

GLOUCESTER COUNTY

**DEPARTMENT OF
EMERGENCY RESPONSE**

COMMUNICATIONS PLAN

REVISED MARCH, 2006

COUNTY OF GLOUCESTER

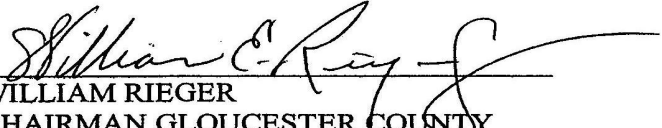
DEPARTMENT OF EMERGENCY RESPONSE

COMMUNICATIONS PLAN

The Gloucester County Communications Plan becomes effective when approved by the various member organizations to the Advisory Board and signed by the Director of Emergency Response, the Chairman of the Gloucester County Communications Center Advisory Board and The Gloucester County Freeholder in charge of the Department of Emergency Response.

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COMMUNICATIONS CENTER
ADVISORY BOARD

GLOUCESTER COUNTY COMMUNICATIONS CENTER
ADVISORY BOARD

PREFACE

The Gloucester County Communications Center Advisory Board has been appointed by the Gloucester County Board of Chosen Freeholders since the inception of the Gloucester County Communications Center in 1980.

The board membership is comprised of representatives of the various emergency response organizations and the general public within the County of Gloucester.

The council was charged with the responsibility of providing guidance and suggestions to the Freeholder Board on the operation of the Communications Center.

Since that time the communications center has evolved into the Gloucester County Emergency Response Center which now houses the Fire & EMS dispatch center, the Police dispatch center, the Office of Emergency Management and the Office of the Fire Marshal.

This Communications Plan is a tool provided to the Emergency Response Community of Gloucester County by the committee to enhance the day-to-day operation of the communication center and the communication system they use.

The goal of the committee is to standardize all county dispatching not to dictate Fire, EMS, Police or Sops. The actual equipment to respond to an incident is left to the discretion of the Chief Officer.

All requests for deviation/change to the communications plan must be in writing to the Chairman of the Radio Advisory Council who will submit it to the council for discussion and comment. A majority vote will be needed for the final approval. The submitter (Chief or Captain or designee) will be invited to attend these meeting and to present any and all documentation that will support their request.

GLOUCESTER COUNTY COMMUNICATIONS PLAN

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1. GENERAL INFORMATION

1.A. INTRODUCTION

An effective communications system is a basic requirement for effective Police, Fire, and Emergency Medical Services (EMS). This must be a fast, reliable communications system to link the public to the emergency dispatcher, the dispatcher to the police, fire, and ambulance personnel, and the ambulance personnel to the hospital staff.

A central dispatch center is a proven, practical concept that provides fast, reliable communications while efficiently coordinating and managing resources.

1.B. PURPOSE

The purpose of this document is to provide guidelines for the police departments, fire companies and ambulance squads in Gloucester County that will be dispatched by the County Communications Center, and those that will be operating on the Gloucester County Police, Fire and EMS frequencies. This document shall in no way infringe on existing Center SOG/SOP's.

1.C. AUTHORITY

This plan is promulgated jointly by the Gloucester County Police Chief's Association, Gloucester County Fire Chief's Association, Gloucester County Firemen's Association, the Gloucester County Ambulance and Rescue Association, the Gloucester County EMS Council and the Gloucester County Communications Center in concurrence with the Gloucester County Communications Center Advisory Board.

1.D. GOAL

The goal of Police, Fire, and EMS Communications is the prompt and timely provision of appropriate resources to:

- a) Reduce the damage and losses from fires.
- b) Reduce the deaths, disabilities, pain and suffering experienced by emergency patients and fire victims.
- c) Reduce the crime rate
- d) Provide communications to law enforcement personnel in their efforts to assist their citizens and in problem resolution within their communities.
- e) Assist in resolving problems occurring in the community.

The Center will contribute to this reduction by utilizing proven concepts and technology to:

- a) Provide improved public access to life-saving services.
- b) Permit improved management and utilization of police, fire, and EMS resources.
- c) Serve as the countywide point for communications during a disaster.

1.E. BACKGROUND

Each year, many people die, and several hundred thousand more are injured from all types of accidents. In addition, the citizens of New Jersey experience millions of dollars of casualty losses from fire, thefts and property damage each year. Lives and property can be saved by reducing the time required for help to reach the scene of an emergency. Although relatively little can be done to reduce emergency vehicle travel, communications techniques offer substantial opportunities to reduce the total time required for help to reach a citizen.

Most New Jersey citizens in need of emergency services were faced with a bewildering array of different telephone numbers at a time of extreme personal stress. The citizens must know the specific telephone number for the specific municipality to promptly reach assistance. When the citizen did reach the correct agency the person who received the call may have lacked the training to provide adequate advice or to send appropriate assistance. In Gloucester County, 34 different emergency service telephone numbers had been used prior to the advent of the Gloucester County Communications Center and 9-1-1.

1.F. DISPATCH CENTER FUNCTION

The Gloucester County Dispatch Center will:

- a) Provide prompt public access to participating agencies by a single telephone number.
- b) Screen telephone requests and direct them to the appropriate services.
- c) Advise callers as to what to do until help arrives.
- d) Prioritize requests on the basis of need as directed.
- e) Promptly dispatch appropriate aid.
- f) Effectively manage resources through coordination with emergency services.
- g) Service request from field units
- h) Assist in hospital selection and pre-notification when appropriate.
- i) Coordinate with other agencies.
- j) Provide requested information to emergency services as legally permitted.
- k) Support and provide informational needs to emergency services.

2. **FIRE/EMS OPERATIONS**

2.A. **DISPATCH CENTER OPERATION**

Public education will be used to inform citizens of how and when to request, fire or emergency medical services.

Dispatch personnel will have extensive training in, Fire and Emergency Medical Services. Dispatchers will follow policies, procedures and task outlines and utilize resources and cross reference files. Approved guide cards shall be used in the interrogation of the caller and the provision of pre-arrival instructions.

In an emergency a citizen will use the single telephone number (9-1-1) to reach the Center. The dispatcher will secure the necessary information and then advise the caller of the appropriate action to take until help arrives. (Depending on local policy, the dispatcher might decline or postpone requests, such as routine ambulance transportation). Non-emergency telephone numbers will also be available.

Utilizing resources, the dispatcher will pinpoint the caller's location and, in accordance with local policies, select the appropriate assistance to send. Members of the respective fire company(ies) and/or emergency medical service(s) will be alerted via radio & pager. It is the responsibility of each municipality to ensure that streets and businesses are updated in a timely and prompt manner.

Using radios, field units will advise the Center as they begin their response, reach the scene carry out activities and as necessary request additional assistance. As appropriate, the Center will assist ambulances in selecting hospital(s) necessary for patient care and in diverting/by passing emergency departments/hospitals,

The "Red Phone" PBX extensions at the stations and at the hospitals will be utilized as often as possible to keep radio traffic to a minimum. Information which can be of a private nature should NOT be transmitted over the radio.

