



Exercises: Dispatcher & Responder Training

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- Goal: Dispatchers will practice creating Broadcast Alerts; Responders will practice responding to incident alerts, excluding transport messages

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- Goal: Dispatchers will practice assigning Responders manually; Responders will practice responding to messages after being assigned to an incident, including patient transport messages

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- Goal: Dispatchers will practice assigning Responders manually; Responders will practice responding to messages after being assigned to an incident, excluding patient transport messages

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Exercise Group 1: Maps

For Dispatchers only

Read more about Map Editing in the [Dispatcher Guide](#)

1. Exercises: Maps

1.1. [Set Catchment Area Map](#) (m)

- Goal: Managers will practice setting the default map view for their account

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- Goal: Dispatchers will practice editing and deleting landmarks, zones and paths on their map

1.5. [Search for Incident Locations](#)

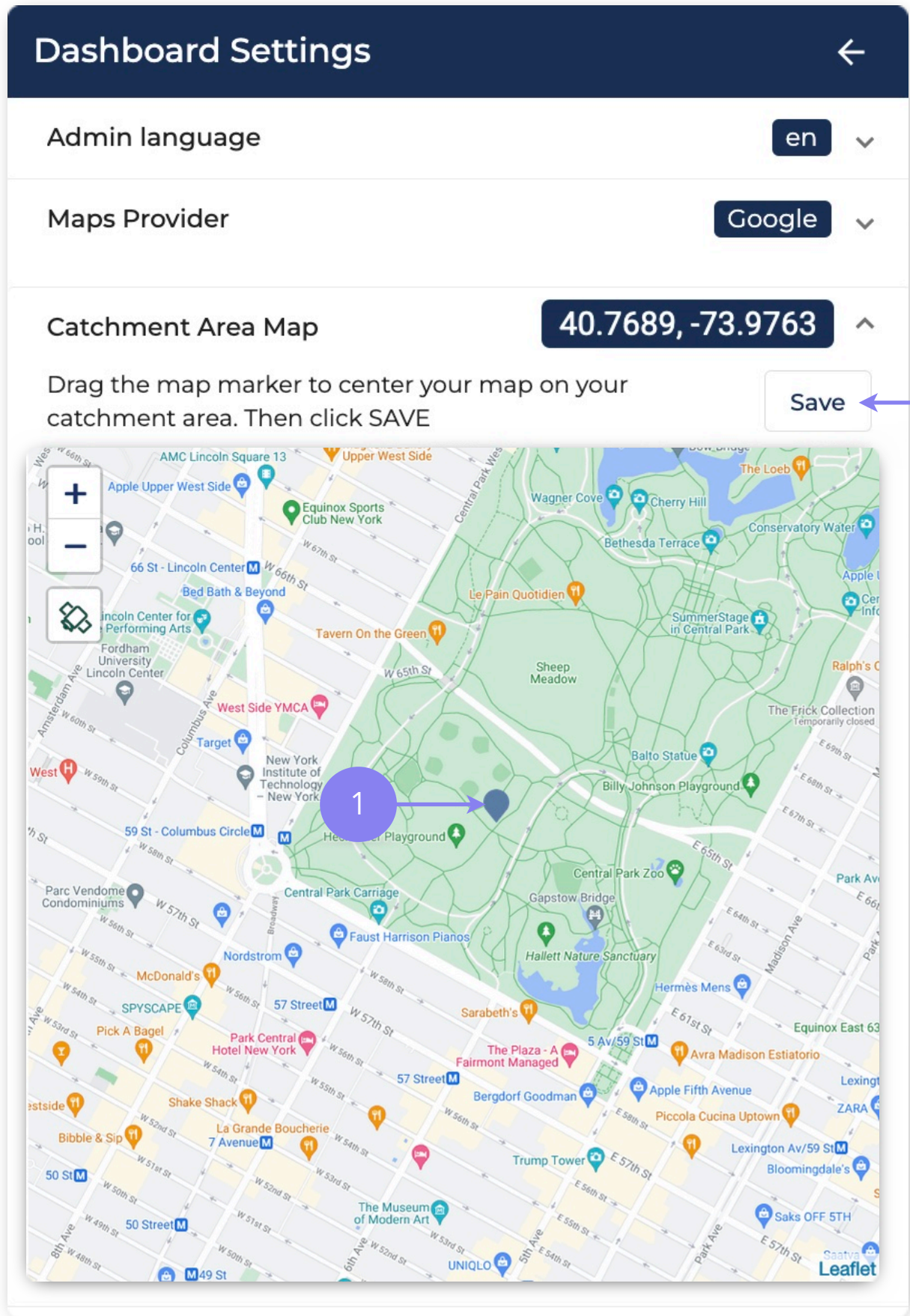
- Goal: Dispatchers will practice using the Search Bar to find Incident Addresses as well as editing those addresses when the information is incorrect/incomplete



Exercise 1.1: Set Catchment Area Map (m)

Exercise Group 1: Maps

- On the *Settings* page, find the **Dashboard Settings** and 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
- Click **Save**



Exercise 1.2: Create Map Layers (m)

Exercise Group 1: Maps

Map layers can be used to separate out map markers into groups that each individual user can decide to display or hide from the Dispatch Dashboard

To Add New Map Layers to your Agency account:

- Go to the **Resource Lists** menu on the *Settings* page
- Add the Name, Description and click Create
- Once created, you can also edit or delete map layers
- On the dashboard, display/hide each layer by checking/unchecking the box

Resource Lists

Web App Users List

View

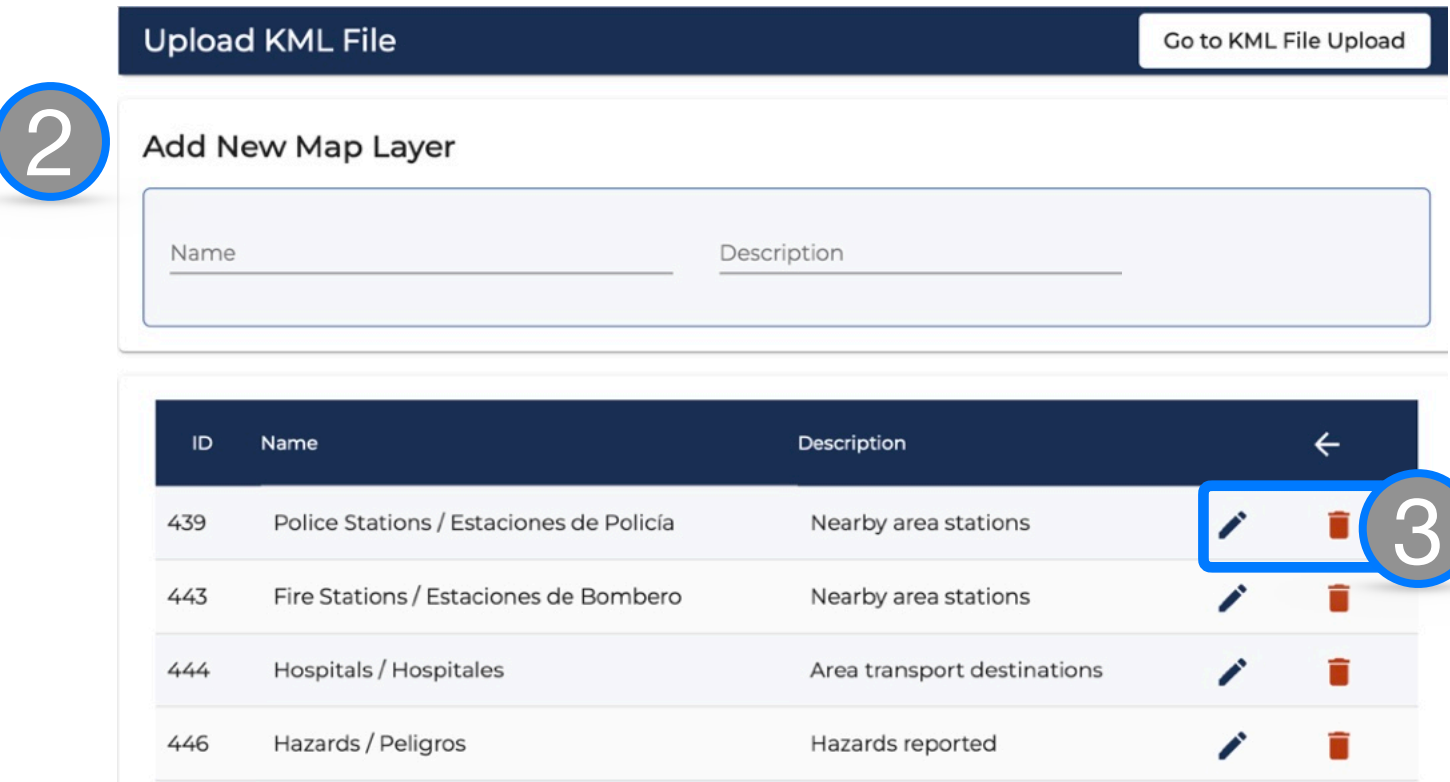
SMS Dispatch Numbers ⓘ

View

Map Layers

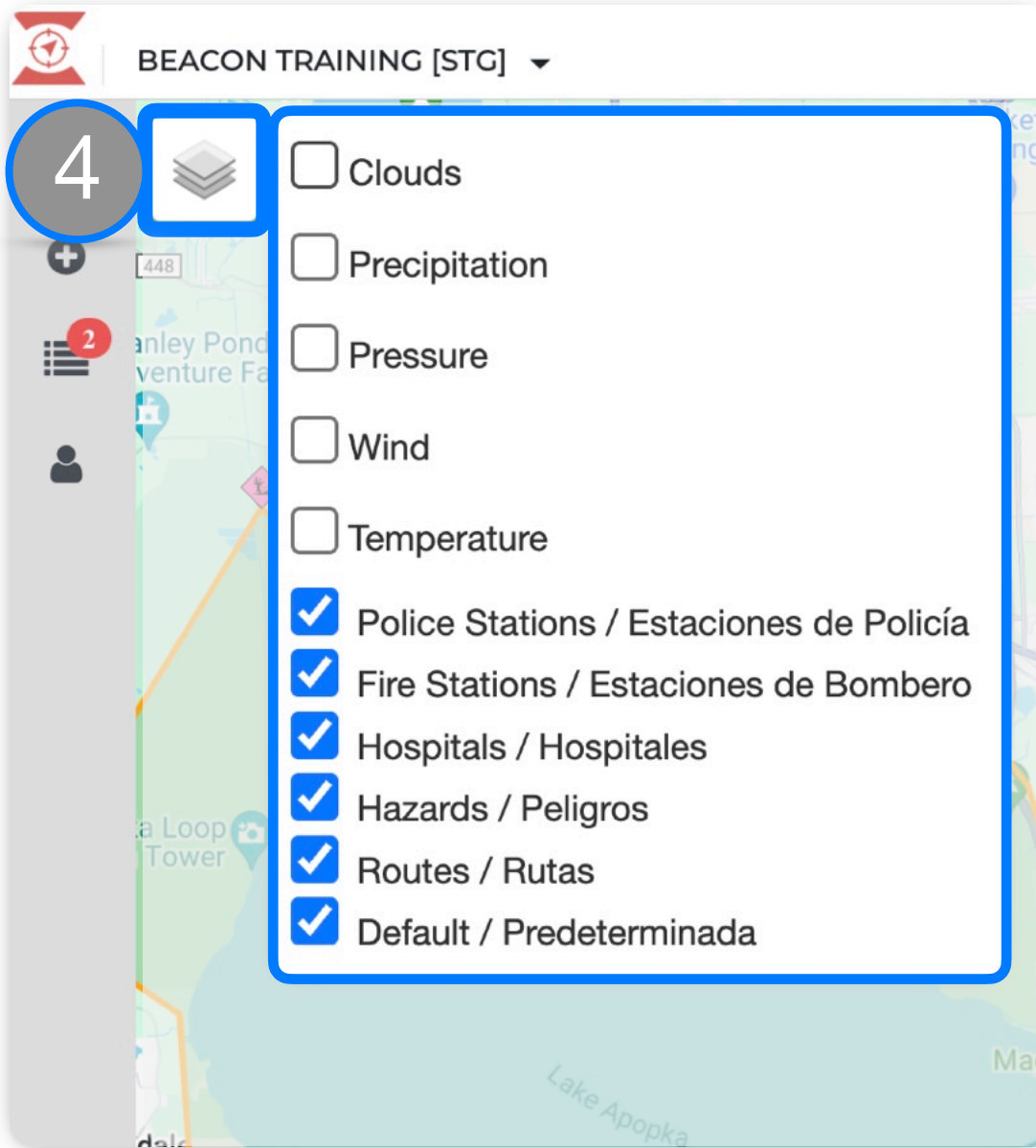
View

1



2

3



4

Read more about Map Editing in the [Dispatcher Guide](#)



