

## Communications Manual

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## 5- MISCELLANEOUS OPERATING INSTRUCTIONS AND PROCEDURES

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### 5.0 Incident Dispatch Team (IDT)

The MCU is a 33-foot mobile-home type vehicle. It is equipped with 3 dispatch work stations to the front and a command post in the rear. The unit has all the capabilities of the communications center. It also contains a cache of 6 portable radios. The vehicle has satellite internet and telephones, Direct TV, portable weather monitoring station, and a 25-foot mast-mounted camera. The vehicle has the capability to operate with other communications units and agencies by using integrated technology.

The communications are completely interoperable and consist of low band, VHF, UHF, Open Sky, 800 MHz radio, 512 MHz radio, aviation and marine radios.

The command post features a conference area, Smart Board, white boards, plotter, and projector. There are 4 monitors to view the computers, television and camera. An outside work area can be established under an awning. It includes tables, chairs, easels and white board. Wi-Fi access is available. There is a small galley with a microwave, refrigerator, and coffee maker.

The vehicle has an on-board generator and a shore line for electric power. It can also be connected to local telephone lines.

The IDT consists of trained technical and operations staff including: leaders, supervisors, and dispatch staff. All staff members have received specialized training to perform communications, resource status, and documentation support during incidents. The Mobile Command Unit (MCU) will provide on scene communications as well as administrative support.

**1. IDT deployment incident types.** The IDT can be deployed for special planned events, various types of police incidents, mass casualty incidents (MCI), disasters, hazardous materials incidents, large fires, unscheduled activation of the Long Term Back up Facility (LTBF), and any incident that requires using a large number of resources causing the workload to increase at the communications center. Only the driver and tech for the MCU will be deployed for Quick Response Team (QRT) deployments.

- **QRT deployments.** The MCU will be automatically deployed with a driver and tech only for QRT deployments.
- **Requests for IDT.** Emergency requests for the IDT will be referred to the on duty 911 Shift Supervisor.
- **Deployment Criteria.**
  - (Mass Casualty Incident (MCI) Levels I, II, III.
  - Any request by an Officer in Charge (OIC) from Police, Fire, and EMS
  - 911 Shift Supervisor request team based on the needs of the Communication Center
  - Out of County emergency requests refer to the 911 Shift Supervisor.
  - Quick Response Team (QRT) callouts – only the MCU driver and technician will deploy.
  - Unplanned evacuation to the Long Term Back-up Facility (LTBF)
- **Standby Criteria.**
  - 3<sup>rd</sup> alarm fires
  - Level MCI IV

## 5- MISCELLANEOUS OPERATING INSTRUCTIONS AND PROCEDURES

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### 5.1 Emergency Conditions

Emergency Conditions may be implemented during any extended period of overwhelming call volume, to include but not limited to: large scale incidents, mass casualties, severe weather, or major technical issues. Emergency Conditions may be declared by the supervisor on duty when deemed necessary. Phases I, II or III of Emergency Conditions listed below may be implemented in any order and the phase of operations can be changed as the situation warrants.

1. **Phase I.** Includes large scale incidents, mass casualties, severe weather events, and technical issues with the exception of CAD outages.

➤ **Fire/EMS units:**

- **Voice announcement** will be made over the Fire Dispatch TG and the Main Fire and EMS TGs.
  - **Non-Technical issue.** Simul on all the appropriate Fire and EMS TGs.
    - **Press the 'Weather Alert' button** for approximately 3 seconds and announce, "York to all units, York is now operating under Phase I Emergency Conditions, time."
  - **Technical issue.** Simul on all the appropriate Fire and EMS TGs.
    - **Press the 'Weather Alert' button** for approximately 3 seconds and announce, "York to all units, York is now operating under Phase I of Emergency Operations due to (technology name) outage, time."
- **"ALLCALL" page** sent to all Fire/EMS personnel to include the same message as the announcement.
- **Fire responses** will be the first due station only, unless a working building fire or accident with entrapment has been reported. They will be upgraded to the standard default response or the Duty Officers (DO) may request an upgrade and specify the exact unit type or stations to dispatch.
- **Special Rescue Incident.** First due station and Advanced Technical Rescue (ATR) will be dispatched to any type of a special rescue related incident.
- **Any changes, upgrades, downgrades, or cancellation of Emergency Conditions** should be updated via radio, digital pagers, and mobile CAD.
- **Incident Tactical Talk Groups (TG)s.** These TGs assigned for incidents other than a Residential or High Risk Structure assignment will be unmonitored and Communications will advise the Officer in Charge (OIC).

