

Introduction to this writing sample

I prepared and composed this policy-and-procedure manual for emergency-dispatch operators who use a computer system to manage calls and dispatch firefighters for multiple jurisdictions. In this project, E-Comm's standard operating guidelines were formally established and documented for the first time. The primary goal was to develop new standards and integrate existing standards from historically separate partner agencies to produce universal standards addressing the needs of all fire departments and E-Comm. The secondary goal was to produce a manual written in plain language that could be easily revised in a modular way and was scannable for quick, practical access by operators.

I first sat in as observer in the Fire Pod to understand the pressures operators faced. The subject matter was then drawn from procedures developed by other companies and from brain-storming sessions with a small team of key players within the Fire Pod. After internal review, this draft was sent out to multiple fire departments for external review. Subsequent drafts were taken over by E-Comm's training department after about a year's time getting agreement from the fire departments. This is not the final approved draft.

I suggested many changes to terminology and structuring of the SOPs to maximize usability, consistency, and clarity. I drew up a small style sheet for standard usage, such as for capitalization of position titles for use by multiple fire departments at the same time.

The document-control information is a compromise. E-Comm executives were reluctant to depart from their familiar, archaic SOP format used for corporate directives. After several iterations of refining the control information they came to see the value of what I had recommended on start-up. An example of a recommendation that was *not* adopted is to have the chapter title in the header, which is linked across sections and doesn't need to be revised, with individual SOP titles in the footer, which is unlinked and frequently revised.

The Purpose and Policy statements were mainly left up to me to create from scratch, so in many places they appear as repetitive "boilerplate," submitted for modification by external reviewers. In my opinion, a single combined statement at the beginning of the document would be better for usability.

Each chapter was created in Microsoft Word as a separate document, using section breaks for each SOP to allow automatic numbering. I developed format styles to conform to published best practices.

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4.2 NFPA Performance Standards

Policy

E-Comm Fire Dispatch is committed to meeting the National Fire Protection Association's performance standard number 6.4.2 for the speed of answering emergency phone calls, and number 6.4.3 for creating and dispatching emergency events.

Purpose

To manage events successfully for public safety and public service.

Procedure

Performance criteria are taken from the figure on the next page.

Answering Calls

Answer 95 percent of emergency phone calls in 15 seconds or less.

Answer 99 percent of emergency phone calls in 40 seconds or less.

Answer all emergency lines as soon as possible.

Dispatching

Create and dispatch 95 percent of all events in 60 seconds or less.

Create and dispatch 99 percent of all events in 90 seconds or less.

