



SULLIVAN COUNTY 911 COMMUNICATIONS

Subject: Cancellation of Calls	
Section: 711	Created: 02/01/2010
	Revised:

POLICY: Any requests for incident/response cancellation will NOT be initiated by the 911 Dispatcher and should simply be relayed to responding units of the cancellation request, who made the request and the reason for the cancellation. At no time will the dispatcher CANCEL a dispatch/agency unless directed to do so by the responding officer.

PROCEDURE: Whenever a request to "CANCEL" is made and/or the caller changes their mind and does not want an emergency services response, the dispatcher will contact the responding agency and notify them who is requesting the call be cancelled and why. It will be up to that responding unit to determine their own action whether to disregard or continue their response. Cancellation pages should be done at the direction of the Chief, Police unit or EMS Captain for their respective agencies.

If the request to cancel is made prior to any units being dispatched (ie: alarm company callback), in the case of a Fire or EMS incident the Fire Chief or EMS Captain of jurisdiction will be notified of the initial request and subsequent cancellation request. He/She will determine what action, if any, they'd like their department to take. In the case of a Police incident that is cancelled prior to dispatch, the dispatcher will document the reason for the cancellation and the person who requested the cancellation in the CAD narrative.

"When in Doubt – Send Them Out!"
 If the dispatcher has any suspicion about the cancellation request or feels the situation should be further investigated then the appropriate agency should be dispatched and informed of what has transpired.

SULLIVAN COUNTY 911 GUIDELINES FOR EMS AGENCIES



SULLIVAN COUNTY 911 COMMUNICATIONS

Subject: Fire & CO Detector Activation	Created: 02/01/2010	Revised:
Section: 506		

POLICY:
 Any report of a fire and/or carbon monoxide (CO) detector activation shall be immediately dispatched to the fire company of jurisdiction. If the caller reports injury or illness at the scene, the dispatcher will follow the appropriate EMD protocol as indicated. All alarm activations should be considered a valid emergency until proven otherwise by on-scene emergency personnel. All callers should be told to evacuate the premises until emergency responders arrive and provide further instructions.

- PROCEDURE:**
1. Determine the location, call back number, name and nature of the callers complaint
 2. Once it's determined to be a fire and/or CO detector activation ask the caller if there are any injuries or if anyone at the location is feeling ill. If necessary, utilize the appropriate EMD protocol based on the nature of the injury/illness.
 3. Prior to terminating the call, advise the caller to evacuate the location until emergency services arrive.
 4. Dispatch the appropriate fire company of jurisdiction and/or any automatic responses as indicated.
 5. If the caller reported injury or illness at the scene, regardless of the fire agencies automatic response listing, an ambulance shall be dispatched.
 6. The dispatcher should advise responding fire personnel of any on-scene illness or injury



SULLIVAN COUNTY 911 COMMUNICATIONS

Subject: Text Page/Message Notification	Created: 02/01/2010	Revised:
Section: 710		

STATEMENT:
 The Sullivan County 9-1-1 Computer Aided Dispatch (CAD) system has the capability of sending text messages to predetermined emergency responders upon emergency dispatch of a department. CAD system texts are sent upon activation of a department within the CAD system and require no additional steps by the 9-1-1 dispatcher. The text that is sent includes: type of call, call location, cross streets and common name (if available).

CAD Text notifications are only a supplement to traditional tone/voice paging and SHOULD NOT be relied on, nor will 9-1-1 support it, as a primary means of receiving dispatches for emergency calls

- POLICY:**
- All requests from Fire, EMS or Police personnel for addition to the CAD text messaging must be made in writing or via email to the Chief Dispatcher from a Fire Chief, Police Chief or EMS Captain. All requests must include:
- Recipient name
 - Recipient identifier (Portable, shield, or ID# if available)
 - Recipient text device phone number
 - Recipient service provider

The 9-1-1 Center must be notified immediately of personnel changes including: changed phone number, or membership status. In that some text messages may contain sensitive data, it's imperative that the 9-1-1 Center be notified to make the necessary changes as quickly as possible.

