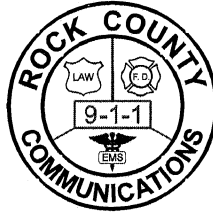**Rock County, Wisconsin**

Communications Center
3636 N. County Highway F
Janesville, WI 53545
Phone (608) 757-5100
Fax (608) 757-5081

911 COMMUNICATIONS COMMISSION

Wednesday, March 16, 2016, AT 2:00 PM

ROCK COUNTY COMMUNICATIONS CENTER

Agenda

1. Call to Order and Approval of Agenda

2. January 20, 2016 minutes approval

3. Comments from the Public

4. Policy Updates
   a. E1 – Emergency Medical Dispatch
   b. E2 – Evacuation of Primary Site
   c. F1 – Fire & EMS
   d. T1 – Telephone Skills & Techniques

5. IT Updates

6. Informational Items & Updates

7. Adjournment

Commission members:
Please contact the Communications Center
if you are unable to attend.
In order to conduct official business,
A quorum must be present.

SUMMARY

<u>Policy:</u>   The goal of the Rock County Communications Center is to provide Emergency Medical Instructions to callers that request emergency medical services. All Rock County telecommunicators will be EMD certified within (3) months of employment at the center. Telecommunicators will be recertified in EMD every (2) years.

A. Emergency Medical Dispatch Definition:

> Emergency Medical Dispatch (EMD) involves the combination of telecommunication skills and medical knowledge. An Emergency Medical Dispatcher must successfully master this body of skills and knowledge in order to be most effective in serving the public emergency medical needs as part of the local Emergency Medical Services (EMS) system.

B. Emergency Medical Dispatcher Definition:

1. The Emergency Medical Dispatcher (also known as an EMD) is the primary and initial point of contact for callers seeking some sort of medical assistance. The Emergency Medical Dispatcher also serves as a vital communication link between and among the other parts of the EMS system.
2. The Emergency Medical Dispatcher helps callers administer initial emergency medical care to patients who need assistance. In this respect, Emergency Medical Dispatchers assist callers in saving the lives of patients about whom they call.

3. **EMD Responsibilities:**

   a. An EMD serves to receive and process calls for EMS assistance.
   b. An EMD must determine the nature and severity of the medical incident type.
   c. An EMD is responsible for the coordination and dispatch of EMS resources.

    d. An EMD provides emergency medical assistance using local medically approved Emergency Medical Dispatch Protocol Reference Systems (EMDPRS).

    e. An EMD relays pertinent information to responding personnel.

    f. An EMD attempts to ensure the safety of the patient, bystanders and responders.

    g. An EMD provides instructions to callers that will help them prepare for the arrival of responders, based on the instructions of the EMDPRS.

    h. An EMD coordinates with other public safety and emergency medical services as required by the situation.

C. Guideline Card Description:

    1. The guideline cards are the tools that the telecommunicator uses to perform the duties of emergency medical dispatch. The cards are organized in three sections. Sections One and Two are the Criteria Based Dispatch Guideline Cards for Medical Emergencies and Trauma. Section Three cards contain Emergency Medical Telephone Instructions.

    2. The EMD Guideline Cards themselves are organized in four sections: Dispatch Criteria, Vital Points Questions, Pre-arrival Instructions, and Short Report guidelines. The Dispatch Criteria describes separate priority categories defined according to urgency in dimensions of time and required level of care. The "Response Level" space on the cards has been filled in to match local configurations and resources as needed.

    3. Local medical control has reviewed these criteria and determined the appropriate level of response based on the standard of care in Rock County.

D. All Callers Interrogation:

The purpose of the ALL CALLERS INTERROGATION is to establish identifying information (Name, address, phone number) and to determine the <u>chief complaint</u>. Questions 5, 6 and 7 are

designed to determine if the patient is in cardiac arrest and to direct the telecommunicator to the Emergency Medical Telephone Instructions or to another guide card based on the Chief Complaint. This card is to be read verbatim & in order.

E. Criteria/Levels of Response:

Telecommunicators should first determine if any of the Most Critical criteria are present. Only <u>one</u> criteria in the Most Critical category must be identified to trigger an immediate, appropriate response. If none of the Most Critical criteria are present, telecommunicators should move to the less critical criteria on the second half of the card.

F. Vital Points Questions:

These questions serve two purposes; to assist the telecommunicator in identifying the dispatch criteria and to gather additional information to be relayed to responding units. The Vital Points questions are ordered to coincide with the dispatch criteria. However, there is no requirement to ask these questions if a dispatch criteria is volunteered by the caller; dispatch should be immediate. Any questions to be asked for the purpose of relaying additional information to responding units should be asked **after** giving appropriate pre-arrival instructions.

G. Pre-arrival Instructions:

  1.   Pre-arrival instructions will be offered in all cases, except when call volume or workload does not allow.
  2.   Calls received from outside of Rock County will not be transferred. The EMD will enter the address of the location, provided it will geo validate in CAD. When the address will not geo validate in CAD, the Communications Center address will be utilized and first line of notes will indicate the address of the patient. The EMD will continue to provide pre-arrival instructions while the dispatcher contacts the affected agency with the pertinent response information.

3. Situations where pre-arrival instructions are not offered will require documentation in the notes of the incident that was affected. The notes should contain the reason/circumstances that prevented the instructions from being given.
4. Pre-arrival instructions should be read verbatim and in order so there is no question that the guideline card is being utilized.

H. Short Report:

Provides guidelines for telecommunicators to gather the information necessary to complete the short report.

I. Emergency Medical Telephone Instructions:

1. These are medical instructions for the most life threatening conditions, including cardiac/respiratory arrest, childbirth, choking (obstructed airway) and the unconscious/unresponsive patient.
2. Pre-Arrival Instructions, Vital Points Questions, and/or Emergency Medical Instructions should not interfere with answering incoming emergency calls.

J. Quality Assurance:

1. The Operations Manager will review a sampling of EMD calls for each employee on a monthly basis. Serious, unusual and/or questionable calls will be reviewed with the Medical Director for the County. The audio recording of the telephone conversation between the caller and the telecommunicator will be reviewed as well.
2. Any changes/modifications to protocol will be documented on the Rock County "Quality Assurance Program" forms.

SUMMARY

Policy: The Rock County Communications Center will maintain a secondary communications center in the event of an evacuation from the primary communications center. Diversion of 9-1-1 telephone calls and radio communications from the primary site to the secondary site will occur at the time of an evacuation.

NOTE: For the purposes of this policy/procedure, the primary Communications Center is the Rock County Communications Center located at 3636 N. County Highway F, Janesville, Wisconsin. **The secondary site is located at the Town of Beloit Fire Department, located at 2445 South Afton Road, Beloit, Wisconsin.**

A. Evacuation

1.   Evacuation of the primary Communications Center will commence when the following occurs:

a. A total telephone equipment failure (redundant operating system also fails.)

b. Continued operation of the primary site would be life threatening for the on-duty telecommunicator staff.

c. The Director and Operations Manager will be notified as soon as possible of total equipment failures and life-threatening conditions within the communications center. The Director or Operations Manager will make the decision on evacuation if time/conditions permit. If both the Director and Operations Manager are unavailable for contact, a Supervisor/~~Lead Telecommunicator~~/Acting ~~Lead Telecommunicator~~ Supervisor will make the decision on evacuation.

2.   Movement to the secondary communications site:
Personal vehicles will be utilized by on duty telecommunicator staff as directed by the Supervisor ~~and/or Lead telecommunicator~~ on duty. The route of travel to the secondary site will be directed by the existing conditions

causing the evacuation. The most expeditious route of travel will be utilized.

