

# FIRE SERVICE COMMUNICATIONS

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

**LEGAL DISCLAIMER!**

**THESE GUIDE CARDS ARE  
INTENDED FOR TRAINING  
PURPOSES ONLY**

# FIRE SERVICE COMMUNICATIONS

MAIN MENU

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INCIDENT TYPES

EXIT PROTOCOL

## ALL CALLERS INTERROGATION

1. Where is the location of the emergency/incident?
2. Where are you in relation to the incident?
3. What is the phone number that you are calling from?
4. What is your first and last name?
5. What is your emergency? Tell me exactly what is happening?

**FIRE SERVICE INCIDENTS**

# FIRE SERVICE COMMUNICATIONS

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## MAIN MENU

**ALL CALLERS INTERROGATION**

**FIRE SERVICE INCIDENTS**

**POLICIES AND PROCEDURES/ SOG's**

**DATA RECORDS/ SUPPORT SERVICES**

**TERMINOLOGY/ DEFINITIONS**

# FIRE SERVICE INCIDENTS

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## FIRE RELATED INCIDENTS

ALARMS  
BOAT/MARINE FIRE  
BRUSH/ GRASS /WILDLAND FIRE  
CHIMNEY FIRE  
ELECTRICAL FIRE  
GREASE FIRE  
STRUCTURAL FIRE - APARTMENT/MULTI UNIT DWELLING  
STRUCTURAL FIRE - COMMERCIAL/RETAIL/ INDUSTRIAL  
STRUCTURAL FIRE - HIGH RISE  
STRUCTURAL FIRE - HOSPITAL/HOTEL/NURSING HOME/SCHOOL  
STRUCTURAL FIRE - RESIDENTIAL/GARAGE  
NON-STRUCTURAL - FIRE (SMALL)  
NON-STRUCTURAL - FIRE (LARGE)  
VEHICLE FIRE

## RESCUE-RELATED INCIDENTS

AIRCRAFT EMERGENCY  
BUILDING COLLAPSE  
CONFINED SPACE RESCUE  
ELEVATOR RESCUE  
HIGH/LOW ANGLE (ROPE) RESCUE  
INDUSTRIAL ENTRAPMENT RESCUE  
MANHOLE EMERGENCY  
MOTOR VEHICLE ACCIDENTS/COLLISIONS  
SEARCH AND RESCUE  
SUBMERGED / SINKING VEHICLE  
TRAIN AND RAIL DERAILMENT  
TRENCH RESCUE  
WATER RESCUE / WATERCRAFT IN DISTRESS / DROWNING

## HAZMAT RELATED INCIDENTS

CARBON MONOXIDE (CO)  
CHEMICAL SUICIDE  
ENVIRONMENTAL / DISASTER INCIDENTS/MASS CASUALTY  
EXPLOSIVE INCIDENTS  
FUMES / GAS LEAK / GAS ODOR  
HAZARDOUS MATERIALS INCIDENTS  
NUCLEAR INCIDENTS  
PROPANE INCIDENTS - COMMERCIAL  
PROPANE INCIDENTS - RESIDENTIAL  
SUSPICIOUS PACKAGE / BOMB THREAT

## OTHER FIRE SERVICE INCIDENTS

9-1-1 UNKNOWN  
ASSIST TO OTHER AGENCIES / MUTUAL AID  
CHECK CALL/ WELFARE /SERVICE CALL/ ANIMAL RESCUE  
ELECTRICAL HAZARD  
INVESTIGATIVE (ODOR/SMOKE/ LIGHTNING STRIKE/WATER LEAK)  
LOCKOUT/FORCED ENTRY  
MEDICAL CALL/LIFT ASSIST  
POWER LINES / WIRES DOWN  
SPILL / FLUID LEAK / FUEL SPILL  
SUICIDE  
SUSPICIOUS INCIDENT

# ALARMS

MAIN MENU

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## VITAL POINTS QUESTIONS

Where is the alarm? (What area or zone/room was activated)

What type of fire alarm is this? (Thermal, smoke, water flow, trouble, other)

**If Carbon Monoxide** - go to **Carbon Monoxide** guide card

Is there any visible smoke or fire? (Colour of smoke/fire)

**If yes, proceed to appropriate Fire Related guide card**

What type of building? (Office, warehouse, residence, etc)

If business: Is it closed?

Has the building been evacuated? Are there people inside/trapper? Number? Location?

Any injuries? Number? Type? Severity?

What's the name of the business/resident/owner?

How many floors or stories are there?

Do you know what caused the alarm?

### **If reported by an Alarm Monitoring company:**

Are there any other types of alarms activated (burglar, holdup, other)

Is the owner known? Has the owner been notified? Is the owner or keyholder en-route?

**If yes:** what is the description of the vehicle and estimated time of arrival

What is the telephone number for the premise?

Is anyone working on alarm system?

## PRE-ARRIVAL INSTRUCTIONS

### **Private Caller**

1. The fire department is being sent.
2. Do not endanger yourself.
3. Stay on the line, and I'll tell you exactly what to do next.

### **If Commercial/Industrial/Multi-dwelling**

4. Do not use the elevator.
5. Do not reset or silence the alarm.
6. If it is safe to do so, leave the building, close the doors behind you, and remain outside.
7. Have someone meet and direct responding units to the scene.
8. Call back if the situation changes before units arrive.

### **Alarm Monitoring Company**

9. Contact a keyholder and call us back with an estimated time of arrival (ETA).
10. Call us back if you get a reset of the alarm, additional alarms, or other information.

# ALARMS

MAIN MENU

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## **INQUIRE OF CALLER**

How long has the alarm been sounding?

Are sprinklers activated?

Is water coming out of the building near alarm bell?

Anything unusual about alarm?

## **DISPATCH PRIORITIES**

Fire Alarm in "FIRE" Mode, Waterflow Alarm or visible signs of fire - **URGENT**

Fire Alarm in "TROUBLE" Mode, no visible signs of fire or unknown type of alarm - **PROMPT**

## **USEFUL INFORMATION**

Refer to SOPS, pre-incident plans.

**If business:** Representative responding? Dangerous Animals?  
Hazardous material/conditions?

Follow local policy on resetting.

Never assume a reset means no problem.

When in doubt, sent them out.

If unknown alarm possible crime in progress - ALERT PD

Occupancy type will determine hazards.

Numerous modern housing units designed for the elderly are equipped with "Handicapped Assistance" alarms that could be confused with fire alarms.

# BOAT/MARINE FIRE

MAIN MENU

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## VITAL POINTS QUESTIONS

Are you in a safe place?

Is boat in port, in water, or in drydock?

**If in water:** what is the exact location or position of the vessel (GPS coordinates)?

**If in port,** dock/pier number?

How many people are on board?

Anyone trapped? Number? Location?

Any injuries? Number? Type? Severity?

What exactly is burning? Colour of smoke/flame?

Where on board in the fire located?

What is the vessel name, registration, and description (type, length, color)?

What safety equipment do you have on board (life jackets)?

Other than your cell phone, what type of communications do you have?

Where did you launch from? What direction are you going?

Are there any landmarks visible?

What type of cargo are you carrying?

How much fuel is on board?

Conditions: Wind, Weather, Water?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. If you can safely evacuate, do so and do not go back onboard.
3. If you are unable to control the fire, prepare to abandon ship.  
Go to **WATER RESCUE** Guide Card
4. Call us back if anything changes before response units arrive.
5. Send someone to meet and direct responding units if possible.

If required; go to **EXIT PROTOCOL** Guide Card

# BOAT/MARINE FIRE

MAIN MENU

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EXIT PROTOCOL

## INQUIRE OF CALLER

Are you the owner/captain of the vessel?

Name of boat/registration number?

What caused the fire?

Is the ship located near any storage tanks in harbor?

What type of fuel does the vessel use? How much on board?

Is fuel supply involved?

Any hazardous materials on board or nearby?

What is cargo?

Is there an automatic extinguisher system on board? Operating?

Any firefighting efforts now underway by crew or dock workers?

## USEFUL INFORMATION

- Refer to SOPS, pre-incident plans.
- Alert Coast Guard and harbor authorities as appropriate.
- Radio communications will be hampered from within ship.
- Potential evacuation of surrounding area.
- Military vessels may be carrying munitions and/or nuclear materials.
- Ship/Boat fires spread quickly. Many factors hamper firefighting efforts. Exposure and rescue considerations are extremely important. Heavy usage of SCBA cylinders should be anticipated and replacements arranged for.
- Consider that many shipyards/marinas have locked entrances/gates and accessibility may be impeded.

## SUPPLEMENTAL RESOURCES



# BRUSH/GRASS/FOREST AND WILDLAND FIRE

MAIN MENU

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## VITAL POINTS QUESTIONS

Are you in a safe place? Can you escape?

What is the exact location? Landmarks?

*Attempt to get specific location information using geographical features*

What is burning? What is the approximate size of the area involved?

Any structures in danger? Exposures? Is the fire threatening anything?

Is the fire spreading? In what direction? How fast?

Is there access to the area? Best access route/point for firefighters?

Is anyone trapped or in immediate danger?

(Yes) How many?

(Yes) Exactly where are they/you located

Any Injuries?

Is there a possibility this is a controlled burn?

Do you know who the property owner is?

Is there a water source on the property?

***(If appropriate)***

Have people or vehicles been seen in the area? Do you have any descriptions?

Have they left the area? Mode and Direction of travel?

*If child makes this call, trace it. Child may have set fire*

## PRE-ARRIVAL INSTRUCTIONS

1. The fire department is being sent.
2. Stay on the line, and I'll tell you exactly what to do next.

**No evacuation order issued:**

3. If you feel you are in danger, leave the area immediately and take others with you.

**Evacuation order issued:**

4. Leave the area immediately and take others with you. Follow recommended evacuation routes.
5. Move away from the fire path, if possible. Do not endanger yourself.
6. Do not try to put the fire out.
7. Go to **EXIT PROTOCOL** Guide Card

# BRUSH AND WILDLAND FIRE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

### Child playing with Fire

Playing with fire now, or in the past?

Is anything burning?

Any injuries?

Is child inside or outside?

Trying to set anything on fire? (Refer to other tabs as appropriate)

Do you know the child? How many involved? Ages?

Has anyone tried to stop them?

### Rubbish Fire

What is burning?

Possible hazmat situation?

What caused the fire

Anything unusual?

## USEFUL INFORMATION

- Refer to SOPS, pre-incident plans.
- Check water supplies for area. Consider need for tankers.
- Check access to area for apparatus.
- Check wind direction, speed.
- Refer to evacuation procedures, if warranted.
- Due to poor access, brush/forest fires can be extremely labor intensive. Mutual aid and/or additional personnel may frequently be needed.
- By obtaining compass direction from several callers reposting a remote brush or forest fire, the dispatcher can triangulate to determine fire location. Use prominent local landmarks to help determine direction.
- If unable to use landmarks, or caller is unsure of direction, the following may help:
  - "Pretend you are standing in the center of a clock, which is laying flat on the group.
  - Where the sun comes up is 12 o'clock. What number is the fire at?"

## SCRIPTED DISPATCH

### PRELIMINARY DISPATCH

(UNITS/STATIONS TO RESPOND) report of a (brush, grass, yard, etc) fire at (Location to include alias/common name).

### SUPPLEMENTAL DISPATCH

(UNITS/STATIONS TO RESPONDING ) caller reports (approx. size of burning area, what is burning, exposures, etc.)

# CHIMNEY - FIRE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Anyone trapped? Number? Location?

Any injuries? Number? Type? Severity?

What exactly is burning? Where in building? Still burning?

What kind of building? (Single/multi-family home, industrial, etc.)

Is there smoke/fire in the building?  
(see appropriate STRUCTURE FIRE tab)

STRUCTURAL FIRE - APARTMENT/MULTI UNIT DWELLING

STRUCTURAL FIRE - COMMERCIAL/RETAIL/ INDUSTRIAL

STRUCTURAL FIRE - HIGH RISE

STRUCTURAL FIRE - HOSPITAL/HOTEL/NURSING

HOME/SCHOOL

STRUCTURAL FIRE - RESIDENTIAL/GARAGE

## PRE-ARRIVAL INSTRUCTIONS

1. Evacuate the building, and do not go back in.
2. If safely possible, shut off gas or oil burner switch.
3. DO NOT SPRAY WATER ON A HOT STOVE/FIREPLACE
4. Do not endanger yourself.
5. Call back from a safe place if situation changes before units arrive
6. Have someone meet and direct responding units to the scene.

# CHIMNEY - FIRE

MAIN MENU

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EXIT PROTOCOL

## INQUIRE OF CALLER

What is coming from chimney? (Flames, sparks, smoke)

What was being burned in the stove/fireplace?

Is the damper closed?

Are the walls hot near the chimney?

Is the roof on fire?

Go to appropriate **FIRE - STRUCTURE** - guide card

STRUCTURAL FIRE - APARTMENT/MULTI UNIT DWELLING

STRUCTURAL FIRE - COMMERCIAL/RETAIL/ INDUSTRIAL

STRUCTURAL FIRE - HIGH RISE

STRUCTURAL FIRE - HOSPITAL/HOTEL/NURSING HOME/SCHOOL

STRUCTURAL FIRE - RESIDENTIAL/GARAGE

## USEFUL INFORMATION

- Refer to SOPS, pre-incident plans.
- Consider life threats.
- Callers tend to underestimate the extent of fire, frequently waiting before reporting the incident.
- Cracked flues or poor masonry can lead to quick fire spread involving the structure, requiring additional response.

# ELECTRICAL - FIRE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Anyone trapped? Number? Location?

Any injuries? Number? Type? Severity?

What exactly is the problem?

(Dimming, arcing, fire odor, lightning?)

What is burning? Colour of smoke?

