

**CITY OF VIRGINIA BEACH  
DEPARTMENT OF EMERGENCY MEDICAL  
SERVICES**

**COMMUNICATION MANUAL**

## STANDARD OPERATING PROCEDURES

GENERAL -- This section contains procedural material designed to be used by all personnel operating communication facilities for the Virginia Beach Emergency Response System. It is presented in the following sequence:

- ?? Control of Communications Operations
- ?? Basic Rules for Voice Operation
- ?? Radio Communication with Mobile Units

It will be noted that many of the specifics pertain to the conduct of operations at Emergency Communications. This material was purposely included in order to provide all concerned with full knowledge of dispatch responsibilities and procedures in the interest of improving mutual cooperation and understanding.

800 Mhz Communication System -- The 800 Mhz communication system is a computer controlled, trunked, repeater radio system. Rescue operations will be dispatched (simulcast) on the 800 Mhz rescue command channel and the VHF rescue channel (155.175 Mhz). All rescue units will communicate with the dispatcher on the EMS command channel. If multiple units are assigned to the incident, the dispatcher may assign a tactical channel for the incident.

(Appendix A lists radio channels programmed in each EMS radio.) The repeater system requires the operator wait two seconds before beginning verbal transmission, or the message will be cut off at the start by the repeater.

There is an emergency button that is to be pushed only for life threatening emergencies (Signal 13). When it is pushed, the dispatcher will call the unit and say "Unit ## (i.e. 1622) call dispatcher code one." For accidental activations, the response code phrase is "Unit ##, code one error." Any other phrase will result in a police response to assist.

Control of Communication Operations – Standard procedures should be used by all concerned for handling messages by radio or telephone. Use of standard procedures will conserve on-the-air time and will permit accurate, brief, and rapid transmission of essential information. Careless procedures and lack of circuit discipline cause delay, confusion, and unnecessary transmissions.

Circuit Discipline: The Communications Officer maintains circuit discipline; handles radio and telephone traffic proficiently; determines the order of priority in which transmissions will be made; and directs and controls the use of all frequencies. The dispatcher will, at all times, retain responsibility for control of frequency usage, and will restrict use of frequencies to conduct rescue emergency operations.

## Frequency Usage --

- ?? All EMS calls should be broadcast on VHF frequency 155.175 Mhz and 800 EMS Command. Rescue units should respond on the 800 EMS Command.
- ?? All FCC regulations will be followed. Upon conviction for any of the FCC offenses, the Federal Communications Act of 1934, as amended, provides a penalty of not more than \$10,000.00 fine, or not more than one (1) year imprisonment, or both, for the first offense.

Under many conditions, radio and telephone traffic at Emergency Communications (ECC) becomes enough to prevent immediate answers to radio calls. When this occurs, the dispatcher may advise "all units stand-by."

In situations where radio frequencies become congested due to multiple emergency operations in progress simultaneously, the dispatcher may restrict usage by announcing "Attention all units, the Air is restricted." In an emergency in the field where life or personal injury is at risk, or critical situations requiring immediate additional assistance, a message of "Clear the Air" should be transmitted to the dispatcher. Hearing this, the dispatcher will immediately restrict the air and standby for a more detailed transmission regarding the situation. After the restriction order is transmitted, all units will use the radio only for transmission of urgent messages. Voice reports of units changing status will be deferred or handled via MDT or telephone. When message traffic conditions return to normal, the dispatcher will broadcast a message to return to normal radio operations.

In an emergency or when any unit has an urgent message for the dispatcher, the unit will call the dispatcher and announce "Emergency traffic." For example: "Dispatcher, this is Unit 420, Emergency Traffic. Code Red. I need an additional ALS provider" or "Dispatcher, this is 921, Emergency traffic. I need assistance for multiple patients."

All rescue personnel should continuously be aware of the need to conserve the use of radio frequencies and should make a conscious and positive effort to eliminate unnecessary use of the radio by using the Mobile Data Terminal whenever possible.

