

## Responding to Calls in Sunshine

1/6/16

When the tone/pager goes off:

Radio traffic with dispatch:

An officer or EMT will respond to dispatch that they are responding, and if they are going direct to the scene. This radio response needs to be delayed by a couple of minutes to allow our members to be able to turn on radios, get to a place where they can hear their pager, etc. This should not delay your response to the call.

Once an officer has responded to dispatch, dispatch will give an update regarding the call. On a medical calls, if an EMT is going direct, they will announce their response to dispatch. Additional response by our members will be on Sunpete. The first officer that has responded to dispatch will be the main contact with dispatch. If a higher ranking officer responds to dispatch, then this will be considered a hand off to the higher ranking officer to be the new point of contact.<sup>1</sup>

Dispatch may offer a tac channel. The Point of Contact, (POC) Sunshine person or Command once it is set up will announce through BCFD and Sunpete when to move to a tac channel. The POC or command should not move resources to the dispatch tac channel until/unless we have outside resources that we need to communicate with on the call. Radio traffic will be on BCFD and Sunpete for company traffic.<sup>2</sup>

The point of contact officer will announce through dispatch the staging area for incoming resources. Once command has been set up, the point of contact officer will no longer be needed or they will work through Command.

All other members will respond to the fire station and if they have a radio, announce on Sunpete that they are responding. Keep in mind that our radios have dispatch as the priority channel. (See Radios for more information on how this effects communications)

Information on driving past the call, please see: New Firefighter Response Protocols.

Resources may go arrival as “Quick Attack” or “Medical Mode”. They need to update through dispatch any changes in the staging area, best access, location and a general size-up. The Sunshine POC will continue to be the point of contact until command is established. If the Sunshine POC is arrival and unable to setup command, the POC will announce on BCFD to pass the POC/Command role to the next Sunshine Officer or qualified mutual aid responder.

Sunshine engines and POVs should have the keys left in the vehicle when safe to do so, so vehicles can be moved by others.

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<sup>1</sup> Point of Contact person, POC is the person organizing response to a call. They are not command of the call, they may go arrival on the call and setup command. Once command is set up, the POC will work through/for command and command will respond to incoming resources and dispatch. The POC will brief command as necessary on a tac channel.

<sup>2</sup> We want to delay the use of the tac channel until we are on scene when possible. The third channel is a liability, as it is not in our scan. Thus we will miss traffic of incoming resources on the tac channel if we switch to the dispatch channel or Sunpete. Since some incoming resources will not hear us on tac, we still need to go through BCFD with critical information for incoming resources. The POC or Command will announce on BCFD and Sunpete when moving to the tac channel. Moving to the tac channel, should occur once a mutual aid department like Boulder Rural or BES get close or on scene.