Essex County Fire
Standard Operating Guideline

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Requesting Mutual Aid via Fire District Radio		

Scope

This Standard Operating Guideline applies to all fire departments within Essex County.

Purpose

During significant emergency incidents, telecommunicators can become inundated with numerous tasks such as monitoring several radio frequencies, answering telephone calls, making outgoing phone calls, and maintaining incident logs. As a result of the telecommunicator(s) having to multitask, timely notifications are essential when fire service organizations are requesting mutual aid and/or additional resources.

This Standard Operating Guideline aims to help streamline the process of mutual aid/resource requests, simplify the notification process, and create an increased level of situational awareness within all of the incident surrounding communities and the District 5 and 15 control point(s).

Specifically, the goal is to aid local communities during a "Phase 1" fire incident. Mutual Aid for "Phase 2" and "Phase 3" should be handled through the appropriate fire district control.

Definitions

1. **Phase One** – Fire Community calls own mutual aid assistance on a direct call basis. Keeps District 5 or 15 Control Point personnel advised of what communities have been called.
2. **Phase Two** – District 5 or 15 Control Points coordinate any additional mutual aid for the fire community. Fire Control Points shall create an incident and/or record the phase two event in the official department logbook.
3. **Phase Three** – **District 5 or 15 Control Point** will coordinate all mutual aid resources for all district communities due to multiple extensive activities or multiple simultaneous incidents in progress within the district.

Standard Operating Guideline

When a community within Fire District 5 or District 15 needs mutual aid assistance for a First or Second Alarm incident, the procedure outlined in this guideline should be followed to facilitate multiple notifications within one radio transmission.

Procedure

1. The Telecommunicator in the requesting community should select the appropriate fire district channel, either District 5 or District 15, and sound an "ALERT 1" (1KHz) tone for approximately 3

seconds, when possible. Following the tone, the Telecommunicator should broadcast the following message:

> "Attention District **[Insert #]** Communities, **[COMMUNITY NAME]** is calling for mutual aid for a **[Insert #]** Alarm at **[ADDRESS OF INCIDENT]**. The following is being requested… **[announce each community name and apparatus needed]**. **[REPEAT MESSAGE]**. Communities & District #___ stand by for acknowledgment."

2. A roll call should then be conducted, confirming receipt of the message with each department, along with the fire district control point.

    Example:
    > *"[3 second Alert 1 Tone] … Attention District 15 Communities, North Andover is calling for mutual aid for a first alarm at 1600 Osgood Street. The following is being requested: Lawrence Engine for RIT to the scene; Methuen Engine & Lawrence Ladder to the Chickering Road station for coverage, and Andover Engine to the Salem Street for station coverage.*
    >
    > *Again… North Andover is calling for mutual aid on a first alarm at 1600 Osgood Street. The following is being requested: Lawrence Engine for RIT to the scene; Methuen Engine & Lawrence Ladder to the Chickering Road station for coverage and Andover Engine to the Salem Street for station coverage. All communities stand by for acknowledgment.*
    >
    > *…Pause…*
    >
    > *"Lawrence, do you copy?" Wait 2-3 seconds for acknowledgment*
    > *"Methuen, do you copy?" Wait 2-3 seconds for acknowledgment*
    > *"Andover, do you copy?" Wait 2-3 seconds for acknowledgment*
    > *"District 15, do you copy?" Wait 2-3 seconds for acknowledgment*

3. If a community fails to acknowledge when called on the radio, the requesting community should attempt to contact that community via telephone.

4. If a community indicates that they are unavailable, the requesting Telecommunicator should follow their agency's 10-Alarm Runcard to request the next resource of the same type.