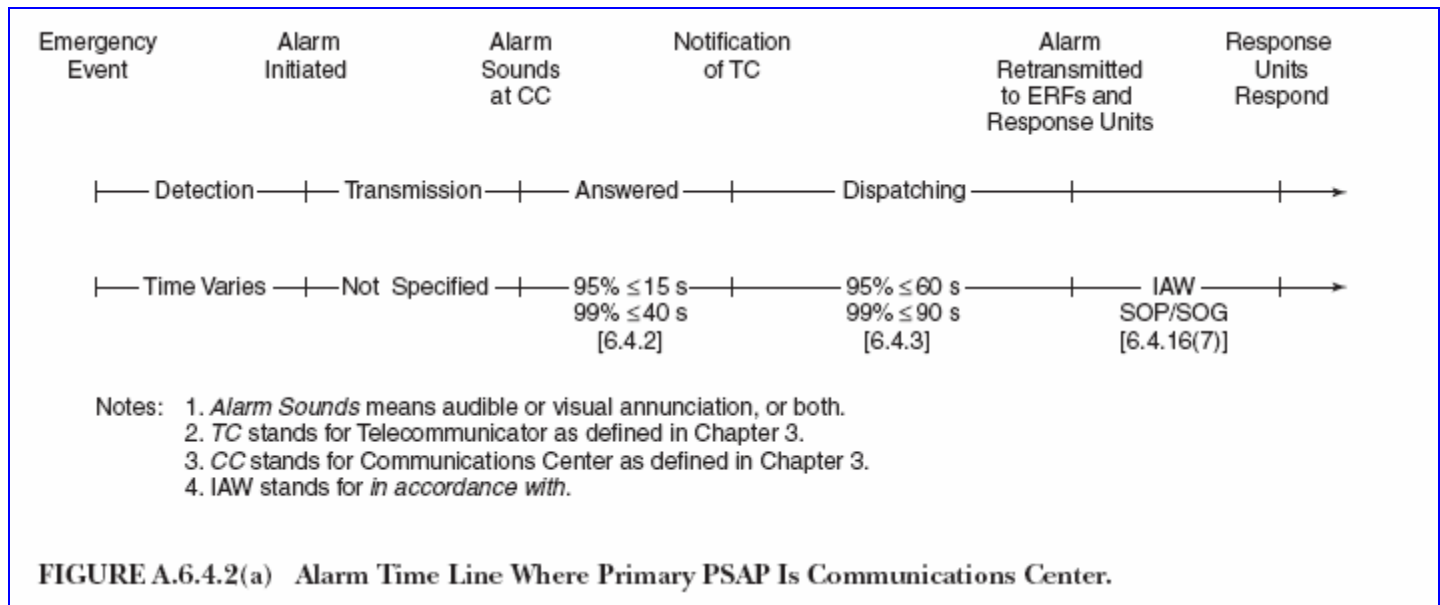


FIGURE A.6.4.2(a) Alarm Time Line Where Primary PSAP Is Communications Center.

The above figure is taken from the *National Fire Protection Association Standard 1001: 6.4.2*. PSAP stands for public-safety answering point.

Related topics

4.3 Event Priorities

Policy

E-Comm Fire Dispatch defines four priority levels. These determine the order in which different types of events are dispatched, regardless of when they were created.

Purpose

To ensure that dispatchers and partner agencies understand and agree on which events can supersede others in their speed of dispatching when events are simultaneous and resources are limited.

Procedure

Dispatch events in the order of their priority, as follows:

Priority 1 – emergency response

- rescue of trapped or injured people
- smoke or fire inside or near a structure
- high-risk medical events, such as cardiac arrest or airway obstruction

Priority 2 – emergency response

- medical events

Priority 3 – emergency response

- alarm bells ringing
- fire that's not an immediate risk to people or structures, such as burning rubbish, grass, fences, and transformers

Priority 4 – routine response

- all non-urgent events

Priority 5 – advised only

- medical events on the Sunshine Coast

Related topics

Changing Event Priority

4.4 Changing Event Priority

Policy

At any time, E-Comm Fire Dispatch can change the event type if the situation warrants it. This can change the priority for dispatching.

Purpose

To ensure the response always matches the event.

Procedure

When receiving an update, change the event type if needed for a more accurate record and response.

Note – Changing the event type can change the priority of the event.

Adding or removing apparatus

1. If there are no units on the scene yet, use the words "respond with" to indicate this.
2. Contact the initial responding apparatus on COM-2. Tell them the updated information and the new event type. Tell them that other units have been added or cancelled.

Related topics

Event Priorities

Raising Alarm Level

4.5 Dispatching Apparatus

Policy

On receiving an emergency request for fire or rescue services, E-Comm Fire Dispatch will dispatch appropriate apparatus without delay, according to specified standard operating procedures.

Purpose

- To ensure the call assessment and dispatching process is effective and efficient.
- To perform dispatch operations consistently, in a manner agreed upon by all parties.

Procedure

1. Select the highest priority event from the Pending Events Monitor.
2. Read and understand the Event Address (EVA) mask, including:
 - address or location
 - event type
 - comments line
 - remarks
 - location information
 - location history
 - nearby events
 - special instructions
3. Review the apparatus suggested by the computer-aided dispatch (CAD) system. Make any changes needed for specified situations or special places.
4. Pull up the grid, if applicable.
5. Assign a tactical channel.
6. Dispatch the closest, most appropriate apparatus, in this order:

1. units available on radio in the district
2. units at a nearby event—check if they're able to respond to a new incident, and if so, override the CAD and assign this nearby apparatus
3. units available in quarters in the district
4. units available in the next district

Note – In the case of stacked calls, any available dispatcher prepares the next event and dispatches it when the primary operator is finished.

Information in the dispatch

Broadcast the following—*twice*—in this order:

1. apparatus—starting with the first-in apparatus, ending with the battalion chief
2. level of response
3. event type
4. pertinent comments—such "wait for police, heavy black smoke"
5. business name or common place name, if applicable
6. address or location, including any unit number
7. closest cross street
7. entry code advisory—if there's a building entry code, don't say it over the radio, simply state that it's in the rip-and-run (this is because of privacy issues)
8. grid, if applicable—use the phonetic alphabet for the last three characters of the grid or atom information
9. tactical channel

Note – When you repeat the broadcast, read out the address differently. In one of the broadcasts, read out the digits sequentially.

When an apparatus doesn't answer Dispatch

Company officers are responsible for their status at all times. When a single suggested apparatus has not answered after being called twice, take these steps:

1. Immediately dispatch the next appropriate apparatus. Broadcast the event normally.
2. Attempt for one minute to contact the original, non-responding apparatus by radio, land line, or cell phone. If there's still no answer, contact the battalion chief or duty chief.
3. If you find the original apparatus and it's still closest to the event, cancel the other apparatus and assign the original one.

When an apparatus requests more firefighters

When an apparatus on the scene requests a fire crew to relieve them, ask what type of unit and what response level they need, then dispatch accordingly. Respond routine unless an emergency response was specifically asked for.

When a battalion chief is en route

Relay all information given by crews on the scene.

When to do a pre-broadcast

When a multiple-apparatus event is pending for dispatch and one or more apparatus is available on radio (AOR), activate the warble tone and broadcast once on the radio a standby alert in this form:

"[identified AOR units] stand by, [event type], [location]"

Then dispatch the event in the normal manner.

Note – AOR apparatus will acknowledge by pressing their respond button or the status button on their mobile radio. They will then switch the mobile radio to COM-2 and proceed to the event.

Paging for volunteer or composite departments

When paging, say the address first. After the second read, end with a time stamp, stating the elapsed time.

Note – On the Sunshine Coast there's no maximum paging time.

Related topics

Event Priorities

Warble Tones

Chapter 5 Communications – Tactical Channels

Chapter 5 Communications – Radio Procedures for Apparatus

Chapter 7 Specified Situations

Chapter 8 Special Places

4. Warble Tones

(IN DEVELOPMENT)

4.7 Response Guidelines

Policy

E-Comm Fire Dispatch will dispatch units in the manner specified by the fire department, according to the number and type of units assigned to the event.

Purpose

To allocate the correct resources in the correct manner for the fire department policy.

Fire departments' special procedures

New Westminster Fire/Rescue Service

One-apparatus assignments

The closest assigned apparatus responds either routine or emergency, depending on the event type.

Two-apparatus assignments

- The closest assigned apparatus responds emergency.
- The second-closest responds routine.

Two apparatus plus rescue unit

- The closest assigned apparatus responds emergency.
- The second-closest assigned apparatus responds routine.
- The rescue unit responds emergency.

Note – The response of the second apparatus can be changed while en route, or on arrival of the first unit, depending on the initial report.

Related topics

4.8 Benchmarks

Policy

E-Comm Fire Dispatch call takers and dispatchers will record and time-stamp all benchmarks defined in this standard operating procedure.

Purpose

- To produce accurate reports for managing risk, allocating resources, and accountability.
- To manage events successfully.

Procedure

Create a memo of each event to record all relevant benchmark information you receive or send by phone or radio.

Benchmarks include all of the following:

- notifications and updates between E-Comm Fire Dispatch and all agencies (such as BC Ambulance Service, police, and Terasen).
- all communication with incident commanders (such as size-up reports and additional resources)
- all appropriate communication between fire dispatch staff (such as messages and tasks related to the event)
- all interdepartmental advising (such as advising the duty chief, recalling off-duty staff, and call-out of fire-prevention officers)

Related topics

Event Priorities

Changing Event Priorities

4. Event Timers

Policy

Within the E-Comm Fire Dispatch computer-aided dispatch (CAD) system, event timers are set for specific actions.

Purpose

Event timers ensure that a specific corrective action is taken if the dispatch activity is taking longer than expected.

Procedure

The following are the current event timers, with the task to be done when the timer goes off:

Pending Event timer – 120 seconds for Priority 1, 2, and 3

Task – If the event timer goes off while the event awaits dispatch in the Pending Events queue, memo the event about the reason for the delay.

Pending Event timer – 5 minutes for Priority 4

Task – Same as above.

Pending Event timer – 15 minutes for Priority 5 (medical)

Task – For these events, you can cancel the call if BC Ambulance Service (BCAS) has not yet requested a fire-department response.

Unit En-route timer – 120 seconds

Task – If the apparatus is not yet en route, try to raise the crew. If the crew can't be raised after two attempts, start another unit and refer to the applicable standard operating procedure.

Unit on Scene timer – 7 minutes

Task – If the apparatus is not yet on the scene, try to raise the crew, unless you estimate that the travel time will exceed the seven-minute window.

Note – If the unit does not indicate that it's on scene but you know they have arrived, show the unit as on scene.

Related topics

Dispatching Apparatus – *When an apparatus doesn't answer Dispatch*

4.10 Location of Interest

Policy

E-Comm Fire Dispatch will check all information about an event in progress. Dispatch will relay the information to the incident commander or other agencies when appropriate.

Purpose

- To ensure the safety of firefighters, other responders, and the public.
- To comply with local regulations.
- To allocate resources optimally.

Procedure

When the computer-aided dispatch (CAD) system contains special information about the location of an event, one or more buttons will be highlighted. Check these buttons according to the following procedure.

Nearby events [Nearby]

Nearby events are those active within a defined radius and time period. Do *not* warn the incident commander about a nearby event unless it's directly pertinent to the response. Otherwise, unnecessary information can confuse the responding units.

Same event – If a nearby event takes place at the same location, append the new event to the nearby event.

Location information [Loc Info]

This button is highlighted for addresses that responders should be warned about. Reasons include:

- difficult or dangerous occupants or animals
- hazardous materials
- a unique fire detection or suppression system

Red button – Check the Loc Info button *immediately* if it's red. Advise the incident commander that a situation could be high risk.

Special instructions [Sp Int]

These include reminders of agency-specific procedures to be followed. Check and follow these instructions.

Location history [Loc Hist]

As time permits, check the location history and advise the incident commander of any relevant details from past responses to this location.

Related topics

4.11 Cancelling Calls

Policy

Only the incident commander or the battalion chief can cancel a response. Because E-Comm Fire Dispatch assumes the role of incident commander until an apparatus is on the scene to assume command, there are situations where Dispatch will cancel a response. E-Comm Fire Dispatch will handle the cancelling of calls in the manner specified in this standard operating procedure.

Purpose

- To minimize failure and have resources available when needed.
- To perform dispatch operations consistently, in a manner agreed upon by all parties.

Procedure

Create all events, even if they're not dispatched.

Fire and rescue events

Pass along all updated information to the incident commander on the scene or the battalion chief. They can either cancel or continue as originally dispatched.

Medical events

If BC Ambulance Service (BCAS) cancels a response, advise the responding units they can cancel.

Motor vehicle incidents (MVIs)

If BCAS cancels their response to a MVI, the fire apparatus may be downgraded to FMVI1—but *not* cancelled. Pass along details to the responding units.

Automatic fire alarms

In the following situations, downgrade the first-in apparatus to routine and cancel all other responders:

- The correct codes have been given, as confirmed by the service.
- The cause is known and it's not a fire.
- The system has been reset.

Related topics

4.12 Working Fire

Policy

This standard operating procedure defines those conditions that constitute a declaration of a working fire.

Purpose

- To perform dispatch operations consistently, in a manner understood and agreed on by all parties.
- To allocate resources optimally.
- Successful event management.

Procedure

Declaration – A working fire is declared when the incident commander states that:

- We have a working fire or a first alarm.
- Hose is being laid.
- Smoke or flames are showing in the size-up.

Dispatching – Proceed as follows:

- Dispatch according to the fire department's multiple alarm sheet.
- Make all required notifications immediately.
- Time-stamp all response information into the event file.
- If the incident commander has not stated "working fire," ask whether you should announce it on the next transmission.

Related topics

4.13 Raising Alarm Level

Policy

Only the incident commander or the battalion chief can raise the alarm level. Because E-Comm Fire Dispatch assumes the role of incident commander until an apparatus is on the scene to assume command, and because Dispatch can change the event type if the situation warrants it, there are situations where Dispatch will raise the alarm level. Dispatch will handle the raising of alarm level in the manner specified in this standard operating procedure.

Purpose

To ensure the response always matches the event.