Indoor/Outdoors?

**If odor** - what do you smell? (See FUMES / GAS LEAK -CO / GAS ODOR)

Any hot walls?

Is building being evacuated?

## PRE-ARRIVAL INSTRUCTIONS

1. Can you safely shut off main power at breaker or fuse panel?
2. Do not go near arcing or energized electrical equipment.
3. Do not touch injured persons who are in contact with energized electrical equipment.
4. Evacuate the building, and do not go back in.
5. Sound fire alarm.
6. Close doors to fire area as you leave.
7. No not use elevators.
8. Do not endanger yourself or allow other to endanger themselves.
9. Call back from a safe place if situation changes before units arrive
10. Have someone meet and direct responding units to the scene.

# ELECTRICAL - FIRE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

Do you live/work there?

What caused the problem?

Has it happened before?

How long has the problem been going on?

Is an appliance/machine involved.

Go to appropriate **FIRE - STRUCTURE** - guide card

STRUCTURAL FIRE - APARTMENT/MULTI UNIT DWELLING

STRUCTURAL FIRE - COMMERCIAL/RETAIL/ INDUSTRIAL

STRUCTURAL FIRE - HIGH RISE

STRUCTURAL FIRE - HOSPITAL/HOTEL/NURSING HOME/SCHOOL

STRUCTURAL FIRE - RESIDENTIAL/GARAGE

## USEFUL INFORMATION

- Refer to SOPS, pre-incident plans.
- Whenever possible, wait for local utility to assist.
- Electrical incidents can involve electrocution. Be sure to determine whether a person is involved/injured.
- Related guidecards:

STRUCTURAL FIRE - APARTMENT/MULTI UNIT DWELLING

STRUCTURAL FIRE - COMMERCIAL/RETAIL/ INDUSTRIAL

STRUCTURAL FIRE - HIGH RISE

STRUCTURAL FIRE - HOSPITAL/HOTEL/NURSING HOME/SCHOOL

STRUCTURAL FIRE - RESIDENTIAL/GARAGE

INVESTIGATIVE (ODOR/SMOKE/ LIGHTNING STRIKE/WATER LEAK)

POWER LINES / WIRES DOWN

# GREASE - FIRE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Anyone trapped? Number? Location?

Any injuries? Number? Type? Severity?

What exactly is burning? Where in building? Still burning?

What kind of building? (Home, restaurant, etc)

If restaurant, is fire in ducts or hood?  
(see appropriate STRUCTURE FIRE guidecard)

STRUCTURAL FIRE - APARTMENT/MULTI UNIT DWELLING

STRUCTURAL FIRE - COMMERCIAL/RETAIL/ INDUSTRIAL

STRUCTURAL FIRE - HIGH RISE

STRUCTURAL FIRE - HOSPITAL/HOTEL/NURSING HOME/SCHOOL

STRUCTURAL FIRE - RESIDENTIAL/GARAGE

## PRE-ARRIVAL INSTRUCTIONS

1. DO NOT PUT WATER ON THE FIRE
2. Do not endanger yourself.
3. Can you safely put a lid on pan or close oven door?
4. Can you safely turn off circuit breakers?  
**If not**, don't try to fight fire.
5. Evacuate the building, and do not go back in.
6. Close doors to fire area on way out, if safely possible.
7. Sound fire alarm.
8. Call back from a safe place if situation changes before units arrive
9. Have someone meet and direct responding units to the scene.

# GREASE - FIRE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

Are you the building owner?

What caused the fire?

Is building sprinklered? Are sprinklers activated?

**If restaurant** - fire control system activated?

Alarm sounding?

Evacuating?

STRUCTURAL FIRE - APARTMENT/MULTI UNIT DWELLING

STRUCTURAL FIRE - COMMERCIAL/RETAIL/ INDUSTRIAL

STRUCTURAL FIRE - HIGH RISE

STRUCTURAL FIRE - HOSPITAL/HOTEL/NURSING HOME/SCHOOL

STRUCTURAL FIRE - RESIDENTIAL/GARAGE

## USEFUL INFORMATION

- Refer to SOPS, pre-incident plans.
- For restaurant grease fire, see:  
FIRE - STRUCTURAL - COMMERCIAL tab
- Life safety is primary concern.  
If in any danger, advise caller to evacuate at once.



# STRUCTURE FIRE - APARTMENT/MULTI-UNIT DWELLING

MAIN MENU

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## VITAL POINTS QUESTIONS

Are you in a safe place? Can you escape?

What exactly is burning?

Is there flames visible or just smoke? *Color of smoke/flames?*

Where exactly in the apartment is the fire located?

What floor? How many floors/apts?

Is there anyone inside? Where (exact location)? Ages? Disabilities?

Are people evacuated?

Are there any known injuries?

Are there any hazardous materials stored inside or near the structure?

Is there an internal alarm system? Is it working?

## PRE-ARRIVAL INSTRUCTIONS

### Caller Not Trapped:

1. Do not endanger yourself.
2. Sound the alarm.
3. Get out of the building.
4. If it is possible without endangering yourself, get everyone out of the building.
5. Once you get outside, do not go back in under any circumstances
6. Have someone meet and direct responding units to the scene.
7. Close all the doors, but don't lock them.
8. Use the stairwell. Do not use elevators.
9. I'm going to let you go now. Help is being sent.
10. Call back immediately if the situation changes before units arrive.

### Caller Trapped:

1. Exactly where are you located?
  2. DO NOT JUMP FROM UPPER FLOORS
  3. What is the best entrance of the building to get to you?
- If it is safe to do so:
4. Stay low to the floor, avoid breathing smoke. Breathe through thin wet cloth to filter smoke.
  5. Close the doors between you and the flames/smoke.
  6. Do not use the elevator.
  7. Cover the cracks in the door with wet clothes, towels, anything readily available.
  8. Cover the air vents, if needed.
  9. Do not break any windows. If air is needed, open the window just enough to breathe.
  10. Make yourself known to the responders when they arrive - call out to them, yell for help.
  11. I'll stay on the line with you as long as I can.
  12. If anything worsens in any way, just let me know.
  13. Tell me when responders get there.

# STRUCTURE FIRE - APARTMENT/MULTI-UNIT DWELLING

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

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## INQUIRE OF CALLERS

Do you live there?

Do any disabled or handicapped persons live there?

Any hazards in the apartment or building?

How did the fire start?

Is fire spreading to other apartments or other structures?

Anything unusual about the fire?

- A high-rise building is defined as a building having occupied floors higher than 23 metres (approx. 75 ft) above the lowest level of fire department vehicle access.

## USEFUL INFORMATION

- Refer to SOPS, pre-incident plans.
- Attempt to obtain a list of occupants, number of apartments.
- Check resource list for mentally ill, physically disabled occupants.
- Previous calls at that address - pattern? Previous damage?
- Consider hydrant location, nearby water sources?
- Potentially high life threat.

## SUPPLEMENTAL RESOURCES

# STRUCTURE FIRE - COMMERCIAL/RESTAURANT/RETAIL/INDUSTRIAL

MAIN MENU

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INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place? Can you escape?

What exactly is burning?

Is there flames visible or just smoke?

What is the exact location, including cross street?

What type of building? Commercial, retail, industrial?

Where exactly in the building is the fire located? What section?

What floor? How many floors?

Are sprinklers working?

Is there anyone inside? Where (exact location)?

Are people evacuated the building now?

Are there any known injuries?

Are there any hazardous materials stored inside or near the structure?

Is there an internal alarm system? Is it working?

Was there an explosion?

*(If appropriate)*

Where any people or vehicles seen in the area?

Descriptions? Mode and Direction of travel?

## PRE-ARRIVAL INSTRUCTIONS

### **Caller Not Trapped:**

1. Do not endanger yourself.
2. If machinery or cooking equipment involved, can its supply source (gas, electric, setc) be shut off safely?
3. Sound the alarm.
4. Get out of the building. Do not use elevators.
5. If it is possible without endangering yourself, get everyone out of the building.
6. Once you get outside, do not go back in under any circumstances
7. Have someone meet and direct responding units to the scene.
8. Close all the doors, but don't lock them. Do not use elevators.
9. I'm going to let you go now. Help is being sent.
10. Call back immediately if the situation changes before units arrive.

### **Caller Trapped:**

1. Exactly where are you located?
2. DO NOT JUMP FROM UPPER FLOORS
3. What is the best entrance of the building to get to you?

If it is safe to do so:

4. Stay low to the floor, avoid breathing smoke. Breathe through thin wet cloth to filter smoke.
5. Close the doors between you and the flames/smoke
6. Do not use the elevator.
7. Cover the cracks in the door with wet clothes, towels, anything readily available.
8. Cover the air vents, if needed.
9. Do not break any windows. If air is needed, open the window just enough to breathe.
10. Make yourself known to the responders when they arrive - call out to them, yell for help.
11. I'll stay on the line with you as long as I can.
12. If anything worsens in any way, just let me know.
13. Tell me when responders get there.

# STRUCTURE FIRE - COMMERCIAL/RESTAURANT/RETAIL/INDUSTRIAL

MAIN MENU

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## INQUIRE OF CALLERS

Do you work there?

Do you know what caused the fire?

Is the building sprinklered? Are they operating?

Anything in the building hazardous to responders?

Anything unusual or suspicious about the fire?

## ALARM TYPES

### Public Buildings:

A building used by the public for any purpose, such as assembly, education, entertainment, or worship.

### Mercantile/Commercial:

Any building or part of a building, which is used as retail stores, restaurants, shopping markets or malls, wholesale, office, or storage facilities.

### Manufacturing/Industrial:

Includes metal, wood, textile/fabric works and food products.

## USEFUL INFORMATION

- Be alert to tenancy of rest of building. Apartments above?
- Potential for mass casualty incident.
- Refer to SOPS, pre-incident plans.
- Rapid spread possible through ducts, common attic areas.
- Be alert for high fire loads dependent upon occupancy (eg; lumber yards, fabric stores). Significant Hazardous Materials Incident potential also exists in many establishments (hardware stores, refinishing shops, etc.). Any warehouse operation poses a variety of potential risks and threats; take care to collect and relay all pertinent information.
- Contact fire marshal/law enforcement per local protocol.
- Many commercial fires, especially after hours, occur in an attempt to collect insurance. Accurate descriptions of early stages of the fire may be crucial to arson investigators. Keep detailed record for investigators - all notation made during a call are admissible in courts as evidence.

## SCRIPTED DISPATCH

### PRELIMINARY DISPATCH

(UNITS/STATIONS TO RESPOND) report of a (Residential, Commercial, etc) structure fire at (Location to include alias/common name).

# STRUCTURE FIRE - HIGH RISE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place? Can you escape?

What exactly is burning?

Is there flames visible or just smoke?

What is the exact location, including cross street?

What type of building? Residential, office, parking garage, other?

Where exactly in the building is the fire located? What section?

What floor? How many floors?

Are sprinklers working?

Is there anyone inside? Where (exact location)? Ages? Disabilities?

Are people evacuated the building now?

Are there any known injuries?

Are there any hazardous materials stored inside or near the structure?

Is there an internal alarm system? Is it working?

Was there an explosion?

**(If appropriate)**

Where any people or vehicles seen in the area?

Descriptions? Mode and Direction of travel?

## PRE-ARRIVAL INSTRUCTIONS

### Caller Not Trapped:

1. Do not endanger yourself.
2. If machinery or cooking equipment involved, can its supply source (gas, electric, setc) be shut off safely?
3. Sound the alarm.
4. Get out of the building. Do not use elevators.
5. If it is possible without endangering yourself, get everyone out of the building.
6. Once you get outside, do not go back in under any circumstances
7. Have someone meet and direct responding units to the scene.
8. Close all the doors, but don't lock them. Do not use elevators.
9. I'm going to let you go now. Help is being sent.
10. Call back immediately if the situation changes before units arrive.

### Caller Trapped:

1. Exactly where are you located? **TELL FIRE COMMAND THE APT/ROOM NUMBER**
2. **DO NOT JUMP FROM UPPER FLOORS**
3. What is the best entrance of the building to get to you?

If it is safe to do so:

4. Stay low to the floor, avoid breathing smoke. Breathe through thin wet cloth to filter smoke.
5. Close the doors between you and the flames/smoke
6. Do not use the elevator.
7. Cover the cracks in the door with wet clothes, towels, anything readily available.
8. Cover the air vents, if needed.
9. Do not break any windows. If air is needed, open the window just enough to breathe.
10. Make yourself known to the responders when they arrive - call out to them, yell for help.
11. I'll stay on the line with you as long as I can.
12. If anything worsens in any way, just let me know.
13. Tell me when responders get there.

# STRUCTURE FIRE - HIGH RISE

MAIN MENU

ALL CALLERS INTERROGATION

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## INQUIRE OF CALLER

Do you live/work there? Are you the building owner?  
How many stories is the building?  
Is the building being evacuated?  
What caused the fire? Who/what?  
Is building sprinklered? Are sprinklers activated?  
    Alarm sounding?  
    Evacuating?  
Anything unusual about the incident?

## ALARM TYPES

A high-rise building is defined as a building having occupied floors higher than 23 metres (approx. 75 ft) above the lowest level of fire department vehicle access.

## USEFUL INFORMATION

- Refer to SOPS, pre-incident plans.
- High life threat.
- Multiple alarms/mutual aid likely.
- Potential helicopter rescues from roof.
- Local evacuation procedures may be needed.
- Depending on which floor(s) involved, instructions for evacuation may differ.
- Develop local policy for structures in your community.

## SUPPLEMENTAL RESOURCES

# STRUCTURE FIRE - HOSPITAL/HOTEL/NURSING HOME /SCHOOL

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place? Can you escape?

What exactly is burning? Where exactly in the building is the fire located? What section? What floor? How many floors?