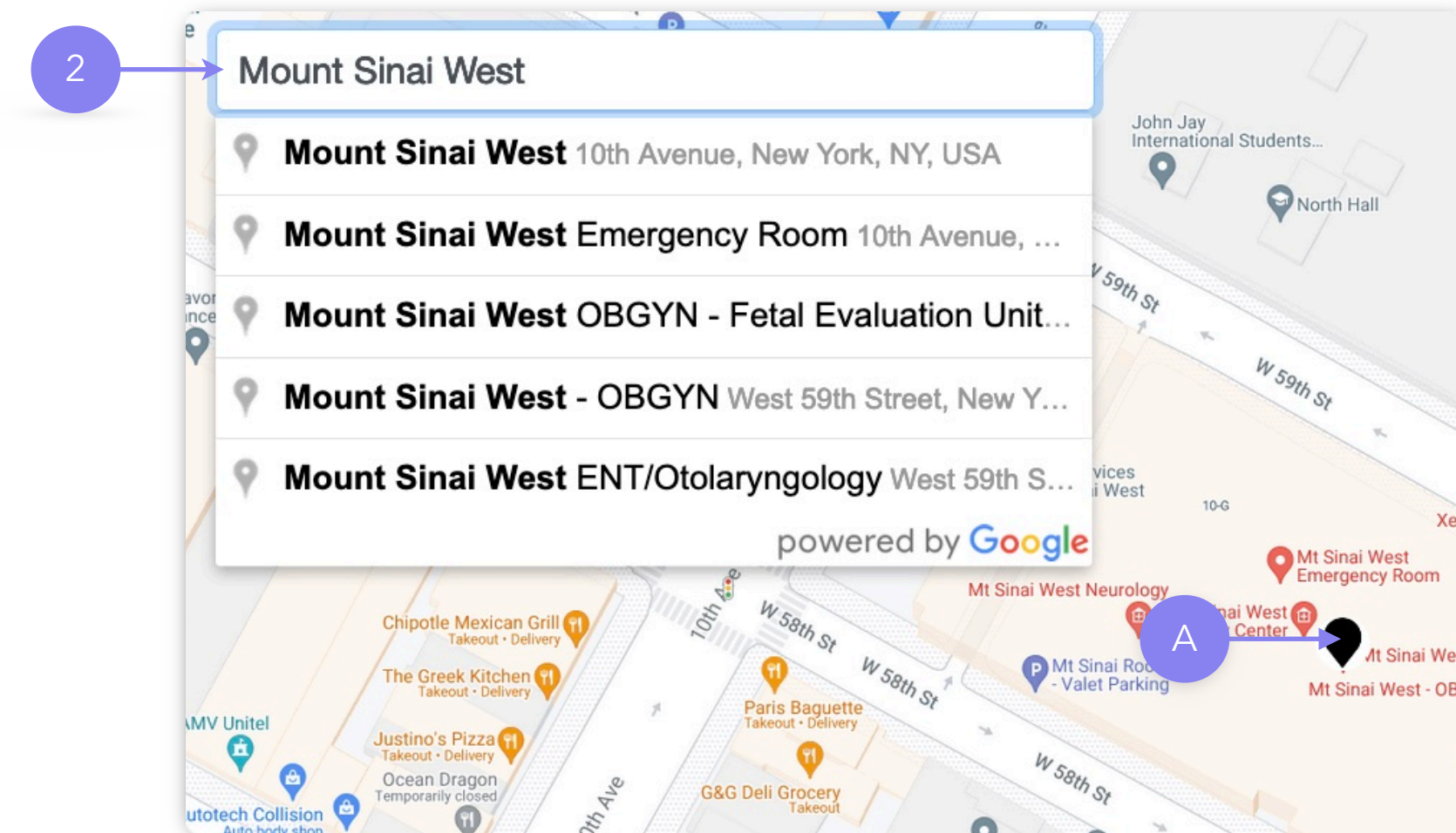
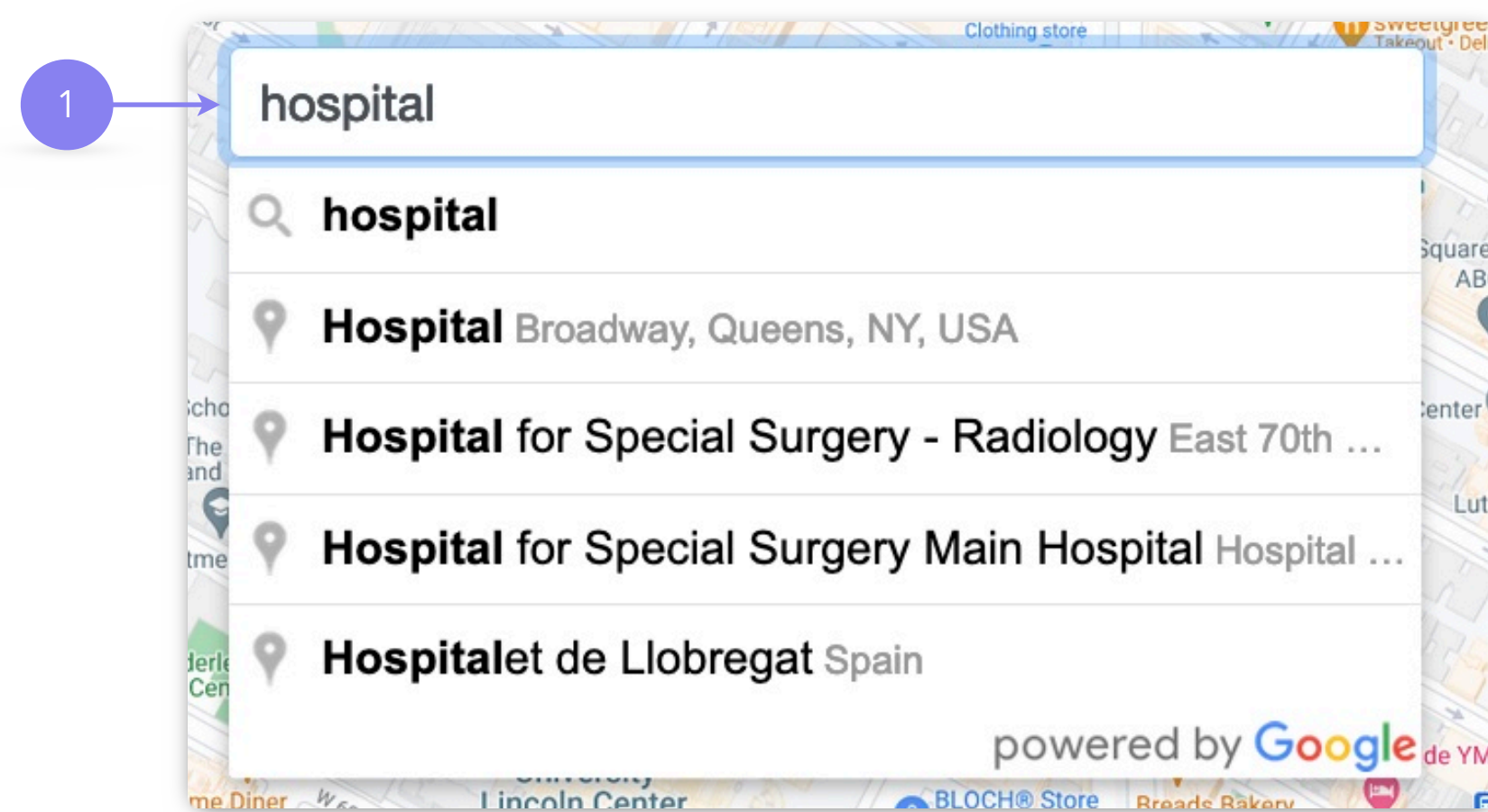
Exercise 1.3: Create Map Markers

Exercise Group 1: Maps

Read more about Map Editing in the [Dispatcher Guide](#)

Map layers can be used to separate out map markers into groups that each individual user can decide to display or hide from the Dispatch Dashboard

1. 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
2. Next enter “[Mt. Sinai West Medical Center](#)” in the [Search Bar](#)
 - A. The black map marker indicates the location of the specific address

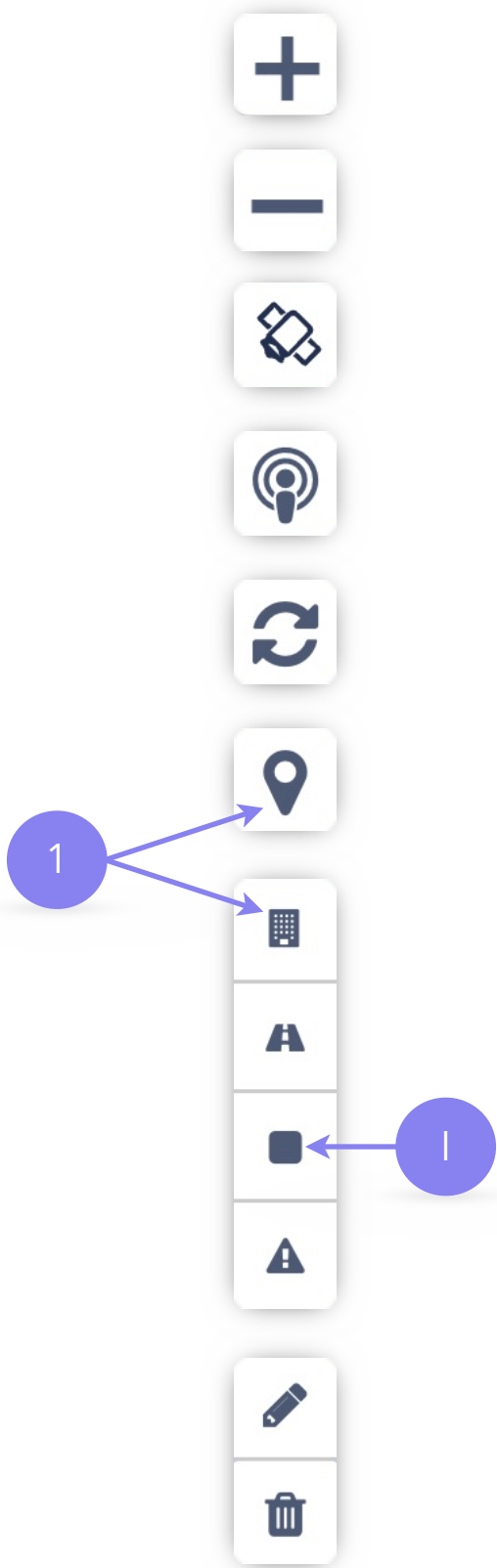
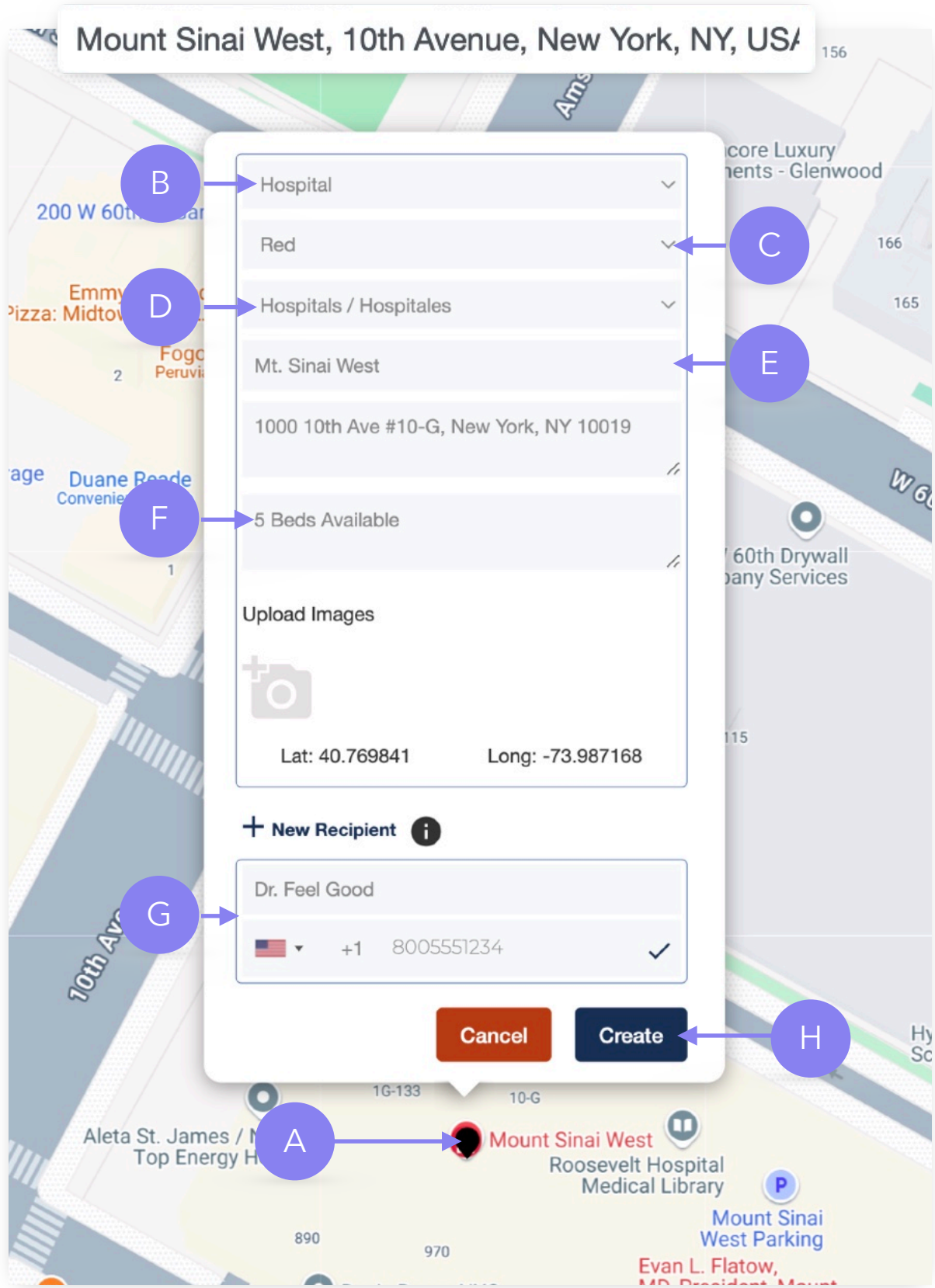




Exercise 1.3: Create Map Markers

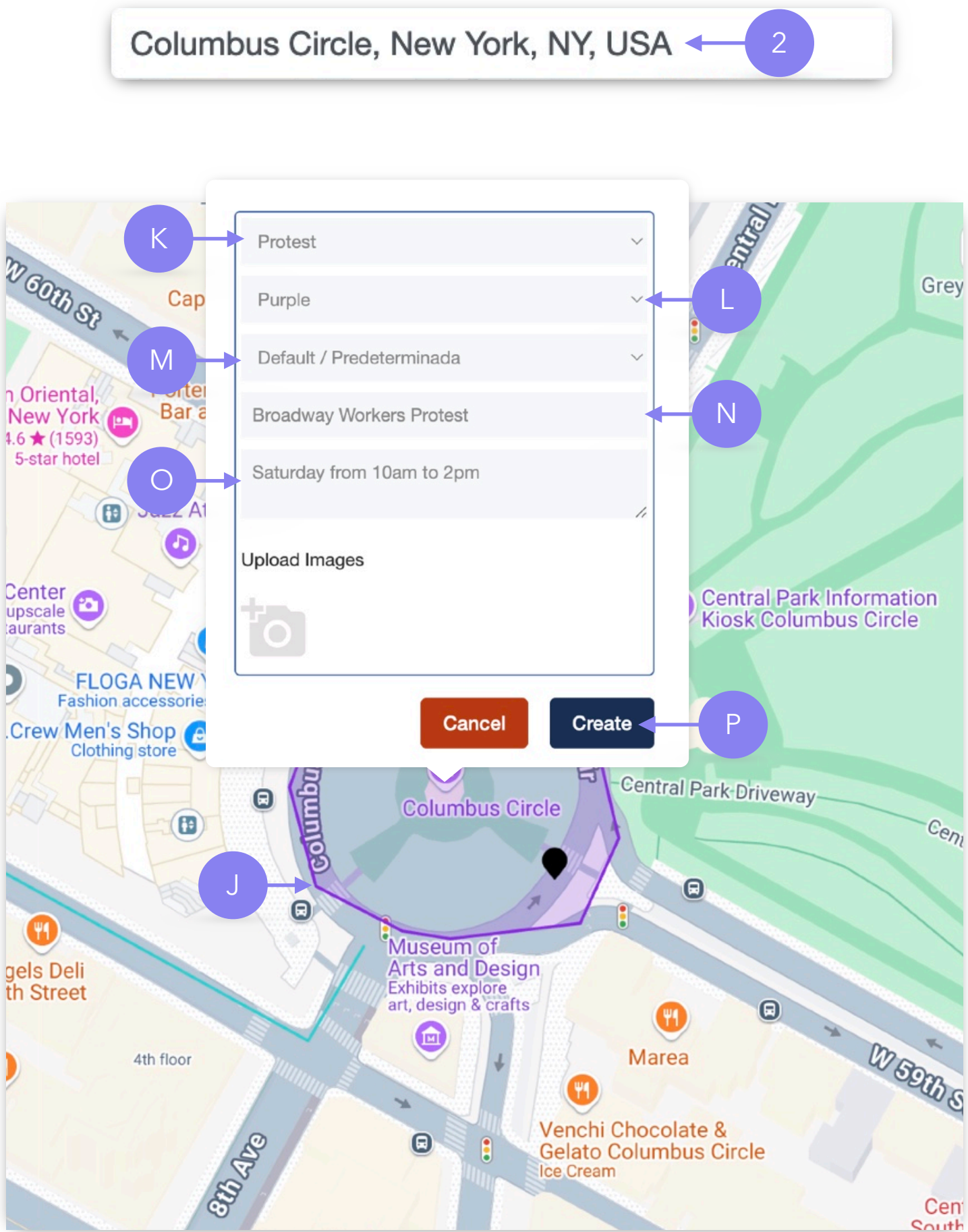
Exercise Group 1: Maps

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



Read more about Map Editing in the [Dispatcher Guide](#)