Procedure

Dispatching – On receiving a multiple-alarm order from an incident commander, dispatch the next alarm assignment and broadcast *twice* in the normal manner, following this example:

Vancouver E8, TWR7, respond emergency, second alarm, apartment fire, The Balmoral, 159 East Hastings, staging Jackson and Hastings, tac three.

After dispatching – As soon as possible after the alarm assignment is dispatched, use the ALERT 2A command on the computer-aided dispatch (CAD) system to broadcast the multiple alarm twice, following this example:

Second alarm fire in progress at The Balmoral Hotel.

Related topics

4.14 Call-outs

Policy

Resource call-backs and standard call-outs for investigators –
E-Comm will follow the special requirements of the fire department.

Multiple alarm call-outs - When the incident commander asks for the recall of off-duty firefighters for a multiple alarm event, E-Comm Fire Dispatch will follow the instructions on the multiple-alarm check sheet of the fire department.

Specialty Rescue – For all high-risk rescue events, E-Comm will dispatch personnel who have attained an operations skill level in high angle and confined space rescue.

Purpose

- To perform dispatch operations consistently, in a manner understood and agreed on by all parties.
- To ensure that rescuers can respond effectively.

Procedure—call-backs and standard call-outs

Vancouver Fire and Rescue Services

Broadcast only – The Operations duty chief will ask you to broadcast a message to all halls, specifying the number of firefighters to be called out. The message should state there's a need for a specific number of firefighters for a fire at a specified location. Ask halls to start their callout procedures.

Charge dispatcher

At the request of the incident commander, request that specified spare equipment be staffed with call-out personnel.

When the responsible person in each hall has finished calling one group and knows how many people on their list are responding, that person will call you with the information.

Note – Staff totals should not include personnel called to staff spare or special apparatus.

If more people are required, the hall will try to reach the second call group. The hall will then notify you when the call-out for that hall is complete.

Richmond Fire-Rescue Services

Resource call-backs

If the incident commander or battalion chief hasn't addressed call-backs by about five minutes after arriving on scene at a working fire, ask for direction.

Note – Usually call-backs are done at Hall No. 7 by someone from a hall that's not currently part of any response, or by calling in someone for the specific purpose of making calls. If Richmond Fire can't make the calls, they'll ask E-Comm to assist.

Making the calls – Use the staff list in the Richmond binder. Start at the top of the list and call anyone who isn't currently working or has just come off duty. Keep track of those who agree to come, and their estimated time of arrival, on the form provided at the back of the list. The form is for tracking response level and for pay purposes.

The call-back message – Use either:

- "You're being called back to staff an engine at Hall No. []," or
- "Pick up your gear and go directly to the fire scene. The address is []."

Staffing – Each engine requires an officer and three firefighters. If the incident commander, battalion chief, or a mechanic requests a general call-back, then call back a *training officer* and the *on-call chief* also. If necessary, confirm with the battalion chief.

Note – The battalion chief can also ask you to call out a second battalion chief to monitor events in the rest of Richmond.

Standard call-outs

These include the arson investigator or an on-call deputy chief or chief called for a working fire.

E-Comm makes these calls. Note who was called out in the Event History.

Procedure—multiple alarm call-outs

Dispatching call-outs

1. Ask if they're able to attend an event.
2. If yes, ask their estimated time of arrival. If no, make a note that they aren't attending—do not document the reason.
3. Time-stamp all actions into the file.

Notifications

Notify other agencies as instructed on the multiple alarm sheet. Document the results of the notifications in the computer-aided dispatch (CAD) system.

Procedure—specialty rescue

New Westminster Fire and Rescue Service

High risk rescue

On creation of a Rescue 3 - High Risk event, dispatch as follows:

1. Alert one on-shift member from Engine 1 to respond with Rescue Unit 12 immediately.
2. Contact one *technical-rope-rescue* instructor and three qualified off-duty technical-rope-rescue members to respond directly to the scene.

Related topics

VFRS Standard Operating Guidelines 2.05.01.003 - Third Alarm Assignment

VFRS SOG 2.05.01.004 - Fourth Alarm Assignment

VFRS SOG 2.05.01.005 - Calling Out – Off-Duty Personnel

VFRS SOG 2.05.01.008 - Call Out Method

NWFRS Call-out Procedures Manual—shift call-out personnel lists

6.15 Fill-ins

Policy

E-Comm Fire Dispatch will dispatch apparatus for fill-in coverage according to the policies and procedures defined in the fire department's standard operating procedure for fill-ins.

