Delaware County Fire Radio Committee

Radio Procedures Manual

April 25, 2012

Brian Righter Co-Chair
Lew Epright Co-Chair

Delaware County Fire and EMS Agencies

01/01/2010

1	Folcroft Fire Company
2	Norwood Fire Company
3	Clifton Heights Fire Company
4	Darby Fire Company #1
5	Glenolden Fire Company
6	Collingdale Fire Company #1
7	Ridley Park Fire Company
8	Prospect Park Fire Company
9	Sharon Hill Fire Company
10	Colwyn Fire Company
11	Morton Fire Company
12	Eddystone Fire Company
13	Rutledge Fire Company
14	Swarthmore Fire Company
15	Radnor Fire Company
16	Yeadon Fire Company
17	
18	Folsom Fire Company
19	Lansdowne Fire Company
20	Garrettford-Drexel Hill Fire Company
21	Darby Fire Patrol #2
22	Mlllboume Fire Company
23	Media Fire Company
24	East Lansdowne Fire Company
25	
26	Highland Park Fire Company
30	Felton Fire Company
32	
33	
34	Llanerch Fire Company
35	Brookline Fire Company
36	Cardington-Stonehurst Fire Company
37	Upper Darby Fire Company #3
38	Oakmont Fire Company
39	Lower Chichester Fire Company
40	Boothwyn Fire Company
41	Newtown Square Fire Company
42	Collingdale Fire Company #2
43	Holmes Fire Company
44	Springfield Fire Company
45	Parkside Fire Company
46	
47	Feltonville Fire Company
48	Tinicum Township Fire Company
49	Milmont Fire Company
50	Middletown Fire Company
51	South Media Fire Company
52	Brookhaven Fire Company
53	Broomall Fire Company
54	Lenni Heights Fire Company
55	Ogden Fire Company
56	Manoa Fire Company
57	Upland Fire Company
58	Bon Air Fire Company
59	Concordville Fire Company
60	
61	Reliance Fire Company
62	Vauclain Fire Company
63	Green Ridge Fire Company
64	Edgmont Fire Company
65	Garden City Fire Company
66	Bethel Twp. Fire Company
67	Woodlyn Fire Company
68	Marcus Hook Trainer Fire Company
69	Lima Fire Company
70	Leedom Fire Company
71	Chester Heights Fire Company
72	Aston Beechwood Fire Company
73	Rose Tree Fire Company
74	Primos-Secane-Westbrook Park Fire Co.
75	Briarcliffe Fire Company
76	Darby Township #4 Fire Company
77	Goodwill Fire Company
79	Boeing Helicopters Co. Fire Department
80	Sun Oil Co. Fire Department
81	Chester Fire Department #1
82	Chester Fire Department #2
83	Chester Fire Department
88	Witco Chemical Co, Fire Department
89	
90	Phila. Electric Co. Eddystone Fire Brigade
91	
92	Colwyn Borough Volunteer Fire Co.
93	
100	Crozer Hospital ALS
102	Taylor Hospital ALS
103	Delaware County Memorial Hospital ALS
104	Riddle Memorial Hospital ALS
105	Mercy - Fitzgerald Mercy Hospital ALS
106	Springfield Hospital ALS
107	Newtown Square Twp.
108	Haverford Hospital Twp
109	Bryn Mawr Hospital ALS

Delaware County Fireboard General Radio Procedures

Contents

PURPOSE OF RADIO COMMITTEE: 100
ORGANIZATION 200
REQUIREMENTS FOR DISPATCH 300
GENERAL RULES AND REGULATIONS.....400
4A Terminology 401
4B Complaint Forms 402
4C Fire Company Procedure 404
4D Mayday Procedure 405
4E Personnel Accountability Report (PAR) Procedure 407
4F Delaware County Patch Procedure 408
CAD SYSTEM FIRE/EMS RESPONSES 500
A. Personnel and Equipment Numbering 504
B. Reduced Response Procedure 506
DISPATCHERS PROCEDURES.....600
AMBULANCE PROCEDURES 700
MUNICIPAL EMERGENCY VEHICLE DIVISION SECTION.....800
FIRE POLICE NUMBERING AND PROTOCOL.....900
ANNOUNCEMENT PROTOCOL.....1000
REVISIONS.....1100
FORMS 1200

SECTION 1

PURPOSE OF RADIO COMMITTEE:

1.1. To represent the Chiefs of the Companies operating on the County Fire Board.

1.2. To act as a liaison between the County Firemen and the County Communications Center.

1.3. To draw up and administer a set of Standard Procedures agreed upon by the Companies operating on Fire Board.

1.4. To assist the County Communications Center in providing the County Fireman with a better service and to help in personnel and equipment problems.

1.5. To stimulate our County Officials as to the communications needs of the Fire Service in the County.

SECTION 2

ORGANIZATION The Chiefs of the companies comprising the County Fire Board shall appoint a committee to administer the operation of the Fire Board from the standpoint of the member companies and to act as liaison with the County Fire Board administrators. The Committee shall consist of:

2.1.1. One member from each district represented on the Fire Board appointed by that district.

2.1.2. One member appointed by the County Firemen's Association Board of Directors.

2.1.3. One member appointed by the Board of Fire Marshals.

2.1.4. One member representing the Delaware County Inter Community Health Coordinator.

2.1.5. One member representing each district not dispatched by the Fire Board, without vote.

2.1.6. One member from the communications center, without vote.

2.1.7. All representatives will be appointed in January and their names forwarded to the Radio Committee prior to the next meeting of the Radio Committee.

2.2. The Committee shall appoint a Chairman and meet at least quarterly to administer whatever business is at hand. At the January meeting of the Committee, the Chairman will be elected and whatever officers and other committees deemed necessary shall be appointed.

2.3. The Fire Board Chiefs shall consist of the Chief (or his duly authorized representative) of each company who is dispatched by Delaware County Fire Radio and who agrees to abide by the rules and regulations set up and agreed on by the Fire Board Chiefs.

2.4. **Amendment Procedure**

2.4.1. The Chiefs of the companies on the Board shall meet at least twice (two times) per year at a meeting to be chaired by the Committee, to be appraised of the status of the Fire Board and to discuss and vote on any changes in rules and regulations agreed on by the Board of Chiefs.

2.4.2. Each company on the Fire Board will be entitled to one vote at these meetings.

2.4.3. Any proposed changes in the General Radio Procedures shall be presented in writing to the Radio Committee at least sixty days in advance of the next scheduled meeting of the Chiefs on the Fire Board. The Committee shall get such recommendations to the Chiefs at least **30 days** in advance of the meeting so that each Chief shall have a chance to review amendment changes in advance of the meeting.

2.4.4. Any such proposed changes shall be presented in writing with references to specific sections and paragraphs. **Changes are to be submitted on an official Fire Company letterhead by the officer-in-charge of that Fire Company.**

2.4.5. Any minor changes in wording or phraseology of a proposal change that affects only the context and not the intent of the proposed change can be added or deleted by majority vote at the semi-annual meeting.

2.4.6. All changes approved shall not become effective for thirty days after approval.

2.5. Fire/EMS responses for individual Companies will be submitted to the ECC using the official Computer Aided Dispatch (CAD) system response sheets. To be considered, these sheets will be accompanied by a properly signed Fire Radio Committee Approval Form (see Section 5). All changes in run assignments will be completed using the same procedure. All temporary changes made by either phone or radio will automatically expire in forty-eight hours unless they are re-confirmed in writing by a Chief Officer of the Company. Fire Companies without the proper CAD system run responses on file will not be dispatched.

2.6. Complaints - Standard forms as furnished by the Committee will be used and filed as per Section 4B of this procedure.

2.7. Computer Aided Dispatch (CAD) System run time sheets will be sent to Fire/EMS Agencies as needed by the County Fire Board.

2.8. Time - Twenty-four hour time will be used.

2.9. Map locations will be coordinates of official County Map.

2.10. UHF T - Band Frequencies

2.10.1. FCC Licenses are held by Delaware County and are under their control at all times. Individual Fire Companies are given permission to operate on these frequencies as long as they follow the rules and regulations set forth.

2.10.2. **Frequencies**: Effective 06/19/07, the following frequencies will be utilized by all Fire Companies using the UHF Band:

Alert	500 mHz Fire Dispatch	508.2375 mHz 203.5	Countywide

No.	Channel Nomenclature	Frequencies & PL		Channel Type
1	Fire Channel 1	509/506.8125	173.8	Conventional Repeat
2	Fire Channel 2	511/508.0375	192.8	Conventional Repeat
3	Fire Channel 3	511/508.1625	146.2	Conventional Repeat
4	Fire Channel 4	509/506.5125	107.2	3 site simulcast
5	Fire Channel 5	511/508.1375	100.0	3 site simulcast
6	Fire Channel 6	510/507.8125	186.2	Conventional Repeat
7	Fire Channel 7	511/508.6625	156.7	Conventional Repeat
8	Fire Channel 8	509/506.7125	103.5	Conventional Repeat
9	Fire Channel 9	510/507.9875	100.0	Conventional Repeat
10	Fire Channel 10	509/506.6625	110.9	Conventional Repeat
11	Fire Channel 11	506.6875	110.9	Fireground Simplex
12	Fire Channel 12	507.9875	167.9	Fireground Simplex
13	Fire Channel 13	506.5875	192.8	Fireground Simplex
14	Fire Channel 14	507.9875	173.8	Fireground Simplex
15	COMMAND	511/508.4375	151.4	County wide interops
16	COMMAND T/A	508.4375	151.4	Talk Around Simplex
17	MED A	509/506.5875	156.7	4 site Simulcast
18	MED B	509/506.6875	141.3	4 site Simulcast
19	MUTUAL AID	506.1375	141.3	Inter Service Simplex
20	FIRETAC	510.4125	107.2	Fire Police Simplex

2.11. **Channel Assignments:** Fire Companies listed will utilize the channels assigned unless otherwise directed.

2.11.1. **Channel Assignment 1**

Fire 1	Primary
Fire 2	Secondary
Fire 11	Fire Ground Simplex

Darby Fire Co. #1	Darby Fire Patrol #2
Colwyn Fire Co.	Collingdale Fire Co. #1
Collingdale Fire Co. #2	Folcroft Fire Co.
Norwood Fire Co.	Glenolden Fire Co.
Sharon Hill Fire Co.	Briarcliffe Fire Co.
Goodwill Fire Co.	Darby Twp. Fire Co. #4
Clifton Hts. Fire Co.	Yeadon Fire Co.
Lansdowne Fire Co.	East Lansdowne Fire Co.
Milbourne Fire Company	

2.11.2. **Channel Assignment 2**

Fire 10	Primary
Fire 1	Secondary
Fire 11	Fire Ground Simplex

Upper Darby Fire Co.	Highland Park Fire Co.
Cardington Stonehurst Fire Co.	Primos-Secane-Westbrook Fire Co.
Garrettford-Drexel Hill Fire Co.	

2.11.3. **Channel Assignment 3**

Fire 3	**Primary**
Fire 4	**Secondary**
Fire 12	**Fire Ground Simplex**

Morton – Rutledge Fire Co.	Rose Tree Fire Co.
Swarthmore Fire Co.	Garden City Fire Co.
South Media Fire Co.	Upland Fire Co.
Brookhaven Fire Co.	Parkside Fire Co.
Media Fire Co.	

2.11.4. **Channel Assignment 4**

Fire 4	**Primary**
Fire 3	**Secondary**
Fire 12	**Fire Ground Simplex**

Springfield Fire Co.

2.11.5. **Channel Assignment 5**

Fire 5	**Primary**
Fire 6	**Secondary**
Fire 14	**Fire Ground Simplex**

Marcus Hook Trainer Fire Co.	Boothwyn Fire Co.
Ogden Fire Co.	Reliance Fire Co.
Green Ridge Fire Co.	Feltonville Fire Co.
Lower Chichester Fire Co.	Bethel Fire Co.
Concordville Fire Co.	Chester Hts. Fire Co.
Aston-Beechwood Fire Co.	

2.11.6. **Channel Assignment 6**

Fire 3	**Primary**
Fire 6	**Secondary**
Fire 14	**Fire Ground Simplex**

Middletown Fire Co.	Edgmont Fire Co.
Lenni Heights Fire Co.	Lima Fire Co.

