



SAN LUIS OBISPO COUNTY FIRE CHIEFS
STANDARD OPERATING GUIDELINE
Policy 501.00 – Emergency Button Activation – MDC & Radio

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I. PURPOSE:

The purpose of this SOG is to establish a standard procedure for reacting to emergency button activations

II. AUTHORITY:

This SOG has been developed and adopted by the San Luis County Fire Chiefs.

III. SCOPE:

This SOG applies to all San Luis County Fire Agencies.

IV. DEFINITIONS:

- Code 4 - Situation is stable and assistance is no longer needed
- Code 50 – indicates a firefighter is in distress, radio channel is restricted to emergency traffic only, radio discipline is mandatory
- Emergency Button – a button on a mobile or handheld radio, that upon activation will notify the PSAP via radio of a firefighter in distress
- MAYDAY: A term used only to signify that a person is in a life-threatening situation and needs immediate assistance. A fire fighter emergency can be declared by anyone having knowledge of someone in distress.
- NUCAN report: A statement from a distressed firefighter indicating Name, Unit, Conditions, Actions, and Needs that provides incident commander a concise situation report and helps direct RIC resources.
- Public Safety Answering Point (PSAP)- Point of contact for all radio communications of the incident. Also considered the ordering point for additional resources. Also may be referred to as the Emergency Command Center (ECC).

VI. OPERATIONAL GUIDELINE

1. Activation

- a. The emergency button feature is used to notify the PSAP/ECC or Incident Commander of an emergency requiring immediate assistance (i.e. firefighter down or imminent threat of violence)
- b. To activate via radio hold down the orange button on the top of the radio for 5 seconds, an alarm will sound while the radio initiates the emergency call.
- c. After the alarm, state your NUCAN- Name, Unit, Conditions, Actions, Needs
- d. If the activation is accidental, advise the PSAP/ECC that the activation was accidental. DO NOT clear the emergency without advising the PSAP/ECC first.



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e. If, upon receipt of an emergency, the PSAP/ECC does not receive any communication from the resource, the PSAP/ECC will assume the resource is in distress and dispatch a response.

f. Upon completion of the emergency, hold down the orange button for 3 seconds until the radio emits a “beep”. This will clear the emergency.

****Universal “MAYDAY” signal – Non-Descriptive****

Anyone who feels as if they are in distress or imminently threatened and in need of answering the radio discreetly and non-descript, will use the following term to communicate: *CODE 50*

2. To Activate via MDC (may not be applicable to all fire agencies)

- a. Press the EMRG button in the corner of the screen. Due to the sensitivity of the button, the MDC allows 15 seconds to clear the emergency before transmitting to the PSAP/ECC.
- b. After initiating the alarm, state your NUCAN- Name, Unit, Conditions, Actions, Needs
- c. If, upon receipt of an emergency, the PSAP/ECC does not receive any communication from the resource, the PSAP/ECC will assume the resource is in distress and dispatch a response.
- d. If the activation is accidental, advise the PSAP/ECC that the activation was accidental. DO NOT clear the emergency without advising the PSAP/ECC first.
- e. Press and hold the EMRG button to clear.

3. Receiving an Emergency- PSAP/ECC

- a. Upon receiving Code 50 notification, the PSAP/ECC shall immediately request a Code 3 response from the Law Enforcement AHJ or CAL FIRE Law Enforcement, if appropriate. Also dispatch the closest Chief Officer to the last known location of the resource. Be sure to advise responding units of the call details.
- b. Upon receiving an Emergency Button Activation, the PSAP/ECC will immediately attempt re-contact with the resource in order to obtain details of the situation.
- c. If no contact is immediately received from the resource, attempt to perform a status check with the resource three times within 30 seconds.
- d. If no contact is made, assume the resource is in distress, request a code 3 response from the Law Enforcement AHJ or CAL FIRE Law Enforcement, if appropriate. Also dispatch the closest Chief Officer to the last known location of the resource. Be sure to advise responding units of the call details.
- e. Initiate a **Code 50** on the channel the emergency was received on by announcing over the channel as well as “County Net,

*“San Luis to all units, **Code 50** is in effect on [Channel Name] restrict traffic on [Channel Name] to emergency traffic only.*



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- f. Continue to attempt contact with the resource via any means available (i.e. cell phone, radio, MDC) until contact is made or it is determined there is no emergency.
- g. Once the distress or imminent threat is mitigated, the user initiating the **Code 50** will advise that units are **Code 4**, to clear any emergency or priority traffic hold on the specific frequency.

4. Receiving a MAYDAY- PSAP/ECC

- a. A MAYDAY may be transmitted intentionally or unintentionally over any Command Frequency.
- b. Upon receiving the/a MAYDAY, the resource shall provide a NUCAN
- c. The PSAP/ECC will confirm that the Incident Commander has received the MAYDAY and relay any relevant information.
- d. Initiate a **Code 50** on the channel the emergency was received on by announcing over the channel as well as “County Net,

*“San Luis to all units, **Code 50** is in effect on [Channel Name] restrict traffic on [Channel Name] to emergency traffic only.*

- e. Once the MAYDAY is mitigated, the IC will advise that units are **Code 4**, to clear any emergency or priority traffic hold on the specific frequency.

5. Receiving an Emergency or MAYDAY- Incident Commander

****NOTE: The PSAP/ECC will only receive an emergency call if the radio is on a monitored Command Frequency. Activations on unmonitored tactical channels will only be heard by the units on the scene of the incident****

- a. Upon receiving an Emergency Button Activation, MAYDAY or any other notification of distress, the IC will immediately attempt re-contact with the resource in order to obtain details of the situation.
- b. The IC will deploy necessary resources to mitigate the emergency while maintaining communications with the firefighter(s)
- c. Advise the PSAP/ECC of the incident and request a Code 50
- d. Request additional resources as needed
- e. Once the emergency is mitigated, the IC will advise that units are **Code 4**, to clear any emergency or priority traffic hold on the specific frequency.
- f. Refer to RIC Policy for additional information on a RIC deployment

Date	Revision	SLO T/O Pres.	SLO Co. Chief Pres.
04/04/18	Updates approved by T/O and Co. Chiefs	M. Miranda	J. Nielson