

Communications Manual

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4- FIRE-EMS

OPERATING INSTRUCTIONS AND PROCEDURES

4.0 – FIRE/EMS COMMUNICATIONS

The Fire and EMS P25 Digital Trunked Radio System is licensed by the Federal Communications Commission (FCC) and are required to follow the regulations of the FCC. All YCDES, Fire, and EMS personnel shall limit their use of the radio to messages that pertain to conducting of official Fire and EMS business.

4- FIRE/EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.1 – STANDARDIZED RADIO VERIBAGE

Dispatch staff at YCDES and the emergency services field providers should utilize the list of approved standard words or phrases to reduce the length of radio transmissions, and to ensure that the intent of the message is clearly understood.

STANDARDIZED WORDS AND PHRASES FOR RADIO COMMUNICATIONS.
The statements below represent some of these words or phrases.

Word/Phrase	Meaning
Acknowledged	“Let me know that you have received and understood the message.”
Address	Term used for the incident location.
Advise	Give a message to , or provide necessary information
Affirmative	Same as “Yes.”
Available	Message given when a field provider is available and ready for another call.
Be Advised	Reflects the desire of a field unit to make another unit aware of specific information.
Clear	Term used for units advising they have left an incident or location.
Copy	You understand, what was said.
Correction	An error was made in the previous radio transmission.

Location	Either a question or a statement concerning the whereabouts of a unit.
MAYDAY	An emergency distress signal indicating that one or more firefighters need emergency assistance to escape an immediate danger to life or health atmosphere, or any other life threatening situation.
Negative	Radio term used in place of No.
Okay	Term used by the receiver of a message to acknowledge the receipt and understanding of the message.
On the Air Available	Used when a cross staff unit is away from their Base Station for an extended period of time.
On the scene	Used for units arriving at the location of the incident.
Out of Service	This refers to the status of equipment, which should be done via phone unless equipment breaks down enroute to a call.
Priority	A term of high importance used involving an emergency situation where a unit needs to contact communications ASAP.
Radio Check	Term used for a unit testing a radio.
Radio Maintenance	Radio designation used for contracted repair technicians.
Repeat	To say again or repeat your last message.
Response Check	Verbal inquiry initiated by communications to check if a unit is responding to a dispatched event.
Responding	An identified unit is proceeding to an emergency event. Correct manner in which to notify YCDES that a unit is enroute to the scene of a call.
Returning	Term used for units leaving an incident
Say Again	Re-transmit your message.
Signal 13	Term used by emergency services field provider's when their life is threatened.

Signal 33	Term used by Pennsylvania State Police (PSP) when their life is threatened.
Station Available	Message given when a field provider is available for another call, but its physical location is assumed to be its Base Station.
Stand by	Listen, but do not transmit unit further notice.
Test count	This language is used to test a specific radio or the radio system infrastructure. For a "test" a five count will be conducted twice. "1, 2, 3, 4, 5,...5, 4, 3, 3, 1."
That is correct	"What has just been transmitted is accurate."
Unavailable	Any unit leaving the scene of an incident which is not able to respond to another call.
Under Control	Term is used when an incident has been stabilized.
York	Term used for calling Communication Center via radio.

4- FIRE-EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.2 – Fire-EMS Emergency Declaration.

A MAYDAY distress signal is only for use when a firefighter and/or firefighters that find themselves in a life-threatening situation and needs immediate assistance due to a fire incident. Any report of a MAYDAY shall be given a high priority. These emergencies will be transmitted by voice over the radio and/or by activating their emergency button on their radio. A MAYDAY is not an emergency evacuation call. Air horns do not initiate a MAYDAY.

An emergency evacuation will be initiated when personnel on the scene recognize the eminent collapse of a structure during firefighting operations or any change in conditions during an incident, which will endanger personnel. An emergency evacuation signal will be given by blasts of apparatus air horns.

Signal 13 is for use when an emergency services field provider is threatened outside the realm of a fire or EMS incident. Any radio transmission containing the words “Signal 13” will be given a high priority. These emergencies will be transmitted by voice over the radio and/or by activating their emergency button on their radio.

4- FIRE-EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.3 Fire Radio Operations.

1. Radio Transmitting. When transmitting on the radio place your microphone approximately 1” from your mouth and pause approximately two full second to prevent cutting part of the message out and then speak clearly in an even tone of voice.

- Know what you are about to say before you start transmitting.
- All radio traffic will be conducted courteously and professional.
- Try to compose yourself and speak with as little emotion as possible.
- Do not interrupt radio transmissions unless there is an emergency.
- Units shall use and be acknowledged with their approved radio designation.
 - Example: “York, TK89-2 responding, crew of 3.” “OK TK89-2, time.”

Radio TGs:

Fire Dispatch	Shall be used by Communications for dispatching of Fire and EMS units to fire incidents. This TG is used for YCDES dispatch only.
North Fire	<p>Shall be used by Fire and EMS units to communicate while they are responding to the scene of a fire incident occurring in the North Region of York County to Communications. The Fire Marshal from York County District Attorney’s Office shall utilize this TG when responding to an incident meeting the criteria for a Fire Marshal in the North Region of York County (Refer to Policy 70.5) using a radio designation of FM1.</p> <ul style="list-style-type: none"> ○ Fire units should report their staffing levels when calling responding on this TG. ○ For single-unit, routine or non-emergency incidents that require minimal on-scene radio communications, responding resources shall remain on this Main TG for the duration of the incident. ○ Response checks for dispatched apparatus that have not responded by the failure time shall be done on this TG.

	<ul style="list-style-type: none"> ○ Second alarm or multiple alarms. Units shall utilize this TG for calling on the scene. Communications shall record the arrival time and shall acknowledge the arrival via radio on this TG. ○ Incident Commander (IC) who requests an Incident Tactical TG other than for a Residential or High Risk Structure Assignment shall switch back to this Main TG to communicate non-critical information to the dispatcher and the dispatcher will communicate non-critical information with the IC on this Main TG. ○ The first FP Line Officer or Duty Officer (DO) from the first due box area to advise Communications of their response to fire incidents in the North Region of York County. No other officer shall call responding. ○ Communications is responsible for controlling radio traffic on this TG. To reduce radio traffic on this Main Fire TG, Communications is permitted to assign an Incident Tactical TG to incidents that are escalating or creating too much radio traffic. ○ Units released from an incident shall return to this TG to report their status such as Available or Station Available, etc.
<p>South Fire</p>	<p>Shall be used by Fire and EMS units to communicate while they are responding to the scene of a fire incident occurring in the South Region of York County to Communications. The Fire Marshal from York County District Attorney’s Office shall utilize this TG when responding to an incident meeting the criteria for a Fire Marshal in the South Region of York County (Refer to Policy 70.5) using a radio designation of FM1.</p> <ul style="list-style-type: none"> ○ Fire units should report their staffing levels when calling responding on this TG. ○ For single-unit, routine or non-emergency incidents that require minimal on-scene radio communications, responding resources shall remain on this Main TG for the duration of the incident. ○ Response checks for dispatched apparatus that have not responded by the failure time shall be done on this TG.

	<ul style="list-style-type: none"> ○ Second alarm or multiple alarms. Units shall utilize this TG for calling on the scene. Communications shall record the arrival time and shall acknowledge the arrival via radio on this TG. ○ IC who requests an Incident Tactical TG other than for a Residential or High Risk Structure Assignment, shall switch back to this Main TG to communicate non-critical information to the dispatcher and the dispatcher will communicate non-critical information with the IC on this TG. ○ The first FP Line Officer or DO from the first due box area to advise Communications of their response to fire incidents in the North Region of York County. No other officer shall call responding. ○ Communications is responsible for controlling radio traffic on this TG. To reduce radio traffic on this Main Fire TG, Communications is permitted to assign an Incident Tactical TG to incidents that are escalating or creating too much radio traffic. ○ Units released from an incident shall return to this TG to report their status such as Available or Station Available, etc.
<p>North 3 thru North 10</p>	<p>The first available Incident Tactical TG shall be assigned by Communications to incidents occurring in the North Region of York County when dispatched to a Residential or High Risk Structure assignments or when requested. The last available Incident Tactical TG shall be assigned by Communications to units providing mutual aid out of county who do not have the out of county's Incident Tactical TG and interoperability TG.</p> <ul style="list-style-type: none"> ○ Upon acknowledgement of a unit's response to a Residential or High Risk Structure assignment, Communications shall advise each unit of the Incident Tactical TG assigned to the incident. Communications will monitor and communicate on this TG with the IC. ○ Additional TGs can be assigned to the incident by Communications as needed.

	<ul style="list-style-type: none"> ○ First alarm units shall immediately switch to the assigned Incident Tactical TG, but SHALL NOT repeat any response message upon switching. Units will announce their arrival on scene. Communications shall record the arrival time, but SHALL NOT acknowledge the arrival via radio on the Incident Tactical TG. ○ Incident Tactical TGs assigned or when requested for incidents other than a Residential or High Risk Structure assignment will be unmonitored and Communications will advise the Officer in Charge (OIC). ○ In the event of a MAYDAY, Emergency Evacuation, Signal 13, or other un-answered transmission from field units to the IC, Communications shall ensure that the IC acknowledges the traffic. Refer to Policy 90.1.
<p>South 3 thru South 10</p>	<p>The first available Incident Tactical TG shall be assigned by Communications to incidents occurring in the North Region of York County when dispatched to a Residential or High Risk Structure assignments or when requested. The last available Incident Tactical TG shall be assigned by Communications to units providing mutual aid out of county who do not have the out of county's Incident Tactical TG and interoperability TG.</p> <ul style="list-style-type: none"> ○ Upon acknowledgement of a unit's response to a Residential or High Risk Structure assignment, Communications shall advise each unit of the Incident Tactical TG assigned to the incident. Communications will monitor the TG and answer any communication from the Incident Commander (IC). ○ Additional TGs can be assigned to the incident by Communications as needed. ○ First alarm units shall immediately switch to the assigned Incident Tactical TG, but SHALL NOT repeat any response message upon switching. Units will announce their arrival on scene. Communications shall record the arrival time, but SHALL NOT acknowledge the arrival via radio on the Incident Tactical TG. ○ Incident Tactical TGs assigned or when requested for incidents other than a Residential or High Risk Structure assignment will be unmonitored and Communication will advise the OIC.

	<ul style="list-style-type: none"> ○ In the event of a MAYDAY, Emergency Evacuation, Signal 13, or other un-answered transmission from field units to the IC, Communications shall ensure that the IC acknowledges the traffic. <i>Refer to Policy 90.1.</i>
FD N-EMERG	<p>Shall be used by fire personnel during a MAYDAY. The MAYDAY will remain on the same Incident Tactical TG it was received. The units not involved in the MAYDAY will move to FD N-EMERG (knob position 16) for incidents in the Northern Region of York County. <i>Refer to Policy 90.1.</i></p>
FD S-EMERG	<p>Shall be used by fire personnel during a MAYDAY. The MAYDAY will remain on the same Incident Tactical TG it was received. The units not involved in the MAYDAY will move to FD S-EMERG (knob position 16) for incidents in the Southern Region of York County. <i>Refer to Policy 90.1.</i></p>
North FP	<p>Shall be used for FP only calls for units to communicate their response to Communications in the North Region of York County and to communicate with one another when not assigned TG.</p> <ul style="list-style-type: none"> ○ FP may have more than one high-ranking officer sign on this TG. This will prevent additional dispatches for FP. ○ FP are permitted to make additional requests of resources through Communications on this TG.
South FP	<p>Shall be used for FP only calls for units to communicate their response to Communications in the South Region of York County and to communicate with one another when not assigned TG.</p> <ul style="list-style-type: none"> ○ FP may have more than one high-ranking officer sign on this TG. This will prevent additional dispatches for FP. ○ FP are permitted to make additional requests of resources through Communications on this TG.
FP-N3 thru FP-N10	<p>Shall be used by FP to communicate amongst themselves and with the IC for traffic and crowd control. When FP are responding with the FD, their FP TG assignment will correspond with the same Incident Tactical TG the FD was assign.</p> <ul style="list-style-type: none"> ○ One example includes but is not limited to: Stations 6, 9, and 502 were dispatched to an incident and were assigned North 8. FP would use FP-N8.

	<ul style="list-style-type: none"> ○ If FP was not dispatched with the FD, Communications should assign them the last available TG. ○ The last available TG shall be assigned by Communications to units providing mutual aid out of county who do not have the out of county's TG and interoperability TG.
FP-S3 thru FP-S10	<p>Shall be used by FP to communicate amongst themselves and with the IC for traffic and crowd control. When FP are responding with the FD, their FP TG assignment will correspond with the same Incident Tactical TG the FD was assign.</p> <ul style="list-style-type: none"> ○ One example includes but is not limited to: Stations 6, 9, and 502 were dispatched to an incident and were assigned South 8. FP would use FP-S8. ○ If FP was not dispatched with the FD, Communications should assign them the last available TG. ○ The last available TG shall be assigned by Communications to units providing mutual aid out of county who do not have the out of county's TG and interoperability TG.
YC 911	<p>Shall be used by the 911 administrative staff to communicate amongst themselves.</p>

2. **Fire unit response.** If more than one unit from a station is responding at the same time, it is recommended that only one unit advise Communications of what units are responding. This will help to reduce radio traffic.
3. **Line Officer or Duty Officer (DO) response.** Only one Line Officer or DO (from the department of the first due box area) should sign on the radio. If a second Line Officer or DO from the same department calls on the radio, Communications will ascertain the unit's message or acknowledge unit's response and make them aware of the previous Line Officer or DO's response or on the scene, whichever is appropriate.

4. **On the Scene and Fire Ground Report.** Shall be documented in the narrative of the call and not rebroadcast unless different then dispatch information. The first arriving unit or DO will provide Communications with a visual report of the incident. All pertinent information received concerning a specific instruction for a particular unit such as water supply assignment, exposure protection, MAYDAY or Emergency Evacuation, etc. will be simulcast by Communications on the appropriate Main and Incident Tactical TGs.
- All units and the DOs should call on the scene with Communications.
 - Units should communicate directly and not have Communications relay information.

4- OPERATING INSTRUCTIONS AND PROCEDURES

4.4. – EMS Radio Communications

1. **Radio Transmitting.** When transmitting on the radio place your microphone approximately 1” from your mouth and pause approximately two full second to prevent cutting part of the message out and then speak clearly in an even tone of voice.

- Know what you are about to say before you start transmitting.
- All radio traffic will be conducted courteously and professional.
- Try to compose yourself and speak with as little emotion as possible.
- Do not interrupt radio transmissions unless there is an emergency.
- Units shall use and be acknowledged with their approved radio designation.
 - Example: “York, MICU89-2 responding, “OK MICU89-2, time.”