## **BASIC RULES FOR VOICE OPERATION**

- ?? In general, the manner in which radio messages are handled is often a measure of the efficiency of an organization and the attitude of its individuals.
- ?? Listen before transmitting to make certain the channel is clear.
- ?? Organize your thoughts before transmitting.
- ?? Keep all transmissions brief and to the point.
- ?? Speak distinctly and pronounce words carefully. Speak at moderate speed using conversational tone of voice with natural emphasis and rhythm. Messages should be spoken by phrases, not one word at a time.
- ?? Make sure the microphone switch is fully two (2) seconds depressed and pause briefly before starting to talk. Hold mobile microphone close to, but not touching, the mouth. Talk at the conversational level. Do not shout.
- ?? From a cold start, different radios require varying amounts of warm-up time. Be aware of this and allow time for the transmitter to stabilize before attempting to transmit.
- ?? Avoid transmitting when sirens or air horns are operating at high level.
- ?? Use official titles and authorized unit and equipment designations in all transmissions.
- ?? Avoid the use of “10-signals” for rescue communications. Standard abbreviations and phraseology for unique situations are listed in Appendix B.
- ?? During all radio operations, remain calm. Avoid uncivil, abusive, derogatory, or sarcastic remarks or language. When faced with such a situation, maintain control. Do not attempt to retaliate, but proceed with the business at hand. In cases where corrective action is considered necessary, the parties concerned should report the facts and circumstances to EMS Supervisor. He/she will review the matter with the ECC Supervisor. Likewise, concerns from the ECC will be forwarded to the Communications Supervisor who will then notify the EMS Supervisor.
- ?? Pronunciations of numerals should be clear and distinct.
- ?? If misunderstandings occur, use of the phonetic alphabet is acceptable.

## **COMMUNICATIONS WITH MOBILE RADIO UNITS – PROCEDURES AND EXAMPLES.**

The identifying call word “dispatcher” will be used by ECC when communicating with mobile units and by all mobile units when calling ECC. Field radio units shall address the unit being called first, followed by their radio unit.

Example: “Dispatcher, this is Unit 120” or Dispatcher. . . Unit 120”

Under emergency conditions, it is not necessary for mobile units to call and await acknowledgment before transmitting emergency messages. However, the mobile unit should ensure the message is acknowledged.

Mobile radio units will use complete identification for all transmissions made by that unit. Additionally, responding units shall give their departure location.

Example: "Dispatcher...Unit 1420. Responding from 264 and Birdneck," or Dispatcher: "Unit 120." Unit 120: "This is 120, Mill Dam and Great Neck."

When responding to calls, all units must make sure that Communications acknowledges the unit responding. Each and every unit should be placed on the air. If, after two attempts, no acknowledgement is received, it may be assumed that there is radio equipment trouble. Hence, after arrival on the scene, another radio should be used to advise the dispatcher of unit status and that the radio is not operating.

## **INCOMING EMERGENCY CALLS OR EMERGENCY TRAFFIC**

On incoming calls, ECC operations personnel are responsible for obtaining the correct address, specific location, nature of the emergency and name of the person reporting the emergency. To assure accuracy and completeness of information, recorders shall be used to maximum possible extent.

Should a squad receive a call at the station, the crew will notify the dispatcher immediately. If the address is in the squad's first run area, the crew should start responding while the dispatcher generates the case.

## **ANNOUNCEMENT OF ALARMS**

The following procedure will be followed by the dispatcher:

- ?? Announce assigned units, type of emergency, street address, subdivision (name of building or institution if applicable), map coordinate, priority code and time.
- ?? Transmit pager activating tones.
- ?? Repeat announcement.

Between the hours of 23:00 and 06:00, pager tones shall be activated first, followed by the two announcements.

## **RELATED CASE INFORMATION**

All pertinent case related information will be relayed to responding units (Rescue, Fire and Police). This includes information such as patient age, condition or any information that could help the units prepare for the call. Other case details can be included in case comments available via MDT.

