

15- EMERGENCY BUTTON ACTIVATION

15.1 GENERAL

Responder safety is a top priority of York County DES. Each portable radio is equipped with an emergency button to alert all users on the network of an emergency. All radios with the trunked radio system transmit a unique radio identifier (ID) on each push to talk (PTT). The ID appears on each radio that is set to the same talk group as well as the Dispatcher's console. The emergency button is to be used as a last resort. MAYDAY (Fire) or Signal 13 (Police, Fire, EMS) procedures should be used first if possible.

15.2 PROCEDURE

Police:

Emergency Button Activation:

Upon the receipt of an emergency button activation the dispatcher will request the unit to check their display. If there is no response, the dispatcher will treat this as an Officer Needs Assistance (Signal 13) until verified.

The officer will press and hold the emergency button on their radio for 2 ½ seconds. The radio will BEEP and display TX EMER and the unit will give their location, if possible. The radio will transmit for 10 seconds – hands free. The emergency condition will be displayed at the console position with audible as well as visual display. Other field unit radios will display RX EMER on their radios.

Upon the receipt of an emergency button activation from an officer with no voice assigned to an incident, the officer will be requested to check their display. If there is no response from the officer, the appropriate announcement will be given on the GPI talkgroup.

One example of an announcement is as follows:

Give one alert tone on the GPI TG and announce:

“York to all units, Police Department (PD) Name and unit number is calling Signal 13 (location).” If there is any further information, this will be relayed.

The municipality will be voiced for PD covering more than one municipality.

The talkgroup the Emergency Button was activated will be patched into the PSP 1 talkgroup.

Notifications will be made to the following people:

- Officer in Charge (OIC) of the Department, if not involved in the Signal 13
- Police Chief of the Department the Signal 13 was called
- Pennsylvania State Police
- 911 Shift Supervisor

After confirmation there is no longer an emergency, the air can be released on the appropriate TG and the alarm can be cleared.

Upon the receipt of an Emergency Button Activation with no voice from an officer not on the scene of an incident, the officer will be requested to check their display (X2). If there is no response from the officer, the appropriate announcement will be made on the GPI talkgroup.

One example of an initial announcement is as follows:

Give one alert tone on the GPI TG and announce:

“York to all units, Police Department (PD) Name and unit number emergency button activated units aware of his location acknowledge - stand by for further information.” If no officers acknowledge, treat as a Signal 13.

If the officer is located on the CAD map, the announcement will be re-broadcast on the GPI TG with the updated information on the location following the same procedure mentioned above for local PD Officer Needs Assistance (Signal 13).

If the officer cannot be located on the AVL, keep trying to contact them via radio, cell phone, pager or any other known resource.

Notifications will be made to the following people:

- Officer in Charge (OIC) of the Department, if not involved in the Signal 13
- Police Chief of the Department the Signal 13 was called
- Pennsylvania State Police
- 911 Shift Supervisor

After confirmation there is no longer an emergency, the air can be released on the appropriate TG and the alarm can be cleared.

Fire/EMS

Emergency Button Activation

No Voice Activation from fire ground:

Upon the receipt of an emergency button activation with no voice, the unit will be called on the TG the emergency button activation was received and request them to check their display.

If no response is received, immediately hold the air on the TG the emergency was received and move all other traffic to another TG.

If the unit replies, **“York the Signal 13 was accidental” this is the code that indicates the unit cannot speak freely and personnel are in a “Signal 13” – Life Threatening Situation.** Do not make an announcement on the radio for this type of situation.

Notify the OIC on the fire ground and have the police dispatcher dispatch the appropriate police department. The police will be dispatched on their TA TG and not their main TG.

Notify the 911 Shift Supervisor.

If the air was held, after the emergency has been terminated, the air can be released making an announcement on the TG the emergency was received and the TG units were switched to.

No Voice Activation from FIRE/EMS not on the scene of an incident:

Upon the receipt of an emergency button activation with no voice, the unit will be called on the TG the emergency button was received and request them to check their display.

If the unit replies, **“York the Signal 13 was accidental” this is the code that indicates the unit cannot speak freely and personnel are in a “Signal 13” – Life Threatening Situation.** Do not make an announcement on the radio for this type of situation.

If no response is received, every attempt is to be made to ascertain their location and the type of emergency. Immediately, hold the air on the TG the emergency was called and move all other traffic to another TG.

Page the involved Unit's chain of command to contact 911 immediately and notify the 911 Shift Supervisor

After the location has been ascertained, the appropriate police department will be dispatched on their TAC TG and not their main TG.

Dispatch the next due ALS and BLS that are not on scene to stage in the area.

If the air was held, after the emergency has been terminated, the air can be released making an announcement on the TG the emergency was received and the TG units were switched to.

No Voice Activation from EMS on the scene of a medical call:

Upon the receipt of an emergency button activation from EMS on the scene of a medical, request the unit to check their display.

If the unit replies, ***“York the Signal 13 was accidental”*** this is the code that indicates the unit cannot speak freely and personnel are in a **“Signal 13” – Life Threatening Situation**. Do not make an announcement on the radio for this type of situation.

If no response is received, immediately hold the air on the TG the emergency was called and move all other traffic to another TG.

The appropriate police department will be dispatched on their TAC TG and not their main TG.

Notify the 911 Shift Supervisor.

Dispatch the next due ALS and BLS that are not on scene to stage in the area. Page the involved EMS chain of command to contact 911 immediately.

If the air was held, after the emergency has been terminated, the air can be released making an announcement on the TG the emergency was received and the TG units were switched to.

Accidental Activation

Note #1: All transmissions containing the words ‘Signal 13’ will cause the dispatch of the appropriate police department on their TAC TG and not their main TG. Notification to the 911 Shift Supervisor and the involved EMS chain of command.

Note #2: Do not voice the location on the main dispatch TG when dispatching next due ALS and BLS for a ‘Signal 13’.

Upon the receipt of an emergency button activation that has been confirmed accidental, no dispatch actions are required. The activation will be documented in the call narrative if the unit is on a call or documented in the unit log if not on a call.

MAYDAY

“MAYDAY” involves fire personnel that need help immediately. This is a distress call to use in a situation where the life of a firefighter is threatened due to a condition relating to the fire call.

Upon the receipt of a “MAYDAY”, the dispatcher will hold the air on the TG the “MAYDAY” was called and immediately switch units to another TG. This will free the air for only the units involved in attempting to locate the down firefighter. Do not tie up the air any longer than necessary. In the event units on the scene did not hear the “MAYDAY”, the Officer in Charge (OIC) will be notified immediately. Also, notify the 911 Shift Supervisor.

During any incident, the Fire/EMS dispatchers will monitor the Talk Groups (TG).

After checking the SRN tab for special notes for dispatching additional resources for a “MAYDAY”, and if no special resources are listed dispatch the next greater alarm along with the next due BLS and ALS.

After the “MAYDAY” has been terminated, the air can be released by making an announcement on the TG it was held and the TG units were switched to.

15.3 ACCIDENTAL ACTIVATION

If an Emergency Button was activated accidentally, call the dispatcher and advise them. Prior to the dispatcher clearing the alarm, do not turn the radio off. The radio will be locked. Only the dispatcher can clear the alarm.