2.11.7. **Channel Assignment 7**

Fire 7	**Primary**
Fire 8	**Secondary**
Fire 12	**Fire Ground Simplex**

Chester Fire Dept.	Milmont Fire Co.
Woodlyn Fire Co.	Ridley Park Fire Co.
Eddystone Fire Co.	Folsom Fire Co
Holmes Fire Co.	Vauclain Fire Co.
Leedom Fire Co.	Prospect Park Fire Co.
Essington Fire Co.	Tinicum Twp. Fire Co.

2.11.8. **Channel Assignment 8**

Fire 4	**Primary**
Fire 9	**Secondary**
Fire 11	**Fire Ground Simplex**
Bon Air Fire Co.	Llanerch Fire Co.
Oakmont Fire Co.	Brookline Fire Co.
Manoa Fire Co.	

2.11.9. **Channel Assignment 9**

Fire 4	**Primary**
Fire 9	**Secondary**
Fire 12	**Fire Ground Simplex**
Broomall Fire Co.	Newtown Fire Co.
Radnor Fire Co.	

2.11.10. **Command Channel**: Official communications between police, fire, and EMS units can be conducted on this frequency.

2.11.11. **Talk-Around Capability**: To insure system integrity, no channel other than your assigned Fire Ground Simplex channel may utilize talk-around capabilities, unless approved in writing by the County Radio Committee

2.12. **Low Band Frequencies**: As of 7/1/95, the following low band frequencies are in operation:

F-3	46.48	Dispatch Frequency (Tone)

2.13. **VHF Frequencies**: As of 7/1/95, the following VHF band frequencies are in operation:

1. UDY F-1	154.190	Upper Darby Fire F-1
2. UDY F-2	154.325	Upper Darby Fire F-2

2.14. **Disputes**: Companies are not to involve the Fire Board or its personnel in inter-Company disputes, especially while on the radio.

2.15. **Ambulance**

2.15.1. Ambulance companies providing routine transport service are to conduct this business by phone whenever possible.

2.15.2. Ambulances are subject to the same operating procedures as fire companies.

2.16. **Removal of Companies**

2.16.1. Any company in violation of the procedures will be warned in writing by the committee. Further violations will result in appropriate action taken by Emergency Communications Center Management.

2.16.2. The company can request a hearing before the Committee or the Board of Chiefs.

2.17. **Programming of UHF National Interoperability Channels**

2.17.1. PEMA and FEMA encourage all emergency responding agencies to have communications capability on National Interoperability Channels within the frequency range of their existing equipment. On the UHF frequency band, the non-Federal National Interoperability Channels, universally named UCALL40 through UCALL43D, are covered by a "blanket authorization" from the FCC for mobile and portable operation, but base stations and control stations still require individual licenses. No separate license is needed for fire companies to program or use these frequencies as intended in mobile or portable radios.

2.17.2. PEMA has developed gateway repeaters to allow interconnection between one or more UHF interoperability channels and the PA Open Sky 800 MHz radio system upon selective activation during emergencies. **Channels with a "D" in the label are "Direct" simplex and require no repeater to communicate**.

2.17.3. You may not use these channels for routine communications or for interoperability with agencies with which you already have communications plans and common channels – **these are not a substitute for your regular mutual aid channels**. Your use of these nation-wide interoperability channels are for emergency response to contact other responders and/or government agencies when no other radio channels are in common between the responding agencies. For NIMS compliance use the universal NPSTC ID for each channel labeling. It is recommended a separate channel bank labeled "Nat Interop" or equivalent be used to avoid inadvertent use of these channels during routine operations.

2.17.4. **All frequencies are narrowband only**.

Non-Federal UHF National Interoperability Repeater Channel			
Description	**NPSTC ID**	**Mobile TX (MHz)**	**Mobile RX (MHz)**
Calling	UCALL40	458.2125	453.2125
Calling	UCALL40D	453.2125	453.2125
Tactical	UTAC41	458.4625	453.4625
Tactical	UTAC41D	453.4625	453.4625
Tactical	UTAC42	458.7125	453.7125
Tactical	UTAC42D	453.7125	453.7125
Tactical	UTAC43	458.8625	453.8625
Tactical	UTAC43D	453.8625	453.8625
Default operation should be **carrier squelch receive**, **CTCSS 156.7(5A) transmit**. If the user can enable/disable CTCSS without reprogramming the radio, the indicated CTCSS tone should also be programmed for receive, and the user instructed how and when to enable/disable.			

SECTION 3

REQUIREMENTS FOR DISPATCH

3. Companies wishing to utilize the County Fire Board will be required to handle all mandatory arrangements through the County Radio Committee. The following steps will be followed:

3.1. Letter of intent to the Radio Committee.

3.1.1. Must be on Company stationery.

3.1.2. Must be signed by the Chief Officer of the Company.

3.1.3. The letter of intent must be received by the Radio Committee at least 60 days prior to expected start of service.

3.1.4. Letters of intent not executed will be void after one year from date of letter.

3.2. Company Officers must meet with the Radio Committee and discuss the following:

3.2.1. Requirements of company.

3.2.2. Availability of services required.

3.2.3. Tone Assignments

3.2.4. Date service to originate.

3.2.5. Equipment required. (Equipment must meet with Radio Committee and Fire Board requirements and must be F.C.C. type accepted, installed by a qualified technician in accordance with applicable F.C.C. Rules.) The Radio Committee reserves the right to inspect all equipment.

3.3. The company will agree to abide by all Rules and Regulations of the Federal Communications Commission, the Radio Committee and the Board of Chiefs.

3.4. After all requirements have been accepted, arrangements will be made by the Committee for installation of equipment in the radio room.

3.5. The company will furnish the Fire Board with CAD system Response Sheets as per Section 5A.

3.6. The Committee will assist the new company as much as requested.

3.7. The Committee will furnish the following to the using units.

3.7.1. CAD system run response sheets (as requested)

3.7.2. Complaint forms

3.7.3. Monthly record of all alarms (through the Fire Board)

3.7.4. Two copies of procedures governing operations

3.8. Companies having agreements with the DelCo. Fire Board will be dispatched solely by the Del Co Fire Board. Secondary or dual dispatch will not be acceptable.

SECTION 4

GENERAL RULES AND REGULATIONS

4.1. Keep transmissions as short and infrequent as possible. Transmit official messages only. THINK before transmitting.

4.2. Use the phone when possible.

4.3. Use proper names, titles and unit identifications.

4.4. Do not use nicknames or first names.

4.5. Do not use profane language. (It is a violation of FCC Code and subject to $10,000 fine). It also reflects on you and your company.

4.6. Be courteous and speak distinctly. Words or voice inflections, which reflect an individual's irritation, disgust, or sarcasm, are not to be used. Remain cordial and professional.

4.7. Use of slang and local expressions should be avoided (TV, radio, movies).

4.8. The use of "thanks", "please", and other expressions of courtesy are unnecessary and will not be used.

4.9. Do not transmit while siren or airhorn is being operated.

4.10. Check microphone when replacing for "open mike".

4.11. No one company or emergency should command the frequency. Remember there can be any number of emergencies going on at one time.

4.12. Base stations or individual companies in service should not monopolize the UHF repeated channels with unnecessary transmissions or "blow by blow" descriptions, unless specifically requested by the Chief Officer. Simplex channels 11 thru 14 should be used for this purpose e.g. extended fire ground operations.

4.13. **Do not cut in! Monitor at least three seconds before transmitting!!**

4.14. When pressing the push-to-talk button, pause momentarily to allow completion of the identifier data before speaking.

4.15. Before transmitting, make sure other radios in close proximity on the same channel are turned down or move away from them if possible to avoid feedback

Section 4A

4A Terminology

(Revised 4/26/95)

4.A.1 Only the following clear-speech terminology will be utilized:

"Cover"	Cover-up Assignment
"On Location"	Arriving at scene-condition
"Affirmative"	receiving message-OK
"Off Radio"	Back at station and available
"Responding"	En route to the Emergency
"Under Control"	Emergency is under control
"False Alarm"	False Alarm
"Motor Vehicle Accident"	Motor Vehicle Accident
"Recall"	Return the Assignment
"On Radio"	Available by Radio
"Available"	Returning to Station
"Psychiatric Emergency"	Psychiatric Emergency
"Routine Transport"	Routine Transport
"DOA"	DOA
"Heart Attack"	Heart Attack
"Unsafe Conditions"	Unsafe Conditions

4.A.2 The officer in charge or first in apparatus, when on location shall give a report on the conditions. The report shall include one or more of the following:

4.A.3 "Nothing Showing."

4.A.4 "Nothing showing on the Exterior-Stand by for further report." This would be utilized on large structures where fire could easily be concealed within the building.

4.A.5 "Light Smoke showing" (Give floor, part of structure, types of structure).

4.A.5 "Heavy Smoke showing" (Give floor, part of structure, type of structure).

4.A.6 "Fire showing" (Give floor, part of structure and type of structure). "Fully involved" (Give what is fully involved). This report shall be a local company option.

Section 4B

4B Complaint Forms

4.B.1 Purpose - To provide the Companies, Fire Board and the Radio Committee with a method of communicating with each other with regard to problems, complaints, and suggestions.

4.B.2 Form - The Radio Committee will provide a standard form to be used by the Companies, Fire Board and the Radio Committee.

4.B.2.1 Forms will be filled out per the form instructions, and sent to the Chairman of the Radio Committee. The person who issues the complaint will retain one (1) copy.

4.B.2.2 Forms must be signed by the Chief (or the highest ranking officer in the company) or in the case of the Communications Center by the Communications or Operations Director.

4.B.3 Action

4.B.3.1 The Radio Committee will, at each meeting, review any complaints or suggestions and decide what action, if any, should be taken. All complaints will be answered as soon as action can be taken or information can be obtained.

4.B.3.2 Notification to the complainant will be returned as soon as possible as to what action, if any, was taken and why.

Delaware County Emergency Services
Communications Division
360 N. Middletown Road
Media, Pa. 19063-5590

Radio System Complaint Form RAD 004 rev B 3-2-05

If mailing, Send to Ed Truitt at the above Address, or put his name on a FAX and send it to 610-892-9583
DO NOT hesitate to add as much detail as you know. Thank you.

Control No._____ Reported by (print name)_____

Agency / Company _____Callback no._____

Date _____Date Problem Recognized_____

General Description of problem: (use reverse side if necessary)

Talk out:___ Talk in ___ Interference: ___ Radio Frequency _____

Type of radio: (circle) Mobile Portable Control Station Base Station

---

Report sent to:_____ Investigated by:_____

Results of Investigation:

Section 4C

4C Fire Company Procedure

4.C.1 Computer Aided Dispatch (CAD) street and box alarm response sheets will be completed, signed, and returned to the ECC by each Fire Company Chief Officer. These response sheets will indicate what other Company will be dispatched if his/her Company does not respond to an emergency incident within six minutes. The Fire Chief will be provided copies of his/hers CAD .responses sheets upon request. Any changes in responses will be submitted to the Emergency Communications Center as noted in Section 5. CAD fire response sheets submitted for townships or boroughs which include two or more responsible Fire Companies must be signed by all Chiefs of those responsible Companies. Alarm cards submitted for areas that include four or more responsible Companies will be signed by a majority (or fifty one percent) of the responsible Companies.

4.C.2 After tones have sounded and alarm received, company member acknowledging alarm shall repeat ADDRESS. type fire and company call letters, i.e., "Company # __ , confirming structure fire, address. KFT123".

4.C.3 Each piece of equipment responding will notify Fireboard as follows: "Company # ___ -4. Responding, Company # __ -6, Responding Dispatcher need only acknowledge first piece out from each company, and one OIC Duty Officer from each company, but should keep track of what is out.

4.C.4 The O.I.C. will establish Command Post on arrival and report conditions to Fire Board and for all other companies responding.

4.C.5 All orders will come only from O.I.C.

4.C.6 If someone other than Chief relays message - transmission will be preceded by "On order of Company # __ -9".

4.C.7 If Chief or Assistant Chiefs are not on scene. O.I.C. will use the phrase "Company # __ - Command".

4.C.8 When Company is available for service O.I.C. only will report to Fire Board "Company # ____. Available; then Company # ____. Off Radio". Do not report individual equipment.

Section 4D

4D Mayday Procedure

4.D.1 The radio message "MAYDAY" will be used by fire/EMS/emergency responders to report their status as being in trouble and needing rescue. Any member may use “MAYDAY” to report a lost or endangered responder.