## **MESSAGE PRIORITY**

- ?? Life threatening, Signal 13, "Clear the Air" message.
- ?? Property threatening.
- ?? Status reports.
- ?? Calls for non-emergency assistance.

## **DISPATCH OF EQUIPMENT – GENERAL**

ECC personnel will dispatch the nearest equipment in accordance with the CADS recommendation (boundary maps and assignment sheet). If there is a delay in ambulance response to a Priority 1 call (time and/or distance), the closest manned fire unit shall be sent on the initial dispatch. Exception: doctor's offices, urgent care centers and hospitals when a physician is present. If there is a delay in ambulance response to a Priority 2 call, the responding rescue unit(s) EMS supervisor, or ECC Supervisor may elect to have the closest fire unit or duty EMS Squad Truck dispatched to the call.

As conditions dictate, ambulances may be POSTED at strategic locations by the EMS supervisor. When posting a unit, the dispatcher will advise the unit who authorized the posting, as well as, the location of the posting. Example: "Unit 120, per EMS 5 post at Pembroke Mall."

Under certain conditions when there are no available staffed ambulances to send to emergency calls or there is a need for multiple unit response (i.e. mass casualty incidents, citywide ALS and BLS alert tones shall be activated.

### Changes in Responses – Authorities

The responding rescue unit(s) shall have authority to request additional equipment on initial call if, in their judgment, the situation requires more equipment than dispatched on original assignment. The EMS Supervisor has the authority to modify these requests.

The EMS Supervisor shall:

- ?? Have the authority to send additional equipment on the initial call if, in his/her judgment, the situation requires more equipment than shown in the CADS recommendation and shall notify responding units of the reason.
- ?? Have the authority to change, modify and/or add to the response of units to EMS calls. This authorization extends to include the issuance of cancellation orders to any responding unit, the response of additional units, or the substitution in the response of any unit to an EMS call.
- ?? Have the authority to reduce response when judgment indicates, during storms or other situations where response may endanger life and property.
- ?? Have the dispatcher announce there is a reduced response status in effect.
- ?? If the EMS Supervisor is the senior responding unit, he/she will coordinate all resource requests for that incident until an incident commander is designated at the scene.

The dispatcher has the authority to send additional equipment on the initial call if, in his/her judgment, the situation requires more equipment than shown in the CADS recommendation and shall notify responding units of the reason.

Once the incident command system has been established at a scene, the incident commander will coordinate all resource requests for that event.

Changes in responses by responding EMS unit(s) or by EMS Supervisors judged inappropriate by the dispatcher shall be reported to the Communication Supervisor who shall in turn report same to the EMS Supervisor through proper channels. If a conflict still exists, the Communications Supervisor shall contact the Deputy Chief of EMS.

Unit Status :

- ?? All crews will notify Communications via radio transmission or by MDT message that the unit is manned. The crews should also log on via Mobile Data Terminal (MDT) at the beginning of their shift.
- ?? When the unit becomes unmanned, the crew will notify Communications via radio and log off the MDT.
- ?? If a unit is staffed as "driver only," the crew member should log on the Mobile Data Terminal as a driver only. The unit will be logged on with the unit number and DR. Example: "1420DR". The "DR" stands for driver only. The "DR" is used only as a tool for the dispatcher and EMS Supervisor to coordinate staffing since the CAD will NOT recommend "DR" ambulances for calls. If the unit is requested to respond, that unit will REMAIN as a "DR" unit for the length of the call and will NOT be automatically recommended for any other call. The MDT status functions will operate for "DR" units. If the "DR" unit remains fully staffed for a

period of time, this unit is to log off and log on again as with the appropriate BLS or ALS designator.

