

Rappahannock County Sheriff's Office
 Communications Division
 Standard Operation Procedure

BLS – Ambulance	ALS - Medic
<p><u>Medical</u> Medical alarm Abdominal Pains General Sickness Non-traumatic bleeding (nose)</p> <p><u>Injury</u> Motor vehicle collisions w/o rollover, entrapment, or ejection (see 3.00) Fall of less than 10 feet</p> <p><u>Other</u> Public service</p>	<p><u>Medical</u> Allergic Reaction Chest pains CPR in progress Diabetic emergency Difficulty breathing Drowning Non-traumatic internal bleeding (GI) Seizure Syncope/fainting Unconscious/ unresponsive Overdose unintentional</p> <p><u>Injury</u> Burns Electrocutation Fall of more than 10 feet Motor vehicle collisions with rollover, entrapment, or ejection (see 3.00) Pedestrian or bicyclist struck Shooting or stabbing</p> <p><u>Suicide attempts</u> Hanging, shooting, stabbing or slitting, medication overdoses.</p>
<p style="text-align: center;">Local</p> <p>Dumpster Fire Fuel Spill less than 15 HazMat situation** Outside gas leak Outside fire 300+ away from structure, less than acre Public service Residential fire alarm Smoke in the area Transformer fire Vehicle Fire Wires down or arcing 911 hang up</p>	<p style="text-align: center;">General</p> <p>Aviation Accident** Chimney Fire Commercial fire alarm Commercial vehicle fire Electrical fire Fuel Spill more than 15 gallons** Outside fire within 300 feet of structure or greater than an acre Smell of smoke Accessory building fire Technical Rescue (confined space, high angle, trench rescue, structural collapse)**</p>
<p style="text-align: center;">Residential</p> <p>Residential structure fire Visible smoke in a structure (includes houses, barns, and garages) Gas Leak – Interior</p>	<p style="text-align: center;">Commercial</p> <p>Commercial structure fire Any structure fire with entrapment</p>



Rappahannock County Sheriff's Office Dispatch Policies

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Rappahannock County Sheriff's Office Dispatch Policies

Daily announcements	Number: 1.01
Effective Date:	Issued By:

Policy:

It is the policy of the communications division to provide daily informational pages twice daily for all fire and rescue members.

Purpose:

To provide clear and concise direction to all communications personnel in making daily informational pages.

Use of pagers:

The following daily information pages shall be sent.

- A. At 0800 and 1800 hours each day a page will be broadcast via radio listing which units that are out of service, emergency room diversions, and any special announcements requested by specific companies or the association. Specific company announcements will be broadcast after that company's pagers are activated.
- B. Weather Broadcasts, road closures, and school closings or delays shall be dispatched as soon as they are received.

The following will be the standard for making regular announcements:

(Time) hours, Rappahannock County Fire and Rescue Services Washington, Virginia. Operating on the assigned license WRAH-587. –

Announce list of apparatus out of service –

Announce any station on dual dispatch –

Announce any ongoing weather issues or road closures –

Announce any stations staffed if none are staffed announce that-

If the association has provided any announcements, advise "All stations standby for a special announcement" and read the supplied announcement.

If a specific company has an announcement, advise "Company x standby for a special announcement" then set that company's tones and read the announcement.

End of announcements WRAH-587 and time



Rappahannock County Sheriff's Office Dispatch Policies

Dispatch Operations	Number: 1.02
Effective Date:	Issued By:

Dispatch Procedures pre alert tones

A call requiring a single unit to complete the assignment shall be preceded by one alert tone.

A call requiring more than one unit to complete the assignment shall be preceded by two tones. EMS units should not be considered for this policy and one alert will be used for all EMS calls.

The number of alert tones should be based on the units needed to complete the assignment per the dispatch policy, regardless of the number of units dispatched for the specific incident. For example, the assignment for a residential smoke alarm is a single Engine. There should be one alert tone even if other units must be added at retone or if the company is on dual at initial dispatch.

Dispatch System:

Alert tone(s)

First Vocals: Box number, call type, location, units due

Ex: Box 0100 for the smoke investigation in the area of 383 Porter Street, Engine 1

Set Station Tones

Second Vocals: Box number, call type, location, cross street(s), units due, channel assignment, supplemental, call sign, time

Ex: Box 0100 for the smoke investigation in the area of 383 Porter Street, cross streets of Gay st and Mount Salem Ave, Engine 1 respond on 14 Bravo for report of heavy smoke in the area, WRAH-587 @2133

There is no need to say each unit due (i.e., Engine company 1, Engine company 2, Engine Company 3) dispatching should be grouped by type- Engines 1,2,4, and 3 Tankers 1,2, and 4.

Channel Assignment:

14A will always remain a dispatch channel with 14B the designated primary response channel. Channel assignments shall be made for any General, Residential, Commercial, or accident requiring a Rescue Engine by dispatch, but can also be requested in the event an incident escalates.

All standard communication between command and dispatch should be done on 14B. Dispatch will make every attempt to monitor additional channels as staffing allows.

Additional channel assignments can be made at the request of command to include a designated command channel, water supply channel, etc....

Dispatch shall utilize SOP 1.04 as a guide when establishing channel assignments. Some channels have predesignated uses that should be followed when applicable.

Responding to calls:

Units marking responding will be given the location and nature of the call they are responding to, dispatch will also ensure they are on the proper channel if applicable. If the unit is not direct on the supplemental as it was given on dispatch they may ask for it again. Giving supplemental on initial dispatch will cut down on traffic during large incidents and make dispatch personnel more efficient.



Rappahannock County Sheriff's Office Dispatch Policies

Fire and Rescue Channel Use	Number: 1.04
Effective Date:	Issued By:

Channel use designations are meant to be guidelines and channels can be assigned for other reasons if there is a need or request by on scene units, especially during heavy call volume.