2. Radio TGs:

- **Fire Dispatch TG.** Shall be used by Communications for dispatching of EMS & Fire units to medical incidents. This TG is used for YCDES dispatch only.
- **North EMS.** Shall be used by EMS & Fire units to communicate while they are responding to the scene of an EMS incident occurring in the North Region of York County to Communications.
 - Single-unit response to a medical incident shall remain on this TG for the duration of the incident.
 - Response checks for dispatched units that have not responded by the failure time shall be done on this TG.
 - EMS & Fire units shall report their status on this Main TG such as on scene, enroute to hospital, at hospital, available, and station available.
 - Multiple unit response to a medical incident, units shall utilize this TG for calling on the scene. Communications shall record the arrival time and shall acknowledge the arrival via radio on this TG.
 - IC who requests an Incident Tactical TG other than for a Mass Casualty Incidents (MCI) that is not a fire related incident such as Active Shooter/Threat, food poisoning, etc. shall switch back to this Main TG to communicate non-critical information to the dispatcher and the dispatcher will communicate non-critical information with the IC on this TG.
 - Communications is responsible for controlling radio traffic on this TG. To reduce radio traffic on this Main EMS TG, Communications is permitted to assign an Incident Tactical TG to incidents that are escalating or creating too much radio traffic.

- **South EMS.** Shall be used by EMS & Fire units to communicate while they are responding to the scene of an EMS incident occurring in the South Region of York County to Communications. County Coroner's Office shall utilize this TG when making contact with family members throughout York County using a radio designation of County 50.
 - Single-unit response to a medical incident shall remain on this TG for the duration of the incident.
 - Response checks for dispatched units that have not responded by the failure time shall be done on this TG.
 - EMS & Fire units shall report their status on this Main TG such as on scene, enroute to hospital, at hospital, available, and station available.
 - Multiple unit response to a medical incident, units shall utilize this TG for calling on the scene. Communications shall record the arrival time and shall acknowledge the arrival via radio on this TG.
 - IC who requests an Incident Tactical TG other than for a Mass Casualty Incidents (MCI) that is not a fire related incident such as Active Shooter/Threat, food poisoning, etc. shall switch back to this Main TG to communicate non-critical information to the dispatcher and the dispatcher will communicate non-critical information with the IC on this TG.
 - Communications is responsible for controlling radio traffic on this TG. To reduce radio traffic on this Main EMS TG, Communications is permitted to assign an Incident Tactical TG to incidents that are escalating or creating too much radio traffic.

- **North 3 thru North 10.** The first available Incident Tactical TG shall be assigned by Communications for EMS incidents involving Mass Casualty Incidents (MCI) that is not a fire related incident such as Active Shooter/Threat, food poisoning, etc. or when requested in the North Region of York County.
 - Upon acknowledgement of a unit's response to an MCI, Communications shall advise each unit of the Incident Tactical TG assigned to the incident. Communications will monitor and communicate on this TG with the IC.
 - Additional TGs can be assigned to the incident by Communications as needed.
 - The first due units (BLS/ALS) shall immediately switch to the assigned Incident Tactical TG, but SHALL NOT repeat any response message upon switching. Units will announce their arrival on scene. Communications shall record the arrival time, but SHALL NOT acknowledge the arrival via radio on the Incident Tactical TG.
 - Incident Tactical TGs assigned for incident other than an MCI or when requested will be unmonitored and Communications will advise the OIC.

- In the event of a Signal 13 or other un-answered transmission from field units to the IC, Communications shall ensure that the IC acknowledges the traffic. **Refer to Policy 90.1.**
- **South 3 thru South 10.** The first available Incident Tactical TG shall be assigned by Communications for EMS incidents involving Mass Casualty Incidents (MCI) that is not a fire related incident such as Active Shooter/Threat, food poisoning, etc. or when requested in the North Region of York County.
 - Upon acknowledgement of a unit's response to an MCI, Communications shall advise each unit of the Incident Tactical TG assigned to the incident. Communications will monitor and communicate on this TG with the IC.
 - Additional TGs can be assigned to the incident by Communications as needed.
 - The first due units (BLS/ALS) shall immediately switch to the assigned Incident Tactical TG, but SHALL NOT repeat any response message upon switching. Units will announce their arrival on scene. Communications shall record the arrival time, but SHALL NOT acknowledge the arrival via radio on the Incident Tactical TG.
 - Incident Tactical TGs assigned for incident other than an MCI or when requested will be unmonitored and Communications will advise the OIC.
 - In the event of a Signal 13 or other un-answered transmission from field units to the IC, Communications shall ensure that the IC acknowledges the traffic. **Refer to Policy 90.1.**
- **Hospital TGs** shall be utilized to communicate patient information to York County hospitals. Dispatcher intervention is not required for local EMS units to communicate with York County's local hospitals.
 - Communications will not contact local hospitals to relay patient information unless the patient's life status is in question. If a patient's life status is in question and EMS has a short Estimated Time of Arrival (ETA) to the hospital, the dispatcher is permitted to contact the hospital and provide them with only the ETA and chief complaint.
 - Local Hospital TGs.
 - YH BLS/MH BLS/HH BLS. Units will utilize this TG to communicate low priority patient information to York, Memorial, and Hanover Hospitals.
 - YH ALS/MH ALS/HH ALS. Units will utilize this TG to communicate moderate to high priority patient information to York, Memorial, and Hanover Hospitals.

3. EMS unit response. If more than one unit from a station is responding at the same time, it is recommended that only one unit advise Communications of what units are responding. This will help to reduce radio traffic.

4- FIRE/EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.5 Law Enforcement Radio Interoperability

York County operates a P25 Digital Trunked Radio System that can seamlessly interoperate with neighboring agencies.

Radio interoperability is the ability to communicate between agencies that utilize disparate radio systems and other interoperability methods, such as mutual aid channels, gateways, dispatch centers, and radio caches. Operating environments include day-to-day operations, planned events, large unplanned events, and disaster relief operations.

Fire/EMS radio interoperability shall be coordinated between the Public Safety Answering Points (PSAP)s for Fire/EMS unit(s) that do not have the appropriate neighboring County's Talk Groups (TG)s programmed into their radios.

Interoperability TGs.

Mutual Aid	Shall be used by Communications to communicate with surrounding counties for mutual aid requests for Fire or EMS units.
FD-Mutual Aid	Shall be used by Communications to make voice announcement for Fire and EMS units from surrounding counties due for an incident in York County.
Adams 1/2	Shall be coordinated between PSAP(s) for patching any Adams and York Fire/EMS units that do not have the appropriate York or Adams TG(s).
Carroll 1/2	Shall be coordinated between PSAP(s) for patching any Carroll and York Fire/EMS units that do not have the appropriate York or Carroll TG(s).
Cumberland 1/2	Shall be coordinated between PSAP(s) for patching any Cumberland Fire unit(s), Cumberland EMS unit(s) North of Route 74/Williams Grove Rd, and York Fire/EMS unit(s) that do not have the appropriate York or Cumberland TG(s).
Dauphin 1/2	Shall be coordinated between PSAP(s) for patching any Dauphin and York Fire/EMS unit(s) that do not have the appropriate York or Dauphin TG(s).
Lancaster 1/2	Shall be coordinate between PSAP(s) for patching any Lancaster and York Fire/EMS unit(s) that do not have the appropriate Lancaster or York TG(s).
PSP 1/PSP 2	Shall be coordinated between PSP York Barracks and York Communications for patching any PSP unit(s) and local LE unit(s) that do not have the appropriate PSP or York TGs.
PSP DISP	Shall be used for situational awareness only.
YC Air 1	Shall be used by Communications to patch this TG into the appropriate Incident Tactical TG to provide communications between Stat MedEvac or Life Lion and Fire or EMS units.
YC Air 2	Shall be used by Communications to patch this TG into the appropriate Incident Tactical TG to provide communications between Stat MedEvac or Life Lion and Fire or EMS units when YC AIR 1 is not being used.

	<ul style="list-style-type: none"> ○ 8TAC. Is a P25 conventional channel that allows communications directly between the aircraft and the Landing Zone (LZ) Officer without dependence on our radio infrastructure. Communications cannot monitor or record this channel. This channel will be assigned for the following situations: <ul style="list-style-type: none"> ▪ Primary Aircraft TGs are (YC Air 1/YC Air 2) are unavailable due to multiple incidents or a situation requiring both TGs to be utilized. ▪ At the request of the LZ Officer or Incident Commander due to known problems affecting on-scene communications via the trunked system.
Event 12 thru 15 and F REG 9 thru 12	Shall be used by emergency services field providers for special events. The 911 Shift Supervisor will assign these TGs when requested by an emergency services field provider.
PENNDOT	Shall be used to by Communications to monitor PENNDOT communications only.
MED 10	<p>Shall be used by Communications to communicate with outside EMS units requesting a MED patch to a York County Hospital to disseminate patient information and for Cumberland EMS units responding into York County south of RTE 74/Williams Grove Rd.</p> <ul style="list-style-type: none"> ○ Cumberland EMS units responding into York County South of Route 74/Williams Grove Rd shall be directed by Cumberland County to switch to MED 10 (462.975) Private Line (PL) 186.2. York County will then patch MED 10 to whatever Incident Tactical TG that has been assigned to the incident.

4- FIRE/EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.6 – FIRE/EMS Dispatch

The North and South Fire/EMS dispatchers will analyze Call for Service (CFS) types and process calls, while maintaining radio contact with responders to ensure safe, efficient, and effective responses to requests for fire and medical services, in accordance with local, state, and national standards.

Incidents will be created and accurately documented, and kept updated. Incidents will be dispatched utilizing the available resources in accordance with Fire/EMS response plans and in order of priority based on the CFS type.

Radioactivity, incident, and unit status will be tracked and documented. Radio talk group (TG) usage will be coordinated and assigned by the dispatcher. Radio communication will be in compliance with the Federal Communications Commission (FCC) that applies to public safety radio.

Initial incident information and updates will be analyzed and relayed to responders. Information for additional responders including but not limited, to Law Enforcement (LE). Information will be communicated to the appropriate dispatcher by a Computer Aided Dispatch (CAD) message or verbally disseminated.

4- OPERATING INSTRUCTIONS AND PROCEDURES

4.7 Fire Dispatch Procedures.

1. **Nature of Call (NOC) window Information.** Provides specific information if different than the Call for Service (CFS).
 - **NOC window example.** If there was a report of a smoke condition in a structure, the information typed into the NOC window would be: **Smoke Condition.**
 - **NOC window information for additional dispatches.** The following items shall be entered in the NOC window when appropriate:
 - Cancel the call – include individual units
 - Dangerous scene- stage away (*Enter into NOC window only if PD requests units to stage away, with the exception of an Active Threat Incident*)
 - Holding the Box to the FIRST DUE Engine – include individual units
 - Confirmed Entrapment
 - Working Fire
 - Additional Alarms (2nd Alarm, 3rd Alarm, etc.)
2. **Scene safety.** Scene safety information will be documented in the call and entered into the NOC window prior to dispatch. Scene safety information will be announced on the Fire Dispatch TG. When units call responding, all pertinent information regarding scene safety will be given to responding units. If a field unit advises they will be staging or the Police Department (PD) requests fire stage, an update page will be sent to the responding units ASAP.
 - **Voice Example.** “In Springettsbury Twp, 3205 Eastern Blvd cross street of Lyndhurst Rd and Edgewood Rd, Structure Fire Residential, result of a domestic involving a gun, E89-1, TK89-2, A89-1 are due, time.”
3. **Radio Channel.** The Main Fire TG is based on the geographic location of the incident. All units involved in a fire incident will move to the appropriate Main Fire TG to advise Communications of their response.
 - **Example.** There is a “Structure Fire” in the North Region of the county and EMS is due. Both Fire and EMS units will be assigned North Fire TG.
4. **Fire unit dispatch.** EMS units due on a fire incident and fire units due on a medical emergency will be dispatched together by one dispatcher.

- **The first due FireSta** will be dispatched along with the equipment due from the station. If a piece of equipment is due and unavailable, then just the station will be dispatched to alert the first due station that they have a call in their area.
- **York City Simplex Panel.** Prior to accepting the CAD fire response, one of the North Fire/EMS dispatchers will activate the two taps on the Simplex panel (light will come on for approximately 15 seconds and go out upon completion of the taps). This does not include Box Alarms received through the Simplex panel.

5. Voicing dispatches. After dispatching the units, the call will be voiced on the Fire Dispatch Talk Group (TG).

- **Single Unit.**
 - “In York City, 232 Prospect St cross street of Susquehanna Ave/Pierce St, Fire Alarm, E99-1 is due, time.”
- **Multiple Units.**
 - “In North Codorus Twp, 2776 Stoverstown Rd cross street of Rockville Rd/Clearview Lane, Structure Fire Residential, E12, T47, E53-1, MICU4 are due, time.”
- **Box Alarm.**
 - “In York City, York Hospital 1001 S George St cross street Country Club Rd/Rathton Rd, Box Alarm, E99-1, E99-5, E99-9, TK99 are due, time.”
- **Transfer a unit to another station.**
 - “Transfer Assignment In Springettsbury Twp, Station 89-1, 50 Commons Drive, E21 is due, time.”
- **Transfer a unit to standby in their station.**
 - “Station 21 standby in your station for Station 89-1, time.”
- **Transfer assignment.** E6-1 is transferred to Station 502 and Station 502 gets another call.
 - “In West Manchester Twp, Shiloh Auto Sales and Garage 2183 Carlisle Rd cross street Manor Rd and Maple Rd, Structure Fire High Risk, Station 50 personnel, E6-1, TK99, E89-5 are due, time.”
- **Additional Alarms.** These alarms will be preceded by Second Alarm Assignment, Third Alarm Assignment, etc. One example of a voice dispatch:

- “Second Alarm Assignment, In West Manchester Twp, Shiloh Auto Sales and Garage, 2183 Carlisle Rd cross street Manor Rd and Maple Rd, Structure Fire High Risk, E9-1, TK99, E89-5 are due, time.”
- **Mutual aid.** Out of county mutual aid will be voiced on FD-Mutaid announcement group and will precede the dispatch with “York County”.
 - “York County, In Fairview Twp, 213 Lewisberry Rd cross street Poplar Rd and Springers Ln, Structure Fire Residential, E68-1, CCTK10 are due, time.”
- **Advanced Technical Rescue (ATR) Team.**
 - “In Springettsbury Twp, Haines Rd/E Market St, Building Collapse, ATR is due, time.
- **Peach Bottom Atomic Power Station (PBAPS).** Voice dispatches involving PBAPS will not include the name and address. If units are unsure of the address they will need to call Communications via telephone for the information. This is so the public does not get alarmed.
 - “York County In Peach Bottom Twp, Structure Fire High Risk, Box 57, T57, E56-1, E55-1, HCTK6, MICU95-11 are due, time.”
- **Re-Alerting fire units.** At the request from a fire station asking for their station to be re-alerted for a driver or crew, one re-alert will be honored.
 - “In Lower Windsor Twp 1166 Hilts Rd cross streets of Knights View Rd and Trinity Church Rd, Appliance Fire, driver is needed for E42, time.”
- **Unit response when not dispatched to a call.** When a unit calls responding or on the scene of an incident, they were not dispatched to, that unit will be dispatched ASAP to the incident. This will alert other personnel of the status of the unit.
 - **Example.** E53-1 advises they are responding into Heidelberg Twp at 1353 Marburg Rd medical assist for cardiac arrest.
 - **Voice Dispatch.** “In Heidelberg Twp 1353 Marburg Rd cross streets of Kelly Ave/Porters Rd E53-1 is responding medical assist for a cardiac arrest, time.”