- ?? The following status changes shall be made by voice:
  - When responding to a call (The crew should also verbally notify the dispatcher of their starting location)
  - When arriving on the incident scene
  - When clearing from a case and available for further calls
  - Any status change which renders the unit unavailable for response to emergencies
- ?? The following status changes should be made by either voice or MDT (MDT preferred):
  - Responding to the hospital
  - Arriving at the hospital

## **ANNOUNCEMENTS AND NOTIFICATIONS**

All special announcements, are to be preceded by the special WARBLE alert tone. Urgent or emergency announcements (i.e., severe weather alerts) shall be preceded by the BLS and ALS all call alert tones.

The EMS Supervisor or his designee shall be notified when the following conditions arise:

- ?? Service failure (i.e., disabled COR, paging/communication frequency failure, etc.)
- ?? Any injury to rescue personnel sustained while performing his/her duty.
- ?? Accidents involving a Department of EMS vehicle.
- ?? Whenever major or unusual incidents occur. This shall include, but not limited to:
  - Riots
  - Civil disturbances
  - Plane crashes
  - All mutual aid calls for assistance outside the City (exception: military bases)
  - Hostage situations requiring rescue or rescue standby
  - Mass casualty and disaster incidents
  - Working fires
  - Marine Rescue incidents
  - Air ambulance launches
  - Cardiac Arrests
  - Trauma Fatalities
  - Other similar incidents

The EMS Chief and Deputy Chief shall be notified when the following occur:

- ?? Service failure
- ?? Serious provider injury
- ?? Serious EMS vehicle accident
- ?? Serious injury or death to any ERS personnel.

## **DISPATCH OF EQUIPMENT**

Upon notification of a call for Rescue Stations 1, 2, 4, 5, 8, 9, 14, 16, 19 and 21, Communications will:

- ?? Immediately dispatch the primary ambulance as recommended by the CAD.
- ?? Send a first response unit to all Priority 1 calls when closer than the ambulance by time and/or distance.

For all calls received for Rescue Stations 6 and 13 when a full ambulance crew is not staffed in their first due area, Communications will:

- ?? Immediately activate off-duty ALS and BLS all call tones for both Rescue 6 and 13 and dispatch the next closest manned ambulance.
- ?? Send the closest Fire Department Unit.

For all calls received for Rescue Station 17 when a full ambulance crew is not staffed in their first due area, Communications will:

- ?? Immediately activate off-duty ALS and BLS all call tones for Rescue 17 and dispatch the next closest manned ambulance.
- ?? Send the closest Fire Department Unit.

An engine, squad truck or ladder truck shall respond to **all** EMS incidents on Interstates 64 and 264 along with the appropriate EMS units.

Police shall be dispatched to all cardiac arrest incidents. This includes cases involving drowning and pediatric cardiac arrests. At least one of the responding police officers shall be equipped with an AED.

## **DISPATCHING ADVANCED LIFE SUPPORT (ALS)**

ALS will be dispatched in accordance with CAD recommendations. Some calls can be handled by Shock Trauma Techs.

Activation of Cardiac Tech/Intermediate/Paramedic tones:

- ?? Dispatcher will alert the closest ALS unit
- ?? The ALS "All Call" shall be alerted:
  - On all Code Reds
  - On all mass/multiple casualty incidents
  - Upon request of any supervisor

Upon receiving the notification of a Code Red, day or night, the Communication Officer should notify CT/PM "All Call", squad all call, and closest Fire Department unit. A minimum of two Cardiac Techs/Intermediates/Paramedics should be assigned to all Code Red cases. The two ALS providers may arrive on any platform, including the engine. The delivery vehicle is not the primary consideration, just the number of medics assigned.

When manning a zone car, technicians will sign on as "Zone \_\_\_" followed by the radio number of the technician manning the vehicle. The technician shall log on their Mobile Data Terminal (MDT) with their assigned officer code.

