

**OKALOOSA COUNTY  
EMERGENCY MEDICAL SERVICES  
STANDARD OPERATING PROCEDURE**

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**Title:** OCEMS Personnel Dispatch Orientation  
**Policy:** 508.00  
**Purpose:** To provide newly assigned EMS/FD personnel the opportunity to become familiar with the daily operations of the Emergency Communications Center (ECC).

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**Policy:**

Equipment Overview

Sentinel 911: Show how we answer 9-1-1 and administrative lines. Show how we receive calls transferred by other agencies and how we transfer calls to other agencies. Explain/demonstrate use of the TDD/TTY feature.

Vela Map: One of the best resources available. We can look up intersections, addresses, businesses, coordinates, closest unit by fire zone, IRA's, etc. Explain/demonstrate how landline 9-1-1, VoIP (Voice over Internet Protocol), Phase I and Phase II 9-1-1 will work with our mapping program.

Vision CAD program: We use the CAD (Computer Aided Dispatch) to enter calls for service via address, landmark or intersection, suggest fire units for call types, tracking and updating unit locations, as well as being able to look up previous calls to a location, pre fire plans, medical plans, and call times for units.

EMS Status Board: Shows Paramedic and EMT units on duty, their unit numbers and which truck they are assigned to. This information is gathered each morning during the 0700 EMS radio checks. It is imperative that this data be 100% accurate in the event of an emergency distress (code 10-24) as well as accurately reflecting crew information for police reports. Law enforcement agencies frequently call for crew information on significant calls. The status board is also used to track the number of transfers handled each shift.

Maestro Radio system: Explain how we tone stations for emergencies

PageGate program: Explain how we send pages for off-duty recalls, Emergency Management, EMS run number and times, Primary EMS unit

Verizon: It can be used as a tertiary form of dispatching if the primary and back up radio systems are inoperable. DO NOT USE AS A PRIMARY FORM OF COMMUNICATION UNLESS IT IS THE ONLY OPTION.

EMD/EFD Cards: Demonstrate how we use Emergency Medical Dispatch/Emergency Fire

Dispatch cards to interrogate callers, assign a response code and prioritize medical calls.

- Local Medical Director Response OVERRIDES.

ProQA program: This is a computer program based on the EMD Cards. Allows us to properly code and prioritize medical calls, give pre-arrival instructions including controlling bleeding, Heimlich maneuver, CPR, and Childbirth situations, post-dispatch instructions

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Operations

Emergency Communications Center (ECC) dispatches EMS for the entire county with the exceptions of Eglin AFB and Hurlburt Field and fire departments for the entire county with the exceptions of the city of Crestview, Eglin AFB and Hurlburt Field. Dispatch utilizes the call sign, "Okaloosa."

The I-call (initial call dispatch notification) will be a brief statement of who, what, where and cross street and will be transmitted one time over the radio. The I-call will include:

- Unit (s)
- Response mode (if known on medicals)
- Complaint type
- Address/Location, Name of business
- Cross streets
- Repeat Address/Location
- Time out

Don't use one way traffic. We could be busy, and not know who is calling or what the exact message is. If a unit gives one way traffic, it may not be heard by the dispatcher. Units should call on radio and wait for an acknowledgement to ensure the message is received.

If we advise units to standby, we are possibly busy on another radio channel or we are busy on a 9-1-1 call. We possibly won't be able to copy your transmission, so don't continue to give us the radio traffic unless we are able to copy. If it is emergency traffic, advise us that it is emergency traffic & we will answer as quickly as possible.

Everything in the dispatch center is recorded, including 9-1-1, administrative telephone traffic and radio traffic. This is to be able to review calls for accuracy and quality assurance purposes. Also if information is missed on an initial call, it can be played back to confirm information.

Dispatching closest unit, based on last given location – Dispatch will send the closest unit to a call based on the last location given by that unit. If another unit is closer, it is that closer unit's responsibility to inform Dispatch of their location and take the call.

When Dispatch calls an EMS unit on the radio, the Medic unit should reply with their current location.

- Ex. *Dispatch:* "Medic 9, Okaloosa"  
*Medic 9* "Eglin and Racetrack"

EMS/FD Emergency notification procedures: When you are in station, we will tone out and provide initial dispatch over your base station on the North or South VHF Paging Channel. EMS crews will also have this information sent via the pager and data sent to the Verizon phone. Fire departments will receive initial dispatch information over pagers.

EMS ONLY: If you are out of station, we will call you via the SLERS to give your emergency traffic.

FIRE ONLY: If you are out of station, we will send out applicable tones/chief tones as if you were in station.

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*SLERS Radio Familiarization*

SLERS (Statewide Law Enforcement Radio System) is a digitally trunked and encrypted radio system, utilized by EMS and the majority of the South end fire departments. Most of the North end fire departments are utilizing VHF radio systems and are “patched” to a SLERS frequency.

*VHF Pagers/Verizon Push to Talk (PTT)*

While on duty, each EMS crew should check their individual Minitor V pager as well as the Verizon PTT, for proper operation. Each pager has a bank of preset frequencies that are geographically dependent. Crews assigned to the south end of the county must ensure that their pagers are turned to either Channel A or B. Crews assigned to the north end of the county must ensure that their pagers are turned to either Channel C or D.

VHF utilized for backup communications. Each EMS unit should have VHF capability in the event of SLERS outage.

**Accountability and Compliance:**

1. During Orientation, the on duty shift training officer will schedule a 4 hour orientation with dispatch.

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