Exercises: Dispatcher & Responder Training

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For Dispatchers only

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    1.2. Edit and Delete Map Markers
        - Goal: Dispatchers will practice editing and deleting landmarks, zones and paths on their map
    1.3. Search for Incident Locations
        - Goal: Dispatchers will practice using the Search Bar to find Incident Addresses as well as editing those addresses when the information is incorrect/incomplete

Exercise 1.1: Create Map Markers

Exercise Group 1: Maps

Part 1: Create Map Markers

1. On the *Settings* page, set the Catchment Area Map to be centered on Central Park, New York City
   - *The blue map marker indicates where your dashboard map will be centered; the zoom level will also be stored where you leave it*
2. Click Save

Catchment Area Map

40.7689, -73.9763

Drag the map marker to center your map on your catchment area. Then click SAVE

Save
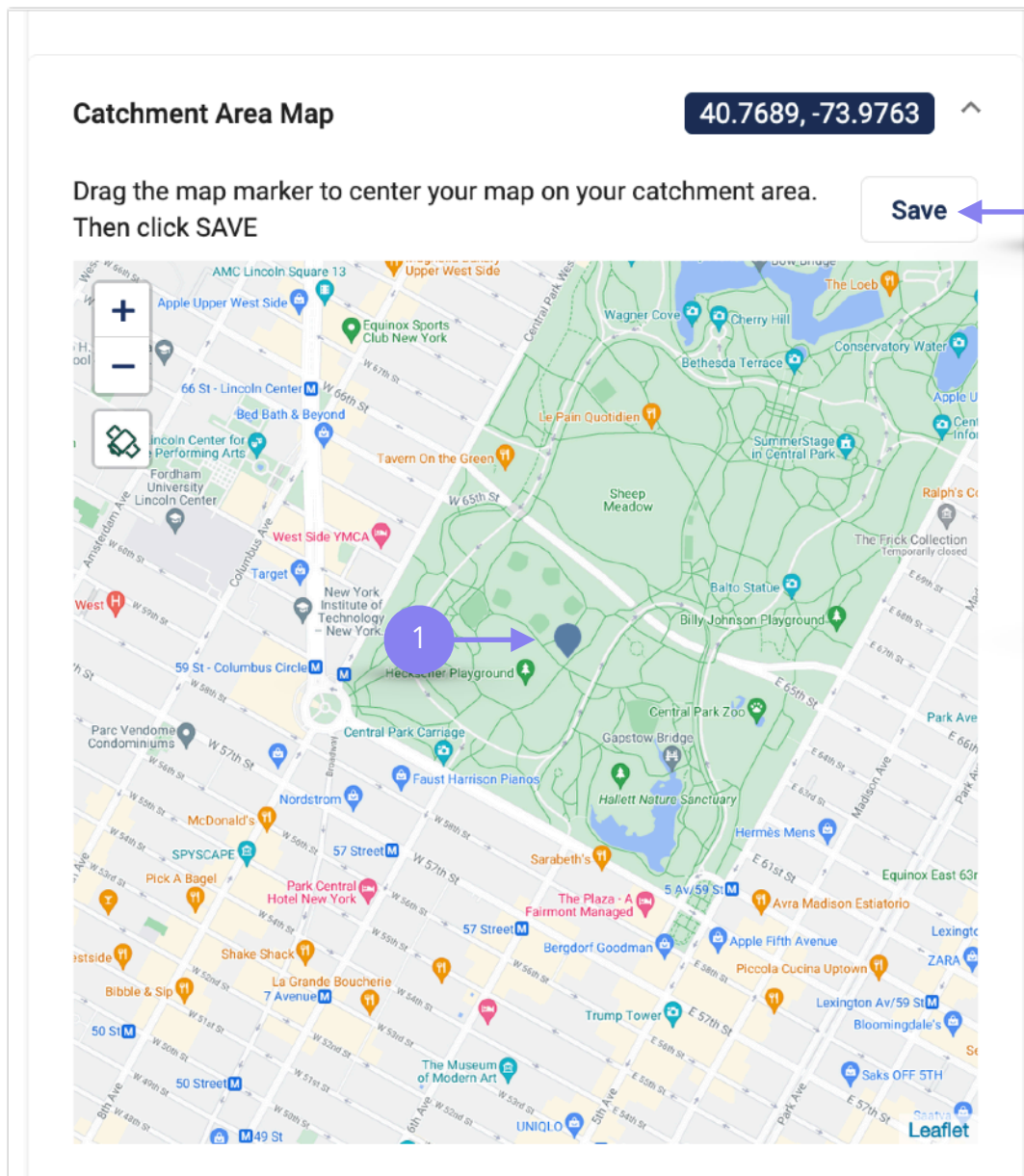
3. Return to the Home Screen and enter the word "hospital" in the map Search Bar
   - The black map markers show the locations of all the hospitals within your current map view

hospital

- 🔍 **hospital**
- 📍 **Hospital** Broadway, Queens, NY, USA
- 📍 **Hospital** for Special Surgery - Radiology East 70th...
- 📍 **Hospital** for Special Surgery Main Hospital Hospital...
- 📍 **Hospital**et de Llobregat Spain

powered by Google
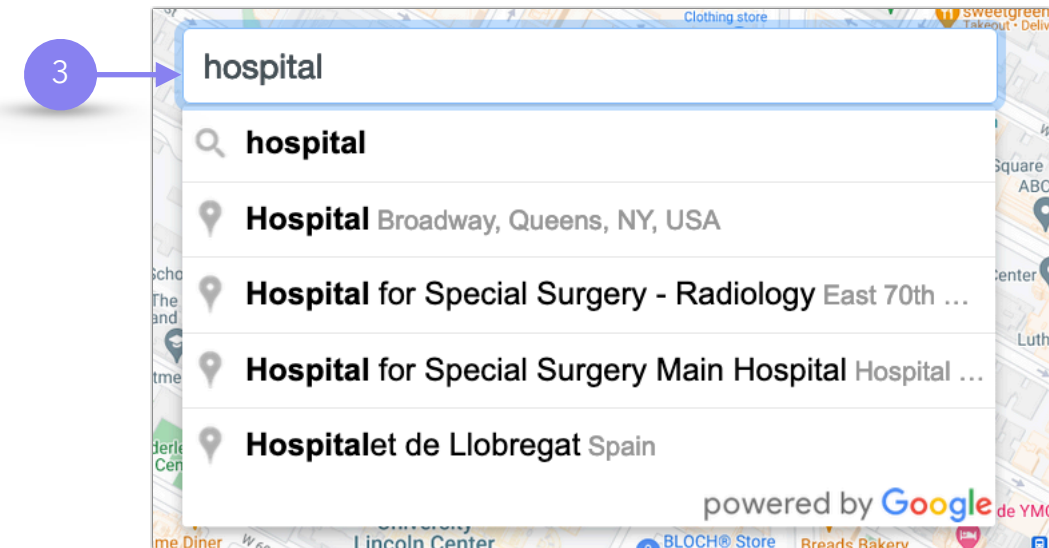
4. Next enter "Mt. Sinai West Medical Center" in the Search Bar
   A. The black map marker indicates the location of the specific address

Mount Sinai West

- 📍 **Mount Sinai West** 10th Avenue, New York, NY, USA
- 📍 **Mount Sinai West** Emergency Room 10th Avenue,...
- 📍 **Mount Sinai West** OBGYN - Fetal Evaluation Unit...
- 📍 **Mount Sinai West** - OBGYN West 59th Street, New Y...
- 📍 **Mount Sinai West** ENT/Otolaryngology West 59th S...

powered by Google

5. Open the Map Editing Toolbar and click on the Landmark icon
   A. Place a Hospital Landmark* on Mt. Sinai West Medical Center
   B. Click on the "Select a type" field and select "Hospital"
   C. Select the color Red
   D. Enter "Mt. Sinai West" in the **Name section**
   E. Enter "5 Beds Available" in the Comment section
   F. Adding a New Recipient determines who is sent an Arrival Notification when a patient or resource is delivered to this facility (*Read more here*)
   G. Click Create

