TOLEDO FIRE & RESCUE DEPARTMENT

# C-111 Emergency Button

**Emergency Manual**

**Date Revised: 02/01/2018**

Last Modified: 09/27/2024 10:07

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## Purpose

To establish a procedure to be used when the portable/mobile radio emergency button is activated. This procedure provides the affected unit an opportunity to clarify its disposition, avoids repetitive questioning, protects the safety of the affected personnel, and prevents an unnecessary law enforcement response.

## Definition

Emergency Button – The orange button on top of the portable and mobile radio. When activated creates an audible sound and visual message on fire dispatcher consoles.

## Policy/Procedure

### Emergency Button Activation

All radios are equipped with an Emergency Button (EB) function. When personnel activate this button, an audible alarm and a flashing visual icon appears on the fire/rescue communications dispatcher consoles. Whenever possible, personnel must accompany the activation of the EB with a verbal explanation of the units' emergency or that it was an accidental activation. Fire Dispatch will then dispatch the appropriate resources to mitigate the emergency, e.g., manpower, law enforcement, etc., or clear the accidental activation.

### Emergency Button Activation - Silent Code 3.

Since personnel may activate the Emergency Button when they are unable to broadcast a verbal distress message due to a variety of reasons, the procedure below will occur:

**1.** If unit personnel do not provide a verbal explanation regarding the nature of the emergency, the Fire

Dispatcher will transmit: (Unit designation), Zebra (i.e. “Engine 17- Zebra”). This will let the crew sending the emergency know that their emergency transmission was received by Fire Dispatch. If the crew member is unable to speak, due to the sensitivity of the situation, being trapped, etc., they should continue attempts to key the microphone.

**2.** When the unit receives Fire Dispatch’s message, if the activation was unintentional, unit personnel will advise Fire Dispatch of the error and reset its radio. The Fire Dispatcher will also reset the dispatch console.

**3.** If the dispatcher receives no response after 3 attempts within 30 seconds, Fire Dispatch will contact the appropriate law enforcement agency and request a Code 3 (emergency lights and sirens) response to the location of the unit.

**4.** If the Emergency Button activation occurs at a multiple apparatus response, dispatch will notify the incident commander of the Emergency Button activation and which crew or crew member has triggered the button. Incident Command will direct the necessary resources to locate the crew.

**5.** Every attempt should be made to keep radio traffic at a minimum until the emergency is resolved.

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See Also:

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Last update: **09/27/2024 10:07**