Dispatch Procedures for YodelME

For field staff doing check-in TO field:

1. Dispatch logs into the dashboard:
2. User: Tahltan Password: yodel2me

3. Crew leads will check-in for entire crew on yodelME when leaving base.
      i. Check-in TO field on app **and** contact Dispatch on phone to confirm you are leaving.
      ii. Add manifest via text on yodel channel so Dispatch will know who is with crew lead. (Only crew lead will be visible on dashboard)
4. They will maintain check-ins appropriately: maximum of 2 hour intervals for moderate-high risk activities (i.e. chainsaw work, burning, ATV use, driving on resource roads), and maximum 4 hour intervals for low risk activities (i.e. local road familiarization, checking weather station). See exceptions below.
5. If the crew splits up, manifests must be updated.
      i. If a single individual splits off, they will initiate a check-in in yodelME *after* the manifest is updated via crew lead.
      ii. If there are several individuals splitting off, one will become crew lead and will establish a yodelME check-in for the entire new crew *after* the manifest is updated via original crew lead.

For field staff doing check-out FROM field:

1. Crew lead will do final check-out FROM field for entire crew at end of day on yodelme app **and** contact Dispatch on phone to confirm you are back in town.
      i. Check-out can be done when crew arrives at paved roads, or later when at base. On gravel, crew must maintain check-ins. Crews must check-out from field once returned to base, at the latest.

Maintaining check-ins:

When cellular service is lost

For field staff that have cellular service but then lose it, the transition to alternative forms of checking in will be as follows:

- Field staff: try yodelME for check-in / check-out. If it does not work, use radio.
- Dispatch: if check-in/out contact comes by radio, manually reset the field staff check-in time in yodelME, noting "as per radio" in the comment field.
- When/if field staff re-establishes check-ins on yodelME, revert to yodelME check-in procedures.

How to ensure positive confirmation when transition is occurring to or from yodelMe monitoring?

- yodelME → radio: Field staff completes check-in with Dispatch on the radio. Dispatch will use radio for primary contact until successful check-in is received on yodelME app.
- Radio → yodelME: Successful check-in on yodelME automatically implies transfer to yodelME complete.

If Person goes Overdue:

1. After 20 minutes, click the person's name on YodelME
2. Click the alert check in button on their page
3. If no response within 10 minutes attempt to reach them by phone or radio
4. If no response contact their direct supervisor and provide last known location and contact information

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If Person goes into Emergency:

1. Immediately contact their direct supervisor and provide summary of incident if known, last known location and contact information.
2. Contact
3. Take detailed notes of times and discussions