



CHARLOTTESVILLE-ALBEMARLE RESCUE SQUAD

STANDARD OPERATING GUIDELINE

TOPIC: Response Guideline	S.O.G. # 3.10
Approved by: Lair D. Haugh, Chief	Revised: 8/15/2007 Approved: 8/15/2007

I. PURPOSE

- a. To consolidate existing policies, bulletins and training materials pertaining to radio operations, alphanumeric pager operation, map information and navigation into one guideline.

II. RESPONSE TO CALLS.

- a. The closest available unit will answer a call for service regardless of the call level or of any preset running order. This may result in more than one unit responding depending on the level of the call.
- b. Units responding from locations other than quarters will make that known in the event there is a closer unit available.
- c. Units that are closer to a call should make that known and respond. There is no need to ask permission, just mark up and give the location from where you are responding.
- d. If additional resources are needed they will co-respond.

III. RADIO OPERATIONS

- a. Units responding to calls will do so according to the following format: (Ambulance/Trauma/Medic) (Truck Number) responding to (repeat the WHOLE address)
- b. Units that are responding from a location OTHER THAN quarters will use the following format: (Ambulance/Trauma/Medic) (Truck Number) responding to (repeat the WHOLE address) from (give location you are responding from)
- c. Units will promptly mark on scene using the following format: (Ambulance/Trauma/Medic) (Truck Number) on scene at (repeat the location) Be sure you are acknowledged by ECC.
- d. Status will be relayed to ECC as soon as possible using the following format: (Ambulance/Trauma/Medic) (Truck Number) (OK on scene, transporting (to MJH or UVA if known) in (approximate time in minutes, or other brief status report or request for medic, squad, etc., or cancel medic, squad, as appropriate)". If you require additional resources provide a situation report and be specific as to the help needed.
- e. Units transporting will notify ECC using the following format: (Ambulance/Trauma/Medic) (Truck Number) transporting (to MJH or UVA).
- f. Units arriving at the hospital will notify ECC using the following format: (Ambulance/Trauma/Medic) (Truck Number) at (UVA or MJH) If you have an estimate of how long you will be tied up you may give an estimate of that time also.
- g. Units marking "in service" will notify ECC using the following format: (Ambulance/Trauma/Medic) (Truck Number) in service (at UVA/MJH ED, returning, etc.)

IV. ALPHANUMERIC PAGER OPERATION.

- a. Personnel will confirm the response location using details provided on the alphanumeric pager in accordance with the January 3, 2002 training document (parts shown in Attachment A).



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b. Confirmation will at a minimum include the street number and street name, city field, and cross street information.

V. STREET DATA BASE USE.

- a. Personnel will use the alphanumeric pager information to check the directions contained in the STREET data base book to the response location, insuring that the directions to the block range and street match the pager information.
- b. Because the data base contains many maps in addition to street directions, personnel will always consult the data base when responding to calls.
- c. If you find a street listed in a shaded area be careful – this is a street where there are multiple block ranges, similar sounding street names, two streets with the exact same name, a street with a lane, avenue, place, etc. with the same name, or other things with the potential to confuse you. Look at all the streets in the shaded areas.

VI. USE OF OTHER MAPS.

- a. The truck should also be equipped with the following other maps:
 - i. E-911 Map Book. Contained in blue, three-ring binder, this book contains detailed maps of the city and county, but only has structure numbers for structures located in the county. It is also very hard to use in the urban area because many maps are broken down into multiple sub-maps. It is best used to locate a particular address on a rural road.
 - ii. ADC Map. This map is easier to use than the E-911 map, and it has larger parts of the area on each page. The red block numbers are often incorrect, and it is not very helpful in locating apartment locations or other addresses in the urban area. The UVA part is on a separate map but is not very detailed.
 - iii. UVA official map. This map is good for the grounds, but it requires you to use a list to cross-reference building names and building locations. The STREET Data Base is better for most of the area.