

REDWOOD DISPATCH COMMUNICATIONS AUTHORITY STANDARD OPERATING POLICY

INCIDENT EMERGENCIES

Policy 26


Green denotes the most recent change

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Effective Date: **March 22, 2016**

Approvals


Spencer Andreis
DOAG Chairperson


Aaron Abbott
REDCOM Executive Director

26.0 INCIDENT EMERGENCIES

- 26.1 In accordance with Firescope Field Operations Guide, the term “EMERGENCY TRAFFIC” is utilized to indicate that an incident emergency exists, that someone operating at the incident is in peril and to **clear the incident channels of all other radio traffic.**
- 26.2 “Emergency traffic” is not the appropriate term to advise the dispatch center of a new incident – the term “PRIORITY TRAFFIC” is used for that purpose.
- 26.3 Any field resource or personnel may initiate MAYDAY.
Once this phrase is transmitted, all incident frequencies (control, tactical and support) belong to the individual declaring an emergency. The individual shall then identify over the air the nature of the emergency such as “FIREFIGHTER DOWN” or “FIREFIGHTER TRAPPED” or “EVACUATE THE BUILDING.”
- 26.4 A distinctive three tone alert shall be transmitted by the CRO on all incident channels followed by the CRO transmitting the identification of who is declaring the emergency and a repeat of a description of the emergency. *Note: If the CRO does not have transmit capability on the tactical channel(s) being used on the incident, then the IC shall transmit a tone and repeat the information on the tactical channel.*
- 26.5 The IC will then initiate appropriate action, including such things as evacuation orders, implementation of a Personnel Accountability Role Call (PAR), and rescue actions by RIC(s).
- 26.6 MDC emergency buttons are only to be used by field units as an alternate method to contact REDCOM to advise that the unit needs emergency assistance. Direct verbal contact by radio is preferred over use of the emergency button.

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- 26.6.1 If an MDC emergency button is activated a message will be displayed on CAD screens in REDCOM. If this occurs, dispatch personnel shall take the following actions:
- a. Contact the unit whose MDC emergency button is activated and use the term “MDC Status Check” to ascertain if an emergency exists and what action may be needed, if any.
 - b. Field units should reply “MDC Error” to indicate that there is no emergency and the MDC emergency button activation was in error.
 - c. If radio contact cannot be made or an inappropriate response is received from the unit whose MDC emergency button as activated, law enforcement back-up shall be requested and the appropriate agency battalion chief, duty chief, and/or supervisor shall be immediately notified.