



Wintergreen Fire and Rescue Standard Operating Guideline	
Subject:	Radio Procedures
Reference Number:	Comm 01-001
Effective Date:	10-Jun-03
Last Revision Date:	16-Feb-05
Signature of Approval	Curtis Sheets, Chief

Purpose:

To establish universal dispatch decorum.

Policy:

Wintergreen Fire and Rescue will receive the emergency call from Wintergreen Dispatch or Nelson County Dispatch following a 911-phone call.

The dispatcher will announce the address of the emergency, type of emergency, station needed to respond, and the operational frequency if different from Wintergreen Fire Channel 1.

Unless the career person has given instructions for volunteers to “stand down” and/or “remain in service,” volunteers will mark en-route to the station on Wintergreen Fire Channel 1.

The career person on duty will acknowledge the volunteers and give any additional information that is needed.

If the career person does not answer, this just means that they are busy or did not hear you. Continue to the station without repeating your radio traffic. The career person will stand by at the station awaiting your arrival or meet you on scene if appropriate.

If you need any information repeated, ask dispatch to repeat the information only once using Wintergreen Fire Channel 1. When asking please write the information down so you do not need to ask a second time. If you are still unable to obtain information, try going direct with the unit or career person by using Wintergreen Fire Channel 1.

Once you have met the career person at the station or on scene use the following radio decorum.

When marking responding to a call from Wintergreen Dispatch, key the mic, speak clearly, and state unit number responding to call.

If the call is in Nelson or Augusta County, or received from Nelson County Dispatch then the unit needs to respond first with Wintergreen Dispatch, then switch to Nelson Ops 1 or the appropriate Augusta County Channel.

Once responding with Wintergreen Dispatch, switch to the appropriate channel for the duration of the call and mark responding as above with the appropriate Dispatch.