- The following must be understood and adhered to by anyone choosing to receive CAD text message notifications:
1. CAD Text Messages are only a supplement, not a replacement, to the standard tone and voice paging that is utilized for emergency notification.
 2. In order to maintain security of the text user database, text users must be an active member of your agency and will possess a County Identification Card from the Bureau of Fire or Bureau of EMS. All text notification users will be verified against the ID system database.
 3. Due to the inherent flaws in digital text messaging CAD text messages can be significantly delayed or lost during transmission of the message to the text device.
 4. CAD texts are generated via CAD information, not by radio dispatch information.
 5. Text recipients will not receive CAD text message notifications when traveling out of cellular coverage areas and will not display on your text device until traveling back in cellular coverage area. This could cause significant delay or loss in receiving a CAD text message.
 6. Recipients of CAD texts will be responsible for any service fees or charges that apply for receiving text messages on their text device.
 7. Upon receipt of a CAD text notification, CAD text recipients MUST NOT call the 9-1-1 dispatchers via phone for call status or call update information as this will cause undo workload on 9-1-1 dispatchers. Text recipients abusing this will have their text number removed from receiving future CAD text messages. Any administrative issues pertaining to text paging should be directed to the Chief Dispatcher or E911 Coordinator.
 8. Text notifications will not be sent for non-emergency situations such as a announcements, drill cancellations, etc.
 9. CAD text notifications are generated on the initial dispatch, not any subsequent or secondary activations, of a call.



SULLIVAN COUNTY 911 COMMUNICATIONS

Subject: EMS Dispatch Guidelines	
Section: 600	Created: 02/01/2010
	Revised:

POLICY:

Any emergency call received by this 911 Center, requiring an ambulance response, will be dispatched promptly and in accordance with the procedures outlined below. These guidelines are provided to ensure that there is consistency in the overall EMS dispatch methods. However because of the wide-ranging operational needs of the ambulance agencies serviced, specific department variations will be listed on the EMS automatic response sheet.

PROCEDURE:

1. Upon dispatch of any emergency call the dispatcher will check the automatic response sheet and CAD alerts for any special procedures in effect for the department and proceed accordingly.
2. Address and location information should be verified as to proper ambulance district, cross streets, and township. Exact and detailed information could be crucial in any given incident.
3. Utilizing the ambulance dispatch screen, the primary ambulance squad of jurisdiction will be dispatched including any simultaneous dispatch agencies. (ALS, AMA, etc.)
4. Radio dispatches should be brief & clear and include:
 - a. Call sign "Sullivan EMS"
 - b. Name of squad
 - c. Nature of the incident
 - d. Basic location information with cross streets and common name, if available
 - e. Response determinant (A,B,C,D,E)
 - f. Time
5. The SQUAD will be dispatched within the CAD system as soon as possible to trigger a text page for said agency.
6. At the conclusion of the incident, units may call for their incident times including: Dispatch, Responding, At Scene, Leave Scene, At Hospital, Leaving Hospital, Back in Service.
7. **PAGING SEQUENCE:**
 - a. Continue to page the home squad for a minimum of 3 pages in 5 minutes until they have a full crew (Note: unless they are on AMA status in which they will only receive 2 pages in 3 minutes).
 - b. The dispatcher should indicate crew status and need for a crew on each page. Once a crew is formed, a tone for full crew should be done.
 - c. A crew is considered to be (3) responders [Driver, EMT and crew member] although some squads will respond with (2) [Driver & EMT].
8. **MEMBER CALL IN:** Squad members should call into the 911 Center to indicate their response utilizing their Squad ID number, and whether they are responding to the scene or to base. Avoid all members from responding directly to the scene, someone needs to get the ambulance. Do not allow responders to tie you up on the phone for details. The first responder to base should call for further incident details if necessary. Squad members are not to call for information as a result of a page unless they are responding for that call.

10. Weather announcements

When a severe weather notification defined below is received, affecting Sullivan County, through any media (Weather alert radio, NYSPIN, Weather bug, fax etc) the dispatcher is to in turn rebroadcast the weather notification via radio as promptly as possible as an airtime allows. Any dispatching in progress will take precedence over a weather notification broadcast.

Severe Thunderstorm Watch	Tornado Watch
Severe Thunderstorm Warning	Tornado Warning
Flash Flood Watch	High Wind Warning
Flash Flood Warning	Heavy Snow Warning

- a. All weather announcements will be preceded by an alert tone (Select and hold A1, A2 or A3)
- b. Broadcasts will be made over Fire, Police and EMS frequencies on both the Temamath Lake and Wunshoro Towers
- c. The dispatcher will read the appropriate scripted announcement found in the Special Message Book. The message will be repeated twice per tower
- d. A text page to ALL CAD text page subscribers will be generated indicating the weather alert
- e. Any subsequent updates to a weather alert will also be retransmitted as above.

