

**SOUTHERN STONE COUNTY FIRE PROTECTION DISTRICT
STANDARD OPERATING PROCEDURE**

Subject:
COMMUNICATIONS

Effective Date:
2-29-2000

S.O.G.# 400

Revision Date:
2-9-05

Applies To: All Personnel

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Purpose

The purpose of this standard operating procedure is ensuring that all personnel use all radio communications equipment in a manner that meets FCC regulations, and in a manner that is uniform and consistent with District procedures.

Definitions –

Central – Radio designation given to the Emergency 911 dispatch center. Central will be the dispatch center for all of Stone County to include Fire, EMS and Law Enforcement.

Emergency Traffic – Emergency traffic is radio traffic that is reporting emergency conditions that needs immediate of attention of the party being called. When “*Emergency Traffic*” is announced, all other radio traffic will stop until the emergency traffic is communicated. **See section on Emergency Evacuation Procedure.**

Fire Ground – Fire Ground 1 is the primary frequency for fire ground operations within Southern Stone County Fire Protection District. There are two other fire ground frequencies (Fire Ground 2 and Fire Ground 3) for Southern Stone County. Fire Ground 3 will be used for the Rapid Intervention Team when it is activated.

Fire Mutual Aid – Fire Mutual Aid is the common radio frequency that is designated for all fire agencies to use in the event of a multi-jurisdictional incident. Fire Mutual Aid can be used for all water supply operations within the Southern Stone County Fire Protection District when mutual aid is used.

Lakes Area Fire Ground Frequency (153.965) Channel 8 – Lakes Area Fire Ground is a frequency secured by the Tri-Lakes Chief’s Association for the purpose of fire ground operations on a large scale incident or when mutual aid is used.

Lakes Area Water Supply Frequency (156.015) Channel 9 – Lakes Area Water Supply is a frequency secured by the Tri-Lakes Chief’s Association for the purpose of water supply operations on a large scale incident or when mutual aid is used.

Operations Repeater – Channel 6 - This is a repeater located on the AT & T Tower behind Station 2. It is designed for non-emergency business use for the fire district and can be used for emergencies when other channels are busy.

Repeater – A repeater is a transceiver that receives and then re-broadcasts a radio signal at a higher wattage. The Fire District currently operates on two repeaters, the South Fire Repeater and the SSCFPD Private.

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South Fire Repeater (Branson West) – This repeater is located on the water tower on Tunnel Drive in Branson West. It is a 100-watt repeater that is primarily used for radio transmissions in the north part of the district (Branson West north).

South Fire Repeater (Kimberling City) - This repeater is located on the water tower at the Church of Christ on Joe Bald Road in Kimberling City. It is a 100-watt repeater that is primarily used for radio transmissions in the south part of the district (all areas south of Branson West and Kimberling City)

Frequency List (Southern Stone County Fire Protection District)

1. South Fire Repeater (Kimberling City)
2. South Fire Repeater (Branson West)
3. Fire Ground 1
4. Fire Ground 2
5. Fire Mutual Aid
6. Operations
7. Fire Ground 3
8. Lakes Area Fire Ground
9. Lakes Area Water Supply
10. South Law
11. WTCFPD Repeater
12. Law Mutual Aid
13. Highlandville FPD
14. CCFPD (Shell Knob) FPD
15. North Fire Repeater
16. Oakgrove Fire Department (Arkansas)

Radios with channel capacity greater than ten can be programmed with frequencies that will benefit that particular station's response. (Examples would be Western Taney County Fire District, Central Crossing, Northern Stone Fire, etc).

General

1. No "10" codes are to be used. Use clear text only, such as "Engine 14 responding", or "Engine 14 on scene".
2. Limit all radio traffic to emergencies or fire district business only. Do not use the radio airways as a telephone.
3. There will be no profanity used at any time.

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4. Only emergency radio traffic related to alarm response would be conducted on the Fire Repeater frequency. All other traffic of a non-emergency nature should be conducted on Fire Ground or the Operations repeater.
5. Officers are not required to report out of the District on the air unless they will be gone for a substantial amount of time.
6. When clearing a scene, emergency radio traffic has priority over incident numbers and times and other non-emergency radio traffic.
7. All radio traffic conducted by members of the Southern Stone County Fire Protection District, fire or EMS, emergency or non-emergency will be done in a professional and courteous manner. There are no exceptions!

Emergency Operations

The following is designed to be a procedure for use during emergency operations of the fire district. All personnel should follow this procedure to ensure uniformity during all emergency operations.

