

SKILL SHEET #7

SCENARIO:

The telecommunicator shall demonstrate or describe the following:

1. Describe how to maintain accuracy of data, including addition, deletion, and correction of documents, files, databases, maps and resource lists. Describe and/or demonstrate required notifications of any of these changes.
 - a. How an addition to a file, database, map or resource list is handled.
 - b. How a deletion to a file, database, map or resource list is handled.
 - c. How a correction to a file, database, map or resource list is handled.
 - d. Identify who needs to be notified of the above changes, if required.

Procedure:

1. Click "Data Records"



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Public Safety Education, Training, and Consulting

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Communications Testing

NEW CALL

CALL QUEUE

DATA RECORDS

Call No.
0 0 | 1 0 | 3 0 | 3

Call Source
9-1-1

Call Date/Time
05/05/2023 18:35:44

Address / Intersection / Alias *

Unit No.

Phone Number

3 Words Address

First Name

Last Name

INCIDENT

Agency *

Incident Type*

ALL CALLERS INTERROGATION

1. Fire Department, WHERE is your emergency?
2. What is the phone number that you are calling from?
3. What is your first and last name?
4. What is your emergency? Tell me exactly what is happening?

Incident Notes

Call Details

2. Choose Street Closures/Hydrant Updates/Notification or Resource list and make changes in the google doc.



COMM RESPONSE
Public Safety Education, Training, and Consulting

OG Communications Procedure

NUMBER 7

NOTIFY CORRECT PERSONNEL ABOUT ADDITION, DELETION, AND CORRECTION OF DATA

PURPOSE

To establish a standard procedure for maintaining accuracy of data, including addition, deletion, and correction of documents, files, databases, maps and resource lists. Describe and/or demonstrate required notifications of any of these changes

SCOPE

This guideline applies to all Communicators.

PROCEDURE

When a Communicator receives notification of an addition, deletion, or correction to a file, database, map or resource list, they will:

1. Confirm whether the information is in the CAD system is accurate/current under DATA RECORDS.
 1. Street Closures
 2. Hydrant Updates
 3. Notification/Resource List
2. If the information is not in the CAD system, the Communicator will make the appropriate changes and notify the appropriate agency and/or the Communication officer via email and attach all hardcopies of documentation (if required).

RESPONSIBILITY

It is the responsibility of all Communicators to comply with the procedures set out in this guideline.

3. Verbalize to proctor that you would then notify all appropriate agencies and/or personnel of the changes via email and include all hardcopies of documentation.

<u>Items to be checked</u>		<i>Pass/Fail</i>
<i>If the candidate:</i>		
1. Updated and maintained documents, files, databases, maps, and resource lists to show the following: [5.3.5]		
a. Additions (e.g. Road closure)		
b. Deletions (e.g. Telephone list)		
c. Corrections (e.g. Resource list)		
d. Notifications (e.g. Personnel and/or agencies)		
2. Demonstrated the following during the addition, deletion, and correction of data: [5.3.5 (B-1, B-2, B-3)]		
a. Basic writing skills (correct grammar and spelling, condensed information)		
b. Legible handwriting		
c. Basic computer skills (keyboard & mouse skills)		

SKILL SHEET # 8

SCENARIO:

1. The caller is reporting a carbon monoxide alarm sounding in a residential dwelling. Caller is excited and asking communicator to send fire vehicles quickly. Caller is reporting that family is feeling ill. Indicate any pre-arrival instructions to the caller and list (if any) additional agencies that may also be notified.

1. Carbon Monoxide Call with Symptoms

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NEW CALL

CALL QUEUE

DATA RECORDS

Call No.

0010300

Call Source

9-1-1

Call Date/Time

05/05/2023 18:20:15

Address / Intersection / Alias *

Unit No.

Phone Number

3 Words Address

First Name

Last Name

INCIDENT

Agency *

Fire Services

Incident Type*

Fire Incident Type

Priority

Tiered Agency

- ☐ Police
☐ Fire
☐ EMS (Ambulance)

- ☐ By Law
☐ Other Support Service

Time Lapse

- ☐ In Progress
☐ Just Occured
☐ Delayed

ALL CALLERS INTERROGATION

1. Fire Department, WHERE is your emergency?
2. What is the phone number that you are calling from?
3. What is your first and last name?
4. What is your emergency? Tell me exactly what is happening?

Incident Notes

Call Details

2. Information Gathering (example) with Built in Guidecards

NEW CALL

CALL QUEUE

DATA RECORDS

Call No.
0 0 1 0 3 0 0

Call Source
9-1-1

Call Date/Time
05/05/2023 18:20:15

Address / Intersection / Alias *
590 Oshawa Blvd N, Oshawa, ON L1G 5T9, Canada

Unit No.
102

Phone Number
9052222343

3 Words Address

First Name
Amanda

Last Name
Cannon

INCIDENT

Agency *
Fire Services

Incident Type*
Carbon Monoxide - 1 Engine

Priority
HIGH - Immediate threat to people or property

Tiered Agency

☐ Police

☐ Fire

☒ EMS (Ambulance)

☐ By Law

☐ Other Support Service

Time Lapse

☐ In Progress

☐ Just Occured

☐ Delayed

ALL CALLERS INTERROGATION

1. Fire Department, WHERE is your emergency?
2. What is the phone number that you are calling from?
3. What is your first and last name?
4. What is your emergency? Tell me exactly what is happening?

Incident Notes

Call Details

VITAL POINT QUESTIONS

While the caller is still on the line ask:
1. Is anyone at the location is having any symptoms? How many?
If YES: Automatically tier EMS (AMBULANCE) to respond.

PRE-ARRIVAL INSTRUCTIONS

Advise the caller: If possible, ventilate the building, wait outside or close to an open door/window.
Call back if the situation changes before units arrive.

NOTIFICATIONS

1. Tier EMS (Ambulance)
2. Advise responding units that there may be high level of Carbon Monoxide in the building and the caller was advised to ventilate and wait outside.

3. Notify EMS (Ambulance)

NEW CALL

CALL QUEUE

DATA RECORDS

Call No.
0 0 1 0 3 0 0

Call Source
9-1-1

Call Date/Time
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Address / Intersection / Alias *
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INCIDENT

Agency *
Fire Services

Incident Type*
Carbon Monoxide - 1 Engine

Priority
HIGH - Immediate threat to people or property

Tiered Agency

☐ Police

☐ Fire

☒ EMS (Ambulance)

☐ By Law

☐ Other Support Service

Time Lapse

☐ In Progress

☐ Just Occured

☐ Delayed

ALL CALLERS INTERROGATION

1. Fire Department, WHERE is your emergency?
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Incident Notes

apt 102
buzz 111
co alarm activated
2 patients with symptoms
waiting outside

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NOTIFICATIONS

1. Tier EMS (Ambulance)
2. Advise responding units that there may be high level of Carbon Monoxide in the building and the caller was advised to ventilate and wait outside.

<u>Items to be checked</u>	<i>Pass/Fail</i>
<i>If the candidate:</i>	
1. Relayed instructions, information, and directions to the service requester by operating telecommunication devices and disseminating information: [5.4.1 (B-1, B-2, B-3, B-4)]	
a. Demonstrated voice control (maintained balanced tone, modulation, volume, and inflection while communicating) throughout the process.	
b. Provided directions or pre-arrival instructions	
c. Routed callers	
d. Operated communication devices correctly and confidently	