3.   Return to the primary Communications Center:
When the total equipment failure and/or life-threatening conditions cease at the primary communications site, the primary site will be reactivated as soon as possible. The Director or Operations Manager will direct the movement back to the primary site.

B. Secondary Site Equipment

The Operations Manager and Public Safety Applications Manager will be responsible for maintaining all stored equipment used for evacuation site operations. The equipment must be functional at all times, with documented functionality tests.

C. Annual Training

Documented annual training will be conducted at the secondary communications site to familiarize personnel with the facility and equipment.

NOTE: See Evacuation Checklist for specific information.

Rock County Communications Center
Evacuation Checklist Worksheet

1. Make decision on evacuation. (Evacuation will take place in the event of total telephone equipment failure, where back-up telephone systems fail, or a life-threatening condition exists for on-duty telecommunicator personnel.)	YES or NO Time:
2. The on-duty Shift Supervisor/~~Lead Telecommunicator~~/Acting ~~Lead Telecommunicator~~ will notify the Director (home phone: 563-0911; cell: 295-5994) and/or Operations Manager (phone: 289-0115; cell: 295-5992).	COMPLETED Time:
3. If not sure of evacuation decision (and time allows), call the Director (home phone 563-0911; cell: 295-5994) and/or Operations Manager (phone 289-0115; cell: 295-5992). If unavailable, leave a message about situation and make a decision.	YES or NO Time:
4. Notify the on-duty staff of evacuation decision.	COMPLETED Time:
5. Notify all user agencies of evacuation decision. Make notifications in the most efficient manner (radio, mobile data, phone, etc). Advise user agencies that their agencies will be responsible for their respective agency's communication for approximately 30-60 minutes. (See notification list) If time is available, call out off-duty personnel (see personnel roster at back of this checklist) to report to the Town of Beloit Fire Department (secondary site), considering physical locations of off-duty personnel and any possible physical obstructions to the responding staff.	COMPLETED Time: YES or NO Time:

6. Transferring 9-1-1 Lines	
a. Notify Town of Beloit Fire Department (364-2997) personnel that you are evacuating and 9-1-1 calls are being transferred to their site.	YES or NO
b. Activate the (2) 9-1-1 re-route boxes and the (1) black 7-digit emergency re-route box located at Console (12). All 7-digit emergency and all 9-1-1 trunks will be transferred to the Town of Beloit Fire Department.	YES or NO (*If NO see C*)
c. If unable to transfer phone lines from primary site, advise Town of Beloit Fire personnel to turn all switches from the <u>off</u> position to the <u>on</u> position on the gray box located above the light switches in the 9-1-1 Center backup room. All 7-digit emergency and all 9-1-1 trunks will be transferred to the Town of Beloit Fire Department.	YES or NO (*If NO see D*)
d. If there is a technical problem with switching the 9-1-1 lines to the backup site contact the AT&T Resolution Center (1-888-424-3911) to manually transfer all 7-digit emergency and all 9-1-1 trunks to the backup site.	YES or NO Time:
7. Notify the T.I.M.E. system (266-7633) (have T.I.M.E. system send out a state-wide message concerning our evacuation) and notify NAWAS (1-800-943-0003) of the evacuation that will take place.	YES or NO Time:
8. Physically leave the primary site with other 9-1-1 Center on-duty personnel, advising staff of the most efficient route of travel. Take cellular phone(s), portable radios and this checklist with you. (See Evacuation Route Maps, Section 3)	YES or NO Time:
9. Secure the primary Communications Center upon your departure (if time allows).	YES or NO Time:
10. Verify that contact is made with the Director and Operations Manager.	YES or NO Time:

11. Upon arrival at the Town of Beloit Fire Department, employees will access the building through the main front door or west side employee entrance. (Supervisors ~~and Leads~~ have key fobs). Employees arriving before Supervisors ~~or Leads~~ should use the main front door entrance to notify Beloit Township personnel to open the secured door and the door to the 9-1-1 Center backup room.	YES or NO Time:
12. The Supervisor will coordinate the call-taking and dispatcher assignments. Log into Computer Aided Dispatch system and make radio contacts with user agencies. Advise user agency personnel that radio traffic will be restricted to "<u>priority traffic only</u>" until further notice. Once everything is somewhat stable, continue with normal radio traffic.	COMPLETED Time:
13. Relieve Town of Beloit personnel. Handling incoming calls, process pending calls for service. Back enter any calls Town of Beloit personnel handled as appropriate. (Paper cards are available at each position in cases where the Computer Aided Dispatch system is not operational.)	COMPLETED Time:
14. Contact Beloit Police Department and request their mobile command post be brought to the Town of Beloit Fire Department. This will enhance your communication abilities.	YES or NO Time:

15. Notifications
 	
    a. Notify the user agency supervisors of your non-emergency telephone number for contact (cellular phones) and fax number (364-2999 for Town of Beloit Fire Department).
 	
    b. (3) Additional cellular phones are located in the cabinet at the backup Supervisor console. (295-5982, 295-5983 & 295-5984).
 	
    c. There is a non-mitel line available for emergency calls- keep this number confidential. It is for use of T1 failures and emergency call out only (365-1705).
	COMPLETED
	
	YES or NO
	
	Time:

16. If a long-term evacuation, Director and Operations Manager will determine when non-emergency lines will be forwarded to backup site. The non-emergency line reroute (only 757-2244 hunt group) can be completed by invoking the CLAR (Customer Location Alternate Routing) plan through AT&T's 1-800 line or via web access. (See instructions in Ready Reference or printed at backup site console 01.)	COMPLETED YES or NO Time:

Return to Primary Site

1.	Obtain approval from Director and/or Operations Manager to begin procedures to return to the primary site.	COMPLETED Time:
2.	Arrange for additional telecommunicator staff to return to primary site, while continuing to function at the secondary site.	COMPLETED Time:
3.	When adequate management and telecommunicator staff is available at the primary site, the Director and/or the Operations Manager will authorize the reactivation of the primary site. With this authorization, the 9-1-1 telephone transfer switches will be activated to direct all 9-1-1 calls back to the primary site. If non-emergency lines were also transferred, those too will be switched back to the primary site. **Note: Both sets of switches (primary & backup site) have to be switched back to the normal (off) position before the phone lines will be re-routed back to the primary communications center.**	COMPLETED Time:
4.	Transfer all telephone and radio communications back to the primary site. Collect any paper logs, documents, etc. to bring back to the primary site. Sign off of CAD and other programs.	COMPLETED Time:
5.	Notify user agencies, outside agencies, media, TSCC and any other entity that was previously notified of evacuation that we are back at the primary site and back to normal business.	COMPLETED Time

Administrative Notifications

In the event of an evacuation from the primary Rock County Communications Center, administrative notification will be given to the necessary auxiliary sources. The Director or the Operations Manager will complete the notifications below.

