# OPERATING GUIDELINES
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# COMMUNICATIONS WITH A SERVICE REQUESTER

## PURPOSE

To establish a standard procedure for identifying and dispatching calls for service received from other services/agencies.

## SCOPE

This guideline applies to all Communicators.

## PROCEDURE

Communicator will take the emergency call information in the following manner:

1. Calls received from Ambulance and/or Police:

**1.1 Where is your emergency?** Street Address, City, Apt #, Buzz Code, etc

When the address has been identified information gathering will begin by asking the following questions:

**1.2 What is the telephone number you are calling from?** If the caller is unable or unwilling to provide name or telephone number, do not delay trying to get the information, record as CNO (could not obtain) in the appropriate fields.

NOTE: An emergency 911 Call that has been "PERSed" is a 3-way conversation with the public listening. Unnecessary particulars will not be communicated during this type of call. All particulars will be between Communications and the outside agency only. When a call is received in error or staffing is unavailable to assist outside agencies, and the notification has been PERSed, the call taker will:

1. Respond to the agency that you have received the information.
2. Call agency immediately following the initial call and advise they have notified the incorrect Service

**1.3 Determine Call Source (**Service Requester Name )

**1.4 What is your emergency?** (Gather as much information to determine Incident Type and Prioritize call)

**1.5 Ask all vital point questions** (Use guidecards to gather pertinent information - Patient information, Vehicle Information, Injuries, Hazards, etc.

**1.6 Provide pre-arrival instructions** (Guidecards)

*Record information on CAD and alert the dispatcher. The dispatcher will change the unit status on CAD to dispatch and proceed with dispatching the call and following it until its completion.

An emergency 911 Call that has been "PERSed" is a 3-way conversation with the public listening. Unnecessary particulars will not be communicated during this type of call. All particulars will be between Communications and the outside agency only.

2. Calls received from Alarm Monitoring Companies/Support Service via telephone.

   **2.1 Where is your emergency?** Location of Incident (Street Address, Apt #, Unit #, Building Name)

When the address has been identified information gathering will begin by asking the following questions:

**2.2 What is the call back number?**
**2.3 Monitoring Company Name (**Operator Name/Number )
**2.4 Alarm Type?** (Gather information to determine Incident Type and Prioritize call)
**2.5 Ask all vital point question** (Use guidecards to gather pertinent information)
**2.6 Provide pre-arrival instructions** (Guidecards Monitoring Company)

*Record information on CAD and alert the dispatcher. The dispatcher will change the unit status on CAD to dispatch and proceed with dispatching the call and following it until its completion.

## RESPONSIBILITY

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

# ALARM MONITORING COMPANIES

## PURPOSE

To establish a standard procedure for identifying and dispatching alarms received through Alarm Monitoring Companies and to confirm connectivity of the Barney Unit.

## SCOPE

This guideline applies to all Communicators.

## INFORMATION

Alarm Monitoring Companies provide direct connection between their alarm system and the CAD system. There are two types of alarms that are monitored through Communications – fire alarms and public access defibrillation alarms (PAD). The Barney unit is a monitor used to identify the type of alarm received.

All incoming alarms from Alarm Monitoring Companies are considered in service. Immediately following alarm activation, staff from Alarm Monitoring Companies will confirm receipt via telephone.

## PROCEDURE

When an alarm is received, it should appear on the CAD system and an audible alarm should be heard through the Barney unit at the same time.

1. Click VIEW DETAILS on the call appearing in the CALL QUEUE window. This will create a call window with address information filled in and will silence the audible alarm.

2. Verify the colour of the incoming alarm on the Barney unit. **RED** bar indicates a fire alarm. **BLUE** bar indicates a PAD alarm.

3. Proceed with call dispatching following standard dispatch procedures.

4. Call EMS dispatch (if PAD Alarm) and request response. On CAD, use Benchmark/Notifications to document call.

5. Immediately following alarm activation, staff from Alarm Monitoring Companies will confirm receipt via telephone.

   Collect/Verify all pertinent information:

   5.1 Location of Incident (Street Address, Apt #, Unit #, Building Name)

   5.2 Call Back Number

5.3 Monitoring Company Name/ Operator Number
5.4 Alarm Type
5.5 All other Pertinent Information

6. If an audible alarm is heard, but no red bar appears on the Crisys system, there may be a problem with connectivity. Should this occur, the Communicator will:

    6.1 Proceed to the Barney Unit.
    6.2 Use the mouse to click on the Alarms List bar.
    6.3 Select Dispatch.
    6.4 Verify address and response type.
    6.5 Proceed with call dispatching following standard dispatch procedures.

If it is **GREEN,** the connection is active. If it is **RED**, the connection to FMC has been lost. If the icon remains red after 10 minutes, notify FMC.

## RESPONSIBILITY

It is the responsibility of all Oshawa Fire Services Communicators and Relief Communicators to comply with the procedures set out in this guideline.

# COLLECT PERTINENT INFORMATION

## PURPOSE

To establish a procedure to standardize information collected from the caller during pre-dispatch, information relayed to unit(s) during dispatch and post-dispatch, and the recording of information in CAD throughout the call.

## SCOPE

This Operating Guideline applies to all Communicators.

## PROCEDURE

**1. PRE-DISPATCH INFORMATION GATHERING:**

Communicator will take the emergency call information in the following manner (Guidecards):

Answer emergency telephone lines in the following manner.

**1.1 9-1-1, Where is your emergency?** Street Address, City, Apt #, Buzz Code, etc

When the address has been identified information gathering will begin by asking the following questions:

**1.2 What is the telephone number you are calling from?** If the caller is unable or unwilling to provide name or telephone number, do not delay trying to get the information, record as CNO (could not obtain) in the appropriate fields.

NOTE: An emergency 911 Call that has been "PERSed" is a 3-way conversation with the public listening. Unnecessary particulars will not be communicated during this type of call. All particulars will be between Communications and the outside agency only. When a call is received in error or staffing is unavailable to assist outside agencies, and the notification has been PERSed, the call taker will:

1. Respond to the agency that you have received the information.
2. Call agency immediately following the initial call and advise they have notified the incorrect Service

**1.3 What is your first and last name?**

**1.4 What is your emergency?** (Gather as much information to determine Incident Type /Nature of Emergency)

**1.5 Ask all vital point questions** (Guidecards)

Injuries of people involved (Ask if anyone was hurt).

Number of people involved.

Safety of people involved (Ask if everybody is safe).

**1.6 Provide pre-arrival instructions** (Guidecards)

*Record information on CAD and alert the dispatcher. The dispatcher will change the unit status on CAD to dispatch and proceed with dispatching the call and following it until its completion.

## 2. DISPATCH – WHEN VEHICLES ARE IN STATION:

Communicator will notify responding units using the following steps:

2.1 Sound alert tones for unit(s) and announce initial dispatch information. The initial dispatch information will be limited to the address or location of emergency, map page number and incident type.

2.2 Update unit(s) status to dispatch on CAD

2.3 Responding units will radio they are responding, confirm the location and nature of the call. Communicator will acknowledge receipt of message and update unit status to enroute on CAD.

2.4 Notify allied agencies as required and update CAD benchmark/notification list.

## 3. WHEN VEHICLES ARE OUT OF STATION:

When vehicle(s) are out of station and are required to respond to an incident, dispatch will activate the On Air alert, advise the unit to “standby and prepare to copy” and provide call details to the appropriate responding vehicle (s).

3.1 If multiple vehicles are required for dispatch that are both out of station and in station, Communicator will activate the On Air alert and advise out of station vehicles to “standby and prepare to copy”. Communicator will then simul-select the appropriate radio channel and the alert channel, activate alerting tones as normal and announce pertinent initial dispatch information.

3.2 At the completion of the alert, Communicator will clear the simul-select and return to monitoring the radio channel as normal.

## 4. POST-DISPATCH:

As additional information becomes available, the Communicator will:

4.1 Relay additional information to responding unit(s) via radio. This would include but is not limited to apartment number, entry codes, **alias**, hydrant locations, names of streets the address is between, also multiple calls received, and **emergency reference number** etc.

