

Quinebaug Valley Emergency Communications Incident Dispatcher SOG

Purpose – A Incident Dispatcher can be assigned to Major Incidents (Fires, Haz-Mat, MCI, etc) in the Quinebaug Valley dispatch area as quickly as possible to ensure effective communications and logistics of a major incident.

Scope – the following guidelines are to be utilized when assigning an incident dispatcher to a major incident.

Dispatcher qualifications

An Incident Dispatcher shall be trained in the following:

**National Fire Academy Incident Command System IS-700
A minimum of 2 years experience in the QV dispatch center**

Activation

A Incident Dispatcher can be assigned to a major incident upon the request of the Incident Commander or the offering of a dispatcher to the incident by the on-duty dispatcher

The On-Duty dispatcher will page for an available dispatcher to call in for an assignment.

Upon reply to the page of a dispatcher for an assignment, the On-Duty dispatchers will assign the dispatcher to the appropriate location (*Dispatch Center or Scene*) to best handle the incident.

If activity at the dispatch center is high, every effort should be made to have more than one available dispatcher report to the dispatch center.

Notify the dispatch centers manager and supervisor of situation and that a incident dispatcher has been assigned

The Incident Dispatcher will be placed on the QV payroll as soon as they are assigned to a incident or the dispatch center

At no time will a dispatcher who is involved in an incident, terminate their fire/rescue duties to become a Incident Dispatcher unless under the ok of QV and the Incident Commander.

Example: Dispatcher John Smith is drafting at the water supply and gets a page from QV for a dispatcher. John Smith is playing a major part in the incident, and it is ineffective over all for this dispatcher to be removed from his position to be an Incident Dispatcher

At no time will a dispatcher become a “Incident Dispatcher” for their own departments incident

On Scene

Once on scene, the Incident Dispatcher will report to the incident command post to serve as the communications officer as described in the logistics branch of the Incident Management System.

The Incident Dispatcher will keep a log of all resources on the scene and Incident Dispatcher actions.

(**Example** : units on scene, request for Red Cross, Canteen etc.)

The Incident Dispatcher may become the voice for the incident commander

The Incident Dispatcher shall inform command of all fire ground communications pertinent to the fire ground operations

Example : “Group 1 to command, Group 1 has completed primary search on 1st floor, continuing to 2nd flr”

The Incident Dispatcher will not make any fire ground decisions unless told by the Incident Commander

If an off-duty dispatcher is already on-scene prior to the request of a Incident Dispatcher, an offers to assist in communications, he/she are volunteering their time or until the a incident dispatcher is requested.

Incident Dispatcher Termination

The Incident Dispatcher shall be relieved of his/her duties either by the Incident Commander or another dispatcher

Upon termination of the Incident Dispatcher, QV shall be notified via radio or phone.

The Incident Dispatcher shall return all documented material to QV.

Liability Coverage

A Incident Dispatcher involved at the scene of a major incident should never be placed in a hazardous environment. But there are situations that an Incident Dispatcher could get hurt at an incident or on the way to an incident. If an employee of the Quinebaug Valley Emergency communications center in involved in an accident or injured on the scene while on the scene, they will be covered by Workman’s Compensation

Date	Revision	Completed by
October 2005	Initial Release	S. Dupuis/JDF