

STANDARD OPERATING GUIDELINE



Third Party Alerting

Department: Operations

SOG#231

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 call related data and messaging to the personally owned devices of our staff.

Scope:

The scope of this document applies to staff members who elect to utilize their personally owned devices for receipt of agency information through a third party service.

Guideline:

1. The agency does not require personnel to receive or retrieve data via their personal wireless device(s). However, road-cleared personnel may elect to receive ECD data or relevant text messages on their wireless device. Personnel who elect to receive agency data or text messages via their personal wireless device will not be reimbursed for any charges incurred from their wireless provider.
2. Personnel who elect to receive data or text messages via their wireless device(s) should follow the below procedure:
 - a. Print and complete the authorization form.
 - b. The completed form should be forwarded to the Communications Officer.
 - c. The Communications Officer will address the request within 5 business days.
3. If a member wishes to opt out of the program, a new form shall be completed and forwarded to the Communications Officer.
4. When a member leaves the organization, all of their accounts within the agency software programs will be deactivated within 5 business days or less, thus stopping any outbound text message or data transmissions.
5. All of the agency's policies and rules of conduct apply with respect to all agency call-related data and / or text messages to personal wireless devices.
6. Page two of this SOG is the Authorization Form.

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

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TEXT MESSAGING

I authorize the agency to send text messages from agency owned or authorized software, to my wireless device(s). I understand that the agency is not responsible for any fees incurred or overage charges not covered by my wireless plan.

Wireless Number: _____

Cell Provider: _____

DATA / PUSH NOTIFICATIONS

I authorize the agency to send data / push notifications from agency owned or authorized software, to my wireless device(s). I understand that the agency is not responsible for any fees incurred or overage charges not covered by my wireless plan. I understand that the agency uses third-party data-delivery tools to deliver up to date information, and I wish to opt-in to that software. I understand that there is a fee associated with using this service. The agency agrees to pay the annual fee for any **road-cleared** personnel. I further understand that this enrollment will be terminated within 5 days of separation of the agency. We reserve the right to change this policy at any time.

To join the agency BRYX account, navigate to www.bryx911.com and select "Join a department." Follow the prompts to create a new account, or add Brighton Ambulance to your existing BRYX account. Select only the "Global" dispatch group. The Communications Officer will receive and approve your request based on this form.

DISCONTINUE SERVICE

I wish to opt out of: text messages data / push notifications. Please discontinue sending text messages / push notifications / data the following wireless device(s):

Sign and submit this form to the Communications Officer. Your request may take up to 5 days to complete.

Name: _____

Signature: _____ Date: _____

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