



Nelson County Emergency Services Council
Nelson County, Virginia

***Nelson County Emergency Services Council
Standard Operating Guideline***

Subject:	Emergency Button Activate
Reference Number:	COM 03-001
Effective Date:	1-Jan-16
Last Revision Date:	
Signature of Approval	David Graves, President

Purpose:

To establish a procedure for activating/handling emergency button activations on Nelson County portable radios.

Procedure:

All Nelson County portable radios are equipped with emergency button functionality. When this button is activated by the end-user, an audible alarm and a flashing visual icon appears on the dispatcher's consoles. Field end-users will utilize this function when otherwise unable to simultaneously broadcast a verbal distress message.

In the event an emergency button activation occurs and no verbal explanation is provided with regards to the nature of the emergency, Dispatch will transmit the following message,

"Unit XYZ, confirm your status"

When an emergency call button is activated, that radio will have a "hot mic" on its selected channel for 30 seconds.

In the event that Dispatch transmits this message and activation was inadvertent, the referenced unit will advise Dispatch of the error and reset his/her radio. Dispatch will then initiate a reset at the dispatch console.

If no response is received to the dispatcher's query **and an incident is in progress**, the activation will be handled as a **Mayday** activation.

If no response is received to the dispatcher's query and no incident is in progress, Dispatch will activate the tones of the member's agency and advise that an "Emergency Alert Activation has been received for member XYZ, member XYZ confirm your status."

If there is still no response Nelson Dispatch will attempt cell phone contact if contact info is on file and/or task law enforcement to assist in locating the member.