2.B. **USE OF RED PHONES**

All Gloucester County public safety agencies have a "Red Phone" PBX extension installed at their headquarters. One may dial "O" for additional information on a call. This will enable the dispatcher to identify the station calling.

The fire & ambulance alarm room supervisor may be reached at 5810, the police alarm room supervisor at 5880, and the administrative office may be reached at 7100. The administrative fax number is (856) 881-4964, Fire/EMS fax number is (856) 863-0932, and the police room fax number is (856) 307-7107. Please dial 5810 for general information, 5811 for fire times and 5812 for ambulance times.

2.C. FAXES

The Communications Center will forward run reports, alarm times, and numbers to the various stations, department and squads automatically through the use of fax machines. The individual department must purchase the machines. Though it is recommended that these machines be placed on any phone line within the building, they may be placed on PBX. Should the department not have a fax machine, or the machines are not working, the information may be obtained by contacting the Center by phone. Fax machines are to be used for the dissemination of official information only. The use of fax machines for the purpose of transmitting non-essential information is prohibited.

2. D. UNIT STATUS OF FIRE/EMS UNITS

Computer Aided Dispatch will be utilized to maintain the current status of every participating fire, and ambulance unit. As necessary, and in accordance with local procedures, additional and/or specialized units will be assigned to any incident while other units are moved up, to avoid stripping equipment from a particular area.

Efficient dispatching necessitates that the County is continuously informed of the status of all vehicles being dispatched by Gloucester County.

Fire Vehicles/Officer Shall Notify Gloucester County When:

- 1) Responding
- 2) On Location
- 3) Under Control (OIC Only)
- 4) Available-Returning (OIC)

EMS Vehicles/Officer Shall Notify Gloucester County When:

- 1) Responding
- 2) On Location
- 3) To Hospital/LZ
- 4) At Hospital/LZ
- 5) Available/Returning

2.E. USE OF THE RADIO

The wide use of common frequencies by the County will necessitate efficient use of the radio and a **courteous attitude** by all. Messages directed at the County Communications Center should begin with "County".

Any time multiple units are sharing a frequency it is essential that everyone observe the FCC procedures of "listen before speaking" to assure that they are not cutting into a transmission in progress.

The calling procedures used in Gloucester County will be name of unit being called from the unit calling. Officer in charge shall identify himself by his assigned radio number/assigned ICS title.

All units responding to a call should sign on with Gloucester County giving the vehicle type, unit # and “responding” – state location responding to. When answering, Gloucester County will repeat the vehicle number or officer number and not just answer OK. (ie, OK 2514 or OK 7301)...then after units will only use their unit number.

The Officer in charge should place the vehicle in available status on location or when returning to station and available. If more than one unit or station is available at the same time, this can be done with one transmission and not each unit separately.

First unit and/or officer arriving on location should assume command and give a brief description of conditions. This will be relayed to other responding units by Gloucester County. It alerts Gloucester County for possible assistance if needed.

Codes are NOT to be used and plain English shall be utilized. All officers should keep in mind that a repeater is used for communications. As a result there is a slight delay so you should pause or take a deep breath prior to talking. All messages should be kept brief. Officers should speak slowly and not hold the microphone to close to their mouth.

2.F. EMERGENCY EVACUATION SIGNAL

The emergency evacuation signal is a procedure designed to alert all emergency personnel of an impending building collapse or condition that warrants the immediate evacuation of all emergency personnel.

When requested, the Alarm Room will transmit a 5-second alert tone across all assigned frequencies at that incident, followed by “Attention all personnel on the firegrounds (at location), the emergency evacuation procedure has been ordered. All units will sound their warning device”.

All units on the location will sound a 30-second air horn blast or siren blast. This will alert all personnel to evacuate the affected area. This order should come through the Incident Commander .

2.G “MAYDAY” Policy

“MAYDAY” is the distress signal to be used by all emergency personnel in peril. When “Mayday” is transmitted by the personnel in a life threatening position/situation on an incident scene, the following actions will be taken:

1. All radio communication will cease.
2. County Communications will transmit an alert tone, followed by the message “Mayday transmitted in <X> Township” (i.e., “Mayday Transmitted in Deptford Township”)
3. All personnel shall exit the building & perform personnel accountability report.

4. All radio communication will be limited to the incident commander, the personnel in peril and the fast team personnel.

Upon completion of rescue operations, and only by the direction of the incident commander, County Communications will then announce that routine radio traffic may continue.

2.H. AERO MEDICAL UNIT

It shall be the responsibility of the first emergency unit on location to request an Aero Medical Unit. Any emergency personnel can request an Aero Medical Unit...squads, police, medics, fire officers, etc.

The Communications Center will dispatch the local Fire Company if not already on location. The Incident Commander will be advised to prepare a landing zone for the helicopter. The Landing Zone coordinator will be identified as town name LZ, i.e. (Mantua LZ). In the event that there is more than one LZ call going on in the same township, the LZ coordinator will be referred to by fire company or EMS name.

2.I. ANNOUNCEMENTS

There will be no tone alerts or announcements of regular scheduled local meeting, drills, bingo or work details, etc.

Only the following are approved:

- 1) Un-scheduled meeting or drill
- 2) Deaths of company or squad members
- 3) County training – seminars & meetings
- 4) Storm warning
- 5) Apparatus status
- 6) Procedure changes (i.e.: Your Ambulance is Out of Service)
- 7) Hospital by-pass/diversion status

Local announcements will be made at the time requested between 0700 and 2300 hours (i.e. if you want it announced at 1800 hrs call just prior.) The request must be made by an officer who must give his name and rank. The Alarm Room Supervisor on duty must authorize the transmission of the announcement. Paging by name is strictly prohibited except under extreme emergency and will be at the authorization and the discretion of the on-duty alarm room supervisor.

Countywide announcements will be made at 0900 & 1800 hours if possible, under the same authorization as above. Announcements will include equipment out of service and hospital

bypass/diversion status as reported to the Alarm Room Supervisor. When there are no current bypass or diversions this will be announced.

2.J RADIO TESTING

Testing of local encoders for home alerts should be limited to maintenance tests only and must be cleared by Alarm Room Supervisor prior to testing.

During emergencies, Gloucester County may request that there be no testing. In accordance with FCC Rules & Regulations, testing may not be done during emergencies.

In accordance with State regulations, sirens will not be tested more than once each month and cannot be used for signals. There will be no testing between 2300 and 0700 hours.

2.K. USE OF COMMUNICATIONS EQUIPMENT

- 1) Allow a few seconds before transmitting. Use this time to:
 - A. Determine if frequency is busy
 - B. Organize your thoughts so as to use the least amount of airtime possible.
- 2) Insure that the transmit switch is depressed firmly before speaking and held firmly until finished. Speak in a clear normal conversational voice. Do not yell or shout or try to “race” through the message.
- 3) Try to eliminate transmitting while the vehicle’s siren or air horn is being operated.
- 4) Insure that the volume and squelch controls have been set so that messages can be heard over the engine and siren noise.
- 5) Between transmissions, the microphone should be placed on the proper mounting device, and not on the seat, floor, etc. This will avoid accidental keying of the radio. If the red transmit light remains on after releasing the microphone button, this indicates that the button is stuck on (open carrier), or some other malfunction has occurred. If you cannot correct this situation within thirty (30) seconds, turn radio OFF, so you will not disable all communications on the Channel.
- 6) Per the FCC, any adjustments to radio transmitters in the public safety service may only be made by FCC Licensed Technicians.

