

**CCEMS
COMMUNICATIONS POLICY 200-04
NORMAL AND EMERGENCY COMMUNICATIONS PROCEDURE**

I. PURPOSE

- 1.1 To structure and maintain precise and communicative radio communication on a daily basis.
- 1.2 To provide structure and guidance in the event of a break in normal communications due to a frequency failure or emergency condition.

II. POLICY

- 2.1 All CCEMS requests for service, both EMERGENCY and NON-EMERGENCY will be paged on the 155.265 (VHF) CCEMS paging frequency through Central Dispatch located at the Sheriff's Department.
- 2.2 All CCEMS personnel are REQUIRED to carry a CCEMS pager **at all times while on duty.**
- 2.3 All CCEMS personnel are REQUIRED to monitor all three station alerts while on duty.
- 2.4 The Primary radio frequency for CCEMS is the 800mhz digital Ohio MARCS (Multi-Agency Radio Communication System)
- 2.5 The Secondary radio frequency for CCEMS is the VHF (Very High Frequency) 155.265
- 2.6 All CCEMS vehicles will have both Primary and Secondary mobile radio's installed.
- 2.7 All CCEMS vehicles will have a minimum of one VHF portable available in each vehicle.
- 2.8 All on duty CCEMS personnel are REQUIRED to carry either a UHF portable radio (tuned to MARCS repeater) or a MARCS portable radio, **any time they are off station for any reason.**
- 2.9 In the event of a MARCS tower failure due to weather related event or scheduled down time, **all on duty CCEMS personnel will immediately move all communications to the Secondary VHF frequency.**
- 2.10 In the event that Central Dispatch loses all power of communication, Coshocton City Fire Department will immediately take over answering 911 calls and dispatching duties at the Hale Fire Station on South 7th St.

III. PROCEDURE

- 3.1 CCEMS personnel are issued VHF pagers. Each Station should be equipped with its own "Station Pager" for additional monitoring. Personnel are expected to arrive at the beginning of each shift with a fully charged pager and maintain that pager on their person at all times while on duty.

- 3.2 Regardless of which station personnel are based, all on duty employees are expected to monitor and listen to all three base alerts at all times.
- 3.3 Normal radio operations will take place on the Primary MARCS channel (EMS Dispatch)
 - 3.3.1 CCEMS maintains a second MARCS frequency (EMS Operations) this channel, at this time, is limited to any general traffic that is needed for the purpose of keeping the primary channel open.
- 3.4 While on duty, EMS crews are expected to carry a portable radio any time they are away from their primary base for any reason.
- 3.5 If a problem arises with a MARCS tower, and primary communications become limited, all CCEMS crews will be directed to immediately begin using the Secondary VHF system. Crews will remain on the Secondary system until directed otherwise for all communications.
- 3.6 If Central Dispatch is down, and operations are moved to Coshocton Fire Department, crews responding on any call types are REQUIRED to keep track of their own times. This includes, call time, enroute, on scene, to hospital, at hospital and in service.
- 3.7 In the unlikely event of all available radio frequency failure, the County Emergency Operations Center will open and an EMS representative will be sent to either Central Dispatch or Coshocton Fire Department to serve as liaison and calls may be dispatched and controlled by cell phones.

Director: 

Effective: 6-13-2011

Reviewed: _____

Revised: _____