What type of building? Hospital/Nursing home/School?

Is there flames visible or just smoke? Colour of smoke/flames?

Are sprinklers working? Is fire controlled?

Is there anyone inside? Where (exact location)?

Are people evacuated the building now?

Are there any known injuries?

Are alarms sounding/is there an internal alarm system? Is it working?

Are there any hazardous materials stored inside or near the structure?

Was there an explosion?

## PRE-ARRIVAL INSTRUCTIONS

### **Caller Not Trapped:**

1. Do not endanger yourself.
2. If machinery or cooking equipment involved, can its supply source (gas, electric, setc) be shut off safely?
3. Sound the alarm.
4. Get out of the building. Do not use elevators.
5. If it is possible without endangering yourself, get everyone out of the building.
6. Once you get outside, do not go back in under any circumstances
7. Have someone meet and direct responding units to the scene.
8. Close all the doors, but don't lock them. Do not use elevators.
9. I'm going to let you go now. Help is being sent.
10. Call back immediately if the situation changes before units arrive.

### **Caller Trapped:**

1. Exactly where are you located?
2. DO NOT JUMP FROM UPPER FLOORS
3. What is the best entrance of the building to get to you?

If it is safe to do so:

4. Stay low to the floor, avoid breathing smoke. Breathe through thin wet cloth to filter smoke.
5. Close the doors between you and the flames/smoke
6. Do not use the elevator.
7. Cover the cracks in the door with wet clothes, towels, anything readily available.
8. Cover the air vents, if needed.
9. Do not break any windows. If air is needed, open the window just enough to breathe.
10. Make yourself known to the responders when they arrive - call out to them, yell for help.
11. I'll stay on the line with you as long as I can.
12. If anything worsens in any way, just let me know.
13. Tell me when responders get there.

# STRUCTURE FIRE - HOSPITAL/HOTEL/NURSING HOME /SCHOOL

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLERS

### HOSPITAL:

What type of patients on that wing?  
How many patients in danger?  
Is area being evacuated?

### HOTEL:

Do you work there? If yes, how many registered guests?  
How many floors in the hotel?  
Is area being evacuated?  
Is building sprinklered? Sprinklers operating?

### NURSING HOME:

Are you in charge of facility?  
Is building sprinklered? Sprinklers operating?  
How many patients in danger?  
What type of patients on that wing? In the facility?  
How many patients are bedridden?

### SCHOOL:

How many students?  
Are you **certain** that the building is being evacuated?  
What is the best access/entrance?

**ALL:** What is the best entrance to use?  
Any hazardous materials involved?  
Do you know what caused the fire?  
Anything unusual about the fire?

## USEFUL INFORMATION

**ALL:** Refer to SOPs, pre-incident plans.

Attempt to obtain roster or number of patients/guests

Potential multiple alarm incident due to life threat.

Potential evacuation - consider where to send victims. Local disaster plans may have to be activated to arrange sheltering of non-ambulatory patients.

Anticipate significant volume of public, media inquired.

### HOSPITAL:

Potential need to multiple EMS units to evacuate ill persons.

Possible confused patients - may be lost in building or try to re-enter.

Physically disabled may need to be rescued.

### HOTEL:

High life threat.

Possible high-rise operation: possible mass casualty incident.

Possible helicopter rescue from roof.

Possible HAZMAT incident - chlorine.chemicals for pool.

### NURSING HOME:

Potential need to multiple EMS units to evacuate ill persons.

Possible confused patients - may be lost in building or try to re-enter.

Physically disabled may need to be rescued.

### SCHOOL:

Possible evacuation from upper floors: possible mass casualty incident.

Consider weather - may need to provide shelter from elements.

Significant Hazardous Materials Incident potential (Chlorine for pools. Biology and chemistry labs, etc)



# STRUCTURE FIRE - RESIDENTIAL

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place? Can you escape?

What is the exact location? If garage: Is it attached?

Is there fire or just smoke? What is burning? Colour of smoke/flames?

Where in the house?

Is it attached or close to another structure?

Is there anyone inside? Where? Age? Disabilities?

Any known injuries? What are they?

Are there any vehicles or hazardous materials inside or near the structure?

***(Propane tanks, welding equipment, gas cans, etc.)***

Was there an explosion?

***(If appropriate)*** Any suspicious people or vehicles seen in the area?

Mode and Direction of travel?

## PRE-ARRIVAL INSTRUCTIONS

### **Caller Not Trapped:**

1. Do not endanger yourself.
2. Sound the alarm.
3. Get out of the building.
4. If it is possible without endangering yourself, get everyone out of the building.
5. Once you get outside, do not go back in under any circumstances
6. Have someone meet and direct responding units to the scene.
7. Close all the doors, but don't lock them.
8. Use the stairwell. Do not use elevators.
9. I'm going to let you go now. Help is being sent.
10. Call back immediately if the situation changes before units arrive.

### **Caller Trapped:**

1. Exactly where are you located?
2. DO NOT JUMP FROM UPPER FLOORS
3. What is the best entrance of the building to get to you?

If it is safe to do so:

4. Stay low to the floor, avoid breathing smoke. Breathe through thin wet cloth to filter smoke.
5. Close the doors between you and the flames/smoke.
6. Do not use the elevator.
7. Cover the cracks in the door with wet clothes, towels, anything readily available.
8. Cover the air vents, if needed.
9. Do not break any windows. If air is needed, open the window just enough to breathe.
10. Make yourself known to the responders when they arrive - call out to them, yell for help.
11. I'll stay on the line with you as long as I can.
12. If anything worsens in any way, just let me know.
13. Tell me when responders get there.

# STRUCTURE FIRE - RESIDENTIAL

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

Do you live there?

Is a vehicle involved? In garage? Is garage attached to house?

DO you know cause of the fire?

Other structures in danger?

Any hazardous materials in the house?

Any dangerous animals or on scene hazards?

Anything unusual or suspicion about the fire?

## USEFUL INFORMATION

- Refer to SOPS, pre-incident plans.
- Consider access to water supplies.
- Consider time of day - likely number of occupants?
- Check resources - physically, mentally, handicapped occupants?
- Use inverted visualization: Ask "As I look at the house from the street, where is the fire/where are the trapped persons?"

## SUPPLEMENTAL RESOURCES

# NON STRUCTURAL- FIRE (SMALL)

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place? **(If appropriate)** Can you escape?

Is there flames visible or just smoke?

Tell me exactly what is burning. (Garbage bin, fence, dumpster, garbage trash, etc)

**(If appropriate)** What size of area/structure is burning?

Is the fire threatening anything? Animals/People/Buildings/Vehicles

Is anyone trapped or in immediate danger?

(Yes) How many?

(Yes) Exactly where are they/you located?

**(If appropriate)** Are there any electrical hazards?

Is the fire spreading?

(Yes) What direction is the fire spreading?

Is anyone injured?

(Yes) How many?

### **Dumpster Fire /Rubbish Fire**

Colour of smoke/flames

Is dumpster/rubbish next to/connected to a building/business? Types of building/business?

Is anything else burning? What kind of dumpster/rubbish? (Garbage, recyclables, construction debris, etc)

Is adjacent building in danger/hazards? Evacuating ? (May need to alert occupants)

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. Keep bystanders at a safe distance.
3. Avoid breathing smoke.
4. Have someone meet and direct responding units to the scene.
5. Call back from a safe place if situation changes before units arrive

# NON STRUCTURAL - FIRE (SMALL)

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## TYPES

The following may be examples of SMALL OUTSIDE fires, depending on their size:

- BBQ grill/pit
- Illegal burning
- Bleachers
- Mailbox
- Bonfire
- Outhouse/Porta-potty
- Doghouse
- Playground equipment
- Dumpster
- Poles
- Fence
- Trash
- Garbage can
- Tree house

If the caller struggles to determine the size of the fire, ask them to relate it to the size of a familiar area - (e.g., football field, tennis court, etc.).

## USEFUL INFORMATION

- Refer to SOPS, pre-incident plans.
- Type of adjacent occupancy may indicate type of materials in dumpster.
- If hazardous materials in dumpster, possible smoke inhalation victims.
- Typically a “nuisance call,” a dumpster fire can escalate into severe life or exposure threat.
- Take note of threatened structures, and consider their occupancy, contents.

# NON STRUCTURAL - FIRE (LARGE)

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place?

**(If appropriate)** Can you escape?

Is there flames visible or just smoke?

Tell me exactly what is burning. (Garbage bin, etc)

**(If appropriate)** What size of area/structure is burning?

Is the fire threatening anything? Animals/People/Buildings/Vehicles

Is anyone trapped or in immediate danger?

(Yes) How many?

(Yes) Exactly where are they/you located?

**(If appropriate)** Are there any electrical hazards?

Is the fire spreading?

(Yes) What direction is the fire spreading?

Is anyone injured?

(Yes) How many?

**(HAZMAT)** Do you know the warning placard numbers (chemical ID) of the hazardous materials?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. Keep bystanders at a safe distance.
3. Have someone meet and direct responding units to the scene.
4. Call back from a safe place if situation changes before units arrive

# NON STRUCTURAL - FIRE (LARGE)

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## TYPES

The following may be considered LARGE OUTSIDE fires:

- Cardboard (bulk)
- Railroad ties
- Landfill
- Recycling yard
- Lumber pallets
- Salvage yard
- Mulch (bulk)
- Storage containers
- Oil pumping units
- Tire dump (bulk)

The determination of whether a fire is threatening a building/structure should be based on the caller's judgment. If the caller is unsure, all associated buildings are considered exposures.

If the caller struggles to determine the size of the fire, ask them to relate it to the size of a familiar area (e.g., football field, tennis court, etc.).

## USEFUL INFORMATION

- Refer to SOPS, pre-incident plans.
- Type of adjacent occupancy may indicate type of materials in dumpster.
- If hazardous materials in dumpster, possible smoke inhalation victims.
- Typically a "nuisance call," a dumpster fire can escalate into severe life or exposure threat.
- Take note of threatened structures, and consider their occupancy, contents.

## SCRIPTED DISPATCH

### PRELIMINARY DISPATCH

(UNITS/STATIONS TO RESPOND) report of a (fire) non-structure fire at (Location to include alias/common name).

# VEHICLE FIRE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place? Can you escape?

What is the exact location of the vehicle?

Is the vehicle inside a garage or near a structure?

**If in a garage, is the garage attached to house? (See appropriate STRUCTURE tab as needed).**

How close is the vehicle to a building or any other structure?

Is any trapped in the vehicle?

Are there any known injuries? What are they?

What type of vehicle is involved? How many vehicles involved?

What part of the vehicle is burning? Colour of smoke?

### **For Truck fires:**

What type of truck? What part of the truck is on fire?

Do you know what the cargo is? Hazardous materials?

Is there a placard or other identification visible?

### **For Train Fires**

What type of train is involved?

Is the train still moving?

(Yes) What direction is it going?

Has it caught anything on fire? Brush/Grass or Building/Structure

Where exactly is the train?

What is the train number?

Was there an explosion?

**(If appropriate)** Where any people or vehicles seen in the area? Description?

**(If appropriate)** Mode and Direction of travel?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. Do not approach the vehicle.
3. Keep bystanders at a safe distance.
4. Have someone meet and direct responding units to the scene.
5. Call back from a safe place if situation changes before units arrive

**(If appropriate)** If vehicle in inside a structure, evacuate the building. (see appropriate STRUCTURE FIRE tab)

**(If appropriate)** If fire is in the engine/trunk area, keep hood/trunk lid closed.

**(If possible)** Make sure ignition is off and brake set.

**Battery Explosions:** Remove affected clothing, flush skin with water until units arrive.

# VEHICLE FIRE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

If motor home, propane tanks on board?  
Anything hazardous in vehicle? See **HAZARDOUS MATERIALS INCIDENT** tab.  
Are you the vehicle owner? Is the driver able to come to the phone?  
Do you know how the fire started? What caused it?

Is car stripped or vandalized? (Alert Police Department)  
Is vehicle endangering traffic flow?  
Anything unusual about the fire? See **SUSPICIOUS INCIDENT** tab.

## TYPES

### Vehicle Fires:

Automobiles  
Bus/Motor Coaches  
Tractor Trailer Units  
Large Trucks  
Trains  
Boats (docked, on land)

## USEFUL INFORMATION

- Refer to SOPS, pre-incident plans.
- If vehicle in parking garage, see STRUCTURAL COMMERCIAL/INDUSTRIAL tab.
- If fuel leaking/burning, consider runoff problems.
- Firefighters and passerby may be in danger from exploding fuel tanks, shock absorbing bumpers, batteries, air conditioning systems.
- If car is reported engulfed in flames, be sure to get callback information about the caller. Arson squad may want to interrogate caller.
- Consider traffic disruptions
- May need shelter brought to scene for passengers (bus, trains, etc) - consider weather, location.
- Potential mass casualty incident
- Coordinate with appropriate police agency for traffic safety at scene.
- Notify company (Bus, train, trucks).

## SCRIPTED DISPATCH

### PRELIMINARY DISPATCH

(UNITS/STATIONS TO RESPOND) report of a (vehicle type) on fire at  
(Location to include alias/common name).



# AIRCRAFT FIRE / EMERGENCY

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place? Can you escape?

Do you see flames/smoke? Where exactly?

### **If calling from the ground:**

What is the exact location of the crash, (landmarks)?

Type of aircraft? (Small/Large - Passenger, military, cargo, private, commercial, etc)

What did the aircraft crash onto/into? (Residential, Commercial area)

Is the aircraft burning? What color is the smoke?

Is anyone trapped inside the aircraft? Are there any known injuries?

What are they? How many?

Is the crash site accessible by the ground? How?

What is the tail number of the aircraft, if possible?

### **If calling from on board:**

What is happening?