ALS on Ambulances and Squad Trucks

- ?? When serving as an AMBULANCE or SQUAD TRUCK CREW MEMBER, Cardiac Tech/Intermediates/Paramedics will sign on by using a "P" suffix on the unit. The term "Paramedic" shall be used during the initial sign-on for the purpose of clarification (i.e., "Dispatcher..Unit 120 Paramedic is manned.")
- ?? When acting as the senior medically certified member on the AMBULANCE, Shock Trauma Technicians/EMT-Enhanced will sign on by using a "S" suffix on the unit. The term "Shock Trauma" shall be used during the initial sign-on for the purpose of clarification (i.e., "Dispatcher..Unit 522 Shock Trauma is manned.")

ALS on Engines, Ladders and Fire Squads

- ?? The primary platforms for ALS delivery are the zone cars and ambulances. However, there is a vital role for ALS provision via first response units (i.e. engines, ladders and squad trucks).
- ?? ALS engines, ladders and fire squads can be specially requested by the EMS Supervisor respond to provide ALS care if closer by time and distance than the primary EMS ALS zone car or ambulance.
- ?? When serving on an ENGINE, LADDER or FIRE SQUAD, Cardiac Tech/Intermediates/Paramedics will sign on by using a "P" suffix on the unit. The term "Paramedic" shall be used during the initial sign-on for the purpose of clarification (i.e., "Dispatcher, Engine 9 Paramedic is manned").

## **SPECIAL RESPONSES/DISPATCHES**

### ENTRAPMENTS

Any time a patient cannot be accessed or safely removed from a vehicle or machinery incident, an "Entrapment" situation shall be declared. This can be accomplished based on 911 caller information or an evaluation by on scene personnel.

Extrication resources, including ladder trucks, shall be dispatched in accordance with an established CAD matrix for entrapment.

When Communications receives a call which requires response of a squad truck as per equipment assignment, the duty EMS squad truck will be dispatched. Alert tones for unmanned EMS Squad Trucks will also be activated.

No cancel order shall be issued to any extrication resource until the scene Commander determines that squad truck services for that incident are no longer required. If no one is on the scene, the EMS Supervisor will make these decisions.

### INTER-FACILITY TRANSFERS

Routine transports will normally be handled by commercial ambulance services. This includes both basic life support and advanced life support transportations.

If the patient to be transferred constitutes an emergency and commercial ambulances are not immediately available, the requesting hospital will call the ECC dispatcher. Upon receipt of the request for transportation, the Communication Officer will contact the the EMS Supervisor. If the request is approved, the call shall be processed in the same manner as any other rescue call.

### WORKING FIRE RESPONSES

No rescue units will be automatically dispatched on a fire call unless:

- ?? There is a report of people trapped/injured
- ?? If the 911 caller reports smoke and flames visible
- ?? Fire units report a working fire
- ?? Requested by units on the scene

### NIGHTINGALE DISPATCH PROCEDURES

General procedure:

- ?? Any on scene unit Attendant in Charge can order that Nightingale be requested. The term "Launch" shall be used as the command to the dispatcher to request Nightingale to respond to the scene of the emergency.

- ?? The EMS Field Supervisor may request that Nightingale be placed on standby or launched at any time. Only the EMS Supervisor can authorize a “standby” request when no one is on scene.
- ?? When requesting Nightingale, the following information should be supplied when possible and relayed by the EMS dispatcher:
  - Unit number of person requesting Nightingale
  - Location
  - Landing zone information
  - Unit in charge of the landing zone
  - Number of patients
  - Patient status and destination, if known

#### Request/Launch Procedure

- ?? An additional engine shall be dispatched to assist with landing zone operations.
- ?? A tactical channel shall be assigned for air to ground communications. This may be a separate channel from the primary incident channel.
- ?? The EMS Field Supervisor shall be notified of every launch of Nightingale into Virginia Beach.

#### Cancellation Procedure

- ?? If on scene personnel determine Nightingale is not required, a cancellation order shall be provided to the dispatcher.
- ?? ECC will notify the Nightingale dispatcher regarding the cancellation.