2. L. ALARM TRANSMISSIONS

- 1) All alarms (alerts) for fire and emergency medical services will be transmitted on VHF Fire 1 and UHF Channel 1 then repeated once.
- 2) All alarms will be dispatched as follows:

- A) Engine/Station #/Squad #/,District, County Task Force, County Strike Team, type of apparatus (i.e. Ladder 5-1)
 - B) ON Channel #_____ (when units are not operating on primary channel)
 - C) Location
 - D) Cross Streets (if available)
 - E) Type as covered in “Assignment Terminology” on pages 10 through 14. This will be repeated once.
 - F) The dispatch time will be announced at the end of the transmission.
- 3) When a unit (Fire & EMS) is on the street and is being sent to another assignment, the unit will be given its new assignment on the frequency it is operating on and then will be dispatched over F-1 and Channel as responding. (i.e. – 739 is responding to 123 Main Street for a _____. Note: This may not happen during high peak times.
- 4) Priority messages may be preceded by three (3) alert tones. All radio traffic shall cease until the emergency message is clear.
- 5) All alarms for testing sirens and other alerting systems will be transmitted as:
- STATION # OR SQUAD # OR DISTRICT # - A TEST
- 6) All alarms of non-emergency nature will be transmitted as:
- STATION # OR SQUAD # OR DISTRICT # - ALL PERSONNEL REPORT FOR A...
- SPECIAL ASSIGNMENT
SPECIAL MEETING
SPECIAL DRILL
- 7) If after a fire alarm has been transmitted, Gloucester County receives no communications within 4 minutes, the alarm will be repeated and also your next-in station will be dispatched. When a company does not respond on the initial dispatch, it should be re-dispatched as normal and announced as firefighters needed. After which the dispatcher will immediately try to determine why the original alarm was not answered. Possible malfunction or breakdown of equipment will be checked.
- 8) On limited access highways (i.e. NJTP & AC Expressway) the dispatcher shall strictly use the mutual aid plan that is in place. This will be done in an effort to provide service safety due to the highway hazards in the area.
- 9) Basic Life Support Unit Toning Procedure
- a. Life Threatening Emergency

(1) If after an ambulance alarm (alert) has been transmitted Gloucester County receives no communications via telephone or radio within five (5)

minutes, the alarm will be repeated as a “second request” (i.e., “a crew is needed”). The alarm room will also dispatch an “immediately available squad”.

(2) An “immediately available squad” is defined as any squad that can handle a life threatening incident within a reasonable proximity to the incident scene.

(3) The Alarm Room Supervisor has the discretion to assign the “immediately available squad”. Such squads may include units available at, or leaving a hospital, or returning to station, and are in close proximity to the incident. Career units available in close proximity to the incident may also be assigned.

(4) Life Threatening Emergencies are defined as any medical or traumatic time/life critical event that has a simultaneous response of ALS/BLS as outlined in the New Jersey Department of Health and Senior Services, Office of Emergency Medical Services, approved guidecards.

b. Non-Life Threatening Emergency

(1) The duty crew or all call will be dispatched. If no response after five (5) minutes, the squad will be retoned. If no response after three (3) minutes, the squad will be toned a third time. If no response after the third tone (total of 10 minutes), the squad’s mutual aid next due will be dispatched.

- 10) When an MICU/Career EMS Unit has been dispatched and Gloucester County has received no communication within 2 minutes, the dispatch shall be repeated and the next MICU/EMS Unit will be assigned and the MICU/EMS supervisor shall be notified.
- 11) On multiple station assignments there will be no more than 5 stations and/or squads dispatched during one (1) transmission. On dispatches with more than five (5) stations and/or squads, the dispatch and transmission will be split into a second or third announcement as needed.

On multiple station assignments the host station/squad shall be dispatched and announced initially and followed by the balance of the assignment (i.e. two dispatches).

NOTE: The above alarm transmission times (section 7 & 8) may be lengthened at the discretion of the dispatchers depending on local road and weather conditions.

2. M. TYPICAL STATION RESPONSE

1) Receive an alarm on FIRE 1 and Channel 1 and/or siren.

2) Respond to station

Pick up “Red Phone” to Gloucester County and Dial “0” or pick up faxed information, County will give information it has received in regards to the alarm.

3) Units leave the station

Fire vehicles sign on with Channel 3 North and Channel 5 South or assigned/announced channel. EMS vehicles sign on with Channel 7 South and Channel 9 North or assigned/announced channel. This procedure may be modified at the request of the Alarm Room.

4) Enroute to location

A) The Dispatchers will relay any additional important information immediately to the first unit and first or highest ranking officer responding such as:

- 1) Multiple calls for same alarm
- 2) Report from police or on-scene personnel
- 3) Results of phone call back to original caller

B) First unit or officer approaching location shall give County a report of visual conditions, such as:

- 1) Smoke or fire showing
- 2) Traffic conditions
- 3) Hazardous Conditions
- 4) Number of patients
- 5) Extent of injury

5) On location

A) First unit or officer on location shall assume command, confirm the alarm, and give the County an initial report on its findings such as:

- 1) Building description (e.g. occupancy, size, and construction type)
- 2) Obvious description of conditions (working fire, nothing showing, motor vehicle accident with 3 vehicles involved, working code, etc.)
- 3) Action to be taken by incoming units (establish a supply line, stretch off with 1.75” hose line, prepare for extrication, patient care, etc.)
- 4) Identify the command mode selected (offensive, defensive, transitional)

- B) Dispatchers will relay orders and/or updates to the subsequent responding units.

NOTE: The above information will enable County to prepare for assistance and give priority to working alarm.

Once on a location, all units shall switch their radios to the talk around frequency with the exception of the Incident Commander.

2. N. RECALL PROCEDURES

When it is decided that additional units responding are not needed, a RECALL order shall be given by the Incident Commander. Such order shall be given as: Station or units to be recalled (or all units) recall except #.

2. O. SCENE OPERATIONS

1. Nothing in these procedures is intended to restrict the Incident Commander from transmitting to units on the SCENE or units enroute to the scene to give them instructions or orders to manage the incident.
2. Mobile units on the scene should use the radio for essential purposes only. Non-essential traffic shall be avoided.
3. Once a fire incident has been confirmed as a “working fire”, the alarm room shall complete the response plan assignments, dispatch the FAST team and notify utilities. The dispatcher shall prompt the Incident Commander of direction is not evident in their response plan.
4. When requested by the OIC, an “ALL HANDS WORKING” will be re-dispatched. This will generate covers, utilities and FAST if they have not already been dispatched.
5. Dispatcher will advise the OIC he/she is 15 minutes into all working structure fires, hazmat scenes, and rescue assignments and time stamp the report. The OIC will acknowledge the time stamp.
6. The Incident Commander should transmit “situation under control” to Gloucester County as soon as possible, also give an estimate of time until available.

