
Standard Operating Guidelines, Telecommunications

ISSUED: 05/31/11

REVISED:

REVISION:

MAL Department OperationsCMC Safety & HealthDDL Administration**SUBJECT: Crew/Driver in trouble "10-Zero"**

PURPOSE: To create a standardized manner of handling "crew in trouble" events**General Assumptions:**

It is important to recognize that this Standard Operating Guideline may not cover every conceivable type of event that may occur. It is understood that Public Safety work comes with inherent risks. Field responders should always be prepared to fall back on their initial/basic training to assess scene safety (even on a non-emergent or non-dispatched scene) and remove themselves from any situation that is unsafe, notifying their on duty supervisor.

It is understood that unless the dispatch center is notified that a threat exists, the center will have no way to predict, prevent and/or act on that event.

It is also important to recognize that each individual employee has a responsibility to attempt to take necessary action to safeguard themselves against those immediate safety concerns that the Company could not possibly have knowledge of at the time of the event.

Some specific techniques/points to remember:

- Always use non-judgmental, calming, verbal de-escalation techniques in an attempt to support the "patient" who is in mental crisis
- Take all threats seriously and position yourself to stay safe while requesting support assistance and/or
- If an individual begins to physically act out – attempt to move to a safe location immediately while requesting support assistance

It is understood that when called for a response, the receiving PD dispatcher will be looking for a reason for response. Although this is not an absolute necessity to trigger a response, this information should be provided anytime it is possible.

Definitions:

- 10-Zero = Priority radio code designed to stop or clear all radio traffic for the unit or individual using the code. This code is only to be used in the case of a dire emergency.
- MDT Emergency Button = "2-1" will identify on the dispatchers screen as "unit# has an emergency" encapsulated in a red box that must be manually cleared. It does not currently provide incident or location data in that box.
- Portable Radio Emergency notification = See definition "10-Zero"
- IDLH = Immediate Danger to Life and Health
- AAR = After Action Report

Procedure:

Crew/Driver in Vehicle: In the event that a crew/driver encounters an IDLH situation while still in the vehicle the crew will have three options:

1. Immediately remove themselves from the dangerous area
 2. Call a "10-Zero" using their onboard or portable radio system.
 3. Use the MDT to send a "2-1 (Emergency)" message to dispatch
- These can also be used in tandem
 - When possible the unit should attempt to give their unit number and location as well as what the exact emergency is.

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- Additional Hunter's units should not respond to the scene unless directed by dispatch and/or an Operations Coordinator

Once the dispatch center is aware that an IDLH situation exists for a particular unit, the center will immediately acknowledge the communication by stating, "Roger Papa# on your "10-Zero" Again, whenever possible, the crew should provide as much information as possible about their current situation however, the crew will not be required to respond to the dispatcher's acknowledgement of their situation.

*****No response from the crew will be considered acknowledgement that a true emergency exists*****

The dispatch center will then complete the following:

- Notify all units via radio and MDT that a "10-Zero" has been called and to maintain radio silence unless an emergency exists. When possible, "Hunter's 2" can be utilized to reduce radio traffic to the incident.
- Confirm the reporting crews location using GPS/AVL
- Notify the appropriate PD Dispatch Center stating that one of our units has called a 10-Zero / Crew in Trouble, at [Location] please send an officer to assist. The dispatcher will provide any other additional/relevant information that was provided by the crew to the appropriate ECC Dispatcher.
- Notify the on duty Telecommunications and Operations Supervisors – have operations respond immediately
- Dispatch will send an LCP management page describing the event

Crew/Driver not in Vehicle: In the event that a crew/driver encounters an IDLH situation while outside of the vehicle the crew will have two options:

1. Immediately remove themselves from the dangerous area
 2. Call a "10-Zero" using their portable radio system.
- These should be used in tandem
 - When possible the unit should attempt to give their unit number and location as well as what the exact emergency is.
 - Additional Hunter's units should not respond to the scene unless directed by dispatch and/or an Operations Coordinator

Once the dispatch center is aware that an IDLH situation exists for a particular unit, the center will immediately acknowledge the communication by stating, "Roger Papa# on your 10-Zero. Again, whenever possible, the crew should provide as much information as possible about their current situation however, the crew will not be required to respond to the dispatcher's acknowledgement of their situation.

*****No response from the crew will be considered acknowledgement that a true emergency exists*****

The dispatch center will then complete the following:

- Notify all units via radio and MDT that a "10-Zero" has been called and to maintain radio silence unless an emergency exists. When possible, "Hunter's 2" can be utilized to reduce radio traffic to the incident.
- Confirm the reporting crews location using GPS/AVL
- Notify the appropriate PD Dispatch Center stating that one of our units has called a 10-Zero / Crew in Trouble, at [Location] please send an officer to assist. The dispatcher will provide any other additional/relevant information that was provided by the crew to the appropriate ECC Dispatcher.
- Notify the on duty Telecommunications and Operations Supervisors – have operations respond immediately
- Dispatch will send an LCP management page describing the event

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Special Transportation Division: In the event that a Special Transportation driver encounters an IDLH situation while inside of the vehicle the driver will have the following option:

1. Call a "10-Zero" using their onboard radio system
 - When possible the unit should attempt to give their unit number and location as well as what the exact emergency is.
 - Additional Hunter's units should not respond to the scene unless directed by dispatch and/or an Operations Coordinator

Once the dispatch center is aware that an IDLH situation exists for a particular unit, the center will immediately acknowledge the communication by stating, "Roger Papa# on your "10-Zero" Again, whenever possible, the crew should provide as much information as possible about their current situation however, the crew will not be required to respond to the dispatcher's acknowledgement of their situation.

*****No response from the crew will be considered acknowledgement that a true emergency exists*****

The dispatch center will then complete the following:

- Notify all units via radio and MDT that a "10-Zero" has been called and to maintain radio silence unless an emergency exists.
- Confirm the reporting crews location using the latest routing information
- Notify the appropriate PD Dispatch Center stating that one of our units has called a 10-Zero / Crew in Trouble, at [Location] please send an officer to assist. The dispatcher will provide any other additional/relevant information that was provided by the crew to the appropriate ECC Dispatcher.
- Notify the on duty Telecommunications and Operations Supervisors – have operations respond immediately
- Dispatch will send an LCP management page describing the event

Training:

Training on this SOG will be provided in the following manner and frequency:

1. Orientation
2. Annual In-service
3. After-Action "hot wash" or Remediation after event (when necessary). A member of the Companies Safety committee should be invited whenever possible.

Training will include the following:

1. Distribution and review of the Hunter's code card with specific emphasis on "10-Zero"
2. PowerPoint to include review of "10-Zero", MDT "2-1" use and this SOG
3. General discussion with examples on what to do when involved in this kind of event

Notifications:

Notification will be made in the following manner:

1. Operations Supervisor / PD = Immediate via phone and/or in person
2. Management Group = secondary via LCP

Follow-up notification to LCP group should be made at the completion of the event. This notification should include general information regarding the status or outcome of the event (ie, false alarm, etc.)

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Log:

This dispatch center will maintain a log of "10-Zero" activations. The log will track the following information:

Date	Time	Unit	Crew Names	Reason	Notes
4/21/11	18:35	P24		Crew In Trouble	Ops / PD sent at 18:36 @SN: 18:38
5/16/11	02:25	P20		Accidental	Ops advised @ 02:27

Ops will be advised of all accidental activations and will provide remediation to the crew involved.

Reporting:

After each individual event, the involved supervisor's will complete an "After Action Report" (AAR) on the event which will chronicle the event. This report should include Incident reports from the Dispatcher, Call Taker and crew members involved, review and transcription of audio files, CAD report with activation times and notes and any other pertinent information noted during investigation of the event.

This document will be used for follow-up with crew and dispatch, remediation/retraining and for general reporting

Each month, the log report and associated AAR's will be provided to Management for review and possible inclusion at Hunter's safety committee meetings.