4.D.2 Any report of MAY DAY will receive immediate acknowledgment from the O.I.C. and/or Fireboard. The dispatcher will immediately notify all units operating on the scene of the emergency by transmitting the alert tone on all tactical channels being used at the incident and stating known information about the situation (i.e. "MAYDAY reported by Sector 1 command, firefighter trapped in building collapse").

4.D.3 Radio communications on the MAYDAY frequency shall cease except rescue operations. Fireboard will immediately assign another frequency for operations previously assigned to the MAYDAY channel.

4.D.4 The Fireboard dispatcher shall notify the ECC supervisor of the emergency and request assistance as necessary. The Fireboard shall assign a Tactical Radio Operator for the rescue operation only. All non-emergency activity in the ECC will be suspended and channels will be monitored very closely for any transmission from the missing, trapped or endangered personnel.

4.D.5 If the endangered responder comes up on a channel other than one of the tactical channels, the dispatcher will maintain communications with them on that channel and relay to Command. It is essential that once communications have been established they are not lost.

4.D.6 The O.I.C. shall initiate their company specific rescue plan. The O.I.C. shall request mutual aid as needed, including but not limited to additional alarm(s), EMS, and Rapid Intervention Team(s). If the O.I.C. is not able to communicate for any reason, then Fireboard shall dispatch the next alarm to assure a response is assigned. ALS level EMS units (ALS with BLS transport in some areas) shall be dispatched for every known responder endangered.

4.D.7 If not already established, the O.I.C. will establish a STAGING AREA for additional responding units. A Staging Officer will also be assigned.

4.D.8 If not already established, the O.I.C. will assign an EMS sector and commander. Coordinated through this sector, ALS level EMS units (ALS with BLS transport in some areas) shall be dispatched for every known responder endangered.

4.D.9 **Portable Radio Emergency Signal Activation**

4.D.9.1 When Fireboard receives an emergency signal activation, they will identify the unit and go to the unit's current operating frequency and contact them to determine if an emergency exists. If after two attempts the unit is not contacted, Fireboard shall contact that unit's O.I.C. (if on radio), or the emergency scene O.I.C. and request their status and confirmation of an emergency situation.

4.D.9.2 If the activation is from a unit at an incident where Command has been established, Fireboard will contact Command directly. Command will contact the affected unit to determine if an emergency exists.

4.D.9.3 If the activation is from a single unit on what was believed to be a non-threatening scene (i.e. one engine at a trash fire, one EMS unit at a medical emergency), Fireboard shall attempt to contact the unit via radio two times, then dispatch additional units to assist and/or confirm status.

a. If a fire unit is involved, contact shall be made to that unit's. Chief or O.I.C. If they cannot be contacted, dispatch the next due unit for that response and the local police.

b. If an EMS unit is involved, contact shall be made to that unit's O.I.C., or if possible another unit on scene or close by. If they cannot be contacted, dispatch the next due unit for that response and the local police.

c. If a specialty unit is involved, contact shall be made to that unit's Chief or O.I.C. If they cannot be contacted, dispatch the next logical response to handle the emergency (i.e. a HazMat unit should have fire and EMS respond, a Traffic unit should have police and possibly fire and EMS respond), and the local police.

d. Dispatcher discretion on appropriate response shall be required for these unusual situations. Decisions in the best interest of the potentially endangered responder are expected and supported by this policy.

4.D.9.4 If the emergency signal is from a loaner radio, Fireboard will contact all companies on all channels to determine if an emergency exists.

4.D.9.5 If an emergency is found to exist, or if no confirmation can be found, the situation will be considered a MAYDAY emergency and handled as described previously in this policy.

4.D.10 Once the situation has been concluded, the O.I.C. shall notify the Fireboard and they shall announce that normal operating conditions can be restored.

Section 4E

4E Personnel Accountability Report (PAR) Procedure

4.E.1 Personnel Accountability Report

4.E.2 Regarding the Fire Service of Delaware County, when fire units receive an initial assignment or reassignment, it is important for all personnel to be clear as to who is reporting to whom, so the chain of command is clear and to facilitate the PAR (re: ICS and NIMS). Officers reporting to divisions or groups during the PAR should do so face to face when possible to limit radio traffic.

4.E.3 The Incident Commander (IC) shall initiate PAR in the following situations:

- 4.E.3.1 Report of missing or trapped fire personnel.
- 4.E.3.2 When decision has been made to change from an offensive to defensive mode.
- 4.E.3.3 When there has been a catastrophic change in the incident, such as a building collapse, explosion, flashover, or sudden release of hazardous material.
- 4.E.3.4 When fire ground evacuation procedures have been initiated.
- 4.E.3.5 During crew rotations.
- 4.E.3.6 At the discretion of the Incident Commander (IC).

4.E.4 The PAR is designed to be an effective yet non-invasive system to ensure personnel accountability and safety.

4.E.5 The IC may call for a PAR at any time, following one or more of the above six (6) situations.

4.E.6 When calling for a PAR the IC will tell Fireboard, “Initiate PAR.” Fireboard will acknowledge and provide a three-tone alert followed by, “All units standby for PAR.”

4.E.7 The IC will then assign a simplex frequency to conduct the PAR and advise everyone to use the assigned simplex frequency for their PAR. The PAR shall be conducted by the IC or his Accountability Officer who will query each Group, Division, or Company; whatever has been established (example: “Company 99 confirm PAR”). Each Group, Division, or Company will respond when their unit identifier is called (example: “Company 99 has PAR”). The Fireboard dispatcher will monitor the PAR status from the information provided by the IC or his Accountability Officer until the PAR is complete. However, the actual PAR and the official documentation of such shall be completed on the fireground.

4.E.8 If a group, division, or company does not have all personnel accounted for they will so state and identify who, by name, is missing. The IC will coordinate all rescue efforts, including application of any Rapid Intervention Teams (RIT).

4.E.9 When PAR is complete with all personnel accounted for the IC will advise Fireboard, “PAR is complete.” Fireboard will then provide the same 3-tone alert followed by, “All units on the scene of (_____), be advised PAR is complete.”

Section 4F

4F Delaware County Patch Procedure

4.F.1 Purpose:

To define the pre-determined procedure for patching a Delaware County Fire channel to another county operating channel

4.F.2 Reason:

To facilitate the ease of communication between Delaware County emergency responders with mutual aid from other counties without having to switch to or operate another radio

4.F.3 Activation:

At the discretion of any chief fire officer, officer in charge or ranking firefighter at an emergency scene, a request will be made via radio and/or telephone to patch the operating fire channel to a neighboring county's fire channel. This request will allow apparatus operating within Delaware County to communicate with mutual aid units responding from bordering communities residing in nearby counties such as Chester, Montgomery, Philadelphia, New Castle and Gloucester.

The command will be given to request a patch between the pre-determined working Delaware County fire channel and the bordering counties working channel. These patches should be pre-determined to reduce the delay in setting up these patches when requested.

The use of the SECOM Net should be utilized. The Delaware County radio room supervisor will contact the requested county's radio room supervisor to initiate the patch. The patch should be tested and confirmed working prior to disconnecting with the other supervisor.

At each ten minute mark the dispatcher will notify the incident commander of the time lapsed and also inquire if the patch is still needed. Incident commanders should switch all communications as soon as feasible to a fireground channel freeing up the repeated channels from both counties.

SECTION 5

CAD SYSTEM FIRE/EMS RESPONSES

5.1. Purpose

5.1.1. To provide the Fire/EMS Telecommunicator with street and building information in each Fire Company's District.

5.1.2. A source of information in which the Telecommunicator will know what is due on any given situation at any given location.

5.1.3. To provide the Telecommunicator with a given source of information so unnecessary questions will not have to be asked.

5.2. Rules

5.2.1. Individual Fire Company street and box alarm responses will be submitted to the Emergency Communications Center using the official CAD system fire response sheets.

5.2.2. To be considered, these sheets will be accompanied by an official Delaware County Fire Radio Committee Approval Form which has been properly signed and dated by the Chief Officer of that Company. Alarm cards submitted for areas that include up to three responsible Fire Companies will be signed by the Chiefs of all responsible Companies. Alarm cards submitted for areas which include four or more responsible Fire Companies will be signed by a majority (or 51 %) of the responsible Companies.

5.2.3. All permanent changes in current run assignments will be submitted using the same procedure as highlighted above in Part B.

5.2.4. The Emergency Communications Center Chief Supervisor will, by his/her signature, ensure that all submitted run response changes or additions meet all of the current guidelines as set forth in this Manual.

5.2.5. The CAD Geofile Department will notify the Fire Company Chief Officer when his/hers updated responses are in service, and will provide that Chief Officer updated copies of those affected responses.

5.2.6. All companies will be listed by the County numerical designation.

5.2.7. Ambulance companies will use their company number.

5.2.8. Ambulance Corps will use the number of the company in their municipalities.

5.3. Types of Response:

The Fire Chief will provide responses for the following types of alarms where applicable. Those response types which are underlined must be provided.

Building Fire*	Building Fire with Entrapment*
Non-Building Fire*	Assist Brush Fire
Assist Large Diameter Hose	Assist Medical
Assist Rescue	Assist Tanker
EMS/ALS*	EMS/BLS*
Accident or Fire - Marine	Accident - Motor Vehicle*
Accident - Motor Veh. w/ Entrapment*	Accident - Motor Veh. w/Fire*
Accident - Pedestrian Struck*	Automatic Fire Alarm*
Hazmat /Fuel Spill*	Service Call*
Boat /Vessel in Distress	Cover Up Assignment
Routine Ambulance Transport	Shipboard Fire/Explosion
Bomb Threat*	Auto Fire Alarm w/ Owner Call*
Disaster Response - EMS	Disaster Response - Fire
Disaster Response - Rescue	Disaster Response - Marine
Natural Gas Leak - Inside Bldg .*	Natural Gas Leak - Outside
Rescue – Industrial/Residential*	Vehicle Fire*
Brush Fire*	PE Pole/Wires on Fire*
Reduced Response*	

Note: For those responses marked with an asterisk (*), responses must be provided for Day 5 (Monday thru Friday - 06:00 to 18:00 hrs), Day Weekend (Saturday and Sunday - 06:00 to 18:00 hrs), and other times (All seven days18:00 to 06:00 hrs).

5.4. **General Information**

5.4.1 Fire Companies shall submit the following information for entry into the Computer Aided Dispatch System, IF APPLICABLE:

- Location of Fire-·Station
- Mailing address, if different from location
- Phone number(s) at Fire Station
- Police Department that covers the fire district
- Which County Fire District the company belongs to?
- Water Department (s) that covers the Fire District?
- If a ladder company is requested, which ladder
- If a cover-up is requested, which company?
- If an air bank is requested, which air bank?

- If a canteen is requested, which canteen?
- If the company wants a fire and/or ambulance alarm system test, when?
- The highway department phone number in the Fire District.

This information is to be kept up to date.

5.5. **Apparatus and Specialized Equipment List**

5.5.1 Must be provided regularly on the official Fire Radio Committee Forms and must include the following:

- List of apparatus in the company
- Radio designation of apparatus
- Which radio frequencies are in each piece of apparatus?
- Radio frequencies in the base station
- Important equipment on the apparatus
- Special equipment in the company

5.5.2 This information is to be kept updated, whenever new equipment is added, or whenever equipment is taken out of service.

5.6. **Officer List**

5.6.1. Include the following:
Name and Rank of Officer
Radio designation of Officer
Address of officer (Chief is required, others optional)
Phone number of officer (home, work, and pager)

5.6.2. This will include the Chief, Assistant and Deputies, Captains, Chief Engineer, and the Ambulance Officers.

5.6.3. This information is to be updated every year or when a change is made. Information can be submitted on official forms available from the Communications Center.
NOTE: This information is to be kept confidential.

5.7. **Streets File**

5.7.1. The Streets File is maintained by the Delaware County Emergency Services Geofile Department. Any corrections or additions will be submitted to the Delaware County Emergency Services Geofile Administrator by the Chief Officer of that Company for review and entry.

5.8. **Box Alarms**

5.8.1. Box alarms will be used on buildings of importance, high life hazard, and target hazard buildings.
5.8.2 Box alarms will be submitted in the same manner at the street alarms, as

highlighted in Section 5.2 on this Manual.