2. P. FIELD COMMUNICATIONS UNIT

1. The Field Communications Unit is available to any Police Department, Fire Company, or Emergency Medical Services in the County.
2. The Field Communications Unit is also available to any County Agency ie; Prosecutors, Sheriffs, Fire Marshals SWAT Team/ERT Team, etc.

3. The Field Communications Unit will respond to an incident on any of the following occasions:
 - A. At the request of an Incident Commander
 - B. On all task force assignments ie: Tanker, EMS
 - C. At the Alarm Room Supervisors or Chief Dispatchers discretion.
 - D. On any pre-planned alarm which is in the CAD computer for each municipality.
 - E. At the request of any other County to initiate inter-county communications.

3. **TERMINOLOGY**

3.A. **Vehicle Numbering**

1. Fire & EMS vehicles shall be numbered as follows. The District number will be followed by the station number which will be followed by the unit number where applicable.
 - A. Engines/Pumpers/Tenders (if needed) – ending 1,2,3, (i.e. 511)
 - B. Tenders/Engines (if needed) – ending in 4 (i.e. 2514)
 - C. BrushTrucks – ending in 5 (i.e. 815)
 - D. Ladder/Tower/Aerial Device – ending in 6 (i.e. 936)
 - E. Utility – ending in 7 (i.e. 1027)
 - F. Rescue – ending in 8 (i.e. 738)
 - G. Ambulance/Squad – ending in 9 (i.e. 739)
 - H. Marine Units shall be numbered as Marine and the District number (i.e. Marine 18). If there is more than one unit it shall be Marine 18-A, Marine 18-B, etc.
 - I. Fireboat – Shall be numbered Fireboat and the district number (i.e. Fireboat 7).

3.B. **Definitions**

Aerial Apparatus – a vehicle equipped with an aerial ladder, elevating platform, aerial ladder platform or water tower that is designed and equipped to support fire fighting and rescue operations by positioning personnel handling materials, providing continuous egress, or discharging water at positions elevated from the ground.

District Response – Two or more stations from the same municipality , creating a unified response to an emergency assignment.

Fireboat – a boat with a permanently mounted fire pump with a minimum capacity of 750 gpm capable of providing fire suppression.

Pumper/Engine – Fire apparatus with a permanently mounted fire pump of at least 750 gpm capacity, water tank, and hose body whose primary purpose is to combat structural and associated fires.

Station Response – A single company response creating a unified response to an emergency assignment.

County Strike Team – a group of 3 or more units which are of the same kind & type creating a unified response to an emergency assignment with a leader and common communications.

Special Response – When a specific piece of apparatus is requested by the OIC it will be dispatched as Special Call & labeled with the apparatus type & number (i.e. Ladder 2616, Rescue 738, Tanker 1914).

County Task Force – Three or more stations and/or apparatus of different types and kind from various communities dispatched to the same assignment creating a unified response to an emergency assignment with a leader and common communications.

Tenders (Water) – fire apparatus with a minimum 2500 gallon tank used primarily as a mobile water supply. Apparatus may be equipped with a pump.

Brush Truck – Any fire apparatus designed for fighting wildland fires that is equipped with a pump having a capacity between 10 gpm & 500 gpm, a water tank, limited hose and equipment, and that has pump & roll capacity.

Fire Police – duly sworn member of a fire company or department who has been appointed or elected to the position of fire police. Their duties shall include but not limited to assisting fire & police departments with traffic control at emergency scenes.

3. C. ASSIGNMENT TERMINOLOGY – FIRE

ENGINE / DISTRICT / STATION/ COUNTYTASK FORCE/ COUNTY STRIKE TEAM RESPONSE

1. DWELLING
Residential Building
2. BUILDING
 - a. Commercial
 - b. Industrial
 - c. Agricultural
 - d. Detached garage or shed
3. AIRCRAFT DOWN
Any report of an aircraft crash.

4. HAZARDOUS MATERIALS INCIDENT

The release or potential release of a material that could be a danger to the health or well being of the area. The material is not involved in a fire at this time, but may be a fire hazard.

5. ALARM SYSTEM

a. Any fire detection system, water flow, automatic, pull-box, smoke detector, tape alarm, automatic dialer, etc.

b. CO detector alerts shall be dispatched as a CO detector/alarm.

6. BRUSH

Any grass or woods fire

7. VEHICLE

Any automobile or light truck

Any other type of gasoline-powered vehicle not considered a commercial vehicle.

8. COMMERCIAL VEHICLE

Tractor-trailer, bus, tanker, motor-home/recreational vehicle, railroad car, etc.

9. MATERIAL SPILL

A small amount of debris or other material to be removed, neutralized or contained from street.

10. INVESTIGATIONS

Any incident, not an actual fire, but a situation which could result in a fire.

11. FUMES

Any type of odor or smell of gas, propane, etc. that cannot be identified.

12. SMOKE

Any odor of smoke or visible smoke, outside of a structure. Caller is unable to identify source.

13. HELICOPTER LANDING ZONE:

Landing zone assignment; usually a site other than an airport or landing pad.

14. RESCUE ASSIGNMENT

Any report of a person or persons trapped.

14A. Trench rescue ...
Entrapment as a result of a cave-in or collapse of an excavation.

14B. Elevator rescue ...
Entrapment as a result of a stuck or stalled elevator. Assistance without delay.

14C. Rescue assignment...
Any rescue assignment not covered by any categories..

14D. Ice Rescue

15. MOTOR VEHICLE CRASH

A. With entrapment

B. Without entrapment

Usually a stand-by or assist at request of police or EMS personnel or an automatic dispatch per fire company procedure.

16. COMMERCIAL MOTOR VEHICLE CRASH

A. With Entrapment

B. Without entrapment

A motor vehicle crash involving a tractor-trailer, bus, tanker, motor-home etc.

17. WIRES

Electrical incidents occurring outside of a dwelling or building.

18. SERVICE ASSIGNMENT

Non-emergency requiring the use of fire department equipment personnel for climbing, lifting, removing objects.

A. Service assignment, assist police...

B. Service assignment, assist squad...

C. Service assignment, de-watering....

19. EMERGENCY ASSIGNMENT

Not a fire, but any emergency not covered by procedure (I.E. bombs scare, civil disorder, assist police, searches, etc.).

20. RUBBISH

Loose trash or trash contained in a dumpster, can or drain sewer.

21. COVER ASSIGNMENT

When any emergency service unit moves up or relocates to another local to cover the respective area.

22. JUNK YARD

Fire involving vehicles in a reclamation facility.

23. STORAGE FACILITY

Outside storage not including a structure (i.e. – tire, mulch, paper etc.)