Rappahannock County 800 MHz Radio Channels	
The 14 at the beginning of the channel name signifies it is a Rappahannock County channel	
14A DISP	Always used as dispatch channel
14B RESP	Primary response channel
14C INC1	Fire ground or incident response
14D INC2	Fire ground or incident response
14E INC3	Fire ground or incident response
14F INC4	Fire ground or incident response
14G WATR	Water Supply channel for structure fire
FQ HOSP	Used to provide patient information for Fauquier hospital on transports
14I HELO	Helicopter landing zone talk group--- is a Rappahannock talk group
14J SEVT	Special event channel
14K JPS	Joint public safety
14L TRNG	Training channel
14M	Fire ground or incident response
14N TAC1	Simplex channel *CANNOT BE MONITORED IN DISPATCH*
14O TAC2	Simplex channel *CANNOT BE MONITORED IN DISPATCH*
14P 911FQ	Emergency use channel

14N or 14O can be used as fireground operations channels in the event of limited coverage for the radio system. Command will need to notify dispatch they will be switching to one of the channels and dispatch should make an announcement moving all traffic to that channel. It is important to note that those channels cannot be monitored by Dispatch and that field units cannot utilize emergency alerts on those channels. Therefore, those channels should be used as a last resort.



Rappahannock County Sheriff's Office Dispatch Policies

Response check and Re-toning	Number: 1.05
Effective Date:	Issued By:

Purpose: To establish a clear and concise procedure for Response checking companies and retoning for next due.

When a company or companies reach the five-minute mark without responding a "Response check" should be done.

1. The dispatcher should come on the radio and call the dispatched unit and advise response check
Ex: Ambulance 1 response check
2. If the unit needed does not respond the next due unit should be added. If multiple units have been response checked and have not gotten out a unit should be added to replace each unit that has not responded.
3. The units that have been toned already should be retoned until a response is received. Even if for instance you are adding the third due the first and second due units should both still be retoned. The purpose of this is to overcome the unreliability of radio and pager coverage in the county.

Special Considerations

- If dispatch does a response check, the company can advise to hold off on adding next due if they will be getting out.
- If a specific unit has been toned the company added must also have that capability. So if a company is toned for a medic, tanker, or rescue engine you must be sure to add a company that has those capabilities.



Rappahannock County Sheriff's Office Dispatch Policies

Air Medical Transport	Number: 1.06
Effective Date:	Issued By:

Purpose: To establish a clear protocol for EMS initiated standby and launch and to also establish a clear protocol for dispatcher initiated standby.

Under certain circumstances it becomes necessary to utilize helicopters to transport critical patients to proper care. In these instances, the helicopter can be placed on standby by either EMS personnel or dispatch personnel if the patient falls into one or more of the categories below. Only EMS personnel may launch a helicopter!

To place a Medevac on standby the on-duty dispatcher simply needs to call the AirCare Communications number below. If the local aircraft is unavailable, they will find the next closest and handle dispatching. Request to place a helicopter on standby for your call type, give them a landing zone using the closest out of the Fire and Rescue binder, and supply any additional information the helicopter dispatcher requests. Some helicopters have additional capabilities that may be specifically requested outside of medical evacuation.

AirCare Communications (24/7) – 703-776-2930

The following will be the call types and criteria for dispatcher to place helicopters on standby:

Injury

Extensive burns, Electrocution, fall of more than 20 feet, Pedestrian or bicyclist struck, Traumatic bleeding, Shooting or stabbing, mechanical entrapment, any injury that results in loss of consciousness.

Vehicle crash reported with heavy entrapment or that vehicle has rolled several times, ejection, penetrating trauma, or if crash involves motorcycle

Suicide attempts

Hanging, shooting, or stabbing/slitting

Once EMS units arrive they will advise if they want the helicopter launched or placed in service. If placed in service simply call their dispatch and notify them to place in service. If a launch is requested;

1. Confirm the on scene unit is fine with the tentative LZ you gave to responding helicopter
2. Call the AirCare Communications and request launch. Be sure to provide them with any additional info the EMS crew may have provided for the reason of launch including
 - a Nature of call
 - b Is the patient morbidly obese?
 - c Is the airway compromised?
3. Tone the next available engine company for LZ. Use 14i (Ida) for the channel assignment.
4. Advise the requesting unit if the helicopter has launched and ETA.
5. Monitor 14i for traffic and record the helicopter's destination.

Special Considerations:

- On scene units may not be able to use a predetermined LZ. Provide the best possible location to helicopter units including: latitude-longitude, street and closest cross streets, or intersection.
- Suicide attempts should only get a dispatcher standby if the caller believes the patient is alive.



Rappahannock County Sheriff's Office Dispatch Policies

Fire and Rescue Back-up Radio	Number: 1.07
Effective Date:	Issued By:

Purpose: To establish a clear procedure for times when the main dispatch console is down.

In the event the primary dispatch console is non-functioning the backup systems will need to be used.

1. The Harris console has a built-in backup that will utilize backup radios built into the server room. If this is working you will be able to use the screen similar to a normal capacity.
2. If the Harris console is non-functioning completely you will need to use the base station radios located in the center of position one and two. One will be used for F&R and the other for the Sheriff's Office.
3. If those systems are down, you will need to utilize portable radios for communication with fire and rescue as well as law enforcement. It is important to note this will limit your ability to communicate or monitor multiple channels.
4. If you are not able to tone calls out via radio you will need to utilize the I Am Responding system to notify departments the radios are down.
5. If CAD is fully functioning calls will still be automatically texted to the fire and rescue personnel. If CAD is also down, you will have to manually type out call text via I Am Responding and send them to the appropriate company. Those texts should be similar to this example; COMPANIES DUE (i.e.. CO1, CO2), CALL TYPE, ADDRESS
6. Once you have established which system you need to use, notify on duty deputies and any fire and rescue units out that there is a radio issue and the office is working to fix the issue.
7. Notify the county Emergency Services Coordinator (ESC).
8. With the approval of ESC, County Administrator, or Sherriff contact radio representatives for a repair team to fix the issue.
9. Notification should be sent to all fire and rescue companies using IAR with a repair window if possible.

If the radio system is down, ensure that the recorder for radio traffic is still functioning. Log in to the system on the computer to ensure it is. If not, you will need to use the radio traffic recording logs to document all radio traffic until the recorder is functional again. It is important to document all traffic if possible. Create one log for fire and rescue and another for sheriff traffic.



Rappahannock County Sheriff's Office Dispatch Policies

911 Phone Outages	Number: 1.08
Effective Date:	Issued By:

In the event of an outage it is important to ensure all calls are still received and can be handled. The 911 phone system has redundant systems in place to ensure that calls can be received, they are as follows.

- If the main 911 phone system goes down all calls are forwarded to the admin lines for answering.
- If the admin lines are also down the calls are then forwarded to the office cell phone.
- If the 911, admin lines, and cell phone are out of service the calls will be automatically forwarded to the Warren County 911 center. Warren County should be notified via teletype if dispatch is able to do so.



Rappahannock County Sheriff's Office Dispatch Policies

Mobile Command	Number: 1.09
Effective Date:	Issued By:

Purpose: The purpose is to prepare a comprehensive plan for radio communication during special events and large-scale incidents.

During large scale events every effort will be made to provide an experienced communications specialist on the scene assigned as the incident dispatcher. This dispatcher will be responsible for the traffic directly related to the event and no other traffic.

If needed, the command post portable VESTA phone system can be used.

If there is a preplanned special event 14J should be used to have traffic limited to one channel if possible.

Any incident requiring a response for Mobile Command should also include notification of the ESC.



Rappahannock County Sheriff's Office Dispatch Policies

Depleted Stations	Number: 1.10
Effective Date:	Issued By:

Purpose: To identify when additional units should be added to fire and EMS incidents to ensure proper call handling.

Procedure:

Dispatchers on duty shall automatically add an additional unit when a company is due for more than one call. This should be done on the initial tone of any subsequent calls and does not require the company or unit to request it.

Dispatchers should ensure to add the same unit type that would be needed from the depleted station (Medic, Rescue Engine, etc.)

Responding units should advise dispatch when their stations are still staffed with Fire, EMS, or both. If a unit responds to an incident and advises dispatch that their station is still staffed, no additional units should be added for the next call if they are staffed for that call type.

If a unit advises their station is depleted or they do not advise of the station's status proceed with adding an additional unit for any subsequent calls received

The first due company should always still be toned.

Special Considerations:

- This procedure does not apply if the dual tone rule is already in effect unless both the first and second due companies are committed to calls. (Monday- Friday 0600-1800)
- This procedure does still apply for larger incidents such as structure fires to expedite having the proper responding personnel.
- Determining if a station has proper staffing remaining to handle additional calls is the responsibility of fire and rescue personnel.
- This same SOP can be used for units traveling outside the county for recruitment and retention events as well.



Rappahannock County Sheriff's Office Dispatch Policies

Staffed units	Number: 1.11
Effective Date:	Issued By:

Purpose: To identify when adding a unit marked as staffed is needed to reduce response times to calls.

Stations should notify dispatch via phone or radio when the company is staffed and provide what level the station is staffed and the duration of the staffing. IAR and First Due will not be relied on to determine staffed stations.

Staffed stations and their staffing capabilities should be recorded in dispatch and kept up to date as units become unstaffed. Staffed stations will be taken off dual dispatch.

If departments intend to staff more than one unit with the same personnel dispatch should be advised personnel are "cross-staffing" and personnel should mark the station as depleted when no staffing remains.

The purpose of adding the next staffed due is to allow for units to begin responding and cut down on response times. A staffed unit may be able to arrive quicker than an unstaffed unit.

Dispatch will automatically tone the next due company and closest staffed unit after a company fails to respond on initial dispatch.

Special Considerations:

- Staffed units should only be added after the initial failure of the first due company.
- If there has not been a response by the re-tone mark and units are added a staffed station should be added if one is available regardless of their due ranking.
- If the first due is staffed no other units need to be dispatched.
- A station marked as staffed should advise their staffing status when responding.
- Determining a properly staffed station or unit is the responsibility of fire and rescue personnel.
- Dispatch reserves the right to add staffed units based on the severity of the call



Rappahannock County Sheriff's Office Dispatch Policies

Understaffed Units	Number: 1.12
Effective Date:	Issued By:

Purpose: To establish a procedure for dispatchers to follow when units are understaffed.

Any unit meeting the definition and criteria of an understaffed unit will mark up announcing "understaffed" and level (Example: Engine 1 is responding with 1, understaffed).

Any unit responding to an event type listed below and is understaffed shall immediately request to be replaced with the next due unit in an effort to secure the minimum staffing standard.

If incident command is established prior to the arrival of the command level officer, all requests for additional resources to meet the minimum staffing standard should be coordinated through the incident commander.

The following are communications call types which shall be deemed "IDLH" or manpower intensive. These call types require understaffed units to request additional resources to supplement the incident and adequately address the hazard presented:

- Accident w/Entrapment
- Aircraft Accident
- Barn Fire
- Building Collapse
- CO Alarm w/Symptoms
- Commercial Vehicle Fire
- Fuel Leak Over 15
- Outside Fire w/Exposure
- Structure Fire
- Vehicle Fire Commercial
- Water Rescue



Rappahannock County Sheriff's Office Dispatch Policies

Dual Dispatch	Number: 1.13
Effective Date:	Issued By:

The purpose of this policy is to establish a uniform procedure for the use of dual dispatch in the fire & rescue system.

Any department chief or their designee may choose to place their respective station or apparatus on "dual response" by calling dispatch.

In the event of unforeseen circumstances or a totality of the circumstances, the Emergency Manager/Emergency Services Coordinator, Sheriff or their designee may place a station or apparatus on "dual response" by calling dispatch and notifying the affected department's Chief or their designee.

"Dual Response" may be requested during operational periods when a known shortage of staffing for units exists. It shall be the duty of the respective chief officer or his/her designee to ensure appropriate response capabilities and timely response to all emergency responses.

During periods of "Dual Response" the individual station will be provided with a courtesy tone and the next due station will be added automatically to ensure limited or no delay in services occurs.

1. The procedure for placing a station or unit on "dual response" is defined simply by making phone contact with communications and requesting to be placed on "dual response".
2. "Any unit or station placed on "dual response" will be noted within the daily announcements.



Rappahannock County Sheriff's Office Dispatch Policies

Operational Units Out of Position	Number: 1.14
Effective Date:	Issued By:

This policy/program is enacted to ensure the Public Safety Answering Point (PSAP), also known as the Rappahannock Communications Center, is aware of the status of all tactical fire and rescue units in Rappahannock County.

All companies responding to mutual aid calls outside of Rappahannock County shall notify Rappahannock County Dispatch over the radio. The unit should identify themselves, state they are responding out of the county, the nature of the call and if there is staffing available in their station available for additional calls.

All companies should also notify dispatch when tactical units (not support vehicles) are in service and staffed in other department's areas.

Out of county responding units should advise dispatch when their stations are still staffed with Fire, EMS, or both. If a unit responds to an incident and advises dispatch that their station is still staffed, no additional units should be added for the next call if they are staffed for that call type.

If a unit advises their station is depleted or they do not advise of the station's status, dispatch shall proceed with adding an additional unit for any subsequent calls received. The first due company should always still be toned, but dispatch should add the next due when a unit is out of position.



Rappahannock County Sheriff's Office Dispatch Policies

Initial Death Notifications and Last Call	Number: 1.15
Effective Date:	Issued By:

Purpose: To establish the proper procedure for announcing an initial death notification.

From time to time past and previous members of the department pass away and family members or the department will provide notification of the death and request an announcement. The initial announcement should be as follows.

The Rappahannock County Sheriff's office regrets to announce the passing of company ___ member _____ (Name) More information will be forthcoming during the Rappahannock Fire and Rescue announcements this evening.

Some funerals will incorporate a "Last Call" into the ceremony. If the company or family member requests a last call the form will be as follows.

- Announce: "Rappahannock on the air with a special alarm and announcement" ● 5 Alert tones 5 seconds long
- Activate station ___ pagers
- "Rappahannock calling _____ (rank or certification) _____ (Last name only) {Pause}
- "Rappahannock calling _____ (rank or certification) _____ (First and Last name) {Pause}
- "Rappahannock calling _____ (rank or certification) _____ (Full legal name) {Pause}
- "It is with deepest regret and sorrow we must announce that member _____ (Full legal name) has answered her/his last alarm and has returned home safely. The company officers and the department thank you and _____ (Spouse's last name) for your years of dedicated service to our community and for the loving light you reflected in our organization {Pause}
- Activate Station siren (If the company has one)



Rappahannock County Sheriff's Office Dispatch Policies

Tanker Task Force	Number: 1.16
Effective Date:	Issued By:

Purpose: To increase the available Tankers on a working fire.

It shall be policy to tone additional Tankers for fires that are considered advanced. This will include any fire where either the caller or initial on scene units report FIRE showing from any side, this will also include any fire where either party reports SMOKE from at least one side. Initial responding or on scene units may also request the tanker task force for any fire for any reason.

The Tanker task force shall consist of two additional Tankers and an additional Engine to the incident at either the time of dispatch or when requested by on scene units. This is in addition to the Tankers on the standard Residential or Commercial call type.



Rappahannock County Sheriff's Office Dispatch Policies

Staging of Fire and Rescue	Number: 1.17
Effective Date:	Issued By:

Purpose: The purpose of this guideline is to establish a Staging policy for emergency events that may require law enforcement action prior to the arrival of fire and rescue units.

Policy:

1. All fire and rescue units responding to emergencies that possibly involve assaults, suicides, weapons, obviously deceased persons, or potential crime scenes will stage until a law enforcement officer is on the scene and clears units to respond into the scene.
2. In the event of an overdose it shall be the responsibility of the responding personnel to determine the need to stage. All call information shall be given to the responding unit by dispatch and with it, they will determine the possibility of continuing into the scene. Law enforcement should still respond regardless.
3. Units will stage a safe distance from the scene. The units should not be visible from the emergency scene, and may stage in station if the emergency is close by.
4. When the dispatcher informs units to stage you will advise them of the recommended staging location and what units are at that location.

Special Considerations:

- Any unattended deaths are to be considered crime scenes and EMS personnel should be staged prior to the arrival of law enforcement if the death is obvious.
- Department policy requires a medic to respond to confirm death. If a deputy requests rescue to continue, it should be a medic.



Rappahannock County Sheriff's Office Dispatch Policies

Dispatch Concerns	Number: 1.18
Effective Date:	Issued By:

Purpose: To establish a clear chain of command regarding dispatch communication issues involving dispatchers and/or responders.

Any field unit with an issue regarding an incident dispatch should refer their concern to their Chief. The Chief should then submit the complaint via the dispatch complaint form. This form will be sealed and delivered to the Sheriff for investigation. No disciplinary action taken will be discussed with the complainant.

****See attached complaint form****



COMMUNICATIONS COMPLAINT FORM

Date: _____

CAD Number: _____

Name of Complainant: _____

Name of Department: _____

In the spaces provided, please provide your complaint. Use additional paper if needed.

Signature/Date: _____

Place complaint in a sealed envelope. Forward the envelope directly to Sheriff Compton. After investigation of the complaint a response will be forwarded to the Chief of the Department. Rappahannock County Sheriff's Office will not release or discuss any disciplinary actions regarding the complaint.



Rappahannock County Sheriff's Office Dispatch Policies

Adverse Weather	Number: 1.19
Effective Date:	Issued By:

The purpose of this policy is to prioritize the safety of Fire and Rescue personnel and properly manage resources. This policy is applicable to snow or ice storms, thunderstorms, flash flooding, and other emergency/disaster situations that can affect response operations and personnel safety. The following persons may institute this policy; Sheriff, Emergency Manager or their designee based on existing or anticipated conditions in the county.

When activated this policy will include:

- Extending response times out to 8 minutes before re-toning
- Stations should make every attempt to be staffed and notify Communications as soon as possible

Communications Officer Responsibilities:

When activated, Communications Officers shall activate all station pagers and announce to all stations that the Adverse Weather Policy is in effect.

“Adverse Weather Policy is in effect. All fire and rescue personnel use extreme caution when responding to, operating at, and returning from calls. All stations are to notify Communications of their staffing status as soon as possible. Re-tone time limits for all stations are extended to 8 minutes. This policy is in effect on the authority of _____ and shall remain in effect until further notice.”

This announcement should be made in conjunction with the applicable weather statement; winter storm warning, thunderstorm watch, etc. and during normal announcements until canceled.



Rappahannock County Sheriff's Office Dispatch Policies

EMS Supervisor	Number: 1.20
Effective Date:	Issued By:

Purpose: To establish a clear procedure for requesting the EMS supervisor unit out of Fauquier.

The following will be the call types and criteria for dispatch to request the unit:

Injury

Extensive burns, Electrocutation, fall of more than 20 feet, Pedestrian or bicyclist struck, Shooting or stabbing, mechanical entrapment.

Vehicle crash reported with heavy entrapment or that vehicle has rolled several times, ejection, or significant penetrating trauma.

Contact with Fauquier should be made to request the supervisor if any of the above criteria are met. Be sure to provide them with any additional info Dispatch may have including:

- a Nature of call
- b Is the patient morbidly obese?
- c Is the airway compromised?
- d Is there a head injury?
- e Has the patient lost a significant amount of blood?

Once EMS units advise they are responding they should be advised that EMS1101 has been requested.

The EMS Supervisor may be utilized by EMS units in conjunction with a Medevac or in place of a Medevac.



Rappahannock County Sheriff's Office Dispatch Policies

Use of Career Staff	Number: 1.21
Effective Date:	Issued By:

Purpose: This policy is enacted to provide guidelines for the dispatch of Rappahannock County's ALS Chase vehicle (ALS 1400) in order to provide for the most efficient method of dispatching units during hours of career staffing.

This procedure applies to the Rappahannock County ALS Chase vehicle staffed by career personnel

The ALS Chase vehicle shall be dispatched to all calls in Rappahannock County. This unit is dispatched in accordance with established policies and in addition to other units.

If the ALS chase vehicle is committed to a call, dispatch should continue to tone the next due ALS company.

If the career unit is on a fire call, advise them of any pending EMS call.

If there is an active call when the career units clear another call, dispatch should advise the ALS Chase vehicle of such.



Rappahannock County Sheriff's Office Dispatch Policies

Fire and Rescue Status checks	Number: 1.22
Effective Date:	Issued By:

Purpose: To establish a procedure for status checking Fire and Rescue units on scene.

All fire and rescue units should be status checked if they have been on scene for 20 minutes without speaking to dispatch. This is for any call type.

For calls that are considered IDLH dispatchers should notify incident command every 20 minutes, regardless of if they have spoken with command. Dispatch should expect command to advise whether all personnel are accounted for, any resources needed, and a brief scene update.

An example would be: Command you are ___ minutes into your incident.



EMS Dispatching

Emergency Medical Services Dispatch	Number: 2.00
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for EMS call dispatching.

The following categories list call types into advanced life support (ALS) and basic life support (BLS) with ALS needing medic company response and BLS sufficed with ambulance response. It is important to add a medic company to any call needing one where the first due unit is not ALS certified. Companies that are able to provide medics are; Washington (1), Amissville (3), Sperryville (7) and Chester Gap (9).

BLS – Ambulance	ALS - Medic
<p><u>Medical</u> Medical alarm Abdominal Pains General Sickness Non-traumatic bleeding (nose, rectum, etc...)</p> <p><u>Injury</u> Motor vehicle collisions w/o rollover, entrapment or ejection (see 3.00) Fall of less than 10 feet</p> <p><u>Other</u> Public service</p>	<p><u>Medical</u> Allergic Reaction Chest pains CPR in progress Diabetic emergency Difficulty breathing Drowning Non-traumatic internal bleeding (GI) Seizure Syncope/fainting Unconscious/ unresponsive Overdose unintentional</p> <p><u>Injury</u> Burns Electrocution Fall of more than 10 feet Motor vehicle collisions with rollover, entrapment or ejection (see 3.00) Pedestrian or bicyclist struck Shooting or stabbing</p> <p><u>Suicide attempts</u> Hanging, shooting, stabbing or slitting, medication overdoses.</p>

Dual dispatch all EMS companies from 0600 -1800 Monday through Friday. All calls shall have the 1st and 2nd due units toned on initial dispatch unless the 1st due meets the aforementioned staffing policy.



Rappahannock County Sheriff's Office Dispatch Policies

Mass Casualty Incidents (MCI)	Number: 2.01
Effective Date:	Issued By:

Purpose: To establish a clear policy for Mass Casualty Incidents where normal EMS responses will not suffice.

In the event of a Mass casualty incident Dispatch will need to tone a larger number of units for response. An MCI is any event where the number of patients exceeds local resources.

The initial dispatch of a possible MCI should consist of 3 BLS transport companies, 3 ALS transport companies, the MCI trailer, and Company 2 for manpower and potential landing zones.

If dispatch believes this assignment will not provide enough units to care for the number of patients, dispatch should attempt to obtain transport units for each injured patient.

Dispatch should activate the Medevac Utilization policy as soon as possible to begin to place medevacs on standby.

Dispatch should make every attempt to notify surrounding hospitals of the MCI and obtain how many patients those facilities can each support. This information should be relayed to command upon request.

Special Considerations:

- There may be a unit in Command of the whole incident and a separate unit operating as EMS Command or EMS officer.
- Unless Medevacs can land on scene transport units will still be needed to transfer patients to Landing Zones.

VDEM Contact Information - Alexa Boggs (804) 624-1100



Rappahannock County Sheriff's Office Dispatch Policies

Death Confirmation	Number: 2.02
Effective Date:	Issued By:

Purpose: To establish a clear procedure for handling possible deaths and pronouncement of death.

