



How To Use This Guide

Confirm the information offered as consistent with your policy – if not you can change the wording as the product was provided in Power Point format. For your trainees to view this as your presentation go to Slide Show above and select View Show.

Actual calls have been inserted where appropriate. Insert your agency calls also using the insert feature in the menu. Remove calls with right click if you wish to delete.

Not all cards have calls – there are 14 actual fire calls on this presentation, double click on the call to play.

ALL CALLS

Location – Incident and caller

Type of Assistance – Fire / Rescue / EMS

Extent – Flames / Smoke / Odor

Type of Structure - Apt / Single / Warehouse

Caller Info - Name / Phone / Location / Involved how?

ALL CALLS CALLER TRAPPED

Location – Incident and caller where in the location

Listen to these calls and evaluate

- 1.
- 2.
- 3.
- 4.

ALL FIRE CALLS SAFETY

Do not advise caller to return and rescue

Do not detain caller inside the fire location

Electrical fires, if safe shut off source

Fire out? Send full response

Fire alarms? Send full response

Do not use the word re-kindle

Always relay transmissions from scene

Know Firefighter Safety (Pass Device, etc)

AIRCRAFT EMERGENCY

Location of the aircraft / type / size

Down / In Air / Fire / Smoke

Injuries known / extent / number

Location of caller

Name / phone number / address

Relationship to aircraft (witness / aboard)

Problem with aircraft

Time Delay / how long ago

Haz Mat concerns

ALARMS - FIRE

Location of the alarm / business / residential

Type of alarm / where located / what covers

Reporting party information

Subscriber / Owner information

Any party responding to the location

Any evidence of fire/chemical/problem?

ALARMS - TYPES

- Carbon Monoxide (CO) Alarm
- Medical alarm
- Manual pull alarm
- Residential fire alarm
- Water-flow alarm
- Water-flow alarm w/reset

APARTMENT FIRES

Location of the fire

Street address / complex name / building then apartment number


Extent of the fire / what is seen / color of smoke

Occupied? Evacuating?

Cause / if known

Often the agency has apartment guides to determine the numbering system. For example B101 – is B the building or the floor?

ASSIST FIRE DEPARTMENT


Location of the assist 
 Type of assist
 Caller information

Flooding / alarm beeping / other citizen assist
 check policy on what types of assist require code
 yellow responses

ACCIDENT AUTO

Location of the accident
 Injuries / extent / number of subjects
 Blocking traffic?
 Mechanism / car vs mc / head on / fire / rollover / over
 embankment
 Caller information / involved / witness
 Consider: jaws of life / hazmat / rescue / spill / wires down
 / other additional information

ACCIDENT TRAIN

Location of the accident 
 Injuries / extent / number of subjects
 Blocking traffic?
 Mechanism / car vs mc / head on / fire / rollover / over
 embankment
 Caller information / involved / witness
 Consider: jaws of life / hazmat / rescue / spill /
 wires down / other additional information

ACCIDENT TRAIN

Location of the accident
 Injuries / extent / number of subjects
 Derailed?
 Type of train (passenger etc)
 Placards?
 Caller information / involved / witness
 Consider: jaws of life / hazmat / rescue / spill /
 wires down / other additional information

BOAT FIRE / EMERGENCY

Location / on water / on land / exposures
 Flames / smoke / spill
 Caller / name / address / location
 relationship to incident
 Injuries / extent / numbers

BOMB THREAT

Assist PD
 Location of incident
 Caller / PD?
 Type of device

Silent radio requested?

BRUSH FIRE


Location of the fire
 General area
 Exact location or landmarks to watch for
 Someone to meet fire department?
 Extent of area covered
 Nearing any structures
 Freeway / determine access
 Arson / known suspects?

CHEMICAL SPILL

Location of the spill / what is the substance
 Inside / outside / business location
 Injuries / potential / extent / number / type
 Evacuated?
 Caller information / involvement
 What is known about the substance
 Is it contained

Train Derail? Placards? Type of Chemical?

COLLAPSED STRUCTURE

Location / type of structure 
 Caller / information

Injuries / trapped / severity / number of persons
 location of injured


Describe collapse / full / partial

COMBINED CALL

Different combinations might be:

- Police and Fire
- EMS and Fire
- Police and Fire and EMS

These are initiated by any of the agencies.



CONFINED SPACE RESCUE

Location of injured person(s)
 Caller information
 Trapped now or out / extent of injuries
 Depth of ditch
 Type of construction site
 Hazardous materials involved?

COMMERCIAL FIRE

Location of the fire
 Name of complex or business, where inside, how many floors
 Injuries / extent / occupied
 Type of fire / extent / what is seen
 Cause if known
 Evacuated?

DERAIL

Location of incident
 Caller Information
 Injuries / extent / number of person(s)
 How many cars
 Other vehicles involved
 Hazardous material spill?
 Possible spill

DOCK FIRE


Location of dock
 Caller information
 Injuries / extent / number
 Exposures
 What seen / fire / smoke
 Hazardous material concerns?

EXPLOSION

Location / exact or approximate
 Direction heard
 Near what
 Injuries / fire / extent / cause
 Heard only / see anything / smoke
 Happened before in this area?


GAS LEAK / BREAK

Location of break(s)
 Caller Information
 How related to the incident
 Injuries / extent / number
 Exposures



HOUSE FIRE

Location of the house / address / approximate
 Occupied / where / how many
 Extent / flames / smoke / odor / alarm
 Cause if known
 Caller information / involvement



HOUSE FIRE SUBJECT TRAPPED

Get EXACT location of the person or others.


If you're trying to escape a fire, never open a closed door without feeling it first. Use the back of your hand to prevent burning your palm. If the door is hot, try another exit. If none exists, seal the cracks around the doors and vents with anything available.

Crawl low – if a window is open breathe from the window. Wave something out the window to show your location.

Use wet towels to seal the space under the door and prevent the entry of smoke. Cracks around the door can be sealed with masking tape if necessary.

Don't panic or scream if you can help it – it uses breath.

Remain on the line with the person.



ILLEGAL BURN

Location of the burn
 Caller information / why calling

Tended at this time?
 Burning ban in effect?
 Fire permit for this location?


ODORS OF SMOKE/OTHER

Location of the odor
 Type of smell / wires / rotten eggs / smoke
 Smoke seen?
 Caller information
 Evacuating?
 Natural gas – do evacuate if inside / outside it dissipates

POLE / TRANSFORMER PROBLEM


Location of incident
 Caller information
 Relationship
 Location now
 Time delay?
 What is seen / sparks / fire

RESCUE OPERATION

Location of the incident 
 What is needed / happening / has happened
 Caller information / other agency requesting?
 Special hazards / needs

Combined call? Police / EMS / Fire?
 People trapped in a fire – instructions
 Get low – location in building
 (Insert instructions)

SMOKE SEEN

Location of the smoke 
 Exact / meet / direction from
 Color of smoke / amount
 Cause if known
 Caller information / involvement

VEHICLE FIRE

Location of the vehicle
 Any exposures
 Freeway / determine access
 Injuries / trapped
 Extent of fire / flames / smoke
 Type of vehicle / car / tanker / motor home
 Caller information / involvement