- 2. Use the Map Search Bar to find **Columbus Circle**
 - I. Open the **Map Editing Toolbar** and click on the **Zone icon**
 - J. **Draw a Zone** around Columbus Circle
 - K. Click on the **"Select a type"** field and select **"Protest"**
 - L. Select the color **Purple**
 - M. Select a map layer from the dropdown to assign the marker
 - N. Enter **"Broadway Workers Protest"** in the **Label** section
 - O. Enter **"Saturday from 10am to 2pm"** in the **Comments** section
 - P. Click **Create**





Exercise 1.3: Create Map Markers

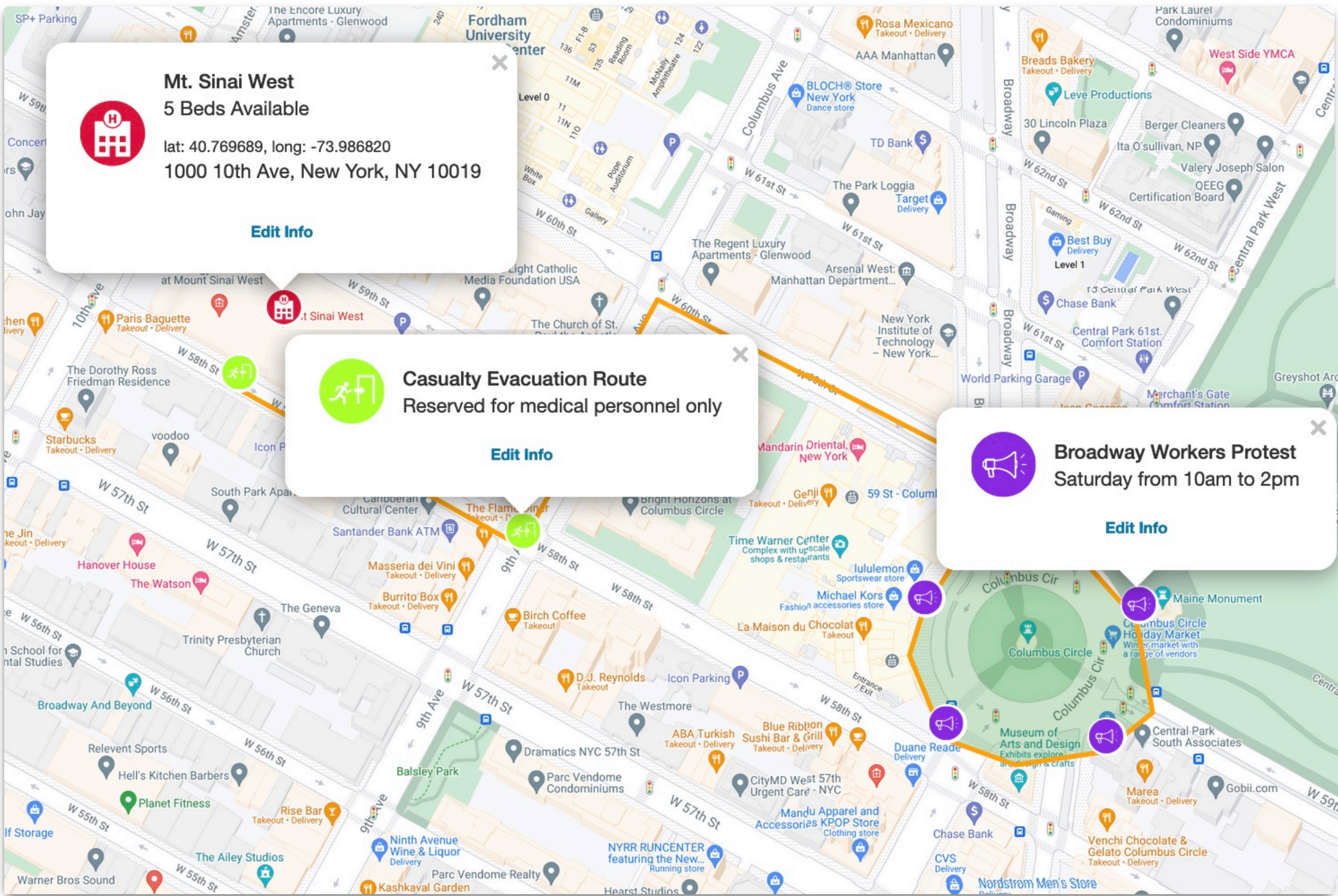
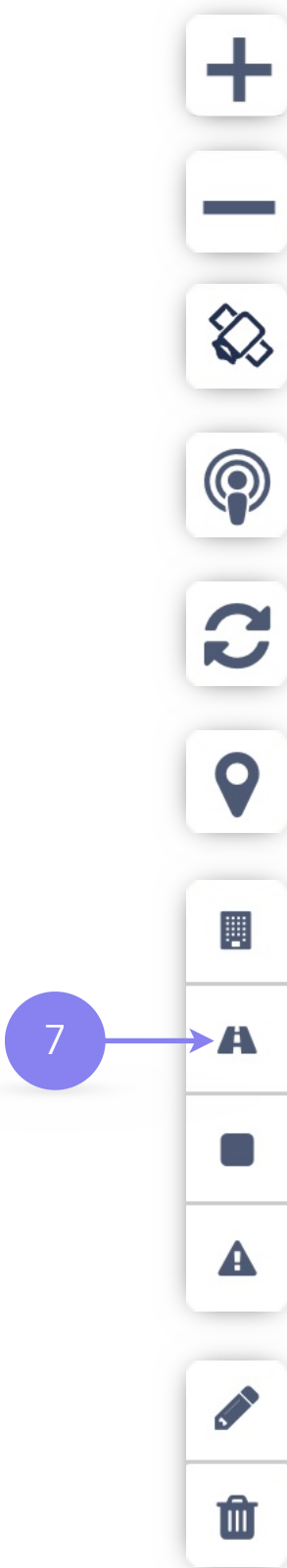
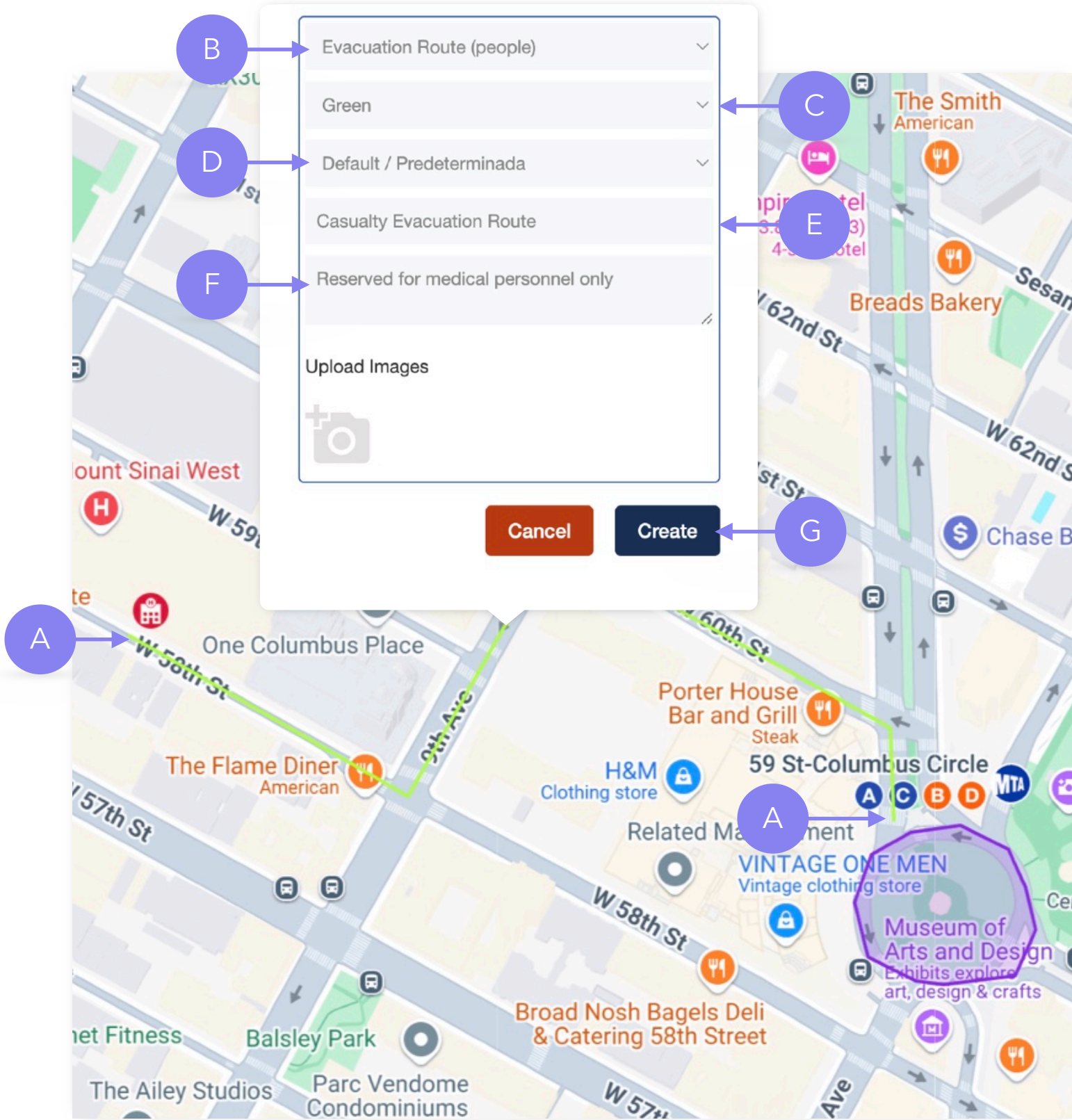
Exercise Group 1: Maps

Read more about Map Editing in the [Dispatcher Guide](#)

- 3. 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. Select a map layer from the dropdown to assign the marker
 - E. Enter **“Casualty Evacuation Route”** in the **Label** section
 - F. Enter **“Reserved for medical personnel only”** in the **Comments** section
 - G. 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





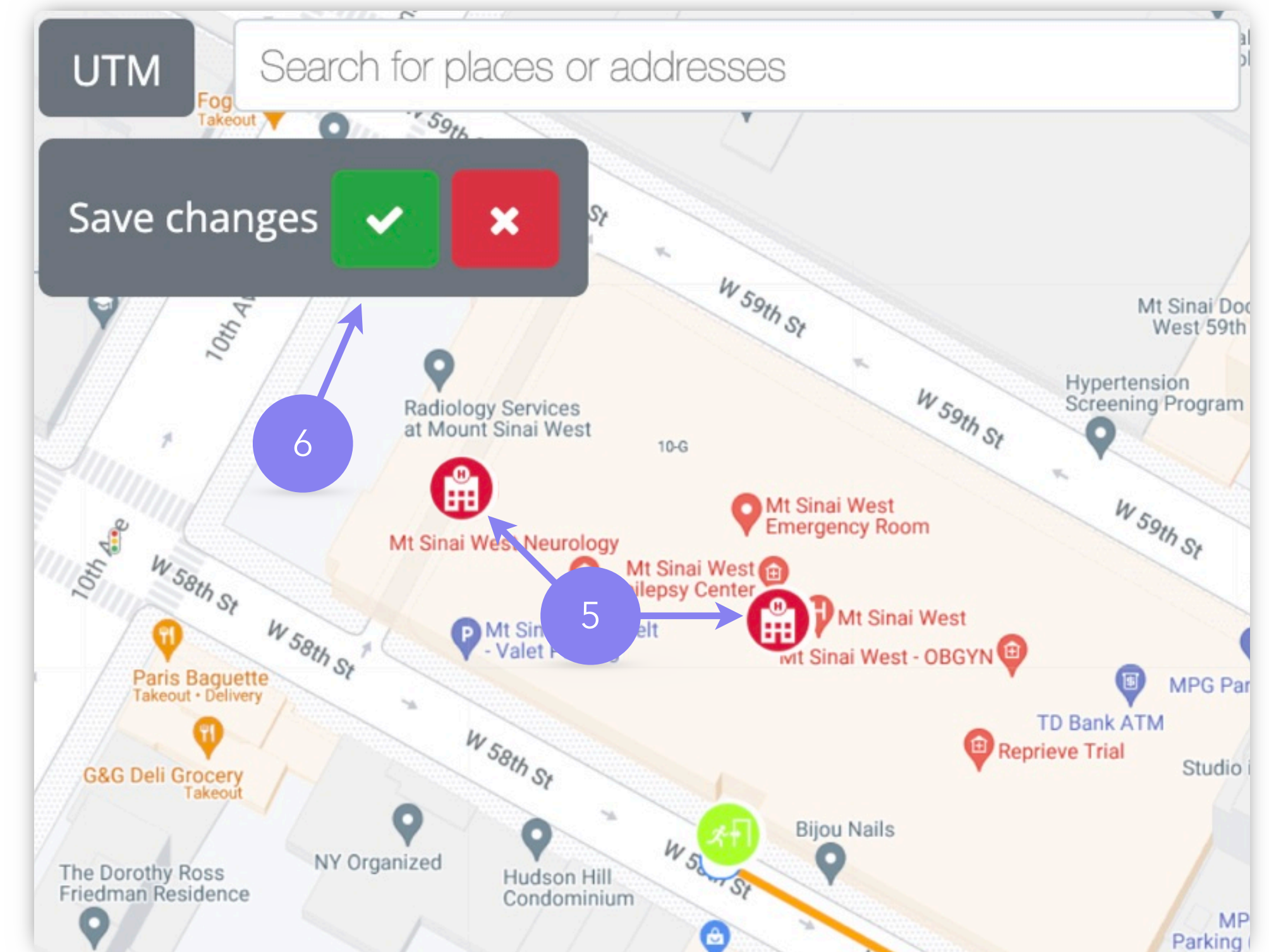
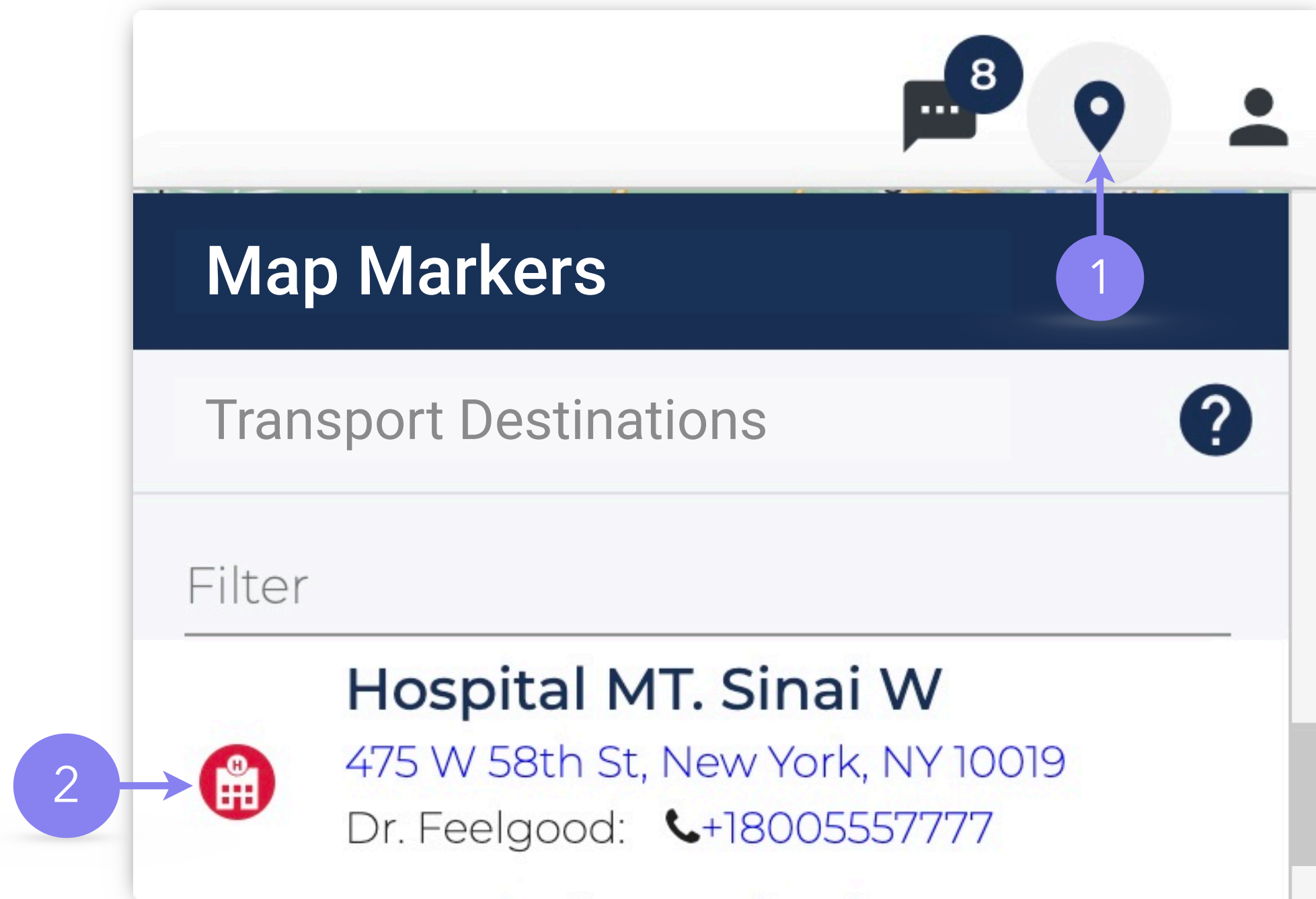
Exercise 1.4: Edit and Delete Map Markers