11. Road closure announcements

Any time Sullivan County 911 is made aware of a complete road closing prohibiting Emergency Services access to a bridge or roadway, 911 will initiate an announcement for the Fire & EMS agency of jurisdiction.

- a. Upon notification of a bridge/road closure the dispatcher will note the closing in the "road closure log"
- b. A MAP EVENT will be created within ALI Trakker indicating the closure, location, duration & details
- c. A special announcement will be made by 911 to the Fire & EMS jurisdictions in which the closure is occurring:
 - i. If the road/bridge closing is going into effect immediately or prior to the next announcement cycle the announcement is to be made immediately.
 - ii. If the road/bridge closure is a planned event the announcement should be made during the next announcement cycle.
- d. When the 911 Center is notified of the road/bridge reopening, a follow-up announcement will be made indicating same.

12. Announcement Postponement or Cancellation

- a. If there are active incidents involving active paging, the test shall be postponed.
- b. Special announcements shall be postponed for no more than one (1) hour.
- c. If at the conclusion of one (1) hour there remain active incident(s) the special announcements shall be cancelled.

9. ADVANCED LIFE SUPPORT:

- a. A Paramedic ALS unit is to be simultaneously dispatched with the primary ambulance squad for all (C)harlie, (D)elta and (E)cho response coded calls. Dispatchers are to utilize the nearest available ALS unit.
- b. In the event that an Intermediate ALS unit (Level 3) responds to a call, a Paramedic ALS unit (Level 4) will be simultaneously dispatched.
- c. Availability is determined by each service's ability to provide updates to the 911 Center. Updates are required minimally at the start of each shift and throughout the day when units change location or status. Each ALS unit shall provide their location and highest available level of care. The 911 Center has the authority to request compliance from any service concerning their location at any given time.
- d. If an ALS unit updates their location immediately following a dispatch and another ALS unit has already been dispatched, the already dispatched unit should remain on the call providing the units are equidistant. The closest ALS unit will always be utilized in the best interest of patient care.

PROCEDURE:

1. All special announcements, with the exception of units going in/out of service and automatic response, will be made at 0815 and 1800 hrs each day.

2. All special announcements must be received by the 911 Center prior to the scheduled announcement cycle. Departments are requested to call in an announcement at least 30 minutes prior to the announcement cycle.

3. Special announcements will only be accepted from an EMS Captain and/or Fire Chief or Assistant Chief of the department to receive the announcement. Requests to also tone additional departments, with the exception of automatic responses, will not be honored. Each EMS Captain or Chief must request same.

4. All announcements made will be documented in the Special Announcement Log.

5. No special announcements, with the exception of "out of service" units, will be conducted after 2100 or before 0700.

6. Departments will receive (1) announcement per event. There should be no requests for follow-up announcements of event in progress.

7. Countywide announcements or Special team announcements (Dive Team, SAR, etc)

- a. Must be called for by a member of the Bureau of EMS or Bureau of Fire. TI's may call to announce classes as necessary.
- b. Will be transmitted off of Temanah Lake and Wurtsboro Towers and preceded by a 5 second alert tone. (Selecting and holding the A1, A2 or A3 tone buttons)

8. Funeral announcements

- a. With the exception of County Fire or EMS officials, funeral announcements will be made once for the deceased members' home department only.
- b. The home department may receive (1) standard format funeral announcement and (1) additional "last call" if requested.
- c. Funeral announcements should be done during the daily announcement cycle, but may be done outside of the normal timeframe due to religious constraints.

9. Daily announcements

- a. Will be broadcast at both 0815 and 1800 on Fire & EMS.
- b. Will include out of service units/apparatus only. Individual personnel such as EMS Captains, chiefs, BC's and FI's will not be included in the broadcast.
 - i. Any unit listed out of service for more than 15 days will be announced as "out of service till further notice" on the 15th day and will no longer be included in the daily out of service listings
- c. Will include any EMS Squads on AMA status
- d. Will include any active hospital diversion status
- e. The EMS Captain or Fire Chief should contact 911 with any discrepancies

10. **MUTUAL AID:** If an ambulance squad does not form a crew within 5 minutes from initial activation, in the event of an ALPHA or BRAVO level call, EMS Dispatch will dispatch the next closest appropriate unit. In the event of a CHARLIE, DELTA or ECHO level call, the call may be turned over to the responding ALS unit or in cases of a lengthy ALS response the next closest appropriate ambulance will be dispatched. A member of the squad of jurisdiction may at the time of a call request alternate mutual aid provided it follows Sullivan County's policy of closest unit. EMS Dispatch should not be asked to tone for additional manpower once mutual aid activation has been initiated since the preceded tones had obviously not yielded the necessary response. This will not prohibit an already formed crew from requesting additional pages for manpower, lifting assistance, etc.