1. Dispatch of emergency alarm.
 - a. Central will dispatch the proper tones with a general location and type of alarm.

Example:

South Repeater Fire Tones

North Repeater Fire Tones

(South Repeater - broadcast) Residential Structure Fire – Branson West Area, 12345 State Highway 76 for Engines 1, 2, 10 Tankers 2, 9, 10, 16 and Service 10

(North Repeater - broadcast) Residential Structure Fire - Branson West Area, 12345 State Highway 76 for Engine 1, 2, 10, Tankers 2, 9, 10 and 16, Service 10

(see appendix for additional dispatch models)

- b. Apparatus will go responding with unit number and number of personnel on board. Example: “*Engine 5 responding, two on board*”.
 - c. Officers will go responding with ID number. Example: “*Captain 9 responding*”.
 - d. Personnel other than officers shall not go responding on the air.

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2. Arrival on Scene

- a. First unit on the scene will give a size up of the scene situation and will transmit mode of operation. Example: *Engine 7 on scene, single story, single family structure 100% involved, Engine 7 is 176 Highway command, command is mobile*". Central will acknowledge the first unit on scene only.
- b. Subsequent units arriving on scene shall report "on scene" and request assignment from command. Example: *"Engine 5 on scene, two personnel, requesting assignment"*.
- c. All apparatus and personnel will be directed to the appropriate frequency to use on the fire ground. If not directed, all fire ground operations will be on Fire Ground 1. Remain on Fire Repeater until you are assigned.

3. On Scene Operations

- a. During an emergency operation, from the fire ground, Command will be the only unit to communicate with Central.
- b. Central will alert Command with an alert tone at twenty-minute intervals throughout the incident for accountability purposes. This procedure can be terminated at the request of Command.

4. Radio Reports During Fire Operations

- a. **Initial size-up** – to be given as first unit arrives on the scene.
- b. **Progress report** – to be given at initially at 10 minutes into the operation. Reports can be given periodically throughout the incident as needed. This report should contain a brief synopsis of the scene and what efforts are currently are in progress. Example: *"76 Highway Command to central". "Central, go ahead". "All units are out of service on a working structure fire, unknown amount of time"*.
- c. **Fire Under Control or Incident Stabilized:** This report should be given when the fire or incident is brought under control. This does not mean the fire is out, but the situation is now stabilized.
- d. **Patient Extricated:** To be transmitted when a victim is freed from a vehicle or other entrapped environment. The time will be noted by Central in the call notes.
- e. **Fire Out:** To be transmitted when overhaul has reached a point when there is no more fire.

5. Clearing A Scene

- a. Units should go available when they are released from a scene by Command. The exception to this would be when Command terminates the incident and reports all units available. In this case, there will be no need for individual units to clear on their own.
- b.

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- c. Units should not report available if their apparatus is out of service or out of water. Clear the scene, ready the truck for service, and then go available with Central.
 - d. Units should advise Central that they are back in quarters.
 - e. If the alarm is cancelled prior to arrival of emergency personnel, or if additional personnel and equipment are disregarded, Central will give one long tone and will announce that the call has been cancelled or that additional units may disregard. Only Officers, EMS Responders or Fire Apparatus should disregard on the air. Disregards or cancellations will not be paged back out.
 - f. When command or a unit clears the scene, central will give incident number and times automatically. Be prepared to copy them down.
6. General (Emergency Operations)
- a. Some stations have areas that are used to pick-up personnel by apparatus that is responding to an emergency. These areas should be pre-arranged by the individual stations and apparatus responding should anticipate picking up personnel. Using the radio to notify the responding apparatus that you are staging to be picked up is not acceptable.
 - b. Units and personnel should respond as assigned by the CAD. Calling the officer in charge and asking about taking different apparatus is not acceptable. Firefighters should use common sense when in the area of another station. Response with that station if needed is acceptable and permission from the officer in charge is not necessary.

EMS Responder Alarms

- 1. Dispatching of Emergency Alarm.
 - a. Central will dispatch EMS Responders and give general information and location of the emergency.

Example:

South Repeater Tones
North Repeater Tones
EMS Tones

(South Repeater Broadcast) EMS Responders, Medic 74 EMS call
Branson West for Chest Pains – 12345 State Highway 76

(North Repeater Broadcast) EMS Responders, Medic 74 EMS call
Branson West for Chest Pains – 12345 State Highway 76