Rock County Information Technology		See on-call list for Comm. Center
T.I.M.E. System (State of Wisconsin)		608 266-7633
NAWAS Weather		800 943-0003
Emergency Management		758-8440 or 290-6135
Media (local radio stations)	WJVL	752-5500
	WGEZ	365-8865
	WCLO	752-4000
Rock County Law Enforcement Agencies		See Ready Reference List
Rock County Fire Agencies		See Ready Reference List
Rock County EMS Agencies		See Ready Reference List
Wisconsin State Patrol		See Ready Reference List
Rock County Highway Department		See Ready Reference List

Wisconsin National Guard (call only at request of Sheriff command staff)
608 242-3530
608 242-3531

Adjacent Law Enforcement Agencies
Dane, Green, Walworth, Jefferson counties   See Ready Reference List
Brodhead, Whitewater Police Departments   See Ready Reference List

Rock County Administrator, Josh Smith   757-5505 or 608-206-3901

Staff members   See Employee List

Rock County Jail   757-7957

EVACUATION SITE STATUS

Date: Time:	
Telephone Equipment Test: *If faulty, please document faulty equipment* ☐ Telephone (make one long distance call) ☐ Re-route of all phone lines (switches at primary center) ☐ Re-route of all phone lines (switches at backup center) ☐ Activate CLAR Non-Emergency Lines (check with admin before testing) ☐ Check IT room for any alarms on phone system	OK or FAULTY
Radio Equipment Test: *If faulty, please document faulty equipment* ☐ BPD radio ☐ JPD radio ☐ ROCK SO radio ☐ Fire radio ☐ _____ Department was paged.	OK or FAULTY
CAD & other programs: ☐ Log on to CAD ☐ Turn off all monitors, except Fire radio at console 1	OK or FAULTY
Cleaning: ☐ Dust all consoles ☐ Wipe monitors and phones ☐ Vacuum room Other: ☐ Check TV ☐ Supplies ☐ Check printer	
Recommendations for improvement: *Document needs* Signed:	

SUMMARY

<u>Policy:</u> It is the duty and intent of the Rock County Communications Center to provide expedient and accurate communications services for all Fire/EMS agencies in Rock County.

A. OVERVIEW

1.   The structure of the Rock County Fire and EMS services consists of two (2) full-time fire and EMS departments and (9) volunteer fire and/or EMS departments. All Fire and EMS radio transmissions will be completed in "PLAIN ENGLISH", with NO 10-CODES approved (with the exception of 10-4 which is a universally accepted 10-code). Telecommunicators will use the "ECHO" technique when acknowledging Fire and/or EMS units.

2.   All Fire and EMS paging will be performed on the Rock County Fire paging frequency (**RF PAGING**). The dispatch messages for **ALL AGENCIES** will be given in the following format: *"MUNICIPALITY, UNITS, (if applicable) respond to ADDRESS (proper format-see General Dispatch policy) COMMON NAME for a BRIEF DESCRIPTION/NATURE OF CALL. End with cross streets (twice in reverse order) and time."*

3.   As the Fire/EMS unit(s) go in service, they are to switch from the **RF PAGING** frequency to the repeated "talk" frequency (**RF MAIN RPTR**) to advise the dispatcher that they are enroute or in service. Units should use their assigned radio number/identifier and advise the address that they have been dispatched to when going into service. On single unit responses the Communications Center will repeat the address along with the cross streets and reporting district in their acknowledgment. On multi-unit responses the address, cross street, and reporting district information will be given when the last unit goes into service. The same shall hold true for any updated information or premise flag information.

RF MAIN RPTR will be used for all voice communications with the fire dispatcher after the initial paging.

4. Fire/EMS response times will vary depending on the type of agency and the time of day. Generally full-time agencies should have a 1-2 minute response time and volunteer agencies should have a (5) minute response time. The "INCIDENT COMMAND" concept and the use of "Fire Ground" or "TAC" channels is encouraged on major or long-term incidents to reduce overloading of the countywide repeated fire frequency.

5. All status changes (i.e., en-route, on scene, etc.) are to be logged as they occur. Other pertinent information should be logged in the notes of the incident for future reference.

6. When multiple calls for service are received, they shall be toned out in the order in which they are received without waiting for the previously toned out units to come into service. Once all calls have been toned out, assigned responder unit status should be verified to confirm that the assigned units are enroute, etc. Good common sense and judgment must be used during times of multiple calls. Life threatening incidents obviously have a higher priority.

7. Dispatchers are responsible for viewing all premise information entered into the computer aided dispatch system (except keyholder information) and relaying pertinent premise information to responders.

8. Each fire department and/or EMS agency provides different types of service for their community or contacted coverage area. There may also be a difference in the amount or type of equipment assigned to a similar incident.

    Telecommunicators will dispatch the units as recommended by the CAD system. Should this be incorrect, the agency involved will be required to provide the Communications Center with updated or corrected information in writing, so

that an update can be made in the CAD system. The OIC (Officer in Charge) can upgrade or downgrade the amount of equipment or personnel dispatched to a call, at their OIC's discretion.

B. RESPONSE ID DEFINITIONS

1. <u>ALARM: COMMERCIAL/RESIDENTIAL (AC/AR)</u>: Any report of an automatic fire alarm called in by an alarm company
2. <u>AIRPORT RESPONSE (AI)</u>: Airport or airplane emergencies or crashes. This will be a full response.
3. <u>BRUSH FIRE (BT)</u>: Any report of brush or grass fire with brush truck response.
4. <u>CARDIAC/BREATHING DIFFICULTY (CA)</u>: Medical emergency where patient is reported to be conscious, but is experiencing difficulty breathing and/or chest pains, has a history of cardiac problems, or has stroke-like symptoms.
5. <u>COMMERCIAL FIRE (CF)</u>: Any report of fire, smoke or gas odor in a commercial, industrial, mercantile building or multi-family apartment complex with (8) or more units. This would include hospitals, schools and public facilities.
6. <u>CARBON MONOXIDE ALARM W/ILLNESS (CO)</u>: Report of carbon monoxide detector/alarm sounding in structure and person(s) are feeling ill.
7. <u>CPR INITIATED (CPR)</u>: Pulseless non-breather calls where CPR is initiated or indicated. Recommends closest paramedic unit if agency is non-paramedic.
8. <u>EXTRICATION (EX)</u>: Any report of person(s) trapped or unable to get out of a vehicle, equipment, machinery or other circumstances requiring the use of rescue equipment (jaws).
9. <u>HAZARDOUS MATERIAL INCIDENT (HZ)</u>: Any chemical leak or spill having the potential to cause environmental harm or an immediate or significant health hazard.
10. <u>MEDICAL ADVANCED (MA)</u>: Medical emergency where the patient is reported to be unconscious or not breathing.
11. <u>MEDICAL BASIC (MB)</u>: Routine medical call that is of a single person nature where the patient is reported to be alert, conscious and breathing is uncompromised.

12. <u>PULSELESS NON-BREATHER (PB)</u>: Medical Emergency where caller indicates patient is not breathing and does not have a pulse. CPR has not been initiated or is not recommended due to condition of body.

13. <u>RESIDENTIAL FIRE (RF)</u>: Any report of fire, smoke or gas odor in a single family home, duplex, apartment complex (with less than (8) units), garage, shed or other small structure.

14. <u>SINGLE ENGINE (SE)</u>: Trash fire, arcing wires, odor investigations (excluding gas odors) or special duty type calls (ie; residential unlocks, alarm silencing, citizen assists) will fall under a single engine response.

15. <u>TRAFFIC ACCIDENT (TA)</u>: Any reported injury traffic accident regardless of patient condition where extrication is not needed.

16. <u>VEHICLE FIRE (VF)</u>: Vehicle fire response with single engine response.

17. <u>WATER RESCUE (WR)</u>: Rescue attempt for person(s) in danger in any river, stream, lake or other body of water.

C. BELOIT FIRE DEPARTMENT

Between the hours of 0630 and 2130 hours all calls for service will be toned out on an "ALL CALL" basis. After 2130 hours, and prior to 0630 hours, if the incident requires only unit(s) from (1) station, only the needed station's tones will be transmitted. If an incident requires units from more than (1) station, then the **BFD ALL CALL** icon should be used regardless of the time.

BFD Full Response icon should be used regardless of time when there is a full agency response. ~~The main reason for this tone is the off-duty Chief and Deputy Chief's are paged.~~ This includes fires, fire alarms, gas leaks...etc.

<u>Dispatch Procedures</u>:

1. Bring up the "FIRE PAGE" screen, select the correct icon **(BFD ALL CALL, BFD Full Response, BFD STN 1, 2, 3)** depending on the nature of the call and/or the time of day.