- **Calls where EMS is due to respond with the Fire Department (FD)** on a fire call for service (CFS) type will not be dispatched unless a need for medical assistance is identified, i.e. vehicle accidents.
- **EMS will not be dispatched on unknown injury accidents.** When there is confirmation of patients present, EMS will be dispatched. Fire and Police will have no change in their response on these calls. All unknown injury accidents will be processed as a medical call following the Emergency Medical Dispatch (EMD) standard.
- **DO Notifications** will not be made for non-emergencies during this phase.
- **Paging Outage.**
  - **Refer to Phase II.**

➤ **Law Enforcement:**

- **Voice announcement** will be made over the GPI TG.
  - **Non-Technical issue.** Select on the GPI TG and press, the 'Weather Alert' button for approximately 3 seconds and announce, "York to all units, York is now operating under Phase I Emergency Conditions, Time."
  - **Technical issue.** Select on the GPI TG and press, the 'Weather Alert' button for approximately 3 seconds and announce, "York to all units, York is now operating under Phase I of Emergency Operations due to (technology name) outage, Time."
- **A CAD message** sent to Law Enforcement personnel to include the same message as the announcement.
- **Any changes, upgrades, downgrades, or cancellation** of Emergency Conditions should be updated via radio and mobile CAD.
- **Roads closed due to weather conditions or emergency incidents** will be documented in CAD as "Road Conditions" and will be dispatched to police only. Fire will be notified if their response will be impeded.

➤ **Radio Traffic** will be kept to an absolute minimum.

➤ **Non-emergency communications** will not be taken via phone or radio, i.e. request for times, report numbers, status changes with Public Service calls. These types of communications will be accepted once the Communications Center is back on normal operating procedures.

➤ **Utility notifications** will only be made to utility companies directly related to a life safety issue, while operating under Phase I Conditions. FDs will be issued a contact list to notify utility companies from their stations. All contact information will be available and updated on the ycdes.org website. After departments are issued their contact list it will be their responsibility to keep them updated.

**2. Phase II.** Includes large scale incidents, mass casualties, severe weather events, significant technical issues, and paging outages with the exception of CAD outages. All of Phase I conditions will be applied in Phase II.

➤ **Fire/EMS units:**

- **A voice announcement** will be made over the Fire Dispatch TG and the Main Fire and EMS TGs.
  - **Non-Technical issue.** Simul on all the appropriate Fire and EMS TGs.
    - **Press the 'Weather Alert' button** for approximately 3 seconds and announce, "York to all units, York is now operating under Phase II Emergency Conditions, time."
  - **Technical issue.** Simul on all the appropriate Fire and EMS TGs.
    - **Press the 'Weather Alert' button** for approximately 3 seconds and announce, "York to all units, York is now operating under Phase II of Emergency Operations due to (technology name) outage, time."
- **An "ALLCALL" page** will be sent to all Fire/EMS personnel to include the same message as the announcement.
- **All non-emergency fire calls will be held for the first due station.** Items such as trees down and other low priority calls will be phoned in groups to the duty officer or main contact for each department. Each department may handle the low priority calls when time permits. This will eliminate these calls from the radio and allow for proper dispatch of emergency incidents.
- **FDs** are encouraged to have at least one person at their station as a primary contact.
- **Once individual stations are staffed**, one person should contact the communications center and identify themselves as the duty officer with their rank.

