest priority should be used for the nature.
 - May need to ask the patient what is giving them the hardest time or bothering them the most.
 - May change from the original nature.
 - Cardiac Respiratory Arrests should be changed in CAD if the status of the patient changes while the caller is on the line. Does not need to be changed in CAD once EMS is on scene. The same for Code Grays.
 - Can be upgraded but should never be downgraded.
- **Ask VPQs from the correct nature card (2 points).**
 - VPQs should be asked from the highest priority nature card.
 - There is no minimum number of VPQs to ask; will vary on each call.
 - Not every VPQ has to be asked; doing so will prolong the call.
 - Ask the questions that are most relevant to the current situation.
 - A patient's medical history should not dictate or change the nature unless it directly effects the patient's current condition.
 - Ex. If a caller states they are having chest pain and has history of diabetes, the focus should be on the chest pain nature card, not the diabetic card.
 - Pay attention to the color-coded or boldface VPQs; usually indicate importance or may direct you to another area depending on the patient's response.
- **Provide all pertinent pre-arrival instructions- non-red scripted cards (10 points).**
 - Instructions that are listed **above** the "If Applicable" instructions should be given.
 - Generally, are the medical intervention instructions and instructions that may provide some relief to the patient.
 - Do not rush through the instructions.
 - Speak so that the caller can understand what you are telling them to do.
 - Do not add to or make up any instructions based on personal or medical experience.
 - Doing so will result in a 2-point deduction.
 - Do not provide instructions from memory.
 - Should be read from the nature card.
 - Instructions do not have to be given to third-party callers or medically-trained professionals (EMTs, nurses, doctors, etc.) but should be verified that the caller is a trained professional and does not need assistance.
 - NOTE: Law Enforcement Officers are not medically-trained professionals and should receive instructions as necessary.
- **Red Scripted Cards: give instructions in order, verbatim, without deviating (10 points).**

- CPR, Obstructed Airway, Airway Control, AED, Childbirth, and Bleeding: must be read, followed, and given in order, verbatim (word-for-word), with no additions or subtractions.

CAD SKILLS (15 points)

- **Accurately document the caller's name (2 points).**
 - The caller's first and last name should be documented accurately
 - May need to ask the caller to spell.
- **Accurately document the call-back number (2 points).**
 - A call-back number should be accurately documented.
 - Repeat the number back for verification.
- **View the Premise prior to sending the call for dispatch (3 points).**
 - Premises hold various forms of information (LE needs, lifting assistance, key/lock boxes, etc.).
 - A location may have more than one Premise.
 - The call-taker should view the Premise(s) once the CAD indicates there is one.
 - Must occur before hitting "finish" and sending the call for dispatch.
 - The dispatcher also needs to view the Premise(s) before dispatching.
 - Hitting the Premise button any point after the call is sent for dispatch will result in a 3-point deduction on the call-taker.
- **Send call for dispatch in under 60 seconds (3 points).**
 - All EMS calls should be dispatched within 60 seconds of the phone being answered.
 - Minimal exceptions may include loss of phone connection, ECW/CAD glitches, or addressing issues.
 - Generally, when a location and nature is available, the call should immediately be dispatched without delay.
- **Minimum documentation (2 points).**
 - Includes: patient age, gender, LOC, breathing status, and chief complaint.
 - Must be included on every call.
 - Points will not be deducted in cases of calls reported by a third-party caller or a medical alarm company with little-to-no information available.
 - Other information may and should be added (medical history, medications taken, answers to VPQs, key/lockbox information, door preference, reference numbers, etc.).
- **Viewed Nature SOP/Documented EMD cards use/appropriate timestamps (2 points).**
 - The EMD cards must be used on every EMS call.
 - Can use the physical EMD cards or click the Nature button in CAD to display electronic EMD cards.
 - Using the Nature button will automatically timestamp "Viewed SOP" in the event log of the call.
 - If using the physical cards, you need to validate by typing 'EMD' in the command line, which will timestamp 'EMD CARDS USE' in the call notes.
 - Not doing either will result in a 2-points deduction.

- If either are used, but not all pertinent pre-arrival instructions are given, you will not be given credit for using EMD cards/viewing the SOP.
 - “RED CARDS USED (RED),” “CPR IN PROGRESS (CPR),” “CHILD BIRTH (BABY)” timestamps should be used, when applicable.
- **Viewed call history-** if applicable (1 point).
 - Viewing the call history can be useful when a caller does not know much information about the patient, or when an alarm company reports a medical emergency with little-to-no information on file.
 - The call history should be viewed in the above situations.

TELEPHONE SKILLS (15 points)

- **Offered reassurances throughout the call (3 points).**
 - Once the address and nature are obtained, the caller should be informed that your partner is going to dispatch the ambulance while you ask more questions that will not cause a delay in response.
 - As often as necessary, the caller should be reminded that EMS has been dispatched or is enroute.
 - Doing so may help keep the caller calm and focused on your questions or pre-arrival instructions.
 - May keep the caller from becoming frustrated or irate.
 - Never tell a caller that an ambulance is responding if one is not.
 - Never provide ETAs or a timeframe of an ambulance arrival.
 - It is okay to be honest with the caller regarding law enforcement response needs that may delay the EMS response. Advise them of scene safety, including theirs and the responders.
 - It is okay to tell the caller if the first-due ambulance is on another call (if they know an EMS station is close by). Assure them that an ambulance has been dispatched or is enroute from the next closest area.
 - Assure the caller, as needed, that they are doing good and that you are there with them, listening, and helping them.
- **Be professional with the caller (3 points).**
 - Attitudes are not tolerated, regardless of how the caller treats you.
 - “Smile” in your voice and be courteous, understanding, and empathetic with the caller.
 - Explain any silence and times that you have to turn away from the caller (to dispatch, answer another ringing line, etc.).
 - Never hang up on a 9-1-1 caller or refuse to process their call.
- **Maintain control of the call/keep the caller’s attention (3 points).**
 - You need to be the one to conduct the phone call and keep it in line.
 - The caller should not be allowed to ramble.
 - Use the caller’s name to keep their attention and focus.
- **Maintain conversation flow/avoid long periods of silence (3 points).**
 - Ask questions and type responses simultaneously, if possible; multitasking is necessary.
 - Know what you are going to say before you say it.
 - Pay attention to questions that you are asking; make sure they make sense and are relevant.
 - Listen and comprehend what the caller is saying.

- **Use closing statement (3 points).**
 - *“Before we disconnect, please provide the address for final verification. An ambulance has been dispatched to this location. Please call back if anything worsens or changes before they arrive.”*
 - Needs to be stated in full on each EMS call.
 - Failure to provide all three parts (address verification, advising of EMS response, and direction to call back if needed) will result in a 3-points deduction.

Reminders:

- A passing EMS QA/QI score is **80%** or higher.
- Any score below 80% will result in an EMS QA/QI deficiency Guardian entry.
- Failure to improve after two consecutive months of repetitive errors will result in an EMS QA/QI deficiency Guardian entry.
- If *“please see me about this call”* is documented on your call review, it is your responsibility to meet with Supervisor Hodgson as soon as possible, preferably your next scheduled shift.