Mutual Aid can be cancelled only when one of the following occurs:

1. A request to cancel the ambulance is received from an EMS first responder at the scene.
2. The squad of jurisdiction forms a crew and responds.
3. It is determined that a patient is no longer at the scene.

If a Squad fails to respond an ambulance to any call, EMS Dispatch will place the Squad on Automatic Mutual Aid (AMA) status for all additional calls. Under AMA status the squad of jurisdiction will receive (2) dispatches in 3 minutes and the closest appropriate mutual aid squad will be dispatched simultaneously. The Squad will remain on AMA status until such time as the Captain requests return to regular service or the Squad answers a subsequent call within 5 minutes of initial activation. A squad Captain may request his/her squad be placed on AMA status at any time.

The exceptions to being placed on AMA status include:

1. A squad being sent mutual-aid to another squad (outside their jurisdiction) and unable to form a crew.
 2. A full crew voluntarily turns the call over to another agency so they may remain in service.
- In both these instances AMA status will not be activated.

To assure that Squad members know that AMA status has been enacted, a list of Squads on AMA will also be included with the daily EMS announcements.

When a call has been mutual aided, there is no restriction on the agency of jurisdiction from responding if they are able to raise a crew before another agency arrives at the scene. The objective of this plan is to avoid paging squads that may have a temporary unavailability to form a crew, and expedite the activation of mutual aid resulting in less delay to the patient. Crews who sign on-route before a mutual aid Squad should request cancellation of the mutual aid Corps, unless the other Corps will be needed for the call (ie: ALS, multiple patients, etc.).



SULLIVAN COUNTY 911 COMMUNICATIONS

Subject: Special Announcements	
Section: 709	Created: 02/01/2010
	Revised:

POLICY:

It is this department's foremost responsibility to provide Police, EMS and Fire radio transmissions and dispatches for emergency incidents. As airtime allows, it is the policy of Sullivan County 911 to broadcast special announcements that are standardized, at a time appropriate for such activity, and with content appropriate for the relay of necessary information for emergency service's operation. With the exception of severe weather, announcements will not be transmitted via text messaging.

Any active incidents will take precedence over special announcements being performed

DISCUSSION:

Communicating non-emergency, operational related information is an integral part of any communication center. However, the frequency, content and timeliness of special announcements must be standardized and must be consistent with permissible radio transmissions prescribed by the Federal Communications Commission. This document outlines what is considered to be a permissible announcement as pertains to Sullivan County Emergency Services. Departments should utilize special announcements as a last resort and consider the use of email, websites, bulletin boards, telephone chains, newsletters, etc to notify their membership.

Permissible Announcements:

1. Units in/out of service
2. Weekly Equipment Tests
3. Automatic Mutual Aid Listings
4. Weather or Emergency Notifications
5. Meeting cancellations (In bad weather)
6. Funerals
7. Special Drills (ie: CISD)

Prohibited Announcements:

1. Meetings
2. Social Events (Bingo, fundraisers, etc)
3. Personal messages not emergency related from member to member

11. DOCUMENTATION

- a. All dispatcher actions, responder requests, responder names, and any other details of the incident will be recorded in the CAD incident narrative.
- b. All unit times will be recorded within the CAD system.
- c. All CAD records are legal, time & date stamped documents which should be recorded in a timely and professional manner. *"If it wasn't documented, it wasn't done."*

12. MULTIPLE CASUALTY INCIDENT (5 or more injuries)

- a. Identify the Fire, EMS, Police unit or Unified Command which will be the dispatchers' point of contact for all radio transmissions and mutual aid requests. All mutual aid requests, standbys, etc. should be channeled through incident command to the 911 Center.
- b. Dispatch the appropriate Deputy EMS Coordinator to the scene.
- c. As time allows, notify the following of the incident:
 1. Local hospital. Speak to nursing supervisor in the Emergency Room. Advise of the incident, number of injuries and location of the incident. Be prepared as the nursing supervisor may request routing some casualties to other facilities.
 2. 911 Coordinator and/or Chief Dispatcher
 3. County Emergency Management Director



