Emergency Call Handlers - Op Detail

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Emergency Call Handlers (ECH) are temporary who have been employed and trained by HM Coastguard in response to an overwhelming influx of 999 calls in the region of the Dover Straits (Zone 14).

Related Links

[Emergency Call Handlers - Migrant Calls SOP](#)

[Emergency Call Handlers - Non Migrant Calls SOP](#)

[Emergency Call Handlers - Op Detail](#)

[Emergency Call Handler - Policy](#)

Their primary responsibility is answering 999 calls and as such, they have been assigned specific ViSION and ICCS profiles that allow them to:

- Receive and answer 999 calls in Zone 14 only
- Make outgoing calls
- Conduct connect calls with language line using telephony only
- Create incidents in information gathering phase only
- Choose the most appropriate incident type and access second forms
- Call for network assistance using the 'CHA Assist' function
- Make entries in the radio log

Emergency Call Handlers are unable to:

- Add narrative messages to ViSION
- Assign, release or conduct any resource management
- Apply emergency phases to incidents
- Answer calls other than those listed above

🟥 Emergency Call Handlers should not be asked to conduct any other functions.

Two specific SOPs have been created for ECHs to follow. All network operators should familiarise themselves with these as there are specific actions for

MC/SMCs to consider when receiving an incident which has been created by an ECH or when providing support via the 'CHA Assist' function

[Emergency Call Handler SOP – Migrant Calls](#)

[Emergency Call Handler SOP – Non-Migrant Calls](#)

CHA Assist

A support function has been integrated within the ECH ICCS profile which allows them to call for network assistance if the MC/SMCs within MRCC Dover are unable to immediately assist. By using this function all active network ICCS terminals will receive a 'CHA Assist' call which will display as a yellow tile, with the 999 audio tone.

🟥 This call can be answered by any qualified MC/SMC in the network, however the operator must be prepared to monitor a call, provide advice and take over the call if necessary.

For this reason, all network operators should familiarise themselves with the [LINP SOP](#) as the likelihood of the call being migrant related is high.

Remote MC/SMC Further Actions

1. MC/SMCs must support Emergency Call Handers if assistance is required during call collection or incident creation and take the call over if necessary.
2. Upon incident creation log the MC and/or SMC as a ViSION narrative, confirming maritime or land SAR has commenced.
3. The MC/SMC must analyse the information and assign the appropriate emergency phase in accordance CIP guidelines and provide rationale for decision.
4. Prosecute the incident in accordance with the Mission Conduct procedure and appropriate SOPs.
5. Pass coordination of the incident to MRCC Dover when incident workload allows. Do not delay SAR action if it is required and you are unable to pass coordination to a qualified operator at MRCC Dover.

Considerations for Remote MC/SMCs

■ The MC/SMC must consider taking the call from the Emergency Call Handler if appropriate, in order to maintain communication.

■ Consider replaying call recordings to clarify information received during call collection.

■ Contact the appropriate tele-communication provider under the Golden Hour rule if a call is dropped and you are unable to re-establish contact.

■ Use specific SOPs to conduct SAR.

■ Emergency Call Handlers cannot make narrative entries into ViSION or create incidents as a repeat. MC/SMCs must analyse the information and confirm if an incident is a repeat.