

**Nashoba Valley Regional Dispatch District  
Operations Committee  
Meeting Minutes  
Tuesday, May 28, 2024**

Meeting called to order at 14:04 by Chief Schartner at the Harvard Public Safety Building, 40 Ayer Road, Harvard, MA 01451.

**MEMBERS PRESENT:**

Berlin Police, Chief Eric Schartner (Chairman)  
Berlin Fire, Chief Michael McQuillen  
Bolton Fire, Chief Jeff Legendre  
Bolton Police, Lieutenant Luke Hamburger  
Boxborough Police Chief, John Szewczyk  
Harvard Police, Chief James Babu  
Harvard Fire, Chief Rick Sicard  
Harvard Fire/Ambulance, Lieutenant Andrew Perry  
Lancaster Police, Acting Chief Everett Moody  
Lunenburg Fire, Chief Pat Sullivan  
Lunenburg Police, Chief Tom Gammel  
NVRDD, Executive Director Anne Camaro  
NVRDD, Dispatcher Jim Gendron  
NVRDD, Dispatcher Jenn Hill

**PUBLIC COMMENT**

- PUBLIC
  - None
- BOARD/COMMITTEES
  - None

**APPROVAL OF MEETING MINUTES**

- The meeting minutes for the March 19, 2024 were not ready. No action taken.

**EXECUTIVE DIRECTOR REPORT**

**Operations Update:**

- NVRDD is hiring again, we lost two trainees in March/April, and are back to 11 full time dispatchers with 3 openings.
- We interviewed two candidates three weeks ago, one did well, however he has not returned his background packet.
- We have reposted the job on Handshake, which is used by universities around us, no applicants yet.

**Budget Update:**

- Budget is ok, Overtime line is a little over, however, it's expected as we do have vacancies.
- Our Accountant is working with the Auditors to complete FY23's Audit. Hope to have it completed before 7/1.
- FY25 Budget was proposed and approved by Finance Committee and Admin Board as proposed.
- I have applied and received award letters for the Training Grant and EMD Grant for FY25. These grants cover training classes and overtime incurred to cover the training classes, as well as the EMD software we use to triage medical calls, and overtime incurred for QA/QI activities.
- I have applied for the FY Development Grant: \$1,555,084.00
  - Town of Boxborough Annual Assessment - \$201,000.00
  - Operations Manager Position - \$105,000.00

- Boxborough Door Access Control - \$94,442.58
- Bryx Station Alerting System - \$302,145.00
- New CAD System (CS Pro Phoenix) - \$400,405.61
- Backup Radios for NVRDD - \$58,225.94
- Tower Assessment - \$4,100.00
- Extended Radio Redundancy - \$290,225.82
- Berlin PD/FD Cameras and Door Access - \$31,971.94
- Replacement of Aging IT Equipment - \$67,567.11

#### **Capital Update:**

In FY24, Director Camaro has completed the following Improvement Projects at NVRDD:

- Paid the second-year installment of VADAR Fund Accounting Software. (\$7,912.17) paid out from the General Fund.
- Replaced the remaining four (4) Dispatch 24/7 high-capacity chairs (\$6,610.00) completed using funds from State 911 Support and Incentive Grant.
- Purchased and installed acoustic panels in the dispatch room (\$20,780.00) Completed using funds from State 911 Development Grant.
- Paid the second-year installment of the Citrix Virtual MDC (\$14,500.00) completed using funds from State 911 Support and Incentive Grant.
- Replaced our network routers (\$40,237.60) Completed using funds from State 911 Development Grant.
- Replaced all outdated radio equipment with P25 Standard compliant equipment (\$793,690.38) Completed using funds from State 911 Development Grant. All radios at the center are now P25 compliant.
- Updated email security components to comply with MIIA Cybersecurity Protocols (\$6,201.00) Completed using funds from State 911 Development Grant.
- Purchased and installed an audio recorder for 911, business lines and radio transmissions (\$19,999.00) completed using funds from State 911 Support and Incentive Grant.
- Purchased and implemented a new FIRE and EMS RMS System for all member fire departments. (\$33,759.00) Completed using funds from State 911 Development Grant.
- Replaced the fire alarm receiving equipment. (\$140,206.15) completed using additional grant funds from State 911 Support and Incentive Grant.
- Purchased and installed all equipment needed for Boxborough Transition (\$472,545.85) completed using additional grant funds from State 911 Support and Incentive Grant.