Exercise Group 1: Maps

Read more about Map Editing in the [Dispatcher Guide](#)

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](#)
7. Refresh the Map





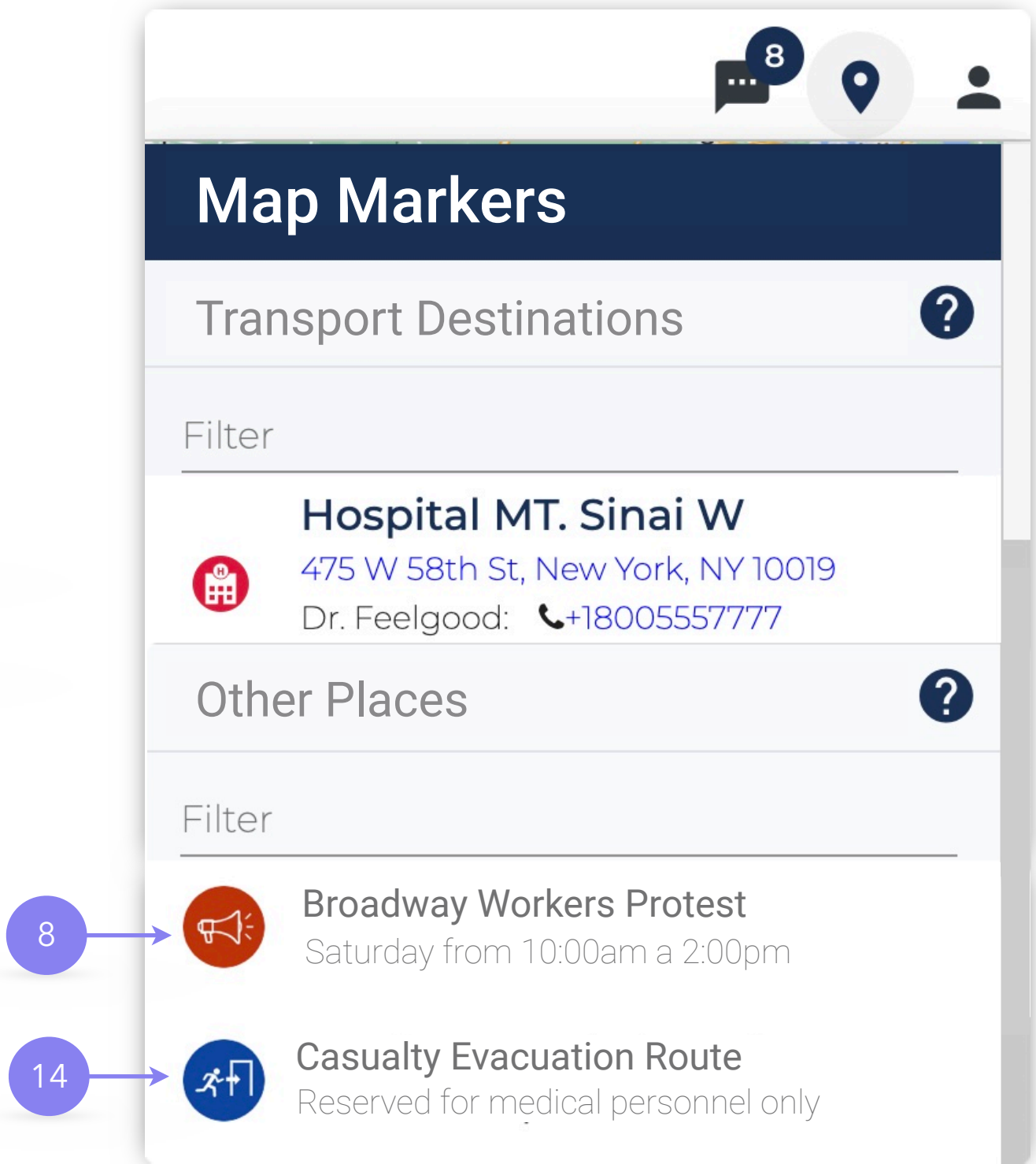
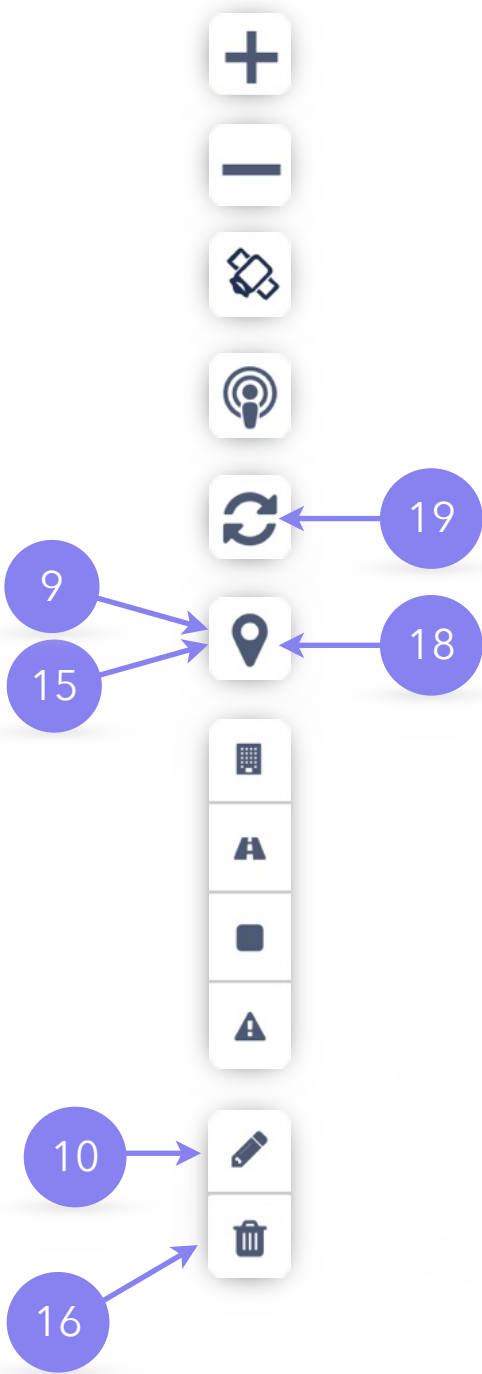
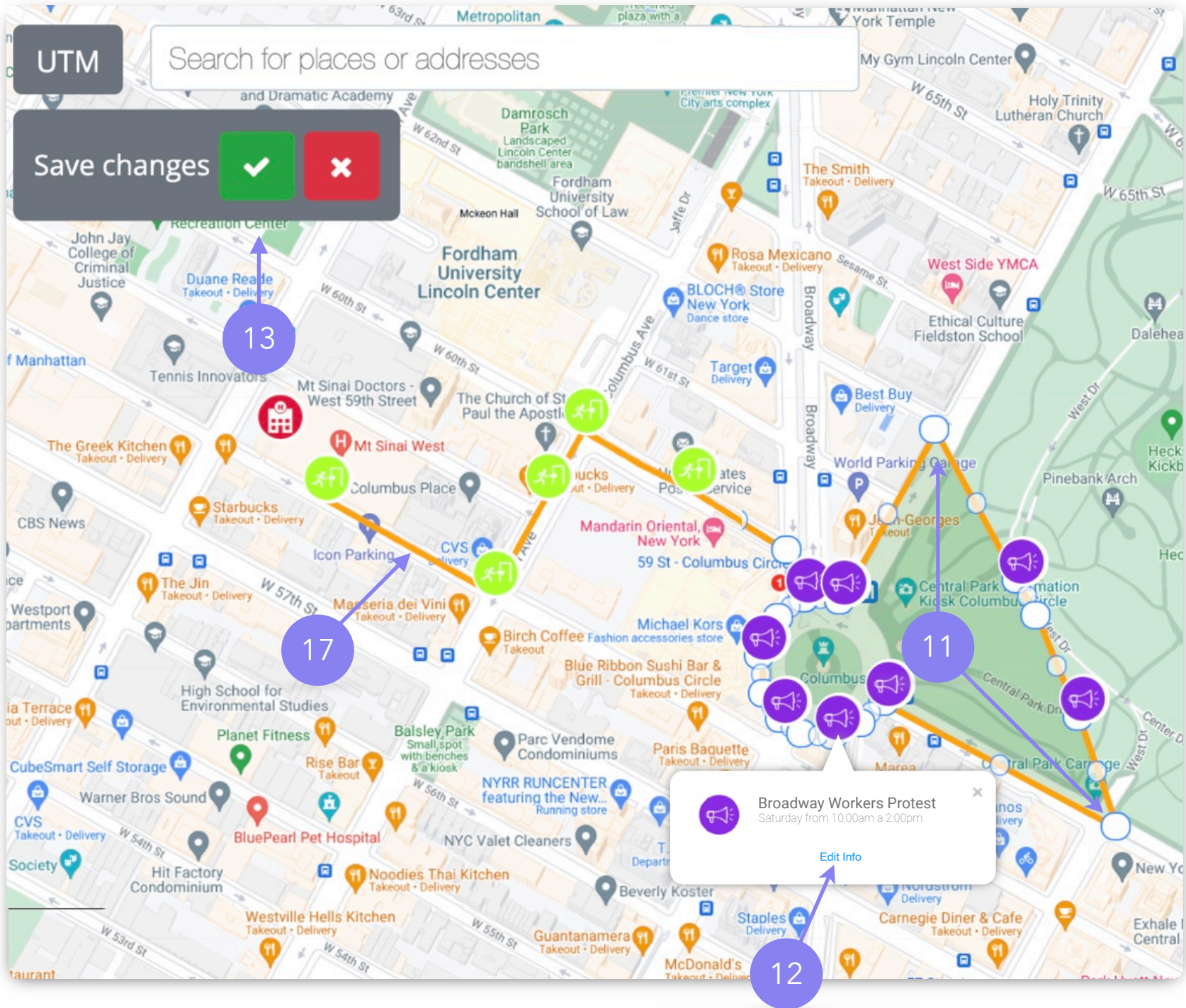
Exercise 1.4: Edit and Delete Map Markers

Exercise Group 1: Maps

Read more about Map Editing in the [Dispatcher Guide](#)

- 8. Return to the **Map Markers List** and click on the Zone labeled “Broadway Workers Protest”
- 9. Open the **Map Editing Toolbar**
- 10. Click on the **Edit Icon**
- 11. **Drag the Zone borders** to include the southwest corner of Central Park
- 12. 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.” Click the **Update** button when finished
- 13. Click **Save Changes** and Refresh the Map

- 14. Return to the **Map Markers List** and click on the Path labeled “Casualty Evacuation Route”
- 15. Open the **Map Editing Toolbar**
- 16. Click on the **Trash Icon**
- 17. Click on the **Path line** to delete it from the map
- 18. Close the **Map Editing Toolbar**
- 19. Refresh the Map