After the tones have cycled, deliver the voice message on RF PAGING in the proper format.

2. If an acknowledgment does not occur within an appropriate time frame (1-2 minutes) and the CAD recommended unit(s) is/are shown in quarters, call the station by phone to alert the units of the call (and the possibility a radio system failure). If the CAD shows the unit(s) available by radio, call the unit(s) on **RF MAIN RPTR**. If no answer is received immediately, page out secondary unit(s). Do not hold the call while attempting to locate the primary unit(s).

3. There may be occasions where an "ON-CALL" team from the Fire Department is required. When requested to page those units use the telephone paging system to notify the on-call team.

D. JANESVILLE FIRE DEPARTMENT

Between the hours of 0630 and 2130 hours all calls for service will be toned out on an "ALL CALL" basis. After 2130 hours and prior to 0630 hours, if the incident requires unit(s) from up to (2) stations, only the needed station(s) tones will be transmitted. If an incident requires units from more than (2) stations, then the **JFD ALL CALL** icon should be used regardless of the time.

Dispatch Procedures:

1. Bring up the "FIRE PAGE" screen, select the correct icon **(JFD ALL CALL, JFD STN 1, 2, 3, 4, 5)** depending on the nature of the call and/or the time of day. After the tones have cycled, deliver the voice message on RF PAGING in the proper format.

2. If an acknowledgment does not occur within an appropriate time frame (1-2 minutes) and the CAD recommended unit(s) is/are shown in quarters, call the station by phone to alert the units of the call (and the possibility of a radio system failure). If the CAD shows the unit(s) available by radio, call the unit(s) on **RF MAIN RPTR**. If no answer is

received immediately, page out secondary unit(s). Do not hold the call while attempting to locate the primary unit(s).

Special note: Water rescue calls will only recommend JC5. JC5 will make the determination as to which stations will respond. Therefore all water rescue calls will be paged via radio, no matter what time it is, so that **all** stations are aware of the incident.

E. TOWN OF BELOIT FIRE DEPARTMENT

Town of Beloit Fire Department is a combination full-time paid and volunteer department with a response area north and west of the City of Beloit. They are alerted by using the **BTFD ALL CALL** icon.

Dispatch Procedures:

1. Bring up the "FIRE PAGE" screen. For all incidents use the **TBFD ALL CALL** tones. After the tones have cycled deliver the voice message on **RF PAGING** in the proper format.
2. If an acknowledgment does not occur within an appropriate time frame (1-2 minutes) and the CAD recommended unit(s) is/are shown in quarters, call the station by phone to alert the units of the call (and the possibility of a radio system failure). If the CAD shows the unit(s) available by radio, call the unit(s) on **RF MAIN RPTR**. If no answer is received immediately, page out secondary unit(s). Do not hold the call while attempting to locate the primary unit(s).

F. CLINTON – EDGERTON – EVANSVILLE – FOOTVILLE – MILTON ORFORDVILLE – TOWN OF TURTLE FIRE/EMS DEPARTMENTS

All of these volunteer departments have specific coverage areas throughout Rock County. Clinton, Edgerton, Evansville and Milton also have contract coverage area outside Rock County.

Dispatch Procedures:

1. To page each agency, bring up the "FIRE PAGE" screen and select the appropriate icon for each agency. After tones have cycled, deliver the voice message in the proper format on **RF PAGING**.
2. **2nd page:** Completed **60-90 seconds** after initial page.
3. **3rd page:**

   EMS calls: If no acknowledgment is received **8 minutes** after the initial page, the primary agency will be re-paged along with a mutual aid unit. The dispatcher will indicate that it is the "3rd page and mutual aid is also being dispatched".

   Fire calls: If no acknowledgment is received **8 minutes** after the initial page, the emergency contact person for the agency will be contacted.

4. If the primary agency does not have secondary units programmed into CAD, the MABAS cards will be used as a reference as to which mutual aid agency to send.
5. If the primary agency indicates they are "in service", the unit's status will be updated to "IS" in CAD. If the unit does not go enroute after **2 minutes** of going "in service", the unit will be contacted via the radio to determine if they would like to send mutual aid. If the unit cannot be reached, the unit will be re-paged along with the mutual aid agency.
6. If the primary agency does not respond to the incident, the Communications Center Supervisor will make contact with the agency's emergency contact via telephone to advise of the non-response, as soon as practicable. The Supervisor will also send documentation to the Communications Center Operations Manager.
7. The amount and type of equipment dispatched will be from the CAD recommended screen. In the absence of any specific piece(s) of equipment, the alert voice message will be GENERAL in nature and each department will determine what equipment shall be dispatched to the scene.

8. In the event that the nature of the call recommends "AUTOMATIC MUTUAL AID", the mutual aid agency will also be paged and included in the dispatch message. Each department will make their own decision as to what type of equipment they will send.

9. It will not be uncommon to have more than (1) unit out at one time. For this reason, the "ECHO" technique mentioned previously must be used. Units will be communicating on one repeated frequency throughout Rock County and at times may cover each other with the multi-agency radio traffic. It is important that when answering units the telecommunicator repeat the unit number back so that the unit knows they were copied. It is also <u>extremely</u> important that the telecommunicator monitors the **RF MAIN RPTR** and, if activity levels permit, the TAC channels so that information is not missed.

G. EMERGENCY MEDICAL SERVICES

1. The cities of Beloit and Janesville and Town of Beloit provide ALS service as a direct function of their fire departments.

2. The Cities of Edgerton, Evansville and Milton, the Town of Beloit and the Villages of Clinton, Footville and Orfordville provide BLS service either as a separate entity ~~or private contractor~~.

3. Alerting and dispatching of EMS agencies follows the same guidelines as the corresponding fire departments even though the EMS agency may be a separate entity from the fire agency.

4. Each Fire/EMS provider is responsible for providing the Communications Center with their current contract coverage area and supplying the updated information that would change same. All calls for service will be dispatched based on the CAD recommendations as they occur.

5. Any changes to contract coverage areas shall be submitted to the Communications Center in writing so that the changes can be made in CAD and to the maps within the dispatch area. Likewise, if the amount of, or type of ancillary equipment dispatched with ambulances change, those

changes shall be submitted in writing to the Communications Center.

H. AMBULANCE INTERCEPTS

1. In the event that a request for an "AMBULANCE INTERCEPT" is received, it is important that the fire dispatcher obtain the hospital destination. Hospital destination will determine which ALS service will be dispatched.

2. Ambulance intercepts are based on the availability of an ALS unit. Once a request for a paramedic intercept is received the telecommunicator will advise both EMS agencies to switch to **MARC 1** repeater for their intercept communications. (If **MARC 1** is being utilized by law enforcement for another purpose, then intercept communications will remain on the **RF MAIN RPTR** frequency.) The telecommunicator must then activate the MARC 1 repeater. While the telecommunicator is not responsible for transmissions that occur on **MARC 1**, they may monitor as time/activity level permits. All priority radio traffic should be communicated on the **RF MAIN RPTR** frequency. Once the responders have arrived on scene at the intercept the telecommunicator will de-activate the repeater.

I. ~~CORONER~~ MEDICAL EXAMINER REQUESTS

The Communications Center will make immediate notification to the on-duty Medical Examiner at the request of Fire, EMS or Law Enforcement.

1. Deceased at the scene
    a. Dispatch ~~law enforcement, notify of request for coroner~~ will make immediate notification to the on-duty Medical Examiner at the request of Fire, EMS or Law Enforcement.
    b. Contact ~~coroner~~ Medical Examiner with decedent's location.

     c. Document contact information into call notes and advise requesting unit of any response delays.