#### **Construction Update:**

- Construction continues.
- On 5/23 Street Power was cut from the building for approximately 6 hours. This was for the installation of a new electric panel at the new public safety building. The generator was able to support operations during the outage. This was a good exercise of our contingency plans.
- The building's roof will be replaced and replacement will begin within the next couple of weeks.
- There will also be reinforcement of the outside walls because of the new hurricane/earthquake codes.

#### **POLICY REVIEW**

- NEW POLICIES:
  - Policy (393) – Active Shooter Assailant Policy
    - Tabled
  - Policy (426) - Mayday Procedures – *Appendix A*
    - Edits have been incorporated. Lunar/LIPs changes;

- A motion was made by Chief McQuillen and seconded by Chief Sullivan to accept Policy 426 – Mayday Procedures as presented. The motion carried unanimous.
- POLICY REVISIONS:
  - Policy (300) – Calls for Service Dispatch Priority– *Appendix B*
    - A motion was made by Chief Moody and seconded by Chief McQuillen to accept the revisions to Policy (300) – Calls for Service Dispatch Priority as presented. The motion carried unanimous.
  - Policy (306) – Domestic and Disturbance Incidents – *Appendix C*
    - A motion was made by Chief Gammel and seconded by Chief McQuillen to accept the revisions to Policy (306) – Domestic and Disturbance Incidents as presented. The motion carried unanimous.
  - Policy (401) – Fire and EMS Tones – *Appendix D*
    - A motion was made by Chief Moody and seconded by Chief McQuillen to accept the revisions to Policy (401) – Fire and EMS Tones as presented. The motion carried unanimous.
  - Policy (402) – Radio Tone Testing – *Appendix E*
    - A motion was made by Chief Moody and seconded by Chief Sullivan to accept the revisions to Policy (402) – Radio Tone Testing as presented. The motion carried unanimous.
  - Policy (403) – Echoing and Call Signs – *Appendix F*
    - A motion was made by Chief McQuillin and seconded by Chief Sullivan to accept the revisions to Policy (403) – Echoing and Call Signs as presented. The motion carried unanimous.
  - Policy (404) – Authority Having Jurisdiction – *Appendix G*
    - A motion was made by Chief Moody and seconded by Chief Gammel to accept the revisions to Policy (404) – Authority Having Jurisdiction as presented. The motion carried unanimous.
  - Policy (409) – Motor Vehicle Accidents – *Appendix H*
    - A motion was made by Chief Moody and seconded by Chief McQuillen to accept the revisions to Policy (409) – Motor Vehicle Accidents as presented. The motion carried unanimous.
  - Policy (411) – Hazmat
    - Tabled
  - Policy (419) – Souza-Baranowski Correctional Center EMS Response
    - Tabled

#### **DISPATCH LIAISON (Supervisor Jim Gendron)**

- Jim Gendron
- Brian Oniel telecommunicator of the year for CPR save in Harvard
- April 10<sup>th</sup> Harvard COA visited NVRDD
- Attended Peer support network meeting
- 4/29 Bolton cadets visited
- May 4<sup>th</sup> attended Bolton Children’s Fair with Jennifer
- Police officers have visited as well as puppies
- Future: Lancaster Communication Safety Day
- Drone questions
- ESO inconsistencies –
- Hailing properly especially on 495 (“Harvard engine 2”)

#### **OLD BUSINESS**

- Radio System Discussion:
  - ▲ No report
- Project Updates:
  - No updates

**NEW BUSINESS**

- Route 495 Fire Response and Run Cards. Harvard Fire is waiting on creating new procedures with Bolton and Boxborough one a new Boxborough Fire Chief is in place.
- Responders Radio Procedures. This is a reminder for all organizations to use the correct hailing procedures. Some people seem to be getting a little lax with this.
- MV Stops (Missing IMC Information)
- Brix account is up and running for Boxborough Police and Fire.

**SET NEXT MEETING**

- A motion was made by Chief Gammel and seconded by Chief Moody for Harvard Police Department to host the next meeting. The meeting is scheduled for August 27, 2024 at 13:00. The motion carried unanimous.

**MEETING ADJOURNED**

- A motion was made by Chief Gammel and seconded by Chief Sullivan to adjourn at 15:09. The motion carried unanimous.

## APPENDIX A

### Policy (426) - Mayday Procedures

#### 1. General Description

Mayday is the term used for reporting injured, lost, or trapped, firefighters. Any fire department member may announce a Mayday. This policy establishes a uniform procedure for communications between units on the scene of a fire or incident and Fire Alarm during a Mayday.

#### 2. Policy

This policy will address the role and responsibilities of Fire Alarm during an incident in which a firefighter is believed to be injured, lost, or trapped in a fire building. The Rapid Intervention Team (RIT) is a fully equipped company on scene, tasked with immediate response, assistance, or rescue of injured, lost or trapped firefighters.

#### 3. Procedure

In the event a firefighter becomes injured, lost, or trapped, he/she will say "MAYDAY" 3 times. The firefighter in distress may pause for acknowledgement before proceeding with details of the Mayday, including as much of the following information as possible:

- **Location:** Advise command of their location.
- **Identification:** Their name and department.
- **Problem:** Explain the problem encountered (low on air, lost, trapped, injured, etc).
- **Survival:** Survive the event.

Fire Alarm should be prepared to record and relay the complete Mayday information to the Incident Commander (IC), if needed. All information received shall be entered into the CAD Narrative.

Upon the transmission of a Mayday, Fire Alarm shall:

- Monitor the Mayday message and record all information relayed.
- Allow Command to acknowledge the Mayday, clear radio traffic, and communicate with the Mayday member uninterrupted.
- **Once mayday is acknowledged, or** if Incident Commander is unable or does not communicate with the firefighter calling the Mayday, dispatch will transmit the **Warble Tone** for a Mayday alert tone (second button down under **Paging**) on fire-ground channel and announce: ***"(unit ID) has declared a MAYDAY, all other companies clear the air. Command did you receive the MAYDAY?"***
- At this time fire alarm shall also relay any information relayed from the firefighter during the initial Mayday transmission.
- Command will acknowledge the Mayday, communicate with the distressed firefighter, and deploy needed resources.
- Fire Alarm shall strike the next alarm automatically, including an ALS EMS unit to be dispatched to the scene. The RIT company should already be on scene.

- At the time Fire Alarm strikes the next alarm and requests additional resources, the companies contacted will be advised NOT to sign on to the main fireground channel, but rather remain on Midstate/District 8, or District 6, or **District 14** until directed either to the Mayday channel or fireground channel by the IC or fire alarm.
- The Mayday firefighter as well as all companies involved in the RIT will remain on the main channel, all other communications will be moved to a different channel, as determined by the IC.

Once the IC acknowledges the Mayday, allow him/her time to:

- Communicate directly with the MAYDAY firefighter
- Deploy the RIT Company and Stage a second RIT Company.

If a lost firefighter cannot contact Command, Fire Alarm or any other unit on the assigned radio channel, the firefighter will push the emergency button on their radio. The dispatcher will attempt to contact the lost or trapped firefighter.

If they are unable to contact the company, the dispatcher will immediately notify Command using the following transmission format:

***“Fire Alarm to Command, an emergency button activation has been received from (member or company) but the firefighter/company has not responded to our prompts.”***

A Personnel Accountability Report is a verbal account by the company officer for all firefighters under his/her command. The Incident Commander may request that fire alarm announce a Personnel Accountability Report (PAR) at any incident but this should be done at all incidents when a "Mayday" is transmitted or a building is evacuated.

