SOUTH PORTLAND FIRE DEPARTMENT
STANDARD OPERATING GUIDELINES

SOG #:	6.115	Effective Date:	6/12/2020
Title:	Emergency Assistance	# of pages:	1
Category:	General Operations	Classification:	Red

1. PURPOSE: To inform all personnel of the procedure to request emergency assistance and when to use it.

2. PROCEDURES: If emergency assistant (PD) is needed at a scene, the normal procedure would be to request this via the IC on the OPS channel or if danger is imminent, the request can be made directly to the dispatcher. If using the radio would compromise or inflame the situation or there is not time or ability to use the radio, the panic alarm on a portable radio should be used. Once activated, either on purpose or accidentally, the dispatcher should ask you if you want a "13 Hour Overtime" at which point you will respond with the appropriate information. If this is an accidental activation, a brief explanation can be given, and if it is not an accident and assistance is needed a simple "Yes" is all that is required. Failure to reply will initiate a PD response.

3. The panic button should only be used when there is limited time or you do not want the subjects aware you are requesting police assistance. If at all possible it is preferred to requested police assistance verbally, via the dispatch in plain English, where your specific situation and needs can be properly met (example: combative patient, rowdy group, possible weapons, etc.).

4. Radio panic buttons may also be used at fire and other emergencies where a firefighter may be trapped or unable to transmit verbally over the radio. Again verbally making this request would allow for better assignment of resources and confirm the correct location

5. Assigning radios in Naviline is very important. All portables send an identifier to dispatch, which is related to a seat assignment. It is important that radios are properly issued to the correct seat so that responders know who is in need of assistance.

6. REFERENCES:
   - None

By Order Of:

James P. Wilson
Fire Chief