6. All-Call pages. West York, York Area United Fire and Rescue, and Hanover Area Fire and Rescue use an all-call pager to recall off duty personnel. This is a unit in CAD called RecallOffDuty1, RecallOffDuty89 or RecallOffDuty79 to

dispatch off duty personnel. Voice announcements will be made for recalling personnel, page only.

- 7. Assigning and Monitoring TGs and Communications from Command.** Upon the acknowledgement of a unit response dispatched to a Residential or High Risk Structure assignment, Communications shall advise each unit of the Incident Tactical TG. Communications will monitor the TG and answer any communications from the Incident Commander (IC).
- **If an Incident Tactical TG is requested** for an incident, other than a Residential or High Risk Structure Assignment, assign the first available Incident Tactical TG and advise the Officer in Charge (OIC) that it will be unmonitored.
 - The OIC shall switch back to the appropriate Main Fire TG to communicate non-critical information to the dispatcher; however, the dispatcher needs to listen for any emergency traffic.
 - Communications will communicate non-critical information to the OIC on the appropriate Main Fire TG.
 - In the event of a MAYDAY, Emergency Evacuation, Signal 13, or other un-answered transmission from field units to the IC, Communications shall ensure that the IC acknowledges the traffic.
 - **Unit response.** The apparatus responding will call Communications on the Main Fire TG based on the geographic location of the incident and say “York, Engine 89-1 responding crew of 3.” The appropriate response from Communications would be “OK Engine 89-1, time.”
 - **Single-Unit response, routine or non-emergency incidents** that require minimal on-scene radio communications, responding resources shall remain on the Main Fire TG for the duration of the incident.
 - Communications is responsible for controlling radio traffic. Incident Tactical TGs or side channels are to be assigned if an incident is escalating or creating too much radio traffic on a Main Fire TG.
 - **Multiple unit response (Residential or High Risk Structure Assignments).** The apparatus responding will call Communications on the Main Fire TG based on the geographic location of the incident and say “York, Engine 89-1 responding crew of 3.” The appropriate response from Communications would be “OK Engine 89-1 North 4, time.”
 - **Acknowledging units.** Communications will always acknowledge apparatus or chiefs by saying “OK,” their radio designation, and the time. Just saying “OK” is not acceptable.
 - **Fire units responding to a medical assist or MCI.** Fire units will be assigned and respond on the appropriate Main EMS TG.

- **EMS units responding to a fire incident.** EMS units will be assigned and respond on the appropriate Main Fire TG.
8. **More than one fire related incident.** When there is more than one call in a jurisdiction the duty officer for that area will be notified of the additional call. This will be done after the dispatch has been made.
- **Example.** Stations 8, 12, 62, and 1 are on the scene of a structure fire in York New Salem Boro and a vehicle accident occurs at the square in York New Salem Boro. The vehicle accident will be dispatched according to fire response plan. After dispatch, Command 8 will be advised of the second call.
9. **Replacing failed and out of service (OOS) units.** When a piece of apparatus is listed as OOS, or busy on another call, the next due piece will automatically be dispatched in its place. If a fire unit fails to respond within 5 minutes, the dispatcher will immediately do a response check; if no equipment is responding the next due piece of equipment will be dispatched.
- **Replace failed units.** Failed units will be replaced with like units, unless otherwise advised by a DO. The DO will not be ask what their wishes are units will be replace. Utilities, cars, service (with the exception of S99), and salvage units. S99 is utilized as an Air Truck.
 - **Attack or Brush unit failure.** If an Attack or Brush unit has failed on a structure response replace with an engine and if an Attack has failed on a brush response replace with a Brush.
10. **Canceling units.** If units are being canceled prior to arriving on the scene, Communication will make a voice announcement by simulcasting on the appropriate Main Fire TG and Incident Tactical TG then send an update page to the appropriate individual units.
- **Example.** One alert tone will be hit and simulcast over the on the appropriate Main Fire TG and Incident Tactical TG and voice, "All personnel involved in Box 79-06, per Chief 79 placing E79-1, E79-2, and A79-1 available." There is no need to do a roll call of units being canceled.
11. **Announcements.** A single alert tone will be given before the following announcements. These announcements as well as any other pertinent

information will be simulcast on the appropriate Main Fire TG and Incident Tactical TG.

- Vital information (Example: 2nd call advising entrapment, explosives on board, etc.)
- Assignment changes where a normal dispatch is not requested.
- Progress reports (only if different from dispatch information)
- Canceling equipment

12. Situational Time Check. Situational Time Checks will be done 20 minutes after fire equipment has been dispatched to a High Risk or Residential Structure Fire that is reported to be a working fire. Time checks will be reoccurring until, otherwise, notified by the Officer in Charge (OIC). This will remind the OIC of the amount of time that has elapsed into the call since dispatch to allow evaluation of the structure involved. Radio message will be “York to _____ Command, you are 20 minutes into the incident.”

13. Cross Staffing. Is when the FD places a unit in a cross-staffed status when they only have enough personnel to run one unit.

The only time a cross staff can be removed is if instructed or approved by a duty officer. If the cross staff unit is available and calls responding to a call, the unit will be removed from cross staff with the approval of the DO. Any non-emergency field requests for cross staffing changes should be referred to the Supervisor.

14. Station Available. Units shall report their status as ‘Station Available’ when they have returned to either their base station or home jurisdiction, or within reasonable proximity of those locations. It shall be the discretion of the Unit Officer to determine when it is appropriate to change status.

The unit’s Geographic Information System (GIS) location is still tied to the previous incident location. The unit location will affect the use of Proximity Dispatch after the Master Station Order has been exhausted.

- **If a unit does not call Station Available within 1 hour of calling Available,** the dispatcher will attempt to contact the unit first via radio then the DO via radio. If no contact is made with the DO via radio then, the DO will be paged to contact communications.
 - **Example.** R61 called Available over an hour ago and Chief 61 was the DO on the last call. The dispatcher will call R61 via radio, “York to R61.” If no response, the dispatcher will call Chief 61 via radio, “York to Chief 61.” If no response, the dispatcher will send a page by using the Manual Page icon at the top of the CAD screen.

15. Medical assist calls.

- **Dispatch initiated medical assist.** A fire unit that is due for a medical assist on an EMS call will show up on the Fire/EMS dispatcher's template, the heading in the recommendations box will show that it is due on an EMS plan. The Fire/EMS dispatcher will recognize and dispatch the first due fire station. If the Fire Department (FD) fails, do not replace the FD.
 - **Medical assist to medical facilities.** Alerts were added to a list of medical facilities that York Area United Fire & Rescue (YAUFR) provided to us. When opening the call, an alert should pop-up (aka "toast") notification to remind dispatchers not to dispatch medical assist for patients located inside the facility. If there is no notification that pops-up and CAD is recommending medical assist for what seems to be a medical facility, dispatch the FD and let a supervisor know so the CAD Administrator can be made aware and contact YAUFR.

- **Medical assist for 2nd, 3rd, etc.** A fire unit that is due for a medical assist on an EMS call will show up on the Fire/EMS dispatcher's template, the heading in the recommendations box will show that it is due on an EMS plan with the exception of York City FD.
 - For Class 1 calls when a White Rose (Station 250) unit is not responding.
 - The dispatcher will need to manually dispatch the first due Engine using Additional Requests.

- **EMS unit initiated medical assist.** When EMS requests a medical assist from the FD, dispatch the fire station for that box area the call is in. *DO NOT DISPATCH from the engine BACK UP list to ascertain who is due.* Depending on how the run card was built for that box area, CAD may not suggest the correct engine from the first due fire station.
 - **Example.** If MICU 36 requests the FD and the call is in a 38-01 box area, you would dispatch FireSta38.
 - Prior to making the dispatch, select the appropriate Main EMS TG in the Radio Channel drop down window and voice the call.
 - If the FD fails, replace the FD by using the Unit Type tab under Additional Resources.

- **Fire unit initiated medical assist.** When fire units call responding or on the scene of a medical call they were not dispatched to, prior to making

the dispatch, enter in the NOC window whether or not they are responding or on the scene, select the appropriate Main EMS TG in the Radio Channel, and voice the call.

- **Example.** “In Springettsbury Twp in the parking lot of Brunswick at Longstown 2830 Carol Rd cross streets Melrose Lane/Plymouth Rd, Chest Pain, Class 1, E89-1 is responding, time.”

- **Identifying medical assist during a CAD outage.** Go to the admin computer, enter the box number in the street index window. Open the EMS card to identify any fire department response to medical assists and AED response.

16. Fire miscellaneous information.

- **House of Worship.** Any fires, arson, bombings, or threats of the same at any house of worship, or property affiliated with a religious organization, notify Communications Center. These incidents require other notifications.
- **Wildland Fires.** For wildland fires on private and State Forest Lands notify the Communications Center. These incidents require other notifications.
- **Fires Started by Trains.** If a fire is started by a train notify the Communications Center. These incidents require other notifications.
- **Post incident activities.** The Communications Center will participate in debriefings upon request.

4- OPERATING INSTRUCTIONS AND PROCEDURES

4.8 Emergency Medical Services (EMS) Dispatch Procedures.

1. **NOC window Information.** Provides specific information about the call.
 - 2nd, 3rd, Call, etc. (more than one call in a jurisdiction)
 - Patient Age
 - Sex
 - If Class 1, if the patient is unconscious or conscious
 - Specific information if different than CFS
 - Hospital Destination
 - **NOC window example:** 30M/Unconsc/Football Injury/YH.
- **More than one EMS related incidents.** When there is more than one call in a jurisdiction, the call number be enter into the NOC window.
 - **NOC window example.** 2nd Call/30M/Consc/YH.
- **NOC window information for additional dispatches.** The following items must be entered in the NOC window when appropriate:
 - Cancel the call – include individual units
 - Dangerous scene- stage away (*Enter into NOC window only if PD requests units to stage away with the exception of an Active Threat Incident*)
 - Holding the Box to the FIRST DUE Engine – include individual units
 - Confirmed Entrapment
 - Working Fire
 - Additional Alarms (2nd Alarm, 3rd Alarm, etc.)
2. **Scene safety.** Scene safety information will be documented in the call and entered into the NOC window prior to dispatch. Scene safety information will be announced on the Fire Dispatch TG. When units call responding, all pertinent information regarding scene safety will be given to responding units. If a field unit advises they will be staging or the PD requests EMS stage, an update page will be sent to the responding units ASAP.
 - **Voice Example.** “In Springettsbury Twp, 3205 Eastern Blvd cross street of Lyndhurst Rd and Edgewood Rd, psych problem involving a gun, Class 2, A89-1 is due, time.”

3. **Radio Channel.** The Main EMS TG is based on the geographic location of the incident. All units involved in a medical emergency will move to the appropriate Main EMS TG to advise Communications of their response.
 - **Example.** There is a “Cardiac Arrest” in the North Region of the county and the FD is due medical assist. Both Fire and EMS units will be assigned North EMS TG.

4. **EMS unit dispatch.** Fire units due on a medical emergency and EMS units due on a fire incident will be dispatch together by one dispatcher.
 - **The first due EMSSta** will be dispatched along with the EMS unit due from the station. If an EMS unit is due and unavailable, then just the station will be dispatched to alert the first due station that they have a call in their area.

5. **Voicing EMS dispatches.** After dispatching the units, the call will be voiced on the Fire Dispatch TG.
 - **Single Unit.**
 - “In York City, 232 Prospect St cross street of Susquehanna Ave/Pierce St, Chest Pain, Class 1, MICU250 is due, time.”
 - **Multiple Units Dispatch.**
 - “In North Codorus Twp, 2776 Stoverstown Rd cross street of Rockville Rd/Clearview Lane, MVA with Entrapment, Class 1, MICU4 and A1-3 are due, time.”
 - **More than one related incident.** When there is more than one call in a jurisdiction the call will be voiced as to what number call it is for that EMS Station.
 - “In Springettsbury Twp, 120 Davies Drive cross streets Heindel Rd and Dead End, Chest Pains, Class 1, EMSSta89-1 personnel 2nd Call, A89-3, Medic 102-2 are due, time.”
 - **Transfer a unit to another station.**
 - “Transfer Assignment In Springettsbury Twp, EMS Station 89-1, 50 Commons Drive, A19 is due, time.”
 - **Transfer unit to standby in their station.**
 - “A19 standby in your station for EMSSta89-1, time.”
 - **Transfer assignment.** MICU19 transferred to EMS Station 1 and EMS Station 1 gets another call.
 - “In West Manchester Twp, Shiloh Auto Sales and Garage 2183 Carlisle Rd cross street Manor Rd and Maple Rd, Chest Pain, Class 1, A1 personnel 2nd Call, MICU 19 is due, time.”

- **Mutual aid.** When dispatching for EMS units out of county via mutual aid, precede the dispatch with “York County.”
 - “York County, In Warrington Twp, Ski Roundtop 925 Roundtop Rd cross street E Mt Airy Rd and Pintown Rd, Skiing Accident, Class 2, CCA182 due, time.”
- **Peach Bottom Atomic Power Station (PBAPS).** Voice dispatches involving PBAPS will not include the name and address. If units are unsure of the address they will need to call Communications via telephone for the information. This is so the public does not get alarmed.
 - “York County In Peach Bottom Twp, Structure Fire High Risk, Box 57, T57, E56-1, E55-1, HCTK6, MICU95-11 are due, time.”
- **Re-Alerting units.** At the request from an EMS Station asking for their station to be re-alerted for a driver or Emergency Medical Technician (EMT), one re-alert will be honored. A42-1 requests to re-alert for an EMT.
 - “In Lower Windsor Twp 1166 Hiltz Rd cross streets of Knights View Rd and Trinity Church Rd, Fainting, Class 3, EMT is needed for A42, time.”
- **Advanced Life Support (ALS) Rendezvous.** A6 requests ALS to meet them enroute to YH coming from West Manchester Twp RT 74/RT30 for a Breathing Problem.
 - “Coming from West Manchester Twp RT74/RT30 rendezvous with A6 en-route to York Hospital, MICU89 is due, time.”
- **Unit response when not dispatched to a call.** When a unit calls responding or on the scene of an incident, they were not dispatched to, that unit will be dispatched ASAP to the incident. This will alert other personnel of the status of the unit.
 - **Example.** MICU4 advises they are responding into Heidelberg Twp at 1353 Marburg Rd for Chest Pains.
 - **Voice Dispatch.** “In Heidelberg Twp 1353 Marburg Rd cross streets of Kelly Ave/Porters Rd MICU4 is responding for Chest Pains, time.”

6. Assigning and Monitoring TGs and Communications from Command. Upon the acknowledgement of a unit response dispatched to a Mass Casualty Incident (MCI) that is not a fire related incident such as Active Shooter/Threat, food poisoning, etc. Communications shall advise each unit of the Incident Tactical TG. Communications will monitor the TG and answer any communications from the Incident Commander (IC).

- **If an Incident Tactical TG is requested** for an incident, other than the MCI, assign the first available Incident Tactical TG and advise the OIC that it will be unmonitored.
 - The OIC shall switch back to the appropriate Main EMS TG to communicate non-critical information to the dispatcher; however, the dispatcher needs to listen for any emergency traffic.
 - In the event of a Signal 13 or other un-answered transmission from the field units to the IC, Communication shall ensure that the IC acknowledges the traffic.