SULLIVAN COUNTY 911 COMMUNICATIONS

Subject: EMS Coordinator & Deputy Coordinator Dispatch	Created: 02/01/2010	Revised:
Section: 602		

POLICY:

In order to insure a consistent dispatch of EMS Coordinators, the appropriate EMS Coordinator of jurisdiction will be notified using the EMS CONRD tone and text page in the following situations: The Coordinator will respond accordingly after notification.

1. Mass Casualty Incidents
 - a. Any incident with reports of 5 patients or more
 - b. Any incident involving 2 or more mutual aid agencies
 - c. Dispatcher discretion on extended operations
2. Significant incidents requiring EMS coordination
 - a. Confirmed working mutual aid structure fires of large occupant structures, (ie: Nursing home, adult home, apartment complex, large mercantile facilities during business hours, Schools (during school time hours))
 - b. Bomb scares, terrorist threats, etc. requiring EMS Response
 - c. All Airport Emergencies on and off the airport grounds
 - d. Dispatcher discretion based on any combination above
3. Special Operations
 - a. Activation of any County Special Ops Team requiring EMS response
 - b. Dispatcher discretion
 - c. This criteria requires notification of EMS District Deputy
4. Other
 - a. Dispatcher discretion on all non-standard incidents
 - b. At the request of on scene or responding personnel

PROCEDURE:

The Deputy EMS Coordinator of jurisdiction is to be notified/dispatched via radio and text paging if any of the above criteria is met. If no response after 2 minutes re-tone. If after 5 minutes there is no response, move to the next closest available EMS Coordinator.

Upon the EMS Coordinator calling in for details on the incident, the dispatcher should give a complete but brief synopsis of the call details. The dispatcher, not the coordinator, should get tied on the phone during the incident.

It's understood that 911 Dispatch may not become aware of the incident details until some time has passed into the incident. Once the 911 dispatcher gains information that meets the above criteria, the appropriate EMS Coordinator should be notified and it will be his/her decision whether their response is warranted.



SULLIVAN COUNTY 911 COMMUNICATIONS

Subject: General Radio Procedures	Created: 02/01/2010	Revised:
Section: 708		

INTRODUCTION:

The use of radio is an important part of the police, fire fighting and ambulance operations. Radio allows the direct transmission of alarms to the police officers, firefighters and EMS personnel and alerts them to the Type and location of the emergency. It also allows communications between the E911 center and apparatus, the rapid summoning of mutual aid, and coordination of responding equipment. Maintaining efficiency in our communication system requires every police officer, firefighter and EMS member, as well as the 911 Dispatchers to have an understanding of the radio system and the procedures required for its efficient use.

PROCEDURE:

The FCC requires that you identify yourself at certain specific times by means of call letters:

1. The 911 Center call letters for Fire are W/NLE-369 & identifier is "53 Control"
2. The 911 Center call letters for EMS are W/NKU-351 & identifier is "Sullivan EMS"
3. The 911 Center call letters for Police are W/PMS-638 & identifier is "Sullivan 911"

From 0001 until 0700 on the hour identifications will be made over each frequency unless there are active units during that time period. From 0800 – 0000, specific hourly identification is not required when radio usage is at its peak. In these cases utilizing the identifiers before or after transmissions will suffice. All radio IDs should be documented in the radio log (if skipped, same should be documented with reason).

GUIDELINES:

1. It is a violation of FCC rules to interrupt any distress or emergency message. Always listen to ensure that the frequency is clear, that no one else is on the air, before sending any messages. If the frequency is being used with regard to an emergency call, keep off the air. Emergency calls have priority over all other messages.
2. Use of profane or obscene language over the radio is prohibited by Federal Law. Such use may jeopardize County FCC license status. Any individual found using profane language on any County frequency will be disciplined.
3. It is unlawful to send false call letters, a false distress or emergency message.
4. Radio messages/conversations should be brief and confined to public safety issues.
5. Radio messages may not be of a personal nature. All radio messages should pertain to emergency business and the carrying out of public safety functions.
6. Courtesy is implied in all radio transmissions. There is no need to say "please" or "thank you" over the radio.
7. Paging of one person to contact another (unless related to an emergency call) is not allowed. It is expected that any such request from Fire and/or EMS personnel will be in the event of an emergency only.
8. All frequencies used by Sullivan County 911 are FCC licensed to and operated by the County of Sullivan. Any agency wishing to add a base station, repeater, or any other enhancement using these frequencies must be in FCC compliance and such enhancements must not cause harmful interference to other users and licenses on the frequency.
9. 911 dispatchers must repeat back (echo) all radio requests for confirmation. The unit that made the request should affirm the request or restate the request with corrections if necessary.
10. Speak clearly and slowly. Avoid yelling into the microphone
11. All callers will be treated with courtesy by phone and/or radio at all times. If a conflict arises it's to be addressed by a dispatch supervisor or management team.
12. Avoidable background noise will be muted during radio communications.
13. All calling parties will be answered by radio regardless of what frequency they are calling on.
14. Do not question sender of a radio message unless there is a valid reason to know.
15. Call units once or twice. Do not badger them. They may be away from their radios.
16. Always handle life threatening calls with priority. A dispatcher must use judgment.



SULLIVAN COUNTY 911 COMMUNICATIONS



SULLIVAN COUNTY 911 COMMUNICATIONS

Subject: EMS Dispatch – Mutual Aid & Automatic Mutual Aid Procedure	Created: 02/01/2010	Revised:
Policy: 605		

Subject: Coroner Dispatch	Created: 02/01/2010	Revised:
Section: 603		

POLICY:

It is this department's policy to promptly dispatch EMS units to calls for assistance based on the criteria of notifying and sending the closest available, responsible unit(s). In the event that the EMS Squad of jurisdiction can not form a crew within 5 minutes from the initial activation, the 911 dispatcher will activate the Automatic Mutual Aid (AMA) procedure as outlined

PROCEDURE:

If an ambulance squad does not form a crew within 5 minutes from initial activation, in the event of an ALPHA or BRAVO level call, EMS Dispatch will dispatch the next closest appropriate unit. In the event of a CHARLIE, DELTA or ECHO level call, the call may be turned over to the responding ALS unit or in cases of a lengthy ALS response the next closest appropriate ambulance will be dispatched. A member of the squad of jurisdiction may at the time of a call request alternate mutual aid provided it follows Sullivan County's policy of closest unit. EMS Dispatch should not be asked to tone for additional manpower once mutual aid activation has been initiated since the preceded tones had obviously not yielded the necessary response. This will not prohibit an already formed crew from requesting additional pages for manpower, lifting assistance, etc.

Mutual Aid can be cancelled only when one of the following occurs:

1. A request to cancel the ambulance is received from an EMS first responder at the scene,
2. The squad of jurisdiction forms a crew and responds,
3. It is determined that a patient is no longer at the scene.

If a Squad fails to respond an ambulance to any call, EMS Dispatch will place the Squad on Automatic Mutual Aid (AMA) status for all additional calls. Under AMA status the squad of jurisdiction will receive (2) dispatches and the closest appropriate mutual aid squad will be dispatched simultaneously. The Squad will remain on AMA status until such time as the Captain requests return to regular service or the Squad answers a subsequent call within 5 minutes of initial activation. A squad Captain may request his/her squad be placed on AMA status at any time.

The exceptions to being placed on AMA status include:

1. A squad being sent mutual-aid to another squad (outside their jurisdiction) and unable to form a crew.
 2. A full crew voluntarily turns the call over to another agency so they may remain in service.
 3. A squad is unable to crew for a 2nd (simultaneous) call in their district.
- In these instances AMA status will not be activated.

To assure that Squad members know that AMA status has been enacted, a list of Squads on AMA will also be included with the daily EMS announcements.

When a call has been mutual aided, there is no restriction on the agency of jurisdiction from responding if they are able to raise a crew before another agency arrives at the scene. The objective of this plan is to avoid paging squads that may have a temporary unavailability to form a crew, and expedite the activation of mutual aid resulting in less delay to the patient. Crews who sign en-route before a mutual aid Squad should request cancellation of the mutual aid Corps, unless the other Corps will be needed for the call (ie: ALS, multiple patients, etc.).

