



Wintergreen Fire and Rescue Standard Administrative Policy	
Subject:	Distress Call
Reference Number:	EMS 03-010
Effective Date:	6-Feb-15
Last Revision Date:	3-Apr-19
Signature of Approval	Curtis Sheets, Chief

Purpose:

Provide a guideline for providers/firefighters to request help while on scene of an incident that are in distress and need assistance from dispatch and law enforcement.

Policy:

Refer to policy COMM 04-001, Radio Procedures for standard procedures regarding radio traffic.

If a unit on scene of an EMS or Fire call needs law enforcement and is not able to ask for that assistance directly then use the following distress call:

Nelson County Dispatch

Nelson County (Portable radios only) radios are equipped with the emergency call button on all portable Motorola Radios. If you have an emergency and can't speak then press the orange emergency button located at the top of your portable radio.

Or

They are to say, "Wintergreen or Nelson Dispatch, unit #, CODE 10." This means that the subject or subjects with whom they are in contact are escalating and they are requesting a deputy or officer.

Dispatch will respond with "Copy, (name the unit that requested it) Code 10. I show your location as (give the address)." This gives the unit time to correct the address or location if it has changed and they have not yet notified Nelson or Wintergreen Dispatch. If the address is correct, they will say, "Affirmative." The dispatcher will then time stamp.

The dispatcher will then notify the Sheriff's office or Wintergreen Police Department on their primary channel that EMS is requesting a deputy or officer for an escalating/agitated/combatative person, and that dispatcher will select and dispatch the appropriate deputy(s) or officer(s).

Example:

EMS: 924 or Medic 175, Code 10.

Dispatch: 924 or Medic 175, Copy, Code 10. Showing (address or location they are at according to CAD).

EMS: Affirmative

Dispatch: 14:22. (Dispatcher then alerts Sheriff's Office or Wintergreen PD)