Any EMS personnel released at the EMT level or higher can pronounce death under the medical treatment protocols.

If a deputy requests an EMS unit or provider to continue in, relay that information to the first due unit. Most likely, a single person will be requested to pronounce death and all other personnel on the unit should be directed to remain with the unit. Dispatch should advise the first due unit "law enforcement is requesting you continue in and a single provider meet with them to confirm death."

Calls should be toned at an ALS level based on how the call is received (ex. Unconscious person) but any released provider at the emt level or above may be the provider that pronounces death.



Crash Dispatching

Motor Vehicle Crash Dispatching	Number: 3.00
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for MVC call dispatching.

Procedure:

1. Determine the location of the crash and number of vehicles involved. Determine if all occupants are out of the vehicles and if any vehicles have rolled over. Determine if there has been any ejection of occupants or if a motorcycle was involved.

The following will be the classification of crashes based on answers to above questions;

A. Single vehicle reported as no entrapment, rollover, ejection and no or minor injuries.

- BLS MVC – 1 Engine Company and 1 ambulance

B. One or more occupants trapped or ejected, head-on collisions, vehicle reported to have rolled over, or motorcycle involvement:

- ALS MVC –1 Rescue Engine, 1 ambulance and 1 ALS unit

C. Mass Casualty—multiple vehicles a bus/large van involved

- 2 Engines, 2 Rescue Engines, 3 Ambulances, 3 ALS units, Hazmat/Mass Casualty 14, ESC

Rescue Engines are dispatched in addition to the first due Engine and are retuned as their own type. Even if an engine is enroute without a rescue engine the next due rescue engine should be added.

Any accident on Route 211 will have an extra engine added to initial dispatch as a blocking vehicle following the Department of Transportation TIMS (Traffic Incident Management System) best practices.



Rappahannock County Sheriff's Office Dispatch Policies

Fire Dispatching

Fire Dispatch Categories	Number: 4.00
Effective Date:	Issued By:

Definitions:

Local Alarm: 1 Engine, 1 Ambulance

General Alarm: 2 Engines, 1 Tanker, 1 Ambulance

Residential: 4 Engines, 3 tankers, 1 Ambulance

Commercial: 5 Engines, 4 Tankers, 1 Aerial apparatus, 1 Ambulance (add medic if occupied), Air trailer 3

Local	General
Dumpster Fire Fuel Spill less than 15 HazMat situation** Outside gas leak Outside fire 300+ away from structure and less than an acre Public service Residential fire alarm Smoke in the area Transformer fire Vehicle Fire Wires down or arcing 911 hang up	Aviation Accident** Chimney Fire Commercial fire alarm Commercial vehicle fire Electrical fire Fuel Spill more than 15 gallons** Outside fire within 300 feet of structure or greater than an acre Smell of smoke Accessory building fire Structure collapse**
Residential:	Commercial:
Residential structure fire Visible smoke in a structure (includes houses, barn and garages) Gas Leak – Interior	Commercial structure fire Any structure fire with entrapment

****Designates a special addition to typical response**

Engine Company responses can be satisfied with; Engines, Attacks, Engine/Tankers, and Wagons

Tanker responses can be satisfied by Tankers and Engine/Tankers

A responding Engine/Tanker can fill either role with proper staffing however it cannot fill both roles at the same time



Local Alarms

Alarm - Residential	Number: 4.01
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for residential alarm.

Procedure:

1. Alarms are typically called in by the alarm company. Be sure to get; the proper address, any alarm information such as location or type, contact info for the location, and any additional info the company may have such as gate codes or key locations.
2. For a residential alarm the response is a local alarm.
3. If the alarm company calls back to cancel, notify fire units that they can go in service.

Special consideration:

- If there are patients inside complaining of symptoms consistent with Carbon Monoxide poisoning EMS should be dispatched

Signs and symptoms of carbon monoxide poisoning may include (if present, advise responding units):

- Dull headache
- Weakness
- Dizziness
- Nausea or vomiting
- Shortness of breath
- Confusion
- Blurred vision
- Loss of consciousness



Rappahannock County Sheriff's Office Dispatch Policies

911 Hang up	Number: 4.02
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for a 911 hang up

Procedure:

1. Call takers should attempt to contact the number that disconnected if no contact can be made then Fire and Rescue should be toned.
2. All 911 hang ups are Local Alarms.

Special Consideration:

- Consider the call history, any premise codes, and officer input when considering if fire and rescue should be staged.



Rappahannock County Sheriff's Office Dispatch Policies

Brush Fire >300 feet away from structure and less than an acre	Number: 4.03
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for brush fire.

Procedure:

1. Dispatcher receives a call for a brush fire, determine the size and best location of access for the fire.
2. If the fire is reported to be less than an acre, tone a Local Alarm.
3. If the fire is larger in size, the commanding officer will advise what additional apparatus is needed.
4. Dispatch law enforcement if traffic control is needed.

Special Considerations:

- If the fire is within 300 feet of a structure it will be toned as a General Alarm regardless of size. Units should be advised that the fire is "endangering a structure."
- If the Virginia Department of Forestry has listed the day as a class 3 or higher then tone as a General Alarm.

Command may request that you contact the Department of Forestry and notify them and request assistance. Command should advise you if they are requesting just manpower (and how much) or if they will need the Forestry bulldozer. Forestry Office (540) 347-6358.



Rappahannock County Sheriff's Office Dispatch Policies

Auto Fire	Number: 4.04
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for vehicle fire.

Procedure:

1. Ascertain the type of vehicle and if it is in the roadway. Make sure that everyone is out of the vehicle. Determine if the vehicle is just smoking or if it is actively on fire.
2. If the vehicle is a personal vehicle it is a Local Alarm
3. Law enforcement should be advised of the incident

Special considerations:

- If the vehicle is occupied at the time of the fire the addition of a rescue engine for extrication and the addition of a medic company for patient care is necessary.
- If there is entrapment a rescue engine will need to be toned on initial dispatch.
- If within 50 feet of a structure, then dispatch as General Alarm.



