

	Wintergreen Fire and Rescue	
	Standard Operating Guideline	
	Subject:	Radio Procedures
	Reference Number:	OPER 03-012
	Effective Date:	10-Jun-03
	Last Revision Date:	22-Nov-04
Signature of Approval		Curtis Sheets, Chief

Purpose:

To establish universal dispatch decorum.

Policy:

Wintergreen Fire & 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. The career person on duty at the assigned station will mark up on Wintergreen Fire Channel 1 to acknowledge receipt of the page and offer instructions for the volunteers within one (1) minute of the page.

Examples: Dispatch, Response 180 will be responding momentarily, please have all volunteers remain in service.

Dispatch, Medic 175 is standing by awaiting the volunteers.

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.

Example: Driver 70 en-route to Station One.

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

Examples: Driver 70, I copy and I’m standing by Station One awaiting your arrival.

Driver 70, I copy, please respond to station 2, pick up 180, and respond to the scene.

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 mike, speak clearly, and state unit number responding to call.

Example: Dispatch, Engine 2 responding to the Wintergarden.

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.

Example: Dispatch, Medic 178 responding to a call in Augusta County, switching to Augusta County 2.

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.

Once on scene, key the mike on the appropriate channel and speak clearly, advising dispatch of unit number and status.

Example: Dispatch, Medic 178 on location Monocan Drive

When en-route to the hospital:

Example: Dispatch, Medic 178 is en-route to UVA

When you arrive at the hospital:

Example: Dispatch, Medic 178 is arriving at UVA

When in service:

Example: Dispatch, Engine 6 is returning in service – or –
Dispatch, Engine 6 is returning out of service*.*

* Returning in service means that you are available for another incident and not in need of supplies.

* Returning out of service means that you are not available for another incident due to lack of supplies or mechanical problems.

When back in quarters:

Example: Dispatch, Medic 175 is back in quarters at Station Two.

If the call was in Nelson County or Augusta County, then you need to mark back in quarters with both Wintergreen and the other dispatch center.

Private units should not mark in service.

Only fire engines (Engines 1,2,3,5 and 6) should mark “on the air.”

When a situation is to be marked “under control” the dispatcher will sound the alert signal for 2 seconds and then announce the situation has been marked under control at the given location.

In the event that a fire call becomes “a working incident” or during periods of heavy rescue traffic such as ski-season, or at any other time deemed appropriated by staff or the dispatcher, rescue traffic may be diverted to the Wintergreen Rescue frequency. It is important to pay attention to frequency assignments. We will attempt to use Wintergreen Fire 1 for most incidents and will avoid frequency diversions whenever possible.

Remember the basics. Think about what you are going to say before you key the mike. Speak slowly and clearly. Do not use 10-codes.

“Radio checks” between walkies and dispatched are not allowed. If you need to check your walkie, use your pager in conjunction with the walkie to verify that you can break squelch with the walkie.

During emergency events, available radio-air space is at a minimum, so should be our traffic.