Basic PAR—simple head count of firefighters by company officer either verbally over radio or in person at fire-ground. If a basic PAR is requested by command, fire alarm should make an announcement using an alert tone similar to the following; “Attention all members operating on the fireground, any member who believes a member of their crew is missing or is in trouble notify command immediately.”

Thorough PAR—verbal report over fire-ground channel from company officer that includes how many firefighters are physically with them, where they are and what they are doing. Company officers can only account for members they can physically see—pump operators must be queried separately. \*\*The events that have transpired on the fireground will determine which type of PAR the IC chooses. It is possible that the IC can request fire alarm conduct the thorough PAR since they will likely have the most accurate list of companies on the fireground.

Company Officers who are unable to locate a crew or firefighters assigned to them, will immediately notify Command or Fire Alarm using the MAYDAY procedure to notify all personnel operating on the fire ground.

- ❖ **There will be a test of the designated “MAYDAY” tones performed on the 1st of each month during the 1800 Tone Test. The dispatcher performing tone test on that evening, shall state “All companies stand by for your evening tone test with monthly test of the MAYDAY tones to follow.”**

## APPENDIX B

### POLICY 300 – Calls for Service Dispatch Priority

#### 1. General Description

The NVR~~ECCDD~~ answers all emergency and non-emergency calls for service for every member Police Department as well as the Department of Defense. It shall be the policy of the NVR~~ECCDD~~ that ALL incoming calls for service, and walk in requests for service be logged in our CAD system appropriately with the caller's information attached, proper locations identified, and major complaint or reason for the call noted in the narrative.

The NVR~~ECCDD~~ recognizes that certain calls for service will require special logging or documentation required to successfully process the call for service.

~~Located in section 300 of the policy manual are some of the special calls that will require special logging, documentation or identifiers that will need to be clarified to successfully process the call for service.~~

#### 2. Policy

All Calls for service will be given a tiered response level. These levels can be found in the CAD system and have been attached to each Call Action.

~~A call entered as a priority 1 response is a single cruiser is an in-progress event actively threatening life, limb, or property.~~

~~A call entered as a priority 2 response is a call that has the potential to damage life, limb, or property. 2 cruisers~~

~~A call entered as a priority 3 response is a routine call or event where no immediate or direct threat to life, limb, or property is present. in a full shift response and the on-duty police supervisor can and often will request mutual aid responses from surrounding public safety agencies.~~

~~Officer response (number of units dispatched) to each call will be based on training and past practice.~~

#### ~~Deviations from Response Procedure~~

~~If a field unit requests, or Dispatch Supervisor/DIC recommends deviation from the procedures documented in this section an adjustment to officer response, the dispatcher shall abide by the field unit's such request and document the change in the narrative of the call.~~

## APPENDIX C

### POLICY 306 – Domestic and Disturbance Incidents

#### 1. General Description

~~Domestic Incidents and Disturbances are often highly tense and dangerous for responding officers.~~ According to Mass.gov, domestic violence is a pattern of behavior used to maintain power and control over an intimate partner or family member. Examples of domestic violence behaviors may include, but are not limited to:

- Physical and sexual - pushing, hitting, slapping, strangling, kicking, biting, forcing someone to have sex or engage in sexual acts against their will
- Emotional abuse - name-calling, put-downs, making someone feel guilty, crazy or badly about oneself and/or blaming them for the abuse
- Coercion, threats, intimidation - making someone afraid using looks, actions, gestures (glares, smashing things, showing weapons, abusing pets), making and/or carrying out threats to hurt, threatening to leave, to commit suicide, to report to DCF/welfare/immigration, or pressure to drop criminal charges
- Isolation - controlling what someone does, where they go, or who they see or talk to, keeping them from family or friends, using jealousy to justify actions
- Using children - criticizing parenting skills, threatening to take children away, using children to relay messages, using visitation to harass
- Economic - preventing someone from working or having access to and knowledge about family income

This policy was created to establish a uniform method of dispatching police services to an **in progress** domestic ~~and disturbance~~ violence calls.

#### 2. Policy

It is the policy of the Nashoba Valley Regional ~~Dispatch District emergency communications Center~~ to adhere to the following procedures whenever dispatching police services to **in progress** domestic ~~and disturbance~~ violence calls.

#### 3. Procedure

##### Call Taking

When a domestic situation is ~~ongoing reported~~ the ~~on-duty~~ dispatcher/call taker ~~will~~ shall gather ~~critical call criteria~~ pertinent information from the caller, including but not limited to the following:

- Location of incident
- Location of caller (if different)
- Number of involved parties
- Type of altercation (verbal or physical)
- Are weapons involved
- Who is involved
- Is anyone injured
- Are all parties still on scene
- If anyone has left the scene: descriptions of parties and vehicle if applicable
- How long ago did they leave and in what direction

While call taker is gathering information, a secondary dispatcher shall ~~and~~ dispatch a minimum of two (2) ~~cruisers~~ officers to the scene. The primary dispatcher/call taker will ~~then~~ remain on the line with the caller gathering further information that the responding units will need prior to arrival, and will remain in contact with caller as long as safe to do so.

If during the call it is determined that the caller is not in a safe environment ~~then~~ have the caller remain on the line and move to a ~~room of the structure that she/she can lock the door i.e. bedroom, bathroom, closet~~ more secure location. Remain on the phone and update units with the caller's location ~~within the structure. If there is not a safe place inside the residence then have the caller exit the residence and gain refuge in a locked vehicle, shed, garage, or neighbor's residence.~~

### Dispatching

As stated above, while primary dispatcher/call taker is gathering information, a secondary dispatcher shall ~~and~~ dispatch a minimum of two (2) ~~cruisers~~ officers to the scene. If there is only one (1) officer on duty, ~~then~~ the dispatcher shall ask the responding unit ~~over the police radio frequency~~ if he/she would like mutual aid from a surrounding city or town ~~be dispatched to assist. The dispatcher will determine which town is closest to the incident and notify that department by phone that their assistance is required.~~ The dispatcher shall inquire which agency the responding officer would like contacted and do so by either radio or phone. If none is specified, the dispatcher shall contact the closest appropriate agency. ~~The dispatcher shall remain on the phone with the caller until responding units arrive on scene.~~

If the first officer on scene is not heard from within ~~a five (5) four (4) minutes~~ time frame of arrival, ~~then~~ the ~~on-duty~~ dispatcher ~~will~~ shall conduct a status check over the ~~police frequency~~ radio with the said officer ~~on scene~~ to ensure officer safety. ~~If After two failed attempts to hail the officer on scene, the third attempt to conduct a status check, the officer does not answer, contact another unit and have that unit respond (in town or mutual aid) immediately to the scene an additional unit shall be dispatched to the scene. unless otherwise notified.~~

The dispatch staff will ensure that all pertinent information is attached to the incident; involved parties, vehicles, AR numbers, OF number etc.

## APPENDIX D

### POLICY 401 – Fire and EMS Tones

#### 1. General Description

The term paging tones shall refer to a single frequency or two-tone frequency set of audible tones transmitted over a two-way radio. Paging tones are used to activate individual or groups of first responders' pagers to notify them of dispatched calls and responses.

Paging tones can also be used to activate alerting equipment within public safety facilities, such as lights and bells, and can trigger other equipment like traffic signals and outdoor community sirens.

This policy was created to establish a uniform method of transmitting tones over the Fire and EMS frequencies to alert on and off duty staff that a call for service is pending.

#### 2. Policy

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to the following procedure whenever toning over the Fire and EMS frequencies are required.

#### 3. Procedure

##### **Pre-Announcement**

Before the dispatchers hits the tones, they will come on and advise the Department Agencies (EMS, Fire and/or Police) to "stand by for "the call reason""

##### **First Tone**

When toning out a Fire/EMS Department, the first tone shall be done on the initial dispatch of the call. All Fire/EMS dispatches shall be predicated with tones and at no time will a Fire Department be dispatched without a set of tones being used.

