

FEB. 1974

BLUE RIDGE RESCUE GROUP CALLOUT PROCEDURE

I. UNIVERSITY OF VIRGINIA POLICE RECEIVE CALL

- A. POLICE TAKE NUMBER OF PHONE BEING USED TO CALL IN THE REPORT, (REMEMBER AREA CODE) AND LOCATION OF THAT PHONE. (ALSO NAME OF CALLER)
- B. POLICE INSTRUCT CALLER TO REMAIN AT PHONE AND TO KEEP THE LINE CLEAR. CALLER IS TOLD (REASSURED) THAT A BRRG DISPATCHER WILL CALL BACK.
- C. POLICE LOCATE A DISPATCHER, AND GIVE TO HIM THE INFORMATION.

II. DISPATCHER CALLS BACK REPORTER OF INCIDENT, AND DETERMINES:

- A. WHAT: EXACTLY WHAT HAS HAPPENED; INJURIES, ETC.
- B. WHERE: PRECISE LOCATION, PERHAPS DETAILED DIRECTIONS.
- C. WHEN: WHEN INCIDENT OCCURRED.
- D. WHO: NAME, ADDRESS, AGE, SEX, WEIGHT, CLOTHING WORN, AND DISTINGUISHING CHARACTERISTICS OF VICTIMS AND OTHERS IN THE PARTY OR ON THE SCENE
- E. WHY: DIRECT CAUSE
- F. WHAT EQUIPMENT IS AVAILABLE ON THE SCENE?

III. DISPATCHER:

- A. ASCERTAINS THE POSSIBILITY OF SELF RESCUE: PERHAPS ALL IS NEEDED IS VERBAL ASSISTANCE.
- B. IF SELF RESCUE IS IMPOSSIBLE, TELLS THOSE ON THE SCENE TO REST UNTIL THE RESCUE GROUP ARRIVES, AFTER DOING WHAT THEY CAN DO TO HELP.
- C. MAKES SURE IT WILL BE POSSIBLE TO LOCATE REPORTER OF INCIDENT WHEN THE RESCUE GROUP ARRIVES

IV. DISPATCHER INSTITUTES CALL-~~BOOK~~^{OUT} PROCEDURE IF NECESSARY