



**Williamstown Police Department**  
825 Simonds Road, Williamstown, MA 01267

## **DISPATCHING OTHER PUBLIC SAFETY AGENCIES**

*Effective 26 June 2022*

### **NBEMS Ambulance Dispatch:**

Select **AMBULANCE** frequency on the base radio console. Activate the **AMB ALERT** tone for three to five (3-5) seconds. Give the message: *"Williamstown Dispatch to Northern Berkshire EMS"* then wait for EMS to acknowledge. Press the **TRANSMIT** button & relay the dispatch (nature, name & location of call) over the **AMB** frequency.

If after thirty (30) seconds there is no response from NBEMS repeat step 1 above followed by the voice transmission: *"Second and final request any available NBEMS unit to respond to (nature, name & location of call.)"* If no response after 30 seconds go to mutual aid.

From time to time it may be requested that Dispatch tone out for an additional crew or extra help. The tone button is located beneath the **AMBULANCE** section on the radio console screen. After activating the tone (just click on it), your message should be *"Williamstown Dispatch to NBEMS, looking for two bravos to cover/respond to..... while the on-call units are unavailable"*. NBEMS will direct us when they would like this feature activated.

Dispatch NBEMS, or mutual aid if needed, to all working fire scenes. Medical calls involving cardiac, respiratory, unresponsive or stroke symptoms shall also have two cruisers dispatched if available.

### **MUTUAL AID:**

If NBEMS requests mutual aid from **Adams, Hancock, New Ashford or Lanesborough**, go immediately to Berkshire Sheriff Control Dispatch (**447-7117**) (nature and location of call). This may be completed through the **backup radio**, OR from a recorded telephone line. Bennington Rescue Squad can be reached through Bennington Police at 802-442-1030.

## **CANCELLATIONS:**

As with fire dispatches, we shall not cancel an ambulance from responding to a call based upon information provided from a civilian with knowledge of the call. Simply update the responding ambulance unit of the caller's information and let them decide on a continued response.

## **Williamstown Fire Department Dispatch:**

After receiving a request for the fire department, select the "**FIRE CS Paresky Hall**" icon on the radio console. Activate the fire tones below the fire frequency. After tones have stopped, relay the dispatch (nature, name & location of call) over the FIRE frequency.

Change the "**FIRE CS Paresky Hall**" icon to read "**FIRE CS MGRHS**" by using the "next frequency" buttons (located where the volume up and down buttons are on other icons) and immediately repeat the above three steps a second time. When complete, change the "**FIRE CS MGRHS**" icon back to "**FIRE CS Paresky Hall**" by using the volume up and down buttons.

Activate IAMRESPONDING

Monitor, but **DO NOT** acknowledge by radio, responses from individual fire responders. The first firefighter on scene with radio will report back to dispatch that he/she is on scene and then give a size-up report. Dispatch should confirm the portable on scene and repeat size-up & record time.

Each fire apparatus (W1, W2, W3, W4, T1, Chief) responding shall be acknowledged when responding, when arriving and when clearing the scene.

When incident command (IC) has been established, the dispatch shall be notified by the Incident Commander. Dispatch shall acknowledge the IC. Any time IC changes from one individual to another the new IC shall notify Dispatch of such and Dispatch will again acknowledge the change in command.

Dispatch one patrol minimum to all working fire calls. Dispatch mutual aid per fire department request. Dispatch NBEMS Ambulance to scenes of all working fires

## **Mandatory Dispatch**

The WFD shall be dispatched to the following calls for service:

- All fire calls (Caller requests fire department response)
- Motor Vehicle Crashes:
- Resulting in a flip or rollover
- With vehicle into a tree or pole
- With entrapment

- Unknown injuries south of Bee Hill Road or Gale Road
- Unknown injuries on a State Route (Routes 2, 7 & 43)
  - Route 2 – (aka) Main Street & Taconic Trail
  - Route 7 – (aka) Simonds Road, North Street, Cold Spring Road, New Ashford Road
  - Route 43 – (aka) Water Street, Green River Road, and Hancock Road
- All hazardous materials spills including but not limited to (examples: petroleum-based products such as gas, diesel, motor oil, hydraulic fluid as well as antifreeze, acid, cleaning products, pesticides or any product which may have mixed together creating vapors or fumes.)
- All natural gas and liquid propane leaks or ruptures (exception: when someone reports an odor of gas in an area but cannot confirm the source, the Fire Chief or in his absence an all call to the officers shall be made)
- All search & rescues for lost/injured persons
- All confined space rescues
- All remote or high angle rescues of persons
- All water rescues
- All downed aircraft
- The Fire Chief (or in his absence an all call to the officers) shall be notified of any report of incendiary or bomb type devices.