➤ **Law Enforcement:**

- **Make a voice announcement** over the GPI TG.
  - **Non-Technical issue.** Select on the GPI TG and press, the 'Weather Alert' button for approximately 3 seconds and announce, "York to all units, York is now operating under Phase II Emergency Conditions, Time."
  - **Technical issue.** Select on the GPI TG and press, the 'Weather Alert' button for approximately 3 seconds and announce, "York to all units, York is now operating under Phase II of Emergency Operations due to (technology name) outage, Time."
- **A CAD message** will be sent to Law Enforcement personnel to include the same message as the announcement.

➤ **Paging outage through CAD and radio.** Affects Fire/EMS only.

- **A voice announcement** will be made over the Fire and EMS Dispatch TGs and the Main Fire and EMS TGs.
  - **Simul** on all the appropriate Fire and EMS TGs.

- **Press the 'Weather Alert' button** for approximately 3 seconds and announce, "York to all units, York is now operating under Phase II of Emergency Operations due to a paging outage, Time."
  - **An Everbridge page** will be sent to all York County EMS and Fire Chiefs by the Shift Supervisor.
    - The page message to all York County EMS and Fire Chiefs will include the same message as the announcement.
  - The calls will be voice on the Fire Dispatch TG and the Main Fire and EMS TGs.
  - **At 1 minute after dispatch.** The Fire/EMS Stations will be called via radio to check if the call was copied.
  - **At 3 minutes after dispatch.** The Fire/EMS Stations will be called via radio for a response check. If no acknowledgement is received, dispatch next due.
- **Local Emergency Management Coordinators** could be utilized during this phase to manage resources for the municipality and handle non-emergency notifications.

**3. Phase III.** Includes scheduled and unscheduled CAD outages.

- **CAD Outage:**
  - **Fire and EMS units.**
    - **A voice announcement** will be made over the Fire Dispatch TG and the Main Fire and EMS TGs.
      - Simul on all the appropriate Fire and EMS TGs.
      - Give two simultaneous alert tones and announce, "York to all units, York is now operating under Phase III Emergency Conditions, time."
    - **Shift Supervisor** will send an "ALLCALL" page to Fire/EMS personnel to include the same message as the announcement.
    - **"Page by Name"** will be used to dispatch Fire/EMS units.
      - After selecting the units that are due, the following information will be enter and the emergency field responders will be able to view the following information on their pagers:
        - Municipality
        - Location
        - Call for Service (CFS) type
        - Class response for EMS incidents
        - Box area
  - **Law Enforcement:**
    - **A voice announcement** will be made over the GPI TG.
      - Give two simultaneous alert tones and announce, "York to all units, York is now operating under Phase III Emergency Conditions, Time."

- **Fire Responses will be reduced as follows:**
  - **Structure Related Incidents:** Any Structure Related Incident:
    - 4 Fire Stations from the Master Station Order List
    - 1 Basic Life Support (BLS)
    - Advanced Life Support (ALS) if appropriate
  - **Vehicular or Transportation Related Incidents:** Any Vehicle Related Incident
    - 1 Fire Station from Master Station Order List
    - BLS and ALS – appropriate number
  - **Special Rescue Incidents:** Any Special Rescue Related Incidents
    - 1 Fire Station from Master Station Order List
    - 1 Advance Technical Rescue (ATR)
    - BLS and ALS – appropriate number
  - **Notifications:** will occur for outages lasting **24 or more hours**. Group related notifications (Road Closing/Opening, Fire Hydrant Information)
    - 4 Fire Stations from the Master Station Order List
    - 1<sup>st</sup> due EMS units (BLS/ALS) for Road Closing/Opening only
    - Any other related notifications – 1 Fire Station from the Master Order List
  - **Outside Fire and Investigations:** Any Outside Fires and Investigation Related Incidents
    - 1 Fire Station from the Master Order List
  - **Other Incidents:**
    - HAZMAT Incident – 1 Fire Station from the Master Station Order List and HAZMAT Team
    - Mass Casualty Levels (MCI) – 1 Fire Station from the Master Station Order List
    - Any other Related Incidents – 1 Fire Station from the Master Station Order List
  - **Special Response Groups:**
    - ATR – Fire Station 92 includes Fire Stations 9-36-79-61 equipment
    - Decon Strike Team – 50-89-99-68
    - Duty Officer – 4 Fire Stations from the Master Station Order List
    - Fire Police Group – 4 Fire Stations from the Master Station Order List
    - MCI – *Refer to the MCI Policy*
    - HAZMAT91 – HAZMAT91, DOOEM, IDTTeam, and MCU91