Are there any injuries?

Are you calling from a cellular telephone or an aircraft phone?

What is the number?

What airline is it? What is the flight number? What is your seat number? What was the departure city? Destination?

**(If appropriate)** Have there been any stops since leaving the origin?

Who is causing the disturbance? Descriptions? How many are there?

Are there any weapons? What are they?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. Stay on the line if it is safe to do so.
3. Describe what is going on around you.
4. **(If possible)** Have someone meet and direct responders to the scene.
5. Call back if the situation changes before units arrive.

# AIRCRAFT FIRE / EMERGENCY

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

Did you witness the crash?  
Was there a mid-air collision with another plane?  
Debris localized or spread over a wide area?  
Are you in sight of the crash? (Gather observations)

## TYPES

**Airplane Crash** - Crash or downing of a civilian or military aircraft.

**Small Craft Crash** - Crash or downing of a single or multiple engine aircraft, helicopter, or hot air balloon.

## NOTIFICATIONS

Airport Control Tower  
Transport Canada Civil Aviation (TCCA)  
Senior Officer

## USEFUL INFORMATION

- Refer to SOPs, pre-incident plans, mutual aid agreements.
- Refer to airport pre-incident plans if applicable.
- Consider access to crash site: May need specialized equipment. (chainsaws, bulldozers, helicopters, etc)
- If in commercial area, consider contents of buildings in crash zone - hazardous materials?
- Arrange immediate backup in communications centre.
- Mutual aid units may need directions to scene or stations, may also need someone to ride apparatus to direct them.
- Establish separate phone number for media inquiries - not communication centre.
- Consider unit relocation/resource allocation
- Secure routes to/ from scene ASAP to ensure response, patient transport
- Consider weather conditions: Need shelter? Warmth
- If military aircraft, munitions may be on board
- Most cargo planes carry hazardous materials

## SCRIPTED DISPATCH

### PRELIMINARY DISPATCH

(UNITS/STATIONS TO RESPOND) report of a (type of aircraft) fire/emergency at (Location to include alias/common name).

# BUILDING COLLAPSE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place?

Can you escape?

What is the exact location of the crash, including cross street?

What exactly happened? How long ago did this happen?

Did the building blow up or fall down? How many buildings have collapsed?

What has caused the building to collapse? How much of the building collapsed?

Are there any people inside the building? Approximate number and location?

Are there any injuries? What are they?

Is anything else involved? (Cars, pedestrians, et)

What is the type and size of structure?

Any smoke/fire?

Was there an explosion?

Is the building under construction?

**(If Appropriate)** Where any people or vehicles seen in the area? Description?

Have they left the area?

Mode and Direction of travel?

## PRE-ARRIVAL INSTRUCTIONS

### **Not Trapped:**

1. Do not endanger yourself. Do not attempt dangerous rescues.
2. Keep people away.
3. Have someone meet and direct responding units to the scene.
4. Call back if the situation changes before units arrive.

### **Trapped:**

1. Where are you located?
2. What can you see?
3. What can you hear?
4. Are there any other dangers present?
5. Make as much noise as you can to help us find you.
6. If you can do it without making a spark, find an object and tap on the walls, pipes, or anything else.

# BUILDING COLLAPSE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

Can you see the building? Give observations?

Why did collapse occur?

Any hazards at scene? (Dynamite, blasting caps, etc)

Are power lines down?

Is gas leaking?

Anything unusual or suspicious about the collapse?

## TYPES

Pancake Collapse:

Pancake floor collapse: Destruction of the load-bearing walls will cause the floor supports to fail, dropping the floors and the roof on top of each other. Voids will be created between the floors where there is debris, allowing for spacing between floors.

Lean-To Collapse:

Lean-to floor collapse: This collapse occurs when the roof or floor supports fail on one side of the structure, and the opposite side of the floor is still connected to the wall. It results in a void space that is close to the remaining wall.

V-Type Collapse

V-shape floor collapse: This collapse occurs when lower walls or floor joists fail due to heavy loads located in the center of the floor. It results in two voids, one near each exterior wall.

## USEFUL INFORMATION

- Refer to SOPS, pre-incident plans.
- Consider need for heavy equipment: cranes, bulldozers, etc.
- Other building may be affected.
- If new development, new roads may not have names.
- Consider time of day - likely number of employees/workers on site?
- Prepare to lose units from service for extended operation.
- May need to rotate relief crews to scene.
- Possible further collapse, explosion/fire from gas leaks, power lines.

## SUPPLEMENTAL RESOURCES

# CONFINED SPACE RESCUE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place?  
Can you escape?

**If trapped:** Where are you located?  
What can you see?  
What can you hear?  
Are there any other dangers present?

What is the exact location?  
What exactly happened? What caved in?

What is the type and size of structure?  
Are there any people inside? Approximate number and location?  
Are there any injuries? What are they? Severity?

How long ago did this happen?

Was there an explosion?  
Any fire/smoke?

## PRE-ARRIVAL INSTRUCTIONS

### **Not Trapped:**

1. Do not endanger yourself. Do not attempt dangerous rescues.
2. Keep people away.
3. Have someone meet and direct responding units to the scene.
4. Call back if the situation changes before units arrive.

### **Trapped:**

1. Make as much noise as you can to help us find you.
2. If you can do it without making a spark, find an object and tap on the walls, pipes, or anything else.

# CONFINED SPACE RESCUE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

When did cave in occur?

What caused the cave in?

Any unusual odors after the cave in?

If mine collapsed, do you know other entrances.exits?

Have you had contact with those trapped?

Any efforts underway to free those trapped?

What equipment is now on scene?

Any hazards at scene? (Dynamite, blasting caps, etc)

Are power lines down?

Is gas leaking?

Anything unusual or suspicious about the collapse?

## USEFUL INFORMATION

- Refer to SOPS, pre-incident plans.
- Consider need for heavy equipment: cranes, bulldozers, etc.
- A person trapped/buried only to chest level is still in great danger of dying. Suffocation can occur even when the head is visible.
- Trench/ditch rescues are extremely hazardous for rescuers.
- Specially trained confined space, avalanche and underground search and rescue teams are available.
- Consider time of day - likely number of employees/workers on site?
- Prepare to lose units from service for extended operation.
- May need to rotate relief crews to scene.
- Possible further collapse, explosion/fire from gas leaks, power lines.

## SUPPLEMENTAL RESOURCES

# ELEVATOR RESCUE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Where are you calling from ? Location and building?

Where is the elevator located in the building?

Where is the elevator stuck? What floor?

Is the elevator accessible? How?

How many people are stuck in the elevator?

What is their condition?

Are there any injuries? What are they?

Are there any unusual hazards?

Do you have lights and power?

Who is the elevator service company?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. **If trapped**, stay in the elevator do not attempt to break out.
3. Call back if the situation changes before units arrive.

### **If outside or 3rd party caller:**

1. Have someone meet and direct responding units to the scene.
2. Determine location of elevator equipment room
3. Do not attempt rescue.
4. Call back if the situation changes before units arrive.

# HIGH ANGLE RESCUE (ROPE)

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Where is the exact location? Address, nearest roadway?

*Attempt to get specific location information using geographical features*

What exactly happened?

**(If appropriate)** Is this a suicide attempt?

How many people are trapped?

Location of victims (above grade or below grade)?

Are there any injuries? What are they?

How long ago did it happen?

Are there any type of special hazards?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. Do not attempt to rescue.
3. Have someone meet and direct responding units to the scene.
4. Call back if the situation changes before units arrive.



# HIGH ANGLE RESCUE (ROPE)

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## TYPES

### Low-angle rope rescue:

A rescue situation that involves angles up to 35 degrees. Most of the rescuer's weight is supported by the ground, and rope is only used for balance or assistance. Common examples are car accidents where the vehicle has gone down the side of the road or when someone has fallen over a slight ridge or incline, such as down a ravine.

### Steep-angle rope rescue:

A rescue situation that involves angles between 35 and 65 degrees. The weight of the rescuer and victim is distributed relatively evenly between the ground and ropes. These rescues can be a higher risk than a low-angle rescue because more weight may be placed on objects around the setup, such as rocks. Rescuers are fully dependent upon the rope system for upward travel because of how steep the angle is.

### High-angle rope rescue:

A rescue situation that involves angles greater than 65 degrees. Rescuers are totally dependent upon the ropes for accessing and exiting the rescue. Since most of the rescuer's and victim's weight is handled by ropes, errors in setting up the rope system could be catastrophic or fatal. Industrial work hazards that may require high-angle rope rescue are wind turbines, towers, pipe cracks, ledges, and tanks.

## SCRIPTED DISPATCH

## SUPPLEMENTAL RESOURCES

# INDUSTRIAL ENTRAPMENT

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Where is the exact location? Including cross street?

What exactly happened

Are they/you still trapped?

(Yes) How many people are trapped?

(Yes) What part of the body is trapped?

What type of machine are they trapped in? (Description)

Is the power off to the machine?

Are there any injuries? What are they?

Is the victim able to breath?

Is the victim conscious?

Are there any hazardous materials involved?

(Yes) Is anything leaking?

(Yes) Do you know the warning placard numbers (chemical ID)?

How long ago did it happen?

Can someone familiar with the facility/machine meet the responders and take them to the victim(s)?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. Shut down the equipment, if possible.
3. Contact someone familiar with equipment to meet responders.
4. Have someone meet and direct responding units to the scene.
5. Call back if the situation changes before units arrive.

# MANHOLE EMERGENCY

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Anyone trapped? Number? Location?

Any injuries? Number? Type? Severity?

Any fire, smoke, or explosion? Color of smoke?

What is the exact problem?

What type of manhole? (Utility or sewer)

Any utility vehicles nearby?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not enter the manhole.
2. Keep people/vehicles back from the area.
3. Keep people/vehicles away from all manholes in surrounding area.
4. Have someone meet and direct responding units to the scene.
5. Call back if the situation changes before units arrive.

# MANHOLE EMERGENCY

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

Can you see the manhole?

Do you notice anything unusual? Give observations.

## USEFUL INFORMATION

- Refer to SOPS, pre-incident plans.
- Contact utility involved to determine nature/extent of problem.
- Consider traffic considerations/scene protection.
- Strong potential for a HAZMAT incident. Underground wires, cables, transformers, gas lines, methane build up, etc. Colour of smoke significant.
- Refer to appropriate guidecard as nature of incident becomes clear.
- Confined space rescue team may be required.
- Manhole covers have been known to blow into the air for some distance.

# MOTOR VEHICLE ACCIDENTS

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place?

What is the exact location? Including cross street/landmarks?

How many vehicles are involved?

What type of vehicles are involved? *Cars? Trucks? Buses? Other?*

Are there obvious injuries? How many?

How many are trapped? How are they trapped? Where in the vehicle are they trapped?

Are there any hazardous materials involved?

**If a tanker truck:** Is there a placard or other identification visible?

Any smoke, fire, haze, or distinct odors present?

Have airbags been deployed?

Is the road blocked? Which lanes? What is the best route to get to the scene?

What are the weather conditions at the scene? What are the lighting conditions at the scene?

Is there any damage to utilities, guardrails, signs, poles?

Are there any power lines on the vehicle(s)?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. *Stay away from any live or downed wires/trees/poles/traffic standards, etc.*
3. Do not stand in the road.
4. Have someone meet and direct responding units to the scene.
5. Call back if the situation changes before units arrive.

# MOTOR VEHICLE ACCIDENTS

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

**TYPES**

**SCRIPTED DISPATCH**

**SUPPLEMENTAL RESOURCES**



# SEARCH AND RESCUE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

What is the persons name and description?

What is their age? Maturity?

How long since they were last seen?

Where were they last seen?

Does the person have a cell number? If yes, what is the number?

What is the mental and physical condition of the person?

Are they under the influence of drugs or alcohol?

What is their level of outdoor experience?

Are there any unusual or suspicious circumstances?

Have they taken extra clothing or medications?

Is there a friend in the area or where they accompanied by anyone? Can you give a description?

Have they left the area? What were they driving?

In what direction where they travelling?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. Gather an item of clothing or other item that belongs to the person so that search/tracking dogs may get a scent from it.
3. If possible, provide responders with a current picture of the missing person.
4. Gather a list of the persons medications.
5. Do not enter the area to be searched.
6. Have someone meet and direct responding units to the scene.
7. Call back if the situation changes before units arrive.

# SEARCH AND RESCUE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## TYPES

### (1st party text)

What's your name/the name of the missing person(s)?

(1st party) Do you know approximately where you are?

No) Where did you start from/enter the area?

Yes) Describe where you are right now.

### (3rd party) Where was the person(s) last seen? Do you know where s/he started from?

What was your/their intended destination?

What was your/their intended route?

I need to get your/their description...

I need to get a description of the clothing you/they are wearing (especially colors)

Do you/they have any medical conditions?

Is anyone sick or injured? (Yes) How many?

What equipment/supplies do you/they have?

Are you/they with a group? (Yes) How many are in the group?

Vehicle involved) I need to get the vehicle description...

Where is the vehicle parked/located?

What time did you/they start?

### (1st party) What is the weather like where you are?

### (3rd party) Do you know the weather where s/he is?

(Appropriate) What level of outdoor/backcountry experience do you/they have?

## POST DISPATCH INSTRUCTIONS

The fire department is being sent.

Stay on the line, and I'll tell you exactly what to do next.

Stay at your current location. It's important for you to remain there while people are searching for you.

Protect yourself from the weather (stay in the shade, out of the rain/ snow/wind).

If you see or hear anybody, make yourself known or visible.

If you need to change your location or somebody finds you, tell me immediately.

Try to conserve your cell phone battery.

If your cell phone has limited or low battery life left, let me know, and we will set up a time to call you back. (3rd party)

I'm notifying the proper agencies.