24. STORAGE TANK

Industrial storage vessel (i.e., tank farm)

25. MARINE RESCUE

Reported drowning or any other water related incident that an emergency response is required and can make the difference between life and death.

26. WATER RECOVERY

27. GAS GRILL

<p>THIS PLAN IS DESIGNED TO STANDARDIZE DISPATCH TERMINOLOGY, NOT TO DICTATE COMPANY/SQUAD RESPONSE POLICY OR STANDARD OPERATION PROCEDURES. THE ACTUAL EQUIPMENT TO RESPOND TO AN INCIDENT IS LEFT TO THE DISCRETION OF THE CHIEF OFFICER.</p>
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3. D. ASSIGNMENT TERMINOLOGY – EMS

A. CARDIAC ARREST

- a. Any incident which the dispatcher believes CPR has been or should be initiated.

B. CARDIAC EMERGENCY

- a. Any cardiac related incident other than cardiac arrest or (i.e. chest pain or discomfort).

C. CVA

- a. CVA (stroke) Any patient who complains of weakness or slurred speech, facial drooping.

D. RESPIRATORY EMERGENCY

- a. Any respiratory or breathing related problems with the exception of choking.

E. RESPIRATORY ARREST

- a. Any incident which the dispatcher believes a person has stopped breathing.

F. CHOKING

- a. Any incident in which the dispatcher believes a foreign body is obstructing an airway.

G. UNCONSCIOUS PERSON

- a. Any incident where victim is reported unconscious.

H. BLEEDING

- a. Internal or external bleeding (I.E.: rectal, vomiting of blood)

I. GUN SHOT WOUND

J. STAB WOUND

K. SEIZURES

- a. Seizures – Any incident where a person is reported to be seizing.

L. OVERDOSE

- a. Possible overdose, any overdose of medication or other substances including accidental or intentional.

M. ALLERGIC REACTION

- a. Anaphylactic or any other allergic reaction.

N. DIABETIC EMERGENCY

O. MOTOR VEHICLE CRASH

- a. Any motor vehicle accident not involving a commercial vehicle.

P. MATERNITY

- a. Maternity or imminent delivery, including miscarriage.

Q. PEDESTRIAN-MOTOR VEHICLE CRASH

- a. Motor vehicle accident involving a person – (i.e. walker, bicyclist, etc.)

R. INDUSTRIAL ACCIDENT

- a. Accident, involving industry or machinery that does not involve a motor vehicle

S. COVER ASSIGNMENT

- a. When any emergency services unit moves up or relocates to another local to cover the respective area.

T. EMERGENCY TRANSPORTS

- a. Transports between health care facilities that need to be done expeditiously

U. TRANSPORTS

- a. Non-emergency transports

V. COMMERCIAL MOTOR VEHICLE CRASH

- a. Any accident involving a commercial vehicle

W. BURNS

- a. Any burn related injury except sunburn

X. ABDOMINAL PAIN

- a. Abdominal pain

Y. MEDICAL ALARMS

- a. Any phone or direct alarm system for EMS incidents (Life Call, Life Line, Direct Dialer, etc.)

Z. FRACTURES

- a. Any suspected broken bones or fall related injuries.

AA. POISONING

- a. Any type of poison consumed or absorbed.

BB. MEDICAL EMERGENCY

- a. A sick person or any other non-classified emergency.

CC. UNKNOWN MEDICAL EMERGENCY

- a. Any emergency where the dispatcher was unable to ascertain specific information needed for dispatch.

DD. PSYCHIATRIC EMERGENCY

EE. FALL VICTIM

4. **MICU DISPATCH PROTOCOLS**

The following are the criteria to be used for dispatching an ALS (Advanced Life Support) unit. An ALS unit will be dispatched (if available) for the following calls or symptoms, consistent with the approved New Jersey Department of Health & Senior Services, Office of Emergency Medical Services guidecards:

1. CARDIAC EMERGENCIES:

Symptoms of chest pain, pressure, discomfort, tightness;
Cardiac arrest.

2. RESPIRATORY EMERGENCIES:

Symptoms of shortness of breath;
Respiratory arrest

3. UNCONSCIOUS/UNRESPONSIVE PATIENTS

4. DIABETIC EMERGENCY

Symptoms of an altered level of consciousness, weak, diaphoretic;
Unconscious or unresponsive with a history of diabetes.

5. TRAUMA

Motor vehicle crashes reported serious or with people trapped or ejected;
Pedestrian/motor vehicle accidents;
Amputations above wrist or ankle;
Falls from significant height;
Stabbing/Gunshot injuries;
Industrial Accidents;

Explosion/blast injuries;
Severe Burns, including electric shock;
Drowning or submersions.

6. ALLERGIC REACTIONS

Reaction to insect stings/bites, shellfish, medications occurring in less than one (1) hour;
Symptoms of shortness of breath, wheezing, hive, unconscious.

7. OVERDOSE

8. CEREBROVASCULAR ACCIDENTS (CVA)/STROKE

Symptoms of slurred speech, facial droop, weakness of extremity, snoring/labored breathing.

9. MATERNITY

Imminent delivery or in progress;
Delivery with known complications known high-risk pregnancy.

10. SEIZURES

11. BLEEDING

Serious bleeding reported.

12. OTHER ADVANCED LIFE SUPPORT EMERGENCIES THAT MAY REQUIRE MICU INTERVENTION

- Hazardous Materials Incidents
- Rescue Assignments
- Aircraft Down
- Multiple-Alarm Fires
- Dwelling fires with reported people trapped
- SWAT team or other Law Enforcement Support
- EMS Task Force Response
- Potential multiple victim incidents (i.e., aircraft down)

NOTE: MICU's may also be dispatched to other ALS medical emergencies, when in the opinion of the dispatcher or at the request of the squad, Police or First Responder when MICU services are needed.

5. HOSPITAL DIVERSION TERMINOLOGY

EMERGENCY DEPARTMENT DIVERT - An emergency department divert is called when the emergency department cannot accept any additional patients by ambulance

even though there may be beds available in the institution. **An emergency department divert must be re-evaluated within two (2) hours of its commencement.**

DIVERT – There are four (4) possible hospital divert situations that may exist:

TOTAL CARE DIVERT: A Total Care Divert is called when no staffed inpatient beds of any kind are available. All ambulances should be diverted, and walk-in emergency patients should be treated and transferred to another facility if admission is required, or held in the emergency room until an inpatient bed becomes available.

CRITICAL CARE DIVERT: A Critical Care Divert is called when no staffed intensive care unit (ICU) beds or critical care unit (CCU) beds are available. All Mobile Intensive Care Units (MICU) should be diverted.

SPECIALTY CARE DIVERT: A Specialty Service Divert is called when no staffed beds in a particular specialty are available. All ambulances transporting patients requiring admission to the particular specialty unit should be diverted. Specialty Services Divert may include, but not limited to, medical/surgical divert, obstetrical divert, and pediatric divert.

FACILITY DIVERT: A facility divert may be implemented subsequent to an internal or external emergency that impacts the hospital such that general patient care operations are interrupted or otherwise stressed.