- **Tanker Task Force (TTF):** Duty Officer needs to specify which Fire Stations to dispatch for TTF. As a last resort, utilize the resource list icon on the admin desktop to fulfill the response with 5 Tankers and 1 Engine.
- **MAYDAY:**
  - 4 Fire Stations from the next due Station from the Master Station Order List
  - 1 BLS/1 ALS
- **Working Fire:** Duty Officer needs to specify which Fire Stations to dispatch for 1 RIT and 1 AIR - 1 BLS. As a last resort utilize the resource list icon on the admin desktop to fulfill the response with 1 RIT and 1 Air.
- **If a Duty Officer needs additional fire apparatus,** they will need to specify what unit type and stations to dispatch.
- **Fire Call types that receive EMS** will be dispatched as previously outlined. The Duty Officer will need to request EMS for any other fire related incidents.

**York County Department of Emergency Services  
Communications Division**

**Policy # 80.10**

**Subject: Red Cross Notification**

**Issued Date: April 9, 2007**

**Revision Date: April 2, 2020**

**Approved By: 911 Policy Committee**

**Issued By: 911 Director**



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**1.0 PURPOSE:**

To provide guidance to dispatch staff for dispatching the Red Cross to emergency incidents.

**2.0 SCOPE:**

This policy is applicable to dispatch staff and emergency services field providers at York County Department of Emergency Services (YCDES).

**3.0 POLICY:**

Red Cross provides assistance for Canteen Services, Mental Health, First Aid Assistance, Evacuation, or Family Assistance for families displaced from their homes due to fire etc.

If area evacuation is required for any reason, such as gas leak, police incident, or fire, notify the Red Cross with the approximate number of people being evacuated and the location they are being sent. If a location has not been determined, work with the Red Cross on a location. They have an agreement to use various facilities throughout the County. With any evacuation, the County OEM Duty Officer should be notified.

Upon notification of a “working fire” by the Incident Commander, the dispatcher whenever possible will ask command if the Red Cross is needed. If command advises they are needed, find out if it is for Canteen or Family Services. This only applies when the “working fire” is a structure fire.

If mental health services are needed someone will contact the Communications Center by phone. Mental health issues are when assistance is needed on the scene for a family or individuals who were affected by the fire in some way and may need to talk to a caseworker, ex. death or severe injury.

Red Cross will respond to help the family deal with the loss of pets in a fire as well and this should be classified under mental health.

Red Cross notifications shall be made by calling their 24-hour telephone number.

**References:**

PEMA Standard

APCO P33

York County's Communications Procedural Manual

## 5- MISCELLANEOUS OPERATING INSTRUCTIONS AND PROCEDURES

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### 5.3 Staging Levels

There are three levels of staging.

**Level I Staging** - Automatic for all incidents involving several or more companies

1. The first arriving engine and truck companies will respond directly to the scene and initiate appropriate operations.
2. The first arriving Rapid Intervention Team (RIT) should stage on scene in an area to maximize their options and wait for orders from Command.
3. All other units will stage in direction of travel, uncommitted approximately one block from the incident until assigned a task by Command.