Purpose

- To optimize response times.
- To allocate the correct resources in the correct manner for the fire department's policy.

Procedure

1. **Recognize the need for fill-in apparatus** – If an apparatus is dispatched to an event that will keep it busy on the scene for more than 20 minutes, send fill-in coverage. On working fires or multiple alarms, dispatch the fill-in apparatus immediately.

Note – The computer-aided dispatch (CAD) system only allows fill-in assignments to be dispatched one apparatus at a time. Valuable time can be saved by dispatching fill-ins using the MMI to alert the back-up hall.

2. Do a fill-in only as directed by the fire department's standard operating procedure for fill-ins.
3. Dispatch the fill-in apparatus and broadcast twice, following these examples:

“Fill-ins on a working fire, second alarm, VL-01 fill number three hall, E-15 fill number thirteen hall, Q-19 fill number four hall, E-10 fill number nineteen hall.”

“Delta E-1 border coverage hall 2, E-2 on scene full arrest.”

Fire departments' special procedures

Vancouver Fire and Rescue Services

Corner halls should have an apparatus capable of fire fighting, with pumping capabilities. Corner halls are Halls No. 5, 6, 10, 14, 22, and 21.

There should always be one piece of fire apparatus capable of pumping in each hall.

There should be an even geographical distribution of pumping and ladder capabilities.

Move-ups (fill-ins) in the computer-aided dispatch (CAD) system should only be done *after* the apparatus enters the destination district.

The attrition list for halls that may be left empty, or that only need to have available at all times a rescue (non-fire fighting) apparatus, are Halls No. 1, 13, 19, and 20.

Halls that should be staffed with at least one piece of fire fighting apparatus at all times are Halls No. 2, 3, 4, 6, 7, 8, and 9.

The sequence for reducing halls from two pieces of apparatus to one is: Hall No. 10, then 18, then 1, then 5, then 12, then 15, then 7, then 3, then 6.

When moving a piece of apparatus from Hall No. 10 as a fill-in, consider having the apparatus fill in Hall No. 19, and then have the apparatus from Hall No. 19 fill in the vacant hall. This keeps the hazmat team members in close proximity.

Two rescue companies may be combined to staff up a spare engine. This *must* be authorized by a deputy chief or battalion chief.

Richmond Fire-Rescue Services

Dispatch fill-ins only when requested by the battalion chief – For Richmond Fire, *move-ups* (fill-ins) are normally done only after the battalion chief confirms there's a working fire and asks for move-ups. If the incident commander or battalion chief hasn't asked to arrange for move-ups by about five minutes after arriving on scene at a working fire, ask for direction.

Note the request to start move-ups in the Event History.

Note – Because Richmond’s initial response to a confirmed fire is four engines, only three engines are left in the municipality.

Fill-in dispatching priorities

These halls must be manned, and in this order of priority:

- Hall No. 1
- Hall No. 7
- Hall No. 6

Dispatch whoever is left to these three halls in order of priority.

Keep Hall No. 1 filled – If there's a need for two more engines at the scene, or for another fire, the only remaining engine moves to Hall No. 1. If in doubt, consult the battalion chief.

Note – When move-ups begin, *call-backs* (call-outs) are often required.

Delta Fire and Emergency Services

Table of fill-in procedures

[OMITTED FROM SAMPLE DOCUMENT]

Border coverage—clarifications

Single unit halls—Halls No. 2 and No. 5 – For emergency dispatches for a single unit response such as medical aid, make calls for border coverage.

Hall No. 6 –Always check with the battalion chief if border coverage is required for Annacis Island when the unit from Hall No. 6 is responding alone.

Single unit halls—Halls No. 2, 5, and 6 – Border coverage is *not* required for routine or low priority calls, such as complaints, leaking hydrants, and assists with a lift for BCAS—*unless* the call is to outer regions of the area. For example, Hall No. 2 responding to the Boundary Bay area or the ferry

terminal, or Hall No. 5 responding to farmland area off the hill. These need border coverage.

As always, check with the battalion chief if you're uncertain on procedure.

New Westminster Fire/Rescue Service

During training

Ensure that a minimum strength of two engine companies remains on the north side of the Queensborough Bridge while training is being conducted in Queensborough.

