

PURPOSE:

To provide consistent radio communications with communications centers and other response agencies.

POLICY:

UNIT COMMUNICATIONS WITH DISPATCH

- A. Units calling Dispatch should identify themselves with the appropriate department name and then address the communications center as DISPATCH. (Example: Washburn Fire to Dispatch.) If a department's radio transmission may change from tower to tower, the radio unit should also identify the tower on which they are transmitting. (Example: South Shore Ambulance to Dispatch/Port Wing.)
- B. If you need a response from Dispatch, then address Dispatch. (Example: South Shore EMT Hofman to Dispatch). If you are transmitting on the radio for the benefit of other responders, do not address Dispatch and do not expect Dispatch to acknowledge your transmission. (Iron River EMT Victorson to the scene.)
- C. The use of plain text (versus 10-codes) is the standard operating procedure for radio communications.
- D. An Ambulance Department should transmit the following to Dispatch:
 - 1. Department – Acknowledge the page [Iron River Ambulance to Dispatch. Acknowledge the page.]
 - 2. Ambulance en route
 - 3. Ambulance at the scene
 - 4. Ambulance en route to hospital
 - 5. Ambulance arrived at hospital
 - 6. Ambulance returning to hall
- E. The ambulance should also transmit the following information to Dispatch during Intercept calls:
 - 1. Intercept request
 - 2. Making intercept
 - 3. Action following intercept (Example: patient transferred to ground ambulance or helicopter and returning to hall, back en route to hospital, etc.).
- F. If you are not receiving clear transmission from Dispatch, please inform the dispatcher with a suggested change of tower in order to receive a better signal.

DISPATCH PROCEDURES

- A. The order of dispatch by radio pager:
 - 1. Select appropriate fire/ambulance department(s) button(s).
 - 2. Activate pager(s).
 - 1. Announce Department(s) that are to respond.
 - 2. Announce type of emergency.
 - 3. Announce name of residence, if appropriate.
 - 4. Announce location of the emergency by address, both number and road name, including the town/village/city.
 - 5. Announce additional information needed to respond appropriately.

6. Repeat steps 1 – 5.
 7. Announce time of Dispatch.
 8. If there is no response within two (2) minutes of the initial call, repeat steps 1 – 5.
 9. If there is no response within two (2) minutes (either by telephone or radio) the Dispatcher will automatically dispatch the next appropriate department(s).
- B. Any acknowledgement of the page means the service is responsible for the call. This includes requesting additional pages, mutual aid, or other resources. (Dispatch should not be expected to keep track of those who have responded on the radio.)
- C. Ambulance Departments will be notified as a Fire Department is dispatched in the ambulance response area. If a Fire Department is en route to an emergency, the Dispatcher will automatically notify the appropriate ambulance department.
- D. Fire Departments will be notified as an Ambulance Department is dispatched to a motor vehicle accident in the fire department response area. If the fire department in that jurisdiction does not have extrication equipment they may request the closest department with the appropriate equipment also be notified/put on standby until it is known that extrication will not be necessary. If an ambulance is en route to a motor vehicle accident, the Dispatcher will automatically notify the appropriate fire department.

MUTUAL AID REQUESTS

- A. **AMBULANCE/EMS** – A department shall request specific equipment and/or personnel when requesting mutual aid. Examples include, but are not limited to: ambulance, EMTs, extrication equipment, law enforcement, etc..
- B. **GROUND INTERCEPT** – A department shall request the specific ambulance agency, state the basic reason for the request and specify the route of travel to the hospital when requesting a ground intercept. Communication with the intercepting ambulance will take place on a non-repeater frequency when possible and include specific information as needed.
- C. **MEDICAL HELICOPTER** – Requests for the medical helicopter may be made by any emergency agency. Please provide:
1. Requesting agency name.
 2. General location of the incident and/or landing zone.
 3. Type of incident
 - a. Auto accident – multiple patients/with fatality/extended extrication time
 - b. Amputations
 - c. Severe burns
 - d. Remote or difficult road access
 - e. Search in conjunction with a medical emergency
 4. Radio frequency to communicate on – EMS A.
 5. It is highly recommended that a mobile radio be used for all radio communications with the helicopter.
- D. In anticipation of an expanding emergency, departments may request notification of a neighboring department as follows:
1. **ALERT** – No action required.
Department notified that assistance may be needed as local resources are depleted or inoperable.
Example: Barnes Ambulance down for the week for repairs. EMTs would be available to respond to a scene. Both Iron River and Great Divide may be

notified that the need to respond into Barnes service area to transport a patient may be requested.

Notification should be done from department to department by telephone when possible. Dispatch is to be contacted if they are expected to make any changes in established procedures.

2. **STANDBY** – Personnel and equipment at the hall ready to respond.
Example: Barnes and Iron River Fire Departments are responding to a working fire with all personnel and equipment. Brule and Drummond may be requested to standby at their hall. The expectation is that personnel would be in turnout gear with trucks and equipment ready to respond.
Notification would be paged through the communications center.
3. **MOVE-UP** – Department personnel and equipment are moved to a designated location.
Example: Great Divide and Mason EMS have responded to a multi-casualty accident with all units and personnel. Barnes EMS may be requested to move-up to a location allowing coverage of both areas, perhaps near A and N. Iron River would be requested to move a unit to a location allowing coverage toward Mason, perhaps Ino. Move-up locations are designated by the requesting department.
Notification would be paged through the communications center.