

## **600 COMMUNICATIONS GUIDELINES**

### **601 GENERAL**

1. As the TMR2 radio system is shared by public safety agencies across the Maritime Provinces, it is essential to keep communications as brief and professional as possible.
2. Dispatch and the IC shall work together to manage traffic on the Disp channels which are shared by fire departments of East Hants, and other Counties.
3. For general non-emergency communications, East Hants Fire Service (EHFS) units shall use a local simplex channel such as SX VFD, SX ALL 1, SX ALL 2, and SX ALL 3. These channels cannot be relayed onto the TMR2 trunk FD Ops channels by a Digital Vehicle Repeater System (DVRs) unit. If longer distance is required, the Admin-N1, Admin-N2 channels are available for use with no permission required.
4. When calling on channels shared by units from other jurisdictions, EHFS units shall prefix their call signs by department name e.g. Lantz 411, as other jurisdictions use the same numbering system.
5. Incident Command shall not use TMR2 trunked channels for units entering an Immediately Dangerous to Life and Health (IDLH) atmosphere; instead assign a Conv Rpt channel or a SX channel for on-scene fire communications. The IC or designate shall monitor a secondary radio in this event.
6. The Conv Rpt channel works simplex for local communications, but in the presence of a DVRs unit acts as a repeater for better coverage and also relays traffic onto the assigned channel.
7. EHFS units shall address dispatch agencies by their proper name, e.g. Valley Dispatch or Halifax Dispatch.
8. EHFS units shall refrain from tasking dispatch contacting non fire agencies, such as EHS and RCMP. These agencies are available on the TMR2 radios directly. Shubie Radio is also available and has the ability to contact and assign channels to allow communication to most Government agencies.

### **602 PAGING**

1. The Municipality of East Hants administers the VHF paging infrastructure on behalf of the Fire Service in East Hants.
2. To ensure a response to an incident each department shall have an alternate responder.
3. The timings shall be:
  - Minute 0 – first page
  - Minute 2 – second page
  - Minute 4 – first page to alternate department

#### **602.1 PAGING FAILURE/PHONE RECALL**

1. In the event of a total failure of the paging system members shall be informed of an incident by phone.
2. Dispatch shall phone the Chief Officer with details of the incident.
3. The Chief Officer shall phone the designated members with the details of the incident.
4. The designated members shall phone the members on their lists with the details of the incident.

5. If the Chief Officer is unavailable, Deputy Chief Officers, Captains, Lieutenants, etc shall be called until a member has been reached and the recall initiated.
6. The first officer to be informed shall also announce over the radio the details of the incident.

### **603 RESPONSE COMMUNICATIONS**

1. All transmissions from dispatch are recorded and time stamped.
2. To aid in documenting responses, a standard set of radio communications shall be used.

#### **603.1 ALL RESPONSES**

1. A member shall acknowledge receipt of page and responding via radio on the Disp channel.
2. Other responding members may announce they are responding to the incident or station, but dispatch is not required to acknowledge them.
3. If the first responding member cannot acknowledge dispatch by radio, dispatch shall be contacted by phone.
4. The OIC of the first responding unit shall announce unit number, number of personnel onboard and OIC of vehicle on the Disp channel.
5. The OIC of all subsequent units shall announce unit number, number of personnel onboard, and OIC of vehicle on the Disp channel.
6. The OIC of the first unit on scene shall announce arrival, give a sitrep, establish command, and ask dispatch for an OPS channel.
7. The OIC of all subsequent units shall announce the arrival of their units on the Disp channel and checking with command.
8. All units shall switch to the operations channel on arrival.
9. The IC shall monitor both the Disp channel and the operational channel.

#### **603.2 MEDICAL RESPONSES**

1. A member shall acknowledge receipt of page and responding via radio on the Disp channel.
2. Other responding members may announce they are responding to the incident or station, but dispatch is not required to acknowledge them.
3. If the first responding member cannot acknowledge dispatch by radio, dispatch shall be contacted by phone.
4. The OIC of the first unit to respond shall announce unit number, number of personnel onboard, and OIC of vehicle on the Disp channel.
5. The OIC of any subsequent units shall announce unit number, number of personnel onboard and OIC of vehicle on the Disp channel.
6. The OIC of the first unit on scene shall announce arrival, give a sitrep, establish command, and ask dispatch for an OPS channel.
7. The OIC shall also inform EHS on the MFR channel of arrival.
8. The OIC shall only supply patient information, if asked for by EHS or if the patient's vitals have a major change.
9. The OIC of all subsequent units shall announce arrival of their units on scene on the Disp channel and checking with command.
10. The IC may move operations to the assigned OPS channel depending on the complexity of the incident.

#### **603.3 HALIFAX FIRE MUTUAL AID RESPONSES**

1. The OIC of the first unit to respond shall announce unit number, number of personnel onboard and OIC of vehicle on the Disp channel to Valley Dispatch.
2. The OIC of the first unit to respond shall contact Halifax Dispatch on channel IES3 reporting the Department and unit, e.g. Engine, Tanker, Rescue etc, responding.