#### MUTUAL AID RESPONSES

When Virginia Beach EMS units are requested to assist Chesapeake, Norfolk, Portsmouth or Suffolk, the following procedure will be used:

- ?? The dispatcher or ECC supervisor will contact the EMS supervisor to identify which units will be sent.
- ?? The mutual aid call will be dispatched on the Virginia Beach EMS Command Channel.
- ?? The responding unit will answer on the Virginia Beach EMS Command Channel.
- ?? The responding unit will then sign on the appropriate mutual aid channel and contact the requesting city’s dispatcher center.
- ?? The responding unit will monitor both the Virginia Beach EMS Command Channel and the mutual aid channel until entering the city requesting mutual aid.
- ?? The dispatcher of the assisted city may assign a tactical channel as needed.
- ?? Reverse the above procedure when call is completed.

## POSSIBLE FATALITY INCIDENTS

The Police Department shall be notified when on-scene personnel determine that a patient is suffering from potentially life-threatening injuries (possible File 41). This will allow them to initiate any associated investigations. This consideration includes all trauma events including vehicle crashes, industrial accidents, assaults, etc.

## **MARINE RESCUE TEAM**

In addition to the primary rescue squad units, the Marine Rescue Team (MRT) and station rescue boat (if any) shall be dispatched on ANY WATER RELATED INCIDENT where there is a life threat, or need for recovery of victims. For cases where the boat is simply disabled, the EMS supervisor or MRT supervisor will determine whether or not it is appropriate for EMS personnel to respond. He/she will notify ECC of any changes in response.

See the Police and Fire SOP's for dispatch of their units.

## **SUPPORT TRUCK**

The Support Truck (Support 9) can be requested by the EMS Supervisor or Incident Commander. The Rescue 9 second ambulance tones will be used whether or not the truck is staffed.

## **MCI TRUCKS**

The MCI Truck will be activated using the citywide ALS and BLS alert tones. Personnel will respond to the appropriate station to respond the truck.

## **SAR TEAM**

The EMS supervisor will be contacted when the Police Department requests EMS assistance for a search operation. When directed by the EMS supervisor, the SAR Team will be activated using the citywide ALS and BLS alert tones.

## **RESCUE GROUND COMMUNICATIONS AND REPORTS**

Upon arrival and after the primary survey, units may notify dispatcher and incoming units of patient's status. In cases of multiple patients, numbers of such shall also be relayed and any other size up details.

On all major medical emergencies, there will be an Incident Commander. All communications to and from dispatcher will go through the Incident Commander.

When no units are on scene, the EMS Supervisor shall be the resource coordinator.

## **RESCUE BOUNDARIES**

First due areas for all rescue and fire stations shall be defined in the CAD. Questions or conflicts regarding specific addresses are to be forwarded to the EMS Department.

## **ENCODING**

Encoding shall be performed in accordance with the pre-assigned CAD/Zetron recommendation with the console button configuration as a back-up. In cases of equipment failure, an encoder number back-up sheet shall be used.

## **INITIAL EQUIPMENT ASSIGNMENT**

A pre-programmed matrix shall be utilized to identify appropriate response.

This matrix shall be reviewed annually by the Department of EMS and the Emergency Communications Division. Other ERS Agencies will be included in the review process as appropriate.