4.2 The first unit arriving will notify Communications they have arrived repeating address/location and assuming command. Incident Command will be identified by the address/location of the call. Communications will benchmark Incident Command. Additional units arriving will notify Communications of their arrival repeating address/location. Communications will update unit status to “on scene” on CAD.

## 5. ONGOING CALL:

5.1 Incident Command will update Communications with initial scene status, command post and will request any additional units/services required

5.2 Communicator will update benchmarks on CAD as required and notify any additional services requested.

5.3 Communicator will follow the directions given and continue to update appropriate benchmarks, notifications and changes to unit status on CAD for the duration of the call until such time as units have returned to full service.

5.4 Units will update their unit status as it changes and Communicator will update on CAD.

## 6. REASSIGNING MOBILE UNITS:

6.1 If a returning unit reaches their station without being reassigned to another incident, Communicator will update their unit status to in-quarters in CAD.

6.2 If a returning unit is reassigned to another non-emergency detail (i.e. going for fuel, returning to training, etc.) Communicator will update the unit status to on air on CAD.

6.3 If a returning unit is re-assigned to an emergency incident, the Communicator will assign the unit to the incident by selecting the unit with dispatch status, followed by enroute status on CAD.

6.4 Communicator would then continue with dispatching procedures as outlined in this procedure.

## 7. ADDITIONAL INFORMATION:

7.1 ALL information on 9-1-1 drop down must be confirmed as correct with the caller. Information is not to be read back to the caller per 9-1-1 policy.

7.2 In the event of CAD failure, each call will require the completion of a hard copy Dispatch Report form “CALL CARD”.

## 8. VEHICLE MDT UNITS:

8.1 The Officer is responsible to monitor, select and maintain the appropriate apparatus status on the MDT. Any changes between apparatus status and MDT status shall be immediately communicated to communications to keep the apparatus status. The En Route, On Location, Returning, In Quarters, codes are the only status codes permitted for use.

8.2 Units responding to calls will identify call location and information on the data terminal located on the officers side of the truck and confirm the information matches that of the print out and pre-alert screen.

8.3 If the information on the screen conflicts with the printout, the Unit is to radio control and determine the correct address/location.

**9. RESPONDING** *"ENROUTE":*

9.1 Once all personnel are buckled and ready to respond the Officer will press the *Enroute* icon when beginning to respond. The Officer WILL radio control they are Enroute after depressing the Enroute button. Control must acknowledge the Enroute status of responding apparatus by voice over the radio. While *Enroute* the Officer must monitor the MDT for mapping, hazard, address, and incident information updates.

**Example:** (Officer), Enroute selected on MDT. Control, Engine 23 Enroute / in service, 1350 Simcoe St N. If Control does not see status of apparatus Enroute within 90 seconds of the Alert, they must contact the apparatus by radio to confirm their status. If the apparatus does not reply to Control, Control will phone the station to ensure the page was received.

**10. ARRIVING ON SCENE** *"ON LOCATION"* **:**

10.1 1st Arriving Officer on scene press the *on Location* icon and transmit over the radio to CONTROL that the apparatus has arrived on scene and provide an initial description and size up.

10.2 *All subsequent arriving apparatus on scene must press the *on Location* icon upon arrival and must voice over the radio to COMMAND that the apparatus has arrived on scene in level one staging and shall remain in staging until assigned by command. Control will monitor the CAD to ensure all apparatus status change from ER to OS.

**Example: 1st Arriving Officer:**
Control, Engine 23 is on scene, we have a single story structure, nothing showing, Engine 23 will establish Command, all incoming units stand by for further updates, command is mobile.

Control – Roger

**Example: All Additional Arriving Units:**
Command, Engine 23 is on scene,

Command will acknowledge and assign as required.

**11. CLEAR SCENE** *"RETURNING"* **:**

11. 1 When the apparatus has been cleared by Command or Communications and is ready to clear the scene the Officer shall press the Returning icon on the MDT and voice over the radio to Control they are clear of the scene. Control will acknowledge the apparatus has cleared.