POLICY:

Coroners will be dispatched by the E911 Center upon the request of a Police, Medical, Fire or Healthcare agency. For any Coroner requests at a Healthcare Facility (Hospital, Nursing home, etc) the next Coroner in rotation will be dispatched. For scene calls (residential, roadway, etc) the closest Coroner will be contacted first. In his/her absence the next closest will be called, and so on.

For any other Coroner inquires, the call should be screened and handled appropriately. In cases of organ donation or other time sensitive matters, the dispatcher should attempt to reach the appropriate Coroner. For non-emergent matters, callers should be referred to the coroner's office at the government center.

PROCEDURE:

1. Upon request, the dispatcher will initiate a CAD incident with an incident type of "E-Coroner Call" considered as well.
2. The appropriate coroner will be contacted by telephone or cell phone. Text paging should be considered as well.
3. Any call attempts or declinations by any of the coroners should be noted in the CAD record.
4. Once a coroner accepts the assignment, their unit will be dispatched in CAD and the requesting agency will be notified of their response and ETA (if available)
5. Update the Coroner log accordingly. This will allow us to maintain Coroner rotation.

Note: 911 personnel should not take initiative to call for a Coroner without the request first being made by an appropriate agency.



SULLIVAN COUNTY 911 COMMUNICATIONS

Subject: Helicopter/Med-Evac Dispatch		
Section: 604	Created: 02/01/2010	Revised:

POLICY: To provide a standard operational guide for dispatch of medical helicopters to incidents within Sullivan County, NY.

PROCEDURE: Dispatch and Response:

1. The Advanced Medical Priorities Dispatch System card decks shall be noted with an "H" in the patient determinant sections which require the automatic dispatch of a helicopter (air medical unit). Special Response Narrative section of the Call For Service screen in CAD will also indicate this automatic dispatch.
2. The 911 dispatcher dispatching the incident shall state during the dispatch "helicopter standby is indicated", where appropriate during the dispatch sequence.
3. The 911 dispatcher shall contact the appropriate helicopter service and place them on standby.
4. The first responding unit (fire, police or EMS) shall be advised that "a helicopter has been put on standby for your incident."
5. All further instructions shall be taken from Unified Incident Command on the scene of the incident including cancellation.
6. The highest trained medical personnel on the scene will make the determination to launch or cancel the helicopter. In the absence of medical personnel, a fire officer at the scene may cancel the helicopter if it's obvious that one will not be needed. If there is any doubt, the helicopter should be left on standby until EMS arrives to evaluate the patient.

Indications for Stand by:

1. Card #7 (Burns and Explosions)
 - a. Charlie: Burns >18% BSA
 - b. Charlie: Significant Facial Burns
2. Car #14 (Drowning/Diving/SCUBA Accident)
 - a. Delta: Unconscious
 - b. Delta: Diving or suspected neck injury
 - c. Delta: SCUBA Accident
3. Card #15 (Electrocution/Lightning)
 - a. Delta: Unconscious
 - b. Delta: Not disconnected from power
 - c. Delta: Power not off or hazard present
 - d. Delta: Extreme Fall
 - e. Delta: Abnormal breathing
 - f. Delta: Unknown Status (3rd party caller)
4. Card #17 (Falls)
 - a. Delta: Extreme Fall
5. Card #22 (Inaccessible Incident/Entrapment)

- a. Delta: Mechanical/Machinery Entrapment
 - b. Delta: Trench Collapse
 - c. Delta: Structure Collapse
 - d. Delta: Confined space entrapment
 - e. Delta: Inaccessible terrain situation
 - f. Delta: Mudslide/Avalanche
6. Card #27 (Shab/Gunshot/Penetrating Trauma)
 - a. Delta: Unconscious
 - b. Delta: Not alert
 - c. Delta: Central Wounds
 - d. Delta: Multiple Wounds
 6. Card #29 (Traffic/Transportation Accident) – Delta 1, 2, 4, 5
 - a. Delta: Major Incident
(*Fire/rgf, Bus, Subway, Watercraft*)
 - b. Delta: High Mechanism
(*ATV, Auto vs. pedestrian, bicycle/motorcycle, Ejection, Personal watercraft, rollovers, Vehicle off bridge/height*)
 - c. Delta: Pinned (trapped) victim
 - d. Delta: Not Alert
 7. Dispatcher discretion based on caller interrogation. Dispatchers should be conservative in their discretion.
 8. At the request of any responding emergency units.