

<b>FIRE DISPATCH – NI 9-1-1 CORPORATION</b>	O.G. NO. 7-2-0
<b>TITLE: DISPATCH PROCEDURES FOR USER FIRE DEPARTMENTS</b>	PAGE 1 of 6

**PURPOSE:** This is intended to promote professional and efficient use of E-911 North Island Fire Dispatch Radio Systems

**SCOPE:** Fire Dispatch and North Island 911 Fire Departments

**POLICY:** Industry Canada has rules that must be observed for all transmissions

### General

- Users may not deliberately interfere with transmissions from another station.
- Users may not transmit unnecessary or false distress signals or messages (conversations) containing profane or obscene words.
- Users are prohibited from discussing policy or personnel matters over the radio.
- Users shall transmit information using plain English in a clear and concise manner.

### Initial Dispatch Cycle

1. Dispatchers will activate pre-alert and paging tones followed by a voice announcement. The voice announcement will be as follows:
  - a. Department name
  - b. Dispatch Code (problem type) as per the attached table "Appendix A"
  - c. Location of reported incident
  - d. Repeat steps a,b,c
  - e. Announce time of day
  - f. Announce map page, cross street or building name information as applicable.
2. Upon receipt of a page, one designated member of a fire department shall voice announce that the page out was successful, as soon as is practical. *For example, "Sayward Fire, page received".*
3. Dispatch will track vehicle movements. Additional incident details will be broadcast upon the first announcement of a vehicle responding. For example, "**Fire Dispatch - Courtenay Chief 19 responding**", dispatch reply, "**Roger Courtenay Chief 19, the caller reports that the problem is the in the rear bedroom and it's getting worse**".
4. All responding vehicles shall voice announce vehicle unit number when they are responding and when they arrive at scene. For example, "**Nanoose Rescue 1 responding**" or "**Parksville Ladder 1 on scene**".
5. Once command has been established all communications with dispatch should include the jurisdiction name and the applicable benchmark being announced. For example, "**Fire dispatch – Comox Command – fire loss stopped**" or "**Fire dispatch - Mcneill Command – RCMP & BCAS on scene**".

**NOTE:** Dispatchers will use the term "**Standby**" during radio communications with fire departments as an indicator that they are momentarily not available due to processing a new incident(s) or gathering information for an existing incident. Fire Departments are kindly requested to hold off broadcasting new information until dispatch acknowledges they're ready.

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**Police to Respond or Wait for Police Notifications:** One of the FCABC Essential Benchmarks as found in Appendix B refers to **Code 5 – Police**. There are times when Incident Commanders or Duty Officers require police to attend an incident but do not want to use the word “police” in front of people or over the air. A request to dispatch to “have fives attend” or “Code 5 to this address” will be understood by dispatchers.

The reciprocal is that BC EHS at times will flag an incident as “wait for police”. In these cases dispatchers may use the term “wait for fives” or “wait for code 5”. In all cases a “wait for police” notice should trigger the responding officers to stage apparatus well out of site of the address of the incident.

**Paging 2<sup>nd</sup> calls** - Fire Dispatchers will use the terminology “department name” + “duty officer” when alerting a fire department, by voice only, that a second call for service has come in. This will provide the most appropriate on-duty officer, as opposed to the incident commander, the opportunity to answer the radio call and advise dispatch whether the department is a) able to respond and b) which vehicle(s) are to be assigned to the second incident.

#### **Fire Department use of Dispatch Channels**

In many cases, multiple fire departments share a common dispatch frequency.

- Priority radio channel use will be granted to the fire department involved in the most serious incident. New calls on the channel will be paged and the dispatcher may advise the affected fire department to switch to a tactical frequency.
- In all cases of multi-call situations, every effort shall be made to give priority to the fire department responding to the most urgent emergency.
- In all cases, every effort shall be made to minimize radio traffic on a common dispatch frequency by switching to a tactical frequency once on scene for operations.
- At no time shall a department use a common dispatch frequency for the purpose of directing traffic, conducting training operations or notifying other members of non-emergency functions.

#### **Benchmarks**

The BCFTOA and the FCABC have completed work on an “Essential Benchmarks” document for the fire service in British Columbia. The purpose of this project was to identify those communications that must be captured on an incident, as well as to ensure a consistent definition of these terms. These benchmarks are not intended to be a complete list of radio communications. These are merely those communications that are critical to document, and in some cases are the current NFPA standard. See Attached Appendix “B” Essential benchmarks.

