



# Scarborough Fire Department

B. Michael Thurlow, Fire Chief

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## GENERAL ORDER

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TO: ALL PERSONNEL ORDER #: 20-003 DATE ISSUED: 4/13/2020  
SUBJECT: VOC ALARM & DISPATCH DIGITAL PAGING POLICY DATE REINDED:  
PER ORDER OF: *B. Michael Thurlow*, Fire Chief

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### Voc Alarm Procedure

- In addition to the Scarborough Fire primary radio frequency, our primary means of notification, the department has invested in a Voc Alarm system as a secondary means of notification within the fire stations of Fire/EMS calls for service. Dispatchers shall utilize the following procedure when dispatching calls:
  - Dispatchers shall activate the correct fire/EMS tone(s) to simultaneously transmit the alarm over fire primary and the Voc alarm system with all pertinent information including type of box, box number, apparatus requested, address, call details, and cross street(s) or directions.
  - The Chief's tone shall be used anytime the dispatch lead feels the chief officer's should be aware of an incident that was toned with something other than the All Call tone.
  - On-Duty Personnel shall wear a pager or portable radio at all times while on-duty as the radio is the primary means of notification, and the Voc Alarm is a secondary means or back-up.

### Paging Procedure using I Am Responding

- The department's Computer Aided Dispatch (CAD) software has the ability to page members on their phone or other personal devices as a secondary means of communication when they are out of radio range. Members are encouraged to contact the Chief's Office to provide their contact information and preference on the type of calls they want to be paged for.
- Dispatchers will utilize the page feature in the CAD software to page members who elect to sign up with I am Responding. That service is based on call type and district.
- The CAD software does not currently have the capability to automatically page changes to the original call type (ie. upgrade from a Supervised Box to a Desk Box) or multiple alarms, Desk Boxes, All-Hands and each multiple alarm struck. . Effectively immediately all dispatchers shall manually digital page Via I am Responding the "Scar FD" group for all working incidents.
- Dispatch shall also manually page the "Scar Officers" group in I am Responding for all working fires or additional alarms in any of our mutual aid towns.
- Dispatch shall also manually page the "SCAR Chief's" group in I Am Responding anytime you feel the chief officer's should be aware of an incident that was toned/paged with something other than the All Call tone or Chief's Group.
- Dispatch shall also manually page the "Canteen" group in I Am Responding for Canteen activation- (most canteen members do not carry pagers with them).