

Augusta County Emergency Services Officers Association

*Augusta County Government Center
P.O. Box 590 – 18 Government Center Lane
Verona, Virginia 24482*



Fire-EMS Standard Operating Guideline

Section:	Communications
Title:	Special Operational, Communications and Toning Request(s) / Needs
Date:	
Revised:	05/2013

Special Operational & Communication Request (s) / Needs

Special requests affecting the daily operations for a Fire-Rescue agency will originate as a written request from the Fire-Rescue agency's Chief Officer.

Special request involving Fire-Rescue operations will originate to the Augusta County Fire-Rescue Chief or designee during business hours. Special request involving dispatch or communications will originate to the Augusta County Emergency Communications Center Administration during business hours.

In the event a special request originates after business hours, the Chief Officer will contact the senior Communicator on duty to make the appropriate notifications. Special requests requiring immediate attention that originate after hours will be considered temporary until the appropriate personnel are notified and a support document is obtained.

Special Toning Request(s)

In the event Augusta ECC receives a special request after the initial dispatch, Augusta ECC will fulfill the agency's special toning request(s) at the six (6) minute time mark. The only exceptions to this guideline are agencies currently working an incident requiring additional resources or additional assistance is needed for an pending call.

Reference:

Special Request – Operational – Communications

Augusta County Emergency Services Officer's Association – Website (2008)
Section 3: Communications

Special Toning Request

Augusta County Emergency Services Officer's Association – Website (05/2009)
Section 3: Communications

Related Content: