|  |  |  |
| --- | --- | --- |
| **South River Machar Fire Department**  **Standard Operational Guidelines** | | **S.O.G**.  **7:001** |
| **Section:**  **Dispatch** | **Subject:**    **Disrupted Phone Service** | |
| Date: August 23, 2011 | **Page 1 of 2** | |

**1:00 Purpose**

1:01 To ensure that effective emergency services dispatching is provided when telecommunications are disrupted to the South River Machar Fire Department or significant portions of the Village of South River or the Township of Machar.

**2:00 Scope**

2:01 This guideline applies to all firefighting personnel and allied agencies working with South River Machar Fire Department during the incident or training exercise.

**3:00 Notification and Staffing**

3:01 Whenever telecommunications to the South River Machar Fire Department or a significant amount of the Village of South River or the Township of Machar are compromised the fire hall must remain staffed until telecommunication is restored.

3:02 All firefighters are to report in their availability as soon as possible upon being notified of the disruption in telecommunications.

3:03 Whenever possible the fire hall should be staffed with no less than 2 firefighters.

3:04 As soon as practical a shift schedule should be established to maintain the minimum staffing level for the duration disruption in telecommunications.

3:05 Shift patterns are to be 4 hour shifts from 08:00 to 22:00 and a 10 hour night shift from 22:00 to 0800. If a firefighter chooses he or she may do a double day shifts.

3:08 OPP, EMS, Sundridge Stong Fire Department, Laurier Fire Department should all be notified of the disruption of telecommunications and the preferred method that they can reach the South River Machar Fire Department

3:09 The fire departments web site and Facebook page should be updated, directing the public on how to reach emergency services, for example the use of cell phones or report directly to the fire hall.

3:10 The following Media outlets should be contacted and advised as to how the public should reach emergency services during the disruption in telecommunications.

* Rogers Radio (Fox, Easy Rock and CKA) (705) 474-2310
* CBC Radio (705) 688-3243
* MCTV (705) 476-6528
* Moose FM North Bay (705) 475-9991
* Parry Sound Moose Radio (705) 746-2163
* Huntsville Moose Radio (705) 789-4461

**4:00 Backup Communications**

4:01 All phone lines into the dispatch phone and fax line must be tested. If no phone lines are operating test cellular service.

4:02 If the dispatch lines are compromised and cellular service is available contact the 911 call center at 1-800-263-7585 and request that they call forward all incoming calls to our 911 line (705-727-5161) to Rescue 2 cell phone (705-840-8224). To back up the secondary emergency line (705-386-2621) contact Telizon at 1-866-835-4066 and request they call forward incoming calls to Rescue 2 cell phone (705-840-8224)

4:03 If cellular service is down as well conduct regular patrols throughout the village and the township, make sure the hall is staffed and direct residents to report emergencies to the fire hall.

4:04 If no communications is available with OPP or EMS request representatives from each to stage at the Fire Hall to receive any emergency calls for their respective duties.

**5:00**

**6:00 Responsibility**

6:01 It is the responsibility of all Firefighter’s involved in the emergency or training exercise to ensure this guideline is followed in its entirety.

6:02 It is the responsibility of the Commander’s to ensure the guideline is adhered to in its entirety.

|  |  |  |  |
| --- | --- | --- | --- |
| **Fire Chiefs Signature** |  | **Date** | August 23, 2013 |