**Level II Staging:** Utilized at large complex-type field situations requiring an on scene reserve of resources and will involve a formal staging area designated by Command. This level of staging requires a Staging Sector Officer.

1. Companies responding to or already in Level I staging will remain in Level I staging. All other responding units will proceed to Level II staging area.
2. The staging area will be some distance from the Command Post and the emergency scene in order to reduce congestion but close enough for a quick prompt response to the incident.
3. A talk group should be assigned for the staging operations.

**Level III Staging:** Staging is utilized to provide placement of apparatus near to the scene but “out of sight and out of danger”.

1. Level III staging should be considered in response to an activity at which fire apparatus may be needed but their immediate arrival could compromise the situation on the scene for police or other emergency agencies
2. Utilize when emergency personnel could be in jeopardy due to potential acts of violence at a scene and police have not yet confirmed the safety of the scene.

3. Apparatus should be staged off of traffic lanes, and out of sight of the response address. Multiple companies should not stage together at the same location.

**EMS Staging:** Ambulances should be positioned at the scene to their best advantage, recognizing the patient loading need of transport ambulances.

1. Incidents requiring multiple ambulances should have the additional ambulances respond to staging until needed. This may be Level II for multi-alarm assignments.
2. Ambulances and Medic units used primarily for personnel transport, and not for patient transport should be placed, either in Level I staging near the scene, in a position so as not to hinder the flow of emergency traffic to and from the scene.

## 5- MISCELLANEOUS OPERATING INSTRUCTIONS AND PROCEDURES

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### 5.4 Death, Last Call, and Retirement

#### **Last Call, Death, and Retirement Announcements.**

Any Fire, Law Enforcement (LE) Official, or Emergency Medical Service (EMS) Departments wishing to announce a member's death, last call or retirement will submit in writing via email the specified information to [announcements@ycdes.org](mailto:announcements@ycdes.org) for approval from the 911 Director. Once approved, it will be forwarded to the 911 Shift Supervisor.

Fire and EMS Members death announcements will be paged out as an 'All Call' page. This message will be paged out one (1) time so it is critical that all information be forwarded at once.

This does not preclude individual departments from making their own announcements from their base stations. They must check with the 911 Shift Supervisor prior to making their own announcement so they do not interfere with any emergency traffic.

Announcements will be done between 0800 – 2200 hours with exception of Line of Duty Death.

#### **Line of Duty Death (LODD).**

LODD of any Fire, LE Official, or EMS Department's member in York County shall submit in writing via email the specified information to [announcements@ycdes.org](mailto:announcements@ycdes.org) for approval from the 911 Director. Once approved, it will be forwarded to the 911 Shift Supervisor.

A LODD will be paged out (Fire and EMS) as an 'All Call' page and a voice announcement shall be made on the Fire, EMS, and LE Radio TGs as soon as possible after the notifications are made until notification with details are received.

Once the information of arrangements and all details are obtained, the announcement shall be paged out as an 'All Call' page for Fire and EMS and a voice announcement shall be made daily on the LE TGs (as close to 1800 hours as possible) until the day of service and burial.

## **ANNOUNCEMENT TEMPLATES:**

### **Death Announcement (Non-LODD).**

It is with deepest regret that the **(Department Name)** announces the passing of **(Rank and Name)**. For additional information, check the York County Fire School website.

### **Line of Duty Death (LODD) Announcement.**

It is with deepest regret that the **(Department Name)** announces the line of duty death of **(Rank and Name)**, who passed away on **(Date of Death)** at **(Incident Location)**. Additional information will be forthcoming.

### **Last Call Announcement.**

Typically done as a radio announcement. This should be coordinated with the department representative at the time of the funeral. (Only used for LODD).

### **Retirement Announcement.**

Typically done as a radio announcement. This should be coordinated with the department representative.