Exercise 1.3: Search for Incident Locations

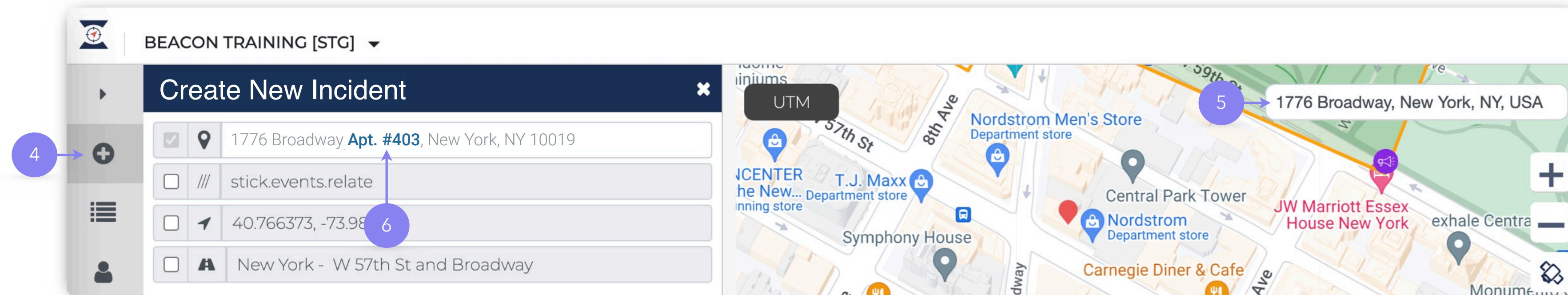
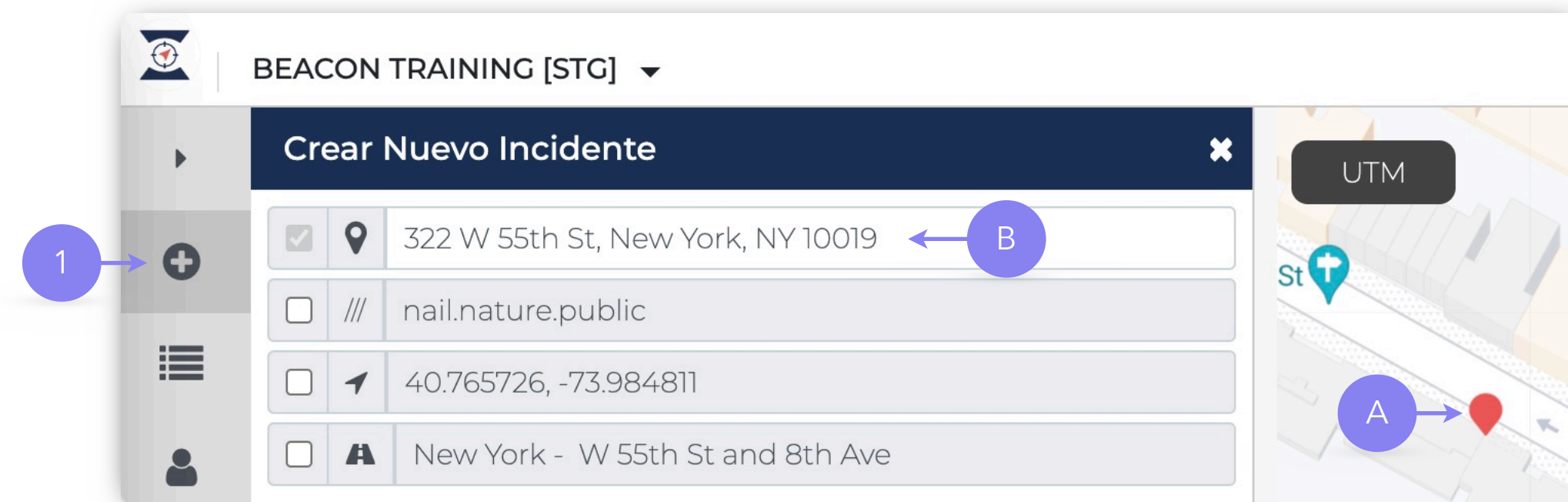
Exercise Group 1: Maps

Read more about Map Editing in the [Dispatcher Guide](#)

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"



Exercise Group 2: Create Incident Alerts

For Dispatchers & Responders

Read more about Creating Incident Alerts in the [Dispatcher Guide](#)

2. Exercises: Create Incident Alerts

2.1. [Broadcast Alerts – Responder Type: Patient Transport](#)

- Goal: 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](#)

- Goal: Dispatchers will practice creating Broadcast Alerts; Responders will practice responding to incident alerts, excluding transport messages

2.3. [Assign Responders – Responder Type: Patient Transport](#)

- Goal: 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](#)

- Goal: Dispatchers will practice assigning Responders manually; Responders will practice responding to messages after being assigned to an incident, excluding 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
4. Open the New Incident Panel
5. Indicate the incident location on the map and the address should populate
6. Enter an incident description
7. Select the “Broadcast Alert” option
8. Create the Incident

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

Manage Responders

Bulk Upload +

First Name 013	Last Name* UNIT	Phone Number* +1 8005557751	Email* j.diazberrios14@gmail.com
Language* English	Responder type* Transports Patients	Transport Mode* Ambulance	Data Center BEACON TRAINING [ST... ✓

Responders

Manage

responder, 1	0
UNIT, 013	0
UNIT, 012	1

Read more about Creating Incident Alerts in the [Dispatcher Guide](#)

Create New Incident

1060 Gulf Blvd, Clearwater, FL 33767

27.960934, -82.829136

Select Transport Destination

Incident Description (*Required)
Write your incident description here

Caller Name
BEACON

Caller Number
+12184232266

Send location update request

Class
SIMULATION

Type
Training / Adiestramiento / HMB

Dispatch Mode (Select One)
Immediate Queued Scheduled

Alert Type (Select one)
Broadcast

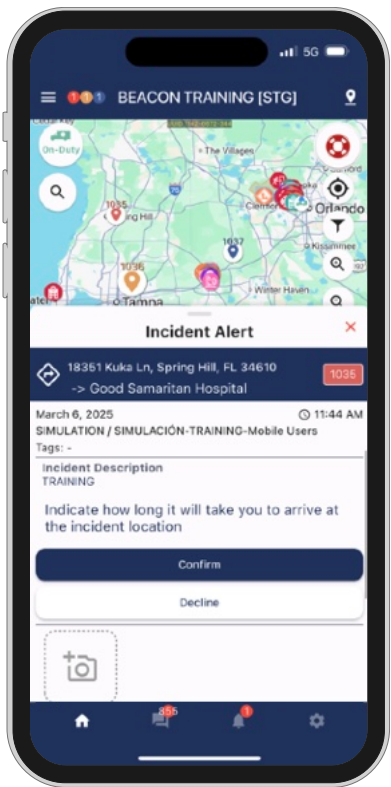
Max. # Assigned Responders
3

Select Tags

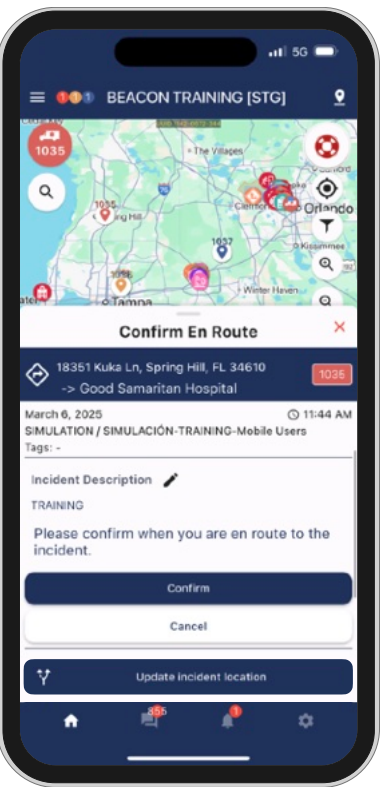
Create Cancel

Mobile App

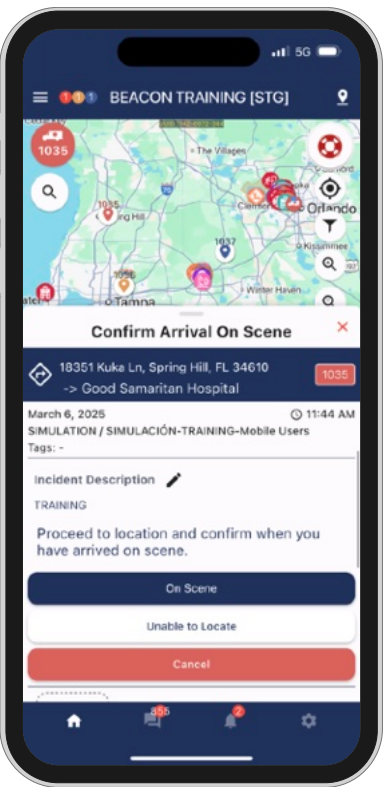
Initial Alert



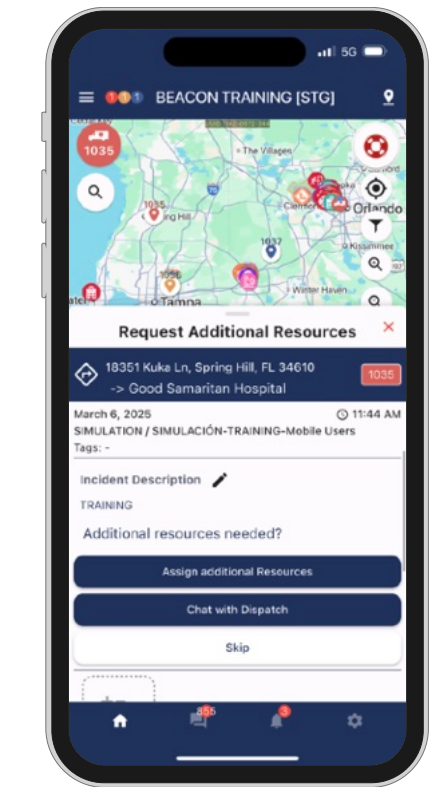
Confirm En Route



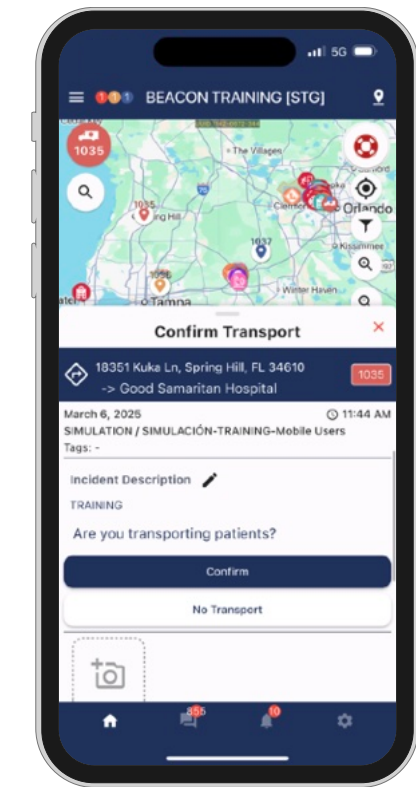
Confirm On Scene



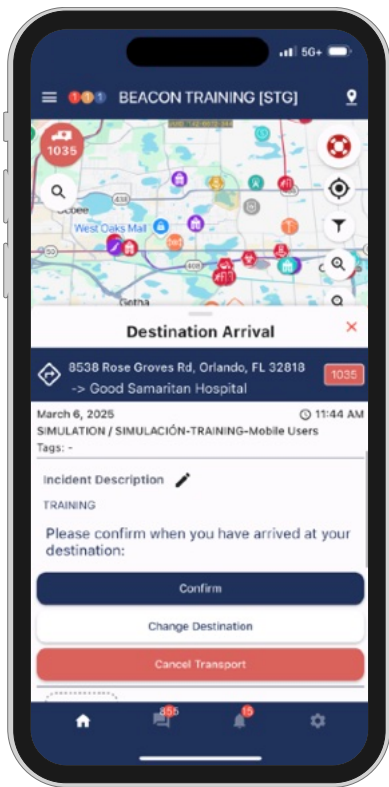
Additional Resources*



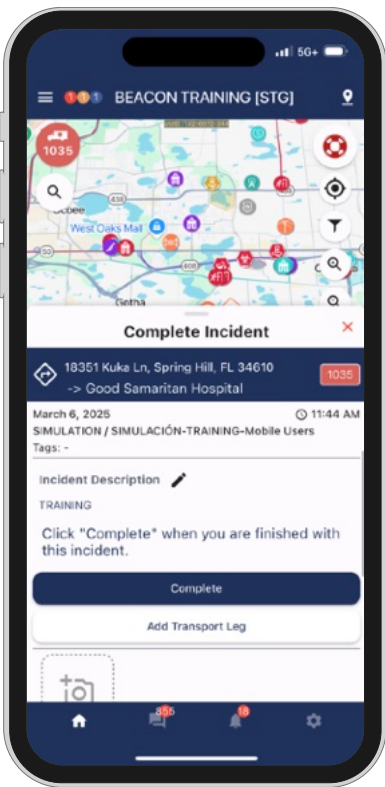
Destination Transport



Destination Arrival



Complete Incident



SMS

ALERT ***
ID: 1035
SIMULATION / SIMULACIÓN - OTHER / OTRAS - Training

1220 W St NW, Washington, DC 20009

Motor Vehicle Collision - Two injured

Responding?:
Yes: 1
Yes: 25.Minutes

ID: 1035
Confirm En Route:
SIMULATION / SIMULACIÓN - OTHER / OTRAS - Training

Emergency-Trauma-Road Traffic Injury

Motor Vehicle Collision - Two injured

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

ID: 1035
Proceed to location:
SIMULATION / SIMULACIÓN - OTHER / OTRAS - Training

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:
Unit 12
(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. Open the New Incident Panel
5. Indicate the incident location on the map and the address should populate
6. Enter an incident description (not shown)
7. Select the “Broadcast Alert” option
8. Create the Incident

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

Manage Responders

First Name
013

Last Name*
UNIT

Phone Number*
+1 8005557751

Email*
j.diazberrios14@gmail.com

Language*
English

Responder type*
Response Only

Transport Mode*
Car

Data Center
BEACON TRAINING [STG]

Responders

responder, 1

UNIT, 013

UNIT, 012

Read more about Creating Incident Alerts in the [Dispatcher Guide](#)

Create New Incident

1060 Gulf Blvd, Clearwater, FL 33767

sour.install.crab

27.960934, -82.829136

Select Transport Destination

Incident Description (*Required)
Write your incident description here

Caller Name
BEACON

Caller Number
+12184232266

Send location update request

Class
SIMULATION

Type
Training / Adiestramiento / HMB

Dispatch Mode (Select One)
Immediate Queued Scheduled

Alert Type (Select one)
Broadcast

Max. # Assigned Responders
3

Select Tags

Create Cancel

Initial Alert

Confirm En Route

Confirm On Scene

Additional Resources*

Complete Incident

Mobile App

SMS

ALERT ***
ID: 1035
SIMULATION / SIMULACIÓN - OTHER / OTRAS - Training

1220 W St NW, Washington, DC 20009

Motor Vehicle Collision - Two injured

Responding?:
Yes: 25.Minutes

ID: 1035
Confirm En Route:
SIMULATION / SIMULACIÓN - OTHER / OTRAS - Training

Emergency-Trauma-Road Traffic Injury

Motor Vehicle Collision - Two injured

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

ID: 1035
Proceed to location:
SIMULATION / SIMULACIÓN - OTHER / OTRAS - Training

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:
Unit 12
(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



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 *New Incident Panel*
5. Indicate the incident location on the map and the address should populate
6. Enter an Incident Description
7. Select the *Assign* option
8. Select the same responder from Step #3 in the Assign Responders dropdown (Not shown in image)
9. Create the incident

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

Manage Responders

Bulk Upload +

First Name: 013, Last Name*: UNIT, Phone Number*: +1 8005557751, Email*: j.diazberrios14@gmail.com

Language*: English, Responder type*: Transports Patients, Transport Mode*: Ambulance, Data Center: BEACON TRAINING [ST...]

Responders

Manage

responder, 1

UNIT, 013

UNIT, 012

Read more about Creating Incident Alerts in the [Dispatcher Guide](#)

Create New Incident

1060 Gulf Blvd, Clearwater, FL 33767

27.960934, -82.829136

Select Transport Destination

Incident Description (*Required)

Write your incident description here

Caller Name: BEACON, Caller Number: +12184232266

Send location update request

Class: SIMULATION, Type: Training / Adiestramiento / Habi

Dispatch Mode (Select One): Immediate, Queued, Scheduled

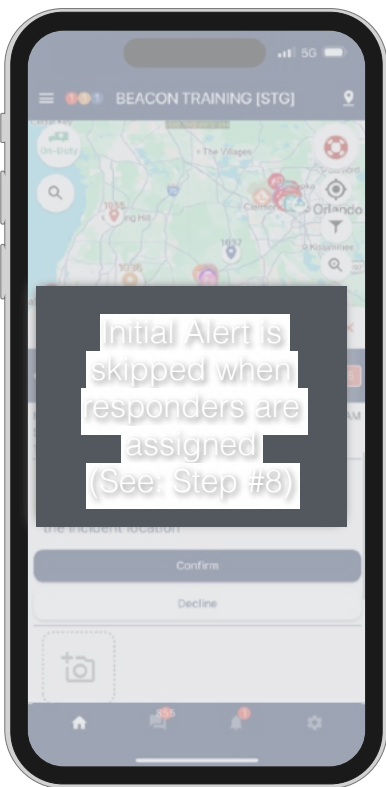
Alert Type (Select one): Broadcast, Assign

Select Responders: 013 UNIT

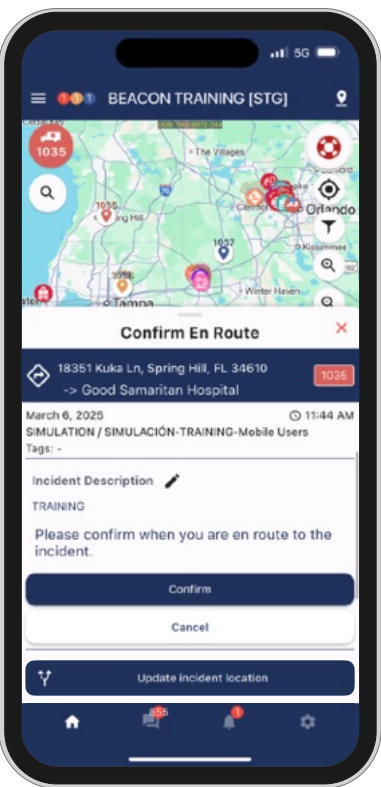
Create, Cancel

Mobile App

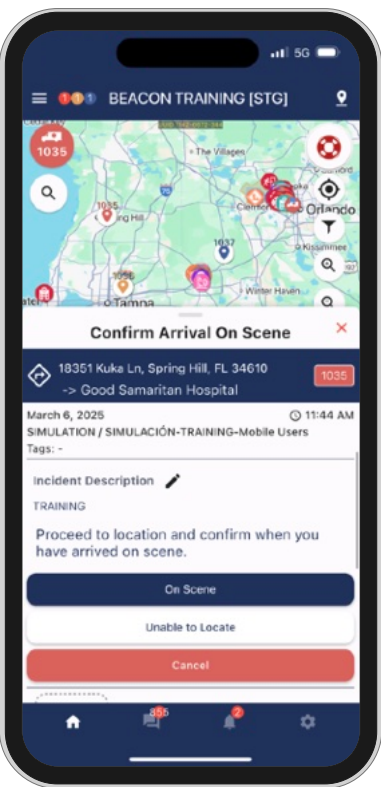
Initial Alert



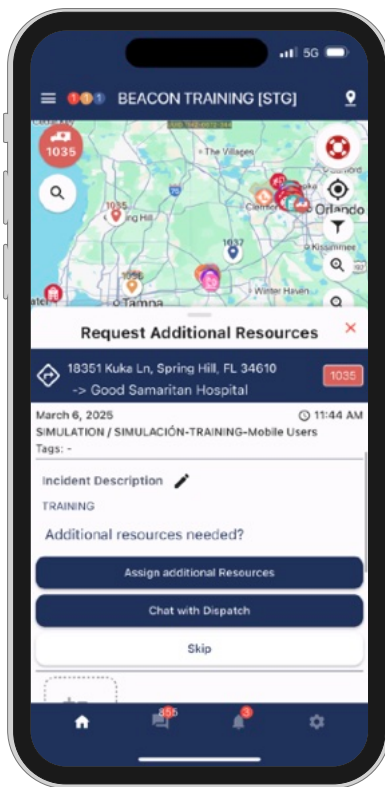
Confirm En Route



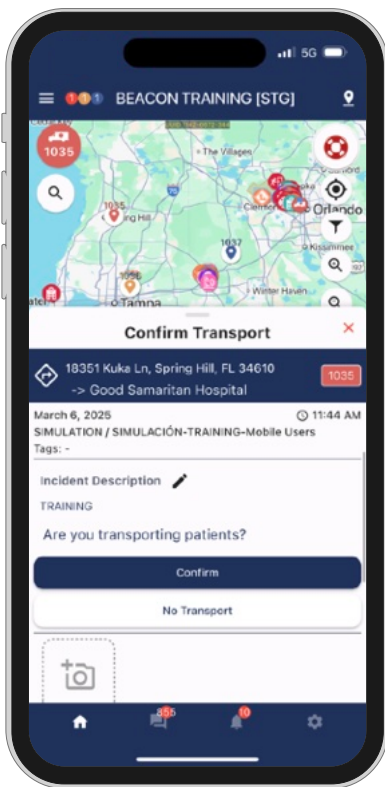
Confirm On Scene



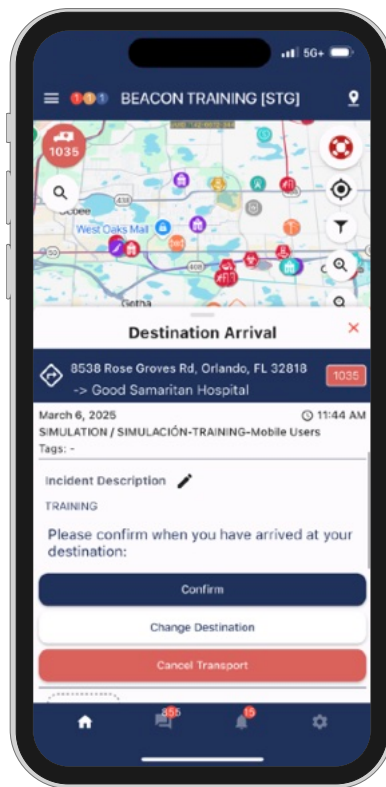
Additional Resources*



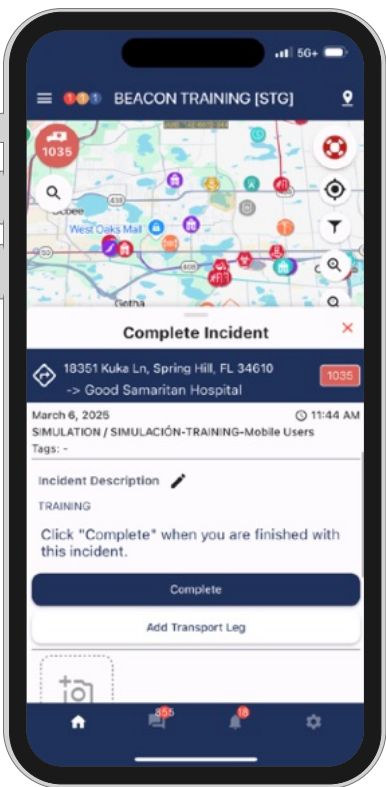
Hospital Transport



Hospital Arrival



Complete Incident



SMS

ALERT ***
ID: 1035
SIMULATION / SIMULACIÓN - OTHER / OTRAS
1220 Y
20009
Motor Vehicle Collision - Two injured
Responding?:
Yes: 25.Minutes

ID: 1035
Confirm En Route:
SIMULATION / SIMULACIÓN - OTHER / OTRAS - Training
Emergency-Trauma-Road Traffic Injury
Motor Vehicle Collision - Two injured
Are you en route?
Yes: 1
Cancel Response: 0

ID: 1035
Proceed to location:
SIMULATION / SIMULACIÓN - OTHER / OTRAS - Training
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:
Unit 12
(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 2.4: 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. Indicate the incident location on the map and the address should populate
- 6. Enter an Incident Description
- 7. Select the *Assign* option
- 8. Select the same responder from Step #3 in the Assign Responders dropdown (Not shown in image)
- 9. Create the incident

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

Manage Responders

First Name

013

Last Name*

UNIT

Phone Number *

+1 8005557751

Email *

j.diazberrios14@gmail.com

Language *

English

Responder type *

Response Only

Transport Mode *

Car

Data Center

BEACON TRAINING [STG] ✓

Responders		Manage	
	responder, 1		▼
	UNIT, 013		▼
	UNIT, 012		▼

Read more about Creating Incident Alerts in the [Dispatcher Guide](#)

Create New Incident

1060 Gulf Blvd, Clearwater, FL 33767

sour.install.crab

27.960934, -82.829136

Select Transport Destination

Incident Description (*Required)

Write your incident description here

Caller Name

BEACON

Caller Number

+12184232266

☐ Send location update request

Class

SIMULATION

Type

Training / Adiestramiento / Haba

Dispatch Mode (Select One)

Immediate

Queued

Scheduled

Alert Type (Select one)

Broadcast

Assign

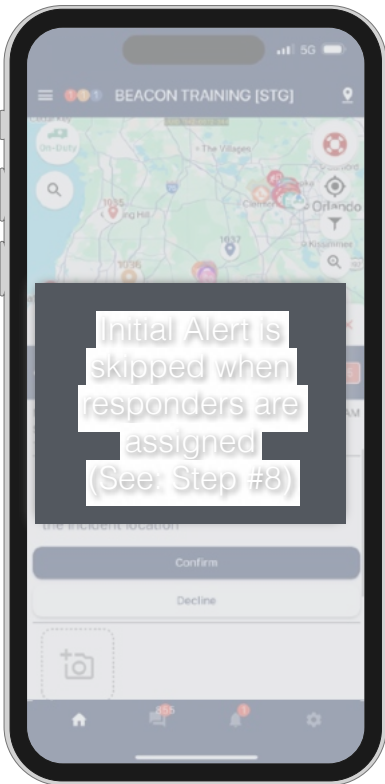
Select Responders

013 UNIT

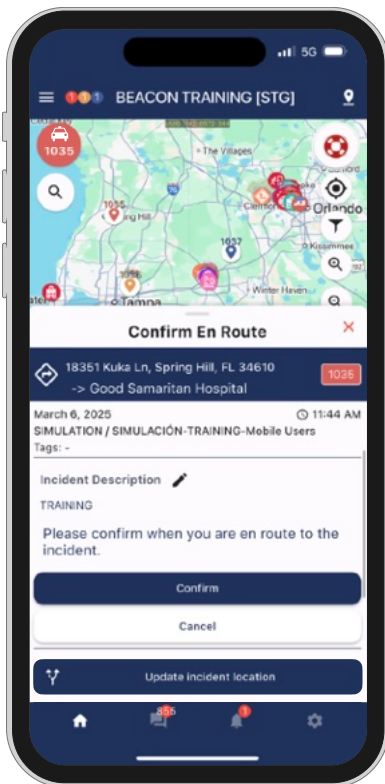
Create

Cancel

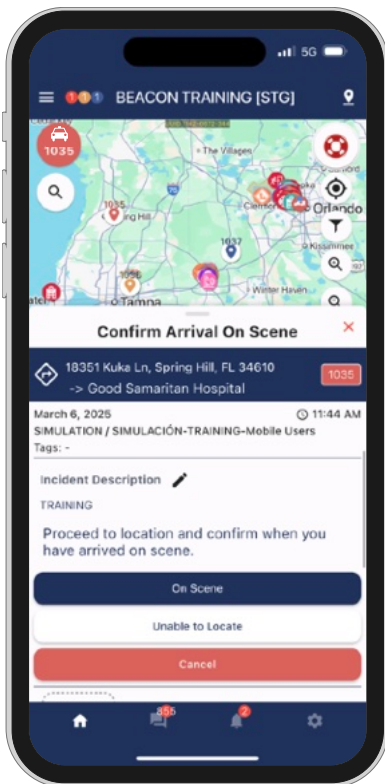
Initial Alert



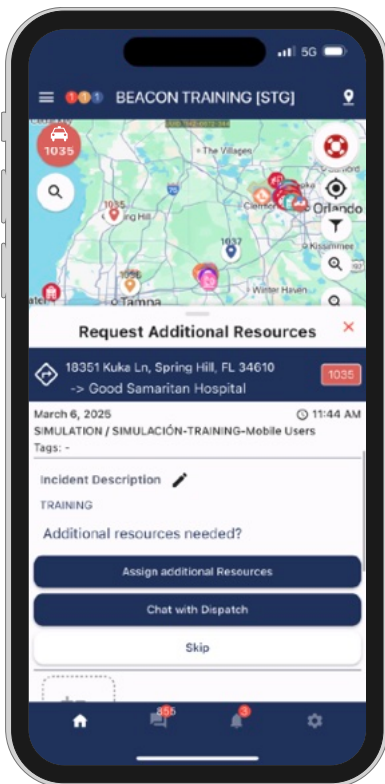
Confirm En Route



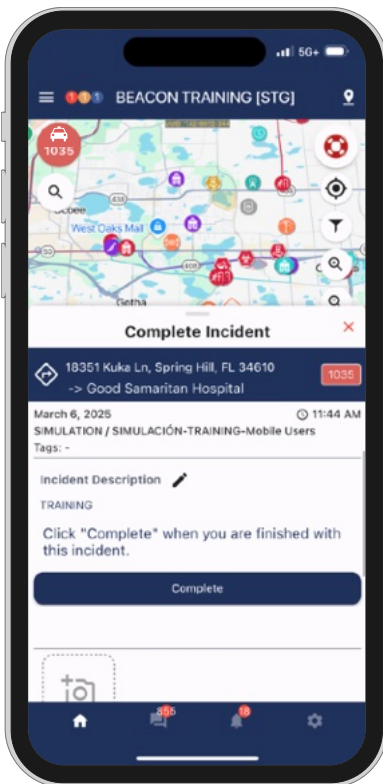
Confirm On Scene



Additional Resources*



Complete Incident



Mobile App

SMS

ALERT ***
ID: 1035
SIMULATION / SIMULACIÓN - OTHER / OTRAS - Training
1220 Y
20009
Motor Vehicle Collision - Two injured
Responding?:
Yes: 25.Minutes

ID: 1035
Confirm En Route:
SIMULATION / SIMULACIÓN - OTHER / OTRAS - Training
Emergency-Trauma-Road Traffic Injury
Motor Vehicle Collision - Two injured
Are you en route?
Yes: 1
Cancel Response: 0

ID: 1035
Proceed to location:
SIMULATION / SIMULACIÓN - OTHER / OTRAS - Training
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:
Unit 12
(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: 0



Exercise Group 3: Manage an Active Incident

For Dispatchers; Responders optional

Read more about *Monitoring Incidents* in the [Dispatcher Guide](#)

Read more about *Responding to Incidents* in [Responder Guide](#)

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



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.