- **Unit response.** The EMS unit responding will call Communications on the Main EMS TG based on the geographic location of the incident and say “York, Ambulance 89-1 responding.” The appropriate response from Communications would be “OK Ambulance 89-1, time.”

- **Single-unit response, routine or non-emergency incidents** that require minimal on-scene radio communications, responding resources shall remain on the Main EMS TG for the duration of the incident.
 - Communications is responsible for controlling radio traffic. Incident Tactical TGs or side channels are to be assigned if an incident is escalating or creating too much radio traffic on a Main EMS TG.

- **Multiple unit response (MCI or when requested).** EMS unit responding will call Communications on the Main EMS TG based on the geographic location of the incident and say “York, Ambulance 89-1 responding.” The appropriate response from Communications would be “OK Ambulance 89-1 move to North 7, time.”

- **Fire units responding to a medical assist or MCI.** Fire units will be assigned and respond on the appropriate Main EMS TG.

- **EMS units responding to a fire incident.** EMS units will be assigned and respond on the appropriate Main Fire TG.

- **Acknowledging units.** Always acknowledge units by saying “OK,” their radio designation, and the time. Just saying “OK” is not acceptable.

7. **Replacing failed and out of service (OOS) units.** When an EMS unit is listed as OOS, or busy on another call, the next due EMS unit will automatically be dispatched in its place. In the event an EMS unit does not respond in the allotted 5-minute time period, the next due EMS unit will be dispatched. If an EMS unit advises a confirmed crew en-route at the 5-minute mark, the unit will be given an additional 2 minutes totaling an allotted 7 minutes.
 - **Unit fails a call.** All units from the EMS station are marked OOS on dual dispatch until a crew chief, a crewmember places the units available, or one of the units goes responding to a call.
 - **Two units go responding to the same call after dispatch.** If a 2nd due unit responds followed by a 1st due unit, those units will determine who will handle the call, not the Communications Center.
 - **Identifying medical assist during a CAD outage.** Go to the admin computer; enter the box number in the street index window. Open the EMS card to identify any fire department response to medical assists and AED response.
8. **Canceling units.** If units are being canceled prior to arriving on the scene, Communication will make a voice announcement by simulcasting on the appropriate Main EMS TG and Incident Tactical TG (if assigned) then send an update page to the appropriate individual units.
 - **Example.** One alert tone will be hit and simulcast over the appropriate Main EMS TG and Incident Tactical TG (if appropriate) and voice, "All personnel involved in Box 79-06, per Chief 79 placing A79-1 available." There is no need to do a roll call of units being canceled.
9. **Announcements.** A single alert tone will be given before the following announcements. These announcements as well as any other pertinent information will be simulcast on the appropriate Main EMS TG and Incident Tactical TG (if assigned).
 - Vital information (Example: 2nd call advising entrapment, explosives on board, etc.)
 - Assignment changes where a normal dispatch is not requested.
 - Progress reports (only if different from dispatch information)
 - Canceling equipment

10. **Time checks.** EMS time checks will be done every 20 minutes of EMS units calling on the scene of a medical call. If no contact is made, the appropriate Police Department will be dispatched and the EMS chain of command notified after requesting a “Status Check” (X2).
11. **Transfers.** EMS transfer units are built into the Mass Casualty Incident (MCI) response plans; however, they will be requested from time to time to transfer to another EMS Station or standby in their station for another station.

If a transfer is due, uncheck the transfer assignment and hit ‘Accept’ to dispatch the remainder of the assignment and then proceed to dispatch the recommended transfer assignment manually as a separate call as outlined in the **Section 5.19**.

12. **Station Available.** Unit status shall report their status ‘Station Available’ when they have returned to either their base station or home jurisdiction, or within reasonable proximity of those locations. It shall be the discretion of the Unit Officer to determine when it is appropriate to change status.

The unit’s Geographic Information System (GIS) location is still tied to the previous incident location. The unit location will affect the use of Proximity Dispatch after the Master Station Order has been exhausted.

- **If a unit does not call Station Available within 1 hour of calling Available,** the dispatcher will attempt to contact the unit first via radio. If no contact is made with the unit then a page will be sent to the unit to contact communications.

13. **EMS Miscellaneous.**

- **EMD Response Levels:**
 - **Class 1** – is ALS/BLS or MICU emergency response (lights and siren)
 - **Class 2** – is BLS or MICU emergency response (lights and siren)
 - **Class 3** – BLS or MICU non-emergency response (no lights and siren)
- **Patient information relating to communicable disease.** This information will not be document, broadcast or relay to responders.
- **Security Information.** Key code or other security information will only be provided to responder via telephone.
- **Medic units** with more than one provider on board may “split.” This means the medic unit can handle another call. One provider stays with the BLS unit and the other provider is available.

- **HOSPITAL DIVERT.** When a local hospital within York County notifies the Communications Center they are on/off ED or Psych Divert and EMSALLCALL page will be sent to all EMS Stations regardless of the time of day.

4- FIRE OPERATING INSTRUCTIONS AND PROCEDURES

4.9 Fire Incident Types

York County Department of Emergency Services (YCDES) Fire/EMS dispatchers will dispatch by fire incident type for all fire related incidents and utilizing the approved verbiage list below. Each CFS type is assigned a response plan to determine the resources recommended for dispatch. The incidents will be analyzed so they can be dispatched according to the priority of the incident.

All additional information about the fire incidents will be given to the responding Chief or Duty Officer when they sign on the air.

The following is the list of fire Call for Service Types, along with a basic description. The CFS type will appear in the digital pages sent to responders. It is acceptable to use more specific verbiage in the voice dispatch. Additional information should also be entered in the Nature of Call (NOC) window in Computer Aided Dispatch (CAD).

CFS types and definitions:

Structure Related Incidents. Any incident inside of, against, or endangering a building, including fires, alarm activations, and investigations of smoke or odors; if a fire outside is reported to be endangering a building, utilize the appropriate structure fire CFS type.	
NOTE: <i>MAYDAY Incident Type shall be used for an internationally distress call. Firefighters will declare a MAYDAY when they become disoriented, lost, or trapped in a structure.</i>	
Appliance Fire	any type of household appliance on fire in a structure, but contained to that appliance, such as an oven or dryer fire, with no extension
Barn Fire	any type of a barn
Box Alarm	activation of a street fire alarm box or Gamewell System
Chimney Fire	Fire contained to a fireplace or chimney of a residence
Carbon Monoxide	Detector has activated, but no signs of illness

Detector	
CO Emergency	Signs of illness present
Fire Alarm	Smoke, heat, water flow, explosive, or similar alarm form any structure
Fire Alarm False	alarm reportedly activated by anything other than a fire: testing alarm, shower steam or dust
Gas Leak Inside	Gas or propane leak, odor, line struck or ruptured in a structure
HAZMAT Alarm	detection of hazardous materials leaks, except for CO
Investigation Inside	other than visible smoke or fire in a structure and including an odor of something burning
Shed Fire	fire in a residential shed or out building, <i>not endangering any other buildings</i>
Structure Collapse	building or structure that has fallen down. Voice if the collapse involves injuries or entrapment
Structure Fire Entrapment	building fire where occupants are still to be inside and potentially trapped.
Structure Fire High Risk	Fire in a building categorized as high risk
Structure Fire Residential	1 and 2 family dwellings, or structures that pose a lesser risk, including town homes, condos, homes broken into apartment, detached residential garages, and similar outbuildings.
Unknown Alarm Types	audible alarm not confirmed as a fire alarm. Not all fire departments are dispatched on this type of alarm

Vehicular or Transportation-related incidents. Any incident involving a vehicle, mobile equipment, bicyclist or person struck, aircraft, watercraft, or other mode of transportation that is involved in a crash, on fire, or otherwise in danger.	
Alert I (Local Standby)	An aircraft that is known or suspected to have an operational defect that should not normally cause serious difficulty in achieving a safe landing (no anticipation of a crash). This is notification only. No response is required. All units involved will be manned and will standby in quarters.
Alert II (Potential Accident)	An aircraft that is known or is suspected to have an operational defect that affects normal flight operations to the extent that there is a potential or danger of an accident.
Alert III (Aircraft Accident/Fire)	An aircraft incident/accident has occurred. All designated emergency response units proceed to the scene in accordance with the Federal Aviation Administration's (FAA) plans and procedures.
ATV Accident	any type of an off the roadway vehicle designed for recreational usage involved in accident with one or more injuries
Boat in Distress	watercraft in danger of sinking, going over a dam, etc.
Bus Accident	any type of a bus used for transporting the public involved in an accident with unknown injuries/one or more injuries
Motorcycle Accident	types of self-powered transportation involved in an accident with unknown injuries/one or more injuries. This includes a bicyclist struck vs vehicle or motorcycle vs vehicle by a vehicle with unknown injuries/one or more injuries.
MVA with Injuries	any vehicle, mobile equipment, solitary motorcycle, or motorcycle vs pole/tree/wall, etc. involved in an accident with one or more injuries.
MVA into Structure No Injuries	any vehicle or mobile equipment involved in an accident that strikes a building with no injuries (Class 3)
MVA Accident with Ejection	any type of an accident that results in a passenger being ejected from any type of vehicle or mobile equipment
MVA with	vehicular incident where one or more victims is trapped in or

Entrapment	under a vehicle
MVA with Fire	vehicle or mobile equipment involved in an accident resulting in the vehicle smoking or on fire
Multi-Vehicle Pile Up	Ten or more vehicles involved in an accident with one or more injuries
MVA with Rollover	any type of a vehicle or mobile equipment designed to carry a passengers involved in a rollover unknown injuries/one or more injuries
MVA with Rollover No Injuries	any type of a vehicle or mobile equipment designed to carry passenger involved in a rollover with no injuries
MVA Unknown Injuries	Any vehicle or mobile equipment involved in an accident where the caller believes there may be a potential for injuries, but injuries are not confirmed
Person Struck	victim struck while on a skateboard, foot, etc by vehicles or machinery with injuries
Sinking Vehicle	any type of a vehicle or mobile equipment occupied by one or more people that is sinking in water
Train Accident	any type of a train that is involved in an accident with unknown injuries/one or more injuries, if placard
Train Accident No Injuries	any type of a train that is involved in an accident including derailment with no injuries, if placard
Train Fire	fire involving a train engine, train car, or other rail vehicle
Vehicle Fire	any fire involving a vehicle or mobile equipment not involved in a collision.
Veh Off Bridge/Height with No Injuries	any type of a vehicle that goes off a bridge or up/down embankment (10' or greater) with no injuries
Watercraft Accident	any type of a vehicle or mobile equipment designed for water that is involved in an accident with one or more injuries on the water

<p>Special Rescue incidents. Any incident, other than a vehicle/transportation accident, that may require extrication or rescue of one or more victims. Often these types of incidents will require specialized equipment or teams to assist with rescue operations.</p>	
<p>Basic Rescue</p>	<p>rescue of victim in a residential setting who is in some manner trapped, such as locked in a bathroom, child with head stuck in a railing, etc. or one or more occupants trapped in an elevator: <i>Elevator Rescue no injuries at the County Administration Center, Human Services Center, and Judicial Center, notify York County Sheriff's Department ONLY by calling the Judicial Center control room.</i></p>
<p>Confined Space Rescue</p>	<p>person trapped in an enclosed space, such as a manhole, silo, tank, etc. Requires special equipment for extrication</p>
<p>High Angle Rescue</p>	<p>rescue of victim trapped in an elevated location, usually necessitating rescue by rope or aerial device</p>
<p>Ice Rescue</p>	<p>victim trapped on or under ice in a frozen body of water</p>
<p>Special Rescue</p>	<p>rescue of victim trapped in any type of machinery (farming machinery, non-highway farming vehicles or industrial machinery) or materials (victim under a tree, etc.)</p>
<p>Trench Rescue</p>	<p>victim trapped in a trench, ditch, hole, etc. Special equipment is needed to stabilize the earth in and around the trench to rescue the victim</p>
<p>Water Rescue</p>	<p>victim in water and has drowned (submerged in water) or is in danger of drowning, other than a boat accident or ice rescue</p>
<p>Notifications. Any call which results in the passing of generally non-emergency information to a Fire Department Duty Officer or EMS units rather than create an incident response.</p>	
<p>Bomb/Explosive</p>	<p>notification of a bomb threat or explosives found.</p>
<p>Control Burn</p>	<p>used to create a log when someone calls in to report they are having a controlled burn. If the call is a complaint about a controlled burn, use CFS Misc. Notification and also notify PD.</p>
<p>Duty Officer</p>	<p>used to notify a Duty Officer from a Fire Department.</p>
<p>Hospital Divert</p>	<p>Notification of hospital status for Emergency Divert (ED) or</p>

	Psych Divert.
Hydrant in Service	fire hydrant is placed back in service. Notify units recommended in CAD. During a CAD Outage lasting 24 or more hours notify the 1 st four fire stations from the Master Station Order List
Hydrant Out of Service	fire hydrant is placed out of service. Notify units recommended in CAD. During a CAD Outage lasting 24 or more hours notify the 1 st four fire stations from the Master Station Order List.
Misc Notification	Information for FD Duty Officer not covered by other CFS Types.
Opened White Powder Package	notification of a package opened containing a white powder substance, no injuries or illness.
Road Closing	notification of a road that is closed or otherwise inaccessible. Notify units recommended in CAD. During a CAD Outage lasting 24 hours or more notify the 1 st four fire stations from the Master Station Order List and the 1 st due Emergency Medical Service (EMS) Basic Life Support (BLS) and Advanced Life Support (ALS).
Road Open	notification that a roadway has reopened. Notify units recommended in CAD. During a CAD Outage lasting 24 hours or more notify the 1 st four fire stations from the Master Station Order List and the 1 st due Emergency Medical Service (EMS) Basic Life Support (BLS) and Advanced Life Support (ALS).
Suspicious Object/item	notification of a suspicious object or item meeting the criteria found in
Outside Fires and Investigations. A fire or investigation incident that occurs outside, not endangering a structure. If an outside fire is against or endangering, a structure, use the appropriate Structure Fire CFS type.	
Brush Fire	uncontained fire in fields, wildland, grass, or other open areas
Controlled Burn Extinguish	extinguishment of an illegal outside fire at the request of a FD Duty Officer.
Dumpster Fire	fires in large trash containers not endangering a building

Gas Grill Fire	outside cooking appliance fire not endangering a structure
Gas Leak Outside	natural gas leak or propane leak from a cylinder less than 20 lbs (gas grill), odor, line struck or ruptured outside only
Investigation Outside	report explosion, smoke, or odor <u>outside only</u> and re-burns.
Lawn Mower Fire	fire in a lawn mower, lawn tractor, or similar machine outside
Leave on Fire	contained fire in a pile of leaves, minimal danger of spreading
Mulch Fire	contained fire in mulch or planting beds, not involving vegetation
Trash Fire	fire in a pile of trash, trash bags, or trash can other than a dumpster
Woods Fire	uncontained fire in wooded or forested area
Other incidents. Any incidents not classified in the categories above. Generally, these incidents will require a single station response.	
Assist PD	request for FD to assist PD, other than for traffic control
Debris Removal	clean-up of fluids or other debris in a roadway, usually from a non-injury vehicle accident
Electrocute CI 1	a person electrocuted with no hazard present (<i>Fire Department may or may not be recommended</i>).
Electrocute Hazard CI 1	a person electrocuted with a hazard present and connected to the power source.
Fire Police	traffic control.
Fuel Spill	Spill of gas, oil, etc. less than 55 gallons
HAZMAT Incident	spill, leak, or release of potentially hazardous materials or spill of gas, oil, etc. 55 gallons or more
Landing Zone	FD needed to standby for a routine helicopter landing
MCI Level V	4 to 9 Patients

MCI Level IV	10 to 25 Patients
MCI Level III	26 to 50 Patients
MCI Level I/II	51 or greater Patients
Medical Assist	Fire Department (FD) response to assist EMS on a medical call. Using CAD, dispatch what is recommended and if going 2 nd due or beyond, check show run card in CAD and if on cards, follow the EMS Card. Use EMS Incident Types for the voice announcement.
Public Service	non-emergent assistance to the public, including pump details, lock-outs (fire and life safety issues), etc.
Search Detail	fire department assistance in looking for a lost or missing person
Transfer Assignment	movement of apparatus to another station for standby
Transformer Fire/Explosion	outside electrical transformers only. If inside a structure, use the appropriate Structure Fire CFS type
Tree Down on Structure	with no reports of fire or entrapment
Unknown Type Fire	any unidentified fire not located within a structure
Wires/Pole on Fire	pole or wires which are arcing or burning

4- FIRE/EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.10 – Emergency Medical Services (EMS) Incident Types

York County Department of Emergency Services (YCDES) Fire/Emergency Medical Services (EMS) dispatcher will dispatch by International Academy of Emergency Medical Dispatch (IAEMD) chief complaint call types for most EMS related incidents and utilizing the verbiage list below. Any call for service type with a checkmark preceding it is considered approved verbiage. Each CFS type is assigned a response plan to determine the resources recommended for dispatch. The incidents will be analyzed so they can be dispatched according to the priority of the incident.

