

STANDARD OPERATING GUIDELINE



Radios, Phones, iPads, MDT's

Department: Operations

SOG#229

Applicable to: All Staff

Effective Date: 15 Dec 2020

2 Pages

Authority: Chief Of Operations

Applicable CAAS Standard:

Revised Effective Date:

Purpose:

The purpose of this Standard Operating Guideline (SOG) is to outline the position of Brighton Volunteer Ambulance (BVA) regarding the use of agency communications equipment.

Scope:

The scope of this document applies to all road EMS staff.

Guideline:

1. The agency utilizes three types of radios.
 - a. Base Radio: For utilization in the “Dispatch” room. This is a static unit that will be used on the primary operating channel to communicate with the designated dispatch center, or when manned, any necessary units.
 - b. Mobile Radio: Each fleet vehicle will have a mobile radio for communication with the designated dispatch center and other units, on the designated operating channel.
 - c. Portable Radio:
 - i. Fleet Vehicle: Each fleet vehicle will have two (2) portable radios for communication with the designated dispatch center and other units, on the designated operating channel.
 1. Exception: Emergency Ambulance Service Vehicle's will only have one portable radio assigned to them.
 - ii. Command Staff: Each member of the Command Staff will be issued one (1) portable radio, one (1) spare battery, and one (1) radio holster for communication with the designated dispatch center and other units, on the designated operating channel.
 - d. All of the above equipment belongs to the agency. Any loss of equipment must be reported immediately, and a police report will be filed.
2. The agency utilizes two types of phones.
 - a. Voice over Internet Protocol (VOIP)
 - i. The facilities will be equipped with VOIP phones for room to room, paging, and external calling. These will be managed by the company. Any service issues should be reported to the shift supervisor.
 - b. Cellular
 - i. The Shift Supervisor will be provided a cellular phone for use while on shift. This will be for communication with crews and shared to the company widely to facilitate communication between on and off duty staff for any needs.

This document supersedes any documents on the topic dated prior to the effective date noted above.

STANDARD OPERATING GUIDELINE



Radios, Phones, iPads, MDT's

Department: Operations

SOG#229

Applicable to: All Staff

Effective Date: 15 Dec 2020

2 Pages

Authority: Chief Of Operations

Applicable CAAS Standard:

Revised Effective Date:

- c. All of the above equipment belongs to the agency. Any loss of equipment must be reported immediately, and a police report will be filed.
- 3. The agency utilized two types of Field Computing.
 - a. iPads
 - i. One (1) iPad will be placed in each fleet vehicle for the purpose of charting and agency operations.
 - ii. Each iPad has a specific "Fleet" account, based on the assigned vehicle for response notifications and awareness. Crews responding to calls should mark themselves as responding through the provided third party service.
 - iii. Crews are also to utilize these devices for charting and signature capture.
 - iv. iPads are also equipped with various apps to support operations.
 - v. iPads are subject to the same Written Internet Security Policy as facility computers.
 - b. Mobile Data Terminals
 - i. In Base: Monroe County has a Mobile Data Terminal to allow staff to access call information and times. This is secure information, and any actions are logged.
 - 1. Any use of this equipment outside of its intended design will be subject to the disciplinary policy.
 - ii. In Vehicle: Monroe County is instituting Mobile Data Terminals in ambulances. This section will be updated accordingly once the technology is rolled out.

This document supersedes any documents on the topic dated prior to the effective date noted above.