

14- EMERGENCY CONDITIONS

14.1 GENERAL

Emergency Conditions may be implemented during any extended period of overwhelming call volume, to include but not limited to: large scale incidents, mass casualties, severe weather or major technical issues. Emergency Conditions may be declared by the supervisor on duty when deemed necessary. The phases of Emergency Conditions listed below may be implemented in any order and the phase of operations can be changed as the situation warrants. All communication center personnel and field units should understand that during periods of Emergency Conditions that emergency services of York County are excessively taxed and the current needs outweigh the available resources.

Emergency Rule is a principle of law that considers the circumstances under which one acts. Circumstance plays a crucial role in determining negligence and, therefore, must be considered in any civil action. Simply put, the court will not hold people to the same level of performance in emergency circumstances as it might in non-emergency situations. In context, it may not be possible to provide the same level of service during a disaster situation as might be provided during normal circumstances. The courts recognize this fact. Since the normal business of dispatch is dealing with emergencies, only unpredicted, exceptional, or overwhelming emergency situations should be cause too expect protection under this rule.*

14.2 PROCEDURE

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

During periods of Phase I Emergency Conditions the following announcement should be made on the GPI Police Talk Group (TG), OPS Dispatch TG, and OPS primary TGs. In addition a mobile CAD message will be sent to the police departments and “all call” page to Fire/EMS personnel to include the same message as the announcement.

Send a page via “page by name” and voice over the appropriate TGs.

Example of a CAD message, page and voice announcement for a non technical issue: (3 second warble tone) “York to all units, York is now operating under Phase I Emergency Conditions, Time.”

Example of a CAD message, page and voice announcement for a technical issue: (5 second warble tone) “York to all units, York is now operating under Phase I of Emergency Operations due to (technology name) outage. Time.”

If paging is down through CAD, “page by name” will be utilized to page field responders and if paging is down through CAD and radio, an Everbridge page will be sent to York County EMS and Fire Chiefs by the Shift Supervisor.

1. Radio Traffic will be kept to an absolute minimum.
2. Non-emergency communications will not be taken via phone or radio, i.e. request for times, report numbers, status changes with Public Service calls. These types of communications will be accepted once the Center is back on normal operating procedures.
3. Duty Officer Notifications will not be made for fire drills or other non-emergencies during this phase.
4. Any road closed due to weather conditions or emergency incidents will be documented in CAD as “Road Conditions” and will be dispatched to police only. Fire will be notified if their response will be impeded.

5. York County 911 will only make notifications to utility companies directly related to a life safety issue, while operating under Phase I Conditions. Fire departments will be issued a contact list to notify utility companies from their stations. All contact information will be available and updated on the ycdes.org website. After departments are issued their contact list it will be their responsibility to keep them updated.
6. All FIRE responses will be the first due station only, unless a working fire or accident with entrapment has been reported. Duty Officers may request to upgrade any call to a full response at any time.
7. Calls where EMS is due to respond with the fire department, on a fire call for service type, will not be dispatched unless a need for medical assistance is identified, i.e. vehicle accidents.
8. All CELL PHONE hang up calls will be printed out using the "F2" key on the CML keyboard. The CML screen will print out on the supervisor platform. The Shift Supervisor will be responsible for delegating personnel to call back cell phone numbers as the call volume allows. All attempts should be made to filter through hang up calls to get to live callers with emergencies.
9. The dispatcher has the option to monitor assigned TG. Command requests should be made through the home TG.
10. Post Dispatch Instructions (PDIs) and Pre-arrival Dispatch Instructions (PAIs) will not be given if the patient is stable. Any call that is in question, summon a supervisor for help.
11. The Communications Center ***will not be dispatching EMS on unknown injury accidents.*** If and when there is confirmation of patients present, EMS will then be dispatched. Fire and Police will have no change in their response on these calls. All unknown injury accidents will be processed as a medical call following the Emergency Medical Dispatch (EMD) standard.

Phase II: Includes large scale incidents, mass casualties, severe weather events, and significant technical issues with the exception of CAD.

During periods of Phase II Emergency Conditions, the following announcement should be made on the GPI Police TG, OPS Dispatch TG, and OPS primary TGs. In addition a mobile CAD message will be sent to the police departments and “all call” page to Fire/EMS personnel to include the same message as the announcement.

Send a page via “page by name” and voice over the appropriate TGs.

Example of a CAD message, page and voice announcement for a non technical issue: (3 second warble tone) “York to all units, York is now operating under Phase II Emergency Conditions, Time.”

Example of a CAD message, page and voice announcement for a technical issue: (5 second warble tone) “York to all units, York is now operating under Phase II of Emergency Operations due to (technology name) outage. Time.”

If paging is down through CAD, “page by name” will be utilized to page field responders and if paging is down through CAD and radio, an Everbridge page will be sent to York County EMS and Fire Chiefs by the Shift Supervisor.

1. Fire Departments are encouraged to have at least one person at their station as a primary contact.
 - a. Once individual stations are staffed, one person should contact the communications center and identify themselves as the duty officer with their rank.
 - i. Local Emergency Management Coordinators could be utilized during this phase to manage resources for the municipality and handle non emergency notifications.
2. All non-emergency fire calls will be held for the first due station. Items such as trees down and other low priority calls will be phoned in groups to the duty officer or main contact for each department. Each department may handle the low priority calls when time permits. This will eliminate these calls from the radio and allow for proper dispatch of emergency incidents.
3. York County 911 will staff the Emergency Operations Center with additional personnel as deemed necessary.

4. Primary Dispatch positions should avoid answering phones if staffing permits. Supervisors should grant permission prior to “pinking out”.
5. The York County Communications Director will be made aware of the current situation and continually updated or briefed as the situation warrants.

Note #1: Any changes, upgrades, downgrades, or cancellation of Emergency Conditions should be updated via radio, digital pagers, and mobile CAD.

Phase III: Includes scheduled and unscheduled CAD outages.

During periods of Phase III Emergency Conditions the following announcement should be made on the GPI Police TG, OPS Dispatch TG, and OPS primary TGs. A CAD message will be sent to the police departments prior to a scheduled CAD outage and “all call” page to Fire/EMS personnel to include the same message as the announcement.

Scheduled Outage: a page will be sent via InfoRad.

Unscheduled Outage: a page will be sent via “page by name” if paging is down through CAD and if paging is down through CAD and radio, an Everbridge page will be sent to York County EMS and Fire Chiefs by the Shift Supervisor.

Example of a CAD message, page and voice announcement:

(2 Simultaneous Alert Tones) “York to all units, York is now operating under Phase III Emergency Conditions, Time.”

1. Fire Responses will be reduced as follows:

Structure Related Incidents:

- a. *Any Structure Related Incident – 4 Fire Stations from Master Station Order List – 1 Basic Life Support (BLS) and Advanced Life Support (ALS) if appropriate*

Vehicular or Transportation Related Incidents:

- a. *Any Vehicle Related Incident – 1 Fire Station from Master Station Order List – EMS (Appropriate number of BLS and ALS)*

Special Rescue Incidents:

- a. Any Special Rescue Related Incidents – 1 Fire Station from Master Station Order List – 1 Advance Tactical Rescue (ATR) – EMS (Appropriate number of BLS and ALS)

Notifications: will occur for outages lasting **24 or more hours**.

- a. Group related notifications (Road Closing/Openings, Fire Hydrant Information) – 4 Fire Stations from the Master Station Order List and 1st due EMS units (BLS/ALS) for Road Closing/Openings only
- b. Any other related notifications – 1 Fire Station from the Master Order List

Outside Fire and Investigations:

- a. Any Outside Fires and Investigation Related Incidents – 1 Fire Station from the Master Order List

Other Incidents:

- a. HAZMAT Incident – 1 Fire Station from the Master Station Order List and HAZMAT Team
- b. Mass Casualty Levels (MCI) – 1 Fire Station from the Master Station Order List - **follow the MCI Policy 60.7 for EMS response**
- c. Any other Related Incidents – 1 Fire Station from the Master Station Order List

Special Response Groups:

- a. ATR – Fire Stations 9-36-46-61
- b. Decon Strike Team – 2-5-89-99-68
- c. Duty Officer – 4 Fire Stations from the Master Station Order List
- d. Fire Police Group – 4 Fire Stations from the Master Station Order List
- e. MCI – **refer to and follow Policy 60.7**
- f. Tanker Task Force (TTF) – Duty Officer needs to specify which Fire Stations to dispatch for TTF. As a last resort utilize the resource list icon on the admin desktop to fulfill the response with 5 Tankers and 1 Engine.
- g. MAYDAY – 4 Fire Stations from the next due Station from the Master Station Order List – 1 BLS – 1 ALS
- h. Working Fire – Duty Officer needs to specify which Fire Stations to dispatch for 1 RIT and 1 AIR - 1 BLS. As a last resort utilize the resource list icon on the admin desktop to fulfill the response with 1 RIT and 1 Air.

2. If a Duty Officer needs additional fire apparatus, they will need to specify what unit type and stations to dispatch.
3. Fire Call types that receive EMS will be dispatched as outlined in Section 1. The Duty Officer will need to request EMS for any other fire related incidents
4. All EMS related incidents will be dispatched according to their response plans from the street index with the exception of an MCI. The MCI resources can be located on the admin desktop shortcut.