6. Use the Map Search Bar to find Columbus Circle
   H. Open the Map Editing Toolbar and click on the Zone icon
   I. Draw a Zone around Columbus Circle
   J. Click on the "Select a type" field and select "Protest"
   K. Select the color Purple
   L. Enter "Broadway Workers Protest" in the **Label** section
   M. Enter "Saturday from 10am to 2pm" in the **Comments** section
   N. Click Create
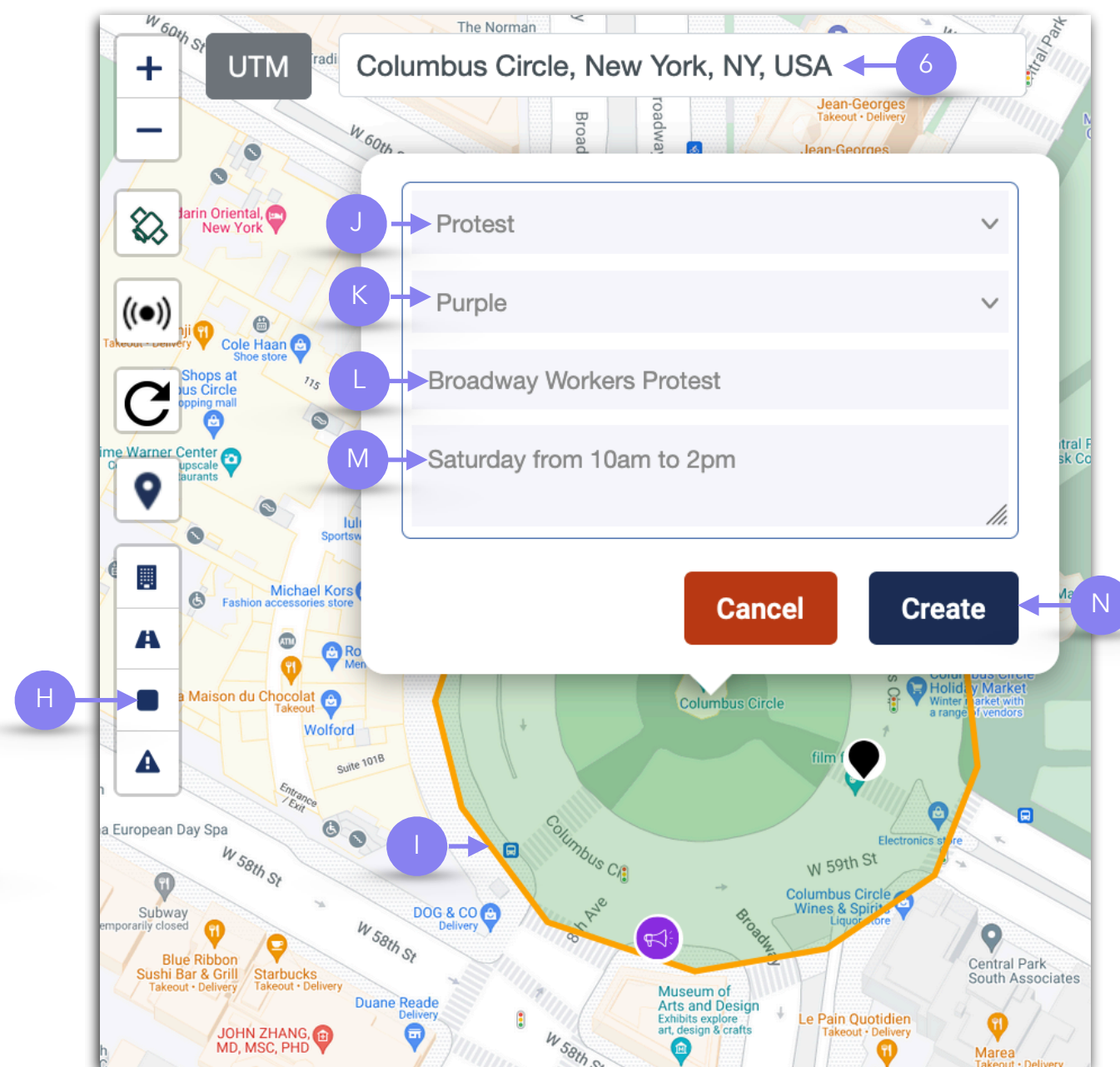
7. Open the Map Editing Toolbar and click on the Path icon
   A. Draw a Path from Columbus Circle to Mt. Sinai West, ending the path in front of the W. 58th St. Emergency Department entrance
   B. Click on the "Select a type" field and select "Evacuation Route"
   C. Select the color Green
   D. Enter "Casualty Evacuation Route" in the **Label** section
   E. Enter "Reserved for medical personnel only" in the **Comments** section
   F. Click Create

Check your work — Does your map look like this?
- There is a red Hospital Icon for Mt. Sinai West
- There is a purple Zone around Columbus Circle
- There is a green Path from Columbus Circle to Mt. Sinai West
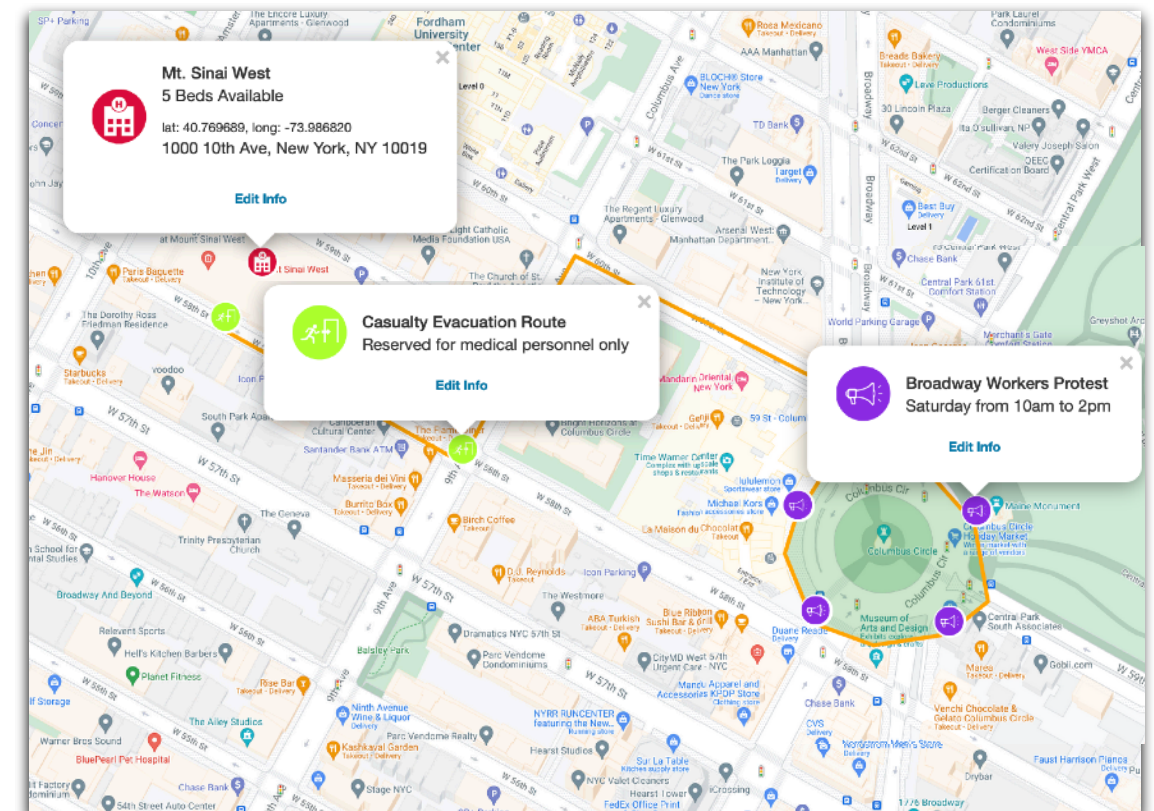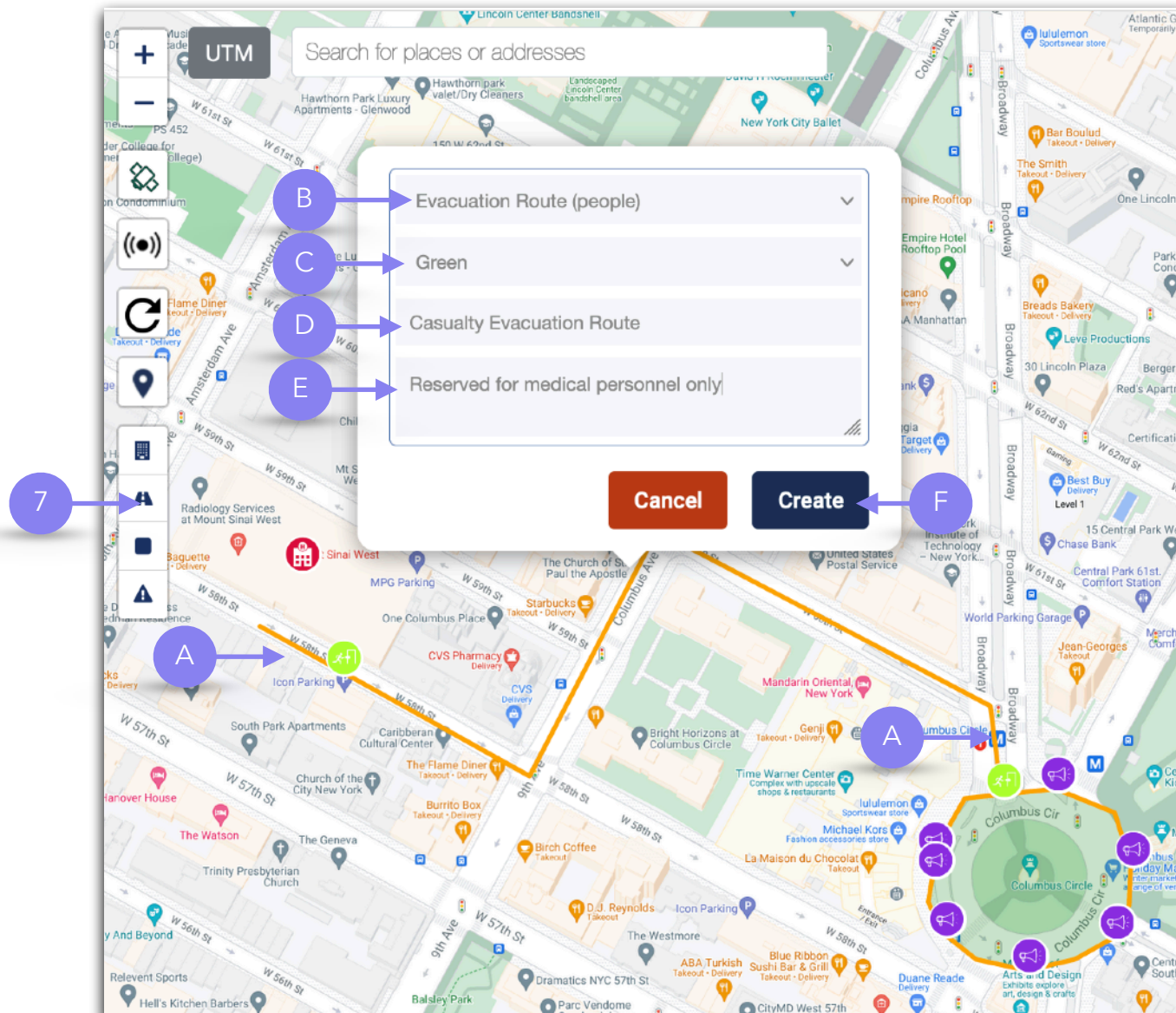
Exercise 1.2: Edit and Delete Map Markers