5.9. **Definitions**

NC	New Castle County
CC	Chester County
DAYTIME 5	0600 to 1800 Monday through Friday
DAYTIME WEEKEND	0600 to 1800 Saturday & Sunday
OTHER TIMES	1800 to 0600 All Seven Days
AMB	Ambulance
E/T	Emergency Transport
ACCIDENT	Highway Accident with Injuries
BLDG.	Building Fire
NON-BLDG.	Non-Building Fire
SCHOOL HOURS	Same as DAYTIME 5

COMPANY COLUMN 00 - FIRE TONE

AMB 00 - AMB TONE

Section 5A

A. Personnel and Equipment Numbering

5A1. The following numbering system will be used to designate equipment and personnel. Numbers 1 through 5 will indicate tactical firefighting equipment and numbers 6 through 9 will indicate support equipment and personnel.

1, 2, 3, 4: Pumpers,
- **Engine ##**
- **Pipeline ##**
- **Quint ##**
- **Snozle ##**
- **Squrt ## (**pumper with articulating boom device)
- **Tac** ##
- **Tele-Squrt ##**
- **Tender ##**

5 Aerial Piece (or one of the following plain language terms:
- **Ladder ##**,
- **Snorkel ##**,
- **Tower ##**
- **Truck** ##

6 Rescue (Or plain language term **Rescue ##**)

7 Ambulance

8 Specialized Apparatus (see below)
- **Brush ##** - Four Wheel Drive brush type vehicle
- **Canteen ##** - Refreshment Vehicle
- **Foam** ## -
- **Fuel Truck ##** - Any vehicle carrying gas/diesel for refueling
- **Hazmat ##** (Meets OSHA Standard 1910-120 Operations)
- **Marine ##** - Any type of vessel used on the water
- **Spill ##** (Carries non-aggressive spill containment equipment)
- **Squad** ##
- **Traffic ## -**
- **Utility ## -**

9 Chief or other Chief Officer

11 Battalion Chiefs

12 Captains

13 Lieutenants

14 Chief Engineers and their Assistants

15 Incident Commanders

16 Sector Commanders

"Medic" Company ## - 7 ALS ambulance responding with paramedic personnel (See # 5 below). Letters A-B-C will indicate more than one piece of equipment in a particular category.

5A2 Special Designations:

The following Special Designations will be used:

Company #00 Command - Will designate anyone in command in absence of a Chief Officer.

Company #00 Portable --Will designate a portable not being used by an Officer.

County Marshal - Car 99
Deputy County Marshals - Car 99 A-B-C
District Marshals - M-1 through M-12
Assistant District Marshals - M-1A through M-12A
Radio Repair will use - "Radio Man"
Municipal Fire Marshals - Name of Municipality - 1
Asst. Mun. Fire Marshals - Name of Municipality - A-B-C
Department Chiefs - Name of Municipality - 9
Asst. Department Chiefs - Name of Municipality - 9A
Department Battalion Chiefs - Name of Municipality - 11
Advanced Life Support Units - 100, 101 - (See Section 8.3)
Chester 17

5A3 Municipal Fire Marshals are authorized the use of the Fire Radio only for fire ground operations. All other business will be handled by phone.

5A4 Companies with numbers from one (1) to nine (9) inclusive, will prefix "0" before the company number.

5A5 All portable and mobile radios utilizing the UHF frequencies will be equipped with Ge-Star compatible identifiers.

5A6 The term MEDIC would mean that the ALS ambulance is responding with Paramedic personnel on board. Through the entire emergency response that ambulance would be referred to as MEDIC Co. #00-7. If an ALS ambulance responds without a paramedic they would use the standard ambulance designation, i.e. Company #00-7. The term MEDIC would only apply to approved ALS services as defined under Section 7.3 of the General Radio Procedures. Paramedics functioning on BLS services will not use this MEDIC designation.

5A7 No other number designations will be used on any frequency unless authorized in writing by the County Radio Committee.

Section 5B

B. Reduced Response Procedure

5.B.1 Automatic Alarms:

a. The purpose of this procedure is to cut down on the number of companies that respond to unconfirmed automatic alarms.

b. Local companies shall determine what apparatus shall respond from their department on a reduced response as determined by CAD system responses.

c. Where doubt exists upon the part of the dispatcher as to whether or not to send a reduced response, the full assignment shall be dispatched.

5.B.2 Temporary Reduced Response

a. A temporary "Reduced Response" may be placed on a particular location by a Chief Officer of the local Fire Company so long as an expiration time and date are provided.

b. Reduced Response can consist of:

i. A single Company

ii. One engine from that Company

iii. “Chief Notification”

c. As with any temporary change, temporary reduced response expires in forty-eight (48 hours) unless renewed.

d. Where doubt exists upon the part of the dispatcher as to whether or not to send a reduced response, the full assignment shall be dispatched.

5.B.3 Building Investigation

a. A new category, “Building Investigation” has been integrated into the County CAD.

b. “Building Investigation” includes minor electrical problems, small appliances, heater problems, odors, etc.

c. The existing building response (elevated) remains unchanged, and will include any reports of building fires not further defined as noted above.

d. Chiefs wishing to take advantage of these changes will have to submit new responses to Joe Brennan in order to be changed in the CAD system.

e. Chiefs wishing to leave their responses the same need to do nothing, as the response to both building categories will be the same unless a change is submitted.

f. Where doubt exists upon the part of the dispatcher as to whether or not to send a reduced response, the full assignment shall be dispatched.

5.B.4 Chief Notification

a. A new category, “Chief Notification” has been integrated into the County CAD.

b. “Chief Notification” can be used for any non-emergency incident or request for service of a fire company by a citizen or police department.

c. Where the reason for this change is temporary (multiple false activations, alarm system failure, etc.) see the rules & procedures under Temporary Reduced Response above.

d. Chiefs wishing to take advantage of these changes will have to submit new responses to Joe Brennan in order to be changed in the CAD system.

e. Chiefs wishing to leave their responses the same need to do nothing, as the response will be unchanged unless a change is submitted.

f. Where doubt exists upon the part of the dispatcher as to whether or not to use “Chief Notification”, the full assignment shall be dispatched.

SECTION 6

DISPATCHERS PROCEDURES

6.

6.1. **Radio dispatchers dress and appearance.**

6.1.1. County Dispatcher Uniforms or other apparel approved by the Director of Communications will be worn when on duty.

6.1.2. All dispatchers are to be neat and clean in appearance.

6.2. **Dispatchers are to conduct themselves in a proper manner.**

6.2.1. Do not deface or mistreat county property (keep feet on floor).

6.2.2. Be courteous and polite.

6.2.3. Address all visitors to the Fire Board. (May I help you?)

6.3. When answering the fire phone, say "Fire and Ambulance Dispatcher # “ “

6.4. When an alarm is received

6.4.1. Get nature of emergency, if ambulance emergency, determine condition of patient by asking the following questions:

6.4.1.1. Is the patient conscious?

6.4.1.2. Is the patient breathing?

6.4.2. Get name and location of emergency.

6.4.3. Get name and phone number of person calling.

6.4.4. Enter all information into the Computer Aided Dispatch System to obtain proper responses.

6.4.5. Dispatch companies as per CAD system responses

6.4.5.1. On initial dispatch message will be transmitted two times

6.4.5.2. On subsequent dispatches message need only be transmitted once

6.4.6. Input appropriate CAD entry when units are responding.

6.4.7. Input appropriate CAD entry when units are on location.

6.4.8. Input appropriate CAD entry when units are available.

6.4.9. Input appropriate CAD entry when units are off radio.

6.4.10. Dispatcher need only acknowledge first piece out from each company, and one O.I.C/Duty Officer from each company, but should keep track of what is out.

6.5. After the emergency, all units will be made available and the incident closed.

6.6. For non-emergency ambulance calls refer to the company's CAD system response. If no response is listed, refer to that company's area caution notes for further instructions

6.7. The use of "thanks", "please" and other expressions of courtesy are unnecessary during radio transmissions and will not be used. Personal greetings or pleasantries will not be exchanged.

6.8. First names or nick-names of persons will not be used. If necessary to refer to persons, use the rank and last name of the person, as example, Firefighter Jones or Chief Smith, not Jim, Baldy, or Red., etc...

6.9. For fire company siren tests, the dispatcher will activate tones and say "Company fire alarm test" (or ambulance alarm test). The company's tones are to be activated and announced one at a time.

6.10. Dispatchers will refer all complaints to the Shift Supervisor in writing on the standard form for forwarding to the Radio Committee through the Director’s Office.

6.11. Dispatchers will not get involved in disputes between fire companies or individuals, but will refer them to the Shift Supervisor.

6.12. Dispatchers will not leave their job unless properly relieved by someone in authority.

6.13. Dispatchers on duty will not get involved in fire fighting operations.

6.14. If a company is in service and a second alarm comes in, notify local Company's O.I.C by radio and request instructions. If instructions are unavailable, dispatch next due Companies as determined by the Computer Aided Dispatch (CAD) system. If next due Companies cannot be determined by CAD, ask O.I.C for their pleasure on whom to dispatch.

6.15. Police cars will not be sent to investigate smoke or fire.

6.16. Where there is a question of territory responsibilities and a company has been dispatched, the Chief of the first company dispatched will be responsible for determining if another or other companies should be dispatched, not the police. Except when a command officer states that this is their territory, you will dispatch the companies requested of that command officer on his/her request.

6.17. Usage of the Alert Tone

6.17.1. Alerting companies of a priority message.

6.17.2. To attract attention of a unit on the air after that unit has been called with no

acknowledgment.

6.17.3. To clear the air of units interfering with messages.

6.17.4. Severe weather warnings.

6.18. Out-Of-Service List

6.18.1. Units going in and out of service will be announced on the primary UHF fire frequencies, and the out-of service list will be announced at 1900 hours daily.

6.18.1.1. To make the dispatcher more aware of all units out of service condition.

6.18.1.2. To make companies aware of units out of service that they may not be aware of otherwise.

6.18.2. Units out of service will be announced for seven (7) days only, unless extended at the end of each those seven (7) days by the Chief for a 48 hour period if needed.

6.18.3. Any and all other Counties or Districts not dispatched by Delaware County Radio will be notified of units in or out of service as they may affect those other agencies.

Example:

To be announced on the primary UHF frequencies:

“Attention all companies Concerned, the following units are listed as out of service 55-3, 72-3, 63-5, 24-7”•

6.19. Specific Additional Information

6.19.1. Specific additional information received subsequent to transmission of an alarm shall be directed to the O.I.C. and/or the first responding unit.

6.20. Police Department "On Location" Report

6.20.1. Condition reports from the PD shall be relayed as follows:

6.20.1.1. Single ambulance or company response direct the message to O.I.C. and/or the first responding unit.

Example:

“Attention all companies responding to (location) PD on location, advise

6.21. "On Location" Condition report

6.21.1. After a unit gives a report relay as follows:

Example:
"Attention all companies responding to (location) (unit number) on location, advise _____."

6.21.2. This report should also be given to a higher ranking officer who is known to be responding: 009 copy 000. This allows the O.I.C. to insert any additional instructions if he desires.

6.22. Units "Recalled"

6.22.1. Issuing a Recall shall follow the following guidelines:

6.22.1.1. Single piece: "Unit number 000 authority 000, Recall".

6.22.1.2. Box or building response: "Attention all companies (responding or on the scene) at (location) authority 000 holding companies ___ ___ ___, all other units may recall, Company _____."

6.22.2. Dispatcher shall call out company numbers of the companies to be recalled starting with the last due company listed on the response, pausing between to allow each company O.I.C to make his company available. This will eliminate all units giving individual recalls.

6.23. Requests for Services from Fire Chief or O.I.C.

6.23.1. All fire dispatchers are to honor all requests for additional services from Fire Chiefs and Officers in Command. This includes but is not limited to request for tow trucks.

6.24. Procedure for Relieving a Dispatcher on Duty.

6.24.1. When a dispatcher reports for duty, either a temporary relief or for his regular shift, they should receive a verbal report from the dispatcher they are relieving on the following:

6.24.1.1. Radio and phone conditions

6.24.1.2. Permanent operating procedure changes

6.24.1.3. Temporary operating procedure changes (See Section 2.6)

6.24.1.4. The names and numbers of the companies in service.

6.24.1.5. Any changes in equipment out of service.

6.24.2. In reference to Item 6.24.1.4 it is imperative that the dispatcher who is being relieved inform his relief the status of all incidents in progress including calls that require a second dispatch, this will remedy the problem of calls being lost during a shift or dispatcher change.