To create an active incident, Dispatcher1 follows these steps:

- Queensboro Bridge

Create New Incident

☒

☐

☐

☐

☐

Queensboro Bridge Brooklyn-bound, New York, NY 10044

cats.tools.fame

40.756724, -73.95422

New York - Ed Koch Queensboro Brg and East Rd

Incident Description
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
Police

Caller Number
8005555555

Class
EMERGENCY

Edit Category
Medical

Type
Suicide Attempt

Dispatch Mode (Select One)(e)

Immediate

Queued

Scheduled

Alert Type (Select One))

Broadcast

Assign

Both

Select Responders
013 UNIT X

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](#)

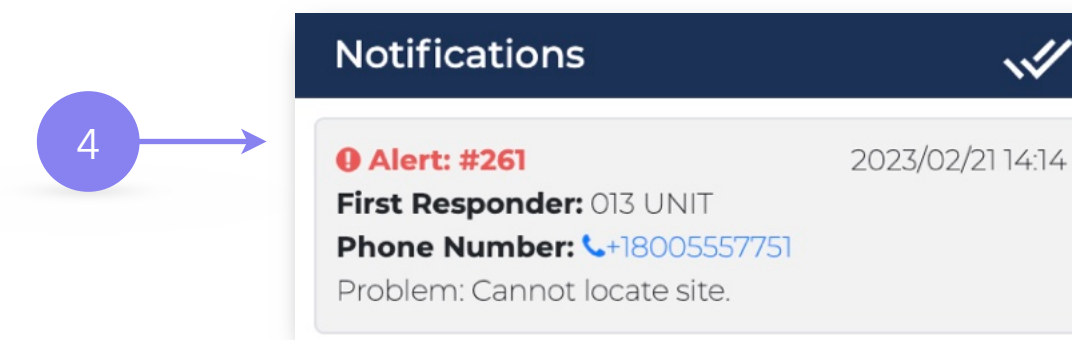
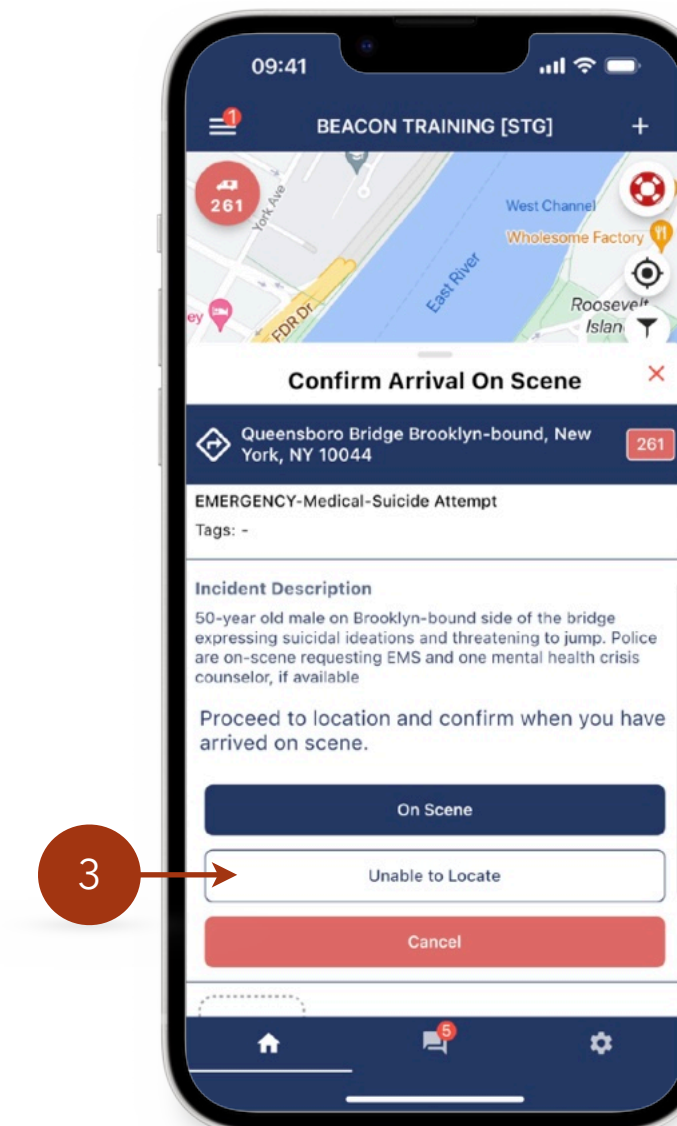
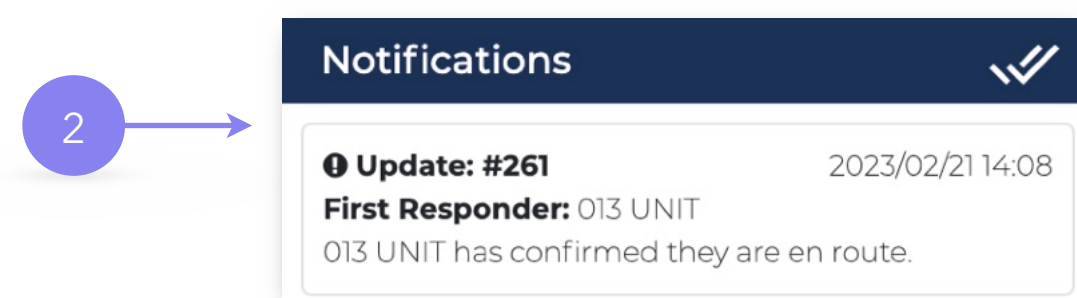
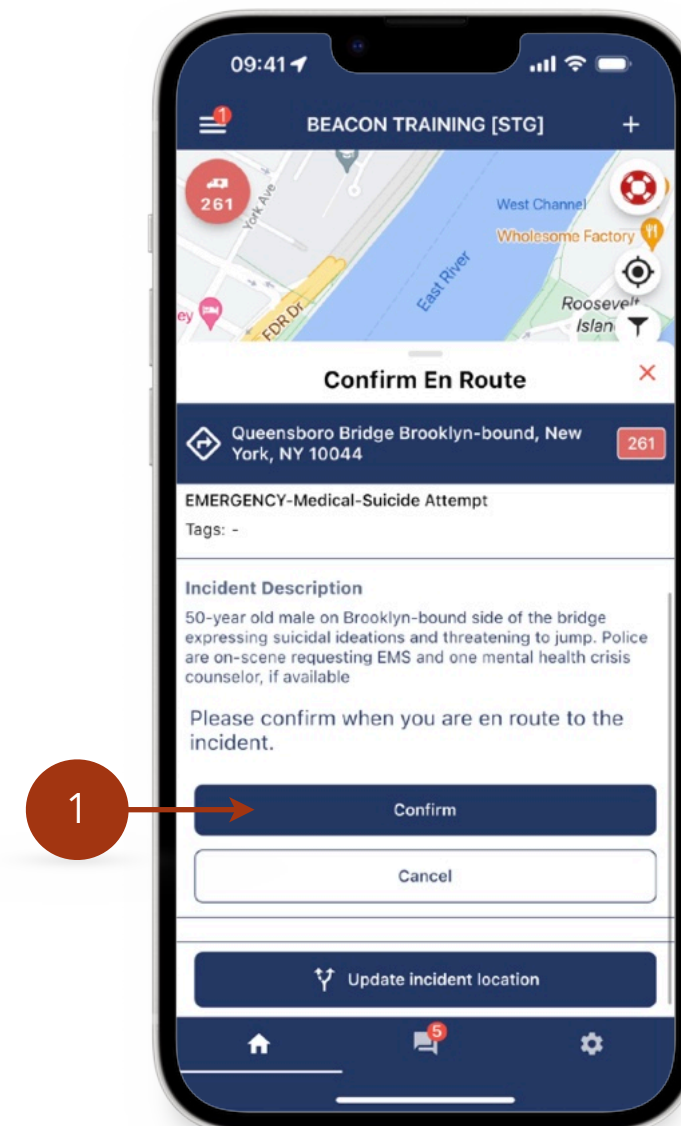
Read more about *Responding to Incidents* in [Responder Guide](#)

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





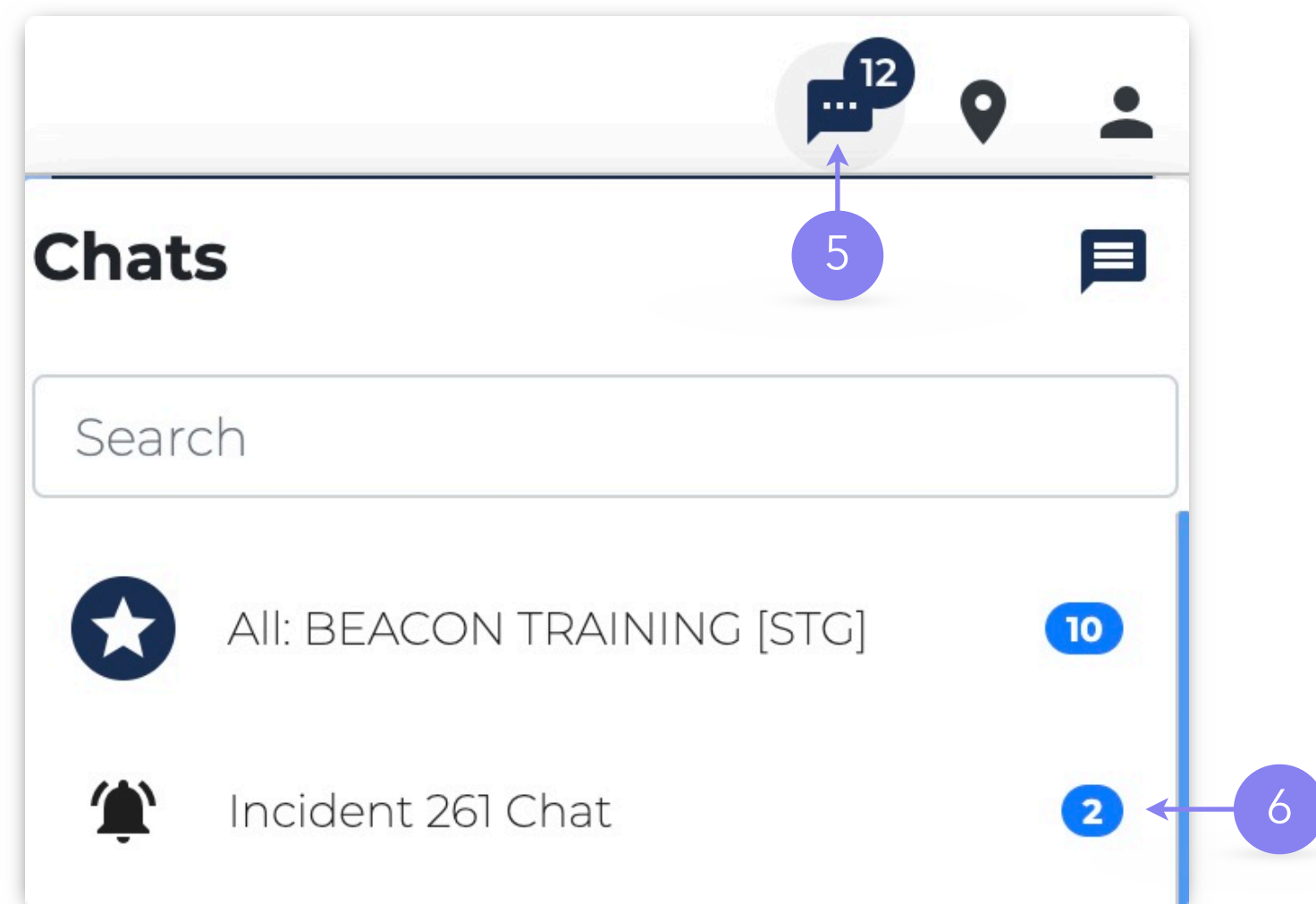
Exercise 3.2: Update the Incident Location

Exercise Group 3: Manage an Active Incident

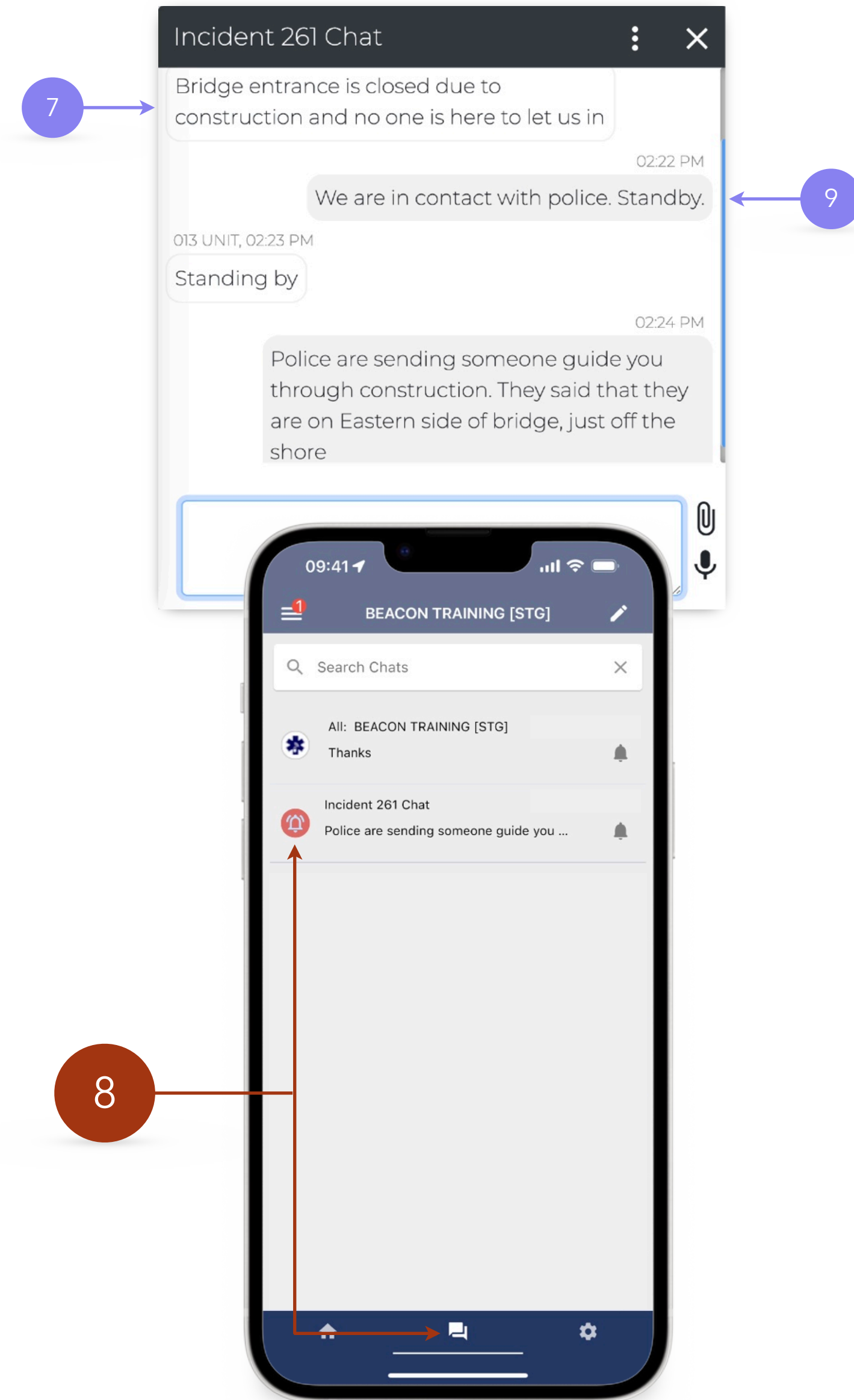
*This exercise follows **3.1: Create an Active Incident**. It requires at least one Responder using the mobile app.*

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."