## 5- MISCELLANEOUS OPERATING INSTRUCTIONS AND PROCEDURES

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### 5.5 Advanced Technical Rescue (ATR)

The York County Advanced Technical Rescue (ATR) is trained in building collapse, confine space rescue, trench rescue, rope and high angle rescues, water rescues (swift and flood), and ice rescue.

The team will only be dispatched at the request of Command, or as a Computer Aided Dispatch (CAD) recommendation. During any Phase of Emergency Conditions, the ATR shall be dispatched to any type of a special rescue related incident.

The ATR Team (Fire Station 92) consists of members from the following fire departments:

- Station 9           Dover Township
- Station 36         Yoe
- Station 79         Hanover Area Fire & Rescue
- Station 61         Shrewsbury

## 5- MISCELLANEOUS OPERATING INSTRUCTIONS AND PROCEDURES

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### 5.6 Non-Emergency Notifications

A non-emergency notification is considered a situation that does not require immediate action. Examples include but are not limited to road closings/openings, hydrant information, foggings, fumigation, blowing off gas, etc. These notifications shall be made to the appropriate field providers Fire and Emergency Medical Services (EMS) with the exception of Law Enforcement in a timely manner between 0800-2200 hours. If a non-emergency notification is received between the hours of 2200-0800, the information for Fire/EMS will be held until 0800 hours.

## **5- MISCELLANEOUS OPERATING INSTRUCTIONS AND PROCEDURES**

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### **5.8 York Hospital Disaster Response Team (DRT)**

The WellSpan Health Disaster Response Team (DRT) exists to provide a resource in times of disaster or civil unrest and support the necessary function of the WellSpan Health operation and community through the benefits of high quality personnel, training, and practical skill. The following are the resources that WellSpan Health DRT has to offer:

- A) Winter Rehab Operations – Heat, Light, Shelter, Personnel
- B) Summer Rehab Operations – AC, Light, Shelter, Personnel
- C) Portable Decontamination – Heat, AC, Light, Decon Tents, Water Heating, Personnel, Level C Personal Protective Equipment (PPE)
- D) Portable Temporary Scene Sheltering – Tents
- E) Evacuation Device Assistance – Medical Sleds and Stryker Stair Chairs
- F) Amateur Radio Equipment Assistance – Portable Equipment
- G) Scene Communication Assistance – Portable Repeater, Cross-banding Unit, Radios
- H) A combination of equipment to meet a special mission need

Fire, EMS, Police or Office of Emergency Management (OEM) can request the DRT. Assembling a team could take approximately 20-60 minutes depending on the situation and time of day.

## **5- MISCELLANEOUS OPERATING INSTRUCTIONS AND PROCEDURES**

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### **5.9 Critical Incident Stress Management (CISM)**

The South Central PA CISM Team is a Type I (National Incident Management System (NIMS) resource typing) team. The CISM Team serves York, Adams, Cumberland, Lebanon, and Perry counties; however, the team is a Hotline member with the International Critical Incident Stress Foundation (ICISF) and may be called to respond nationally.

The South Central Pennsylvania CISM Team consists of over 50 volunteers who are trained to debrief or defuse emergency workers after a critical incident. The team is comprised of emergency medical technicians, paramedics, nurses, first responders, firefighters, sheriffs, police officers, dispatchers, and others with emergency services' background. These team members serve as peers to their fellow emergency workers who are having difficulty dealing with the stress from a critical incident. The team also includes mental health clinicians who facilitate debriefings and assist with other interventions. Although a stand-alone, non-profit organization, the South Central PA CISM Team is administered through the York County Office of Emergency Management.

#### **Procedure:**

1. Fire, EMS, or Police and other emergency workers should use the supervisor line to make a request for the CISM Team. Calls received at the dispatch position for the Critical Incident Stress Management (CISM) Team should be transferred to the 911 Supervisor.
2. The Supervisor will obtain a name and phone number of the requestor and a brief description of the event. The Supervisor will make notification to the first Team Coordinator. If the first Team Coordinator cannot be reached, contact the second coordinator.