6.25. Priority Traffic Condition

6.25.1. At times the volume of traffic, both radio and phone, reaches a point where it nearly overloads the system and dispatchers (e.g. spring and fall brush fire seasons, severe thunderstorms). There is a definite need at such times for the dispatcher to maintain strict control over what is occurring in order to sort out priorities and be sure that such calls are transmitted without delay or interruption. Therefore, a Priority Traffic Condition will be established to help alleviate some of the congestion which occurs during particular periods of the year or during extreme weather conditions.

6.25.2. Priority Traffic Condition, when issued would require that all unit to unit transmissions be discontinued except for emergency traffic and that all units on the air shall only be authorized to place themselves or their company responding and available. Priority Traffic Conditions will be instituted by radio broadcast under the authority of the Shift Supervisor at the request of the Senior Fire Dispatcher on duty at that time. Format: One five second alert tone followed by the following message:

Example:
“Attention all companies and units on the air, Fire Board is now operating on Priority Traffic Condition - time (Broadcast on appropriate frequencies).

6.25.3. While in effect the dispatcher shall state Priority Traffic Condition following each time check.

Example:
"1730 hours, Delaware County Fire Radio Priority Traffic in Effect"

6.25.4. The message to lift Priority Traffic Condition will be broadcast in the same format, Priority Traffic Condition Lifted will be used to indicate a return to normal procedure.

Example
"Attention all companies and units on the air, Fire Board is now lifting Priority Traffic Condition, return to normal conditions ¬time" (Broadcast on appropriate frequencies).

6.25.5. Priority Traffic Condition is not intended to cease transmissions by the O.I.C. to the Fire Board relative to conditions or orders to be relayed to responding units.

6.26. Fire Dispatch

6.26.1. Check computer aided dispatch or manual books if cad is not functional.

6.26.2. See if reduced response procedure is in effect

6.26.3. Activate tone (s)

6.26.4. State companies due to respond

6.26.5. Give Location

6.26.5.1. Street address

6.26.5.2. Name of building if applicable

6.26.5.3. Both cross street if known

6.26.5.4. Indicate Borough or Township if call is outside First Due area

6.26.6. Nature

6.26.6.1. Specific location of' the fire

6.26.6.2. Type

6.26.6.3. Any additional information

6.26.6.4. Frequency that Companies will operate on

6.26.6.5. State time out

Example:
"Company 00123 Main Street cross street Front an automobile -2334 hours".

Example:
"Companies 00 and 00123 Main Street at Joe's Pizza a structure, fire reported in the basement 2334 hours".

6.26.7. Voice message to be given only once on second dispatch.

6.27. Fire Dispatch (Box alarms)

6.27.1. Box Alarms will automatically display on CAD when the proper address is entered. If CAD is not functioning, box alarm locations are listed in a printout book.

6.27.2. See if reduced response procedure is in effect

6.27.3. Give location

6.27.3.1. Street address

6.27.3.2. Name of building

6.27.3.3. Indicate Borough or Township.

6.27.4. Nature

6.27.4.1. State location in the building

6.27.4.2. Type of fire

6.28. Fire Dispatch (Mutual Aid)

6.28.1. Mutual Aid from an adjacent county

6.28.1.1. When a company from an adjacent county is due on an alarm it should be included in the dispatch message.

Example:
Tones - Co. 59, Chester County Co. 25 etc.

6.28.2. Mutual Aid to another county

6.28.2.1. When a company is due on an alarm in an adjacent county it should be ,dispatched as follows:

Example:
Tones - Co. 59, Assist to Chester County Co. 25 etc.

6.29. Fire Dispatch (Cover Up)

6.29.1. On most occasions cover ups will be called for by the OIC on the fire grounds unless otherwise indicated in the cad system. However, if after a period of time if the O.I.C. has not asked for cover ups, the dispatcher may ask if any will be required.

Example:
Tone – “CO. 00 Cover-up Company 00 2324 hours”

6.29.2. Voice message to be given only once.

6.30. Requests for a Specific Unit

6.30.1. A request for a specific unit will be dispatched by stating the type of unit followed by the company number.

Example:
”Ladder Co. 00, Engine Co. 00 Ambulance Co. 00"

6.30.2. A request for Hurst Tool should be announced as such:

Example:
“CO. 23 request for the Hurst Tool. “

6.31. Accident Dispatch

6.31.1. Obtain responses from computer aided dispatch system.

6.31.2. Activate tone(s)

6.31.3. State companies due to respond

6.31.4. location

6.31.4.1. Street address

6.31.4.2. Both cross streets if known

Example:
(ambulance only) "Co. 00 Baltimore and Diamond an accident, 0235 hours"

Example:
(amb. plus eng. or rescue)" Amb. 00 Eng. Co. 00 Rt. 322 and Flora Lane an accident, 1235 hours"

6.31.5. If ambulance and engine company are from the same station then simply state the company due.

Example:
"Co. 19 Baltimore and Union, an accident 0234 hours"

6.32. Terminology

6.32.1. Clear-Speech

Motor Vehicle Accident
Motor Vehicle Accident, with vehicle fire
Motor Vehicle Accident, with entrapment
Motor Vehicle Accident, with vehicle fire and entrapment

6.32.2. On an motor vehicle accident with vehicle fire make sure an engine company is dispatched with the ambulance. On all accident dispatches the ambulance will be dispatched first, unless the vehicle is reported on fire whereas the engine company would be first dispatched.

6.33. Ambulance Dispatch (Emergencies)

6.33.1. Obtain response from computer aided dispatch system.

6.33.2. Activate tone

6.33.3. State Ambulance company due

6.33.4. Give location

6.33.4.1. Street address

6.33.4.2. Name of building if applicable

6.33.4.3. Both cross streets if known

6.33.4.4. Indicate Borough or Township.

6.33.4.5. Development Name if known

6.33.5. State emergency transport

6.33.6. Give nature

6.33.7. Time out

Example:
Tone - "Ambulance Co. 00 123 Main Street emergency transport for a fall 1136 hours"

Example:
Tone - "Ambulance Co. 23 123 Main Street, Nether Providence Twp. emergency transport for a fall 1136 hours"

6.33.8. The nature on all other calls should be given out as what exactly the nature of the call is.

6.34. Ambulance Dispatch (Routine)

6.34.1. Determine proper procedure from cad system.

6.34.2. Activate tone, when indicated.

6.34.3. State ambulance company due, a routine transport

6.34.4. Give location - Only the location of the origin of the call should be given.

6.34.5. Time out

Example:
Tone - "Ambulance Co. 00 - A routine transport, 11:54 hours"

6.35. Ambulance Dispatch (Transferring Calls)

6.35.1. Activate tone

6.35.2. State Ambulance company due

6.35.3. Give location

6.35.3.1. Street address

6.35.3.2. Name of building if applicable

6.35.3.3. Both cross streets if known

6.35.3.4. Indicate Borough or Township

6.35.3.5. Development Name if known

6.35.3.6. State type of transport

6.35.4. Give nature

6.35.5. Time out

Example:
Tone -"Ambulance Co. 03123 Main Street, Lansdowne emergency transport possible Heart attack, 2323 hours"

6.36. Dispatchers will answer in whatever terminology is in effect.

6.36.1. This will be done regardless of what terminology the companies might use.

6.37. Special information such as "reduce speed" will be repeated to units not responding at the time they report responding.

6.38. If a call is canceled, a company is requested to remain in station, or other message of similar nature, this message shall be transmitted on the primary UHF channel and the low band F-3 frequencies.

A)

SECTION 7

AMBULANCE PROCEDURES

7.1. Response Procedure

7.1.1. Alarm Responses

7.1.1.1. Each Company must submit ambulance responses to be entered into the computer aided dispatch system.

7.1.2. Dispatch Procedures

7.1.2.1. Fire Board will dispatch Primary Ambulance to location according to the cad system.

7.1.2.2. Re-dispatch primary company if an alarm is not confirmed in (3) minutes.

7.1.2.3. If company is not responding within (6) minutes, fire dispatcher will call company or unit for a response check. If no reply, then dispatch primary and second-due company.

7.1.2.4. If a second emergency is received for the primary ambulance and the first emergency is older than six minutes the next due ambulance that has not been dispatched shall be dispatched along with the primary ambulance.

7.1.2.5. All ambulances dispatched, whether or not they are on the Fire Board or not shall have six minutes to respond, and if they are not responding the next due shall be dispatched.

7.1.2.6. All tactical movements of Ambulance operating on county frequencies will utilize the approved clear speech terminology and will have posted in each vehicle a current copy of this terminology.

Call Cover Up Company
On Location - Condition
Affirmative
Off Radio
Responding
Situation Under Control
Unsafe Conditions
False Alarm

7.2. Ambulance Radio Procedure (General)

7.2.1. Dispatch confirmed by crew -

7.2.1.1. Call should only be confirmed if sufficient crew to respond to call can reasonably be expected to show.

7.2.1.2. Confirmation of call should be accomplished by the fire radio administrative telephone line whenever possible. Confirmation may also be done by radio.

7.2.2. Ambulance notifies Fire Board they are responding.

7.2.3. Ambulance notifies they are on location. A condition report should be given at this time if appropriate.

Example:
If on arrival at an accident additional help from Fire, Police or Public Service Agencies is needed it should be requested at this time.

7.2.4. Assessment of the Patient's condition is accomplished utilizing the Primary and Secondary Survey:

7.2.4.1. If for any reason the EMT or Aid-man needs to consult with a physician concerning the care of the patient (Le. imminent maternity, person trapped in a vehicle, severe multiple trauma, or hard to define medical emergency) a communication link via telephone or phone patch should be established immediately.

7.2.4.2. Routinely, however, the patient should be assessed and the Ambulance Run Sheet filled out with appropriate information BEFORE the hospital is notified.

7.2.5. Ambulance to Hospital Radio Format

7.2.5.1. Before giving Patient information:

7.2.5.1.1. ALWAYS identify to hospital:

7.2.5.1.2. Ambulance Calling (Le. Medic 102-7)

7.2.5.1.3. Person speaking and rate (Le. First Aider Gage, EMT DeSota or Paramedic Brice).

7.2.5.1.4. ALWAYS identify and note on Run Sheet:

7.2.5.1.5. Person taking message at Hospital (ie. Nurse Dixie McCall or Dr. Brackett) and note on Run Sheet.

7.2.5.2. When the above is accomplished report on the patient's condition in the following order. Use the previously filled out run sheet as an information source and the Ambulance-to-Hospital Radio Report Format as a guide

7.2.5.2.1. Age

7.2.5.2.2. Sex

7.2.5.2.3. Patient's Chief Complaint(s) or suspected injury(s)

7.2.5.2.4. History (What happened)

7.2.5.2.5. Level of Consciousness and breathing

7.2.5.2.6. Vital Signs (as appropriate)

7.2.5.2.7. Pulse

7.2.5.2.8. Respirations

7.2.5.2.9. B.P.

7.2.5.2.10. Pupils

7.2.5.2.11. Skin

7.2.5.2.12. Treatment in progress if Pertinent

7.2.5.2.13. E.T.A (Estimated time of Arrival) in minutes.

7.2.5.3. Stand by briefly at the termination of the above report for questions or instructions from the hospital then terminate the phone call or phone patch.

7.2.6. Patient Classification

7.2.6.1. Emergency Patient is defined as a patient whose condition requires immediate medical attention. Any delay in administration of emergency care will be harmful to the patient. Disorder is acute, severe and threatens the life or function of the patient.

7.2.6.2. Urgent Patient is defined as a patient whose condition requires Emergency Care within a few hours. Patient is not in acute danger but does need some care and/or observations. Disorder is serious but the patient is not in immediate danger of death or disability.

7.2.6.3. Routine-Patient needs only transportation. No emergency care needed.

7.2.7. Communication between the EMT in the field and the destination hospital will be accomplished in the following order:

7.2.7.1. A telephone in the patient's home or at the scene of the incident will be the first choice for communication between the field unit and the Hospital.

7.2.7.2. The Unlisted "Patch Phone" number will be used for this purpose and if busy the regular phone line will be used as a backup.

7.2.7.3. The unlisted and routine phone numbers for all Delaware County Hospital Patch Phones are available to authorized personnel from the Delaware County Emergency Health Service Council.

7.2.8. When the hospital is notified by phone the EMT need only tell the dispatcher:

7.2.8.1. Medic 82-7 is responding to CCMC

7.2.8.2. The Hospital has been notified.

7.2.9. If a telephone is not available.

7.2.9.1. Using the appropriate UHF channel, an ambulance may request the dispatcher to relay ONLY the following information to the hospital:

7.2.9.1.1. Age of patient

7.2.9.1.2. Sex of patient

7.2.9.1.3. Complaint of injury

7.2.9.1.4. Request to relay any additional information will be accomplished by phone patch or the paramedic hospital console (Matrix). The dispatcher will connect the ambulance to the hospital via the most reliable method available including the paramedic Hospital Console (Matrix) if available.

7.2.10. Routine Patient moves do not require direct communication between the EMT and the receiving Hospital.

7.2.10.1. A routine patient is defined as a patient needing only transportation. No emergency care is needed.

7.2.10.2. The telephone will be used if available to notify the intended hospital of the patient move.

7.2.10.3. If telephone contact is not possible, using UHF or another frequency determined by the dispatcher, the EMT should ask the dispatcher to relay the following information to the receiving hospital, at his convenience, but before the Ambulance is on location at the hospital.

7.2.10.3.1. Age

7.2.10.3.2. Sex

7.2.10.3.3. Reason for transportation (ie. for X-Ray, Direct admission or to see Dr. Early)

7.2.10.3.4. E.T.A.

7.2.11. All Radio and Telephone messages between Fire Board, Ambulances and Hospitals will be recorded.

7.2.12. Radio time is at a premium. All radio users are requested to transmit only pertinent information in an organized fashion.

7.3. Ambulance Radio Procedure (Paramedic)

7.3.1. The initial call will be verified and the response will be the same for paramedic Ambulances dispatched by Fire Board as for other Ambulances dispatched by Fire Board as stated in 7.1 and 7.2 of this Procedure. Tactical Response will be identical.

7.3.2. Paramedic Services not directly dispatched by Fire Board but utilizing the Fire Board as their communication link for Bio Telemetry will notify Fire Board as soon as feasible in their run of the possible need of a Medical Channel. This notification may be done through their dispatcher or by a radio link including Med.4. Other Medical Channels should not be used for this purpose.

7.3.3. Paramedics finding themselves on other than Mobile Intensive Care Units will follow the Radio Report Procedures as outlined in 7.2 of this Procedure.

7.3.4. A Mobile Intensive Care Unit is defined in Delaware County as an Ambulance Service approved by the Delaware County Emergency Health Services Council, meeting all the requirements of an EMT -1 Basic Life Support vehicle and in addition carrying:

7.3.4.1. Bio-Telemetry Radio permitting the transmission of voice and EKG Telemetry between the paramedic and a commanding physician on special Federally designated radio frequencies.

7.3.4.2. Portable EKG Monitor with appropriate interface to the Bio- Telemetry radio.

7.3.4.3. Body invasive Medical Supplies such as intravenous Infusion Equipment, Endotracheal Intubation Equipment, syringes and needles.

7.3.4.4. Specific drugs for administration to patients in the field by Paramedics on physician order.

7.3.4.5. The most important element - A State of Pennsylvania Certified and Delaware County Sanctioned Paramedic.

7.3.5. Upon the need of Advanced Life Support Radio Communication the paramedic will determine the geographic location of the Patient and identify the closest hospital with Paramedic Command Capability.

7.3.5.1. Hospitals desiring to participate as Paramedic Command Hospitals must meet specific criteria and be approved by the Delaware County Emergency Health Services Council. A current list of these hospitals is available on request from the Delaware County Emergency Health

Services Council.

7.3.6. The paramedic will request Fire Board to establish a communication link via an available Medical Channel with the hospital he/she wishes to talk to. The paramedic will state: Fireboard M81-7 requesting Medical Channel "CCMC".

7.3.7. Upon receipt of this request Fire Board Dispatcher will connect the MICU with the intended hospital if that hospital is available. This connection will be accomplished through the Matrix at Fire Board.

7.3.7.1. Should the intended Hospital be unavailable Le. equipment in use by another Paramedic unit or a Physician not readily available to Command the paramedic, the Dispatcher will automatically request Paramedic support of the next nearest approved hospital until he finds one available.

7.3.8. Should a telephone be available to the Paramedic at the Patient's side such as in a bedroom, and should the Paramedic have a phone coupler available with his portable Bio-Telemetry Unit and should the hospital he/she desires to talk with have a Bio-Telemetry phone coupler available, the Paramedic may by¬pass Fire Board by calling and talking directly to the hospital. IT IS REQUIRED, however, that the Dispatcher be notified by tactical radio of this transaction when it begins and when terminated so that the Dispatcher may be aware of the availability of the hospital status should another Paramedic need to communicate with that hospital.

7.3.9. Before any conversation is initiated between the paramedic in the field and the Physician or Nurse in the hospital, regardless of what means of communication is used, the Paramedic will identify himself by Ambulance Identification and give his last name and Paramedic rank. The paramedic will then ask for, if not volunteered, the name of the person he is talking to and ask for a time check. The paramedic will note the name of the person he is talking to and the time on his run sheet.

7.3.9.1. In all but rare situations the paramedic should always be talking directly to a Command Physician.

Example:
"CCMC this is 81-7 Paramedic I Gage, how do you copy? Paramedic Gage this is Dr. Brackett, you are loud and clear, the time is 2355 hours proceed with your message."

7.3.10. Paramedic Command Physician Responsibilities

7.3.10.1. Physicians Commanding Paramedics have the responsibility for determining and notifying destination Hospitals of patients cared for by Paramedics if other than their Hospital is the intended destination of that Patient. Their orders in this regard are to be followed.

7.3.10.2. Physicians Commanding Paramedics have the responsibility for determining when and for how long the Telemetry and voice communication is to be maintained between the field paramedic Unit and their Hospital. Should multiple Advanced Life Support situations

requiring the use of Medical Channels occur simultaneously the dispatcher will:

7.3.10.2.1. Utilize all available Medical Channels assigned to Delaware County on a first come first serve basis.

7.3.10.2.2. Contact surrounding Counties for access to their assigned Medical Channels, if available for back up.

7.3.10.2.3. If all requests still cannot be filled and, when not interfering with the relay of patient information, advise the Command Physician operating on Delaware County's Primary Medical Channels of all of the facts concerning the other needs of the Medical Channel as he knows them. The Command Physician will evaluate the Medical information presented him by the dispatcher and assign priority for the use of the available Medical Channels.

NOTE: The Command Physician, under these circumstances, may wish to communicate with several Paramedic Units simultaneously until patient's condition can be determined, stabilization orders given, and patient routed to appropriate receiving facilities.

7.3.10.3. Command Physicians are responsible for Medical Command in disaster situations. It is their responsibility to:

7.3.10.3.1. Help the Paramedic on the scene to evaluate the priority of movement of multiple Patients.

7.3.10.3.2. Work with the Dispatcher via a multiple Hospital hook up to determine the availability of hospital facilities.

7.3.10.3.3. Determine patient destinations informing both the Paramedic and the Destination Hospital of their decision.

7.3.10.3.4. The Dispatcher will assign other Paramedic Units Medical Channels as appropriate.

7.3.11. All Paramedic Telephone and Radio Transmissions are to be recorded by the receiving hospital. The Delaware County Fire Board will only record radio transmissions between MICU's and hospitals. Fire Board has no access to Direct Telephone Communications between the hospital and the MICU Sio-Phone Coupler.

7.3.11.1. All Paramedic Tapes will be kept for a period of 30 days and will be subject to review by authorized representatives of the Medical Director of the Delaware County Emergency Health Services Council.

7.3.12. All Paramedic Functions in Delaware County must coincide and be consistent with State Law #264 and all amendments thereof.

7.4. MASS CASUALTY INCIDENT (MCI) Response Procedure

7.4.1. Disaster Response Types

MCI Type	# of victims	Minimum EMS Disaster Box Alarms automatically dispatched	Description
5	5-15	1	Minor incident involving 5-15 surviving persons. Will stress local resources for a short period of time.
4	16-25	2	Minor incident involving 16-25 surviving persons. Will stress local resources for a short period of time.
3	26-50	3	Major Incident involving 26-50 surviving persons. Will tax Delaware County resources for a short period of time.
2	51-100	4	Mass Casualty Incident involving 51-100 surviving persons. Will tax all Delaware County resources for an extended time.
1	>100	5	Catastrophic Casualty Incident involving greater than 100 surviving persons. Will tax regional resources for an extended time.

7.4.2. Recommended levels of response:

First arriving unit/incident commander should advise fireboard of the casualty level as soon as possible and request appropriate resources. Type 5 will not include the original response units. Each EMS box level is in addition to the previous:

EMS Disaster Box 1 — First alarm disaster response should include 5 transport units and 2 ALS units.

EMS Disaster Box 2 — Second alarm disaster response should include 5 transport units and 2 ALS units.

EMS Disaster Box 3 — Third alarm disaster response should include 5 transport units, 2 ALS units and an MCI unit

EMS Disaster Box 4 — Fourth alarm disaster response should include 5 Delco transport units, 2 Delco ALS units, 5 regional transport units, 2 regional ALS units, a MCI unit and a mass transit vehicle. Consider air ambulances and medical examiner as needed.

EMS Disaster Box 5	Multiple alarm disaster response should include 5 Delco transport units, 2 Delco ALS units, 5 regional ambulances, 2 regional ALS units, additional MCI units and mass transit vehicles as needed, air ambulances and medical examiner if needed.

7.4.3. Additional Response Information

7.4.3.1. Conforming to NIMS, the MCI evaluation levels have been TYPED, with Type 5 as the smallest and Type 1 as the largest.

7.4.3.2. Declaring an MCI Type "#" will receive an automatic dispatch of EMS Disaster Box Alarms. If more units are needed they must be requested by the Incident Commander.

7.4.3.3. Immediately upon reporting an MCI event, declare a STAGING AREA and STAGING OFFICER for future responding units. State this location on radio. If necessary, Fireboard may prompt the incident commander "where is staging?" Unless otherwise directed, all responding units are to report directly to the STAGING AREA.

7.4.3.4. EMS Disaster Box Alarms only have EMS transport & non-transport units and Delco EMS MCI resources listed. Specialty units like EMS helicopters, buses, communication vehicles, emergency management Incident Support Teams, and PA DOH resources must be specifically requested.

7.4.3.5. Conforming to regional policy, out of county regional resources should routinely be used directly at the incident scene, not as "cover" units. Using regional units for cover assignments may be appropriate for special or extreme situations.

7.4.3.6. When developing EMS Disaster Response alarms it is suggested that companies with multiple units be called on first, using a geographically closest protocol. This will allow the least amount of "cover ambulances" to be necessary.

7.4.3.7. MCI TYPES 3, 2 & 1 will significantly impact county resources. The Incident Commander should consider requesting Delaware County Emergency Management and Communications support to the scene.

7.4.3.8. The use of local and regional private ambulance services can be possible if necessary.

7.4.3.9. Calling EMS units "buses" is discouraged and should not be used during an MCI event.

7.4.3.10. EMS Disaster Box alarms 4 & 5 should utilize the closest regional mutual aid from Philadelphia, Montgomery, Chester, Bucks, New

Castle or Gloucester County. More distant units may be requested once these are exhausted.

7.4.3.11. Example: If you have 30 surviving victims, report a TYPE 3 MCI, you will automatically receive 3 box alarms which will give you 15 additional transport units and 6 ALS units plus an MCI unit. Multiple walking wounded victims might also need a mass transit vehicle. Many non-walking victims might need more transport units. Specialty units must be specifically requested. When requesting additional EMS Disaster Box alarms, you should request the number of boxes needed to fulfill your needs. If you have 20 stretcher patients you would request an additional (4th) EMS Disaster Box Alarm.

7.4.3.12. When the Delaware County 911 Center receives a request for multiple EMS Disaster Box alarms, they will be dispatched sequentially. The above example TYPE 3 MCI requires the automatic dispatch of 3 EMS Disaster Box Alarms. They will be dispatched as follows: EMS Disaster Box alarm #1, followed by EMS Disaster Box alarm #2, then EMS Disaster Box alarm #3; NOT 15 transports and 6 non-transports simultaneously.

7.4.3.13. Unless otherwise directed, units that have transported to the hospital and cleared should respond directly back to staging.

