**Subject: Emergency Operations**

**Purpose**

The purpose of this standard operating guideline is to outline how Fire or EMS Agencies will respond to and handle high call volumes, severe storms, winter storms, or anytime Jefferson County 911 is in Emergency Operations

**Scope**

This SOG will apply to all members of the Fire or EMS Agency.

**Definitions**

Emergency Operations – Any situation where the potential exists for high call volume and high radio traffic due to extenuating circumstances.

**Guideline**

During times of high call volume and high radio traffic, it might become necessary for the Fire or EMS Agency to enter district wide emergency operations. Examples of situations that might require emergency operations include tornados, windstorms, flash flooding, snow and ice storms, brush fires, depleted resources, or any time the duty officer and duty chief feel it necessary.

The Fire or EMS Agency will consider using emergency operations when Jefferson County 911 goes into emergency operations. There may be other times the district might need to use district emergency operations even if the 911 center is not in emergency operations.

Jefferson County 911 will announce that they are in Emergency Operations using the All Call Tone

Jefferson County 911 Expectations

1. Limit radio traffic to the following:
   1. Responding
   2. On scene
   3. Additional Equipment
   4. Disregarding Equipment
   5. Scene Safety Information
   6. Limit Responding Officers to 1
   7. In service
2. Don’t request utilities on the air
3. Switch to an ops channel immediately
4. Dispatches will only be broadcast one time
5. No call times
6. No Pro Q A, unless pre-arrivals are necessary
7. A Chief Officer will respond to the 911 center to assist with resource deployment

Fire or EMS Agency Actions

1. Fire or EMS Agency Area Command will be Established at Station 1
2. Duty Chief or Duty Officer will assume command at Station 1
3. The Area IC or one of his assistants will obtain a list of pending calls from Jeffco 911
4. Fire or EMS Agency will assume the responsibility of deploying its apparatuses to the necessary calls
5. The IC will prioritize the calls and deploy resources as necessary
6. Any additional required resources will be requested and will operate under the Fire or EMS Agency Area Command
7. Jeffco 911 will dispatch major alarms as normal and will work in conjunction with the IC on what resources to fill a major alarm with.
8. Jeffco 911 will continue to send an updated list of calls to the IC

The duty officer in conjunction with the duty chief shall consider the possibility of calling in off duty full time personnel and calling in all available volunteers during the incident.

In the event of a larger scale incident, the Fire or EMS Agency shall converse with neighboring Fire and EMS district and consider a joint command post and unified command structure for the affected areas.

In the event, there is a Chief Officer at Jeffco 911, every attempt should be made to contact that Officer and advise him to send all calls to the Area Command Post.

Utility request should be made on the provided excel spread sheet and emailed to Jeffco 911.

The IC should be aware that under extenuating circumstances, resources might not be available. Request for additional resources may not be able to be filled. Attempts shall be made to handle all emergency responses with the resources that are available.

The IC and crews shall consider using divisions and or groups to handle specific mission assignments or to geographically divide up the affected area to better control the flow of resources

Crews will communicate with the Area Command using an assigned Ops Channel. Avoid using Fire or EMS Agency Admin channels due to the potential of mutual aid resources being used.

The IC shall consider bringing additional Chief Officer to the area to assist with the command structure if necessary.

Crews shall use caution when responding out of the engine house during severe storms or tornadic conditions. The duty officer, may at his discretion, delay sending units on calls if conditions are extremely dangerous to the lives of the responders

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