

# ESCAMBIA COUNTY FIRE-RESCUE

## Standard Operating Guidelines

1230.015

Emergency Calls Received at Station

Implemented: 01/26/11

Revised:

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Paul Williams, Fire Chief

### **PURPOSE:**

To establish a guideline for Fire/Rescue personnel to follow when calls for emergency assistance is received at the Fire Station.

### **OBJECTIVE:**

To establish a procedure to process a call for assistance in a timely and efficient manner if received directly at the fire station.

### **SCOPE:**

All Personnel

### **PROCEDURE**

Always speak in a calm, distinct and competent voice.

Take charge of the conversation. After the initial exchange, determine the needs of the calling parties, stop any superfluous conversation and get the facts as quickly as possible.

Ask questions. Take all the information pertaining to the call and write them down. Do not leave details to memory.

Obtain the following:

- Name of the caller
- Address of the incident
- Nature of the incident
- Call back phone number

If the caller indicates they may be in a dangerous situation, such as inside a structure that is on fire, instruct them on the proper way of exiting the building.

Have the caller hang up the phone and call 911.

Notify the emergency communications center of the call and report a "still alarm" – request that a call be created in CAD and to dispatch the appropriate units.

If you receive a call for an emergency in another agency's jurisdiction which is not covered by the Escambia County Emergency Communication Center; call the ECECC and notify them of the emergency. Escambia County will forward the call to the appropriate jurisdiction.