All additional information about an incident will not be given to responding EMS units, unless it involves a scene safety issue that requires an upgrade or downgrade based on information received.

Any medical calls on the Rail Trail will be dispatched to the local Law Enforcement (LE) and County Parks. Notify the 911 Shift Supervisor. If a request is made by EMS, LE or County Parks for assistance with extricating a person from an area, dispatch the appropriate Fire Department.

The following is the list of EMS CFS types along with a basic description. The CFS type will appear in the digital pages sent to responders. It is acceptable to use more specific verbiage in the voice dispatch. Additional information should also be entered in the Nature of Call (NOC) window in Computer Aided Dispatch (CAD).

CFS types and definitions:

Emergency Medical Dispatch (EMD) Protocol Pathways are listed in chronological order.	
Abdominal Pain/Problem	Abdominal Pain
Allergies (Reactions)/Envenomation (Stings, Bites)	Allergic Reaction Bee Sting Snake Bite Spider Bite
Animal Bites/Attack	Cat Bite Dog Bite

Assault/Sexual Assault	Assault Victim / Sexual Assault
Back Pain (Non-Traumatic or Non-Recent Trauma)	Back Pain
Breathing Problems	Breathing Problem
Burns (Scalds/Explosion (Blast))	Burn Victim Burn Victim with Fire
Carbon Monoxide/Inhalation/HAZMAT/CBRN	Carbon Monoxide (CO) Emergency HAZMAT Incident
Cardiac or Respiratory Arrest/Death	Class 4 Patient (obvious death) Cardiac Arrest
Chest Pain	Chest Pain
Convulsions/Seizures	Seizures
Diabetic Problems	Diabetic Problem
Drowning (near)/Diving/SCUBA Accident	SCUBA Accident Diving Accident Water Rescue Drowning
Electrocution/Lightning	Electrocution Subject Struck by Lightning
Eye Problems/Injuries	Eye Injury Eye Problem
Falls	Fall Victim
Headache	Headache
Heart Problems/AICD	Heart Problems
Heat/Cold Exposure	Heat Exhaustion Heat Stroke Frostbite Hypothermia
Hemorrhage/Lacerations	Hemorrhage Laceration

Inaccessible Incident/Other Entrapments (Non-Vehicle)	<i>Refer to Special Rescue Incidents in Section 4.9</i>
Overdoes/Poisoning (Ingestion)	Overdoes Poisoning Ingestion
Pregnancy/Childbirth/Miscarriage	Maternity Pregnancy
Psychiatric/Abnormal Behavior/Suicide Attempt or Threat	Psych Problem Suicide Attempt Suicide Threat
Sick Person (Specific Diagnosis)	Sick Person
Stab/Gunshot/Penetrating Trauma	Stabbing Shooting Penetrating Trauma
Stroke (CVA)	Stroke CVA
Traffic/Transportation Incidents	<i>Refer to Vehicular Transportation Related Incidents in Section 4.9</i>
Traumatic Injuries (Specific)	Traumatic Injury Bicycle Accident Subject Tasered
Unconscious/Fainting (Near)	Unconscious Person Near Fainting
Unknown Problem (Man Down)	Unknown Problem Medical Emergency Alarm
Inter-facility Transport	Inter-facility Transport
Automatic Crash Notification (ACN)	<i>Refer to Vehicular Transportation Related Incidents in Section 4.9</i>
Mass Casualty Incidents (MCI)	MCI V (4 to 9 Patients) MCI IV (10 to 25 Patients) MCI III (26 to 50 Patients) MCI I/II (51 or greater Patients)

4- FIRE OPERATING INSTRUCTIONS AND PROCEDURES

4.11 Pennsylvania State Police (PSP) Fire Marshal Priority Codes

York County 9-1-1 will notify the York County's Fire Marshal from the York County District's Attorney's Office for all incidents throughout York County and PSP Fire Marshal for incidents in a PSP jurisdiction when the following criteria is met.

Code 1: Requires immediate response to the fire scene.

- A: fire resulting in death of a civilian or firefighter
- B: fire resulting in serious injury
- C: fire resulting in large monetary loss
- D: particularly newsworthy events surrounding a fire
- E: fire scene, which cannot be protected for evidence
- F: arson suspect in custody

Code 2: Response can be made by the following workday.

Code 3: Response can be made when available or a phone call can be made.

4- FIRE/EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.12 – Box Alarms

Fire/EMS dispatchers will dispatch all box alarms that are received via Simplex, radio or telephone from York City or Hanover Borough FD.

York City FD is equipped with Gamewell Fire Alarm Systems which are activated when a street box, internal pull station, or alarms from inside a business (known as auxiliary connected) is pulled or otherwise activated. The Gamewell system activates prior to York County receiving the box alarm on the Simplex panel, located in the Fire/EMS pod.

In the event the Simplex system is down at the 911 Center, one of the Fire Stations will call York and advise they have received a box alarm, giving the pull box number and location.

Trouble alarms can also be received via the Simplex panel. Upon receiving a trouble alarm, notify the shift supervisor.

Hanover Borough FD, Wirt Park (Station 79-1) and Clearview (Station 49-3) are equipped with a Gamewell Fire Alarm System that is not transmitted to YCDES. When a street box, internal pull station, or alarms from inside a business (known as auxiliary connected) is pulled or otherwise activated, one of the FDs will notify YCDES.

4- FIRE/EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.13 – Pennsylvania Turnpike Dispatch

York County Department of Emergency Services (YCDERS) will dispatch Fire/EMS units onto the Turnpike in accordance with procedures set forth by the Pennsylvania Turnpike Commission.

If the Turnpike requests a Fire/EMS unit for a particular incident type, the Communications Center will honor that request.

If another County requests the Communications Center to dispatch equipment onto the Turnpike, the Communications Center will honor that request.

If York County units are requested to be canceled by either the Turnpike or another County, the Communications Center will relay the request to responding units.

If the Communications Center receives a call from a citizen reporting an incident on the Turnpike, the Communications Center will take the call in accordance with our procedures and then notify the Turnpike. If the call is in York County, the Communications Center will dispatch the appropriate units and advise the Turnpike of this.

This information is based on letters and conversation with the Director of Operations Safety and Incident Response of the Turnpike.

4- FIRE/EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.14 – Fire Decon Strike Team

Fire Decon Strike Team is designed to support mass decontamination operations by providing trained personnel and a standard cache of equipment during an event where mass decontamination is required.

The Fire Decon Strike Team is made up of members from the following Fire Departments:

- Station 50
- Station 68
- Station 89
- Station 99

All requests received by the Communications Center for the Fire Decon Strike Team will come from the Office of Emergency Management (OEM). The dispatcher will obtain as much information as possible from the requestor.

4- FIRE/EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.15 – Controlled Burnings

York County Department of Emergency Services (YCDES) dispatchers will document all controlled burns that are called in to the Communications Center. The dispatcher will not deny or grant permission for the caller to burn, except in the instance of the York County Board of Commissioners declaring a burn ban. All callers who call to report burning during a Countywide Burn Ban will be advised that they may not burn.

YCDES will not verify permit numbers or cite municipal restrictions. It is up to the caller to obtain the necessary permits and information on regulations through their municipality. If YCDES is advised of a municipal burn ban, the caller will be advised of the ban. Callers will not be advised of whether or not they can burn.

Any complaints received about a controlled burn will be documented, dispatched to the local police department and Duty Officer (DO) from the Fire Department using the Misc Notification.

Controlled burnings that are reported to be out of control will be dispatched under the appropriate fire incident type.

4- FIRE/EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.16 – Station 69 Dispatch

Due to Station 69's restrictive manning on duty, it is Defense Distribution Susquehanna Pennsylvania (DDSP) Fire Department's policy that only one piece of emergency apparatus, be it Fire or EMS, be dispatched off the base at any given time. (Example: mutual aid outside of the DDSP, boundary lines). This restriction is necessary to prevent any failure to their mission at DDSP. (This means if the Communications Center dispatches MICU 69 they cannot dispatch Station 69 or vice versa while one or the other is off the base.)

This policy also applies to units committed to an incident on DDSP base.

4- FIRE/EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.17 – Fire Police Dispatch

Fire Police (FP) will be used for controlling the flow of traffic to ensure emergency vehicles have a quick, safe entrance and egress to an incident. They may halt traffic or detour traffic because of the situation and the dangers involved. They shall take orders from Law Enforcement Officials or the Incident Commander (IC) of a fire or medical emergencies. Occasionally, FP will perform road closures, traffic and crowd control at public events, and other miscellaneous tasks as requested.

Special requests for FP will be honored if the request is from a Law Enforcement Official, Fire Department (FD) or FP line officer, or Emergency Medical Service (EMS). Requests from other people will not be honored. If the request is from the public or fire personnel (not an officer) calling in as a civilian, Law Enforcement or the FD Duty Officer (DO) will be notified upon their response.

1. **Nature of Call (NOC) window.** Provides specific information if different than the then the Call for Service (CFS) type.
2. **Radio Channel.** The Main FP TG is based on the geographic location of the incident. The TG is used for FP only calls. More than one high-ranking officer may advise Communications of their responses on this TG. This will prevent additional dispatches for FP.

FP responding with the Fire Department (FD) or Emergency Medical Service (EMS) only the 1st FP Line Officer or Duty Officer (DO) from the 1st due box area will advise Communications of their response on the assigned Main Fire TG.

Refer to Section 4.7 for the use of FP TGs.

4- FIRE OPERATING INSTRUCTIONS AND PROCEDURES

4.18 Hazardous Materials Dispatch

Hazardous Materials are defined as being any substance that will pose an unreasonable risk to the health and safety of personnel, the public and or/the environment if it is not properly contained during handling, storage, manufacturing, processing, packaging, use, disposal, or transport.

Hazardous Materials come in three states of matter, **solid, liquid, and gases**. Upon receipt of a call indicating hazardous materials involvement, try to obtain the spelling and name of the material involved and the state of matter that it is. Examples include but are not limited to drum of powered Chlorine, **(SOLID)**, Drum of Sulfuric Acid, **(LIQUID)**, Cylinder of Ammonia, **(GAS)**.

The York County HAZMAT Team is identified as HAZMAT 91 and operates under the direction of the Office of Emergency Management (OEM) Director. The equipment is housed at the YCDES. The HAZMAT Team is a PA Act 165 Certified. According to PA ACT 165, only certified teams can respond to HAZMAT incidents within Pennsylvania. Cumberland, Dauphin, Lancaster, Lebanon and York Counties have their own contracts for certified teams. Adams, Franklin and Perry Counties contract for HAZMAT services. Harford, Baltimore, and Carroll Counties in Maryland have teams, but they are not certified to run into Pennsylvania. In mutual aid agreements, a Pennsylvania contracted team must request a Maryland team for them to be dispatched.

The HAZMAT Team by law has 2 hours to respond anywhere in York County. If HAZMAT 91 is unable to respond notify the OEM Duty Officer (DO) or HAZMAT DO and they will determine if an additional resource is needed.

1. HAZMAT Team Dispatch Criteria:

- Any fire at a Superfund Amendment and Reauthorization Act (SARA) Facility that directly involves Hazardous Materials
- Hazardous Materials (Chemical) release
- Vapor Cloud
- Explosion involving chemicals or compressed gases
- Fuming
- Spills, leaks, or puddling
- Any large fuel spill (greater than 55 gallons) or leak that directly enters the soil or a waterway and diking or diverting the fuel spill or leak is beyond the capability of the first responders on the scene.
- Placard train involved in an accident.
- Aircraft Accident/Fire (ALERT III)

2. HAZMAT Team Standby Criteria:

- Any fire at a SARA Facility that does not directly involve Hazardous Materials.
- Any compressed gas incident that involves a leaking cylinder (with the exception of a 20 lb. gas grill cylinders. *This does not include natural gas leaks.*)
- MVA involving placarded vehicle.

3. SARA Facility alerts in Computer Aided Dispatch (CAD).

- SARA Facility in the area (ITA) is an alert with a default radius of 300' and notification but will be visible within the 'Alerts' tab of the call for any incident within 300'.
 - Alert for this will have the following text: "SARA Facility – *SARA Facility Business Name* – HAZMAT91 Response Group for ALL fires and any spill of hazardous chemicals."
- SARA Facility is an alert with a default radius of 0' and will provide a toast notification (meaning these will 'pop up' for calls at the actual SARA facility)
 - Alert will having the following text: "SARA Facility – *SARA Facility Name* – For CONFIRMED Fire Incidents directly involving hazardous materials: Dispatch HAZMAT91 Response Group. If fire incident does not directly involve hazardous materials: Dispatch OEMDO, DO91, & place HAZMAT91 on standby."