**APPENDIX A  
PORTABLE RADIO CHANNEL ASSIGNMENTS**

NUMBER	ASSIGNMENT	NUMBER	ASSIGNMENT
A1	EMS Command	B1	Resort Lifeguard 1
A2	Fire Command	B2	Resort Lifeguard 2
A3	TAC 3	B3	Resort Supervisor
A4	TAC 4	B4	Sandbridge Lifeguard
A5	TAC 5	B5	Little Island Lifeguard
A6	TAC 6	B6	Sandbridge Supervisor
A7	TAC 7	B7	Marine Response
A8	TAC 8	B8	Virginia Beach General Hospital
A9	TAC 9	B9	Bayside Hospital
A10	TAC 10	B10	Leigh Hospital
A11	INC 1	B11	Norfolk General Hospital
A12	INC 2	B12	Chesapeake General Hospital
A13	Fire Marshall	B13	Children's Hospital
A14	EMS Admin	B14	P-Ann
A15	Emergency Services	B15	Emergency Services
A16	FD Talkaround	B16	FD Talkaround
C1	EM TAC 1	D1	1 <sup>st</sup> Precinct Dispatch
C2	EM TAC 2	D2	2 <sup>nd</sup> Precinct Dispatch
C3	EM TAC 3	D3	3 <sup>rd</sup> Precinct Dispatch
C4	EM TAC 4	D4	4th Precinct Dispatch
C5	EM TAC 5	D5	5th Precinct Dispatch
C6	EM TAC 6	D6	Beat Dispatch
C7	PD Talkaround	D7	1 <sup>st</sup> Precinct Tactical
C8	FD Talkaround	D8	2nd Precinct Tactical
C9	PW Talkaround	D9	3rd Precinct Tactical
C10	NSPS-C	D10	4th Precinct Tactical
C11	NSPS-1	D11	5th Precinct Tactical
C12	NSPS-2	D12	Beat Tactical
C13	NSPS-3	D13	Marine
C14	NSPS-4	D14	NCIC
C15	Emergency Services	D15	Emergency Services
C16	VDOT	D16	PD Talkaround

NUMBER	ASSIGNMENT	NUMBER	ASSIGNMENT
F1	Norfolk Mutual Aid	H1	Norfolk Fire Dispatch
F2	Chesapeake Mutual Aid #1	H2	Norfolk EMS Dispatch
F3	Chesapeake Mutual Aid #2	H3	Norfolk Fire TAC 3
F4	Portsmouth Mutual Aid	H4	Norfolk Fire TAC 4
F5	Suffolk Mutual Aid	H5	Norfolk Fire TAC 5
F6	Newport News Mutual Aid	H6	Norfolk Fire TAC 6
F7	State Police	H7	Norfolk Fire Admin
I1	Chesapeake Fire Dispatch	J1	Portsmouth Fire Dispatch
I2	Chesapeake Fire TAC 6	J2	Portsmouth Fire 2
I3	Chesapeake Fire TAC 7	J3	Portsmouth Fire 3
I4	Chesapeake Fire TAC 8	J4	Portsmouth Fire 4
I7	Chesapeake Talkaround	J5	Portsmouth Fire 5
I8	Chesapeake Mutual Aid	J6	Portsmouth Mutual Aid

## APPENDIX B STANDARD CODES AND PHRASES

PROCEDURE WORD OR CODE	MEANING
10-1	Radio reception is poor.
10-2	Radio reception is good.
10-4	I have understood your last message, or your last message was received, understood, and instructions will be followed.
10-22	Send police/give reason why.
Code 10	Meal break
Code 73	Maintenance
Code 81	Other Assignment (Training, Special Event, etc)
Acknowledge	Let me know that you have received and understood the message.
Advise	Give this message to, or provide me with necessary information.
Air is Restricted <i>(Dispatcher Command)</i>	AIR IS RESTRICTED limits radio traffic to outgoing dispatches and incoming emergency messages.
Attendant/AIC needed	Ambulance attendant in charge needed.
Available	Available for calls.
Be Advised	This is to advise you that (give information).
Cancel/Clear	Clear from the call.
Clear the Air <i>(Rescue Unit Request)</i>	CLEAR THE AIR for a message of paramount importance involving an emergency where life or personal injury is at risk or critical situations requiring immediate assistance.
Code Gray	Deceased.
Code Red	Cardiac Arrest.
Correction	An error has been made. The correct version is .....
Crew Needed	Crew Needed.
Driver needed	Driver needed.
I spell	The next word will be spelled phonetically.
In Quarters	At the unit's primary base of operations.
On Scene	Arrived at the scene of the incident.
Out of Service	Unit cannot respond. Member should specify reason (i.e., mechanical.)
Repeat/Say Again	Repeat your last message.
Responding	Unit responding to a call (must also provide location responding from).
Signal 1	Call by telephone.
Slow your response	Downgrade to a non-emergency response mode.
Standby	Hold your message until the receiver is able to respond.
That is correct	What you have just said is correct.
Verify	Verify entire message and correct if necessary.