**Example:** "*Control Engine 23 is clear, returning to station"*
Control – *"Roger"*

**12. IN STATION** *" IN QUARTERS":*

12.1 When the apparatus has returned to the fire station the Officer must press the IN QUARTERS icon on the MDT and transmit on air they are in Quarters. Control will acknowledge In Quarters and monitor the CAD to ensure all apparatus status change to IN quarters.

**Example:** "*Control Engine 23 is in Station"*

Control – *"Roger"*

**13. ON AIR:**

13.1 Whenever the apparatus leaves the station and is on the air for non-response activities (i.e. training, stand by, public relations, pre-planning, fuel etc.) the Officer must transmit to Control on air the destination and assignment of the apparatus. Control will place the apparatus On Air on the CAD.

**Example:**

"*Control, Engine 23 on the air, proceeding to the training grounds for training"*

Control – "*Roger"*

## RESPONSIBILITY

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

# NON-VERBAL COMMUNICATIONS - TTY or TDD

## PURPOSE

To establish a standard procedure for receiving calls via TTY (teletypewriter) or TDD telecommunications device for the deaf (TDD).

## SCOPE

This guideline applies to all Communicators.

## GENERAL INFORMATION

1. The deaf caller will communicate with the Dispatch Centre using UPPER CASE characters.
2. The abbreviation “GA” (go ahead) shall be used to complete any statement or question.
3. If an error in typing occurs, type “XXXX” to acknowledge the mistake and simply re-type.

## PROCEDURE

1. The deaf community will call Communications for all emergencies within the region.

   The call will be received on COMM RESPONSE CAD (https://www.commresponse.com/firecad).

   1.1 Select the TDD/TTY from CALL SOURCE on CAD to display the prompt screen to transmit messages via the INCIDENT NOTES.

   1.2 Click the TTY icon next to the CALL SOURCE to display the six default messages asking the nature and location of the emergency.

   1.3 After all pertinent information has been collected; assure the caller that the agencies are responding.

   1.4 To disconnect the caller, type in “sk” (stop keying)

   1.5 Dispatch any fire calls in the normal manner.

## DEFAULT MESSAGES

911 WHERE DO YOU NEED HELP Q GA

WHAT IS YOUR PHONE NUMBER Q GA

WHAT YOUR EMERGENCY Q GA

WHAT IS YOUR ADDRESS Q GA

WHAT IS YOUR NAME Q GA

AGENCIES ARE RESPONDING SK

## COMMON ABBREVIATIONS

Q GA Question Go Ahead *(awaiting a response from a question you have asked)*

| | | | | | |
|---|---|---|---|---|---|
| GA | go ahead | PLS | please | ANS | answer |
| SK | stop keying | RPT | repeat | MSG | message |
| NBR | number | | | | |

## RESPONSIBILITY

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

NUMBER 4

# PREPARE RECORDS OF PUBLIC SAFETY SERVICES REQUESTS

## PURPOSE

To establish a procedure to standardize information collected from the caller during pre-dispatch, and the recording of information in CAD or using paper based methods.

## SCOPE

This Operating Guideline applies to all Communicators.

## PROCEDURE

1. **INFORMATION GATHERING USING THE CAD AND GUIDECARDS**

**1.1** **9-1-1, Where is your emergency?** Record Street Address, City/Municipality, Apt #, Buzz Code, etc in CAD

**1.2** **What is the telephone number you are calling from?** If the caller is unable or unwilling to provide name or telephone number, do not delay trying to get the information, record as CNO (could not obtain) in the appropriate fields.

**1.3** **Determine Call Source and Callers Name (**Service Requester Name )

**1.4** **What is your emergency?** (Gather information to determine Incident Type and Prioritize call)

**1.5** **Ask all vital point question** (Use guidecards to gather pertinent information - Patient information, Vehicle Information, Injuries, Hazards, etc)

**1.6** **Provide pre-arrival instructions** (Guidecards)

*Record information on CAD and alert the dispatcher. The dispatcher will change the unit status on CAD to dispatch and proceed with dispatching the call and following it until its completion.

2. **PAPER BASED METHODS USING CALL CARD**

**2.1** **9-1-1, Where is your emergency?** Record Street Address, City/Municipality, Apt #, Buzz Code, etc on CALL CARD

**1.2** **What is the telephone number you are calling from?** If the caller is unable or unwilling to provide name or telephone number, do not delay trying to get the information, record as CNO (could not obtain) in the appropriate fields.