4. HAZMAT Team DO Notification Only Criteria:

- *Sewage releases* outside of a business or home that involves contamination to waterways or ground surfaces.
 - Call for Service type (CFS) Misc. Notification will be used
- Notify appropriate FD DO, HAZMAT DO (D091), and OEM DO (DOOEM).
 - If inside of a structure (any type of structure), the police department will ONLY be notified.
- Use CFS Type Police Misc. no further notifications are necessary unless requested.
- Upon request of a field provider for any reason.
- High Risk Structures - 3rd alarm
- Barn Fire - 3rd alarm
- HAZMAT Alarm

5. Dispatching HAZMAT 91

- **Nature of Call (NOC) window information.** Will provide the product name and amount released.
- **Radio Channel.** The Main Fire Talk Group (TG) is based on the geographic location of the incident. The Main Fire TG will be provided on the page and all units will move to the TG to advise Communication of their response.
- **Voice on the Fire Dispatch Talk Group (TG).**
 - **Voice Announcement Example:**
In Paradise Twp Route 30/Airport Rd for a tanker leaking an unknown amount of sulfuric acid, Box 3-03, HAZMAT91 is due, time.
 - When the HAZMAT Team calls responding, Communications will provide them with the appropriate assigned Incident Tactical TG.
 - If HAZMAT Team is responding at the request of the FD DO, Communications will advise them if the response should be EMERGENCY or NON-EMERGENCY.
- **Re-Dispatching HAZMAT 91**
 - Communications will re-dispatch at 7 minutes and 20 minutes if there has been insufficient response of less than 5 members.
 - Ten members are needed for a ‘Certified HAZMAT Team Response’ but response can be made with less.
 - After the 20-minute re-dispatch, the OEM DO or HAZMAT Team DO will be notified to determine if a Mutual Aid HAZMAT Unit should be dispatched.
 - All call-ins from the Team members will be recorded.
 - HAZMAT Team members are to call either phone to the Fire/EMS dispatcher to notify they are responding.

6. Dispatching for HAZMAT DO & OEM DO

- Communications will dispatch both the HAZMAT DO and OEM DO.
- The position the HAZMAT DO and OEM DO are to call in for will be provided in the NOC window.
 - **Example:** Contact North Fire or Contact 911 Shift Supervisor.

4- FIRE/EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.19 – Fire Department Unit Status

The Fire/EMS dispatchers will take the information on equipment going in and out of service by telephone and make the appropriate status changes in CAD. The only exception to this will be equipment that breaks down while en route to, returning from, or on a call. Those units with mechanical failures will be permitted to notify us via radio.

The dispatcher will obtain the name or name and title of the person requesting the status change. This information will then be entered in the equipment unit log in CAD. If the caller replies Duty Officer when giving their information, always request their name.

4- FIRE/EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.20 – House Siren

The Fire Department Duty Officer may request a test of their house siren or pagers. This test is to be done by the on-duty Communications Center Shift Supervisor.

4- FIRE OPERATING INSTRUCTIONS AND PROCEDURES

4.21 Fire Designations

York County Department of Emergency Services (YCDES) Fire/EMS dispatchers, York County and York City Fire Departments (FD) will recognize the official radio designations to be used for communication and identification purpose between the Fire/EMS dispatcher and responding fire officers and apparatus. An emergency responder must use their full radio designation when communicating to the Fire/EMS dispatcher and the Fire/EMS dispatcher will acknowledge the field responder with their full designation. No other variations will be permitted including a portable designation.

The Officer's and apparatus designations have been approved by the York County Radio Committee and YCDES.

1. **Fire apparatus identification.** Fire apparatus are identified by the type of apparatus and the station number to which they belong. As of August 1, 1987 apparatus in the following categories will be classified as per National Fire Protection Association (NFPA) 1901 as to what their designations are on the radio: Engines, Tankers, Aerial Apparatus (Truck), Salvage Units.
 - ***Examples of fire apparatus designations include but are not limited to:*** Station 9 has two engines and one rescue. Their radio designations would be Engine 9-1, Engine 9-2, and Rescue 9.
2. **Officers identification.** Officers are identified by the station number to which they belong. All the fire departments do not have the same Officer's designations and number of Officers. The following are several of the Officer's designations used on the radio:
 - Chief and Deputy Chief are in charge of departmental operations.
 - Battalion Chief is in charge of multiple companies within a department; such as Stations 89 and 25.
 - Captain and Lieutenant are company level officers who can act as incident commanders in the absence of Chiefs.
 - Duty Officers (DO) are senior fire personnel who act in the absence of an officer. *Examples of Officer's designations include but are not limited to:* Station 26 may have two Chiefs, one Captain and two Lieutenants. Their radio designations would be Chief 26, Chief 26-1, Captain 26, Lieutenant 26-1, and Lieutenant 26-2.
 - Acknowledge units via radio by the designation they voiced not by the radio identifier.

3. List of fire stations that respond into York County are:

Station Number	Station Name/Location
Station 1	West York
Station 4	Spring Grove
Station 6	Dover
Station 7	Lineboro (Carroll County)
Station 8	York New Salem
Station 9	Dover Twp
Station 11	Nashville
Station 12	North Codorus
Station 15-1	Northern York County Fire, Rescue, EMS (Dillsburg Boro)
Station 15-2	Northern York County Fire, Rescue, EMS (Franklintown Boro)
Station 18	Jacobus
Station 19	York Twp
Station 20	York County Fire School
Station 21	Hellam
Station 22	Eagle Fire Company (Mt wolf Boro)
Station 23	Union Fire Company #1 (Manchester Boro)
Station 25	North York
Station 26	Strinestown
Station 27	York Haven
Station 28	Goldsboro
Station 31	Newberry Twp
Station 32-1	Northeast Adams Fire & EMS Company (East Berlin)
Station 32-2	Northeast Adams Fire & EMS Company (Lake Meade)
Station 33-1	United Hook & Ladder (New Oxford)
Station 33-2	United Hook & Ladder (Abbottstown)
Station 33-3	United Hook & Ladder (Bonneauville)
Station 33-4	United Hook & Ladder (Hampton)
Station 35	Dallastown
Station 36	Yoe
Station 37	Windsor
Station 38	Yorkana
Station 39	New Bridgeville
Station 41	Wrightsville
Station 42	East Prospect
Station 44	Craley
Station 45	Winterstown (North Hopewell)
Station 47	Jefferson
Station 502	West Manchester Twp FD (Shiloh Fire Company – Carlisle Rd)
Station 505	West Manchester Twp FD (Lincolnway Fire Company– East Berlin Rd)
Station 51	York Fair Fire Department
Station 52	Pleasant Hill

Station 53	Porters
Station 54	Stewartstown
Station 55	Airville
Station 56	Fawn Grove
Station 57	Delta
Station 58	New Freedom
Station 59	Glen Rock
Station 60	Lake Clarke
Station 61	Shrewsbury
Station 62	Seven Valleys
Station 63	Loganville
Station 66	Wellsville
Station 67	Monaghan
Station 68	Fairview
Station 69	Defensive Logistics Agency
Station 71	Eastern York Forest Fire
Station 72	Southern York Forest Fire
Station 77-1	Alliance Fire & Rescue (Red Lion Boro – W Broadway)
Station 77-2	Alliance Fire & Rescue (Felton Boro – Main St)
Station 79-1	Hanover Area Fire & Rescue (Wirt Park- N Franklin St)
Station 79-2	Hanover Area Fire & Rescue (South Park – Clover Lane)
Station 79-3	Hanover Area Fire & Rescue (Clearview – 411 George St)
Station 89-1	York Area United Fire & Rescue (Springettsbury Twp – Commons Dr)
Station 89-2	York Area United Fire & Rescue (Spring Garden Twp – Virginia Ave)
Station 89-3	York Area United Fire & Rescue (Springettsbury Twp – N Sherman St)
Station 89-4	York Area United Fire & Rescue (Spring Garden Twp – Wheaton St)
Station 89-5	York Area United Fire & Rescue (Manchester Twp – Farmtrail Rd)
Station 91	YCDES includes HAZMAT, OEM, MCU, IDT
Station 92	Advanced Technical Resuce (ATR) includes Stations 9-36-61-79
Station 93	South Central Search & Rescue Team
Station 97	Wellspan Disaster Response Team
Station 99-1	York City FD (Rex/Laurel – Duke St/King St) (E99-1/E99-6)
Station 99-2	York City FD (Vigilant/Union – W Market St (TIK99-1/TK99-2)
Station 99-5	York City FD (Goodwill – E Market St (E99-5/E99-3)
Station 99-9	York City FD (Lincoln – Roosevelt Ave (E99-7/E99-9)
Station 101	Lisburn (Cumberland County Company 24)
Station Balt Co 45	Maryland Line (Baltimore County)

4.4 Fire Chiefs that cover a municipality that does not correspond with their first due area or station number are:

Duty Officer (DO) Number	Station Number Affiliation
Duty Officer 21/41	Stations 21/41
Chief 10	Stations 23
Chief 15/DO 15	Stations 15-1 and 15-2
Chief 30	Station 12
Chief 40	Stations 21/41
Chief 50	Stations 502 and 505
Chief/DO 502/505	Stations 502 and 505
Chief 77/DO77	Stations 77-1, 2
Chief 79/Battalion 79	Stations 79-1, 2, 3
Chief 89/Battalion 89	Stations 89-1, 2, 3, 4, 5
Chief 92	York Co Advanced Technical Rescue (ATR) Stations 9-36-79-61
Chief 140	Jackson Twp

4.5 The radio committee of the Fire Chiefs and Fire Fighters Association has prepared this basic outline as a guide to identify each mobile unit. All departments should place their units or apparatus in the following categories:

- **Air cascade.** A vehicle equipped with at least five (5) 300 cu ft air bottles; the bottles should carry at least 2400 psi. The basic function of the vehicle is to fill self-contained breathing apparatus.



- **Attack.** The unit can be either a mini-type pumper (250 gpm) or a class “A” pumper (1000 gpm) designed with pre-connected hose lines and other related equipment for a fast hitting, quick attack unit. Sometimes operates as a Brush or an Engine. (See Brush below.)



- **Ambulance – A Basic Life Support (BLS) unit**



- **Brush – an off road type vehicle designed for fighting grass, brush, or woodland fires, equipped with either a booster or power take-off pump. The vehicle should have at least a 100-gallon water tank; carry rakes, shovels, and back pack units.**



- **Car** - a vehicle that is used to conduct department business, such as code enforcement, transportation for a daytime duty officer, training sessions, etc.



- **Chief** - self-explanatory, see Car
- **Crash** - a unit designed for protection of aircraft, on or off the runway. Usually uses foam.



- **Engine** - The pump shall be at least 500 gpm. The booster tank should carry at least 300 gallons of water and the hose bed designed to carry 1500 feet of hose.



- ❖ **E54-4 & Supply 56** serves primarily as a rural water supply unit. They are frequently requested as supply units in Maryland. They are used in areas that lack hydrants.



- **Medic unit** – non transport Advanced Life Support (ALS) unit



- **MICU** – Advanced Life Support unit staffed with a Paramedic designed to transport a patient.



- **Quick Response Squad (QRS)** – Fire department unit designed to handle EMS calls.



- **Rescue** - shall carry a rescue tool such as spreaders, rams, cutters, or combination tools. Usually also carries small multipurpose tools including, but not limited to, saws, drills, chisels, pry bars, shoring systems, and similar tools; may also carry airbags. (Sometimes called Squad in other counties)



- **Rescue Boat** - a unit designed to operate on the water for rescue or fire purposes.



- **Salvage** – carries tarps and other covers, and tools for overhaul at a fire scene.
- **Scuba** - a diving team that does not have a rescue boat.
- **Service** - a unit that carries any other type of equipment, i.e. fire police, pumps, generators, turn-outs, masks, air bottles, foam, rope, etc. A unit that does not meet any other designations.



- **Supply** – a unit primarily designed to function solely as a drafting unit at a static water supply for large fires. This unit is frequently requested as a supply unit in Maryland. Supply 56 is used in areas that lack hydrants.



- **Tanker** - The purpose is to transport additional water to fires in areas not covered by hydrants. A 1500-gallon tank capacity is recommended, with a 2-1/2 inch gated connection for filling. Tankers not equipped with a pump providing a 500-gpm discharge should have a four (4) inch dump valve. On tankers of the 2000-gallon capacity, two (2) such dump valves should be supplied.



- **Traffic Unit** – The purpose is to transport fire police, traffic control equipment and devices to an incident to assist with traffic control.



- **Truck** – a vehicle designated to carry a compliment of ground ladders and equipped with an aerial ladder that is at least 50 feet in length. Maybe a ladder, platform or water pipe; also called a Quint and Tower in other Counties



- **Utility** - a vehicle that is used for department operations. Examples are, but not limited to medical equipment, personnel carriers, command post unit, specialized equipment such as lighting or confined space units, fire police equipment, etc. A unit that does not meet other designations.



- **York Fair Fire Department** – is staffed with York County Firefighters and equipment consisting of two units (brush and ATV). These units are not to be used for mutual aid for neighboring department's calls. Their sole purpose is for Fair ONLY.



4- EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.22 Emergency Medical Services (EMS) Designations

York County Fire/EMS Dispatchers as well as York County EMS Responders will recognize the following as the official designations, to be used for communication and identification purposes, between the Fire/EMS Dispatcher and responding EMS Officers and apparatus. An emergency responder must use their official designation when communicating to the Fire/EMS Dispatcher. No other variations will be recognized. The Fire/EMS Dispatcher will not accept portable + a unit number as an acceptable designation.