Call us back if anything changes or additional information becomes available.

## SUPPLEMENTAL RESOURCES

- \* Follow department policy on lost persons.
- \* Notify appropriate search and rescue (SAR) teams.
- \* Try to obtain current/forecasted weather information for the search area.
- \* Try to obtain topography information for the search area.
- \* Notify aircraft resources early in the process, as necessary.



# SUBMERGED / SINKING VEHICLE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place?

What is the exact location of the vehicle? Landmarks? Nearest roadway and access?  
**Attempt to get specific location information using geographical features.**

What type of water? River, creek, wash, lake, pond, pool, or flooded roadway?

Is the vehicle in moving water?

How far from land is the vehicle?

Is the vehicle sinking? How far has the vehicle sunk?

Is anyone trapped in the vehicle? How many people?

Can you see anyone moving in the vehicle?

Are there any obvious injuries? What are they?

Can you open the vehicle doors? Can you open the windows?

How long has the vehicle been in the water?

## PRE-ARRIVAL INSTRUCTIONS

Stay calm and listen carefully so that I can help you get out.  
I will tell you exactly what to do next.

### **Vehicle in Still Water:**

Do not endanger yourself.

Open vehicle doors or window, exit the vehicle and wade to shore.

If unable to wade to shore. Exit vehicle and go to the vehicle roof.

Are there any children or anyone else who needs assistance with their seat belts?

**(Yes)** Starting with the oldest, help them undo their seat belts and have them get out through the open window.

Push all the children/others out ahead of you.

Get out of the vehicle now and swim to the nearest shore.

If you need to, you can hold on to the floating vehicle until you catch your breath and determine where to swim.

# SUBMERGED / SINKING VEHICLE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## ADDITIONAL- PRE ARRIVAL INSTRUCTIONS

### Vehicle in water and sinking:

Have everyone release their seat belts and unlock the doors.

Can you open a rear side window all the way? (If you have electric windows, make sure your key is on)

**(No)** Can you open a front side window all the way?

Try to break them.

Hit the corner of the window with a key, seat belt buckle or metal headrest post.

Exit through the window and get onto the roof of the vehicle.

### Vehicle is under the water:

If you are unable to open a window there should be enough air for the minute or two that it will take to prepare to escape. When the car is nearly full of water, take a deep breath and push a door open, you may want to do this with your feet. Exhale slowly as you swim to the surface.

### Break Window:

Move into the backseat, where you need to try to break a rear side window.

Do you have a hammer, center punch, or anything heavy and hard to break the window with?

**(Yes)** Use this object and hit a side window near the bottom corner, closest to the front of the vehicle.

**(No)** Lie down on your back and use both feet together to kick a rear side window near the bottom corner,

Did you break the window?

**(Yes)** Clear all of the glass out of the window opening. Exit Vehicle

### 3rd party caller:

Do not go in the water.

If possible try to reach the victim with a pole or other object.

If victim cannot be reached, throw victim a rope or floatation device.

NEVER send an inexperienced rescuer into the water.

Have someone meet and direct responding units to the scene.

Call back if the situation changes before units arrive.

### Caller Cannot Swim

You have to get out of the car now. You can hang onto the car or climb to the roof. If the car sinks from under you, kick your legs and paddle with your hands and arms towards your destination.

# TRAIN AND RAIL DERAILMENT

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Anyone trapped? Number? Location?

Any injuries? Number? Type? Severity?

Passenger or freight train?

Is train on fire? Colour of smoke? Flames?

Anything besides train damages/fuming?

Of train vs car or person: Location of impact? Current location of train?

## **INQUIRE OF CALLER**

Tank cars involved? Leaking/burning?

See **HAZARDOUS MATERIAL** incident.

Any unusual odours? Describe?

Direction of smoke drift?

Which railroad company?

How did the accident occur?

Is area accessible to responding units?

Anything unusual about the incident? See **SUSPICIOUS INCIDENT**

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. Have someone meet and direct responding units to the scene.
3. Call back if the situation changes before units arrive.

# TRENCH RESCUE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place?

What is the exact location of the vehicle?

Landmarks? Nearest roadway and access? Attempt to get specific location information using geographical features.

What is the type of excavation?

Is there shoring or plywood?

What exactly happened?

How much has collapsed?

What is the severity of the entrapment?

How many people are trapped?

Are there any obvious injuries? What are they?

Is the victim talking or unconscious?

How long ago did it happen?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. Do not approach the edge.
3. Keep people away.
4. Have someone meet and direct responding units to the scene.
5. Call back if the situation changes before units arrive.

### **Trench Collapse/Rescue**

1. Order anyone else still in the trench to get out of it immediately because of the danger of secondary collapse.
2. If it's safe to do so, order all heavy equipment in the area, except for ventilation devices to be shut down to reduce vibrations that may cause a secondary collapse.
3. Order all vehicles to keep at least 150 feet away.
4. Do not allow any hand tools or objects in the trench to be removed. They may serve as clues to the location of trapped person(s)

# TRENCH RESCUE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## TYPES

Could include:

- Construction sites
- Utility sites
- Maintenance sites
- Well-digging sites

Also includes:

- Grain Silos
- Fertilizer Hoppers
- Cement Hoppers
- Sawdust Collectors

Victims entrapped by dirt, sand or similar material can get in the mouth and nose compromising the airway and also pack around the victim's chest, preventing them from inhaling.

## SCRIPTED DISPATCH

## SUPPLEMENTAL RESOURCES

# WATER RESCUE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place?

What is the exact location of the vehicle? Landmarks? Nearest roadway and access?  
*Attempt to get specific location information using geographical features.*

What type of water? River, creek, wash, lake, pond, pool, flooded area?

What exactly happened?

Where did they enter the water?

Is it moving water?

**(Yes)** Are there any dams in the area?

How long have they been in the water?

Can you see the victim? Is the victim a child or adult?

What are they wearing? (clothes description)

### **Watercraft:**

If watercraft - is it anchored or drifting?

If drifting, direction and speed of travel?

Are there any boaters in the area?

## PRE-ARRIVAL INSTRUCTIONS

### **Caller**

1. Stay calm and listen carefully so I can help you.
2. I will tell you exactly what to do next.
3. Do not endanger yourself.
4. If you can, hold on to a floatation device.
5. Swim to the closest shore.

### **Caller Cannot Swim**

Kick your legs and paddle with your hands and arms towards your destination.

### **3rd Party**

1. Try to reach the victim with a pole or other object.
2. If victim cannot be reached, throw victim a rope or floatation device.
3. Do not go in the water.
4. NEVER send an inexperienced rescuer into the water.

# WATER RESCUE

[MAIN MENU](#)

[ALL CALLERS INTERROGATION](#)

[INCIDENT TYPES](#)

[EXIT PROTOCOL](#)

## TYPES

### Swift Water Rescue:

According to the NFPA, if water flows faster **than 1.85 km/h**, it is considered to be "moving" water or "swiftwater". This includes rivers, creeks, washes, and storm drains.

Flash flooding is the most common.

### Still Water Rescue:

Defined as any incident that involved the removal of victims from a stationary body of water. This includes ponds, lakes, pool, etc.

### Ice Water Rescue:

Ice and cold water rescue is performed by personnel when a person is trapped on the ice, has fallen through the ice, or is immersed in cold water. By using specialized equipment and techniques, emergency responders can execute rescues on ice in a quick and safe manner.

## SCRIPTED DISPATCH

## SUPPLEMENTAL RESOURCES

# ENVIRONMENTAL / DISASTER INCIDENTS/MASS CASUALTY

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

What type of incident is this?

***Hurricane, Tornado, Earthquake, Flooding, Wind, Snow/Blizzard, Hail/Ice/Freezing rain, MCI, Widespread power failure, Other***

Is anyone trapped?

(Yes) How many?

(Yes) Exactly where are they/you located?

Is anyone in immediate danger?

(Yes) What type of immediate danger are they/you in?

(Yes) How many?

(Yes) Exactly where are they/you located?

Is anyone injured?

(Yes) How many?

***(If appropriate)*** What type of building/structure is involved? A

Can you describe the extent of the damage?

How many buildings/structures are involved?

## PRE-ARRIVAL INSTRUCTIONS

1. The fire department is currently in disaster mode.
2. I cannot tell you when the fire department will get there.

### **(Compromised structure)**

3. Make sure that everyone is out of the building/structure and in a safe location.
4. If it's safer to stay where you are, remain there.
5. If not, move to a safer location.

### **(Medical)**

6. If it's safe to do so, try to find transportation to the hospital/doctor.
7. Call us back if you find transportation.



# EXPLOSIVE INCIDENTS

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place?

Has the device exploded?

**If inside:** Where are you/they in the the building?

Are there any injuries? Number? Type? What is the extent/severity of the injuries?

Describe the device.

How was the device discovered? (Bomb threat, accidental discovery, or other?)

Is the area evacuated and secured?

How many people are affected?

Any fire/smoke? What's burning? Colour of smoke? (Refer to appropriate guidecard).

### **(If appropriate)**

Were any people or vehicles seen in the area? Can you give a description?

Have they left the area? What were they driving? What direction were they traveling?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. Evacuate and contain the area, get people back a minimum of 500 ft.
3. Have personnel available to help with a search of the premises if needed.
4. Turn off all two way communication devices.
5. No open flames.
6. Be alert for possible secondary devices.
7. Report other suspicious items or individuals.
8. Meet responders as they arrive.
9. Call back if the situation changes before units arrive.

# EXPLOSIVE INCIDENTS

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

Can you see explosion site? Give observations.

What direction is smoke drifting?

Is any government property involved?

Why did explosion occur?  
(If gas leak, see FUMES / GAS LEAK -CO / GAS ODOR)

Is there anything hazardous/explosive on the scene?  
See HAZMAT INCIDENTS

## USEFUL INFORMATION

- Most explosions result in some type of fire.
- Refer to SOPS, pre-incident plans.
- Anticipate ruptured gas lines & water mains, downed power lines, etc.
- Multiple calls will probably be received - keep track of caller locations to determine extent of damage.
- If gas leak, evacuations may be necessary.
- Establish separate number for media inquires, NOT IN COMMUNICATIONS CENTRE.
- Further explosions may occur. Protection of callers and responders, and anticipation of escalating problems is essential.

# CARBON MONOXIDE (CO)

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place?

Is there any fire? What's burning? **If YES, use FIRE guidecard.**

Is the problem inside or outside? Where?

Any odors?

What does it smell like (Natural Gas, Propane, Animal)?

Is anyone sick or injured

**(Yes)** How many? - NOTIFY EMS

Anyone feeling nauseous, light-headed, sleepy, or having a headache?

How long as the detector been sounding?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. GET CLEAR of the area and wait for the arrival of Emergency Units. If safe to do so. Leave the building/area immediately.
3. If no one has symptoms, evacuate building and leave doors and windows closed until responders arrive.
4. Have someone meet and direct responding units to the scene.
5. Call back if the situation changes before units arrive.

**SYMPTOMS - NOTIFY AMBULANCE**

# CARBON MONOXIDE (CO)

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

Has the heat been on high lately?

Is there a fire in the fireplace?

Was the stove being used?

Has this detector activated before?

## USEFUL INFORMATION

Life safety is a high priority - anyone with symptoms should be evacuated ASAP.

Carbon Monoxide detectors detect CO exposure over a period of time.

Fire units will want to use meters to see if CO detector is operating properly. If all windows and doors are opened, the fresh air will negate the usefulness of metering equipment.

Symptoms of Carbon Monoxide (CO) exposure:

- nausea
- headache
- irritability
- confusion
- sleepiness
- intoxicated behaviour

# FUMES / GAS LEAK / ODOR

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Type of gas, if known? (Propane, oxygen, nitrogen, etc)

**For Carbon Monoxide (CO) go to Guidecard**

Are you in a safe place?

Anyone trapped? Number? Location?

Is anyone sick or injured? Number? Type? Severity?

**(Yes)** How many? - NOTIFY AMB

Is there any fire? What is burning? **If YES**, use appropriate **FIRE guidecard**.

Do you hear the gas or smell it only?

What does it smell like (Natural Gas, Propane, Animal)?

Where is the gas leaking from? (Meter, Supply Line Storage Tank)

What type of building is this? Is the problem inside or outside?

Do you hear the gas or smell it only?

What does it smell like (Natural Gas, Propane, Animal)?

Has the utility/gas company been notified yet? ETA?

**(Outside)**

What is the gas leaking from?

Line

Tank

Unknown (Odor only)

Which gas company provides service to this location.

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. Put the phone down gently - do not hang up.
3. AVOID the use of anything electrical and any energized equipment that could cause a spark.
4. Do not pull the fire alarm
5. GET CLEAR of the area and wait for the arrival of Emergency Units.
6. If safe to do so, evacuate the building/area immediately. Do not go back in.
7. Go to a safe location, CALL BACK WHEN YOU ARE SAFE
8. Call back if the situation changes before units arrive.
9. Have someone meet and direct responding units to the scene.

**SYMPTOMS - NOTIFY AMBULANCE**

# FUMES / GAS LEAK / ODOR

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

Do you live/work here?

How did the incident occur?

Is gas still leaking, or is it shut off?

Is there a gas cloud? What color? How large? Moving? In what direction?

## USEFUL INFORMATION

- Refer to SOPS, pre-incident plans.
- Refer to city/town evacuation procedures if situation warrants.
- Determine wind direction and speed.
- Determine weather forecast - effects of rain on gas cloud.
- Consider dangers to traffic flow.
- Consider proximity to population centers, institutions, hospitals, nursing homes, etc.
- Establish separate phone number for media inquiries, NOT COMM CENTRE
- Construction crews may rupture underground gas lines. Gather as much site information as possible, since caller may be unaware of this connection.

