**ESSEX COUNTY TECHNICAL RESCUE TEAM**

**SOP # 4**

**DISPATCH PROCEDURES**

**Revised February 2015**

PURPOSE: Purpose of this procedure is to establish a guideline to affect an orderly dispatch of team members to an incident.

SCOPE: This Standard Operating Procedure shall apply to all members of the Essex County Technical Rescue Team dispatch centers.

DEFINITIONS:

Control Point: Control Point is defined as the central dispatch center used for the deployment of the ECTRT.

District 5 Control (Beverly) – 978-922-2424

District 15 Control (Andover) – 978-475-1281

Incident Dispatch Center:  Incident Dispatch center is defined as the home fire department dispatch center or the dispatch center where incident is occurring.

Communications Device:  Communication device is defined as any electronic device that can be utilized to receive a text notification of incident deployment and location (Pager, Cell Phone Blackberry etc.) Device will be supplied by team member.

PROCEDURES

**Incident Dispatch Center Procedures**

Upon receipt of a technical rescue incident in progress

1. Dispatch will notify control point of incident and provide the following information.

a. Type of Incident (Rope, Trench, Confined Space)

b. Location of incident and any cross streets

c. Number of victims

d. Command post location

e. Incident commander and on-scene phone number

Team Member Dispatch Center

Upon notification from team member of their response

1. Dispatch Center will start and incident and/or record names of responding personnel and their time of response in official department log book.

**CONTROL POINT PROCEDURES**

1. Upon notification and location of an incident the control point will page out the appropriate team(s) using the charts below.

2. If the incident is for a Technical Rescue involving a non-human only the primary team shall be paged out.

3. Notify Incident Command to have an ALS ambulance on scene just for team personnel.

4. Control Point will notify all Cities/Tows via County Radio of the technical rescue incident and the city/town where the incident is located.

5. Send information reported by the dispatch center (ie, location of incident, number and type of victims, Command post location, etc)

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| District 1 | Primary | Secondary | District 2 | Primary | Secondary | District 3 | Primary | Secondary |
| Amesbury | 1 | 3 | Andover | 2 | 1 | Beverly | 3 | 2 |
| Georgetown | 1 | 3 | Boxford | 2 | 1 | Danvers | 3 | 2 |
| Groveland | 1 | 3 | Lynn | 2 | 3 | Essex | 3 | 1 |
| Haverhill | 1 | 2 | Lynnfield | 2 | 3 | Gloucester | 3 | 2 |
| Lawrence | 1 | 2 | Middleton | 2 | 3 | Hamilton | 3 | 1 |
| Merrimac | 1 | 2 | Nahant | 2 | 3 | Ipswich | 3 | 1 |
| Methuen | 1 | 2 | North Andover | 2 | 1 | Manchester | 3 | 2 |
| Newburyport | 1 | 3 | North Reading | 2 | 1 | Marblehead | 3 | 2 |
| Rowley | 1 | 3 | Reading | 2 | 3 | Peabody | 3 | 2 |
| Salisbury | 1 | 3 | Saugus | 2 | 3 | Rockport | 3 | 2 |
| West Newbury | 1 | 3 | Swampscott | 2 | 3 | Salem | 3 | 2 |
|  |  |  | Wakefield | 2 | 3 | Topsfield | 3 | 1 |
|  |  |  |  |  |  | Wenham | 3 | 1 |

**DISPATCH SOFTWARE PROCEDURE**

1. Open a web browser

2. Type in ectrt.d4h.org

3. USER NAME is control (case sensitive)

4. PASSWORD is Control515 (case sensitive)

5. Click Sign in button

6. Click LOGISTICS at the top of the page

7. Click COMMUNICATIONS from the down menu

8. Check off E-MAIL and TEXT MESSAGE buttons

9. From the GROUPS drop down menu select the appropriate squad using chart below

(Step 9 may have to be repeated to activate more than 1 squad.)

10. From the GROUPS drop down menu select LIAISONS

11. Type dispatch message.

(Example: Trench Rescue 41 Lowell St Peabody Squads 1 & 2 Respond)

12. Repeat steps 8-11 to add further update messages

(Example: On scene IC Capt. Smith - command post 27 Lowell St - 1 victim trapped waist deep)

To view who is responding and their estimated time of arrival to the scene click the INBOX tab.

Team members may call to find out how many members are responding.