### **Carbon Monoxide Detectors (CO2)**

CO2 detector activations shall have a Fire Dept. officer dispatched with instructions to call dispatch by phone. Start with the Fire Chief, if no response, dispatch an “all officers” page. If still no response, dispatch a “fire all” page.

### **Mutual Aid**

If the WFD requests mutual aid from another department, contact that department’s dispatch center by base radio or recorded phone line:

- North Adams Fire Department (Base radio, OR 664-4944)
- Clarksburg Fire Department (Base radio, OR 664-4944)
- Hancock Fire Department (445-4559 or 442-0512)
- Lanesborough Fire Department (445-4559 or 442-0512)
- New Ashford Fire Department (445-4559 or 442-0512)
- Pownal, VT Fire Department (802-442-1030) Bennington PD

If Northern Berkshire EMS requests the assistance of the Williamstown Fire Department, dispatch will page out the entire fire department (“fire all”). Dispatch will also give a detailed message including the location and type of call.

## **Cancellations**

As with ambulance dispatches, we shall not cancel the Fire Department from responding to a call based upon information provided from a civilian with knowledge of the call. Simply update the Fire Department Officer-In-Charge (OIC) of the caller's information and let them decide on a continued response. (On scene police officers may cancel fire once the scene is assessed)

## **Multi-Cast Dispatch:**

In the event of call for service that requires a response from more than one public safety agency, the multi select dispatch feature shall be utilized to expedite this process.

- Select MSEL function. Verify that the selected channels are green.
- Activate the tones by pressing "Fire All."
- After the tones have stopped, utilize the **Common TX** button to transmit the following message: *"Williamstown Dispatch to Williamstown Fire, NBEMS Ambulance and Cruisers (Cruiser #'s), please respond to (Nature of Call) located at (Address)."*
- Repeat the tones and message immediately one time.

## **Williamstown Forest Warden Dispatch:**

The Williamstown Forest Warden (WFW) shall be dispatched to the following calls for service:

- All smoke complaints and unattended outside fires where the source can be determined by the caller
- All search & rescues for lost and/or injured persons
- All remote rescues of injured persons

Select FIRE CS Paresky Hall channel on the console. Click **ALL OFFICERS** to activate the tones. After tones have stopped, relay the dispatch: *"Williamstown Dispatch to Williamstown Forest Warden, please respond to (address) for a report of (nature of call). Time of dispatch is (time)"*

Repeat a second set of tones & dispatch on the **FIRE CS MGRHS** channel on the console using the protocol from the section on Williamstown Fire Department Dispatch.

If no response from the Forest Warden, then follow the Williamstown Fire Department dispatch procedure.

In the event that the location of a report of smoke **cannot** be determined by the caller, dispatch **both** the WFW and the WFD and follow Williamstown Fire Department dispatch procedure.

In the event of an out of control outside burn, dispatch **both** the WFW and the WFD and follow Williamstown Fire Department dispatch procedure.

### **Williams College Campus Safety Services Dispatch:**

Williams College Campus Safety Services (CSS) receives a visual indication whenever a 911 call is placed from a landline on campus. They do not receive any of the call information other than location of the call. They do not receive any notification for cell phone calls to 911. When this occurs, CSS shall be notified by dispatch so that CSS can open the appropriate building(s):

- Answer the 911 call as per policy
- Dispatch the appropriate emergency service(s) to the location of the incident

Notify CSS by recorded phone line of the nature of the call at 413-597-4444. This notification shall be placed as soon as possible AFTER responding services have been dispatched. In most cases CSS will need to open the building for the responding agencies. This call is not required if CSS has made the initial call to dispatch.

### **General Dispatches:**

All calls for service, regardless of 911, emergency, or business phone, shall generate the dispatching of all appropriate emergency personnel PRIOR to dispatch disconnecting with the caller whenever possible. DO NOT place the caller on hold; whenever possible let them hear the dispatching of emergency personnel so that they are assured of an immediate response.

Once initial dispatches have occurred, gather updated information from the caller and update responding units if applicable. Notify any/all detail officers along the responder's route of travel of the emergency response.