Any of the diversion scenarios must be re-evaluated every four (4) hours.

INITIAL NOTIFICATION & UPDATES

1. In order to appropriately notify incoming EMS providers of a diversion situation, Gloucester County hospitals should make the following notifications to advise of their status:
 - Gloucester County Communications Center
 - Camden County Communications Center
 - West Jersey Hospital MICU – MEDCOM
 - Underwood-Memorial Hospital MICU Medical Command
2. At the respective time (two or four hours), the respective hospital shall notify the above agencies and report on their status (continued bypass or diversion, cancel bypass or diversion). If an update is not provided at the specified time it will be assumed that the bypass or diversion has been canceled.
3. The Gloucester County Communications Center shall provide radio updates to EMS and MICU personnel as hospitals advise of their status. The status of local hospitals will also be communicated with EMS units when they are responding to a medical emergency, allowing personnel to discuss hospital options on scene before departing for a hospital that may be on bypass/divert.

IT SHOULD BE NOTED THAT REGARDLESS OF THE HOSPITAL'S DIVERSION STATUS, NO PERSON REQUIRING EMERGENCY CARE WILL BE TURNED AWAY FROM THE EMERGENCY DEPARTMENT.

Local EMS and MICU personnel shall make every effort to communicate with the local emergency departments. Channel 18 and MICU Medical Command Communications should be used to discuss the effective triage of patients (such as multiple patients from a motor vehicle crash) or the ability to effectively manage an acute/emergency patient (such as a cardio-respiratory arrest).

6. **POLICE OPERATIONS**

6.A. **POLICE DISPATCH CENTER OPERATIONS**

Public information will be used to inform citizens of how and when to request the police.

Dispatch personnel will have extensive training in Police Services. Dispatchers will follow policies, procedures and task outlines and utilize resources and cross reference files. Approved guide cards shall be utilized in the interviewing of the caller and the provision of pre-arrival instructions.

Using the resources, the dispatcher will pinpoint the caller's location and, in accordance with local policies, select the appropriate assistance to send. Members of the appropriate police department or police units will be alerted via radio and/or pager. It is the responsibility of each municipality and departments to ensure that businesses, emergency contact numbers for businesses, and list of members and telephone/pager numbers of the police department are updated in a timely and prompt manner.

Using radios, field units will advise the Center as they begin their response, reach the scene; carry out activities, and as necessary request additional assistance. As appropriate, the Center will assist the police officers in selecting additional emergency services to respond to the call.

The "Red Phone" PBX extensions at the police departments will be utilized as often as possible to keep traffic to a minimum. Information which can be of a private nature should NOT be transmitted over the radio.

6.B. **USE OF RED PHONES**

All Gloucester County public safety agencies have a "Red Phone" PBX extension installed at to their headquarters. Police Departments may designate an extra "Red Phone" PBX extension outside of their police headquarters for use by the public. The Public should be directed to dial "O", if not designed to ring automatically, to speak with a Call Taker who will direct the caller appropriately.

The fire and ambulance alarm room supervisor may be reached at 5810, the police alarm room supervisor at 5880, and the administrative office may be reached at

7100. Please dial 5810 for general information, 5811 for fire times, 5812 for ambulance times and the appropriate police extension to each zone for police times. A list of PBX extensions is attached as Appendix A.

6.C. USE OF FAX MACHINES

Every police department is required to have a fax machine. The fax machine will be utilized for NCIC entries and deletions, criminal history checks, and any other correspondence of a confidential nature. All appropriate forms shall be utilized for the NCIC entries and deletions. The Administrative fax number is (856) 881-4964, Fire/EMS fax number is (856) 863-0932, and the Police room fax number is (856) 307-7107. Any time a fax is sent to the Center it should be confirmed that it was received.

6.D. USE OF MOBILE DATA TERMINALS, COMPUTERS, INTERNET, AND E-MAIL SERVICES

The above listed items are not to be used for personal, private, or non-business matters or to communicate personal, private, or non-business matters. Nothing will be communicated that may be construed as harassment or offensive to others based on race, sex, disability, age, religious beliefs, national origin or sexual orientation. The items listed above are not to be used to solicit business for non-work related ventures or for any personal cause including political and religious issues.

Messages that are broadcasted shall contain all essential information. Messages that are not clear and frivolous only slow down and clog the system. Users shall not print, display, download, or send any sexually explicit images, messages, cartoons, or jokes. Should any user receive these items they shall immediately notify the sender to cease and not to send this type of information again. In addition they shall notify the Center and the Chief Dispatcher of the message sent, the sender, and provide a copy of the response to cease and desist.

Users who utilize the items above agree to waive their rights to privacy. As a result they are advised that the Systems Administrator and the Management of their Police Department reserve the right to regularly review, audit, and download E-mail messages that are sent and received. Although passwords may be utilized no unauthorized or secret passwords shall be used. All passwords will be provided and shared with management. Users for this purpose also specifically includes all dispatch personal using the in-house computer system using instant messaging feature to the mobile data system.

6.E. UNIT STATUS OF POLICE UNITS

Computer Aided Dispatch will be utilized to maintain the current status of every participating police unit. Efficient dispatching necessitates that the County is continuously informed of the status of all vehicles being dispatched by Gloucester County.

It is important that the dispatcher in charge of monitoring the location and availability of each unit fully aware of an officers actions. This is important for an officer's safety and the efficient operation of police dispatch. As a result anytime an officer initiates response to a complaint received personally or via their own police headquarters, County dispatch shall be notified.

Police Vehicles Shall Notify Gloucester County when:

1. Sign on duty
2. Responding to a call
3. Out at a scene
4. Clear from a call
5. Out of Service or Unavailable for a Call
6. Off-duty

6.F. USE OF THE RADIO/POLICE

The wide use of common frequencies by the County will necessitate efficient use of the radio and a courteous attitude by all. Messages directed at the County Communications Center should begin with "County".

Any time multiple users are sharing a frequency it is essential that everyone observe the FCC procedures of "listen before speaking" to assure that they are not cutting into a transmission in progress. The calling procedure used in Gloucester County will be the name of the unit being called from the unit calling. I.e.: "County from 1902" or "1910 from 1519".

Codes are NOT to be used and plain English shall be utilized. All officers should keep in mind that a repeater is used for communications. As a result there is a slight delay so you should pause or take a deep breath prior to talking. All messages should be kept brief. Officers should speak slowly and not hold the microphone too close to their mouth.

Officers should refrain from transmitting on the radio without removing the microphone from its mounting device. It should be held in the officer's hand and directly in front of the officer's mouth. This is the procedure that should be used when utilizing a microphone extension for portable radios. Between transmissions, the microphone should be placed on the proper mounting device, and not on the seat, floor, etc.

Officers should use the military phonetic alphabet when attempting to spell some ones name or give a drivers license number to a dispatcher. I.e.: "A" – Alpha, "B" – Bravo, etc. Officers shall not play music or engage in other unprofessional radio transmissions that are not necessary to carry out the police mission.

