

**Title:** Priority Responses

**Policy:** It shall be the policy of the Waterford Fire and Emergency Services to ensure a proper dispatch procedure is in place for the protection of all responders regarding calls for fire, rescue, EMS and other emergencies.

**Purpose:** To provide a consistent dispatch policy regarding the assigning of a priority to a call for service for the personnel of the Waterford Emergency Communications Centers (WECC).

**Procedure:**

1. Emergency calls will be divided into two (2) categories for dispatching purposes based on information available at the time the call is received.
2. Priority 1 responses are assigned to a true emergency situation involving a life threatening (or potential life threatening) situation requiring an immediate response.
3. Priority 2 responses are assigned to calls which are not considered to be an immediate life threatening emergency and are responded to with the normal flow of traffic.
4. Priority 1 responses may be altered as more information is obtained.  
EXAMPLE: A fire alarm activation as a priority 1 has an interior unit advising no smoke / fire = a responding unit may order units to a priority 2; Priority 1 EMS call and the patient is stable = EMT on scene may down grade to priority 2 (per WFOA / WAS guidelines).
5. Priority 2 responses may be altered as more information is obtained.  
EXAMPE: A smoke investigation as a priority 2 has a unit confirm an active fire = responding unit may upgrade to a priority 1; EMS call may have the patient condition worsen = EMT may upgrade to priority 1 (per WFOA / WAS guidelines).
6. The altering of a priority response should only be done by verifying such with a responding company officer.
7. Requests for mutual aid shall be dispatched based on this guideline.