**1.3** **Determine Call Source and Callers Name (**Service Requester Name)

**1.4** **What is your emergency?** (Gather information to determine Incident Type and Prioritize call)

**1.5** **Ask all vital point question** (Use guidecards to gather pertinent information - Patient information, Vehicle Information, Injuries, Hazards, etc)

**1.6** **Provide pre-arrival instructions** (Guidecards)

**1.7** **Record time of call and all benchmarks/notification into CALL CARD**

**1.8** **Dispatch using Communication Centre Mapbooks and Response List**

*Record information on CAD and alert the dispatcher. The dispatcher will change the unit status on CAD to dispatch and proceed with dispatching the call and following it until its completion.

## RESPONSIBILITY

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

**NUMBER 5**

# UTILIZE, CATEGORIZE AND PRIORITIZE INFORMATION

## PURPOSE

To establish a procedure to standardize information collected from the caller during pre-dispatch and the recording of information in CAD to properly categorize and prioritize the incident.

## SCOPE

This Operating Guideline applies to all Communicators.

## PROCEDURE

1. **INFORMATION GATHERING (USING GUIDECARDS AND CAD):**

Communicator will answer emergency telephone lines in the following manner and record information into the CAD or on the CALL CARD:

- **1.1** **9-1-1, Where is your emergency?** Record Street Address, City/Municipality, Apt #, Buzz Code, etc in CAD
- **1.2** **What is the telephone number you are calling from (Area Code)?** If the caller is unable or unwilling to provide name or telephone number, do not delay trying to get the information, record as CNO (could not obtain) in the appropriate fields.
- **1.3** **What is your First and Last Name (**select call source )
- **1.4** **What is your emergency?** (Gather information to determine Incident Type and Prioritize call)
- **1.5** **Ask all vital point question** (Use guidecards to gather pertinent information - Patient information, Vehicle Information, Injuries, Hazards, etc
- **1.6** **Provide pre-arrival instructions** (Guidecards)

*Record information on CAD and alert the dispatcher. The dispatcher will change the unit status on CAD to dispatch and proceed with dispatching the call and following it until its completion.

## RESPONSIBILITY

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

NUMBER 6

# DETERMINE INCOMPLETE, CONFLICTING, OR INCONCLUSIVE INFORMATION

## PURPOSE

To establish a procedure to standardize information collected and determine incomplete, conflicting, or inconclusive information or data, given agency policies, procedures, guidelines, protocols, and resources, so that an allocation of resources is selected.

## SCOPE

This Operating Guideline applies to all Communicators.

## PROCEDURE

If the communicator is unable to obtain an accurate address or location they use the following methods to determine the location and allocate resources accordingly.

1. Incomplete or inconclusive address information:

   1.1 Run a search with known information using Address / Intersection / Alias field on CAD and the dropdown options and Use Map function on CAD to view/map the incident.
   1.2 Run a google search on PC and input information into the CAD and Use Map function on CAD to view/map the incident.

   **1.3 Using What3Words on the CAD**
   - 1.3.1 Enter the callers mobile phone number
   - 1.3.2 Click the What3Words icon
   - 1.3.3 Direct caller to open the link sent to their mobile phone and provide the three words that appear on their screen.
   - 1.3.4 Enter the words (including the periods) into the 3 Words Address field to show the location of the caller.

## RESPONSIBILITY

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

NUMBER 7

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

## PURPOSE

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

## SCOPE

This guideline applies to all Communicators.

## PROCEDURE

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

   1.1 Confirm whether or not the information is in the CAD system under DATA RECORDS.

      1.1.1 Street Closures
      1.1.2 Hydrant Updates
      1.1.3 Notification List

   1.2 If the information is not in the CAD system, the Communicator will make the appropriate changes and notify the appropriate agency and/or the Communication officer via email and attach all hardcopies of documentation (if required).

