**Unit No Response Policy**

**SOP# 304 Approved By:**

**Unit No Response**

**Effective: June 30, 2016**

**Updated: N/A Chad Newland**

**Reviewed: June 30, 2016 Operations Manager**

## POLICY

Every dispatcher is responsible for ensuring units dispatched to calls acknowledge and go responding.

## PURPOSE

Every unit in the 911 system must be accounted for at all times.

## PROCEDURE

Units Not Responding to System Traffic

1. EMS dispatcher will hail the committed unit twice, if still no communication from the committed unit at the 30-second mark, the next closest unit will be dispatched to the call, and the original unit will be placed Out-of-Service for Non-Response.
2. EMS dispatcher will attempt to contact unit by
   1. Radio
   2. Phone, crew cell phone assigned by physical
   3. Page
   4. MDT/ Tablet, applicable form of digital media
3. Immediate notification to the On-Duty EMS Divisional Supervisor will be placed by ConEMS dispatcher.

Units Not Responding While AT DESTINATION

1. After units AT DESTINATION have received their allotted drop time
   1. 30 minutes drop time for C2 returns
   2. 35 minutes drop time for C3 returns
2. Dispatcher will hail and attempt to contact unit over the radio.
3. If no response over the radio, EMS dispatcher will attempt to contact over two (2) other forms of communication, ie. Crew phone call, crew phone text, pager
4. If still no answer from crew, document, and advise Divisional EMS Supervisor.