7.4.4. SUMMARY OF NECESSARY ACTIONS

7.4.4.1. First arriving unit recognize incident size and call for assistance. Assure scene safety and begin size-up. MCI = 3 critical patients (or more), or 5 total patients (or more)

1. Report “TYPE {5-1}” MCI. EMS Disaster Box alarms will be automatically dispatched
2. Dispatch EMS Supervisor if not already responding
3. Request additional EMS and specialty units

a. Suggested Delco EMS Disaster Box Alarm response has 5 transports and 2 Non-transport units for each alarm. 5 alarms total = 25 ambulances

4. Request local Fire Officer and Rescue/Engine to assist with ICS & patient flow
5. Request additional police to assist with scene control and EMS traffic flow
6. Request police be assigned to keep EMS traffic flow clear.
7. Request Fireboard and Delcom announce anticipated EMS flow route “KEEP {street name} OPEN FOR EMS TRAFFIC FLOW”

8. Request Fireboard announce “ALL DRIVERS STAY WITH VEHICLE UNLESS DIRECTED OTHERWISE”

7.4.4.2. Declare EMS Staging area and announce on radio. Send the Staging Officer to this area. If not assigned, the first arriving unit will become the Staging Officer.

7.4.4.3. Establish Command and an ICS to support the incident.

7.4.4.4. Request Fireboard direct responding units to travel a specific direction/approach if possible.

7.4.4.5. Incident Command Post with unified command is required.

7.4.4.6. Incidents needing above a 2nd alarm should request a mobile communications unit and emergency management support.

7.4.4.7. Assign Triage, Treatment, Staging, Transportation and Safety officers

7.4.4.8. Assign other sectors as necessary (ie. Communications, Equipment, PIO)

7.4.4.9. Triage will occur as patients are found. Tag all patients. Have patients brought to treatment area via best means available.

7.4.4.10. If a Landing Zone is necessary:

7.4.4.10.1. Declare LZ location on radio. Find and relay coordinates when possible.

7.4.4.10.2. Request Fire OIC to assign an engine to act as LZ officer

7.4.4.11. Transportation Officer should poll the local hospitals and inquire how many patients they can handle. All ambulances will contact Transportation to be directed to a destination hospital before leaving the scene.

7.4.4.12. All patients transported, secure the scene.

7.4.4.13. Consider Critical Incident Stress Management for all responders.

7.4.5. Radio Communications Plan

INCIDENT RADIO COMMUNICATIONS PLAN			1. Incident Name MCI	2. Date/Time Prepared	3. Operational Period Date/Time
4. Basic Radio Channel Utilization					
Area/Assignment	**Channel**	**Function**	**Frequency/Tone**	**Notes**	
All EMS responding Units	**Med A/B**	Respond to staging unless otherwise directed	**Med A** Rx 506.5875 PL156.7 Tx 509.5875 PL156.7	Transporting units to return to this channel when leaving transportation sector en route to hospital	
All Delco EMS units NOT responding to incident	**Med A/B**	Handle local incidents as usual	**Med B** Rx 506.6875 PL141.3 Tx 509.6875 PL141.3		
On scene EMS ops	Secondary Local Fire channel	Triage, Tx, Transport	Various	Staging will operate here. All units arriving at staging will switch to this channel.	
On scene Fire ops	Local Fire channel	Rescue, Fire, Hazmat, etc.	Various		
COMMAND	CMD	EMS, POLICE, FIRE	**Command** Rx 508.4375 PL151.4 Tx 511.4375 PL151.4	UNIFIED COMMAND will operate here	
On scene Police ops	Local Police Sector	Police	Various		
Landing Zone	Other Secondary Fire channel	LZ ops	Various	An adjacent fire area secondary channel will be assigned to LZ	
Specific EMS Ops, ie. Triage, Tx, Transport	Local Fire simplex (11-14)	Any on scene ops Assigned by IC	Various	Any on scene operation needing additional communication frequency	
Private Ambulance ops	Delco Assigned	Any on scene ops By private ambulance	Various	Any on scene operation needing additional communication frequency	
5. Prepared by (Communications Unit)					

SECTION 8

MUNICIPAL EMERGENCY VEHICLE DIVISION SECTION

8.

8.1. This section will control all emergency vehicles duly recognized as Advanced Life Support (ALS) vehicles by the Delaware County Emergency Health Services Council, Inc. (EHS COUNCIL) and sanctioned by the Delaware County Fire Radio Committee (RADIO COMMITTEE).

8.2. ALS units covered under this section will consist of any approved emergency vehicle not normally considered Fire Department related or sponsored. These will include hospital ALS ambulances and ALS aid cars, special ALS rescue units, non-profit ALS ambulance and ALS rescue units, and special purpose ALS emergency vehicles. This section WILL NOT include Civil Defense or Police function vehicles and excludes private ambulances or any other commercial enterprise.

8.3. Such units will be designated in order of their approval, with a Hospital Station Number. (100, 102, etc.)

8.3.1. Each individual unit will be designated to denote its capability:

ALS Aid Car (No transport)	MEDIC100 (A,B,C)
ALS PLUS TRANSPORT	MEDIC 100-7 (A,B,C)
BLS PLUS TRANSPORT	100-7 (A,B,C)
QUICK RESPONSE UNIT	QRS-03 (A,B,C)

8.3.2. The following is a listing of current Hospital Station Number assignments.

HOSPITAL	STATION NUMBER
CCMC	100
TAYLOR	102
DCMH	103
Riddle Memorial	104 & 107
MCMC	105
SPRINGFIELD	106
HAVERFORD	108
BRYN MAWR	109

8.4. The EHS Council shall appoint the Delaware County Intercommunity Health Coordinator (HEALTH COORDINATOR) as its permanent member on the radio committee to attend regular meetings of the radio committee. The Health Coordinator may, at his/her discretion, designate some other individual to serve in his/her stead on the radio committee so long as that other individual so serves on a permanent basis and so long as the Health Coordinator retains ultimate responsibility for the actions of that individual. This provision is designed to relieve the Health Coordinator, if he/she so desires, of the day to day responsibility of work on the Radio Committee, but this provision is also intended to insure (1) that the EHS Council designate to the Radio Committee shall be directly responsible to the Health Coordinator and (2) that the EHS Council designate on the radio committee shall be a single individual, who will acquire familiarity with the work of the radio committee, and not several individuals

each of whom attend radio committee meetings on a regular basis.

8.5. All applications under this section for service on the Delaware County Fire Board (FIRE BOARD) shall be made in writing to the EHS Council designee and forwarded to the radio committee for their action. The applications shall be subject to the rules and regulations in effect for contracts under Section 3.

8.6. The EHS Council representative on the radio committee shall be responsible for handling and forwarding to the radio committee for action all complaints and correspondence concerning units covered by this section. The EHS Council representative on the radio committee shall be responsible for disciplinary actions concerning medical procedures; the radio committee shall be responsible for radio procedure complaints, and disciplinary actions will be recommended to the EHS Council in accordance with this manual.

8.7. The EHS Council shall be responsible for establishing the boundaries and scope of operation of the special units covered by this section. Where there is a conflict with local boundaries, the EHS Council representative on the radio committee shall arrange a meeting with the local Fire Chief and a representative of the radio committee to arbitrate the conflict.

8.8. Hospital ALS ambulances and ALS aid cars will be dispatched for incidents involving the following:

8.8.1. Cardiac Arrest

8.8.2. Unconscious Person

8.8.3. Chest pain

8.8.4. Difficulty Breathing

8.8.5. Gunshot Wound/Stabbing

8.8.6. Major Trauma (severely injured person(s)

8.8.7. Impending Delivery

8.8.8. Excessive Bleeding (can't stop bleeding)

8.8.9. Diabetic Emergency (known diabetic)

8.8.10. Pediatric

8.8.11. Subject Down

8.8.12. Accidents (with reported subjects trapped)

8.8.13. Structure Fires (only when put on street card by the Fire Chief and approved by the EHS Council and the Radio Committee.)

8.8.14. ** The O.I.C may also request the dispatch of an ALS vehicle.

8.9. Cad Responses will be submitted in accordance with the rules currently in effect (Section 5) and will be approved by the local Fire Chief(s) and, for EMS responses, the EHS Council representative on the radio committee. No responses shall supersede the local Fire Chiefs responses.

8.10. The local Fire Chief shall have final responsibility as to his/her need for special units in his/her area of responsibility in accordance with Section 8.7 of this manual. The Fire Chief or Officer in Charge shall have the authority to return or redirect any units responding in his/her area.

8.11. No administrative transmissions, such as paging, etc., will be permitted on the Fire Emergency Frequencies. Special units under this Section will make alternate arrangements for paging or other administrative work. Medical procedures or instructions will be transmitted on the Hospital frequencies.

8.12. The EHS Council, through its representative on the radio committee, shall represent the special ALS units under this section at all radio committee meetings and shall be entitled to one vote.

SECTION 9

FIRE POLICE NUMBERING AND PROTOCOL

9.

9.1. This section will control the numbering and use of the Delaware County Fire Police Frequency. This Frequency shall be governed by the Delaware County Fire Radio Committee with the input of the Delaware County Fire Police Association (Non Voting Position)

9.2. The Fire Police Frequency shall be 510.4125 MHz and shall be known as FPF (Fire Police Frequency). This Frequency shall be the operating Frequency of the Fire Police on emergency in the County of Delaware. The FPF shall only be installed in the portables or the mobiles of the Company OIC, Fire Police, and units designated as Fire Police units in the fire company. Furthermore, the FPF is a simplex frequency and shall not be heard in the Fire Board but is installed in Mobile One, and is not to be used as a working Frequency between fire companies.

9.3. The numbering system used by Fire Police on the FPF shall be the following:

9.3.1. Company Number suffixed by the following
21 - Captain
22 - Lieutenant
23 - Sergeant
24 - 35 - Officers

9.4. Any fire district that wants to have a separate tone for their Fire Police shall submit their request in writing on district stationary to the Radio Committee for approval.

9.5. All Fire Police units in the county shall submit on a street card the name, address, and phone number of the Captain, Lieutenant and Sergeant. This card shall be known as the Fire Police Officers Card and shall be kept up to date for the purpose of an emergency needing the Fire Police.

9.6. The O.I.C on inception of the Command Post, on the Fire Ground.

9.6.1. The O.I.C. or his designee shall monitor the FPF and relay information that is needed to Delcom for the needs of the Fire Police on the Fire Ground.

9.7. Any complaints shall be handled as per any other, as per Section 4 1B

SECTION 10

ANNOUNCEMENT PROTOCOL

10.

10.1. The following Announcement Protocol is to be used for the following conditions:

10.1.1. Death of a member of the Fire, or Ambulance Community of Delaware County.

10.1.2. Emergency cancellation of District or County meetings or Training sessions.

10.2. Approval for the announcement will be made in the following manner.

10.2.1. All messages will be directed to the Director of Emergency Communications or his/her Deputy being the OIC of the radio room at the time of the event.

10.3. Normal information shall be given.

10.3.1. For a Death --- Name, Past emergency service information, date of viewing and funeral, and whom to contact for more information (this person shall be someone within the Department that has the loss).

10.3.2. For an event cancellation: - Date & time the event was to take place, location, next date and time scheduled and whom to contact for more information if needed. The announcement shall be for one time or not to exceed (2) two days as per the Emergency Communications Director and the caller's discretion.

10.4. The Emergency Communications Supervisor shall give approval for the broadcast.

10.5. Broadcast Information.

10.5.1. Shall be announced on UHF Primary Channels & F-3 at the following times:

10.5.1.1. As soon as the approval is given

10.5.1.2. at 07:00 Hrs.

10.5.1.3. at 18:30 Hrs.

10.5.1.4. at 20:00 Hrs.

10.5.1.5. The broadcast shall be stated as per The authority of the Delaware County Radio Committee" and not by any individual.

REVISIONS

10/26/83	Section 5B
11/01/83	Sections 6 & 7
04/01/84	Section 7
05/01/88	Section 8
11/01/89	Entire Manual, and Announcement Protocol
07/01/95	Entire Manual
10/29/03	Section 4 (May Day)
01/26/11	Comprehensive Manual Review
04/25/12	Add Mass Casualty Section to Ambulance Proceedures

FORMS

DELAWARE COUNTY EMERGENCY SERVICES
FIRE DEPARTMENT RESOURCE INVENTORY

COMPANY NAME_____ **#**_____

STATION ADDRESS_____ **PHONE** _____

CHIEF_____ RADIO #_____
ADDRESS_____ CITY & ZIP_____

HOME #_____ WORK#_____ PAGER#_____
CELL #_____ DIRECT CONNECT #_____ CARRIER_____
FAX#_____ EMAIL_____

NAME__ _____ TITLE _____ RADIO #_____
ADDRESS_____ CITY & ZIP_____

HOME #_____ WORK#_____ PAGER#_____
CELL #_____ DIRECT CONNECT #_____ CARRIER_____
FAX#_____ EMAIL_____

NAME__ _____ TITLE _____ RADIO #_____
ADDRESS_____ CITY & ZIP_____

HOME #_____ WORK#_____ PAGER#_____
CELL #_____ DIRECT CONNECT #_____ CARRIER_____
FAX#_____ EMAIL_____

NAME__ _____ TITLE _____ RADIO #_____
ADDRESS_____ CITY & ZIP_____

HOME #_____ WORK#_____ PAGER#_____
CELL #_____ DIRECT CONNECT #_____ CARRIER_____
FAX#_____ EMAIL_____

NAME__ _____ TITLE _____ RADIO #_____
ADDRESS_____ CITY & ZIP_____

HOME #_____ WORK#_____ PAGER#_____
CELL #_____ DIRECT CONNECT #_____ CARRIER_____
FAX#_____ EMAIL_____

PREPARED BY_____ **DATE** _____

DELAWARE COUNTY EMERGENCY SERVICES

SPILL CONTROL

HAVE YOUR MEMBERS COMPLETED TRAINING IN:

SPILL CONTROL ____NO ____YES

CARGO TANK TRUCK TRAINING ___NO ___YES

DO YOU HAVE YOUR OWN AIR MONITORING EQUIPMENT ____NO ____YES

CAN YOU MONITOR ____ OXYGEN
____ LEL
____ CARBON MONOXIDE (CO)
____ (OTHER) DESCRIBE

IS YOUR TEAM CERTIFIED TO PERFORM ONLY DEFENSIVE OPERATIONS ____NO ____YES

IS YOUR TEAM CERTIFIED TO ENTER THE HOT ZONE ____NO ____YES

DO YOU HAVE YOUR OWN BOAT WITH A TRAINED BOAT CREW ____NO ____YES

HOW MUCH HARD BOOM DO YOU HAVE_____FEET SIZE_____

HOW MUCH OIL ABSORBENT BOOM DO YOU HAVE _____FEET SIZE

WHAT IS THE WIDEST BODY OF WATER YOU CAN BOOM OFF _____FEET

DO YOU HAVE THE MATERIALS TO BUILD AN UNDERFLOW DAM ____NO ____YES

HOW MUCH OIL PAD DO YOU HAVE _____

HOW MUCH OIL SWEEP DO YOU HAVE _____

DO YOU CARRY ACID PADS ____NO ____YES

DO YOU HAVE CLAY BASED ABSORBENT ____NO ____YES

CAN YOU SECURE MANHOLES AND DRAINS ____NO ____YES

CAN YOU TRANSFER FUEL FROM SADDLE TANK TO DRUMS

____NO ____YES WHAT CAPACITY____GALLONS

DECONTAMINATION

METHOD: _____SELF DECON _____ MANNED LINE

TOTAL THROUGHPUT PER HOUR _____

CAN YOU HANDLE LITTER PATIENTS? ____NO ____YES

TOTAL THROUGHPUT PER HOUR _____

CAN YOU ADD NEUTRALIZING/DECON AGENTS TO YOUR WATER FLOW ____NO ____YES

DO YOU HAVE HEATED WATER? ____NO ____YES

WHAT IS YOUR CONTAMINATED WATER STORAGE CAPACITY? _____GALLONS

DO YOU HAVE A HEATED ENCLOSURE? ____NO ____YES

DO YOU HAVE REDRESS KITS? ____NO ____YES

ADDITIONAL INFORMATION

PREPARED BY:_____ **DATE:**_____

DELAWARE COUNTY EMERGENCY SERVICES

MISCELLANEOUS EQUIPMENT

PORTABLE PUMPS

TYPE	GPM
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

PORTABLE GENERATORS

FUEL TYPE	SIZE
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

REHAB EQUIPMENT

VEHICLE ___NO ____YES

COOLING EQUIPMENT ____NO ____YES

TENT ____NO _____YES

ICE VESTS ____NO ____YES

STATION FOAM INVENTORY

FOAM ____NO ___YES

	CANS	DRUMS
____AFFF	_____	
____PROTEIN	_____	
____POLAR SOLVENT	_____	
____OTHER		

SPECIAL VEHICLES

TRAFFIC UNIT ___NO ____YES UNIT #_____

UTILITY UNIT ___NO ____YES UNIT #_____

PASSENGER VAN ___NO ____YES UNIT #_____

4 WD ____NO ____YES UNIT #_____

SNOW MOBILES ____NO ____YES AMOUNT____

OTHER_____

HIGH VOLUME FANS

___NO ____YES

AMOUNT_____

CFM CAPACITY_____

STATION EQUIPMENT

BUILDING GENERATOR____NO____YES CAPACITY _____KW

CAPABLE OF POWERING ENTIRE BUILDING ____NO ____ YES

HALL ____NO ____ YES CAPACITY_____

KITCHEN ____NO ____YES ADA COMPLIANT ____NO ____YES

SHOWER FACILITIES ____ NO ____YES SLEEPING CAPACITY _____

STATION AIR COMP ____NO ____YES

STATION AIR BANK ____NO ____YES

ADDITIONAL INFORMATION

PREPARED BY _____ **DATE**_____

DELAWARE COUNTY EMERGENY SERVICES

AERIAL APPARATUS UNIT#_____ MDC ____NO ____ YES

TYPE: ____LADDER ____TOWER ____SNORKEL____ QUINT_____
PERMANENT GENERATOR ____NO ____YES WATTAGE_____KW
LENGTH OF MAIN LADDER OR BOOM _____FEET
LONGEST GROUND LADDER _____FEET
WATER APPLIANCE TYPE_____ FLOW_____GPM

ADDITIONAL INFORMATION

EMS VEHICLE UNIT #_____ MCD____NO _____YES

ALS ____ BLS____ QRS ____

PADOH CERTIFIED ____NO ____YES

TRANSPORT CAPABLE ____NO ____YES

OTHER SPECIALIZED EMS EQUIPMENT:
DECON_____ MASS CASUALTY_____

EMS VEHICLE UNIT #_____ MCD ____NO ____YES

ALS ____ BLS____ QRS ____

PADOH CERTIFIED ____NO ____YES

TRANSPORT CAPABLE ____NO ____YES

OTHER SPECIALIZED EMS EQUIPMENT:
DECON_____ MASS CASUALTY_____

ADDITIONAL INFORMATION

2007

PREPARED BY:_____ DATE_____

DELAWARE COUNTY EMERGENCY SERVICES

RESCUE VEHICLE UNIT #_____ MCD ____NO ____YES

TYPE	PUMP	GENERATOR	LIGHT TOWER
___HEAVY ___LIGHT	___YES ____GPM ___NO	(PERMANENT MOUNT) ___YES _____KW ___NO	___YES WATTAGE____ ___NO

AIR BANK	SPARE CYLINDERS
___YES COMPRESSOR ON BOARD ___YES ___NO ___NO CAPACITY_____CFM	AMOUNT_____ MAKE

AIR BAGS ___YES ____NO	CRIBBING
HIGH PRESSURE MAKE_____ SIZES_____ LOW PRESSURE MAKE_____ SIZES_____	___YES ___NO

JACKS	WINCH	BURNING TORCHES
___NO ___YES HEAVIEST LIFTING CAPACITY____	(VEHICLE MOUNTED) ___NO ___YES UNIT#_____	___YES ___NO

HYDRAULIC RESCUE TOOLS ___YES ____NO

____PORTABLE # OF SETS____ MAKE_____ HOSE LENGTH_____FT.

____FIXED # OF SETS____ MAKE_____

OF SPREADERS____ CUTTERS____ RAMS____ OTHER_____

OTHER

STOKES BASKETS ____NO ____YES AMOUNT_____

BACKBOARDS ____NO ____YES AMOUNT_____

ADDITIONAL INFORMATION

PREPARED BY:_____ DATE_____

DELAWARE COUNTY EMERGENCY SERVICES

TECHNICAL RESCUE

HIGH ANGLE RESCUE ___**NO** ____**YES**
UNIT # _____

MAXIMUM HEIGHT CAPABLITIY _____FT

MAXIMUM HORIZONTAL SPAN CAPABILITY____FT

MAXIMUM VICTIMS CAPABILITY _____

TRENCH RESCUE ___**NO** ____**YES** ___
UNIT # _____

DO YOU CARRY SHORING ____NO ____YES
AMOUNT OF SHORING_____
AMOUNT OF SHEATHING_____

MAXIMUM DEPTH CAPABILITY _____FT

CORNER TRENCH CAPABILITY ___NO ___YES

TEE TRENCH CAPABILITY ____NO ____YES

DO YOU CARRY A SOIL KNIFE ____NO ____YES

WATER RESCUE ___**NO** ____**YES**
____ SWIFT WATER ____DIVE TEAM
____ WET SUITS ____ICE RESCUE

NUMBER OF WATER CRAFT _____
SIZE OF CRAFT____FT UNIT # _____
SIZE OF CRAFT____FT UNIT # _____
SIZE OF CRAFT____FT UNIT # _____

COLLAPSE RESCUE ___**NO** ____**YES**
UNIT # _____

DO YOU CARRY SHORING ____NO ____YES

DO YOU HAVE SEARCH AND DETECTION GEAR
____NO ____YES TYPE_____

DO YOU HAVE
A CANINE COMPONENT ____NO ____YES
YOUR OWN RIGGERS ___NO ____YES

CONFINED SPACE RESCUE ___**NO** ___**YES**
UNIT #_____

DO YOU WRITE PERMITS ____NO ____YES

DO YOU DO AIR MONITORING ___NO ___YES

DO YOU DO YOUR OWN RESCUE ____NO____YES

NUMBER OF HAUL SYSTEMS _____

MAXIMUM DISTANCE INTO SPACE _____FT

HOW MANY RESCUERS CAN YOU PUT ON
AIR SUPPLY _____ FOR HOW LONG _____

MAXIMUM NUMBER OF VICTIMS CAPABILITY_____

HYPOTHERMIA SUITS____NO ____YES
LIFE JACKETS____NO ____YES AMOUNT_____

COMPLETED PA FISH AND BOAT COMMISSION TRAINING
_____ WATER RESCUE AND EMERGENCY RESPONSE _____ADVANCED LINE SYSTEMS RESCUE
_____ EMERGENCY BOAT OPERATION & RESCUE ____ICE RESCUE AND EMERGENCY RESPONSE

ADDITIONAL INFORMATION

PREPARED BY: _____ **DATE** _____

DELAWARE COUNTY EMERGENCY SERVICES

PUMPER UNIT #_____ MDC EQUIPPED ____NO _____ YES
PUMP CAPACITY ____GPM TANK CAPACITY ____GALLONS

MOUNTED GENERATOR____NO ____YES _____KW

LIGHT TOWERS____NO ____YES WATTAGE _____

FIXED FOAM SYSTEM ____NO ____YES FOAM TANK VOLUME _____GAL
FOAM ON BOARD _____5 GALLON CANS

SUPPLY HOSE SIZE _____" AMOUNT _____FEET
TYPE OF COUPLINGS_____

PUMPER UNIT #_____ MDC EQUIPPED ____NO _____ YES
PUMP CAPACITY ____GPM TANK CAPACITY ____GALLONS

MOUNTED GENERATOR____NO ____YES _____KW

LIGHT TOWERS____NO ____YES WATTAGE _____

FIXED FOAM SYSTEM ____NO ____YES FOAM TANK VOLUME _____GAL
FOAM ON BOARD _____5 GALLON CANS

SUPPLY HOSE SIZE _____" AMOUNT _____FEET
TYPE OF COUPLINGS_____

PUMPER UNIT #_____ MDC EQUIPPED ____NO _____ YES
PUMP CAPACITY ____GPM TANK CAPACITY ____GALLONS

MOUNTED GENERATOR____NO ____YES _____KW

LIGHT TOWERS____NO ____YES WATTAGE _____

FIXED FOAM SYSTEM ____NO ____YES FOAM TANK VOLUME _____GAL
FOAM ON BOARD _____5 GALLON CANS

SUPPLY HOSE SIZE _____" AMOUNT _____FEET
TYPE OF COUPLINGS_____

ADDITIONAL INFORMATION

PREPARED BY_____ **DATE**_____