EMS Standard Operating Procedures

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<th>Policy Title:</th>
<th>Westcom Communication Channels</th>
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<td>Section:</td>
<td>Operations</td>
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<tr>
<td>Adoption Date:</td>
<td>07/2000</td>
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<tr>
<td>Date of Most Recent Update/Review</td>
<td>01/2016</td>
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<td>CAAS Criteria Reference:</td>
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Purpose:

This policy provides WestCom personnel guidelines for paging EMS units responding to requests for service.

Policy:

1. Fire/EMS Page Channel
   - The Fire/EMS Page Channel is used to notify the appropriate crew of an incident they need to respond to.
   - All pertinent information with the initial page will be relayed over this channel via the Westcom automated dispatch system.
   - The channel is reserved for notifications only and should not have any routine traffic.
   - This channel is not monitored by Westcom.

2. Fire/EMS Response Channel
   - The response channel will be used for radio communications while responding to the scene. Once the alert is given over the page channel, Fire and EMS crews will go en-route, arrive and communicate with each other on this channel. Westcom will assign a Tactical Channel for any incidents requiring increased traffic on the response channel.
   - Units returning to an available status will notify Westcom via the page channel. This allows crews monitoring the page channel, to know when they are no longer
covering another territory and that the primary ambulance for that area is back in service.

- This channel will be the only one monitored by Westcom for EMS/Fire unless they have assigned a dedicated dispatcher to the incident. Therefore any requests of Westcom should be done through this channel. If a dedicated dispatcher has been assigned to a Tactical Channel then requests to Westcom can be made on that channel.

3. Tactical Channels and Misc Channels

- The Westcom Radio System offers many alternative channels that may be needed for an incident. Each ECP should be familiar with their radios and how to access all channels and groups within the radio system.