



## **OPERATIONAL DIRECTIVE**

### **Near-Term Changes to Field Operations**

rev 03/25/18

1. At 08:00 hrs. on March 26<sup>th</sup>, CHS MIHC will be dispatched to all calls in the former Genesee Valley EMS district. Base is located at 3338 Route 5 Caledonia, NY.
  - a. Calls in the Town/ Village of Caledonia will be dispatched by Livingston County 911 via tones on the primary Liv Co dispatch channel. CHS MIHC personnel will receive these calls via assigned Motorola pagers
  - b. All calls in the Town of Wheatland will be dispatched by Monroe County ECD.
    - i. Town of Wheatland calls on Union Street and points west are primarily covered by the Caledonia Station. Points East of Union St will be covered by Chili Station.
2. The ambulance assigned to the Caledonia Base will be statused on the Monroe County Status Board along with the rest of the CHS MIHC in service units
  - a. ECD will consider this ambulance when notifying the crews that we are status x upon going back in service. This only applies to Monroe County as LivCo911 will not give a status number.
  - b. Livingston County 911 is aware that CHS MIHC's normal staffing will be 1 ALS ambulance in service for the Caledonia district 24x7x365. If there is deviation from the usual ALS ambulance, i.e. RSI tech, BLS ambulance, the crew will need to notify LC911 via phone when this change occurs and again when they revert back to normal staffing.
  - c. When any unit is dispatched by LC911 to a job, the unit must notify Monroe County ECD that they are responding to a call in Livingston County over the air on 295 Talk-group. This will enable Mon Co ECD to create a run number and status the unit OOS. In addition, the unit must notify Mon Co ECD when they return to service, i.e. "6199 to EMS we are clear from the job in Livingston County".



- d. If the Caledonia based unit is responding to a job in Monroe County, the unit must notify LC911 that they are responding to a job in Monroe County. Upon returning to service, LC911 must be notified.
  - e. We will have minimum stock at the Caledonia Base. If we crews uses more than what is considered to be a normal supply, contact the duty officer so you can either stop at the Chili Base or the Hene base to re stock.
3. When responding to any call, the CHS MIHC shall maintain communication with the dispatch agency who sent them on the job. For example, if LC911 dispatches a job in the Town of Caledonia, the crew is to maintain communications with LC911 for the duration of the call, i.e. calling enroute, on scene, etc... should be with the LC911 dispatcher.
- a. The Caledonia based units will be equipped with LivCo Motorola mobile radios and one portable. This is the radio to be used for communications with LC911
  - b. The rest of the CHS MIHC fleet will not have a LivCo radio. These units shall utilize the Livingston 1 channel on the VHF mobile to communicate with LC911. Any required portable radio communications with LC911 will need to occur on the Mon-Liv Talkgroup channel.
  - c. The Caledonia based units will be equipped with a MonCo Harris portable radio. This device shall be utilized when the units are communicating with Monroe County ECD.
  - d. Mutual Aid requests to Genesee County should be dispatched by Mon Co ECD. As previously stated, the unit will maintain radio communication with Mon Co ECD for this job.
4. The calls from LC911 will be received by the crews via a Motorola voice pager as the primary device. The pager will activate upon receiving the tones.
- a. Both crew members assigned to the Caledonia-based unit shall carry a pager along with one Liv Co portable radio and one Mon Co portable radio at all times, no exceptions.
  - b. One crew member of the units assigned to Chili/ Hene must carry a Liv Co Motorola pager at all times, no exceptions
  - c. Bryx should receive all calls for CHS MIHC sent by both LC911 and Mon Co ECD. However, we know that this method of communication can be unreliable at times and, hence, why we are carrying pagers.
5. To maintain situational awareness, VHF Radios in all vehicles shall be set to "Livingston 1" unless actively responding with another agency that utilizes another tactical channel ie: Fire 3, Fire 4, HENF 51, etc.