Keep Fire Hall No. 1 filled

When a response to an event leaves Fire Hall No. 1 empty for longer than 15 minutes, dispatch an engine to cover it.

Even though Fire Hall No. 1 should be filled, the incident commander may order additional apparatus to the scene of a fire because of the alarm received or the type of building or industry involved.

Note – A request by the duty chief for permission to vary this guideline can be submitted to the fire chief, deputy fire chief, or chief staff officer for approval.

Related topics

Call-outs

4.16 Verbal Alarms

Policy

When someone reports an emergency by walking into or calling a fire hall, or if a motor vehicle accident happens just outside the hall, firefighters will alert E-Comm Fire Dispatch by pressing their CALL button. Dispatch will respond to such *verbal alarms* by creating an event, dispatching apparatus, and making other notifications as requested.

Purpose

- To assess calls and dispatch events effectively and efficiently.
- To perform dispatch operations consistently, in a manner agreed upon by all parties.
- To allocate resources optimally.

Procedure

On receiving a verbal alarm from a fire hall:

If a tone alert is required

Acknowledge the information, create the event, and dispatch the call normally.

If a tone alert is *not* required

Enter /NA/ in the Additional units line. Proceed as normal. The system will not generate a tone alert.

Related topics

*Vancouver Fire and Rescue Service Standard Operating Guideline
2.05.01.007 – Verbal Alarms*

4.17 Combined Events

Policy

Both E-Comm and the BC Ambulance Service (BCAS) can create combined events that pass automatically to each other for dispatch.

Purpose

To ensure the appropriate agency can assess the event.

Procedure

Events from BCAS

Dispatch as needed any of the following events that BCAS can downstream to us:

- fire related
- rescue related
- hazardous-materials related
- industrial-accident related

First responder – In the event type, look at the code from the Medical Protocol Dispatch System (MPDS) to decide whether to have the fire department respond as a first responder. If responding, dispatch the event.

Events from E-Comm Fire Dispatch

Downstream to BCAS any events related to potential patients, such as reports of missing or trapped people.

4.18 Multiple Events in a Short Time

Policy

If numerous calls of a similar nature in the same area are received, E-Comm Fire Dispatch will contact the battalion chief and recommend sending only a single apparatus routine to each event.

Purpose

To avoid depleting resources in what appears to be an obvious false alarm situation—such as when an electrical storm has set off a lot of fire alarms.

Procedure

Advise the charge dispatcher – If events appear to be related to the same local phenomenon—such as a wind storm, or being downwind of a large fire—advise the charge dispatcher. These *sympathetic events* can start lots of alarms and soon lead to resources running out.

If reported as a separate event, dispatch normally.

Charge dispatcher

Decide whether to send a single apparatus routine. Confirm this choice with the battalion chief.

4.19 Property Contacts

Policy

E-Comm Fire Dispatch will tell responding units whether or not they're to be met by a property contact. At the request of the incident commander or the battalion chief, Dispatch will contact the police to get property contact information, then will call the property contact directly.

Purpose

- To comply with local regulations.
- To control property loss.

Fire departments' special procedures

Richmond Fire-Rescue Services

Richmond RCMP have a very good data bank of property contacts. If there's no other source of property contact information, and if the incident commander requests that someone attend, call the RCMP to ask if they have a name and number.

Give responders the estimated time of arrival of the property contact.

Related topics

4.20 Insecure Premises

Policy

When a premises is not secure due to a fire event, E-Comm Fire Dispatch will follow the standard operating procedure for the fire department.

Purpose

- To have resources available when needed.
- To control property loss.
- To comply with local regulations.

Fire departments' special procedures

Vancouver Fire and Rescue Services

Note – Under no circumstances may VFRS personnel leave an unsecured building behind them.

Unsecured building – Where firefighters have gained access to a building by force, and when the emergency has been dealt with and they're ready to leave but the building is insecure, VFRS will turn the building over to the owner or the property contact.

Police – If you're unable to reach either the owner or the property contact, or they can't attend the scene within 30 minutes, inform the police.

Board-up – Often the police are not in a position to respond to such notifications in a timely way. If the police expect to take over 30 minutes to respond, ask the battalion chief or the fire investigator to authorize a board-up.

Related topics

Chapter 7 Specified Situations—Board-ups

VFRS SOG 2.25.16.000 – Building Security

Policy # 4.21