## EMS RADIO DESIGNATIONS

### Rescue Squad Stations

<b>RADIO DESIGNATIONS</b>	<b>SQUAD</b>
Rescue 1 (Squad)	Ocean Park
Rescue 2 (Squad)	Davis Corner
Rescue 4 (Squad)	Chesapeake Beach
Rescue 5 (Squad)	Princess Anne Courthouse
Rescue 6 (Squad)	Creeds
Rescue 8 (Sub-squad)	Oceana/Virginia Beach
Rescue 9 (Squad)	Kempsville
Rescue 13 (Squad)	Blackwater
Rescue 14 (Squad)	Virginia Beach Oceanfront
Rescue 16 (Squad)	Plaza
Rescue 17 (Squad)	Sandbridge
Rescue 19 (Sub-squad)	Stumpy Lake/Kempsville
Rescue 21 (Sub-squad)	General Booth/PA Courthouse

### Rescue Vehicles

<b>RADIO DESIGNATION</b>	<b>VEHICLE</b>
Rescue Squad Number plus 20-27	Ambulances
Rescue Squad Number plus 28-29	Utility vehicles
Rescue Squad Number plus 70-99	Cardiac Techs, Intermediates, Paramedics
"Squad" plus Rescue Squad Number	Squad Trucks
"Rescue Boat" plus number	Marine Rescue Boat
"Zone" plus Rescue Squad Number	Zone Car
Support 9	Incident Support Vehicle
"MCI"	Mass Casualty Vehicle
"Dive Truck" plus number	Marine Rescue Vehicle

### Helicopters

<b>RADIO DESIGNATIONS</b>	<b>AGENCY</b>
Nightingale	Sentara Norfolk General Hospital based rescue helicopter
Air 1 through 5	Virginia Beach Police Department helicopter
Coast Guard Helo #__	Coast Guard rescue helicopter

### Base Stations

RADIO DESIGNATION	LOCATION/TITLE
Bridge Tunnel Base	Chesapeake Bay Bridge Tunnel
Beach General Base	Sentara Virginia Beach General Hospital Base
Bayside Base	Sentara Bayside Hospital Base
Leigh Base	Sentara Leigh Memorial Hospital Base
Admin Base	EMS Office
MEOC	Mobile Command Center
EOC	Emergency Operations Center

### Individual Field Officer Callsigns

RADIO DESIGNATION	LOCATION/TITLE	
Department Level	EMS 1	Chief of EMS
	EMS 2	Deputy Chief of EMS
	DIV (Number)	Division Chief
	BRIG (Number)	Brigade Chief
	EMS 5	Duty Field Chief
	EMS 6	Duty Field Captain
	EMS 10	Alternate Field Supervisor
Squad Level	50	Squad Commander
	51	Assistant Squad Commander
	52-55	Rescue Officer
	56-69	Other Key Personnel
	30-49	Squad Truck Personnel
	70-99	ALS (CT/Intermediate/Paramedic)

### Physicians

RADIO DESIGNATION	TITLE/UNIT
MD 1	Operational Medical Director
MD 10-20	Physician Members

### Staff and Administration

RADIO DESIGNATION	TITLE
Admin (Number)	EMS Administrative Personnel
Instructor (Number)	EMS Training Personnel
Lifeguard (Number)	As assigned by the Chief
Maintenance 2	Maintenance Officer
Logistics 1	Logistics Officer

### Special Operations

RADIO DESIGNATION	TITLE/UNIT
Medic (Number)	Tactical Medics
Bike (Number)	Bike Team Member
SAR (Number)	SAR Team Member
SpecOps (Number)	Special Operations Officers