## RESPONSIBILITY

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

NUMBER 8

# RELAY INSTRUCTIONS,INFORMATION, AND DIRECTIONS TO SERVICE REQUESTER

## PURPOSE

To establish a standard procedure relaying instructions, information, and directions to the service requester, given agency policies, procedures, guidelines, and protocols, so that information appropriate to the incident is consistent with agency policies, procedures, guidelines, and protocols, and results in resolution, referral, or response.

## SCOPE

This guideline applies to all Communicators.

## PROCEDURE

1. **INFORMATION GATHERING:**

**1.1** **9-1-1, Where is your emergency?** Street Address, City, Apt #, Buzz Code, etc

When the address has been identified information gathering will begin by asking the following questions:

**1.2** **What is the telephone number you are calling from?** If the caller is unable or unwilling to provide name or telephone number, do not delay trying to get the information, record as CNO (could not obtain) in the appropriate fields.

NOTE: An emergency 911 Call that has been “PERSed” is a 3-way conversation with the public listening. Unnecessary particulars will not be communicated during this type of call. All particulars will be between Communications and the outside agency only. When a call is received in error or staffing is unavailable to assist outside agencies, and the notification has been PERSed, the call taker will:

1. Respond to the agency that you have received the information.
2. Call agency immediately following the initial call and advise they have notified the incorrect Service

**1.3** **Determine Callers Name and Call Source (**Service Requester Name )

**1.4** **Determine emergency?** (Gather as much information to determine Incident Type and Prioritize call)

**1.5** **Ask all vital point question** (Use guidecards to gather pertinent information - Patient information, Vehicle Information, Injuries, Hazards, etc)

**1.6** **Provide pre-arrival instructions and disconnect protocols**

**1.7** **Send the call to Queue or Dispatch directly and follow dispatching procedures.**

**1.8** **Notify other agencies if needed (**Tiered agency: Ambulance, Police, Support Services)

*Record information on CAD and alert the dispatcher. The dispatcher will change the unit status on CAD to dispatch and proceed with dispatching the call and following it until its completion.

## RESPONSIBILITY

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

NUMBER 8.1

# RELAY INSTRUCTIONS,INFORMATION, AND DIRECTIONS TO SERVICE REQUESTER

# CARBON MONOXIDE

## PURPOSE

To establish a standard procedure for Carbon Monoxide responses.

## SCOPE

This guideline applies to all Communicators.

## PROCEDURE

When a Communicator receives notification for a Carbon Monoxide Detector Activation, they will:

1. Obtain the address, type of emergency (Carbon Monoxide) , callers name and phone #.
2. While the caller is still on the line, ask if anyone at the location is having any symptoms. How many?
3. If the caller advises that anyone at the location is suffering from possible CO poisoning symptoms, **automatically tier Ambulance to respond as well.**
4. Advise the caller that if possible, ventilate the building, and wait outside or close to an open door or window.
5. Advise responding units that there may be a high level of Carbon Monoxide in the building and the caller was advised to ventilate.

*Record information on CAD and alert the dispatcher. The dispatcher will change the unit status on CAD to dispatch and proceed with dispatching the call and following it until its completion.

## RESPONSIBILITY

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

# RELAY INSTRUCTIONS,INFORMATION, AND DIRECTIONS TO SERVICE REQUESTER

## PURPOSE

To establish a standard procedure relaying instructions, information, and directions to the service requester, given agency policies, procedures, guidelines, and protocols, so that information appropriate to the incident is consistent with agency policies, procedures, guidelines, and protocols, and results in resolution, referral, or response.

## SCOPE

This guideline applies to all Communicators.

## PROCEDURE

**1. INFORMATION GATHERING:**

Communicator will take the emergency call information in the following manner (Guidecards):

- **1.1 9-1-1, Where is your emergency?** Street Address, City, Apt #, Buzz Code, etc
- **1.2 What is the telephone number you are calling from?**
- **1.3 Determine Callers Name and Call Source (**Service Requester Name )
- **1.4 Determine emergency?** (Gather as much information to determine Incident Type and Prioritize call)
- **1.5 Ask all vital point question** (Use guidecards to gather pertinent information - Patient information, Vehicle Information, Injuries, Hazards, etc
- **1.6 Provide pre-arrival instructions and disconnect protocols** (Follow Guidecards)
- **1.7 Send the call to Queue (and notify the dispatcher) or Dispatch directly and follow dispatching procedures.**

*Record information on CAD and alert the dispatcher. The dispatcher will change the unit status on CAD to dispatch and proceed with dispatching the call and following it until its completion.