# HAZARDOUS MATERIALS (HAZMAT) INCIDENTS

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place?

What is the exact location of the incident?

Is the building residential or commercial?

**If commercial:** Type of business? Contents and occupancy of building. Surrounding area?

What is the substance is involved? *If unknown: describe the substance. Solid/Liquid/Gas?*

*Identify substance if possible (Class A explosive, combustible liquid, corrosive, flammable gas, oxidizer, poison A or B, radioactive, flash point)*

Is there a placard? (chemical ID/MSDS)

Size of the container? How much has spilled/leaked.

How much has spilled/leaked.

Is the area densely populated, or rural?

**If vehicle** - Type? Description? Rail car or vehicle numbers visible?

Is it contained? Is it near a waterway? Is it spreading? Direction of flow?

Is the material on fire? Colour of smoke? Flames? Drifting?

Any injuries? How many? Is anyone in immediate danger (Yes) How many? (Yes) exactly where are they you/located?

Anyone contaminated? Exposed? Does anyone have the substance/chemical on them? (Yes) How many?

Is anyone experiencing any symptoms? What are they? How many people are affected?

Do you see a cloud or vapor? a. (Yes) What direction is it going? b. (Yes) What color is it?

**(If applicable)** Were any people or vehicles seen in the area? Can you give a description?

Have they left the area? What were they driving? What direction were they traveling?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. Wash the contaminated area with warm soap water.
3. Evacuate and contain the area.
4. Stay away from unknown materials.
5. Stay away from uphill and upwind of any vapor clouds.
6. Do not attempt to confine or contain any type of spill.
7. Do not attempt to rescue victims near the affected area.
8. Turn off all two way communication devices.
9. No open flame.
10. Have someone meet and direct responding units to the scene.
11. Call back if the situation changes before units arrive.

# HAZARDOUS MATERIALS (HAZMAT) INCIDENTS

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

If industrial, types of chemicals, if known?

If industrial, exact route to victim (s), gate number, building, bay, etc?

If home, type of chemical exposed to? How?

Injured may have to be moved if life threatening danger exists - in spite of injuries.

Are there any markings/placards visible? Describe?

Noticeable odour? Describe?

Colour of material?

Direction of wind? Speed?

Do you work/live there? Are you knowledgeable about material, danger of?

Are other carrying units (tankers, etc.) on the scene? Been called?

Size and shape of container? (Tank truck, drum, etc)

What is in immediate vicinity? (Run-off may contaminate sewers, basements, rivers, etc.)

## USEFUL INFORMATION

- Refer to facility pre-plans, if available.
- Locate witnesses, do not interview at scene.
- If vehicle accident, locate shipping papers, logs, bills of lading, etc.
- Shippers have been known to carry substances other than those shown on log. Secure all documents.
- Scene must not be left unattended.
- Owner, occupants should not be allowed to remove anything from scene without permission of fire investigator.
- Fast action at/to scene not as critical as **safe** action to minimize the number of persons affected.
- Gather and document complete information.
- Decontamination may be needed, consider weather.

## Supplemental Information:

Access Route

Type of HazMat incident

Number of and nature of injuries

Release Type

Wind Direction

## SUPPLEMENTAL RESOURCES

1-888-CAN-UTEC (226-8832)

<https://www.wapps.tc.gc.ca/saf-sec-sur/3/erg-gmu/erg/ergmenu.aspx>

**TYPES** Chemical suicide



# NUCLEAR INCIDENTS

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place?

What exactly happened? If unknown: describe the events.

Was there an explosion?

Did you see nuclear signage/symbols?

Was there a release of radiological gas or debris?

If the event occurred at radiological materials facility - where in the facility did it occur?

Are there any injuries? Is anyone experiencing any symptoms? What are they?  
How many people are affected?

**(If appropriate)** Were any people or vehicles seen in the area? Can you give a description?

Have they left the area? What were they driving? What direction were they traveling?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. Evacuate and contain the area.
3. Prevent further contamination.
4. Have someone meet and direct responding units to the scene.
5. Call back if the situation changes before units arrive.

# NUCLEAR INCIDENTS

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

Is area accessible to apparatus?  
Best approach route?  
What caused the incident?  
Anything unusual about the incident?

## USEFUL INFORMATION

- Refer to SOPS, pre-incident plans.
- Refer to city/town evacuation procedures if situation warrants.
- Determine wind direction and speed.
- Determine weather forecast - effects of rain on gas cloud.
- Consider dangers to traffic flow.
- Consider proximity to population centers, institutions, hospitals, nursing homes, etc.
- Check local maps for staging areas
- Establish separate phone number for media inquiries, NOT COMM CENTRE

## SUPPLEMENTAL RESOURCES

# PROPANE INCIDENTS - COMMERCIAL

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

What is leaking?

Are you at the scene?

Are you in a safe place?

What is the type of business?

What is the name of the supplier or technician? Do you have the phone number?

What are the contents and occupancy of building? Contents and occupancy of area surrounding the building?

Is the area densely populated, or rural?

What exactly happened?

Are there any injuries? How many? Extent?

Are there any other materials in or around the area that could be considered hazardous or flammable.

How much of the material is present is present? Where is it located?

What type of the container is it in? Description?

If vehicle - Type? Description? Rail car or vehicle numbers visible? Is there a placard or other identification visible?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. Evacuate and contain the area.
3. Prevent further contamination.
4. Have someone meet and direct responding units to the scene.
5. Call back if the situation changes before units arrive.

# PROPANE INCIDENTS - COMMERCIAL

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

Is area accessible to apparatus?  
Best approach route?  
What caused the incident?  
Anything unusual about the incident?

## USEFUL INFORMATION

- Refer to SOPS, pre-incident plans.
- Refer to city/town evacuation procedures if situation warrants.
- Determine wind direction and speed.
- Determine weather forecast - effects of rain on gas cloud.
- Consider dangers to traffic flow.
- Consider proximity to population centers, institutions, hospitals, nursing homes, etc.
- Check local maps for staging areas
- Establish separate phone number for media inquiries, NOT COMM CENTRE

# PROPANE INCIDENTS - RESIDENTIAL

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

What is leaking?

Can you smell the gas? From where? Describe the smell?

Do you hear gas escaping? From where?

Are you at the scene?

Are you in a safe place?

If it is a tank:

How big? Do you know how much product was in the tank?

How did the leak begin?

What is the exact location of the incident? Where at the scene is the tank?

Is the area densely populated, or rural?

Are there any injuries? How many? Extent?

Are there any other materials in or around the area that could be considered hazardous or flammable.

What is the name of the supplier or technician? Do you have the phone number?

Is anyone experiencing any symptoms? What are they? How many people are affected?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. Evacuate and contain the area.
3. Prevent further contamination.
4. Have someone meet and direct responding units to the scene.
5. Call back if the situation changes before units arrive.

# PROPANE INCIDENTS - RESIDENTIAL

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

Is area accessible to apparatus?  
Best approach route?  
What caused the incident?  
Anything unusual about the incident?

## USEFUL INFORMATION

- Refer to SOPS, pre-incident plans.
- Refer to city/town evacuation procedures if situation warrants.
- Determine wind direction and speed.
- Determine weather forecast - effects of rain on gas cloud.
- Consider dangers to traffic flow.
- Consider proximity to population centers, institutions, hospitals, nursing homes, etc.
- Check local maps for staging areas
- Establish separate phone number for media inquiries, NOT COMM CENTRE

## SUPPLEMENTAL RESOURCES

# SUSPICIOUS PACKAGE / BOMB THREAT /INCENDIARY DEVICE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

### **Bomb Threat**

- Where:** Is bomb located?  
Where is the caller calling from? Are you in a safe place? How did they become aware?  
Where is the bomb supposed to explode? What is the address? In what area of the building?  
What type of building? Residential/Commercial
- When:** What time is the bomb supposed to explode?
- What:** What kind of bomb? Do you have a description of the device? (size, shape)  
What will cause the bomb to explode? (Timer, fuse, altitude, movement, etc)  
Are there any injuries? What is the extent of the injuries?
- Who:** Is the intended target?  
Is calling in the bomb (Individual, group, affiliation)  
Who received the call and spoke to the person?
- Why:** Why was the bomb placed (personal, political group - terrorists)  
Did you place the bomb? Why?  
What is your address? What is your name? What is your call back number?
- Note:** Did you note any background noises? If so, what were they?

### **Suspicious Package**

- WHERE:** Are you in a safe place? Is the area evacuated and secured?
- WHEN:** When was this package found/when did it arrive? How?
- WHAT:** Why do you think it is suspicious? Is there anything leaking from the package? Odors?  
What are the dimensions of the package?
- WHO:** Is there a return address? What is it? Is there anything else written on the outside?  
Has anyone touched the package? How many people are affected? Is anyone having any symptoms?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. Do not touch or disturb anything at the scene.
3. Keep everyone away from the scene.
4. Have someone meet and direct responding units to the scene.
5. Call back if the situation changes before units arrive.

**Note:** Attempt to keep the caller on the phone as long as possible. Do not antagonize the caller. Remain calm.

### **Additional Instructions:**

1. The fire department is being sent.
2. Stay on the line, and I'll tell you exactly what to do next.
3. Evacuate and contain the area.
4. Have personnel available to help with a search of the premises if needed.
5. Turn off all two way communication devices.
6. No open flames
7. Stay away from possible secondary devices.
8. Report other suspicious items or individuals.

**(Business)** You need to follow your company's policy regarding bombs/suspicious packages/letters/items.

Do not touch or handle the item. Contain the package.

# SUSPICIOUS PACKAGE / BOMB THREAT /INCENDIARY DEVICE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

If caller placed bomb, ask if there isn't some less drastic way to accomplish their goal.

### If caller is third party, ask:

- Who received the call and/or actually spoke with the suspect(s)?
- Could the callers sex be identified
- Where their accent or dialects?
- Where their speech impediments
- Where there any special phrases or words used? Number of times repeated?
- Could the callers education level be determined?
- Where they any background noises?
- What is the name of the person the officer(s) should contact at the scene?

## USEFUL INFORMATION

### If you received the call:

- Listen for background noises.
- Carefully listen to voice. Identify sex, accents, speech impediments, dialects, education level, repetitious use of certain words, intoxication, etc.
- The more specific and technical the caller is, the more valid the call.
- Play on the caller's sympathy not to injure innocent people.

### If call is from a third party:

- Keep caller on the phone, if safely possible.
- Alert supervisor
- Do not order to evacuate - let caller make decision.

### General:

- When available, personnel should be assigned to watch crowd.
- A person who is agitated, aroused, bored, or indifferent, overly helpful, always at the scene, etc., should be suspect.
- All authorised person should be kept from scene.
- If bomb exploded, officer should secure scene for arson investigators after danger or fire and explosion has passes; be alert for secondary bomb.
- Responders may be actual target.



# 9-1-1 UNKNOWN /ASSIST OTHER AGENCIES / MUTUAL AID

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

What is the exact problem?  
What specific assistance is required?  
Is command post established? What is name/car number of officer in charge? Where is command post located?  
Where should apparatus be sent? Scene/Staging area?  
Is there a preferred approach route?  
Requested response mode?

## PRE-ARRIVAL INSTRUCTIONS

Refer to SOPS, pre-incident plans.  
Silent dispatch may be in order to minimize media/crowd presence.

# CHECK CALL / WELFARE / SERVICE CALL/ANIMAL RESCUE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

What is the exact problem?

What specific assistance is required?

Is command post established? What is name/car number of officer in charge?

Where is command post located?

Where should apparatus be sent? Scene/Staging area?

Is there a preferred approach route?

Requested response mode?

(Water problem)

Are there any electrical hazards present?

**(Animal rescue)**

How long has the animal been trapped?

Are you/do you know the owner?

Is area accessible to rescuers?

Is the animal sick or injured?

Any hazards at the scene rescuers should be aware of?

## PRE-ARRIVAL INSTRUCTIONS

### **ANIMAL RESCUE:**

Keep bystanders away from Animal.

Do not attempt to rescue - wait for fire department,

Notify dispatch if situation changes before units arrive.

Send someone to meet and direct responding units.

\* (Animal rescue) Notify animal control/animal ambulance/ veterinarian. \*

(Water problem) Notify appropriate agencies (Water, Electric).

# ELECTRICAL HAZARD

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Do you see flames/smoke?

Can you locate source, or direction coming from

What does it smell like?

Anyone affected by smell? (Need for EMS)

Do you live/work there?

## PRE-ARRIVAL INSTRUCTIONS

Do not endanger yourself.

AVOID the use of energized equipment that could cause a spark.

GET CLEAR of the area and wait for the arrival of Emergency Units. If safe to do so.

No open flames

Do NOT smoke

No food or water intake

Evacuate/contain area

Have someone meet and direct responding units to the scene.

Call back if the situation changes before units arrive.

# SPILL/FUEL LEAK (SMALL)

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place?

Anyone trapped? Number? Location?

Any injuries? Number? Location? Severity?

Anyone contaminated?

What has been spilled? (Gasoline, Oil, Antifreeze) If other, specify

What is the location of the spill? Best entrance to respond?

**If appropriate:** Any smoke/fire?

**If appropriate:** Any vapour cloud or fumes? Drifting in what direction?

**If appropriate:** Is plant emergency team responding.

How much has been spilled on the roadway?

If liquid spill, where is liquid going (storm drain, sewers, basement, etc.)

Has the source been shut off?

Is there a possibility of ignition?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. AVOID the use of energized equipment that could cause a spark.
3. GET CLEAR of the area and wait for the arrival of Emergency Units. If safe to do so.
4. No open flames
5. Do NOT smoke
6. No food or water intake
7. Evacuate/contain area
8. Have someone meet and direct responding units to the scene.
9. Call back if the situation changes before units arrive.

