

Grissettown Longwood Fire & Rescue

CAD UNIT AND RUN CARD CHANGES

Department Chiefs must notify Brunswick County 9-1-1 in writing in advance of new apparatus being delivered, units that are being retired and services that may no longer be provided so that such changes can be made in CAD and run cards. A change in CAD can't be made by telling a TCO over the phone or radio. Any change to run cards must be forwarded to the Brunswick County 9-1-1 CAD Division.

CALL UP RADIO PROCEDURE

A radio transmission is initiated with the CALL UP PROCEDURE. The call up procedure will be to first identify whom you are calling and then to identify yourself.

C-Com calling unit example: Engine 3171, C-Com

Unit calling C-Com example: C-Com, Engine 3171

ACKNOWLEDGEMENTS & ECHOING

TCO's will always "echo" the message given by the unit

Examples:

Unit – Chief 3100 enroute

C-Com – Chief 3100 enroute

Unit – Engine 3172 on scene

C-Com – Engine 3172 on scene

AFFIRMATIVE AND NEGATIVE

The words "affirmative" and "negative" shall be used on the radio in response to yes and no type questions. Again, the words "affirmative" and "negative" should never be transmitted alone. They must always be coupled with either the sending or receiving party ID. 10 Codes are not to be used.

Example: COUNTY: Engine 225, County, are you requesting to 2nd alarm?
UNIT: Engine 225, Affirmative.

AUTHORIZED RADIO & FREQUENCY USE

The radio frequencies listed herein are for the dispatch of fire emergencies and for coordinating units operating at such incidents. These frequencies are not for conducting personal business but may be used for reporting non-emergency conditions such as disabled cars, street signs down, or traffic signals malfunctioning. The radio is not a substitute for the telephone. If a call can wait until you are near a phone, do not use the radio.

LIMITING RESPONDERS TRANSMISSIONS

The number of fire personnel equipped with portable and mobile radios is of concern to the center. Often times the radio becomes congested with individuals calling and/or responding. For that reason the following guidelines are in place.

For OUT OF DISTRICT ALARMS, only chief officers shall call responding only if responding to the scene. For IN-DISTRICT ALARMS (home company), chief officers and junior officers (Captains, Lieutenants and Sergeants) may call responding to the scene. County will make every effort to acknowledge the response. Personnel simply responding to their station shall not report "responding" to County. Brunswick County will not be responsible for acknowledging all radio identifiers

COMPLIMENTARY REMARKS

The words "please" and "thank you" will not be used on the radio. These words serve no purpose other than to tie up the radio longer. The tone of your voice will convey courtesy.

PERSONAL MESSAGES

TCO's may not accept nor make personal message calls for on duty fire personnel. However, messages of an emergency nature will be relayed to the persons involved.

COORDINATION OF MESSAGES

When operating at the scene of an emergency with other emergency services, such as law enforcement or EMS, Fire Department personnel will coordinate their activities with the other emergency services to prevent duplicate requests for services at the scene such as notifying utilities and calling for towing services.

DESCRIBING FIRE/RESCUE EMERGENCIES

It is essential that the TCO obtain accurate and complete information from the caller so that the emergency can be described to responding units.

However, this information must be described and relayed accurately, without long drawn out speeches. Specific information is important to relay to responding units. Such information shall be given out in a professional manner.

Examples:

INFORMATION RECEIVED AS

House fire with people trapped
Car fire going good
People stuck in an elevator
Car over an embankment

INFORMATION GIVEN OUT AS

Structure fire with entrapment
Vehicle fire fully involved
Elevator Rescue
Vehicle accident, vehicle over
Embankment

Response to Incidents – Still Alarms

When a non-emergency incident is reported to the Fire Station by telephone, walk up, or any other means other than through the 911-dispatch center, the following procedures should be followed in regards to initiating the response.

- 1) The firefighter shall notify the Acting Officer or shift commander of the appropriate Station.
- 2) The Acting Officer or shift commander shall report the incident to C-Comm via telephone at the non-emergency line (910) 253-7490. The officer shall give the following information to C-comm to initiate the response:
 - a) *Incident Location*
 - b) *Incident Type*
 - c) *Apparatus Number that will be responding*
- 3) C-Comm shall be notified via radio once the responding apparatus has arrived on the scene.
- 4) C-comm shall be notified via radio once the responding apparatus is ready and the incident response is complete.