2. Deceased in ambulance
     a. Obtain callback number to have ~~coroner~~ Medical Examiner make contact with EMS crew for further instructions.
     b. Document contact information into call notes.

3. Nursing Homes/Hospice
     a. ~~Coroner~~ Medical Examiner requests reporting a non-suspicious death will be called in on the non-emergency line.
     b. If it is not clear that the caller is requesting a non-emergency page for the ~~coroner~~ Medical Examiner, the caller will be asked if emergency responders are also required.

J. ADJACENT AGENCY NOTIFICATION

When an adjacent Fire/EMS agency is required, contact will be made via telephone or point-to-point, whichever method is most efficient depending on situation and confidentiality considerations.

K. MUTUAL AID REQUESTS

1. The Rock County Communications Center will facilitate communication of mutual aid requests from agencies.
2. When a request for mutual aid is received by the Communications Center, the Center staff will page/contact the requested agency and relay any pertinent information about the locations, incident, and type of equipment needed.
3. Automatic mutual aid is available to fire/EMS agencies that wish to have the CAD pre-programmed to recommend neighboring Fire/EMS agencies for automatic dispatch when the primary agency/unit is unavailable or additional resources are required on certain call types. Agencies will utilize the <u>Automatic Mutual Aid Response Authorization</u>

form to authorize the Communications Center to pre-program this information into CAD.

4. For events where the primary agency is unavailable and automatic mutual aid is recommended, the dispatcher will tone out the pre-programmed mutual aid agency and will also contact the primary agency on the **RF MAIN RPTR** as soon as possible so they are aware of another call in their area.

5. See the MABAS policy for further mutual aid considerations and procedures.

L. OTHER HOSPITAL CONSIDERATIONS

1. In an effort to prepare hospitals for unusual or critical medical incidents within Rock County, the Communications Center will make every effort to notify the supervisor of the local hospital's Emergency Department of the information. Reports of hazmat patients, major burn victims, severe head injuries, or any other unusual medical emergency that could potentially exhaust the local Emergency Department's resources should be relayed to hospital staff so they can make proper preparations before EMS arrives with the critical patient(s). These notifications are advisory in nature only. The Emergency Department may need to question the EMS agency further before they activate any internal emergency plans.

2. Dispatchers should consider prompting responders for paramedic intercepts, medical helicopters or the physician response team when information obtained from callers or other public safety responders is such that specialized medical treatment may be necessary. Dispatchers will not automatically send any outside resources without the permission of the primary agency.

M. HOSPITAL DIVERSIONS

In the event that a Rock County hospital notifies the Communications Center Supervisor that they are on diversion,

the Fire dispatcher will notify all EMS agencies of the diversion information (full diversion, trauma diversion, etc.) regardless of whether it is in their city/primary area.

Diversion notifications will be made during the initial page of EMS calls that are received within the diversion timeframe.

Once the affected hospital has notified the Communications Center Supervisor that the diversion has been canceled, any agency that had previously been advised of the diversion will be notified (either by telephone or radio) of the cancellation. The Communications Center Supervisor may choose to have the dayshift fire dispatcher notify volunteer agencies when the cancellation is during third shift hours and there are no EMS calls before that time.

N. INTERSTATE ALTERNATE ROUTE NOTIFICATIONS

In the event of an interstate alternate route implementation, the Fire Dispatcher will notify any fire/EMS agency that receives a call for service during the period that the alternate route is active. This notification will be made during the initial page out of the call via RF Paging.

The information that will be relayed, along with the initial dispatch message, will include:

> a. Incident type
> b. Incident location
> c. Route color & direction
> d. Highways/Roads included in re-route

Any changes/updates to the alternate route will be communicated via RF Main to fire/EMS agencies that are on active calls at the time.

Rock County Emergency Management will also be notified of the alternate route activation as time permits.

O. CONTROLLED BURNS

1. Controlled burn requests will not be approved by the
    Communications Center. Citizens who directly contact the
    Communications Center to report a controlled burn will be
    asked if their local fire department or town board has been
    notified of the burn. If the citizen advises that they have
    made the proper notification this information will be
    documented within a controlled burn incident in the
    Computer Aided Dispatch (CAD) system (along with the
    caller's name, address, callback number, location of burn,
    and burn time). If the citizen has not made the proper
    notification the call taker will advise the citizen that the
    Communications Center will log the controlled burn, but that
    we cannot approve the burn. The citizen will be referred to
    their local fire department or town board to determine the
    proper procedure for approving controlled burns in their area.

2. Controlled burns reported by personnel from other Dispatch
    Centers, the Department of Natural Resources, City Parks
    Departments or the Rock County Highway Department will
    be logged into the CAD system without question.

P. TAC CHANNEL USAGE

In order to limit congestion on the main repeated fire channel,
fireground (tac) channels will be used by all departments for on-
scene communications at significant incidents. It will be up to the
Incident Commander (IC) and that department's SOP's to
determine if an incident warrants the use of fireground channels.
It is strongly recommended that the IC utilize fireground channels
whenever feasible. The failure to divert operations to these
fireground channels could result in interference and loss of
communications at an incident, disruption of dispatch activities,
and interference with other departments. The fire dispatcher has
the authority to divert an incident to a tactical channel whenever
necessary to alleviate congestion on the main fire repeater
channel. Tactical channel usage will be used in the following
sequence:

1. RURAL DEPARTMENTS & CITY OF BELOIT
    a. Fireground Red
    b. Fireground North or White depending on location
    c. Fireground Blue
    d. MARC 1 – Repeater (if available)

2. CITY OF JANESVILLE
    a. Fireground North
    b. Fireground Red
    c. Fireground White
    d. Fireground Blue
    e. MARC 1 – Repeater (if available)

The Incident Commander (IC) for the department responding to an incident will select an available fireground channel based upon the above preferences. If fireground channels are already in use at other incidents, the fire dispatcher may assist the IC in this selection by advising of open channels.

Units will switch to the selected fireground channel at the direction of the IC, either enroute or upon arrival at an incident per the responding department's SOP's. The IC will maintain communications with the fire dispatcher on **RF MAIN RPTR** and inform dispatch of what fireground channel will be utilized for a specific incident. The Communications Center will advise all responding units as to what fireground channel is being used for the incident. The fire dispatcher will try to monitor the fireground channels on full response incidents, if possible.

At larger incidents it is acceptable for a department to utilize more than (1) fireground channel to facilitate sectoring (interior – Rock Fireground North, water supply – Fireground White, etc.)

Q. MULTIPLE VICTIM CONSIDERATIONS

1. In the event of a medical emergency involving (2) or more seriously injured patients, the Communications Center will dispatch additional ambulance(s) from the primary

jurisdiction. If the primary jurisdiction has no other ambulances available, the Communications Center will ascertain if automatic mutual aid is programmed into CAD and send those resources. If automatic mutual aid is not programmed into CAD, the dispatcher will contact the primary agency for direction.

2. In the event of a multiple victim incident involving (3) or more patients, the Communications Center will notify the supervisor of the local hospital's Emergency Department. If the hospital advises they cannot accommodate all patients, the dispatcher will immediately relay this information to the Incident Commander.

3. In the event of a multiple victim incident involving (5) or more patients, the Communications Center will refer to the Rock County Mass Fatality Response Plan, Appendix G, for further notifications and procedures.

SUMMARY

<u>Policy:</u>　Rock County Communications Center staff will promptly and professionally respond to all telephone communications directed to the Center. All required information will be obtained and recorded where response is either requested by a citizen or dictated by user agency policy. Call taker refers to any position working within the Communications Center in a call take function.

A.　Telephone Techniques

The telephone is an important means by which citizens can access Rock County public safety. As such, a call taker is the primary link between the public and public safety assistance.

1.　**Answer Promptly**: Treat each call as an emergency; attempting to answer all emergency lines within (2) rings all other lines within (3) rings.

2.　**Identify the Dispatch Center**: This insures the caller he/she has placed his/her call properly. The call taker will give the caller the dispatch verification. EXAMPLE: "Rock County Communications Center."

3.　**Speak Directly into the Mouthpiece**: Speak up, speak clearly, and avoid hesitations.

4.　**Observe Telephone Courtesy**: Remain calm and polite, never losing your temper. A firm confident voice will always generate the best results.

5.　**Take Charge**: After determining the needs of the caller, lead the caller into meaningful context by asking sequentially logical questions pertinent to the incident.

6.　**Take All Information**: Document all information. Never leave anything to memory.

7.　**Be Specific**: **NEVER** assume and always take full command of the conversation.

8.　**Explain Waits**: Callers placed on hold will be told why they had to wait.

9.　**Explain Pauses in Conversation**: Callers cannot see that you are typing, you must let them know you are still on the line and that you are typing information in the complaint for

the dispatcher. Callers should not have to ask if you are still there.

10. **Avoid Jargon or Slang**: Always use proper English.
11. **Show Interest in Caller Needs**.
12. **Terminate Calls Quickly**: Keep lines open after information is received; always remain courteous.
13. **Answer According to Priority**: Answer known emergency lines first (i.e., 911 lines.)

B.   Listening Techniques

1.   **Be Cognizant**: Listen carefully to all the caller's information. Be sure to accurately record all responses. This will eliminate the necessity to repeat questions.
2.   **Background Noises**: Be observant - note any special noises that may be pertinent to the incident.
3.   **About the Caller**: Was the caller young/old, male/female, accent?
4.   **Activities in the Communications Center**: You should always be aware of other incoming calls as well as calls being dispatched.

C.   Interrogation Skills

Interrogation means to question formally and systematically. Interrogation makes up approximately 60 percent of our workload and plays an extremely important role in the efficient processing and dispatch of an incident. As a communication specialist, you have a responsibility to exert every effort to satisfy the needs of citizens requesting service, assistance, or information. As a call taker, your first concern is the safety and well being of the public safety units you serve.

1.   **Pertinent Questions**: Ask questions relative to the situation.
2.   **Accuracy**: Obtain specific information. **NEVER ASSUME!** Be careful of relative terms such as: time, distance, medical terminology & slang. Have the complainant repeat the information.

3.   **Speed**: Process calls as quickly as possible being certain to obtain complete and accurate information.

4.   **Where, What, How, When, Who**: (note - not necessarily in this order.)

   a. **WHERE:**
      i.   Where is it occurring?
      ii.   Where are you right now?

   b. **WHAT:**
      i.   What happened?
      ii.   What is wrong?
      iii. What is occurring now?
      iv.   What did she/he look like?

   c. **HOW:**
      i.   How are you involved?
      ii.   How many involved?
      iii. How often does this occur?

   d. **WHEN:**
      i.   When did this happen?

   e. **WHO:**
      i.   Who is calling?
      ii.   Who is the victim/suspect?

5.   Do not discuss the activities of any department with outsiders or unauthorized persons or agencies. Any request for information in which there is doubt as to the advisability of disclosing information will be referred to the supervisor on duty.

6.   Don't try to solve a complaint yourself over the phone or attempt to advise callers what the agency will/will not do in certain situations. Advise callers you will have an officer contact them.

7.   Do not give legal advice. That is a police responsibility and has nothing to do with your job. Avoid making any statements or comments that might have negative

repercussions on you, the department, this Center or the County.

8. Never advise complainants, particularly in a neighborhood dispute, to **"settle it amongst yourselves".**

9. Familiarize yourself with the dispatch areas. Though the patrol officers are the experts in their municipalities, you can provide valuable assistance by having at least a working knowledge of the area. Study maps, street lists, etc., when you are not busy.

10. In the event of complaints/problems with public safety personnel contact your immediate supervisor.

11. The call taker may discontinue a call from a caller using obscene and abusive language only after the call taker first establishes enough information to ensure that there is in fact not an emergency or priority service call involved in the situation. It may be necessary to handle the call in its entirety in order to obtain the necessary information. The Shift Supervisor on duty will be notified as to abusive callers in emergency/non-emergency situations. The on-duty Shift Supervisor will document abusive calls that require follow-up action and forward such documentation to the Operations Manager. The Operations Manager will coordinate outside agency intervention concerning abusive caller activities.

D. Specialized Emergency Telephone Skills and Techniques

   1. Police Emergencies

      If the emergency is in progress, the caller shall be kept on the line (if possible) while police units are dispatched. After police units have been dispatched, additional information shall be obtained which will assist personnel in controlling the problem.

   2. Fire Emergencies

      a. Determine the type of fire.
      b. Determine if anyone is in the building or is injured.

    c. The caller **MAY** be kept on the line, **only if the caller's safety is not endangered.**

3. Medical Emergencies

    a. *See E1: Emergency Medical Dispatch Policy*
    b. The caller may be kept on the line while the appropriate medical units are dispatched; in order to get additional information and/or give instructions to assist in stabilizing the victim. Responders shall be advised of all available pertinent information.

4. Outside Jurisdiction Emergencies

When a call taker receives an emergency call from a geographical location **NOT** covered by the Communications Center (non-jurisdictional), the call will be transferred and announced to the appropriate agency. If this is not possible then all necessary information shall be gathered and promptly relayed to the appropriate responding agencies. *(See E1-EMD policy, section G.2: for emergency medical dispatch calls for service.)*

E. Reporting Person Classifications

1. Call takers will ask for the caller's name, address and call back telephone number. The <u>Display 911</u> feature will be utilized on all 911 calls to automatically transfer the data from the ANI/ALI screen to CAD. The caller's name will be updated in the caller name field in CAD.

    a. Ask the caller for their name (for example; "what is your name" versus "do you want to leave your name?")

    b. If the caller declines or refuses to provide their name, the call taker will type, "refused" in the designated name area of the call-taking screen.

    c. If the caller requests anonymity, "anonymous" will be typed into the designated name area of the call-taking screen.

        i. Call takers will **not** ask or prompt the caller to remain anonymous.

        ii.   If the ANI/ALI information has already been transferred to CAD and the caller requests anonymity, the call taker will add comments to the incident notes stating that the caller wishes to remain anonymous and does not want contact. The caller will also be advised that anonymity cannot be guaranteed.

        iii.   Incidents with anonymous callers must have approval from Communications Center management and/or Rock County Corporation Counsel before information is released to anyone.

2. If the caller hangs up on the call taker before the name, address and callback number are verified; this will be noted in the call notes of the complaint. If further information is required to determine an emergency response, the call taker will attempt to call back and obtain the pertinent safety information.

F. Callers Expecting Services

1. Call takers will document the request for service for law enforcement/public safety services to contact citizens (complainants) at designated locations. Calls for service will normally not be scheduled, the caller should be asked to call the Communications Center back when they are available for contact or at the contact location. The arrangements vary due to manpower or prioritization considerations.

2. Citizens requesting response or contact from law enforcement officers for matters not normally handled by law enforcement will be referred to the user agency supervisor on duty at the time of the request for further direction.

G. Collect Phone Calls

Non-emergency collect phone calls initiated by persons not employed with any Rock County emergency service will **not** be

accepted by the Communications Center. Call takers will use discretion if public safety is involved.

H.   911 Information Verification

1.   It is the responsibility of each on-duty Communications Center employee who receives a 911 telephone call to attempt to verify all of the information received. The following will be verified at all times, if possible:
a. Name of the caller
b. Address/location of the caller
c. Phone number of the caller (as they appear on the ANI/ALI screen.)