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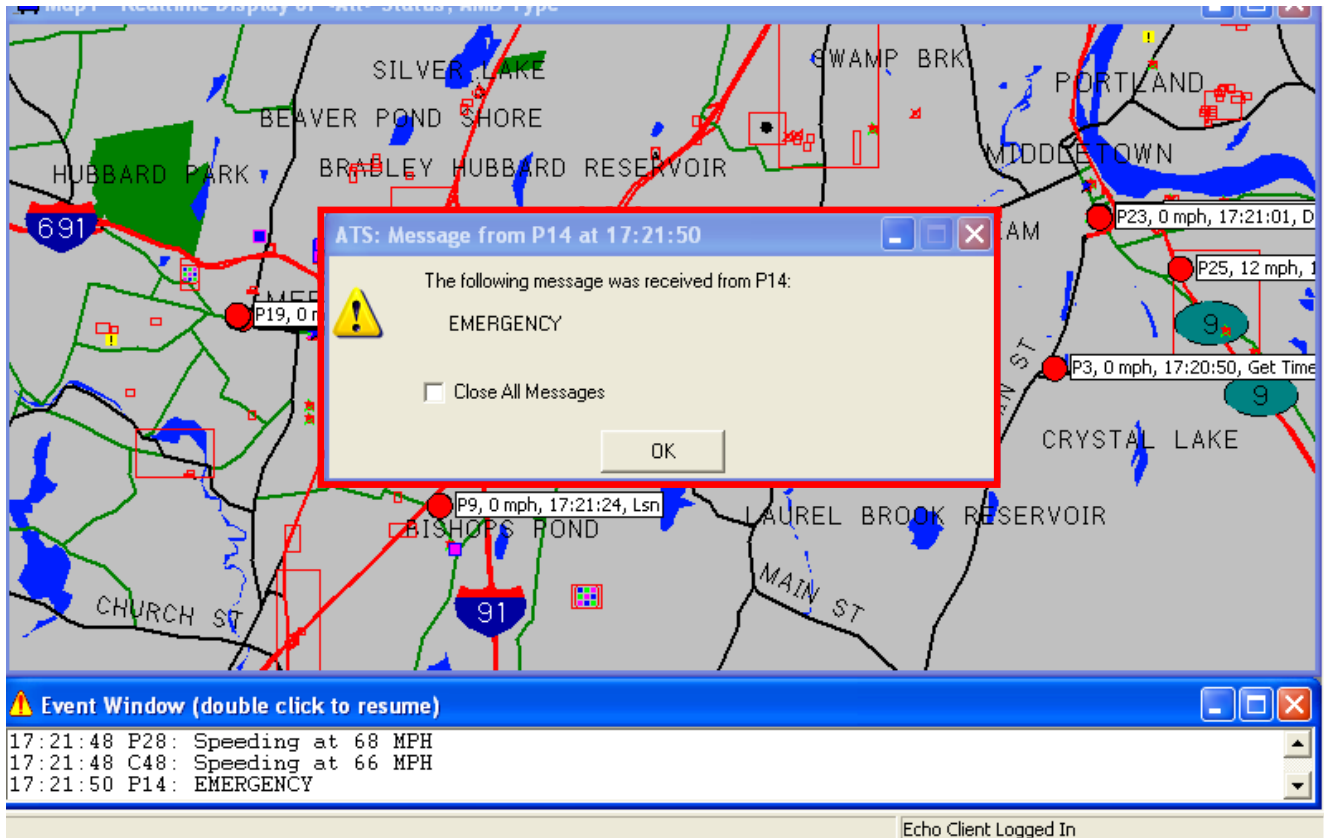
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MDT Screen shot of the "2-1" EMERGENCY code use. This box, locks up the screen and must be manually closed.



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ACKNOWLEDGEMENT OF COMPLETED MANDATED TRAINING

Name: _____ **EMP #:** _____ **DATE:** _____

I Acknowledge that I have been informed and trained in regard to Hunter's "10-Zero" SOG 4.6.7

Specific Training Topics included:

- SOG 4.6.7
- 10-Zero radio designation
- MDT code "2-1" / Emergency
- My responsibilities
- Dispatch responsibilities
- Scenarios with open discussion on what to do
- What happens after a "10-Zero" incident

I understand that all employees have a general responsibility to safeguard themselves as best they can and, when possible, to provide enough information to dispatch to allow them to provide the most appropriate response to the incident. I also understand that "10-Zero" and MDT Emergency code "2-1" are only to be used in true emergencies.

_____/_____
 Employee Signature / Date

_____/_____
 Signature of Instructor / Date