##### **Other Tones & Mutual Aid**

At the two (2) minute mark following the initial toned dispatch of the call, if no major piece of apparatus has signed on responding, the dispatcher shall re-tone and repeat the dispatch again.

***Exception being if a department has already confirmed adequate staffing is responding and acknowledges the call. For example, " \_\_\_\_\_ department/headquarters has the call," is confirmation and no additional tone is required. " \_\_\_\_\_ department is on awaiting crew," is not confirmation and a second tone will be provided.***

At the four (4) minute mark following the initial toned dispatch, if a response cannot be determined or confirmed, the dispatcher shall request mutual aid for a response.

If there is a radio unit on the air when the four-minute mark is reached, advise the unit of the intent to request Mutual Aid before proceeding.

Refer to the CAD SOP Attachments to determine which paging tones are used for each department.

Departments may have designated tones for Knox Box release and designated traffic lights in town.

These tones can be found on the radio console under the town specific tab.

### **Dual Tones for Second Medicals**

Most Fire Departments in the NVRDD are call, or volunteer, departments, and thus are not staffed 24/7. As per the Fire SOP 416. Second Calls, "when a second Fire/EMS call is received at the NVRDD... The dispatcher shall then tone the department out to the second call regardless of whether the department has an available unit to send or not." Given the nature of call departments, when a call is already in progress, it is not always possible to staff a unit quickly.

Upon receipt of a second medical call, the dispatcher shall make a preannouncement declaring a second medical call. When toning a department in the district that has separate Fire and EMS tones, the dispatcher shall then strike both Fire and EMS tones before providing the incident details.

## APPENDIX E

### POLICY 402 – Radio Tone Testing

#### 1. General Description

The Radio Tone Test, assesses the radio equipment to ensure it is working properly. This policy was written to establish a uniform method and time when the Fire and EMS tones will be tested.

#### 2. Policy

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to have a dispatcher conduct a nightly tone test with all Fire and EMS Departments associated with the center.

The tests will begin at 1800 hours.

#### 3. Procedure

Tone tests will run concurrently and without interruption except when tone test conflicts with an active incident with radio traffic in progress.

When a tone test is delayed for operational reasons, it should resume at a later time when radio traffic permits.

“Nashoba Valley Fire Alarm testing with “agency” for the 1800-hour tone test. (Announce on call personnel if applicable) (insert announcement if applicable) Nashoba Valley Fire Alarm clear of the 1800 tone test.”

Any agency that requires a test of the IMC Paging system will receive a test page, including any fire boxes that remain offline at the 1800 hour. This page shall be sent concurrently with the 1800 tone test, or at such time as a delayed tone test is performed.

The dispatcher shall make announcements following the tone being transmitted if the Fire/EMS Departments has requested them.

These announcements must be requested prior to the tone tests and shall be done in writing to ~~NVRECC~~ **NVRDD** either through email or by facsimile.

Whenever possible, the on-duty dispatch supervisor/**DIC** will provide his/her shift with the tone test announcements at the beginning of the shift.

## APPENDIX F

### POLICY 403 – Echoing and Call Signs

#### 1. General Description

This policy was created to establish a uniform method of responding to fire units over the fire radio frequencies.

#### 2. Policy

It shall be the policy of Nashoba Valley Regional ~~Emergency Communications Center Dispatch District~~ to adhere to the following procedure whenever answering Fire and EMS apparatus on the radio.

The Dispatcher ~~must shall~~ use the echo system when answering the Fire Departments radios. Every dispatcher will repeat the transmission of the fire department personnel.

The repeated message does not have to be word for word but should be a summary of the most important points of the message.

#### 3. Procedure

The proper echoing of a fire/EMS message is to repeat relevant information. Dispatchers will not answer Fire and EMS units with the expressions “received” or “copy”.