3. The OIC shall confirm the working channel with Halifax Dispatch.
4. If the working channel is not FD Ops 39 or 40 inform Halifax Dispatch only FD Ops 39 and 40 are available on EHFS radios and await further instructions.
5. Any and all subsequent units shall follow the same procedure.
6. All arriving units shall contact Valley Dispatch and Halifax Dispatch announcing arrival and checking with command.

#### **603.4 INCIDENT RADIO OPERATIONS**

1. Contact Dispatch on the assigned channel unless Dispatch has advised they will not be monitoring and can be contacted on the Disp channel.
2. The IC shall move on scene communications to a local simplex channel if TMR2 trunk coverage is poor or if units will be entering an IDLH atmosphere.
3. If a vehicle fitted with a DVRS responds, a Conv Rpt channel shall be the operational channel for all on-scene units to allow for seamless transition to trunk relay when the DVRS unit arrives.
4. The IC may request additional Ops channels if required for a tanker shuttle water supply, long distance traffic control, etc.
5. Incidents with multi agencies, RCMP, EHS, DNR, TIR, etc., may require the use of MA channels to allow effective communications. Consult with these agencies and have channels assigned as required.

#### **603.5 INCIDENT TERMINATION**

1. Upon completion of the incident the IC shall contact Dispatch to report the release all assigned channels, the departure of units, and the termination of command.

#### **604 TEN CODES**

1. Ten codes shall not be used as they are not universal and may create confusion with the exception of:
  - 10/7 – fatality
  - 10/33 – RCMP to the scene for a life or death situation only

#### **605 IDENTIFICATION CODES**

1. An identification code system is in place to provide a method of identifying fire services, apparatus, and officer ranks.
2. On the TMR2 system the department name shall be used with the identification code.
3. The use of identification codes and proper voice procedure will keep use of the radios to a minimum allowing for a more efficient use of the radio net.
4. Correct radio voice procedure shall have the sending unit calling the receiving unit by identification number only, e.g.
  - 200 - 211 / 211 calling Fire Hall
  - 511 - 531 / 531 calling Engine
5. The following Hants County Departments are identified with these numbers:
  - 100 - Shubenacadie Fire Department
  - 200 - Elmsdale Fire & Emergency Services
  - 300 - Nine Mile River Fire Department
  - 400 - Lantz Fire Department
  - 500 - Maitland Fire Department
  - 600 - Milford Fire & Emergency Services

- 700 - Noel Fire Department
  - 800 - Rawdon Fire Department
  - 900 - Gore Fire Department
  - 1000 - Kennetcook Fire Department
  - 1100 – Enfield Fire Department
  - 1200 – Indian Brook Fire Department
  - 1300 – Walton Fire Department
5. The following Colchester County Fire Departments are identified with these numbers:
- 300 – Brookfield Fire Department
  - 800 – Cobequid Fire Brigade
  - 1700 – Stewiacke Fire Department
6. The following HRM Fire Departments are identified with these numbers:
- Station 35 – Cook's Brook
  - Station 40 – Dutch Settlement
  - Station 42 – Wellington
  - Station 43 – Grand Lake
  - Station 47 – Goff's
7. The identification codes for departments and personnel are:
- X00 - Base Radio
  - X01 - Chief Officer
  - X02 - Deputy Chief Officer
  - X03 - Deputy Chief Officer
  - X04 - Captain
  - X05 - Captain
  - X06 - Captain
  - X07 - Lieutenant
  - X08 - Lieutenant
  - X09 - Lieutenant
  - X10 - Safety Officer
  - X50 - Portable radio numbers higher than 10 will start at X50, e.g.  
Milford portable #11 will be 650
8. The identification codes for department apparatus are:
- 211 – Elmsdale 211
    - 2 - Elmsdale unit
    - 1 - Engine
    - 1 - Engine #1
  - 121 - Shubenacadie Tanker
    - 1 - Shubenacadie unit
    - 2 - Tanker
    - 1 - Tanker #1
  - 931 – Gore Rescue
    - 9 - Gore unit
    - 3 - Rescue
    - 1 - Rescue #1
  - 741 – Noel Aerial
    - 7- Noel
    - 4- Aerial
    - 1- Aerial #1

## **606 TEAM DESIGNATIONS**

1. All teams or units entering a hot zone shall have at least one portable radio.
2. Each team or unit shall be designated with a title, e.g. Attack 1, Rescue 2, and RIT.
3. All radios are to be checked for correct operation and channel prior to entering hot zone

## **607 EMERGENCY TRAFFIC**

1. At any incident the words Emergency Traffic shall be used to clear the radio net so as an important message may be broadcast.
2. The unit with the emergency message shall transmit Emergency Traffic twice and then send the emergency message.
3. All units on scene on hearing Emergency Traffic shall cease transmitting on all radios and listen to the emergency message.
4. Emergency Traffic message shall always be used in a life threatening situation but not limited to that.
5. The unit sending an Emergency Traffic message shall ensure it is important enough to merit the designation so as not to down play the importance of the Emergency Traffic designation during a true crisis.

## **608 MAYDAY**

1. The transmission of MAYDAY shall be used by personnel to inform command of situations requiring immediate action or assistance.
2. If a MAYDAY is called, even in a drill, it means a fire fighter needs immediate assistance.
3. Discretion in the use of MAYDAY shall be applied to prevent its overuse and abuse.