Per the FCC, any adjustments to radio transmitters in the public safety service may only be made by FCC Licensed Technicians.

6.G. MOTOR VEHICLE LOOK UPS

Requests for motor vehicle look-ups can be done via the radio, fax machine, or MDT. All printed copies requested can be sent via the FAX. No motor vehicle lookup regarding a registration or drivers license information shall be released to the general public unless it is to be used to sign some type of complaint. The information should only be given now so it can be placed on the appropriate summons. It is to be used solely for criminal justice purposes only.

6.H. CRIMINAL HISTORY CHECKS

Requests for criminal history checks can be made via the fax, using the appropriate request form. The ORI number should be for the department making the request. The police department and the municipal court have their own ORI numbers and should be used respectively. The officer making the request should call and then FAX the request to 856-307-7107, unless otherwise advised, while still on the phone. The insures that the Faxed information is going to the proper place. When the look up information is obtained it will be returned via the center utilizing the same above procedure.

Under no circumstances is this information to be given to anyone or is it to be utilized for any other purpose than for a check of prior arrests for bail procedure, investigative procedures, discovery, or sentencing as requested by the courts. The New Jersey State Police who maintain this system require that the printout must be destroyed in 24 hours.

All criminal history checks shall contain a case or reference # from the department making the request. It is to be solely used for criminal justice purpose only.

6.I. NCIC

Officers shall communicate with dispatch all necessary information so a proper check can be made. Officers shall utilize the appropriate form to enter and delete all NCIC entries. Once Faxed to the Center the officer shall note on the FAX that it was sent and either enter the appropriate file number or obtain a copy of the printout from the Center. The report should then be placed with the investigation file.

6.J. ALARMS/EMERGENCY INFORMATION

Bank alarms always have the potential to be the real thing. Every department needs to follow a planned procedure.

General alarms should be handled in keeping with departmental policy.

All emergency information is on file at the Center. Should an officer become aware of a change he should note it for the police department so the Center can be updated accordingly.

6.K. TOWING POLICY

Each officer is responsible to request the Center to contact the appropriate towing services upon their departmental policy. Each department is responsible to provide the Center with the necessary information and any updates to be able to contact the towing firm. All changes in the department's information package should be forwarded to the Chief Dispatcher.

7. FREQUENCIES

7. A. 500 MHz. – Fire/EMS

NOTE: All 500 MHz. channels will referred to as “channels” only, not frequencies.

CH 1. County Alerting - Receive only/507.7375

Dispatch Channel receive only

CH 3. North Band Fire Response - 510.0875/507.0875

Main North Emergency response Channel for fire units (repeater)

CH 4. North Band Fire T/A (MO) - 507.0875/507.0875

Talk around Channel for Channel 3 for fire ground use only. Cannot talk to base on this Channel but can hear any Channel 3 transmissions.

CH 5. South Band Fire Response - 510.1375/507.1375

Main South Emergency response Channel for fire units (repeater)

CH 6. South Band Fire T/A (MO) - 507.1375/507.1375

Talk around Channel for Channel 5 for fire ground use only. Cannot talk to base on this Channel but can hear any Channel 5 transmissions.

CH 7. South Band EMS Response - 510.2375/507.2375

Main South Emergency response Channel for EMS units (repeater).

CH 8. South Band EMS T/A (MO) - 507.2375/507.2375

Talk around Channel for Channel 7b for scene use only. Cannot talk to base on this Channel but can hear any Channel 7 transmission.

- CH 9. North Band EMS Response - 510.1875/507.1875
Main North Emergency response Channel for EMS units (repeater)
- CH 10. North Band EMS T/A (MO) - 507.1875/507.1875
Talk around Channel for Channel 9 for scene use only. Cannot talk to base on this Channel but can hear any Channel 9 transmissions.
- CH 11. TAC 1 Fire/EMS (fireground) - 510.2875/507.2875
Tactical Channel 1. This Channel is to be used for firegrounds, EMS, and other units for coordination and control. This will be a secondary Channel for Fire & EMS County Wide.
- CH 12. TAC 1 Fire/EMS T/A (MO) - 507.2875/507.2875
Talk around Channel for Channel 11 for Fire and EMS. Can not talk to base on this Channel but can hear any Channel 11 transmissions.
- CH 13. TAC 2 Fire/EMS (fireground) - 510.5875/507.5875
North end of County secondary fire & EMS frequency
- CH 14. TAC 2 FIRE/EMS (fireground) - 507.5875/507.5875
Talk around Channel for Channel 13 for fire ground use only. Cannot talk to base on this Channel but can hear any Channel 13 transmissions.
- CH 15. TAC 3 Fire/EMS (fireground) - 510.5375/507.5375
Tactical Channel 3
This Channel is to be used for fireground, EMS, and other units for coordination and control. This will be a secondary Channel for Fire and EMS in the south end of the County. It will be used for cover assignments when Channel 5 is in use for other Fires. It also shall be assigned when Channel 5 is over loaded. This Channel can be assigned for drills if there is no emergency traffic on the Channel.
- CH 16. TAC 3 Fire/EMS T/A (MO) - 507.5375/507.5375
Talk around Channel for Channel 15 for Fire & EMS. Cannot talk to base on this Channel but can hear any Channel 15 transmissions.
- CH 17. TAC 4 Fire/EMS (drills) (MO) - 510.7375/510.7375
Tactical 4 Fire & EMS drill channel (mobile only) cannot reach dispatcher.

Gloucester County Communications Plan

CH 18. Telephone interface - 511.5875/508.5875

Telephone interface Channel (repeater). Hospital notification and other emergency phone needs.

7.B 500 MHZ - POLICE

CH 21. Countywide Police – 510.6875/507.6875

CH 22. Countywide Police T/A (MO) – 507.6875/507.6875

CH 23. Zone 1 Police – 510.4875/507.4875

Police Department assigned to this Zone are: Woodbury, West Deptford, National Park and Westville

CH 24. Zone 1 Police T/A (MO) – 507.4875/507.4875

CH 25. Zone 2 Police – 511.5125/508.5125

Police Departments assigned to this Zone are: Harrison, Mantua, Woodbury Heights, and Wenonah

CH 26. Zone 2 Police T/A (MO) – 508.5125/508.5125

CH 27. Zone 3 Police – 510.0625/507.0625

Police Department assigned to this Zone are: East Greenwich, Woolwich, Swedesboro, South Harrison, Logan, Paulsboro, Gibbstown.

CH 28. Zone 3 Police T/A (MO) – 507.0625/507.0625

CH 29. Zone 4 Police – 510.4375/507.4375

Police Department assigned to this Zone are: Franklinville, Clayton, Elk, NewField.

CH 30. Zone 4 Police T/A (MO) – 507.4375/507.4375

CH 31. Zone 5 Police – 511.5375/508.5375

Police Departments assigned to this Zone are: Glassboro, Washington Township, Monroe Township.

CH 32. Zone 5 Police T/A (MO) – 508.5375/508.5375

NOTES: North District is considered the following fire/EMS districts:

5,6,7,8,9,13,15,17,18,19,21,22,23,25,36

South District is considered the following fire/EMS districts:

10,26,28,29,39,41,43,48

In all radio units in the County, CH 1 must be receive only. No mobile or portable units are licensed to transmit on this Channel except County Communications units.

All cover assignments will be kept off the operational Channel. Stations normally will be assigned to 3,5,11,13 or 15 by Gloucester County Communications.

NO USER of the County Radio Frequencies will add any channels to their radios unless first securing permission from that emergency service utilizing that channel. I.E.: Police on a Fire/EMS channel, Fire/EMS on Police channel. When such an agreement is reached the Center shall be notified accordingly. The final decision will be at the discretion of the Coordinator of Emergency Response.

7. C. VHF - FIRE FREQUENCIES AND USE

FIRE 1 (F1) 154.130 MHz.

- 1) Fire and EMS alerting and siren control

FIRE 2 (F2) 154.355 MHz.

- 1) County fire fighting alternative

FIRE 3 (F3) 154.265 MHz.

- 1) Inter-County fire fighting (South Jersey Net)

FIRE 4 (F4) 153.785 MHz. (SPEN-4)

- 1) Coordination between State, County, & Municipal Public Safety Agencies such as Police, Fire, EMS etc..
- 2) State EOC Coordination during an emergency
- 3) Mobile and portable only no base station
- 4) Task force coordination

7. D. VHF - EMS FREQUENCIES AND USAGE

EMS 1 155.265 MHz.

- 1) Alternative County EMS working frequency

EMS 2 155.340 MHz.

Alternative EMS frequency used for:

- 1) Ambulance to hospital
- 2) Hospital to hospital
- 3) Dispatch to hospital

EMS 3 155.280 MHz.

- 1) Statewide EMS coordination
- 2) County EMS working frequency secondary to EMS 1 as assigned by Gloucester County Communications.

SPEN 4 153.785 MHz.

- 1) Coordination between State, County, & Municipal Public Safety Agencies such as Police, Fire, EMS, etc...
- 2) State EOC Coordination during an emergency
- 3) Mobile and portable only no base station
- 4) Task force coordination

7. E. PATCHING

As a last resort, patching will be used to contact aero medical units. Under most circumstances Channels 3 or 5 will not be utilized for patching. If a patch is needed by a fire company, channels 11, 13, 15 will be utilized for the patch.

7. F. DRILLS

CH 11 & 15 (if available) may be used for drills when a repeater is needed for patching mutual aid, or operating distance of units on drill. Notify the Alarm Room Supervisor to request the use of a repeater frequency.

CH 12, 16, 17 should be used for drills at all other times so more than one person can use the Channel.

CH 18 will be used for hospital notification, chemtrek, and other emergency notifications. It will not be used for personal use. This is for emergency use only. The Alarm Room Supervisor will have the final say on usage.

** Under extraordinary circumstances any unit may be assigned to another frequency. I.E. – a fire unit on Channel 7, as deemed necessary by the Alarm Room Supervisor.

8. STANDARD TERMINOLOGY

Standard terminology use is strongly suggested to provide clear meaning to instructions and directions being provided in radio transmissions. The use of radio codes and other slang or abbreviated phases is discouraged.

PHRASE WORD

ENGLISH MEANING

Acknowledge	Do you understand?
Affirmative	Yes
At Hospital	Unit arriving at hospital
Available	Unit is in service ready to accept assignment, not necessarily by radio.
Cardiac Arrest	Apparent breathless/pulse-less patient
Cardiac	Patient experiencing heart related problems
CPR	Cardio-Pulmonary-Resuscitation
Disregard	Cancel the last message
Expedite	Safely speed up your response
Go Ahead/Proceed	You have been given clearance to transmit your message.
In Service	Unit, vehicle, or person working but not necessarily “available” or “on radio”.
In Station	In station or squad quarters
Leave Hospital	Unit leaving hospital
Not Available	Unit cannot accept another assignment, but may be “on radio”.
Off Radio	Unit is not capable of being contacted by radio but may be available.
OK	Message received and understood
On Location	You have arrived at the address to which you were dispatched.
On Radio	Unit is capable of being contacted by radio but not necessarily “available” or responding.
Out of Service	Unit, vehicle or person is not working

Prepare To Copy	A lengthy message is about to be given.
Priority	When transmitted means that the following transmission must have immediate attention and all other units should stand-by.
Recall	Cancel your present assignment
Reduce Speed	Slow down your response and proceed with caution
Responding	Unit is enroute to assigned location
Repeat	Repeat your message
Stand By	Stand by and wait for further information or authorization to continue transmitting
To Hospital	Unit enroute to hospital
Under Control	Means that fire or emergency has been contained and that additional men and equipment are not needed.
Unreadable	Radio signal is too weak or message cannot be understood
Use Caution	Caution – dangerous condition is suspected to exist
Vitals	Patient’s Blood Pressure, pulse, & respiration’s

9. NON-COMPLIANCE

All officers and employees of the municipalities as well as the County of Gloucester who violate any of these procedures may subject themselves to not only departmental charges but criminal charges as well.

10. YEARLY REVIEW

The Committee will review this plan on a yearly basis.

11. TAPE POLICY

Fire, EMS and Police departments may request copies of phone calls and radio transmissions of their incidents. Requests must be made by the Chief Officer or his/her designee. Contact the Chief Dispatcher to make the request.

APPENDIX A: Bank Alarm/Armed Robbery Response

(LAW ENFORCEMENT SENSITIVE – NOT FOR PUBLIC DISTRIBUTION)

APPENDIX B: Vehicular Pursuits

(LAW ENFORCEMENT SENSITIVE – NOT FOR PUBLIC DISTRIBUTION)

APPENDIX C: EMS Task Force Standard Operating Procedures

POLICY NUMBER: EMSTF-001

POLICY NUMBER: EMSTF-002

TOPIC: Mobilization and Staging Process

POLICY NUMBER: EMSTF-003

TOPIC: Personnel Accountability

APPENDIX D. – Station Response Matrix

STATION RESPONSE MATRIX

Effective 11/07/05

STA.	FREQ.
9-1	3
9-2	3
9-3	3
9-4	3
13-1	3
15-1	3
10-1	5
10-2	5
10-3	5
26-1	5
28-1	5
28-2	5
28-3	5
39-1	5
39-2	5
39-3	5
22-1	9
22-2	9
22-3	9
22-4	9
23-1	9
23-2	9
36-1	9
5-1	11
6-1	11
6-2	11
6-3	11
6-6	11
7-3	11
8-1	11
17-1	13
17-2	13
18-1	13
18-2	13
19-1	13
19-2	13
21-1	13
25-1	13

- ALL EMS UNITS WILL USE CHANNEL 7 AS PRIMARY
- ALL UNITS ARE TO SWITCH TO TALK AROUND EXCEPT THE OIC

STA.	FREQ.
29-1	15
29-5	15
41-1	15
43-1	15
43-2	15
43-3	15
43-4	15
43-5	15
48-1	15