# SPILL/ FUEL LEAK (SMALL)

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

Do you live/work there?  
What kind of container is leaking?  
Any markings or PLACARDS on the container? Can you safely read them?  
How much material has been spilled?  
What caused the spill/leak?  
Anything unusual about the spill?

## USEFUL INFORMATION

Refer to SOPs, pre-incident plans.  
Refer to facility emergency contingency plan.  
HAZMAT operations possible.  
Determine wind speed/direction.

## SUPPLEMENTAL RESOURCES

# INVESTIGATIVE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

### **ODOR UNKNOWN**

Can you describe the odor What does it remind you of?  
Can you identify the source of odor? Indoors or outdoors?  
On a scale of 1-10 with highest being 10, how strong is the odor?  
Did odor make anyone sick? In what way? (Need for EMS)

### **MINOR OUTDOOR SMOKE**

Is smoke indoors or outdoors? Thick or light? Colour of smoke?  
Do you see flame or just smoke?  
Can you locate the source, or direction coming from?  
What does smoke smell like?  
Any affected by smoke? (Need for EMS)

### **WATER LEAK**

How fast is leak?  
Leaking for how long?  
Is ceiling or floor in danger of collapse?  
Where is the main water shut off in building?  
If outdoor leak: is roadway undermined or collapsed? Is roadway icing over?

### **LIGHTNING STRIKE**

## PRE-ARRIVAL INSTRUCTIONS

### **For extremely strong ODORS:**

Do not operate any electrical equipment.  
Do not make any sparks or open flames.  
Do not hang up telephone - put it down gently.  
Call back when you are safe.

### **MINOR OUTDOOR SMOKE**

If indoors, evacuate building, don't go back in.  
Avoid breathing smoke.

### **WATER LEAK**

If inside; Evacuate area, don't go back in. So not operate anything electrical.

Do not endanger yourself.

Have someone meet and direct responding units to the scene.

Call back if situation changes before units arrive.

# INVESTIGATIVE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

### ODOR UNKNOWN

Do you live/work there?

Has it ever happened before?

If odor of rotten eggs, see FUMES / GAS LEAK - CO / GAS ODOR guidecard.

### MINOR OUTDOOR SMOKE

Do you live/work there?

Determine compass direction caller is looking in to report smoke (North, East, South, West)

### WATER LEAK

How fast is leak?

Leaking for how long?

Is ceiling or floor in danger of collapse?

Where is the main water shut off in building?

If outdoor leak: is roadway undermined or collapsed? Is roadway icing over?

### LIGHTNING STRIKE

## USEFUL INFORMATION

Refer to SOPs, pre incident plans.

**ODORS:** Possible HAZMAT incident.

Identify wind speed and direction - inform responders.

Possible evacuation.

Related guidecards:

FUMES / GAS LEAK - CO / GAS ODOR

HAZARDOUS MATERIALS INCIDENTS

**SMOKE REPORT:** Failure to dispatch appropriate units to this type of call can result in major liability exposure for the department and the dispatcher. *Thorough questioning of the caller is extremely important.*

- By obtaining compass direction from several callers reporting smoke outdoors, the dispatcher can triangulate to determine location of smoke.
- If unable to use landmarks, or caller is unsure of direction, the following may help: "Pretend you're standing in the centre of a clock which is laying flat on the ground. Where the sun comes up is 12 o'clock. What number is the smoke at?"
- Take weather conditioner into account. Low fog, inversion can keep smoke low to the ground and hide structure fire.

**WATER LEAK:** May need water department for underground/inaccessible shut off.

# LOCKOUT / FORCED ENTRY

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

What type of assistance do you need?

Is anyone sick or injured?

(Yes) How many?

### **Locked in/out of vehicle**

Is anyone inside the vehicle? (Person/Animal inside)

What is the exact location of the vehicle?

Is the vehicle running?

(Yes) Is the air conditioning/heat on?

Vehicle Description

Is the door unlocked?

(No) Can it be unlocked remotely?

(No) Is there a spare key available?

### **Locked in/out of building**

Is the door unlocked?

(No) Can it be unlocked remotely?

(No) Is there a spare key available?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. Have someone meet and direct responding units to the scene.
3. Call back if situation changes before units arrive.



# LOCKOUT / FORCED ENTRY

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

Do you live there.own the vehicle?

Is victim suffering from weather effects? Hot/cold?

Do you know the parents/owners of the vehicle?

Any dangerous animals/materials in building/vehicle?

Anything unusual about the situation?

## USEFUL INFORMATION

- Refer to SOPS, pre incident plans.
- Police, wreckers service, auto clubs may be able to open car with lockout tool.
- Before firefighters enter, police should be on scene to verify ownership and occupancy unless medical emergency exists. LIABILITY
- On a bright summer day with windows fully closed, interior temperature of a car can rise to over 130 degrees within minutes. Even short exposure to such temperatures can be fatal to children, infants or animals.
- Police should be at scene to positively identify person who supposedly locked keys in their car.
- Leaving children unattended may indicate child abuse/abandonment.

# MEDICAL CALL / LIFT ASSIST

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

### **Medical Call:**

Location/Location within location. Access codes/Entry details

Sex/Age/Chief medical complaint of patient

Medical History

Hazards

### **(Lift assist)**

How much does the person(s) weigh?

## PRE-ARRIVAL INSTRUCTIONS

Call back if situation changes or if there is any other information before units arrive.



# POWER LINES / WIRES DOWN

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place?

What is the exact location of the incident? Address, roadway.

Anyone trapped? Number? Location?

Any injuries? Number? Type? Severity?

Are the wires electric, cable or phone?

Which lines: Pole to pole, or pole to house?

Is anything on fire? Colour of smoke/flames?

Are the wires arcing?

Are lines in road? Traffic endangered?

Are lines resting on guard rails, dences, or other conductors?

Are poles down or damaged?

Is the power out in the area?

## PRE-ARRIVAL INSTRUCTIONS

1. Do not endanger yourself.
2. STAY AWAY FROM LINES. Do not approach the lines. Do not attempt rescue.
3. Treat all lines as energized.
4. Keep people away (Stop traffic - warn others)
5. Do not touch fences, guardrails, etc.( which wires might have energized
6. Avoid standing water/puddles that wires might be in.
7. Call back if the situation changes before response units arrive.
8. Send/have someone to meet and direct responding units.

# POWER LINES / WIRES DOWN

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## INQUIRE OF CALLER

Are the lines arcing or sparking?

Are transformers involved?

Do you know why the lines came down? Trees falling/wind/explosion, mvc.

## USEFUL INFORMATION

- Refer to SOPS, pre-incident plans.
- Possible secondary fire or rescues separate from primary incident.
- Expect automatic alarms from power disruptions.
- Gather reports from responding units on boundaries of outage.
- Consult references: any person in outage area dependant on electricity for health reasons? In winter, consider effects on elderly housing.
- Bystanders at high risk. Stress safe behaviour in pre-arrival instructions.

## SUPPLEMENTAL RESOURCES

# SUSPICIOUS INCIDENT

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Are you in a safe place?

What is the exact location of the incident? Address, roadway.

What exactly happened?

Is anyone trapped or in danger? Any injuries?

Do you live/work there?

Anything on scene hazardous to first responders?

Did you smell anything unusual?

Did you hear anything unusual?

Did you see a person or car leaving the area? Description?

When did this occur?

## PRE-ARRIVAL INSTRUCTIONS

Do not endanger yourself.

**If applicable:** Do not enter or re-enter the building

Do not touch evidence.

Keep people away.

Call back if anything changes before responders arrive.

## **USEFUL INFORMATION**

Check for previous incidents at this location.

Maintain a chain of evidence for fire marshal/law enforcement.

Dispatcher notes are admissible in court - save them.

# POLICIES AND PROCEDURES

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

**ALERTS**

**BLEEDING / BURN CONTROL**

**CALLER CANNOT SWIM (INSTR)**

**CARBON MONOXIDE INFO**

**CHEMICAL SUICIDE**

**EPINEPHRINE (INSTRUCTIONS)**

**NARCAN (INSTRUCTIONS)**

**SUICIDE**

**TOURNIQUET USE**

# ALERTS

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## **COVID 19**

Novel Coronavirus - Interim Guidance

*For patients who are short of breath/have a fever/are coughing AND travelled outside the Canada/US within the past two weeks, please alert responders that the patient may have a "Possible Infectious Respiratory Illness" and to use contact and respiratory precautions.*

If PSAP call takers advise that the patient is suspected of having COVID19 , ADVISE ALL RESPONDERS (Police, Fire, EMS, any others directly or through their dispatch) TO USE P.P.E.

## **EBOLA**

# COVID-19 PANDEMIC VITAL POINTS

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## General:

Does the patient have a fever or cough?

If **YES**, notify responders of potentially Highly Infectious Disease symptoms.

**LOCAL OPTION:** Has the patient traveled to an area with known COVID-19 or has had contact with a patient with COVID-19 in the last two weeks?

If **YES**, notify of potentially Highly Infectious Disease symptoms AND exposure risk.

See PAI.

If **NO**, see appropriate guide card.



# COVID-19 PANDEMIC VITAL POINTS

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## **PAI For Caller**

- Advise the patient to remain where they are.
- Advise the patient to separate from other persons, if possible.
- Advise the caller (if not patient) to stay at least six feet away from the patient until responders arrive; have all other persons that have been in contact with patient remain where they are, provided it is at least six feet away from the patient.

## **PAI For Responders (EMS/LE/Fire)**

- Advise responders of a concern for Highly Infectious Disease with or without potential exposure history (if known)
- Advise of any scene safety concerns, erratic behavior, flailing, staggering, etc.
- Make responders aware of Highly Infectious Disease concern before arriving on scene so they can don proper personal protective equipment (PPE)
- Always follow Agency SOPs for responder and healthcare facility notification.

## **FULL Personal Protective Equipment**

**Follow ALL Agency PPE SOP's**

## **Coronavirus Disease (COVID-19)**

- COVID-19 should be considered in anyone with fever and respiratory symptoms that has traveled to an area where COVID-19 is present OR in someone who has had close contact with someone diagnosed with COVID-19.
- Incubation is up to 14 days.

# ALERT - EBOLA

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Has the patient recently been in contact with anyone that has these symptoms?

Is the patient self-monitoring because they have been exposed to someone with Ebola?

Is the patient having difficulty breathing or short of breath?

Does the patient have a fever?

If a thermometer is available: What is the temperature?

Is the patient sweating or have the chills?

Does the patient have pain or aches in the body?

Does the patient have a headache?

Does the patient have a cough or sore throat?

Does the patient have pains in the abdomen?

Does the patient have diarrhea or vomiting?

Is the patient bleeding from the mouth, nose or any other part of the body?

GO TO PRE-ARRIVAL INSTRUCTIONS

# ALERT - EBOLA

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## PRE-ARRIVAL INSTRUCTIONS

Don't allow the patient to move about

Keep the patient isolated

Prevent additional people from close contact

Try to obtain names of people who have been in close contact with the patient

If they are present ask them to remain until emergency services arrive to obtain their information

Nothing to eat or drink Gather patient's medication, if possible

## SHORT REPORT

Age

Sex

Specific location

Chief complaint

Pertinent related symptoms

Medical/Surgical history, if any

Other agencies responding

Any dangers to responding units

## PROMPTS

Advise ALL responding units (directly or through their dispatch) of signs and symptoms of patient and the need for P.P.E. NOTIFY LOCAL HEALTH OFFICER OF ALL PATIENTS MEETING THIS CRITERIA.

Go to [EXIT PROTOCOL](#) Guide Card

# BLEEDING - BURN CONTROL

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## BLEEDING

### Tourniquet already applied

Do not remove the tourniquet.  
Let the paramedics (EMTs) handle it.

### If it's safe to do so:

I'm going to tell you how to stop the bleeding.  
Listen carefully to make sure we do it right.  
Get a clean, dry cloth or towel and place it right on the wound.  
Press down firmly and don't lift it up to look.  
If it keeps bleeding, you're probably not pressing hard enough.

Remember, keep firm, steady pressure on the wound.  
Avoid direct pressure on the wound if there are visible fractured bones or embedded foreign objects.

### Burn Care

\* Pediatric patients or patients with large burns may develop hypothermia when exposed to prolonged cooling with water.

\* Use caution when cooling burns in cold climates or areas with prolonged response times.

## BURN CONTROL

### Heat or Fire

If it's safe to do so:

Cool the burn for up to 10 minutes with water.

### Chemical

If it's safe to do so:

Flush the area with a lot of water until help arrives.  
Avoid contact with the chemical or runoff.

# CALL CANNOT SWIM

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENTS TYPES

EXIT PROTOCOL

## TYPES

### Caller Cannot Swim (Car)

You have to get out of the car now. You can hang onto the car or climb to the roof. If your car sinks from under you, kick your legs and paddle with your hands and arms towards your destination.

### Caller Cannot Swim (Boat)

You have to get off of the boat now. Put on a life jacket and/or grab a flotation device. Kick your legs and paddle with your hands and arms towards your destination.

## SCRIPTED DISPATCH

## SUPPLEMENTAL RESOURCES

# CARBON MONOXIDE POISONING

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## SYMPTOMS OF CO POISONING

CO enters the body through breathing.

CO poisoning can be confused with flu symptoms, food poisoning and other illnesses.

Some symptoms include:

- Shortness of breath
- Nausea
- Dizziness
- Lightheadedness
- Headaches

High levels of CO can be fatal, causing death within minutes.

**Carbon monoxide/Industrial gas.** Is anyone sick? (Yes) How many? (refer to CO Poisoning)  
Is the owner known? Has the owner been notified? Is the owner or keyholder en-route?  
What is the protected area?

