

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:	Working Incident
Date:	September 01, 1999
Revised:	11/22/2011

Working Incident

The universal term to obtain additional manpower but not an additional alarm level to a dispatched Fire-EMS event is known as a “working incident”

When deemed necessary to upgrade a dispatched Fire-EMS event to a working incident, Emergency Service Personnel will contact the Augusta County Emergency Communications Center on the assigned operational frequency and request a “working incident”.

Upon receipt to upgrade a dispatched Fire-EMS event to a working incident, Augusta ECC will:

Fire Events

- Retone **ALL** Fire-Rescue agencies currently working the incident
- Dispatch the Augusta County Fire-Rescue Duty Officer.
- Dispatch an additional fire agency on the response assignment.
- Dispatch a rescue agency on the response assignment. (If a rescue unit/agency is not currently on the response assignment)
- Inquire if Rehab 1 is needed

EMS Events

- Retone **ALL** Fire-Rescue agencies currently working the incident.
- Dispatch the Augusta County Fire-Rescue Duty Officer.
- Dispatch additional resources upon request.

MVC – Traffic Crashes

- Retone **ALL** Fire-Rescue agencies working the incident.
- Dispatch the Augusta County Fire-Rescue Duty Officer.

Upon receipt to activate a working incident or increase the alarm level for a dispatched event in Augusta County, Augusta ECC will automatically **<Add>** the next

due fire agency (s) on all additional (emergency) calls originating to fire agencies dispatched to the working incident.

Reference:

Working Incident

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

Working Incident – Next Due Addendum

Augusta County Emergency Services Officer's Association – Website (11/22/2011)
Section 3: Communications

Related Content: