

**Davidson County Communication Center
Standard Operating Guidelines**

Order Number: DVSN – 011	Subject: Fire EMS Emergency Protocol				
Issue Date: 11/13/2019	REVISED:	Effective: Immediately	Written By: JS	Approval: RW	Page: 1 of 1

Policy

It is the policy of the Davidson County Communication Center to process the request of the Fire and EMS Departments for situations in which an emergency is declared and in situations that pose a potential threat to their safety.

Procedure

If the emergency button has been activated by a fire or ems responder, CCOMM will follow the protocol depending on the type of call unit is on.

Emergency protocol for a radio activation for a unit NOT on a call

CCOMM WILL MULT-SELECT ON the DISPATCH CHANNEL and the EMERGENCY CHANNEL AND FOLLOW THE examples BELOW

- CCOM to Alias ID (This is the radio alias that shows on console - EX: **L86P1**)
L86P1 to CCOM 10-4 same accidental (?)

- CCOM to Alias ID (This is the radio alias that shows on console - EX: **L86P1**)
No answer
Repeat
CCOM to Alias ID (This is the radio alias that shows on console - EX: **L86P1**)
No answer
then
Set off pagers and send an active 911 message for the Chief Officer to contact CCOM.
Repeat again

- CCOM to Alias ID (that shows on console EX: L86P1)
No answer
CCOM to 586 (Chief), L86P1 has activated an emergency can you advise if 10-4
(if still no response from any officer then call the Fire Chief using the contact number in CAD)

Emergency protocol for a radio activation for a unit THAT IS ON a call

- CCOM to Alias ID (This is the radio alias that shows on console - EX: **L86P1**)
L86P1 to CCOM 10-4 same accidental (?)

- CCOM to Alias ID (This is the radio alias that shows on console - EX: **L86P1**)
No answer

CCOMM WILL MULT-SELECT ON the DISPATCH CHANNEL, EMERGENCY CHANNEL, and the TAC CHANNEL FOLLOW THE examples BELOW

CCOM to COMMAND86, L86P1 has activated emergency can you advise if 10-4

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SIGNAL 25 PROTOCOL

S25 will be used when a unit is unable to talk to CCOM and you need help sent in a life threatening or immediate danger situation.

- Once a unit has called Signal 25 and activated their emergency button

CCOM WILL ACKNOWLEDGE THE SIGNAL 25 ON THE EMERGENCY CHANNEL THEN WILL MULTISELECT ON THE MAIN DISPATCH CHANNEL AND TAC CHANNEL ONLY TO ANNOUNCE THE SIGNAL 25 WITH ALIAS ID AND LOCATION

- CCOM will dispatch all additional (LAW, FIRE, and EMS) resources to the location where the emergency is occurring OR **STAGING LOCATION**

Radio activation for unit on a **WORKING FIRE**

- CCOM to Alias ID (This is the radio alias that shows on console - EX: **L86P1**)
L86P1 to CCOM 10-4 same accidental (?)
- CCOM to Alias ID (This is the radio alias that shows on console - EX: **L86P1**)
No answer

CCOM WILL MULTISELECT ON DISPATCH CHANNEL, EMERGENCY CHANNEL, AND TAC CHANNEL FOLLOW THE example BELOW

CCOM to COMMAND86, L86P1 has activated emergency can you advise if 10-4

MAYDAY PROTOCOL

CCOM WILL ACKNOWLEDGE THE UNITS MAYDAY ON THE EMERGENCY CHANNEL THEN WILL MULTISELECT ON THE MAIN DISPATCH CHANNEL AND TAC CHANNEL ONLY TO ANNOUNCE THE MAYDAY WITH ALIAS ID AND LOCATION

- CCOM will dispatch additional alarm and EMS units to scene