

NORTH YORK REGIONAL FIRE DEPARTMENT

KESWICK VALLEY & MILLVILLE
NEW BRUNSWICK, CANADA



STANDARD OPERATING PROCEDURES & GUIDELINES

S.O.G. #: 802.00
SUBJECT: Response Verification Service Applications
DIVISION: Communications
DATE OF ISSUE: March 29, 2019
FORMS REQ'D: None
DATE AMENDED: n/a

PURPOSE/MISSION

This SOG is intended to provide information regarding the use and expectations for use of RVS applications.

1. **Intended Use:** The North York Fire Department has formally adopted the use of eDispatches for means of notification of firefighters.
 - 1.1. eDispatches offers emergency notification, as well as administrative messaging options.
 - 1.2. The primary means of notification for firefighters is a VHF paging system with a single transmit location at Crabbe Mountain in Hainesville.
 - 1.3. eDispatches is mainly intended for use as a secondary means of notification,
 - 1.4. Due to limitations of the VHF radio system, eDispatches may be used as the primary means of notification in some cases.
2. **Application:** An application is available for download for smartphones. See your District Chief for information.
3. **Response Verification:** Upon receipt of an emergency, firefighters are expected to open the eDispatches app, and indicate their intended response for the emergency:
 - 3.1. Responding to Station
 - 3.2. Responding to Scene
 - 3.3. Unavailable
4. **Availability:** eDispatches also offers member availability tracking. Please use it.
 - 4.1. Available: A status of "Available" is considered to mean that they're currently engaged in their regular life and may or may not be able to attend the call.
 - 4.2. Unavailable: When firefighters are unavailable for a period equaling or greater than two days. Unavailable can also be used when they are completely unavailable to engage in fire department operations for several days (example: death in family, sickness making them unable to work).
 - 4.3. Maybe: **The use of "Maybe" is discouraged** and should not be frequently used. A good example of "Maybe" is, "I'm going to a wedding, and I'm not leaving for a medical assist, but I'll sneak out for a structure fire or bad MVA".
5. **Messaging:** Some officers have access to group messaging options. To avoid message fatigue, such messages should be chosen and sent with care, in a coordinated effort. The officer responsible for the subject matter is responsible for sending the message. Example: The District Chief should not take it upon themselves to send out a notification about training unless asked to do so by the trainer for the event.