The concentration of CO, measured in parts per million (**ppm**) is a determining factor in the symptoms for an average, healthy adult.

- 50 ppm: No adverse effects with 8 hours of exposure.
- 200 ppm: Mild headache after 2-3 hours of exposure.
- 400 ppm: Headache and nausea after 1-2 hours of exposure.
- 800 ppm: Headache, nausea, and dizziness after 45 minutes; collapse and unconsciousness after 1 hour of exposure.
- 1,000 ppm: Loss of consciousness after 1 hour of exposure.
- 1,600 ppm: Headache, nausea, and dizziness after 20 minutes of exposure.
- 3,200 ppm: Headache, nausea, and dizziness after 5-10 minutes; collapse and unconsciousness after 30 minutes of exposure.
- 6,400 ppm: Headache and dizziness after 1-2 minutes; unconsciousness and danger of death after 10-15 minutes of exposure.
- 12,800 ppm: Immediate physiological effects, unconsciousness and danger of death after 1-3 minutes of exposure.

### (Carbon monoxide)

Do not use any open flame or anything that could cause a spark.

Leave the building/area immediately (and leave the door open).

# CHEMICAL SUICIDE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## PRE-ARRIVAL INSTRUCTIONS

### **Caller in Contact with Person**

Listen carefully, this could be a very dangerous situation. Do not approach (or touch) the person at all. If it's safe to do so, leave the contaminated area, but not the scene.

### **Vehicle**

Listen carefully, this could be a very dangerous situation. Do not approach or attempt to rescue the person. Stay away from the vehicle and the general area.

### **Building/Structure**

Listen carefully, this could be a very dangerous situation. Do not approach or attempt to rescue the person. If it's safe to do so, leave the building, close the doors behind you, and remain outside.

### ***(COMMERCIAL/INDUSTRIAL/Multi-dwelling)***

If it's safe to do so, activate the alarm as you leave to warn others.

### **Outside**

Listen carefully, this could be a very dangerous situation. Do not approach (or touch) the person at all. Let the responders handle it.

## ADDITIONAL PRE-ARRIVAL INSTRUCTIONS

Get patient to fresh air immediately.

If unable to go outside, open all doors and windows.

If the caller is unable to move the patient or open window ask caller to remain outside until help arrives.

Turn off any appliance with an open flame. (heaters, stoves, fireplaces, etc.)

If anything changes, call me back.

### SHORT REPORT

Age

Sex

Specific location

Chief complaint

Pertinent related symptoms

Medical/Surgical history, if any

Other agencies responding

Any dangers to responding units

### PROMPTS

CO Detector, Get everyone out of the house.

Consider Poison Control Center

Dispatch Fire Department / HAZMAT per local protocol and proceed to HAZMAT

# CHEMICAL SUICIDE

[MAIN MENU](#)

[ALL CALLERS INTERROGATION](#)

[INCIDENT TYPES](#)

[EXIT PROTOCOL](#)

## TYPES

Chemical Suicide - Suicide by inhaling poisonous vapors that can be created from a mixture of household chemicals.

Also known as “detergent suicide.”

Patients enclose themselves in a small room or vehicle, then mix two or more household chemicals to produce a toxic gas.

Often, patients will tape window and door seams shut and post warning notes to prevent harm to others, such as “Danger,” “Toxic gas,” or “Call 911.” The immediate area also frequently smells of rotten eggs or sulfur, but Emergency Dispatchers should not rely on this indicator alone as a warning signal. Hydrogen sulfide (H<sub>2</sub>S) and hydrogen cyanide (HCN) are two of the most commonly produced toxic vapors for chemical suicides. Hydrogen sulfide can cause coma and death at 1,000 parts per million (only 0.1%).

Callers and bystanders should avoid patient contact as these gases are present in the patient’s exhalations and exposure can cause severe injury.

## SCRIPTED DISPATCH

## SUPPLEMENTAL RESOURCES



# Epinephrine Auto Injector

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

Hold firmly with ***orange/red\**** tip pointing downward.  
**Remove *blue/grey\** safety cap by pulling straight up.**  
**Do not bend or twist.**

**Swing and push *orange/red\** tip firmly into mid-outer thigh until you hear a “click.”**  
Hold on thigh for several seconds.

***\*Colours vary between manufacturers***



# NARCAN / NALOXONE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

Nasal Spray  
(3-Piece Syringe)

Nasal Spray  
(One Piece)

Auto-Injector



# NARCAN / NALOXONE

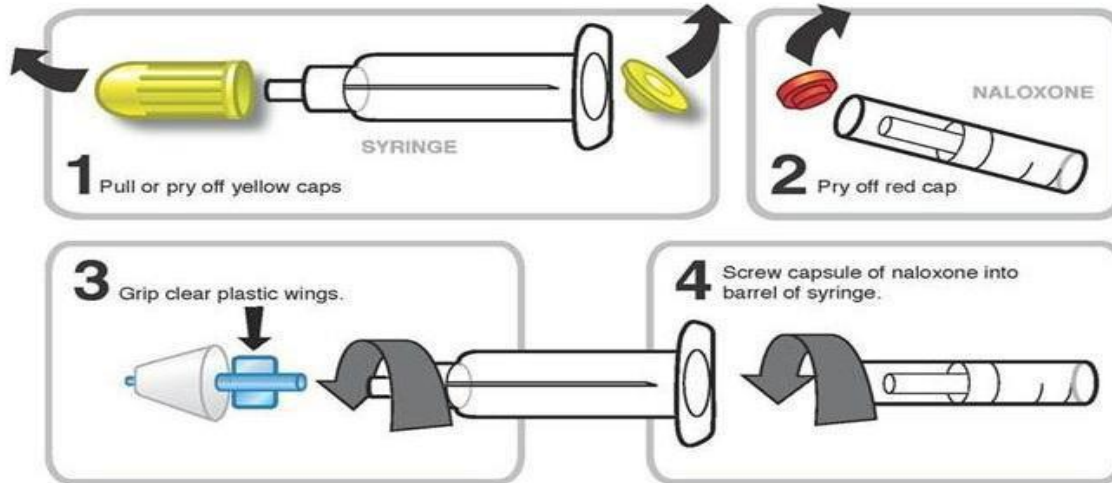
MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## HOW TO GIVE NASAL SPRAY NARCAN



Return to Types

# NARCAN / NALOXONE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

**Remove** NARCAN Nasal Spray from the box. Peel back the tab with the circle to open the NARCAN Nasal Spray.



**Hold** the NARCAN nasal spray with your thumb on the bottom of the plunger and your first and middle fingers on either side of the nozzle.



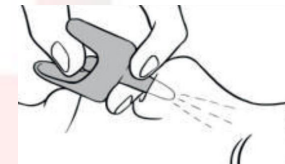
**Gently insert the tip of the nozzle into either nostril.**

- Tilt the person's head back and provide support under the neck with your hand. Gently insert the tip of the nozzle into **one nostril**, until your fingers on either side of the nozzle are against the bottom of the person's nose.



**Press the plunger firmly** to give the dose of NARCAN Nasal Spray.

- Remove the NARCAN Nasal Spray from the nostril after giving the dose.



[Return to Types](#)

# NARCAN / NALOXONE

MAIN MENU

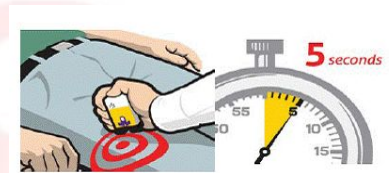
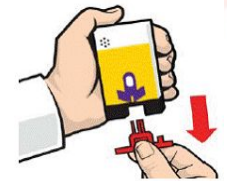
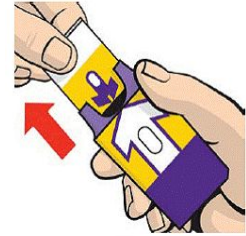
ALL CALLERS INTERROGATION

INCIDENTS TYPES

EXIT PROTOCOL

## Intramuscular Administration Technique

1. Remove auto injector from outer case.
2. Pull off the safety guard.
3. Place the auto injector firmly against the outer thigh, through clothing, if needed.
- 4: Continue to press firmly and hold in place for 5 seconds.



Return to Types

# SUICIDE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## VITAL POINTS QUESTIONS

Where? Exact location?

(Room, cellar, attic, apartment number, outside, etc.)

How?

Subjects condition? (Alive, appears dead)

Who is the subject?

If caller is the subject, are they alone?

## PRE-ARRIVAL INSTRUCTIONS

1. If caller is victim, engage in conversation and try to establish bond. Try to focus on a subject you and the victim have a common interest in (hobbies, occupation, age, friends, music/special interest). Typically, only one individual should converse with the caller.
2. If caller is not the victim, obtain as much information as possible to include in call notes. Such as: hobbies, occupation, age, friends, music/special interests.
3. Whether the caller is victim or not, it is important to determine type and number of weapon(s), and where the subject is located from approaching responders view.
4. Has subject threatened to kill or harm anyone trying to prevent suicide?

# SUICIDE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## **INQUIRE OF CALLER**

Relationship of caller to subject/victim

Is subject/victim intoxicated/drinking?

Did subject/victim say anything or give reason(s) for suicide attempt?

Psychological problems? Previously under care? (Hospital/doctor)

Medications?

Previous attempts?

## **USEFUL INFORMATION**

**Common reasons for suicide:**

**Men:** Wife/girlfriend leaving - Economic pressure - Failure

**Women:** Empty Nest - Economic Pressure - Trouble with Children

**Children:** Failure in school - Partner problems - Friend recently died

**Note:** Be aware that children/teenagers sharing similar difficulties often enter into suicide pacts.

**Note:** Attempt tactfully to learn location(s) of wife/girlfriend, children, "other man", etc. They could be in danger or already have been harmed by subject.

# TOURNIQUET USE

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

**Find** where the bleeding is coming from and apply **firm, steady pressure** to the bleeding site with bandages or clothing

## Tourniquet

If the bleeding doesn't stop, **place** a tourniquet 2-3 inches closer to the torso from the bleeding. (The tourniquet may be applied and secured over clothing.)

**Pull** the strap through the buckle, **twist** the rod tightly, **clip** and secure the rod with the clasp or the Velcro strap.

## Compress Again

If the bleeding still doesn't stop, **place** a second tourniquet closer to the torso from the first tourniquet.

**Pull** the strap through the buckle, **twist** the rod tightly, **clip** and secure the rod with the clasp or the Velcro strap.

\* One type of tourniquet is depicted in the illustrations.





# DEFINITIONS

## MAIN MENU

## ALL CALLERS INTERROGATION

## INCIDENT TYPES

## EXIT PROTOCOL

**Emergency Condition** – Any condition or situation that occurs at an incident, enroute, or returning which may or has caused harm to responders or if not shared to on-scene or arriving responders may cause harm to them or others.

**Emergency Traffic (ET)** – A voice transmission on the radio from dispatch center or a field unit that is a designation to all units on that designated channel to clear all non-emergency radio traffic allowing the caller of the (ET) the highest priority for radio traffic for sending an emergency traffic voice message and/or to request assistance as needed involving life hazards or pending life threats to responders in any situation. (Command and dispatch center restricted communications mode).

**MayDay** – A voice transmission declaring an immediate life-threatening situation to a responder.

This is a designation to all units on that designated radio channel to clear all non-emergency radio traffic allowing the caller of the MayDay/ET the highest priority for radio communications. This action allows (MayDay/ET) caller the highest priority for sending an emergency voice message for help and/or to request assistance as needed. Declaring a MayDay will alert incident command staff and the dispatch center of an immediate life threat to unit, crew, or individual in distress.

**Priority Traffic** – A voice transmission on the radio that is a designation to clear radio traffic if possible and provide the caller with radio access to announce an urgent request or change of conditions that does not involve immediate life hazard to responders. Priority traffic is related to civilian injuries or other situations of an urgent request assistance as needed from dispatch center or the incident commander.

**Emergency Button Activation** (operating at working incident) – Activation of the Emergency Button (EB) while in an incident will be handled as an emergency traffic alert/MayDay until cleared by Incident Command staff. Emergency button activations automatically open the radio transmitter allowing verbal communications without touching the PTT (based on programming). Notification of an Emergency Button Activation will be made from the dispatch center to the incident commander.

### **EMERGENCY ALERT TONE**

A single eight (8) second steady tone from the dispatch console followed by the Emergency Traffic (ET) Radio Message. The incident commander can request activation of the EA tone at any time as needed to gain the attention of all units on operating channel to issue "Emergency" or "MayDay" messages.

# EXIT PROTOCOL

MAIN MENU

ALL CALLERS INTERROGATION

INCIDENT TYPES

EXIT PROTOCOL

## ROUTINE DISCONNECT

### If it's safe to do so:

1. Keep all bystanders away from the area.
2. Have someone meet and direct responding units to the scene.
3. Do not approach or enter any hazardous or dangerous areas.
4. I'm going to let you go now.
5. Help is being sent.
6. If anything changes before responders arrive, call us back immediately.

### Stay on the line:

Consider staying on the line with the caller (as long as doing so does not threaten or jeopardize the caller's safety in any way) in the following situations.

- Child Callers
- Fire or HAZMAT incidents
- Mass casualty incidents
- Suicide attempts
- Trapped caller or people

## URGENT DISCONNECT

1. I need to hand up now (to take another call)
2. If it's safe to do so, keep all bystanders away from the area.
3. Do not approach or enter any hazardous or dangerous areas.
4. If anything changes before responders arrive, call us back immediately.

## STAY ON THE LINE

1. I'll stay on the line with you as long as I can.
2. If it's safe to do so, keep all bystanders away from the area
3. Have someone meet and direct responding units to the scene.
4. Do not approach or enter any hazardous or dangerous areas.
5. If anything changes before responders arrive, just let me know.
6. Tell me when the responders get there.