Exercise Group 1: Maps

Follow these steps:

1. From the Home Screen, open the Map Markers List
2. Find the Mt Sinai West Medical Center marker and click on the icon
3. Open the Map Editing Toolbar
4. Click on the Edit Icon
5. **Drag the Hospital Icon to a new location**
6. Click Save Changes and Refresh the Map

7. Return to the Map Markers List and click on the Zone labeled "Broadway Workers Protest"
8. Open the Map Editing Toolbar
9. Click on the Edit Icon
10. **Drag the Zone borders to include the southwest corner of Central Park**
11. Then click on the Edit Info button in the map marker card and update the **Comments section** to say
    "Protestors have overflowed into Central Park South and say they are not leaving until their demands are met."
12. Click Update and Refresh the Map
13. Return to the Map Markers List and click on the Path labeled "Casualty Evacuation Route"
14. Open the Map Editing Toolbar
15. Click on the Trash Icon
16. **Click on the Path line to delete it from the map**
17. Close the Map Editing Toolbar and Refresh the Map
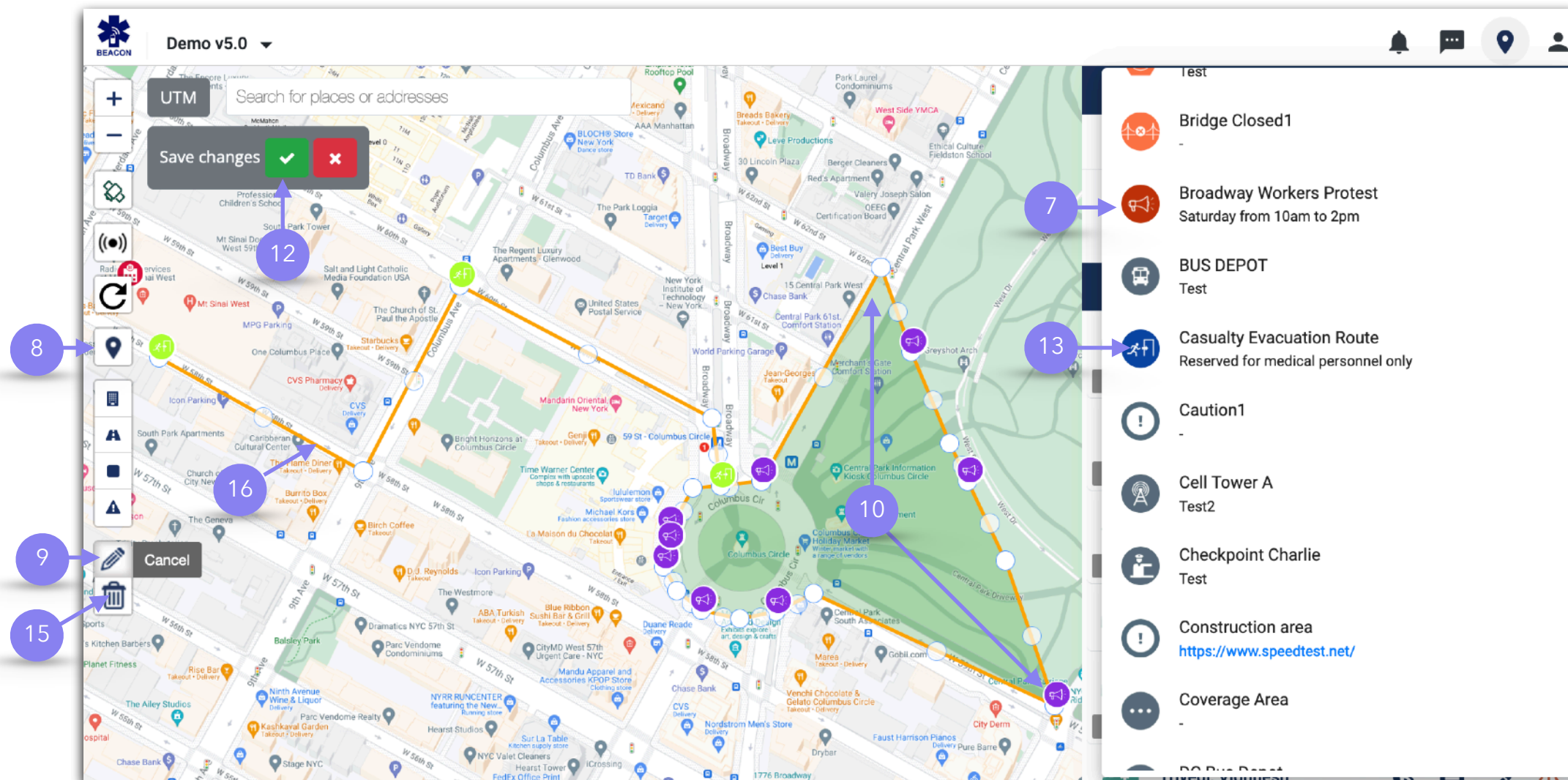
Exercise 1.3: Search for Incident Locations
Exercise Group 1: Maps

Follow these steps:

1. From the Home Screen, open the New Incident panel
2. Click anywhere on the map
   A. The red Incident Marker indicates the location of the incident you are about to create
   B. A physical address is also auto-filled in the Incident Address field, based on the GPS coordinates of the marker's location
3. Close the New Incident panel
   C. The red Incident Marker has disappeared. This is because the red Incident Marker only appears when you are indicating the location of a new incident

4. Open the New Incident panel
5. In the map's Search Bar, enter 1776 Broadway and click on the search result
   D. The red Incident Marker appears over the address and also auto-fills in the Incident Address field
6. **In the Incident Address field, add Apt. #403 after the street address**
   - *Any edits you make to the Incident Address field will be included in the Incident Alert, and without changing the placement of the Incident Map Marker*

Check your work – Does your Map and Incident Address field look like this?
- There is a red Incident Marker over 1776 Broadway
- The Incident Address field has been edited to include "*Apt. #403*"

2. Exercises: Create Incident Alerts

    2.1. [Broadcast Alerts – Responder Type: Patient Transport](#)
- <u>Goal:</u> Dispatchers will practice creating Broadcast Alerts; Responders will practice responding to incident alerts and patient transport messages

    2.2. [Broadcast Alerts – Responder Type: Response Only](#)
- <u>Goal:</u> Dispatchers will practice creating Broadcast Alerts; Responders will practice responding to incident alerts, <u>excluding</u> transport messages

    2.3. [Assign Responders – Responder Type: Patient Transport](#)
- <u>Goal:</u> Dispatchers will practice assigning Responders manually; Responders will practice responding to messages after being assigned to an incident, including patient transport messages

    2.4. [Assign Responders – Responder Type: Response Only](#)
- <u>Goal:</u> Dispatchers will practice assigning Responders manually; Responders will practice responding to messages after being assigned to an incident, <u>excluding</u> patient transport messages

Exercise 2.1: Broadcast Alerts

Responder Type: *Patient Transport*

Follow these steps:

1. Create a Responder with the *Responder Type: Patient Transport*
2. Go to the Responders Tab on the home page
3. Make sure the same responder is available (no other responders should be available)
4. Click on the Create New Incident panel
5. Indicate the incident location on the map
6. Enter an incident description (not shown)
7. Check the "Broadcast Alert" box
8. Create the Incident

Edit First Responder

First Name	Last Name
ALS Ambulance	Medic 414

Phone Number: +19178025416
Email: goggioo@trek.org

Language: English
Responder type: Transports patients

Transportation Mode: Ambulance
Data Center: Demo

☑ Mobile Dispatcher ☑ Supervisor View ☐ Re-send app invite email?

SAVE CANCEL EDIT

Incidents — View Completed Incidents

Create New Incident

Currently there are no active incidents. View completed incidents here

Responders Manage

- Dubb, Dubby — Flanker
- VA2/3, Revvl4+ — Android
- VA2/3, jPhone11
- ALS Ambulance Medic 414

Incidents — View Completed Incidents

Create New Incident

Place Map Marker to enter address
☐ Address

Incident Description

Caller Name

Caller Number

Class: Select
Edit Category: Select

Type: Select

Dispatch Type (Select one): Broadcast | Both

Max. # Assigned Responders: 3

Select Tags

Create Cancel

If you followed these directions exactly, your responder should expect to see this sequence of messages:

Mobile App

Initial Alert

Incident Alert
1220 W St NW, Washington, DC 20009
August 20, 2020 1:45 PM
Incident Description
Motor Vehicle Collision - Two injured
Indicate how long it will take you to arrive at the incident location
Confirm
Decline

Confirm En Route

Confirm En Route
1220 W St NW, Washington, DC 20009
Incident Description
Motor Vehicle Collision - Two injured
Please confirm when you are en route to the incident.
Confirm
Cancel

Confirm On Scene

Confirm Arrival On-Scene
1220 W St NW, Washington, DC 20009
Incident Description
Motor Vehicle Collision - Two injured
Proceed to location and confirm when you have arrived on scene.
On Scene
Unable to Locate
Cancel

Additional Resources*

Request Additional Resources
1220 W St NW, Washington, DC 20009
August 20, 2020 4:34 PM
Incident Description
Motor Vehicle Collision - Two injured
Additional resources needed?
Confirm
Decline

Hospital Transport

Confirm Transport
1220 W St NW, Washington, DC 20009
Incident Description
Motor Vehicle Collision - Two injured
Are you transporting patients?
Confirm
Decline

Hospital Arrival

Destination Arrival
1220 W St NW, Washington, DC 20009
Motor Vehicle Collision - Two injured
Please confirm when you have arrived at your destination:
Confirm
Change Destination
Cancel Transport

Complete Incident

Complete Incident
1220 W St NW, Washington, DC 20009
Emergency Trauma-Road Traffic Injury
Incident Description
Motor Vehicle Collision - Two injured
Click "Complete" when you are finished with this incident.
Complete
Add Transport Log

SMS

ALERT ***
ID: 25
Emergency-Trauma-Road Traffic Injury

1220 W St NW, Washington, DC 20009

Motor Vehicle Collision - Two injured

Responding?:
Yes: 25.Minutes

ID: 25
Confirm En Route:
1220 W St NW, Washington, DC 20009.

Emergency-Trauma-Road Traffic Injury

Motor Vehicle Collision - Two injured

Are you en route?
Yes: 1
Cancel Response: 0

ID: 25
Proceed to location:
1220 W St NW, Washington, DC 20009.

Emergency-Trauma-Road Traffic Injury

Motor Vehicle Collision - Two injured

Are you on scene?
Yes: 1
Unable to locate: 2
Cancel Response: 0

Incoming Resources:
Medic 414
 (Do not reply.)

Additional resources needed?
Count: #RESOURCES
No: 0

*This message is **only** sent to **the first person to confirm on-scene**; all other responders will skip to the next message

---

Confirm Transport and ETA.

Atrium Health: 1.Patients.ETA
Distribution1: 2.Patients.ETA
Distribution2: 3.Patients.ETA
Huacas Clinic: 4.Patients.ETA
McCall Center: 5.Patients.ETA
St. Mary's Hospital: 6.Patients.ETA

No Transport: 0

Confirm arrival at destination?

Yes: 1
Need Assistance: 2
Report Delay: 3.Minutes
Change Destination: 4
Cancel: 0

Add Transport Leg: 1
Complete Incident: 0

Exercise 2.2: Broadcast Alerts

Responder Type: *Response Only*

Follow these steps:

1. Create a Responder with the *Responder Type: Response Only*
2. Go to the Responders Tab on the home page
3. Make sure the same responder is available
4. Click on the Create New Incident panel
5. Indicate the incident location on the map
6. Enter an incident description (not shown)
7. Check the "Broadcast Alert" box
8. Create the Incident

Edit First Responder

First Name: Bonnie
Last Name: Clyde
Phone Number: +19294488559
Email: lgzo@trek.org
Language: English
Responder type: **Response Only** ①
Transportation Mode: Motorcycle
Data Center: Demo

☑ Mobile Dispatcher ☐ Supervisor View ☐ Re-send app invite email?

SAVE CANCEL EDIT

Incidents — View Completed Incidents

➕ Create New Incident

Currently there are no active incidents.
View completed incidents here

Responders ② Manage

- Dubb, Dubby — Flanker
- VA2/3, Revvl4+ — Android
- VA2/3, jPhone11
- ALS Ambulance Medic 414 ③

Incidents — View Completed Incidents

⊖ Create New Incident ④

Place Map Marker to enter address
☐ Address ⑤
Incident Description ⑥
Caller Name
Caller Number
Class: Select   Edit Category: Select
Type: Select
Dispatch Type (Select one): **Broadcast** ⑦ | Both
Max. # Assigned Responders: 3
Select Tags

Create ⑧ Cancel

If you followed these directions underlined exactly, your responder should expect to see this sequence of messages:

Mobile App

Initial Alert	Confirm En Route	Confirm On Scene	Additional Resources*	Complete Incident

Initial Alert
Incident Alert
1220 W St NW, Washington, DC 20009 20590
August 20, 2020 1:45 PM
Emergency Trauma-Road Traffic Injury
Incident Description
Motor Vehicle Collision – Two injured
Indicate how long it will take you to arrive at the incident location
Confirm / Decline

Confirm En Route
Confirm En Route
1220 W St NW, Washington, DC 20009 20590
Incident Description
Motor Vehicle Collision – Two injured
Please confirm when you are en route to the incident.
Confirm / Cancel

Confirm On Scene
Confirm Arrival On-Scene
1220 W St NW, Washington, DC 20009 20590
Incident Description
Motor Vehicle Collision – Two injured
Proceed to location and confirm when you have arrived on scene.
On Scene / Unable to Locate / Cancel

Additional Resources
Request Additional Resources
1220 W St NW, Washington, DC 20009 20592
August 20, 2020 4:34 PM
Emergency Trauma-Road Traffic Injury
Incident Description
Motor Vehicle Collision – Two injured
Additional resources needed?
Confirm / Decline

Complete Incident
Complete Incident
1220 W St NW, Washington, DC 20009 20592
Emergency Trauma-Road Traffic Injury
Incident Description
Motor Vehicle Collision – Two injured
Click "Complete" when you are finished with this incident.
Complete / Add Transport Log

SMS

Initial Alert
ALERT ***
ID: 25
Emergency-Trauma-Road Traffic Injury
1220 W St NW, Washington, DC 20009
Motor Vehicle Collision - Two injured
Responding?:
Yes: 25.Minutes

Confirm En Route
ID: 25
Confirm En Route:
1220 W St NW, Washington, DC 20009.
Emergency-Trauma-Road Traffic Injury
Motor Vehicle Collision - Two injured
Are you en route?
Yes: 1
Cancel Response: 0

Confirm On Scene
ID: 25
Proceed to location:
1220 W St NW, Washington, DC 20009.
Emergency-Trauma-Road Traffic Injury
Motor Vehicle Collision - Two injured
Are you on scene?
Yes: 1
Unable to locate: 2
Cancel Response: 0

Additional Resources
Incoming Resources:
Medic 414
(Do not reply.)

Additional resources needed?
Count: #RESOURCES
No: 0

*This message is **only** sent to **the first person to confirm on-scene**; all other responders will skip to the next message

Complete Incident
Complete Incident: 0

Exercise 2.3: Assign Responders

Responder Type: *Transports Patients*

Follow these steps:

1. Create a Responder with the *Responder Type: Patient Transport*
2. Go to the Responders Tab on the home page
3. Make sure the same responder is available
4. Open the Create New Incident panel
5. Select the Incident Location on the map
6. Enter an Incident Description
7. *Click the "Assign" button*
8. Select the same responder from Step #3 in the Assign Responders dropdown
9. Create the incident

Edit First Responder

First Name	Last Name
ALS Ambulance	Medic 414

Phone Number +19178025416

Email goggioo@trek.org

Language English

Responder type Transports patients

Transportation Mode Ambulance

Data Center Demo

☑ Mobile Dispatcher ☑ Supervisor View ☐ Re-send app invite email?

SAVE   CANCEL EDIT   🗑

Incidents — View Completed Incidents

➕ Create New Incident

Currently there are no active incidents.
View completed incidents here

Responders — Manage

- Dubb, Dubby — Flanker
- VA2/3, Revvl4+ — Android
- VA2/3, jPhone11
- ALS Ambulance Medic 414

Incidents — View Completed Incidents

➖ Create New Incident

Place Map Marker to enter address
☐ 📍 Address

Incident Description

Caller Name

Caller Number

Class Select   Edit Category Select

Type Select

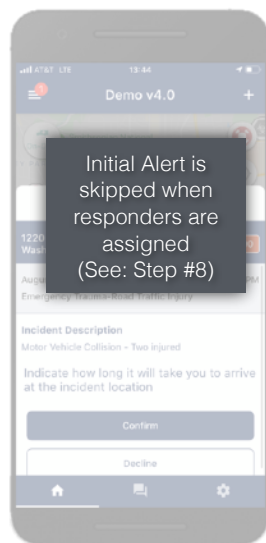Dispatch Type (Select one): Broadcast | Assign

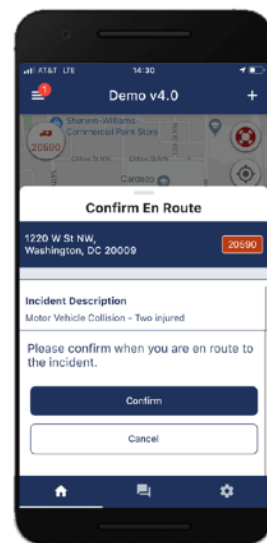Select Responders

ALS AMbulance Medic 414

Create   Cancel

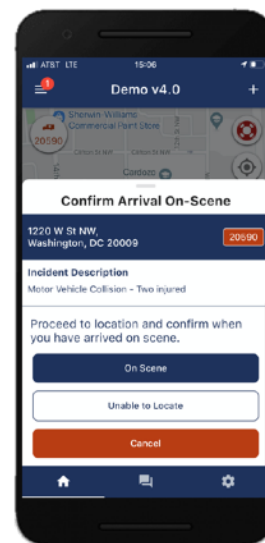**If you followed these directions exactly, your responder should expect to see this sequence of messages:**
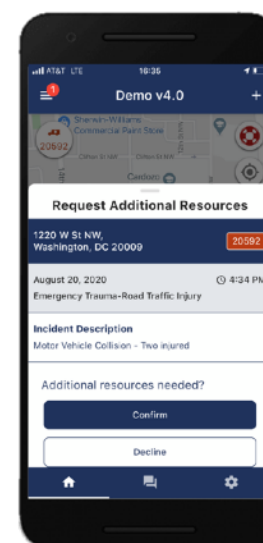
Mobile App

Initial Alert
Initial Alert is skipped when responders are assigned (See: Step #8)

Confirm En Route
1220 W St NW, Washington, DC 20009
Incident Description
Motor Vehicle Collision - Two injured
Please confirm when you are en route to the incident.
Confirm / Cancel

Confirm On Scene
Confirm Arrival On-Scene
1220 W St NW, Washington, DC 20009
Incident Description
Motor Vehicle Collision - Two injured
Proceed to location and confirm when you have arrived on scene.
On Scene / Unable to Locate / Cancel

Additional Resources*
Request Additional Resources
1220 W St NW, Washington, DC 20009
August 20, 2020
Emergency Trauma-Road Traffic Injury
Incident Description
Motor Vehicle Collision - Two injured
Additional resources needed?
Confirm / Decline

Hospital Transport
Confirm Transport
1220 W St NW, Washington, DC 20009
Emergency Trauma-Road Traffic Injury
Incident Description
Motor Vehicle Collision - Two injured
Are you transporting patients?
Confirm / Decline

Hospital Arrival
Destination Arrival
1220 W St NW, Washington, DC 20009
Motor Vehicle Collision - Two injured
Please confirm when you have arrived at your destination:
Confirm / Change Destination / Cancel Transport

Complete Incident
Complete Incident
1220 W St NW, Washington, DC 20009
Emergency Trauma-Road Traffic Injury
Incident Description
Motor Vehicle Collision - Two injured
Click "Complete" when you are finished with this incident.
Complete / Add Transport Log

SMS

Initial Alert
ALERT ***
ID: 25
Emergency-Trauma-Road Traffic Injury
1220...DC 2000...
Mot...injured
Responding?:
Yes: 25.Minutes
(Initial Alert is skipped when responders are assigned (See: Step #8))

Confirm En Route
ID: 25
Confirm En Route:
1220 W St NW, Washington, DC 20009.
Emergency-Trauma-Road Traffic Injury
Motor Vehicle Collision - Two injured
Are you en route?
Yes: 1
Cancel Response: 0

Confirm On Scene
ID: 25
Proceed to location:
1220 W St NW, Washington, DC 20009.
Emergency-Trauma-Road Traffic Injury
Motor Vehicle Collision - Two injured
Are you on scene?
Yes: 1
Unable to locate: 2
Cancel Response: 0

Additional Resources*
Incoming Resources:
Medic 414
(Do not reply.)
Additional resources needed?
Count: #RESOURCES
No: 0
*This message is **only** sent to **the first person to confirm on-scene**; all other responders will skip to the next message

Hospital Transport
Confirm Transport and ETA.
Atrium Health: 1.Patients.ETA
Distribution1: 2.Patients.ETA
Distribution2: 3.Patients.ETA
Huacas Clinic: 4.Patients.ETA
McCall Center: 5.Patients.ETA
St. Mary's Hospital: 6.Patients.ETA
No Transport: 0

Hospital Arrival
Confirm arrival at destination?
Yes: 1
Need Assistance: 2
Report Delay: 3.Minutes
Change Destination: 4
Cancel: 0

Complete Incident
Add Transport Leg: 1
Complete Incident: 0

Exercise 2.4: Assign Responders

Responder Type: *Response Only*

Follow these steps:
1. Create a Responder with the
   Responder Type: Response Only
2. Go to the Responders Tab on the home
   page
3. Make sure the same responder is
   available
4. Open the New Incident Panel
5. Select the incident location on the map
6. Enter an Incident Description
7. Select the *Assign* button
8. Select the same responder from Step
   #3 in the Assign Responders dropdown
9. Create the incident

**If you followed these directions exactly, your responder
should expect to see this sequence of messages:**

*This message is **only** sent to **the first person to
confirm on-scene**; all other responders will skip to the
next message

Exercise Group 3: Manage an Active Incident

For Dispatchers; Responders optional

3. Exercises: Manage An Active Incident

3.1. [Create an Incident](#)
- Goal: Dispatchers will practice editing Incident Locations, providing additional information in the Incident Description, assigning one responder while broadcasting an alert to others

3.2. [Update the Incident Location](#)
- Goal: Dispatchers will practice communicating with Responders when they are unable to locate the incident and then updating the incident location after getting more information

3.3. [Assign Additional Resources](#)
- Goal: Dispatchers will practice communicating with Responders when additional resources are requested through the Incident Chat group

3.4. [Update a Responder's state](#)
- Goal: Dispatchers will practice updating a Responder's state when the Responder forgets to do it themselves

Exercise 3.1: Create an Active Incident

Exercise Group 3: Manage an Active Incident

To complete this exercise, you will need three responders logged in and available (shown below). **For the purposes of this scenario, one should be an ambulance; tags are optional.**

Responders — Manage

- Counselor, Christina — Mental Health Team
- Counselor, Chris — Mental Health Team
- EMS Unit 254 — Downtown, Forrest Hills, Metro Center
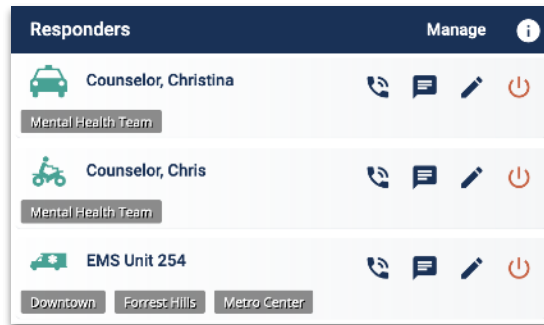
To create an active incident, Dispatcher1 follows these steps:

1. In the map's Search Bar, enter the location "Queensboro Bridge" and click on the search result
2. Click the Create New Incident button to open the New Incident panel
3. Click on the map to place a red Incident Marker next to the black map marker
   A. The Incident Address field should auto-fill with "Ed Koch Queensboro Bridge"
4. Edit the Incident Address to delete "Ed Koch" and then add "Brooklyn-bound" after "Queensboro Bridge"
5. In the Incident Description, add, "*50-year old male on Brooklyn-bound side of the bridge expressing suicidal ideations and threatening to jump. Police are on-scene requesting EMS and one mental health crisis counselor, if available*"
   A. There is a reason we are asking you to write this
6. Enter the following info in the next fields:
   A. Caller Name: "Police"
   B. Caller Number: "201-555-5555"
7. Select Incident Labels:
   A. Class: Emergency
   B. Category: Medical
   C. Type: Suicide Attempt
8. Under Dispatch Type, select Assign
9. Click on the "Select Responders" button
   A. Select one of your Available Responders (preferably the ambulance)
   B. Close the window and confirm that the selected Responder appears on the New Incident panel
10. Click Create

---

1 — Queensboro Bridge

Incidents — View Completed Incidents

2 — Create New Incident

4 — Queensboro Bridge, Brooklyn-bound, Ne

vision.pens.courier

40.756724, -73.954149

Incident Description

5 — 50-year old male on Brooklyn-bound side of the bridge expressing suicidal ideations and threatening to jump. Police are on-scene requesting EMS and one mental health crisis counselor, if available

Caller Name

6 — Police

Caller Number

201-555-5555

Class — Edit **Category**

7 — Emergency / Medical

Type

Suicide Attempt

Dispatch Type (Select one)

8 — Broadcast / Assign / Both

9 — Select Responders

EMS Unit 254 ⊗

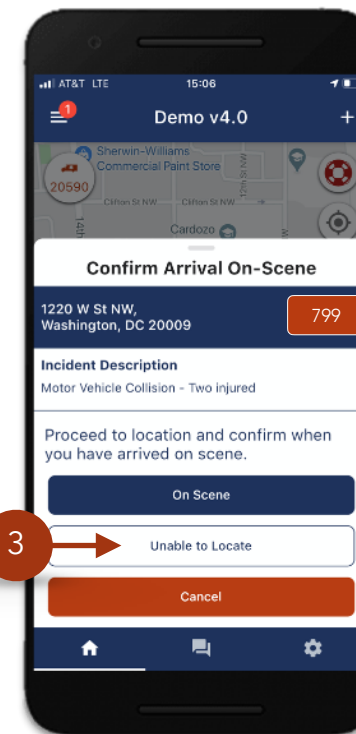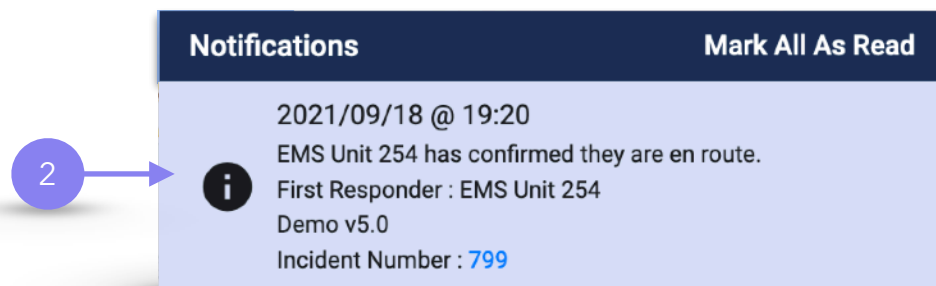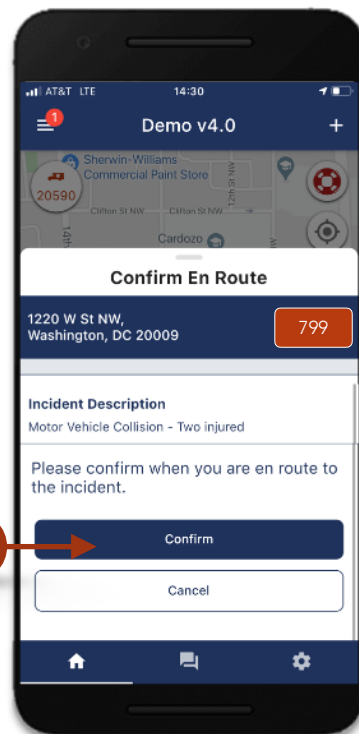**10** — Create / Cancel

Exercise 3.2: Update the Incident Location

Exercise Group 3: Manage an Active Incident

Read more about Monitoring Incidents in the Dispatcher Guide

This exercise follows 3.1: Create an Active Incident. It requires at least one Responder using the mobile app.

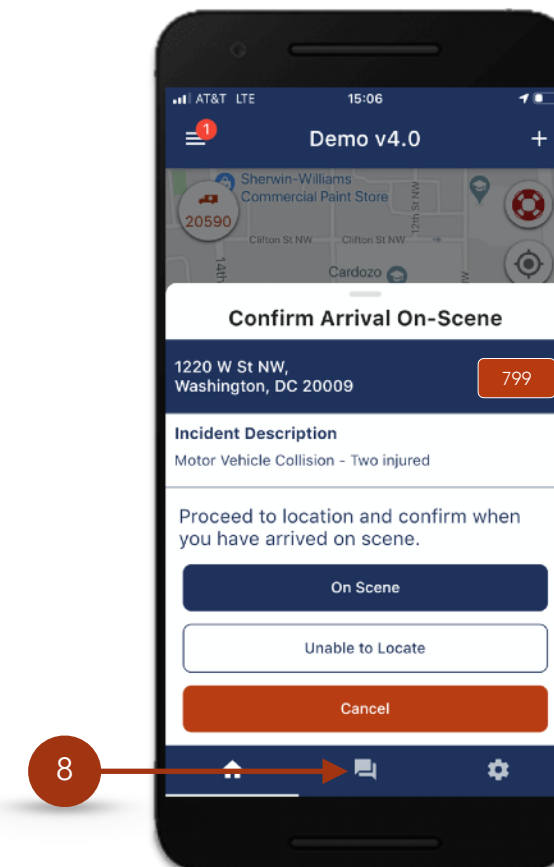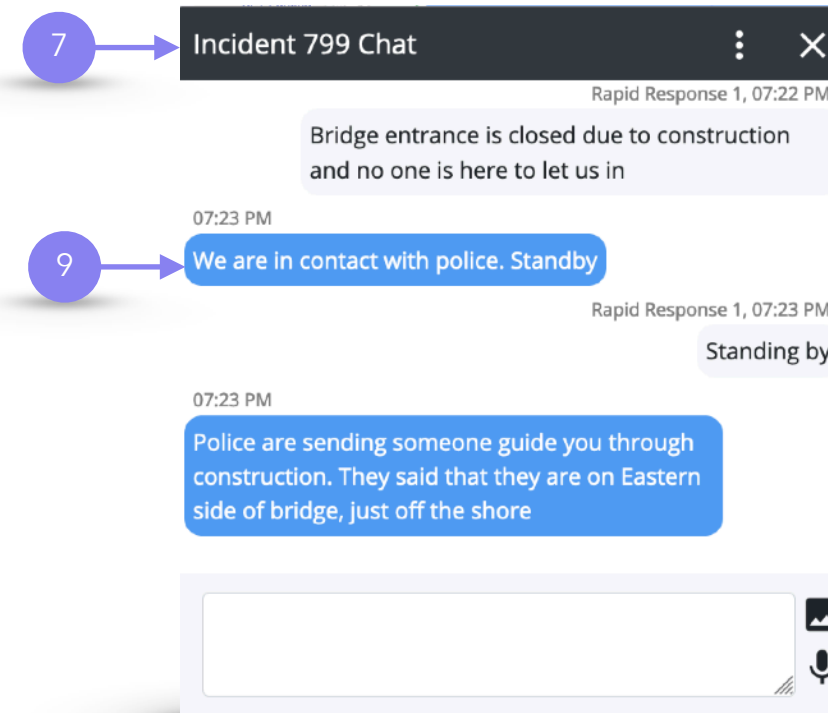**Once a new active incident has been created, follow these steps:**

1. **Responder1**: Using the mobile app*, confirm that Responder1 is en route
2. **Dispatcher1**: Click on the Desktop Notifications to see that Responder1 has confirmed they are en route
   A. Read the Notifications and then click "Mark All As Read"

3. **Responder1**: Select Unable to Locate in the Mobile App
4. **Dispatcher1**: Click on the Desktop Notifications to see that Responder1 cannot find the incident location
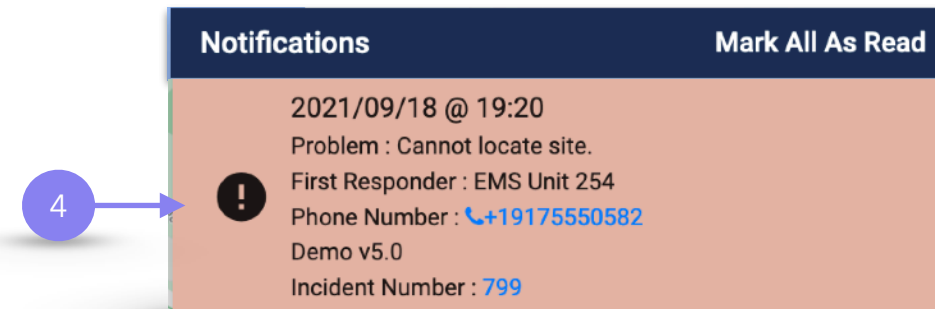
Exercise 3.2: Update the Incident Location

Exercise Group 3: Manage an Active Incident

This exercise follows 3.1: Create an Active Incident. It requires at least one Responder using the mobile app.

Once a new active incident has been created, follow these steps:

5. **Dispatcher1**: Click on the Chat icon to display the Chat groups
6. **Dispatcher1**: Click on the Incident Chat group to display the chat window
7. **Dispatcher1**: Send a message through the Incident Chat to Responder1, asking, "What seems to be the problem?"
8. **Responder1**: Send a chat message to Dispatcher1 through the Incident Chat that "the bridge entrance is closed due to construction and no one is there to let us in"
9. **Dispatcher1**: Reply through the Incident Chat to Responder1 saying, "We are in contact with police. Standby."
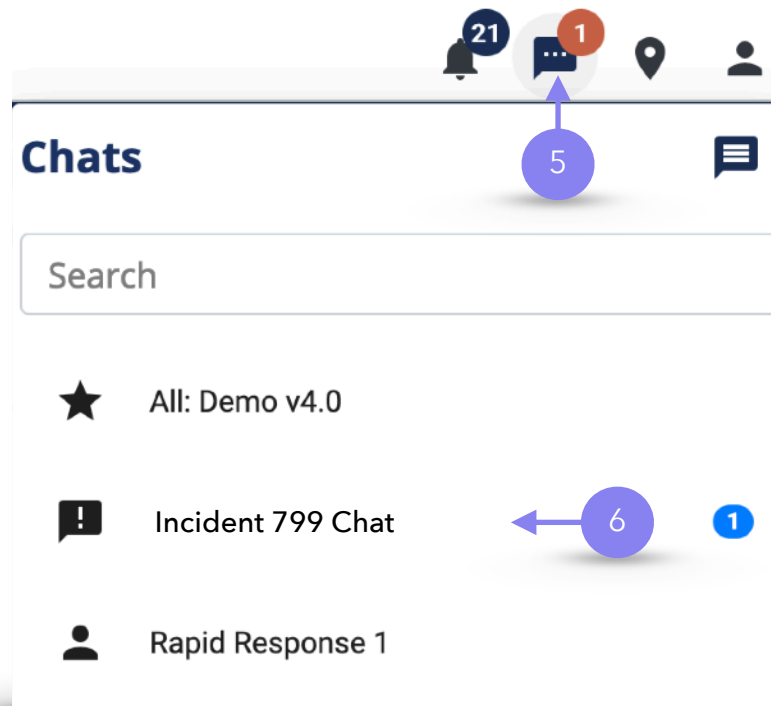
Incident 799 Chat

Rapid Response 1, 07:22 PM

Bridge entrance is closed due to construction and no one is here to let us in

07:23 PM

We are in contact with police. Standby

Rapid Response 1, 07:23 PM

Standing by

07:23 PM

Police are sending someone guide you through construction. They said that they are on Eastern side of bridge, just off the shore

Chats

Search

★ All: Demo v4.0

⚠ Incident 799 Chat   1

👤 Rapid Response 1

Demo v4.0

Confirm Arrival On-Scene

1220 W St NW,
Washington, DC 20009   799

Incident Description
Motor Vehicle Collision - Two injured

Proceed to location and confirm when you have arrived on scene.

On Scene

Unable to Locate

Cancel

Exercise 3.2: Update the Incident Location

Exercise Group 3: Manage an Active Incident

This exercise follows 3.1: Create an Active Incident. *It requires at least one Responder using the mobile app.*

Once a new active incident has been created, follow these steps:

10. **Dispatcher1**: Click on the Incident Info Card to display the Incident Summary
11. **Dispatcher1**: Click on the Update button next to the Incident Address
12. **Dispatcher1**: Zoom the map to the eastern edge of the Queensboro Bridge and click on the southern side of the bridge to reposition the map marker
13. **Dispatcher1**: The Incident Address will auto-update; edit the Incident Address to say "Eastern end of Brooklyn-bound Queensboro Bridge"
14. **Dispatcher1**: Click Confirm to save your changes
15. **Dispatcher1**: Send a message to Responder1 through the Incident Chat saying, "Police are sending someone guide you through construction. They said that they are on Eastern side of bridge, just off the shore"
16. **Responder1**: Using the mobile app, reply through the Incident Chat that the updated incident location has been received
17. **Responder1**: Using the mobile app, confirm arrival on scene
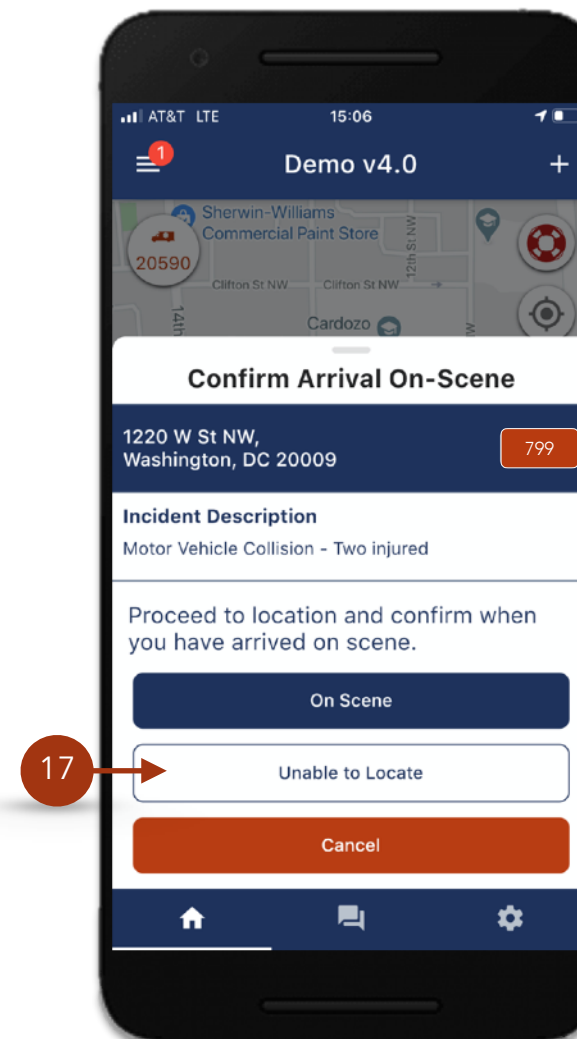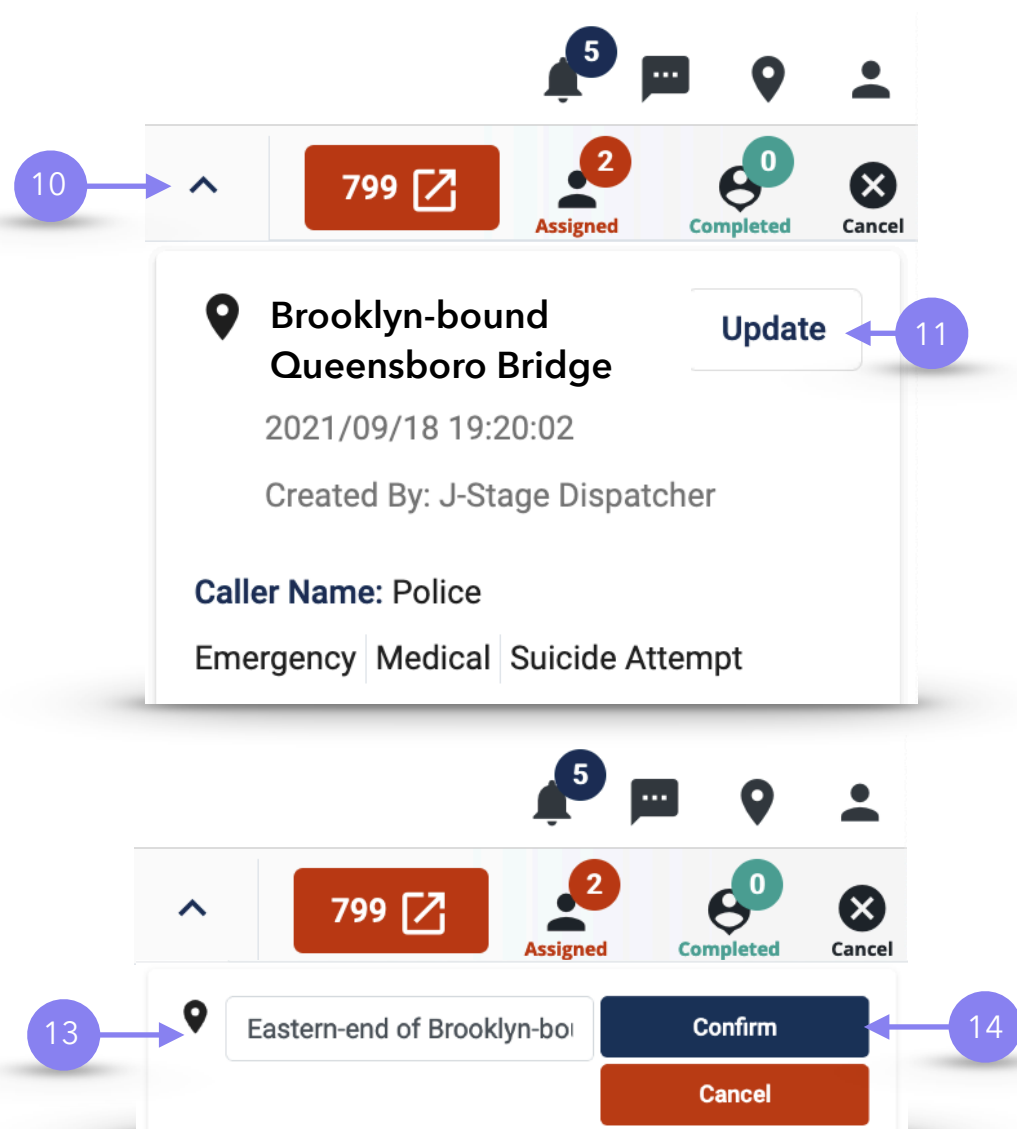
Check your work – Did you complete these tasks?

- The Responder confirmed en route
- The Dispatcher read the Desktop Notifications when received and then marked as read
- The Responder informed the Dispatcher they could not find the Incident Location
- The Dispatcher and Responder communicated through the Incident Chat Group
- The Dispatcher updated the Incident Location
- The Responder confirmed arrival on scene

If so, proceed to **Exercise 3.3: Assign Additional Resources**

Exercise 3.3: Assign Additional Resources

Exercise Group 3: Manage an Active Incident

This exercise follows [3.2: Update the Incident Location](#). It requires at least one Responder using the mobile app.

After Responder1 has confirmed that they are on-scene, follow these steps:

1. **Responder1**: On the Request Additional Resources screen, click the Chat with Dispatch button
2. **Responder1**: Send a chat message to Dispatcher1 that says, "We are going to need another crisis counselor here. Can you send one?"

3. **Dispatcher1**: Reply to Responder1 through the Incident Chat that you are taking care of it
4. **Dispatcher1**: Click on the Incident Info Card to display the Incident Summary
5. **Dispatcher1**: Scroll to the bottom and click on the Responders button
6. **Dispatcher1**: From the menu that appears, choose another Responder ("Responder2") and click Add
   A. Responder2 should now display on the Responder Panel as Assigned (colored red)
7. **Dispatcher1**: Send a chat message to the Responder that "An Additional Responder has been assigned to this incident. Check your app sidebar to confirm"

8. **Responder1**: Open the app's sidebar and confirm that an additional Responder has been assigned
9. **Responder1**: Return the Incident Messages and click "Skip" on the Additional Resources Request screen

Exercise 3.4: Update a Responder's State

Exercise Group 3: Manage an Active Incident

This exercise follows 3.3: Assign Additional Resources.

After Responder2 has been assigned to the scene, follow these steps:

1. **Responder1**: Send a message through the Incident Chat to the Dispatcher1 that says "Responder2 has arrived on scene, but forgot to confirm it through the app and they are now with the patient"

2. **Dispatcher1**: Click on the Incident ID Number to display the Incident Details page

3. **Dispatcher1**: Scroll down until you see Responder2 (shown here as "Rapid Response")

4. **Dispatcher1**: In the Simulate Message field next to Responder2's name, enter 1 and click Send
   A. Your message will appear next in the sequence

5. **Dispatcher1**: On the Home Screen, Responder2's state should now say On Scene