- a. Depending on radio feature set, some of the mobile radios have been programmed to emit an alert tone when a call is dispatched to CHS by LC911.
6. The closest appropriate resource rule shall determine all responses for **Priority 1** or **Priority 2** calls in the CHS EMS district.
- a. This means that if a CHS ambulance is out of position or has an extended response time and **it is known** that another resource, whether a CHS Resource, a staged mutual aid company or station-based mutual aid company, can respond more expeditiously, that resource should be sent.
    - i) For example, **it is known** that Gates has a crew at their Station One on Elmgrove Road or that Brighton is staging.
  - b. This applies when CHS resources are out of district and returning to the district from a hospital, or potentially when a CHS resource is staging on a border of one of our municipalities.
  - c. Crews should use reasonable judgment and decide to respond, or send mutual aid, based on their best assessment at that time and circumstance. Crews are encouraged to seek guidance from the EMS Dispatcher as needed.
7. Ambulance call signs/numbering will conform to the, 6xx9 series. Current numbering scheme is:

<b>6119-6199</b>	Current CHS assigned ambulances
<b>6089-6099</b>	Former GVEMS ambulances
<b>MEDIC 50</b>	Will remain with the 6M-10 vehicle
<b>MEDIC 51</b> <b>MEDIC 52</b> <b>DEFIB 53</b>	Will remain as-is  Current Community Paramedicine vehicle @ Henrietta Station
<b>DEFIB 54</b>	Old Chili Medic 43



<b>MEDIC 54</b>	Former GVEMS fly car
<b>DEFIB 55</b>	Current CPR Minivan @ Henrietta Station
<b>6M-10</b>	Chief
<b>6M-20</b>	Deputy Chief
<b>6M-30</b>	Deputy Chief

8. Upon returning to service from a call, the EMS Dispatcher will advise the crew of the Status code indicating the number of CHS ambulances in service at that time. **This will now include the Caledonia-based ambulance.**
- a. The following status system will be used to stage appropriate CHS resources:

<b>STATUS 1</b>	Ballantyne Bridge, 1 Ambulance
<b>STATUS 2</b>	<b>CHILI (Union St/South of Chili Ave): 1 Ambulance</b> <b>HENRIETTA: 1 Ambulance</b>
<i>*At Status 3 or above, BLS Ambulances will remain in their respective home station(s)</i>	
<b>STATUS 3</b>	<b>CHILI: 1 Ambulance</b> <b>HENRIETTA: 1 Ambulance</b> <b>CALEDONIA: 1 Ambulance</b>
<b>STATUS 4,5,6</b>	<b>CHILI: 1 Ambulance</b> <b>HENRIETTA: 1 Ambulance</b> <b>CALEDONIA: 1 Ambulance</b> Extra ambulance(s) at home base

- b. When a unit is backfilling for the Caledonia-based unit, the crew will notify LC911 via the Livingston 1 in the VHF mobile radio, i.e. "6199 to the Fire Dispatcher. We are in service covering the Caledonia district". This notification can also be made by telephone (585-243-7100), if necessary. This same unit must report OOS to LC911 when leaving the



district because either the Caledonia-based unit returned to service or they are responding to a call in Mon Co.

- c. At Status Zero, meaning no ambulances from CHS MIHC are available, mutual aid will automatically be started.
  - i. Current staging of Brighton for the Town of Henrietta will remain in effect during the day.
  - ii. A future plan for staging neighboring resources is in development.
- d. Statusing is irrespective of originating station, but at the end of shift, station-based equipment will need to be repatriated to enable relief.
- e. We need to over communicate via Bryx as to status and RIG movement.

## 9. Special Notes

- a. Crews should signal other crews on 295 and change to CHSE Talk-group on the Harris radio in order to coordinate responses (“We’re closer than you, we’ll take this call.”).
- b. The CHSE Talk-group is programmed in all Harris radios, mobiles and portables, and now replaces the prior use of Ops West for inter-agency communications.
  - i. You should monitor respective fire departments’ local channels while scanning (HFD 51, CFD 90, Gates FD on Fire 4). This is especially valid when responding to Mumford.

