



Scarborough Fire Department Scarborough, Maine



Standard Operating Procedures

Book:	Organization
Chapter:	Dispatch
Subject:	1640 – Tone Alert Policy
Revision Date:	01/28/2014
Approved by:	<i>B. Michael Thurlow</i>

PURPOSE

To establish a tone alert procedure for public safety dispatchers to follow when dispatching fire department apparatus.

POLICY

Public safety dispatchers shall utilize the tone alert procedures listed below when dispatching fire and EMS calls.

PROCEDURE

- A. The All Call tone shall be used for:
 - a. Desk box assignments
 - b. Full box assignments including supervised and master boxes
 - c. 1800 hrs. radio test
 - d. Command van calls
 - e. Motor vehicle crash or industrial calls when Squad 7 is dispatched
 - f. Marine rescue calls
 - g. Working fires, extrications and codes
- B. Individual or selected company tones shall be used for:
 - a. Box 8 – rescue calls with no engine assist
 - b. Single engine or company responses
 - c. Engine assist rescue calls (including R3 activations)
 - d. Fire Police activation
 - e. Canteen calls – (also note canteen members should be digitally paged through Page Gate in addition to the radio page since many do not carry pagers with them)
- C. The Chief's tone shall be used on:
 - a. Mutual aid fire calls excluding Box 55 – Tank 1 to Gorham
 - b. Any other time you feel a chief officer should be aware of an incident that was toned with something other than the All Call tone

- D. Special circumstances in districts 6 & 7 which have 24/7 staffing
 - a. For rescue assist calls when sending Unit 6 or 7 to assist the rescue on a medical call that does not require an engine – DO NOT activate the district 6 or 7 tone. Simply use the rescue tone.
 - b. If additional manpower is requested or if the incident is of a serious nature (possible code) you may activate the call company tone.
 - c. This procedure also applies to R3 calls. Do not activate the district 6 or 7 tone for non-critical EMS calls that don't require an engine unless requested.
- E. Re-tones due to lack of response:
 - a. If a unit doesn't respond within 5 minutes contact the IC or C7 to see if they are still needed or if C7 is going to respond (if not already enroute) or send other on-duty personnel
 - b. If a re-tone is requested use the individual tone for that district.
- F. The Voc Alarm system shall be activated for all calls as a secondary means of notification of the emergency for the duty crews or members present at the stations. Voc alarm activation shall follow the same procedures in terms of using the All Call or individual station notification as outlined above for tone procedures. Anytime apparatus is dispatched from a station that station shall be notified via the Voc Alarm system as well as the radio, even if the duty crew is all that is required to respond.

EXAMPLES

- A. MVC with PI @ Rout 9 & Jones Creek Dr. - use rescue and district 4 tones.
 - a. If the MVC involves possible entrapment add SQ7 and use the All Call tone
- B. Chest pain call at 15 Broadturn Rd. – use rescue tone only, send unit 6 with the rescue
- C. Difficulty breathing at 10 Maple Ave. – use rescue tone only, send unit 7 with the rescue
- D. Chimney fire on County Rd. – use All Call tone
- E. Working code or extrication - re-tone with the All Call tone
- F. Box 6811 E6/L1 to Saco for coverage or direct to scene – use district 6 and chief's tones
- G. Box 55 T1 to Gorham – use district 5 tone