



<b>Wintergreen Fire and Rescue Standard Administrative Policy</b>	
Subject:	Radio Procedures
Reference Number:	COM 04-001
Effective Date:	10-Jun-03
Last Revision Date:	19-Jan-24
Signature of Approval	Curtis Sheets, Chief

**Purpose:**

To establish universal communications procedures.

**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.

One person at the appropriate station shall acknowledge the page was received by marking on the radio as soon as possible with, “we have the page”.

Unless the career person has given instructions for volunteers to “stand down” and/or “remain in service,” volunteers will mark en-route to the Scene or appropriate station on WTG 4.

The career person on duty and/or Wintergreen Dispatch 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 or scene without repeating your radio traffic. The career person will meet you on scene or wait for your arrival when appropriate.

If you need any information repeated, ask Wintergreen Dispatch to repeat the information only once using WTG 4. When asking, please write the information down so you do not need to ask a second time or refer to your text page for address information. If you are still unable to obtain information, try going direct with the unit or career person on scene using WTG 4. Staff and volunteers are encouraged to use the Active911 system for additional information and/or location of the incident.

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

Once on scene, key the mic on the appropriate channel and speak clearly, advising dispatch of unit number and status. When the unit has arrived at the hospital, key the mic on the appropriate channel advising dispatch the unit number and status.

- Returning means that you are available for another incident and not in need of supplies.
- Returning not ready means that you are not available for another incident due to lack of supplies
- Returning out of service means that you are not available for another incident due to a mechanical problem(s).

When the driver marks enroute to the hospital they should indicate the number of career personnel on the unit if more than one. For example:

*“Wintergreen or Nelson Dispatch, Medic 175 is enroute to Augusta Health with two career personnel.”*

Private units should not mark in service.

Apparatus shall not mark on the air out of quarters. If the apparatus is out of quarters when a call is received, those units will mark responding, stating his/her location.

Remember the basics. Think about what you are going to say before you key the mic. Speak slowly and clearly. Do not use 10-codes. (Exception: 10-4)

In the event of a walk-in to any of the stations staffed by Wintergreen Rescue Squad, notify dispatch immediately. Information to dispatch should include the patient’s chief complaint, age (if you have it), the ambulance number that will handle the call, and that you are with the patient. For example:

*“Station 2 to Wintergreen Dispatch, can you tone Rescue for a walk-in? The patient is a 54-year-old male with chest pain? Have the driver respond to the station. Medic 178 will be handling the call and we’re with the patient now.”*

**During emergency events, available radio-airspace is at a minimum. Be Brief!**

#### **Radio Availability:**

Squad 1 has a cache of six radios, which shall always remain on Squad 1 unless directed by staff.

- Squad 1 radios are only to be used in large scale emergencies, such as a search and rescues or a large-scale technical rescue. These radios are the only set of radios that will work with the on-board repeater.
- Portable radios assigned to each vehicle should remain on the apparatus until there is a need at the scene.
- Lost or damaged radios should immediately be reported to the Training Captain.