- **1.8 Notify other agencies if needed (**Tiered agency: Ambulance, Police, Support Services)
- **1.9 Add all additional details into the call as information is received and notify the dispatcher of the additions.**

## RESPONSIBILITY

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

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# OG Communications Procedure

**NUMBER 10**

# PUBLIC INFORMATION

## PURPOSE

To establish a standard procedure for handling media and/or public inquiries regarding emergency responses.

## ;OPE

This guideline applies to all Communicators.

## ROCEDURE

1. When a Communicator receives an inquiry regarding a response to an emergency, they will determine if the emergency is ongoing.

2. If the emergency is ongoing: the Communicator will take the caller's name and phone number to pass on to Incident Command. Relay this information when convenient.

   2.1 If the media make contact with Communications to gather news information about an ongoing event, the Communicator may confirm the address and the call type in general terms. If further information is requested, the media contact information will be provided to incident Command for follow up.

3. If the incident is not currently ongoing: the Communicator will advise the caller to contact Administration during regular business hours. Numbers can be found for all departments in the Notification List on the CAD.

## RESPONSIBILITY

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

COMM RESPONSE
Public Safety Education, Training, and Consulting

OG Communications
Procedure
NUMBER 11

# FELLOW EMPLOYEE EXHIBITING SIGNS & SYMPTOMS OF EMOTIONAL & BEHAVIOURAL DISTRESS

## PURPOSE

To establish a standard procedure for Identifying Signs and Symptoms of Emotional or Behavioural Health Distress of an Individual in Crisis, so that the emotional or behaviorual health distress issue is recognized, confidentiality is maintained within the guidance of the AHJ, communication is open, nonjudgmental awareness is retained, department or community-based program is made accessible, and assistance is offered or an appropriate referral is initiated.

## SCOPE

This guideline applies to all Communicators.

## PROCEDURE

1. Given an individual exhibiting signs and symptoms of mental and physical stress in a peer setting, and policies and procedures to be initiated with an awareness level education in mental and physical stress, the candidate will perform the following in accordance with appropriate reference material used by the agency.

2. Examples of signs and symptoms may include, but are not limited to:

Mental stress:
- Headaches
- Sleep disturbances
- Short temper
- Job dissatisfaction
- Low morale
- Difficulty concentrating
- Impatient
- Hypersensitive
- Not engaged
- Aggressive
- Etc

Physical stress:
- Soreness (body aches)
- Indigestion or heartburn.
- Headaches
- Weight gain
- Sleeplessness
- Feeling physically exhausted
- Aggressive
- Change in personal appearance
- Substance abuse
- Etc

3. Actions to take may include, but are not limited to:
   - Notifying your supervisor
   - Offering assistance
   - Remaining non-judgmental
   - Initiating appropriate referral
   - Ensuring confidentiality
   - Etc

• Follow departmental SOPs.

4. Examples of how to interact with an employee may include, but are not limited to:
   - Active listening
   - Empathizing
   - Offering assistance
   - Being discreet
   - Etc

• Follow departmental SOPs.

4.1 Examples of various listening skills may include, but are not limited to:
   - Acknowledging the person's perspective
   - Maintaining eye contact
   - Removing distractions
   - Keeping an open mind
   - Active listening
   - Not interrupting or offering unsolicited advice
   - Identifying unconscious bias
   - Waiting for a pause to ask clarifying questions
   - Giving regular feedback
   - Paying attention to non-verbal cues
   - Etc

5. Examples of available resources may include, but are not limited to:
   - Employee and Family Assistance Program (EFAP)
   - Community mental health program
   - Chaplain
   - Suicide Prevention Lifeline
   - Individual(s) trained in emotional and behavioural health
   - Peer support groups
   - Etc

• Follow departmental SOPs.

## RESPONSIBILITY

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