Read more about *Monitoring Incidents* in the [Dispatcher Guide](#)
Read more about *Responding to Incidents* in [Responder Guide](#)





Exercise 3.2: Update the Incident Location

Exercise Group 3: Manage an Active Incident

Read more about *Monitoring Incidents* in the [Dispatcher Guide](#)

Read more about *Responding to Incidents* in [Responder 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:

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

261 1 Assigned 0 Completed

Queensboro Bridge Brooklyn-bound, New York, NY 10044 Update

2023/02/21 14:01:12
Created By: Josué Díaz-Berrios

Caller Name: Police
Description: 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 Number: 8005555555
EMERGENCY | Medical | Suicide Attempt

Tags
--

Responders
UNIT, 013 261

Responders Close Incident

261 1 Assigned 0 Completed

Eastern end of Brooklyn-bound Queens Confirm Cancel

2023/02/21 14:01:12
Created By: Josué Díaz-Berrios

Caller Name: Police
Description: 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 Number: 8005555555
EMERGENCY | Medical | Suicide Attempt

Tags
--

Responders
UNIT, 013 261

Responders Close Incident

09:41

BEACON TRAINING [STG]

261

Confirm Arrival On Scene

Eastern end of Brooklyn-bound Queensboro Bridge, New York, NY 10044

EMERGENCY-Medical-Suicide Attempt
Tags: -

Incident Description
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

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

On Scene Unable to Locate Cancel

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](#)



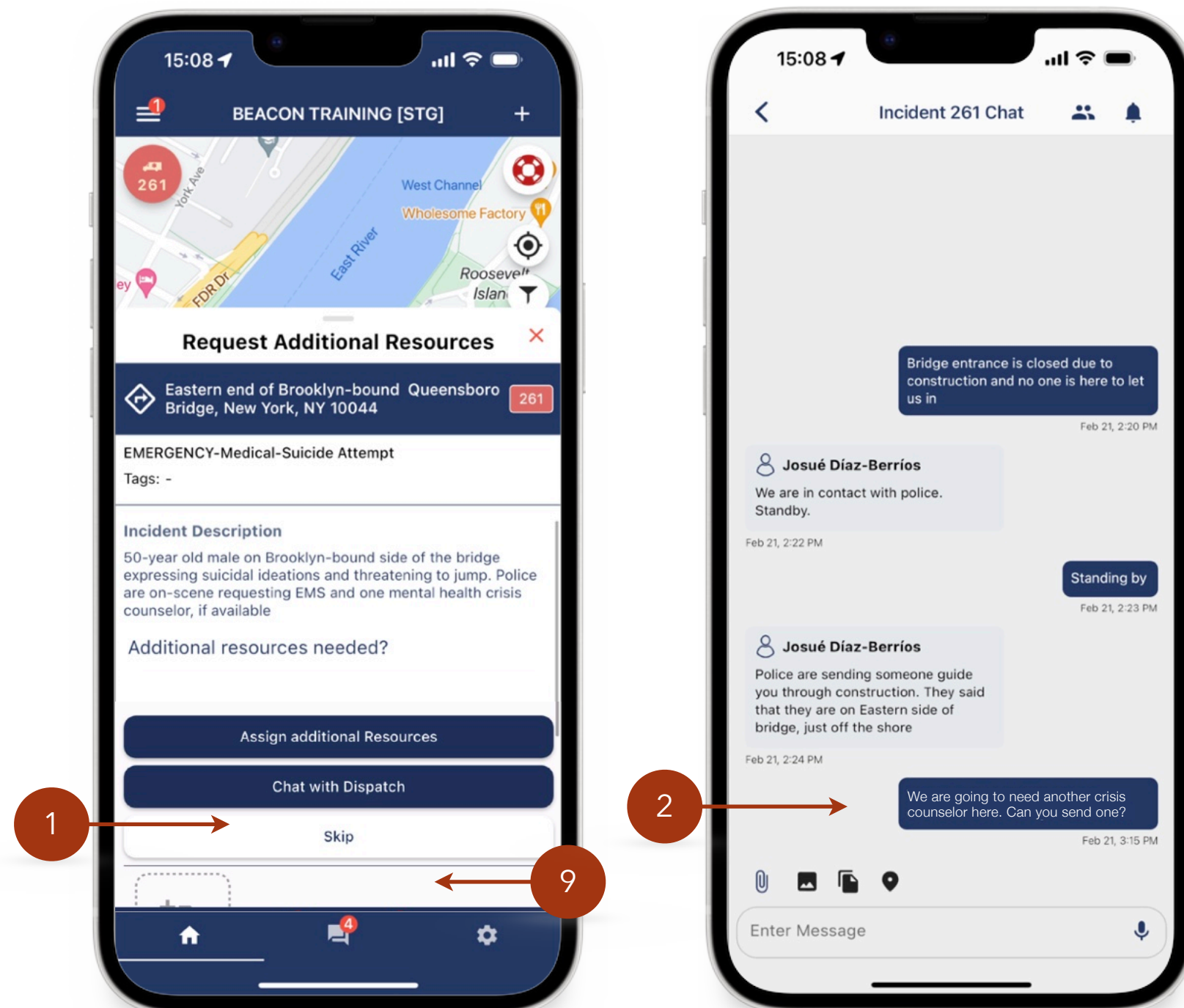
Exercise 3.3: Assign Additional Resources

Exercise Group 3: Manage an Active Incident

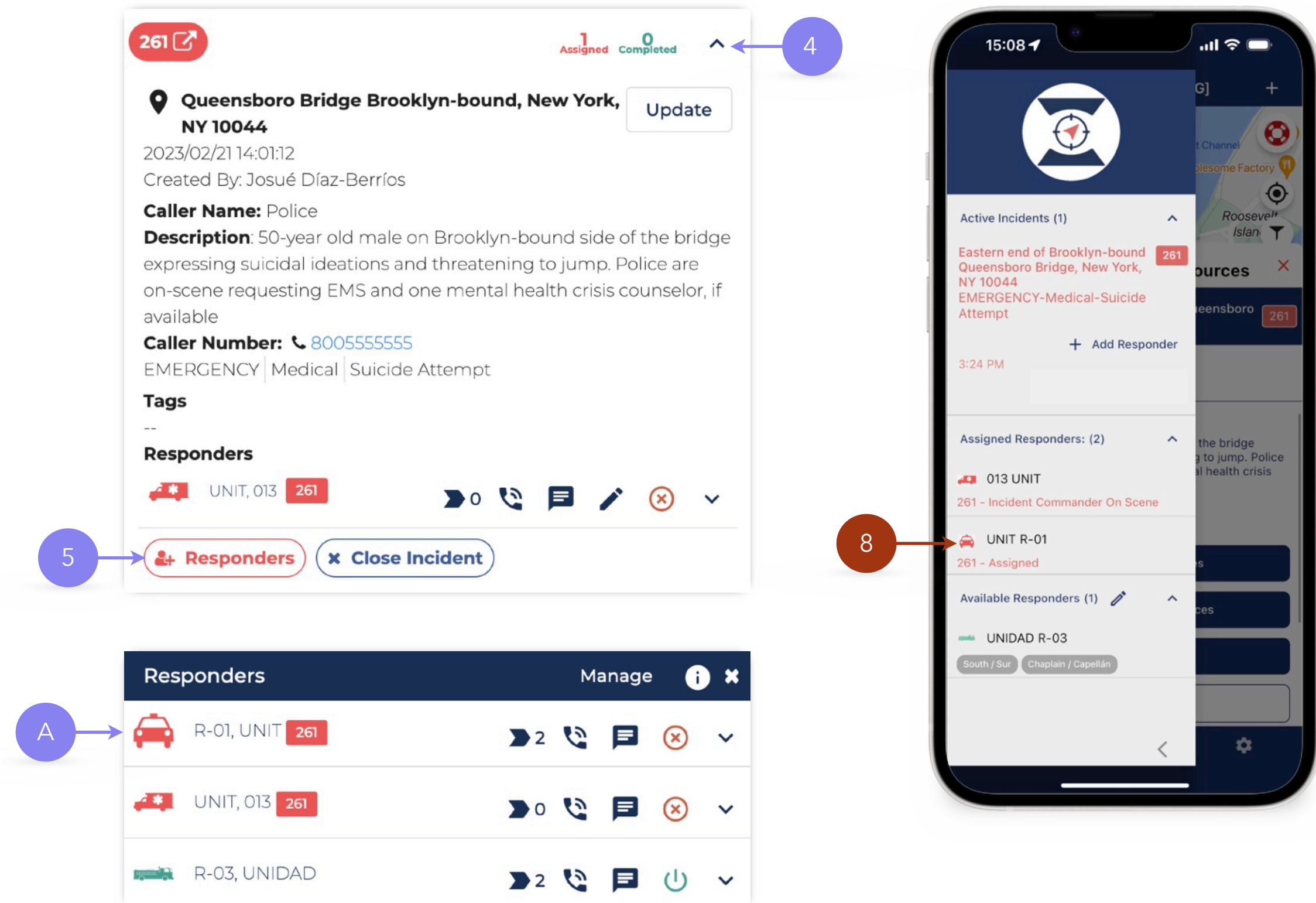
This exercise follows [3.2: Update the Incident Location](#). It requires at least one Responder using the mobile app.

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

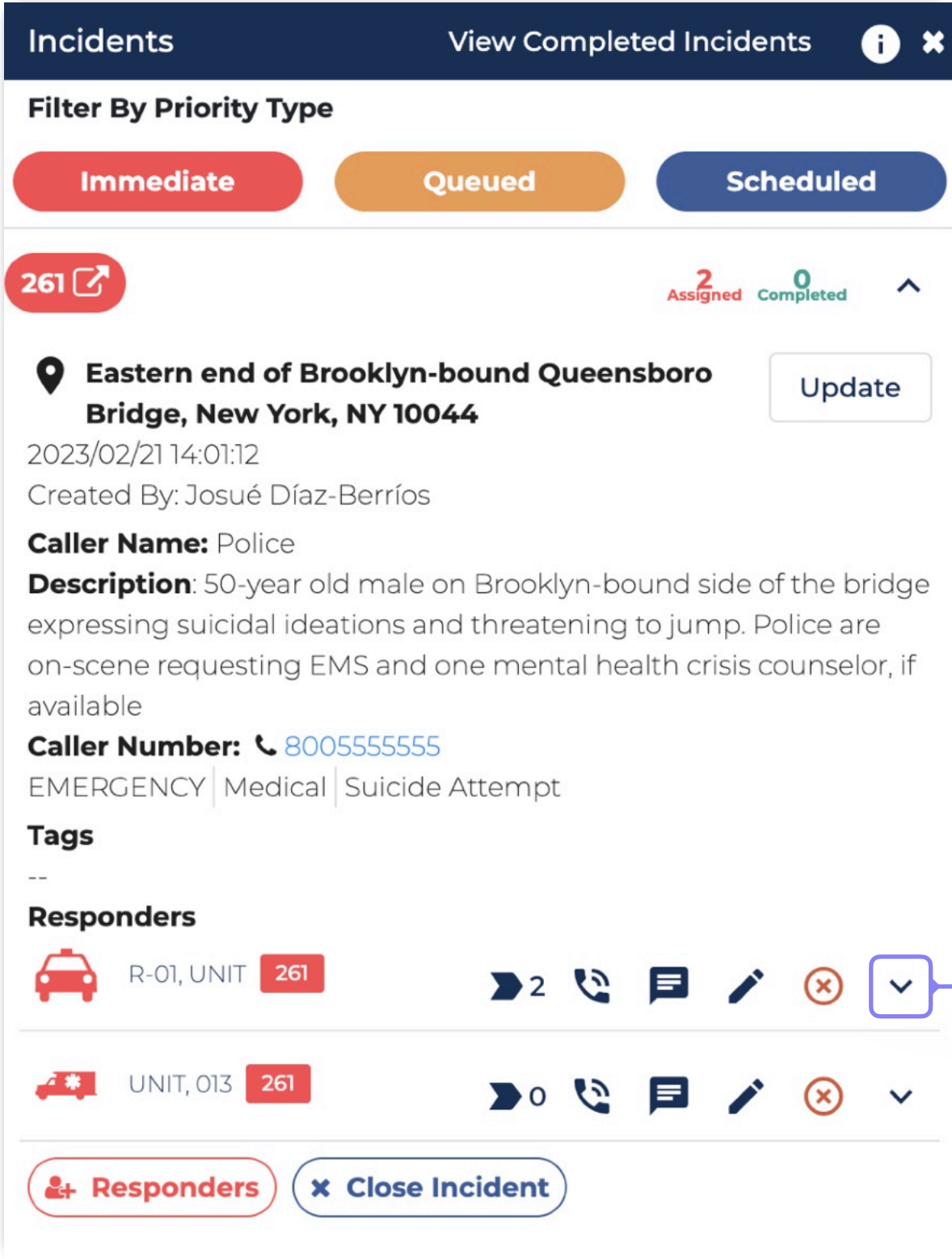
Exercise Group 3: Manage an Active Incident

Read more about *Monitoring Incidents* in the [Dispatcher Guide](#)
Read more about *Responding to Incidents* in [Responder Guide](#)

This exercise follows [3.3: Assign Additional Resources](#).

After Responder2 has arrived 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:** Locate and expand the responder info card for Responder 2 to display the Dispatch Controller



- 3. **Dispatcher1:** With the responder card open, locate the Dispatch Controller
- 4. **Dispatcher1:** Notice the message on the dropdown is asking to Confirm On Scene. Click to expand the dropdown
 - A. Select “ Yes” to Confirm the responder On Scene
- 5. **Dispatcher1:** On the Home Screen, Responder2's state should now say **On Scene**