Vehicle Definitions

AIR UNIT - Vehicle that has the ability to fill air bottles

BOAT - Boats are used for water rescue/recovery incidents

BRUSH TRUCK - Typically not set up for structural firefighting. Smaller pump and tank sizes than mini pumpers. Usually does not carry SCBA or ground ladders and usually does not have a hose bed.

CHIEFS VEHICLES - Are used by chief officers to respond to incidents.

DIVE UNIT – A team of trained personnel that respond to water rescue events.

ENGINE – An engine will have the capacity to pump greater than 750 GPM and carry structural firefighting equipment.

FOAM UNIT – A vehicle that carries foam products to incidents to assist in putting out fires.

HAZMAT UNIT – A vehicle that carries special equipment and resources, that responds to incidents where hazardous materials are involved.

LADDER – A vehicle that has aerial ladder 50 feet or greater

QRV (QUICK RESPONSE VEHICLE) – A vehicle that is used for medical emergencies and carries EMS equipment and transports trained medical personnel.

TOWER – A vehicle that has a platform at the end of a ladder that is greater than 50 feet

RESCUE TRUCK – Must carry a hydraulic rescue tool, air operated tools capable of vehicle extrication, vehicle stabilization equipment, air bags, state certified vehicle rescue technicians and basic rope rescue equipment.

REHAB UNITS – A vehicle that is used at fire scenes to provide relief to responders and carries a variety of specialized equipment such as fans, misters and heaters.

SERVICE – A vehicle that carries personnel and a variety of equipment, that is used to assist at fire scenes.

TANKERS/TENDERS – Any vehicle that carries 1000 or more gallons of water and has at least one dump valve and a portable folding tank on board will be classified a Tanker.

UTILITY – (ATV/LIGHT TOWER) Defined as any equipment that does not fit into the above definitions

Scene Size Up

Paint the picture, however be short and to the point, and not drawn out to congest the radios.

Clearing a Call

If only 1 department is on the scene then the last unit should clear all units on scene (even if units have already left the scene). Example: C-Com station 42 is in service from Lake Road traffic. Should clear from the (whatever road) traffic, in case there are multiple calls within the same district. By giving the location of the call they are clearing from it will help reduce any confusion.

If the call has multiple stations involved, the commander should clear mutual aid departments. Once the commander says the mutual aid department is in service, then the mutual aid department need not say that they are also in service from the scene. The only time a mutual aid department should talk to c-com when departing a scene is when the unit clearing is **not** in service due to repairs needed, or equipment issues, then telling c-com that they are not in service.

Units can clear the call by saying that are “in service”

On Scene Channels

Ops Channels: used for on scene radio-to-radio communications for operations (Digital)

Tac Channels: Used when distances are greater than those used for radio-to-radio communications. Examples include: Staging, Water Supply, Searches, etc.... (Digital)

Fire Ground: Should be utilized on all structure fires when applicable (Analog)

REQUESTING A STATEWIDE EVENT VIPER TALK GROUP ASSIGNMENT FROM THE NCEOC:

Statewide Event VIPER Talk Group assignment requests will come through the Local Emergency Management Coordinator or the County 911 Center.

The preferred method for receiving a Talk Group assignment request should be in the form of an email. The requestor should send the email to nceoc@ncem.org. Upon receipt of the email, the NCEM 24-Hour Operations Center will acknowledge receipt and ensure the email has all the appropriate and required information (see below). If there is an urgent need to assign a Talk Group, requests can be taken over the phone by calling the NCEM 24 Hour Operations Center (800-858-0368 or 919-733-3300).

All requests should include the following information:

Requestor Information Agency (required)

Address City,

Zip County

From: Date/Time To: Date/Time Event

Type: Event, Exercise/Training,

Incident Explanation why Talk Group is needed

Requestor POC Information First Name (required) Last name (required)

Title Office Phone (required) Cell Phone

Fax Number Email address (required)

All requestors should take note that there is no encryption on any of these Talk Groups. For encrypted transmissions, contact the VIPER Control Group in order to have radios programmed appropriately with encryption software. If an agency is using a Talk Group that already has been assigned, the NCEM 24 Hour Operations Center may request the unassigned agency to identify themselves and to contact the NC EOC via a land line. Once contact has been made, the NCEM 24-Hour Operations Center may allow continued transmissions or make a re-assignment to a different Talk Group