Rappahannock County Sheriff's Office Dispatch Policies

Dumpster fire	Number: 4.05
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for dumpster fire.

Procedure:

1. Determine the size of the dumpster and its distance to a structure. Ask the caller if the dumpster contains any hazardous material. Determine if the fire is contained within the dumpster.
2. A dumpster fire is a Local Alarm unless it is within 50 feet of a structure, in which case it is a General Alarm.



Rappahannock County Sheriff's Office Dispatch Policies

Fuel Spill less than 15 Gallons	Number: 4.06
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for fuel spill.

Procedure:

1. Dispatcher should determine what has been spilled, how much of it, how it was spilled, if it is close to water sources and if it has been spilled in the roadway.
2. Determine if it is an active leak or spill, the capacity of the items leaking, and how full it was.
3. Law enforcement may be needed for traffic control.

Special considerations

- If the fuel spill is more than 15 gallons the addition of Company 1 for Hazmat 14 is needed and VDEM and ESC should be notified.
- If the fuel is spilled in the roadway VDOT may be needed.
- VDEM should be notified if the leak or spill extends into a waterway or exceeds the capability of the units on the scene to mitigate. Contact the State EOC at (800) 468-8892 and be prepared to provide the following;
 - Name
 - Telephone number
 - Location
 - Description of event
 - Materials and quantity involved
 - Container type(s) and condition
 - Shipper/facility name
 - Injuries/fatalities



Rappahannock County Sheriff's Office Dispatch Policies

Gas leak outdoors	Number: 4.07
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for outside gas leak.

Procedure:

1. Dispatcher should determine if the caller knows what is leaking, how long they have smelled it, if they have a container of gas in the area and its size and substance, which direction the smell is coming from. The area may be needed to be evacuated until deemed safe.
2. An outside gas leak is a local alarm.



Rappahannock County Sheriff's Office Dispatch Policies

HazMat	Number: 4.08
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for a hazardous material incident.

Procedure:

1. Call takers should determine what type of substance it is, obtain the UN placard number and information. What form it is in- powder, fluid, or gas. How much of the substance there is. Where it is and if there are any exposed persons or risk of exposure to people or water sources. Ensure the immediate area is evacuated if needed. If the leak is from a transport tanker, obtain how much of the substance was present and if the company can provide a representative for the command post if need be.
2. This is a local alarm dispatch with the addition of company 1 for HazMat 14
3. Law enforcement may be needed
4. Contact with ESC to brief her/him of the situation

Special Considerations

- EMS is needed if the caller or other subjects indicate they may have been exposed to harmful products.
- Additional resources may be needed to include: VDOT, VSP, local or state HaMat teams
- VDEM Hazmat Officer - Craig Strawderman (804) 317-7163



Rappahannock County Sheriff's Office Dispatch Policies

Public Service	Number: 4.09
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for a public service for fire and rescue personnel.

Procedure:

1. Call takers should determine what the need for Fire or EMS is and ensure that it does not meet any other category and is non-emergent.
2. All public service fire calls are Local Alarms



Rappahannock County Sheriff's Office Dispatch Policies

Smoke in the area	Number: 4.10
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for a smoke in the area calls- smoke investigation.

Procedure:

1. Call takers should determine the best location for the smoke. The color of smoke and volume of smoke is important. Reference the controlled burn list to ensure there is no listed fire.
2. Check for controlled burns in the area.
3. Smoke investigation- smoke in the area calls are Local Alarms.
4. EMS units are only needed if there is a confirmed fire or possible injury, or if requested by responding fire units.



Rappahannock County Sheriff's Office Dispatch Policies

Transformer fire- Wires Down	Number: 4.11
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for a transformer fire.

Procedure:

1. Determine if the pole or just the transformer is on fire, are there lines down or damaged, is there any brush or grass on fire?
2. Transformer fires and lines down calls are Local Alarms
3. Law enforcement may be needed for traffic control if the pole is near roadway
4. Contact Rappahannock Electric (or Virginia Power for high transmission lines) to notify them of the situation and the location

Rappahannock Electric -

Virginia Power -



Rappahannock County Sheriff's Office Dispatch Policies

Elevator Emergency	Number: 4.12
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for elevator emergency

Procedure:

1. Call takers should determine why the elevator has stopped working, if there are people in it, and what floor it is on.
2. Elevator emergencies are local alarms with the addition of a rescue engine.
3. EMS units are only needed if there is a confirmed or possible injury.



General Alarms

Commercial Alarms	Number 4.13
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for Commercial alarms (fire, heat, carbon monoxide).

Procedure:

1. Alarms are typically called in by the alarm company. Be sure to get; the proper address, any alarm information such as location or type, contact info for the location, and any additional info the company may have.
2. For a commercial alarm the response is a General Alarm.
3. If the alarm company calls back to cancel, notify fire units that they can go back in service.



Rappahannock County Sheriff's Office Dispatch Policies

Electrical Fire	Number: 4.14
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for electrical fires.

Procedure:

1. Determine what is smoking or possibly on fire (example - outlet). If there is fire inside a structure tone as full structure fire. Have personnel evacuate the area.
2. Electrical fires are General Alarms
3. Rappahannock Electric may be needed



Rappahannock County Sheriff's Office Dispatch Policies

Aviation Accident	Number: 4.15
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for an aviation incident.

Procedure:

1. Call Taker should determine the size of aircraft, best access point for the crash, if there are injured or deceased passengers, if passengers are able to get out of the plane, what sort of injuries there are, if the plane is on fire or if there is a brush fire.
2. Plane crashes are a General alarm with the addition of a rescue engine and ALS.
3. The Sheriff's Office and the Virginia State Police should be dispatched.

Special consideration:

- ATVs may be needed to be able to access the crash site
- Brush trucks may be needed for suppression of brush fire
- Multiple EMS transport units may be needed as well as medevac units.
- For larger commercial planes additional units will need to be dispatched to include MCI units.



Rappahannock County Sheriff's Office Dispatch Policies

Brush Fire <300 away from structure or greater than 1 acre	Number: 4.16
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for Brush Fires.