24-hour clock times will not be routinely stated at the end of every radio transmission. The digital logging recorder used by NVECC replaces the need to “time stamp” each radio transmission.

Dispatchers will use the ~~[Unit Being Called] FROM [Unit Calling] [Unit calling] TO [Unit being called]~~ format when establishing contact and communicating with units by radio. ~~(Hey you, it's me).~~ (Fire alarm calling Command).

When answering the Fire Department radio frequencies, the dispatchers will refer to themselves as “FIRE ALARM.” This will provide less confusion for the dispatchers and fire personnel when talking over the radio.

When answering the daily radio test or calls for mutual aid using either District 6, ~~or 8, or 14~~ frequencies, the dispatcher shall answer with ~~the formal response of “NASHOBA VALLEY FIRE ALARM.”~~ the agency that has been hailed.

## APPENDIX G

### POLICY 404 – Authority Having Jurisdiction

#### 1. General Description

This policy was created to establish a uniform method of processing orders from the Authority Having Jurisdiction.

#### 2. Policy

It shall be the policy of the Nashoba Valley Regional ~~Emergency Communications Center Dispatch District~~ to adhere to the following procedure for the authority having jurisdiction (AHJ).

#### 3. Procedure

When the Authority Having Jurisdiction has given instructions to NVR~~ECDD~~, the dispatcher shall do what they have requested.

When a non-AHJ agency tells NVR~~ECDD~~ to do something, NVR~~ECDD~~ will relay the request to the AHJ and let them decide how to proceed.

On ~~dua~~ multi-jurisdictional responses, it does not matter which jurisdiction the incident is in. The AHJ will be considered any of the ~~dual dispatched agencies~~ agency establishing command hailing the NVRDD.

## APPENDIX H

### POLICY 409 – Motor Vehicle Accidents

#### 1. General Description

To establish a uniform method of processing Motor Vehicle Accident (MVA) w/injury calls for service.

#### 2. Policy

It shall be the policy of Nashoba Valley Regional Emergency Communications Center to adhere to the following procedure for a motor vehicle accident.

#### 3. Procedure

##### **Call Taking**

When a call reporting an MVA with injuries, airbag deployment, entrapment, or leaking fluids is received at the NVRDD, the initial telecommunicator (TC) call taker will verify how many vehicles are involved (if possible) and attempt to obtain a call back number. Once the location of incident is verified, the call taker may disconnect and operate as the dispatcher as well. In the event that another TC dispatches the call, the primary TC may remain on the line in an attempt to gather more details if safe for the caller to do so.

If TC remains on the line, he/she may attempt to gather the following information:

- What type of accident (car vs. tree, car vs. car, utility pole involvement, etc.)
- Is the roadway blocked?
- Are there any hazards visible to responders, involved parties, or passersby (i.e. downed wires, leaking fluids, etc.)
- Not required to gather, but if the RP offers -vehicle registration information

##### **Dispatching**

Once the primary TC confirms injuries, airbag deployment, fluids leaking, or entrapment, the Fire Department and EMS shall be dispatched based on the CAD SOP attachment for that jurisdiction.

Reportedly minor MVAs without the above reported aggravating factors, shall not receive a FIRE/EMS response. These incidents will be Police Response only, refer to SOP 310. Motor Vehicle Accidents, unless determined otherwise by the police responders or conditions change.

If the initial caller reports unknown injuries the Fire Department and EMS service must be dispatched to verify if personal injury has occurred.

Once the initial dispatch has gone out and the apparatus are responding, the on-duty dispatcher will update the apparatus with the personal injury report received from the caller. The fire officer in charge or duty officer will make the determination of a possible reduced assignment response is necessary.

At no time will a dispatcher cancel or withhold fire personnel from being dispatched to a MVA with reported injury or entrapment. All responding Fire Departments and EMS services will respond appropriately.

If NVDD provides EMD for a MVA, dispatchers should strongly consider the safety of the accident scene before providing such instructions. If conditions at the accident scene permit, EMD ~~can~~ may be provided.