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- b. First Responders will go responding with radio ID number and location. Example: *“605 responding from Branson West”*.
 - c. Central will acknowledge EMS Responders that go responding to an EMS call.
 2. Arrival On Scene
 - a. EMS Responders arriving on scene of a medical emergency will transmit radio number and on scene. Example: *“605 on scene”*.
 - b. Any pertinent information available to a First Responder upon arrival, such as number of vehicles or injuries at an MVC or obvious CPR in progress may be transmitted in a brief size-up report. Example: *“605 on scene of a 3 car MVC, one car is overturned, appear to be several injuries”*.
 - c. Command does not need to be initiated on routine EMS calls, however, if the incident escalates or the IMS system is desired, it may be initiated. *An MVC, multi-casualty incident or any multi-unit response would warrant the use of the Incident Management System*
 - d. Extended EMS Responder alarms should be conducted on a Fire Ground frequency.
 3. Radio Reports During First Responder Operations
 - a. A brief patient report should be given to the incoming Medic Unit prior to their arrival on scene *if the information is different than what has been relayed with the patient summary*. Example: *“605 to Medic 71”, “Medic 71, go ahead”. “Medic 71 we are on scene of a 64 year old while male, complaining of chest pain and shortness of breath. Vitals are BP 160/98, pulse 72 and regular, respirations are 24 and labored. We have the patient on 15 lpm of oxygen by NRB”. “Medic 71 to 605, received information, we have a 7 minute ETA”*.
 - b. Radio reports should be conducted on the South Fire Repeater (Branson West or Kimberling City Tower) whichever gives the best coverage for the area you are in.
 - c. Communications with Cox or TCA should be conducted on Fire Mutual Aid.
 4. Clearing the Scene.
 - a. EMS Responders should clear the scene as soon as the Medic Unit releases them.
 - b. One EMS Responder may clear the scene for all First Responders on a scene.
 - c. When clearing the scene, Central will give the incident number and times of the first EMS Responder to arrive on scene. Be prepared to copy down the information.

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Station Tones

Effective February 22, 2005 at 2200 hours, Central dispatch will begin paging individual stations for alarms that involve one, two or three stations and EMS calls. The following dispatch tones will available:

- individual station tones
- chief officer tones
- battalion tones
- special teams (Haz-Mat and Tech Rescue)
- all page (fire)
- auxiliary tones

Procedure

The following procedure will apply:

Still Alarms (one to three stations)

Still alarms or single station responses will be EMS calls, MVCs, Dumpster Fires, Car Fires, Natural Cover Fires, Investigations, CO alarms, Automatic alarms, etc.

Dispatch Procedure:

- Chief Tones**
- Station Tones**
- Dispatch Information (see corresponding script example)**

Major Alarms

Major alarms will be considered all structural fires, all second alarms, Major MVC's

Dispatch Procedure:

- Chief Tones**

All Page

- Dispatch Information. (see corresponding script example)**

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EMS Calls

Although EMS calls are mentioned above, there will be a slight difference.

Dispatch Procedure:

**Chief Tones
Station Tone
EMS Tones
Dispatch Information (see corresponding script example)**

If no response in three (3) minutes,

**Chief Tones
Battalion Tones
Dispatch Information (see corresponding script example)**

Special Teams Calls

In the case that special team activation is necessary; the appropriate team tones will be utilized. These may be done during the initial incident dispatch if information gathered during by 911 would clearly indicate the need.

Dispatch Procedure:

**Chief Tones
Special team tones (as appropriate)**

Testing

Daily announcements will be conducted on the all page tone.
Station tone tests will be conducted weekly on Monday morning at 0900 hours.

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**Tri Lakes Fire Chief's Association
Standard Operating Procedure
Emergency Evacuation Procedure**

I. Purpose

To provide a clear and consistent procedure that is common to all fire districts and fire departments within the Tri-Lakes Chiefs Association, for the evacuation of personnel from a hazardous area, situation or event.

II. Policy

Safety on emergency scenes shall be considered the responsibility of each individual involved on the incident. Any personnel who witness an unsafe condition or act shall immediately notify command through the proper channel, as outlined by the incident management system for activation of the emergency evacuation procedures.

III. Procedure

Upon witnessing or on receipt of notification of a situation or act placing emergency personnel in jeopardy, command will broadcast "Emergency Traffic" over the radio to alert personnel to maintain radio silence.

Exception: Radio traffic related to the hazardous situation intended for command will be permitted but must be identified by broadcasting "Emergency Traffic" to Command.

- Command will then give the order to evacuate by broadcasting over the radio, "Evacuate" three times.
- Upon receipt of the evacuation order from command, all apparatus on scene will sound their air horns in continuous, intermittent blasts until notified by command to cease for a personnel accountability recall (P.A.R.).
- During the evacuation signal, all personnel are to report to their officer in charge and move to a safe area away from the hazard. All personnel will remain in a safe area as a group and wait for further instructions.
- After the air horns cease, command will call for a P.A.R. from all tactical assignments.
- Command will ask via radio for all teams to give a P.A.R.
- All teams will report back with the following message:

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“(Radio/team designation), (Teams, groups, or number of personnel responsible for), all accounted for or number of missing personnel”.

Down Or Missing Firefighter

- Upon notification of a down or missing firefighter, command will initiate rescue operations as the situation warrants.
- No personnel will be permitted to enter the hazard area unless assigned by Command for rescue operations.
- All personnel shall maintain radio silence with the exception of the rescue teams