Procedure:

1. Dispatcher on duty receives a call for a brush fire, find out the size and best location of access for the fire. If needed, get the caller to estimate size by comparing it to something known (car, football field, etc.).
2. Brush trucks should be added.
3. If the fire is reported to be larger than an acre it will be a General Alarm.
4. If the fire is larger in size, the commanding officer will advise what additional apparatus is needed.
5. Dispatch law enforcement if traffic control is needed.

Special Considerations:

- If the fire is within 300 feet of a structure it will be toned as a General Alarm regardless of size.
- Units should be advised that the fire is "endangering a structure."
- If the Virginia Department of Forestry has listed the day as a class 3 or higher then tone as a General Alarm regardless.



Rappahannock County Sheriff's Office Dispatch Policies

Structural Collapse and Trench Rescue	Number: 4.17
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for structural collapse.

Procedure:

1. Determine what sort of collapse has happened, what part of the structure collapsed and how much of it, was the structure inhabited at the time, is there a fire or smell of gas.
2. Structural collapses are toned as a General Alarm with the addition of a rescue engine.
3. Law enforcement assistance may be needed

Special consideration

- Victims may be seriously injured and require ALS and helicopter transport
- Rappahannock Electric may need to be notified
- For trench collapse, contact nearest Collapse Unit
- Consider contacting VAEOC/VDEM for additional resources
- Consider VDOT for traffic control
- Consider contacting relevant propane company
- Contacting the building inspector may be necessary, you will need to call Lt Jenkins or the ESC



Rappahannock County Sheriff's Office Dispatch Policies

Smell of Smoke (Inside)	Number: 4.18
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for the smell of smoke inside a structure.

Procedure:

1. Determine where the smell is coming from if possible. Have the occupants evacuate. Ensure there is no visible smoke- if smoke is visible tone as General Alarm, structure fire.
2. Smell of smoke calls inside a structure are toned as a Local Alarm.



Rappahannock County Sheriff's Office Dispatch Policies

Chimney or Accessory Building Fire	Number: 4.19
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for chimney and shed fires.

Procedure:

1. Determine what is on fire and size of fire. If the chimney, ensure the house is evacuated and that there is no smoke coming from walls. If accessory building fire, ensure there is no exposure to a structure.
2. Chimney and accessory building fires are toned as General Alarms
3. Law enforcement assistance may be needed.



Rappahannock County Sheriff's Office Dispatch Policies

Commercial Vehicle Fire	Number: 4.20
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for commercial vehicle fires.

Procedure:

1. Ascertain the type of vehicle and if it is in the roadway. Make sure that everyone is out of the vehicle. Determine if the vehicle is just smoking or if it is actively on fire.
2. If the vehicle is a commercial vehicle it is a General Alarm
3. Law enforcement should be advised of the incident

Special considerations:

- If the vehicle is occupied at the time of the fire the addition of a rescue engine for extrication and the addition of a medic company for patient care is necessary.
- If the vehicle is carrying hazardous material the addition of Company 1 for HazMat 14 is needed. Also consider VAEOC/VDEM for additional resources and contact ESC.



Rappahannock County Sheriff's Office Dispatch Policies

Fuel Spill more than 15 Gallons	Number: 4.21
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for fuel spill.

Procedure:

1. Dispatcher should determine what has been spilled, how much of it, how it was spilled, if it is close to water sources and if it has been spilled in the roadway.
2. Determine is it is an active leak or spill, the capacity of the items leaking, and how full it was.
3. Law enforcement may be needed for traffic control.

Special considerations

- If the fuel spill is more than 15 gallons the addition of Company 1 for Hazmat 14 is needed and VDEM and ESC should be notified.
- If the fuel is spilled in the roadway VDOT may be needed for a sand truck.
- VDEM should be notified if the leak or spill extends into a waterway or exceeds the capability of the units on the scene to mitigate. Contact the State EOC at (800) 468-8892 and be prepared to provide the following;
 - Name
 - Telephone number
 - Location
 - Description of event
 - Materials and quantity involved
 - Container type(s) and condition
 - Shipper/facility name
 - Injuries/fatalities

Residential Alarms



Rappahannock County Sheriff's Office Dispatch Policies

Smoke in a Structure	Number: 4.22
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for smoke in a structure

Procedure:

1. Attempt to determine what part of the structure the smoke is coming from, have everyone evacuate the structure
2. Smoke in a structure call are toned as Residential Alarms
3. Law enforcement should be notified



Rappahannock County Sheriff's Office Dispatch Policies

Residential Structure Fire	Number: 4.23
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for residential structure fire.

Procedure:

1. Determine what part of the structure is on fire, are there any hazards in or around the home, have the occupants evacuated.
2. Residential structure fires are toned as Residential Alarms
3. Law enforcement should be notified

Special consideration

- If there is entrapment the fire should be toned with the same staffing as a commercial fire.
- Rappahannock Electric Cooperative may be needed



Rappahannock County Sheriff's Office Dispatch Policies

Gas Leak- Inside	Number: 4.24
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for a gas leak inside a structure.

Procedure:

1. Call takers should determine what could be leaking, if the residence has gas to it, if there is an odor and what type.
2. Have the structure evacuated
3. If possible, obtain location of exterior propane tank(s).
4. Inside gas leaks are Residential Alarms



Commercial Alarms

Commercial Structure Fire	Number: 4.25
Effective Date:	Issued By:

Purpose: To establish a policy and procedure for a commercial structure fire.

Definition:

For the purpose of this procedure commercial structures include; schools, businesses, county offices or buildings, apartment buildings, office spaces, warehouses or factories, churches, hotels, inns, wineries, and any other places where a large gathering of people could occur or a large amount of infrastructure exists.

Procedure:

1. Determine what part of the structure is on fire, are there any hazards in or around it, have the occupants evacuated.
2. Commercial structure fires are toned as commercial alarms
3. Law enforcement should be notified

Special considerations

- Rappahannock Electric Company should be dispatched after the fire is confirmed.

Tower 2 should be added to all commercial structure fires