2.   If the 911 information is <u>incorrect,</u> the following procedure will be followed:

a. Obtain the correct information from the caller.
b. Enter the correct information into the CAD incident form.
c. After completion of step 2, print the ANI/ALI screen, make the necessary corrections on the printout, and turn the printout into Geo-Applications Specialist for update.
d. If a 911 call is misrouted and/or any other anomalies (VoIP issues, cell tower issues, etc.) are discovered, the Geo-Applications Specialist will be notified of this information as well.

3.   If the 911 telephone call information is accurate and complete, transfer all obtained information into the CAD incident form.

I.   ~~Landline~~ 911 Abandoned/Hang-up/Open Line Calls

1.   Definitions:

a. **Abandoned** - call disconnected before being answered by 911.

b. **Hang-up** - call received and voice communications initiated by the calling party before disconnect.

c. **Open line** – call received, no voice conversation, line not disconnected.

d. **Phase 0:** Only callback number received (most of the time).

e. **Phase I:** Wireless provider name, subscriber call back number and cellular tower site and/or sector received.

f. **Phase II:** In addition to Phase I information, latitude and longitude of wireless device.

g. **Indicated Emergency:** An audible sign or signal, which alerts a trained call taker that there is an immediate risk to the health, life or safety of a person.

2. When a 911 abandoned, hang-up, or open line call occurs ~~on the landline 911 trunks~~ a call for service will be entered into the Computer Aided Dispatch (CAD) system. (If there is no location on the 911 telephone system, the call will be entered at the Communications Center's address until further information can be obtained).

3. Call Processing Procedures **(No indicated emergency)**:

   a. Call back

      i. The call taker will attempt to call back the ~~wireless~~ telephone number when a 9-1-1 call is received and the call disconnects before it can be determined that assistance is needed.

      ii. The call taker will call the number back once to make this determination. If the phone is busy or there is no answer, additional attempts to contact the caller will not be made by the call taker.

      iii. If the call back attempt goes to voice mail the call taker will leave a message for the caller advising that the Rock County Communications Center received a 911 call from their number and if the caller still needs assistance they

        should call or text 911 for emergencies or call 757-2244 for other assistance.

iv.   The call taker will document any noises, sounds or voices heard into the call notes.

v.   For calls with no specific location (Phase 0 & I), the call taker will close out the call with the disposition ~~INFO~~ NA (No Action) and no further action will be taken.

vi.   For Landline calls, the dispatcher will dispatch a unit to check the location.

vii.   For Wireless Phase II calls (coordinate location) the dispatcher will dispatch a unit to check the location in all jurisdictions except the City of Beloit.

      • For the City of Beloit the dispatcher will contact the agency supervisor and relay the information from the call notes, omitting any personal opinion. **The agency supervisor will determine the course of action.** If the supervisor declines to send a patrol unit, notes will be entered indicating such and the call will be closed with disposition NA.

b. Contact

i.   If contact is established with the caller and the caller advises there is no need for assistance, the call taker will verify the caller's information, to include current location (making note if caller is traveling).

ii.   The call taker will document the caller's response in the call notes, omitting any personal opinion.

iii.   The dispatcher will dispatch a unit to the location provided by the caller in all jurisdictions except the City of Beloit.

      • For the City of Beloit, the dispatcher will contact the agency supervisor and relay the information from the call notes, omitting any personal opinion. **The agency supervisor**

will determine the course of action. If the supervisor declines to send a patrol unit, notes will be entered indicating such and the call will be closed with disposition NA.

iv. For Phase 0 & I calls, if contact is established with the caller and the caller advises there is no need for assistance, but <u>declines</u> to verify their information, the call taker will enter notes to the call indicating such. The call taker will then close out the call with the disposition ~~INFO~~ NA and no further action will be taken.

c. Call taker discretion

If there is **any** doubt as to whether an emergency exists, the call taker will request that the Communications Center Supervisor listen to the audio recording of the call for a second opinion.

4. Call Processing Procedures **(Indicated emergency)**:

a. Any evidence of an emergency situation will require communications personnel to initiate efforts to re-contact the caller to determine the nature of the incident and an accurate location for appropriate public safety response. If attempts to contact the caller are unsuccessful, patrol units will be dispatched based on the caller location provided by the 911 system (if available) along with the utilization of the Pictometry software. Extraordinary attempts to locate callers will only be made in the instance where an emergency is clearly indicated.

b. In the event that the call taker is unable to determine the specific location of the caller for an emergency situation the call taker will:

i. Immediately advise their Supervisor of the emergency incident.

    ii.   The Supervisor will review the call audio and search the phone number for prior contacts in the CAD and Law Records systems.

    iii.   If necessary, the 9-1-1 Resolution Center will be contacted to determine the telephone provider's identity (for wireless).

    iv.   Once the telephone provider's identity is known, and it is still necessary, the Supervisor will contact the provider and advise them of the nature of the emergency as well as a request for the subscriber's name and address.

    v.   If the telephone provider requires law enforcement intervention (subpoena/court order) the Supervisor will contact the agency supervisor for authorization.

    vi.   The agency supervisor will be offered the opportunity to listen to the audio of the call to determine if any more information can be obtained to assist in locating the caller.

5.   Call Processing Procedures (Caller unable to give location):

    a. Keep the caller on the line and obtain as much information as possible (ie; where the caller was coming from, where they were going to, landmarks, signage in area, name/number of family we can call to get more information, etc.)

    b. Ask if another person is with the caller and if the other person has a cell phone have them try calling 9-1-1 on their phone as well.

    c. If the exact location still cannot be determined, contact the user agency supervisor for the jurisdiction for which we believe (either by tower information or caller's verbal information) the incident is occurring to determine if the phone should be pinged or if the caller should be advised to hang up and re-dial 911 in hopes of getting Phase II information. This should be a last resort as it

risks losing contact with the caller, but in cases where the wireless provider is unable to immediately ping, it could be considered depending on the type of call.

6. Abandoned/hang-up/open line 911 calls that do not require officer response:

    a. If contact is established and the call was to report an incident that has already been reported by another caller (i.e.; traffic accident), further information will be obtained and added to the primary call for service. The 911 incident will be linked to the primary incident and closed with disposition TOTO (turned over to other).

    b. If contact is established and the caller requests fire or emergency medical services, and the call does not require law enforcement assistance, a new call for service will be created for the appropriate agency and the abandoned call will be linked to the new call and closed as TOTO (turned over to other).

7. CAD entry guidelines for wireless 911 calls:

    a. Call taker will auto-populate the latitude and longitude coordinate information obtained from the telephone system into the CAD system.
    b. Call taker will then update the latitude and longitude coordinate location with the closest intersection or landmark using the mapping and/or Pictometry software to interpret the coordinates. Notes will be added to the incident describing the closest address point or hundred block so responders have as much detail as possible for the potential location.

J. Silent Calls

When a call taker receives a call with no voice contact that has not been disconnected, the call taker will check the telephone equipment to determine if the call has transferred to the TDD (Telephone Device for the Deaf)

interface, if it has not transferred the call taker should self-initiate TDD. If the call is on a 911 line the procedure for abandoned/hang-up/open line calls will also be followed.