1. **The following Basic Life Support (BLS) officer designations have been approved:**

BLS Station Number	BLS Rank
EMS + (EMS Station Number)	Highest Ranking Officer in the Department (EMS Chief or EMS Captain)
EMS + (EMS Station Number) + A	Captain or Lieutenant
EMS + (EMS Station Number) + B	Lieutenant, OIC, or Supervisor
EMS + (EMS Station Number) + C	Lieutenant

Examples include but are not limited to: EMS62, EMS62A, EMS31, EMS31B

2. The following Advanced Life Support (ALS) officer designations have been approved:

ALS Medic Number	ALS Rank
ALS + (medic unit number)	ALS Chief or Coordinator
ALS + (medic unit number) + A	OIC or Supervisor
ALS + (medic unit number) + B	OIC or Supervisor
ALS + 102 + E	OIC for events held at York Expo Center

3. The following Quick Response Service (QRS) officer designation have been approved.

QRS Number	QRS Rank
QRS + (Station Number) + A	QRS Captain
QRS + (Station number) + B	QRS Lieutenant

4. The following ambulance unit designations have been approved.

Apparatus Designations
Ambulance + (Station number) + 1, 2, or 3 (Licensed Transporting BLS)
Medic Unit + (unit number) + 1, 2 or 3 (Licensed Non-transporting ALS)
QRS + (station number) (Licensed Non-transporting BLS)
MICU + (designated number) (Licensed Transporting ALS)
Supervisor + (medic unit number) = Paramedic Supervisor

5. BLS Unit Designations.

BLS Designation	BLS Name/Location
Ambulance 1	West York
<p>EMS Station 2-1</p> <p>A2-1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17</p> <p>A2-50, 51, 53, 54, 55, 56, 57, 59, 61, 63, 65, 66, 67, 68, 69, 71, 72, 73, 74</p> <p>A2-70, 75, 76</p>	<p>Community Life Team (York City)</p> <p><i>BLS units' assignments vary depending on the daily lineup</i></p>
<p>EMS Station 2-2</p> <p>A2-60, 62</p>	<p>Community Life Team – Springettsbury Twp (Station 89-1)</p> <p><i>BLS units' assignments vary depending on the daily lineup</i></p>
EMS Station 2-3	Community Life Team (Manchester Twp)
Ambulance 3-1, 2, 3, 4, 5	Northeastern Area EMS (Manchester Boro)
Ambulance 4	Spring Grove
Ambulance 6	Dover
Ambulance 7	Lineboro EMS (Maryland)
Ambulance 18	Jacobus
Ambulance 19	York Regional EMS York Twp (Station 19)
Ambulance 31	Newberry
Ambulance 32-1, 2, 3	Northeast Adams Fire & EMS Company (East Berlin)
Ambulance 32-4	Northeast Adams Fire & EMS Company (Lake Meade)
Ambulance 36	York Regional EMS Yoe Boro (Station 36)
Ambulance 37	Red Lion
Ambulance 41	Susquehanna Valley EMS (Wrightsville Boro)
Ambulance 42	East Prospect (Canadochly)
Ambulance 51-1, 2, 3, 4	York Fair EMS

Ambulance 52	Pleasant Hill
Ambulance 54	Stewartstown (Eureka)
Ambulance 58	New Freedom Rose Fire Company (Station 58)
Ambulance 59	Glen Rock
Ambulance 62	Seven Valleys (Tri Community)
Ambulance 68	Fairview EMS
Ambulance 69	Defensive Logistics Agency
Ambulance 79	Penn Twp EMS
Ambulance 79-1	Penn Twp EMS – Wirt Park (Station 79-1)
Ambulance 79-2	Penn Twp EMS – South Park (Station 79-2)
Ambulance 79-3	Penn Twp EMS – Clearview (Station 79-3)
Ambulance 84-1	Geisinger EMS – Holy Spirit - Dillsburg Boro
Ambulance 84-2	Geisinger EMS - Holy Spirit (Station 66)
Ambulance 89-2, 6	Grantley EMS – Grantley (Station 89-2)
Ambulance 89-4	Grantley EMS – Victory (Station 89-4)
Ambulance 95-11	Southern York County EMS (Delta Boro)
Ambulance 95-21	Southern York County EMS (Lower Chanceford Twp)
Ambulance 95-31	Southern York County EMS (Chanceford Twp)
Ambulance 95-41	Southern York County EMS (Fawn Grove Boro0)
Station 360	Ski Round Top
Private Ambulances	
Ambulance 96	Health Transport Partners, Inc.
Ambulance 98	Mid-State Mobile Health Partners
Ambulance 210	Jet

Medics and MICUs	
M1	West York
EMS Station 2-1 M2-20, 21, 22 M2-80, 81, 82, 83, 84, 85, 86, 87	Community Life Team (York City) <i>Medic unit assignments vary depending on the daily lineup</i>
EMS Station 2-4 M2-89	Community Life Team – Dover Twp (Station 9) <i>Medic unit assignment vary depending on the daily lineup</i>
EMS Station 2-5 M2-88	Community Life Team (Red Lion) <i>Medic unit assignment vary depending on the daily lineup</i>
EMS Station 2-6 M2-90, 93 M2-90 (dual designation with ACM51) M2-92 (dual designation with ACM52)	Community Life Team (Hanover) <i>Medic unit assignment vary depending on the daily lineup</i>
M3-1, 2, 3, 4, 5	Northeastern EMS (Manchester Boro)
M7 (Carroll County)	Lineboro EMS (Maryland)
M19	York Regional EMS York Twp (Station 19)
M23	Northeastern EMS (Manchester Boro)
M36	York Regional EMS – Yoe Boro (Station 36)
M41	Susquehanna Valley EMS (Wrightsville)
ACM51	Community Life Team - Adams County on East Berlin Rd
ACM52	Community Life Team - Adams County on West Elm Ave
M68	Fairview EMS
M69	Defensive Logistics Agency

M79	Penn Twp EMS – South Park (Station 79-2)
CCM81	West Shore EMS - Cumberland County Lower Allen Twp
CCM82	West Shore EMS - Cumberland County Upper Allen Twp
M95-1	Southern York County EMS (Delta Boro)
M95-2	Southern York County EMS (Lower Chanceford Twp)
MICU 1	West York EMS
EMS Station 2-1 MICU2-1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17 MICU2-50, 51, 53, 54, 55, 56, 57, 59, 61, 63, 65, 66, 67, 68, 69, 71, 72, 73, 74 MICU2-70, 75, 76	Community Life Team (York City) <i>MICUs assignments vary depending on the daily lineup</i>
EMS Station 2-2 MICU2-60, 62	Community Life Team - Springettsbury Twp (Station 89-1) <i>MICUs assignments vary depending on the daily lineup</i>
MICU 3-1, 2, 3, 4, 5	Northeastern Area EMS (Manchester Boro)
MICU 7	Carroll County Lineboro EMS located in Maryland
MICU 18	Jacobus
MICU 19	York Regional EMS – York Twp (Station 19)
MICU 31	Newberry Twp EMS
MICU 41	Susquehanna Valley EMS (Wrightsville Boro)
MICU 36	York Regional EMS – Yoe Boro (Station 36)
MICU 51-1, 2, 3, 4	York Fair EMS
MICU 58	New Freedom - Station 58
MICU 68	Fairview EMS

MICU 69	Defensive Logistics Agency
MICU 79-1, 5	Penn Twp EMS - Wirt Park (Station 79-1)
MICU 79-2, 4	Penn Twp EMS – South Park (Station 79-2)
MICU 79-3	Penn Twp EMS – Clearview (Station 79-3)
MICU 84-1	Geisinger – Holy Spirit EMS (Dillsburg Boro)
MICU 89-2	Grantley EMS – (Station 89-2)
MICU 95-11	Southern York County EMS (Delta Boro)
MICU 95-21	Southern York County EMS (Lower Chanceford Twp)
MICU 95-31	Southern York County EMS (Chanceford Twp)
MICU 95-41	Southern York County EMS (Fawn Grove Boro)

4- FIRE/EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.23 – Mass Casualty Incident (MCI)

MCI can be defined as an incident that has produced more casualties than a customary response assignment can handle. Examples include but are not limited to multiple vehicle collision, building collapse, mass transit incidents, Hazardous Materials (HAZMAT) Incidents, carbon monoxide (CO) emergencies, weapons of mass destruction (WMD), multiple-shooting victims, active threat/shooter, and any natural disasters.

When a call is received indicating there will be 4 or more patients needing medical treatment, the dispatcher will upgrade to the appropriate MCI response. During an MCI there are four areas of care: triage, treatment, transport, and staging who report to the Emergency Medical Service (EMS) Branch Officer during an incident. It is the responsibility of the EMS dispatcher to fulfill all of the resource requests for the appropriate MCI Level.

1. Dispatch Criteria Level V (4 to 9 Patients)

- One Basic Life Support (BLS) per patient
- Two Advance Life Support (ALS)
- Next two BLS units on standby (in their station)
- One helicopter on standby immediately

2. Dispatch Criteria Level IV (10 to 25 Patients)

- One BLS per patient up to maximum of 15
- Four ALS
- Transfer the next two BLS and ALS units – see comment below

Comment: *The units will be transferred to the first due EMS Station in the box area of the incident. For example, if there is a MCI in box area 19-02 the units will be transferred to Station 19.*

- Next two BLS units on standby (in their station)
- Next two ALS standby (in their station)
- Two helicopters on standby (in their station)
- York County Mobile Command Unit (MCU) on standby (in their station)
- Communications 911 Shift Supervisor will notify the Office of Emergency Management (OEM) to place York County EMS Task Force on standby (in their station)

3. Dispatch Criteria III (26 to 50 Patients)

- 26 BLS units and 7 ALS units
- Transfer next 5 BLS and 5 ALS units – see comment below

Comment: *The units will be transferred to the first due EMS Station in the box area of the incident. For example, if there is a MCI in box area 19-02 the units will be transferred to Station 19.*

- Next 5 BLS units on standby (in their station)
- Next 5 ALS units on standby (in their station)
- York County MCU
- Communications will request Lancaster County MCU be placed on standby (in their station)
- Dispatch Two helicopters to fly and place one helicopter on standby (in their station)
- Communications 911 Shift Supervisor will notify OEM to request to dispatch York County EMS Task Force, place Lancaster and Cumberland EMS Taskforces on standby (in their station)
- Once all units are responding, a page will be sent to notify all York County EMS stations of an MCI

4. Dispatch Criteria I/II (51 or Greater Patients)

- 30 BLS units and 12 ALS units
- York County MCU
- Communications will request Lancaster County MCU dispatched to incident
- Two helicopters to fly and place one on standby (in their station)
- 911 Shift Supervisor will notify OEM to request to Dispatch York County EMS Task Force
- 911 Shift Supervisor will notify OEM to request Lancaster and Cumberland EMS Task Forces
- Once all units are responding, a page will be sent to all York County EMS stations to advise of an MCI

5. Miscellaneous Information

- **ALS is defined** as an ALS capable unit. ALS could be a Mobile Intensive Care Unit (MICU) or a medic (chase truck). Either unit carries the required ALS equipment and a certified paramedic.
- **All helicopter requests** will be done using One Call (Statcom) for the closest helicopter.
- **If a MICU is due for BLS**, they will not count for an ALS unit and vice versa **if a MICU is due for ALS**, they will not count for a BLS unit.

- **The 911 Shift Supervisor** is authorized at any time to make changes and redirect units if unforeseen problems arise during dispatch and implementation of a Mass Casualty Box.

6. EMS Strike Team/Task Force Definitions

- **Ambulance Strike Team:** Is a group of five ambulances of the same type with common communications and a leader. The Strike Team may be all ALS or all BLS.
- **Ambulance Task Force:** Is any combination of ambulances, within span of control, with common communications and a leader.
- **Emergency Medical Task Force:** Is any combination of resources assembled for a medical mission, with common communications and a leader.
- **York County's EMS Task Force** consists of EMS Stations 1 (West York) and 2 (Community Life Team White Rose Quality Care).

7. Hospital Alerting for an MCI

- For a **large number of patients (11 or greater)**, the EMS dispatcher will make notification to the local hospitals.
- **To alert hospital personnel when there is potential for a large number of patients** to arrive at their facility within a short period of time. This will be done to give the hospitals notice. With the information the hospital obtains from us they will then make a determination, in accordance with their own in house guidelines, as to whether or not they will need to alert additional personnel to their facility.

8. Initial Hospital Alerting for MCI

- The **EMS dispatcher will select the MCI module** on the appropriate EMS radio screen to alert the local hospitals.
 - **Voice example:** Press the warble tone for 5 seconds and announce,
 - “York County with **EMERGENCY TRAFFIC** to all York County Hospitals” (wait until all hospitals acknowledge). “An MCI has been confirmed in Dover Borough, Dover High School, 35 West Canal Street, collapsed bleachers in the football stadium, reported 20-30 patients, time.”
 - **Voice example:** Press the warble tone for 5 seconds and announce,
 - “York County with **EMERGENCY TRAFFIC** to all York County Hospitals” (wait until all hospitals acknowledge). An MCI has been confirmed in Conewago Township, I83 NB in the area of exit 28, bus vs. tractor trailer, reported 15 to 20 patients time.”

9. Update Hospital Alerting for MCI

- **Once units start transporting patients**, check with the triage or transport officer for any updated information they may be able to supply and then relay to the hospitals.
 - Voice example: Press the warble tone for 5 seconds and announce,
 - “York County with **EMERGENCY TRAFFIC** to all York County Hospitals, Dover Borough MCI is reporting 4 Class 1 patients flown to

Hershey Hospital, 8 Class 2 patients enroute to York Hospital, 4 Class 3 patients enroute to Memorial Hospital, 6 Class 3 patients enroute to Hanover Hospital, 2 Class 4 patients on scene and 6 patient refusals (time).”

- **EMS units should be denied** a direct hospital patch unless Medical Command is required for Class 1 patients.
- The **Triage Officer or designee** should make notification to the hospitals via phone with more specific patient information to prepare the staff to receive patients.

4- FIRE/EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.24 – Coroner Calls

When a call falls within the established boundaries of a “Coroner’s Case”, or whenever a coroner is requested, the Emergency Medical Services (EMS) dispatcher will make contact with the on-call Coroner who will be advised of the situation, and whether they have been requested to the scene. If the request does not fall within the boundaries of a “Coroner’s Case”, the dispatcher will check to see if an attempt was made to contact the patient’s family physician. In the instances outlined below, a notification will be made to the Coroner’s Office. If the police have requested that the coroner not yet respond relay that information as well. This notification is required by PA State Law.

Coroner’s Cases are defined as:

- Any sudden, unusual or suspicious death.
- Any fatal accident, including work, play, auto or industrial.
- All Suicides
- All Homicides
- Stillbirths or any infant dying less than 24 hours after birth
- Family physician is unable to be contacted.
- Any Class 3 (Obvious Death)

4- FIRE/EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.25 – Air Ambulance

York County Department of Emergency Services (YCDES) will use a standard for placing air ambulance assistance on standby or for activation to fly. The following criteria should be met:

- **Standby.** Based on caller information an air ambulance will be placed on standby for the following conditions:
 - Unconsciousness (trauma related)
 - Entrapment
 - Ejection
 - Motorcycle (operator separation from the motorcycle)
 - Excessive or uncontrollable bleeding
 - Amputations (higher than an ankle or wrist)
 - Multiple Patients (3 or greater)

- **Activation Process/Direct Fly.** Confirmation of the following from Law Enforcement, Fire, or EMS will activate an air ambulance response.
 - Unconsciousness (no obvious signs of death)
 - Entrapment vs. Confinement (extrication greater than 20 minutes)
 - Excessive or Uncontrolled Bleeding
 - Amputation (higher than an ankle or wrist)

ONE CALL, located in Pittsburgh, is the regional dispatching center for air ambulance response into York County. These requests shall be made through the YCDES. Special air ambulance requests will not be honored.

1. **Standby Criteria.** The Fire/EMS dispatcher will place a call to ONE CALL for an incident meeting the standby criteria.

2. **Community Life Team – York City**
 - Provide ONE CALL with the type and location of the incident.
 - ONE CALL will call back with availability and an ETA.
 - Relay to all emergency field responders, the air ambulance service that was placed on standby and what the ETA will be, if known.

3. **Activation/Direct Fly.** The Fire/EMS dispatcher will obtain the landing zone (LZ) and ground contact form the Incident Commander (IC).
 - The YCDES dispatcher will assign a Talk Group (TG) for the LZ officer.
 - The YCDES dispatcher will place a follow up request to ONE CALL. The dispatcher will provide ONE CALL with the following information:

- Type of incident
- Landing Zone Ground Contact
- Assign the aircraft one of the AIR TGs
- Landing Zone Location (map location and coordinates or latitude and longitude)
- First due EMS name
- ONE CALL will assign an air ambulance and provide the YCDES dispatcher with the unit dispatched and an updated ETA.
- Communications will provide the IC with the air ambulance unit name dispatched and an updated ETA.
- Once ONE CALL confirms that an air ambulance has accepted the mission, YCDES dispatcher will direct any follow-up calls or changes directly to their responding air ambulance agency, any further requests from the field responder to provide additional information to the aircraft will be made directly to that air ambulance's agency. For example:

4. Cancellation of Services. Continuation cancellation of an air ambulance response will be determined by the primary EMS unit on scene based on the following:

- Performance of a complete patient assessment.
- Based on the assessment findings, the EMS provider can cancel or continue air ambulance flight within the established State and Regional Protocols.
- Once in flight the provider canceling the air ambulance MUST provide a certification number. (EMT or Paramedic number).
- When an air ambulance is on standby and a first responder confirms there is no need for their services, no EMT or paramedic number is needed to cancel.

5. Aircraft Communications. The Communications Center and Fire/EMS units can communicate with air ambulances from StatMedevac and Life Lion enroute to and at a LZ on the two Aircraft TGs.

- AIR 1 or AIR 2 TGs will require a patch from an Incident Tactical TG to communicate with the LZ officer. Both Aircraft TGs will be turned up and continuously monitored.
- Talk Around (T/A) 8 UHF simplex (direct) P25 conventional channel allows communications directly between the aircraft and the LZ Officer without dependence on YCDES radio infrastructure. The Communications Center cannot monitor or record these channels. This channel will be assigned for the following situations:
 - Primary Aircraft TGs (AIR 1/AIR 2) are unavailable due to multiple incidents or a situation requiring both TGs to be utilized.
 - At the request of the LZ officer or IC due to known problems affecting on-scene communications via the trunked system.
 - Any difficulties with the AIR 1/AIR 2 or the (T/A) channel notify a Shift Supervisor.
- After the LZ and Aircraft TGs have been assigned, the two TGs will need to be patched.

6. Miscellaneous Information.

- The following municipalities will be exempt from this procedure because of the inability to land an air ambulance within their response area. However, mass casualty responses still apply:
 - Springettsbury Township
 - Spring Garden Township
 - West York Borough
 - York City
- The backup helipad for York Hospital is located on Richland Avenue in Spring Garden Twp and is capable of holding two aircrafts. It is an approved helipad with aircraft-activated lighting. There is no need to dispatch the fire department to establish the landing zone. However, in the event the air ambulance lands at this location with a patient there will be a need to dispatch a BLS.

4- FIRE/EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.26 – Drills

York County Department of Emergency Services (YCDES) will participate in drills to enhance the effectiveness of the Communications Center. Drills will not take priority over emergency calls.

- 1. Fire Drills:** When receiving a call from a nursing home, hospital, school, or business advising us that they will be conducting a fire drill, we will explain that when their designated person calls in, they must precede all messages to the dispatcher with “This is a drill” and end their message with “This is a drill”. Failure to do so on their part will result in the dispatching of emergency apparatus. In the event that an alarm company calls to report an alarm at a business where a fire drill is taking place, the appropriate dispatch will be made unless they state “This is a Drill”.

A notification will not be made to a Duty Officer (DO).

- 2. Scenario Drills:** All scenario drills will be referred to the 911 Shift Supervisor so that the appropriate information can be obtained, and the degree of involvement by the Communications Center can be established. All commanding officers participating in these drills will be advised that the drills will be performed as close to the suggested time frame as possible; however, emergency calls will be processed and handled before drills may begin. If drill participation involving the 9-1-1 center in any way hampers the handling of true 9-1-1 emergencies, the drill may be delayed indefinitely, or cancelled at the 9-1-1 supervisor’s discretion.

If a drill of any type, regardless of size, is being planned that would require dispatcher intervention, written confirmation (email is fine) should be sent 1 week prior to the drill informing the 911 Shift Supervisor of your plans. The drill coordinator should schedule lengthy or involved drills at least 1 week in advance and a copy of the outline for the drill should be faxed or emailed to the 911 Shift Supervisor.

- 3. In House Three Mile Island (TMI) and Peach Bottom Atomic Power Station (PBAPS) Drills:** Upon notification of this type of drill, the dispatcher will notify the 911 Shift Supervisor immediately. Then Shift Supervisor will proceed with the guideline used for TMI and Peach Bottom emergencies. Information sheets for these types of drills or actual events are located by the TMI and PBAPS phones.

4- FIRE/EMS OPERATING INSTRUCTIONS AND PROCEDURES

4.27 – Fire and EMS Response Plan

All Fire Chiefs, Emergency Medical Service (EMS) Chiefs or municipal designees submitting response plan information to be entered into Computer Aided Dispatch (CAD), must do so on the designated CAD Resource Run Assignment form for the appropriate agency type (Fire or EMS). Only the Fire Chief of the company, the highest ranking EMS officer, or the person designated by the municipality may submit changes to response plan assignments. All completed forms must be sent to the CAD Administrator. They may be emailed, faxed, or mailed via USPS. **No changes will be made without the signature and approval of the highest ranking official for the affected area(s).**

3.1 Updates/Corrections to response plans will be accepted based on the primary geographical area in which you respond. Each geographical area will receive two quarters per year in which they are able to submit changes. Boxes may be updated once every three (3) years. They will be completed in the order in which they are received. This ensures that response plan changes can be made in a timely and organized manner. The change will be requested in writing and the reason for the change will be stated. All changes will be accompanied by a sign off from the municipal authority for each affected area. The following is the time schedule to be utilized by all agencies:

3.1.1 North Fire/EMS- Changes will be accepted during January through March and again in July through September.

3.1.2 South Fire/EMS - Changes will be accepted during April through June, and again in November through December.

3.2 Updates will be accepted once every three (3) years, with consideration given to the following exceptions listed below. In these circumstances the change will be limited to the relevant reason for making the change. The changes will be submitted in accordance with standards listed in this policy.

3.2.1 Functionality of the equipment changes. For example, if rescue equipment is added to an Engine that then allows that piece of apparatus to function as a Rescue we will allow it to be added to response plan assignments.

3.2.2 If your department or another department that has **direct impact on**

your response plan assignments places a piece of apparatus in service or removes it from service. You will be permitted to add or remove that piece of apparatus.

3.2.3 Regionalization

3.2.4 Municipality contract change

3.3 The CAD department will have Forty-five (45) days, from the day written notification is received accompanied by a municipal sign off, to complete all requested changes.

4.0 PROCEDURE:

Given a Fire or EMS response change, the Fire and EMS Chiefs knows how to submit response changes.

4.1 Fire. The Fire Resource Run Assignment form lists all incident types in CAD that a Fire Department would respond on. Changes should be made directly to the most recent copy of the Fire Resource Run Assignment form. You will need to submit an individual Fire Resource Run Assignment form for each box you are updating.

Responses are grouped into Response Plans that may encompass more than one call type. For example, **Appliance Fire** falls under the **Residential Structure Fire** heading, indicating that it receives the response plan for a structure fire.

4.2 To fill out the Fire Resource Run Assignment Form:

Station #	<input type="text"/>	York County Box #	<input type="text"/>	Municipality	<input type="text"/>			
Date:	<input type="text"/>							
		Engine	Tanker	Truck	Rescue	Brush	Other	Other
Fire Alarm								
Box Alarm								
Hazmat Alarm								
Investigation Inside								
Gas Leak Inside								
Structure Fire High Risk 1A								
Structure Fire High Risk 2A								
Structure Fire High Risk 3A								
Structure Fire High Risk 4A								
Structure Fire High Risk 5A								
Structure Fire High Risk 6A								
Structure Fire Entrapment								
Structure Fire Residential 1A								
Structure Fire Residential 2A								
Structure Fire Residential 3A								
Structure Fire Residential 4A								
Structure Fire Residential 5A								
Structure Fire Residential 6A								
Appliance Fire	Barn Fire	Burns w/Fire	Chimney Fire	Shed Fire				
Alert III (Aircraft Accident/Fire)								
Bus Accident								
Motorcycle Accident								
MVA w/Injuries								
ATV Accident	MVA w/Fire	MVA w/Rollover No Injuries						
Train Accident No Injuries	Vehicle Off Bridge/Height w/No Injuries							
MVA w/Entrapment								
Multi-Vehicle Pile Up	MVA into Structure CL 1	MVA w/Ejection						
MVA w/Rollover	Train Accident	Vehicle Off Bridge/Height						
Special Rescue								

- 4.2.1 **Under each unit type column**, type the number of units that you would like dispatched to the incident type. If your department does not respond on an incident type (i.e. Vehicle Accident Unknown Injuries) or you are not listing resources for all alarms, cross out the default and write “N/A” under the Engine column. For 2nd through 6th alarms, list only the additional number of units to be dispatched, NOT the sum of the 1st and 2nd alarms. For unit types not listed, print the number of units and the unit type under one of the “Other” columns. You may utilize the same response for multiple box areas if applicable.
- 4.2.2 **Master Station Orders** - On this section of the form, list Fire Stations in the order that they are to be dispatched for that box area. CAD will look at these Stations for the requested equipment during initial dispatch. Please complete a list of 15 Stations. You may list fewer or greater than 15 if you wish. The same list will be used for each CFS type. A separate master station order must be completed for every area for which a unique response is required.
- 4.2.3 **Structure Fires** can be built out in the blank space at the top of the second page. In this section, you may specify what equipment you want for first, second, & third alarm structure assignments. Fourth alarm and greater will only be assigned by the number of units and will be based off of the master station order.
- 4.2.4 **Working Fire** - In this box, you may designate a response for your station’s jurisdiction area that will be dispatched in the event of a working fire. This response will be the same for every box in your jurisdiction; not a separate response for each box area. If no working fire assignment is designated, the default response of (1) Rapid Intervention Team (RIT), (1) AIR, and (1) BLS will be dispatched.
- 4.2.5 **Time of Day Responses** – you may request a separate response for designated hours during which you may have a staffing shortage. In the blank box on the second page, you will need to indicate:
- 4.2.5.1 Hours the Time of Day Responses will be in effect (ex: Monday through Friday, 0900-1700)
 - 4.2.5.2 Call types to be assigned to the Time of Day Responses
 - 4.2.5.3 The response you are requesting to use for Time of Day Response
 - 4.2.5.4 For maintenance purposes, ALL Time of Day Responses will be assigned jurisdictionally, not by specific box.

For example, if you want to change your single station response to a dual station response, this will be applied to ALL boxes; we will not create separate responses for each box.

4.2.5.5 If additional space is needed, you may attach a separate sheet.

4.2.5.6 If you are unclear on how responses work or what needs to be submitted. Please contact the CAD Administrator prior to sending in your request.

4.2.6 **Transfers** - In this box, you may designate a list of units to be transferred to your station in the event of a working incident.

4.2.6.1 If you elect to have your transfers dispatched upon request versus built in to your actual response plan, the dispatcher will not reference the run card for transfer assignments unless CAD is in a non-functional state and you may be asked via radio the type of equipment and from what station you are requesting to fulfill the transfer.

4.2.7 **ATR, Fire Decon Strike Team, Tanker Task Force, Fire Police, Duty Officer, and Mayday Response Groups**

These boxes are provided for your information only; these are Response Groups that are the same across the county. Units for each response will be pulled from your master station order until available units are exhausted, at which point CAD will pull by proximity until the response request is fulfilled. These lists cannot be specified or designated.

4.2.8 **If a Basic Life Support (BLS) unit is due on the alarm**, “BLS” should be typed under other on the desired alarm level. If more than one unit is required, list the quantity “(2) BLS”. EMS response plans will determine BLS response order. Municipal officials will decide who is responsible for completing EMS Resource Run Assignment forms for their municipality.

4.2.9 There are no allowances for special instructions on the new response plans.

4.3 **EMS.** The EMS Run Assignment Form lists a section to indicate one Master Station order (combined ALS & BLS), Medical Assist Instructions, Unknown Injury Accident, Special Instructions, Box Area, Municipality, and Date. You will need to print individual copies of the EMS Resource Run Assignment form for each box in your response area. Changes should be made directly to the most recent copy of the EMS Resource

Run Assignment form. You will need to submit an individual EMS Resource Run Assignment form for each box you are updating

EMS STATIONS (BLS and ALS Combined)		
MEDICAL ASSIST INSTRUCTIONS		
UNKNOWN INJURY ACCIDENT		
SPECIAL INSTRUCTIONS		
BOX:	MUNICIPALITY:	UPDATED:

4.3.1 To fill out the EMS Resource Run Assignment form:

- 4.3.1.1 **Master Station Order** – You may list up to six (6) EMS Stations. You do not need to list each individual unit. CAD will automatically look for all units at each station that meet the requested Capability, in the order listed. After the station order is exhausted, CAD will use Proximity to fill the remainder of the required response.
- 4.3.1.2 **Medical Assist Instructions** – Use this area to indicate any call types you wish to have fire department dispatched for medical assist.
- 4.3.1.3 **Unknown Injury Accident** – Use this area to indicate any special instructions for Unknown Injury Accidents.
- 4.3.1.4 **Special Instructions** – Use this area to indicate any other special instructions (such as call types or box areas where two BLS capable units are due). An example would be for an interstate box to indicate one (1) BLS capable unit to be dispatched northbound and one (1) BLS capable unit to be dispatched southbound.
- 4.3.1.5 Include the box number, municipality, and date on each EMS Resource Run Assignment Form

4.4 General. The following instructions apply to both Fire and EMS Resource Run Assignment submissions:

4.4.1 Out of County Resources must have the county abbreviation listed with the unit designation. If you are unsure of the Out of County abbreviation, contact the CAD administrator.

4.4.2 Any changes involving the re-drawing of boundary lines, the addition or elimination of any existing box area(s) will require a face-to-face meeting with both the CAD and GIS departments to discuss proposed changes and finalize boundary lines.

4.4.3 EMS Boxes mirror the Fire Boxes. If the Fire Department is consolidating and/or creating new box areas, please make notification to the affected municipality, as an EMS Run Assignment form will need to be submitted for each new box area(s) as well.

4.4.4 All Response Plan changes should be printed out and changes made directly on the most recent version of the run assignments so that updates are clear.

4.4.5 **All requests for Response Plan changes MUST be accompanied by a sign off from the highest ranking municipal official of the affected area(s).**

4.4.5.1 If the municipality chooses to authorize an alternate individual to sign off on Response Plan changes they must submit this request in writing to the CAD Administrator via e-mail, fax, or standard mail. The request must state the authorized individual's name, if they are permitted to sign for Fire, EMS, or both response plan changes. If the authorized individual is not permitted to sign off on changes for all the box areas within that municipality, the request must specify which boxes are permitted. All requests must be signed by the highest ranking municipal official, there will be no exceptions. The authorized individual's signature will be accepted in place of the highest ranking municipal official until one of the following listed items occurs, at which time the previously submitted request will become null and void:

4.4.5.2 Notification is received directly from the municipality revoking the authorized individual's authority to sign off on response plan changes.

4.4.5.3 The authorized individual is no longer a member of the Fire and/or EMS Agency in which they were initially affiliated with at the time of the request.

4.4.5.4 The highest ranking municipal official whom initially submitted the request no longer holds the position within that municipality.

4.4.6 Issues with Response Plans should be reported to the CAD Administrator directly at 717-840-2937 or via the YCDES Trouble Ticket link on the 911 Website: <http://helpdesk.ycdes.org/open.php>

4.4.7 DO NOT contact the dispatch supervisor to report issues with response plans.