



## Wyckoff Fire Department Standard Operating Guideline

# 303.4.1

**Title: Transmission of "Urgent" Message**

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**PURPOSE:** To provide all fire department personnel with guidelines for a member and/or team to declare an emergency over the radio that all firefighters will recognize as a true emergency and react accordingly.

**OBJECTIVE:** The term "Urgent" shall be utilized by firefighters and transmitted by way of two-way radio to indicate that a non-life threatening situation has developed that poses a serious but not immediate or extreme risk to firefighters.

**GUIDELINE:** The term "Urgent" shall be used in, but not limited to the following situations:

- A member has suffered a serious injury, that is not life threatening
- Interior attack mode is being discontinued due to deteriorating conditions and operations are changing to an exterior attack mode
- Discovery of a structural problem that would indicate the danger of collapse
- Fire discovered entering an exposure to a degree that any delay may considerably increase the fire potential
- Loss of water that would endanger members
- Equipment failure that does not pose an imminent danger

"Mayday" radio transmissions shall have priority over "Urgent" transmissions.

## **GUIDELINE (cont.):**

### **TRANSMISSION GUIDELINES FOR A URGENT MESSAGE:**

To send a "Urgent message" key the mic on your radio and transmit the following:

1. Firefighter
  - a. Identify himself or herself to command then Urgent spoken once.
  - b. Ex: **"231 Alpha to command Urgent,"**
  - c. Listen for a response.
  - d. If none is heard, repeat the message until you are acknowledged.
2. Command
  - a. The incident commander, upon hearing the "Urgent message" radio transmission shall acknowledge the person issuing the "Urgent message" via two-way radio;
  - b. Ex: **"Command to all units at the scene stand by for an Urgent message. Unit with the Urgent message, go ahead with your message."**
3. Firefighter
  - a. Respond to the incident commander by repeating "identify himself or herself and Urgent message"
  - b. Report the nature of the situation and shall give their location
  - c. Ex: **"231 Alpha to command Urgent, we lost our water supply and we are operating on the second floor"**
4. Command
  - a. The IC should acknowledge receipt of the message and repeat it back for confirmation.
  - b. Ex: **"Received 231 Alpha, you lost your water supply"**

Repeating the "urgent message" radio transmission gives any emergency personnel monitoring the radio frequency that may have missed the first transmission an opportunity to hear and react to the "urgent message" accordingly.

Note: If the Incident Commander does not respond or acknowledge the Urgent message, anyone who hears the message is responsible to acknowledge the radio transmission, ascertain its nature and promptly relay all information to the incident commander or an officer. Preferably, the message should be delivered face to face, if possible, to keep the radio channel open. If this is not possible, then the person responding to the Urgent transmission should transmit an "Urgent" message to gain control of the radio channel.

Upon receipt of an "Urgent" radio transmission, the incident commander shall be responsible for determining appropriate actions to mitigate the situation at hand.