K.   Handling Different Caller Types – by APCO (Association of Public Safety Communications Officials)

1.   <u>Child Callers</u>

a. There will be times when a call taker gets a call from a child. There are a few special things to consider when dealing with child callers:

i.   Children, when faced with a crisis, often appear to be very calm; this is because they generally do not understand the gravity of the situation. Remember, you should not judge the severity of the call by the level of emotion expressed by the caller.

ii.   Children often will report "something is wrong with my dad" or "my sister is sick and needs help."

iii.   Children will commonly refer to someone who is unconscious as "looking like the person is asleep" or "is sleeping and won't wake up."

iv.   Children are very capable of answering questions and following instructions. You may have to ask the questions one at a time, so you don't confuse them. It may be necessary to repeat and rephrase your questions to simplify them for the child and to be sure the child is not answering "yes" out of respect to an authority figure.

v.   Child callers often get anxious or nervous when it seems to be taking too long for help to arrive. You have to continually reassure them help is coming.

vi.   If distressed, children may worry about who will take care of them or fear they are responsible for the crisis. Reassure them they will be taken

care of and praise them for their help in making the right call.

vii. In non-English speaking families, the school-aged child may be the most fluent in English and may have been chosen to be the translator. Always ask if any other adults are present.

2. Chronic Callers

Many chronic callers are just lonely individuals seeking attention. Often call takers report success in dealing with these types of calls by listening to the caller and providing reassurance that someone will respond, if needed. Always remember, this time there may be a legitimate emergency so never discount a call just because it's from a "chronic" caller. Handle each call on its own merits.

3. Demanding "Social Status" Callers

a. The call taker may receive calls from individuals demanding special attention due to their real or perceived "social status". Maintain a professional demeanor and handle the call with tact and diplomacy.

b. Never allow a caller's social status to override a decision as to the proper response for the call type.

4. Elderly Callers

a. Callers from this segment of the population sometimes require special handling. To the call taker who is anxious to process the call, it may seem like the caller is taking forever to state the problem. You must understand how the thought process works in the mind of an elderly person.

b. An elderly person often organizes thoughts differently than a younger person. Quite often an elderly person needs to start "at the beginning" and begin with the events that led to the phone call, rather than coming right to the point and telling you the problem up front.

Do not allow yourself to become impatient or attempt to rush an elderly caller, as this may confuse the caller. Some elderly callers also process information slower. For this reason, do not throw a series of questions at the caller. Ask one question at a time, and wait for an answer. Elderly callers may be hesitant to call, and they may apologize for bothering you, even though they may have a serious emergency. Many seniors are also unsure of how the 9-1-1 system or public safety works. You will be most effective if you take the time to reassure them that they did the right thing by calling, and that you are there to help them.

c. Loss of hearing is also common at an advanced age. If there are indications that the caller is having difficulty hearing, change your style of communication. Slow down your rate of speech, and speak slowly and clearly. You can also ask to speak to another person if someone else is available. You may also have to speak louder, but be careful not to yell or sound frustrated by the caller.

5. Emotional/Hysterical Callers

People who are out of control need people in control to lead them. An emotional caller may gain and lose control several times throughout the call. Remember these guidelines when processing these types of calls:

a. Use a calm, confident, decisive tone of voice.
b. Be firm and in charge. Take control and do not let the caller control the call. Use persistent repetition (repeating the request several times in the same way), if necessary.
c. Get the caller's first name and use it to get their attention and re-focus on the matter at hand.
d. Reassure caller.
e. Focus on the big picture. Highly emotional people tend to focus on the details rather than the big picture. Stay away from insignificant details.
f. Never argue with the caller.

g. In extreme cases, call takers may need to raise their voice to match the emotions of hysterical callers. In such instances, the call taker should return to normal, authoritative voice tones when the caller calms down. Never use profanity or obscenity under any circumstances.

6. Foreign-Speaking Callers

   a. People who speak English as a second language may be able to converse casually in English, but under the stress of a critical incident may be unable to do so.
   b. In situations where the call taker is unable to get the necessary information, in a timely manner, the call will be immediately transferred to the language line.
   c. The language line is for use by Communications Center personnel only. User agencies will utilize their own interpreter services for interrogations or investigations.

7. Intoxicated Callers

   Intoxicated callers may be very difficult to deal with. Remain professional, control the call, gather the pertinent information, and dispatch assistance, if required. And always remember to keep an open mind to avoid categorizing individuals as intoxicated or drugged when they may actually be sick or injured.

8. Mentally Disturbed Persons

   a. A caller who reports an incident involving a mentally disturbed person may know the subject and have some knowledge of prior incidents involving the person. In the event the person is involved in some type of disturbance, it should be ascertained whether the person is armed or if there are weapons nearby. When obtaining information about mentally disturbed people who are involved in serious incidents, obtain as much specific information as possible.
   b. Do not discount information provided by mentally ill callers. Pass information on to public safety responders and they will determine the validity of the information.

L.   TDD (Telephone Device for the Deaf) Calls

1.   The Communications Center may receive calls for service from deaf, hard of hearing, or speech impaired callers via a TDD. To facilitate the conversation during TDD calls the call taker will:

a. Keep sentence structure simple and to the point.
b. Ask clarifying questions one at a time.
c. Use the standard abbreviations (GA, Q, SK, SKSK, etc.)
d. Provide the caller with choices. For instance rather than ask *"Is the door unlocked?"* Ask, *"Is the door locked or open Q GA?"*
e. Use easy to understand vocabulary; avoid slang, acronyms and law enforcement, fire services or EMS jargon.
f. Extend the same patience and courtesy to TDD callers as you would to all other callers.

2.   The call taker is the vital link in the communications cycle as response units may have difficulty communicating with the communications impaired caller once they arrive at the scene. It is important for the telecommunicator to maintain contact with the caller and provide updates to response units if the situation changes, and provide assistance to the caller and response units once they arrive at the scene.

M.   Operator Assisted Calls

When a call taker determines that it is necessary to have a telephone company operator perform a special service trace or emergency line interruption) the call taker will have a Supervisor approve service unless a user agency Supervisor has directed the call taker to do so.

N.   Answering Priorities

The goal of the Rock County Communications Center will be to answer all emergency lines within (2) rings. The calls will be answered in the following priority:

1. 911 cellular and landlines
2. 7-digit Emergency lines
3. Non-emergency lines
4. User agency dispatch lines

O. Communications Center Salutations

1. The following salutations will be used uniformly by Communications Center staff when answering telephone calls to the Center:

   a. **Cellular and Landline 911 lines**: "Rock County 911, where is the emergency?"
   b. **7-Digit Emergency Lines**: "Rock County Communications, where is the emergency?"
   c. **Non-emergency Lines**: "Rock County Communications".
   d. **Police/Fire Department Dispatch lines:** "Dispatch agency name, employee's name." Example: "Beloit Dispatch, Mary."

P. Transferring Callers

1. Citizens wishing to report an incident to a local public safety agency via phone should be transferred to that agency only if the citizen is calling the Communications Center on a 7-digit line. Before transferring the call the citizen should be advised of the agency's phone number for future reference.
2. 911 calls can be transferred to other adjacent 911 Centers by using the proper 911 transfer (W911, LL911 or 911 XFR) button located on the 911 telephone system. This enables adjacent Centers within Wisconsin and Illinois to receive the ANI/ALI information if they utilize enhanced 911 systems.
3. Normally, non-emergency calls should not be transferred to a long distance number unless approved by a Supervisor.

4.   Calls transferred to another agency will be announced prior to transferring the call.

Q.   Monitor/Break-in Feature

No call taker has the authority to monitor or break-in on another call taker's phone calls. The only instances where this is allowed to occur is:

1.   During training performed by a CTO or Supervisor.
2.   During quality assurance performed by Supervisor.
3.   During critical incident situations where assistance is sought by the call taker.
4.   Situations deemed necessary by a Supervisor.

R.   Professionalism

1.   All Communications Center staff are expected to utilize the telephone in a professional and business-like manner. The use of slang and profanity is prohibited.
2.   A telephone is located in the break room of the Communications Center for employees to use for personal local calls during breaks or before and after duty shifts. This telephone line is not recorded.