



**SOP# 304**

**Unit No Response**

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**Approved By:**

**Chad Newland  
Regional Director**

## **Unit No Response Policy**

### **POLICY**

Every dispatcher is responsible for ensuring units dispatched to calls or posts acknowledge and go enroute.

### **PURPOSE**

It is every dispatchers responsibility to have accountability for all EMS units logged into the system.

### **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
  - a. Radio
  - b. Phone, crew cell phone assigned by physical
  - c. Page
  - d. 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
  - a. 30 minutes drop time for C2 returns
  - b. 35 minutes drop time for C3 returns
2. Dispatcher will hail in an attempt to contact unit over the radio.
3. If no response over the radio, EMS dispatcher will attempt to contact crew via Ambulance assigned cell phone
4. If still no answer from crew, document, and advise Division EMS Supervisor.
5. All efforts to notify crew shall be notated in CAD