#### **Service Levels – First Responder and Services Outside Fire Protection**

Participation by fire departments in the First Responder Medical Program and services delivered outside fire protection varies for each jurisdiction. In an effort to maintain a consistent approach to service delivery a list of available service levels can be found in Appendix C and the forms are to be used by fire departments whenever increasing or decreasing service levels.

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**Service Levels during an Evacuation of Fire Dispatch**

In the event that the primary fire dispatch center is compromised or requires evacuation, **and at the discretion of the Fire Dispatch Manager, service levels may be reduced from Full Service Dispatch with Monitoring to Basic Service with Call Drop.** In the event Call Drop services are invoked dispatchers will notify the fire department of the incident type and location, once the involved fire department acknowledges receipt of the page, the dispatcher will disconnect the radio link. Vehicle movements and benchmarking **will not** be tracked. Mobile CAD and electronic paging will also not be available.

Responding fire departments may obtain additional information by dialing 1-800-918-9168 or by calling Nanaimo Fire Dispatch at (250)755-4569 however it is imperative that fire departments refrain from calling either of these numbers unless absolutely necessary.

**NI 911 Corp Radio Equipment in Fire Halls**

NI 911 Corp has fire dispatch radio equipment located in many fire halls throughout the service area. These systems are integral to communications with fire dispatch and rely upon constant 110v power to maintain batteries in the event of a power outage. Fire departments shall refrain, from unplugging, re-locating or connecting or disconnecting microphones, computers, modems phones or any related cables or other devices without the express written approval of the North Island 9-1-1 Technology Manager.

**REFERENCE: O.G. 7.2.0 Appendix “A”; O.G. 7.2.0 Appendix “B”; O.G. 7.4.2**

<b>Chris Vrabel</b> Issued by:	This O. G. Replaces:  Issued:  Amended: 1 July 2016
<i>Chris Vrabel</i> Signature of Fire Dispatch Manager	
<b>27 May 2009</b> Original date of Issue:	

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## Appendix “A”

### Suggested Terminology for Dispatching Calls

<b>Dispatch Code:</b>	<b>Calls relating to:</b>	<b>Page:</b>
ABANDONED 911	Hang up, lost contact calls before full info received	"General Response Required"
ALARMS	Alarm activation: emergency	"Alarm Activation"
ALARMS NON-EMERGENCY	Alarm activation: non-emergency	"Alarm Activation Routine Response"
AVIATION INCIDENT	Aircraft incident (crash, fire)	"Aircraft Incident" "Aircraft Fire"
BEACH/BRUSH	Beach /Ground cover or Brush fires emergency	"Brush Fire" "Stump Fire" "Grass Fire"
BEACH/BRUSH NON-EMERGENCY	Burning complaint, beach fire, smoldering bark mulch	"Burning Complaint" "Beach Fire" "Bark Mulch"
BOMB THREAT	Bomb threat	"Report to Station" followed by
CARBON MONOXIDE	Possible victims	"CO Detector Activation Emergency"
CARBON MONOXIDE : NON-EMERGENCY	Investigation, no victims	"CO Detector Activation Routine"
CHIMNEY	Fires contained within chimney or firebox	"Chimney Fire"
DUTY OFFICER INVESTIGATION	Public concern or request; General inquiry	"Duty Officer Contact on Landline"
FIRST RESPONDER	BCAS Responder calls A-E, Assist, Delay B/C, Delay D/E	"First Responder" "First Responder Assist"
FUEL LEAK/SPILL/OTHER	Fuel leak or spill, large quantities, emergency	"Fuel Spill Emergency"
FUEL LEAK/SPILL/OTHER: NON-EMERG	Small fuel leak or spill, non emergency	"Small Fuel Spill"
GARBAGE CONTAINER	Dumpster or garbage bin fires	"Dumpster Fire"
HAZMAT	Chemical substance spill or release	"Duty Officer Contact on Landline"
HYDRO TROUBLE	Power lines, hydro pole fire, arcing/sparking	"Hydro Trouble"
MARINE INCIDENT	Boat, Dock, or Aircraft fire or sinking in water	"Boat Fire" "Boat Sinking" "Floatplane Fire" "Dock
MV FIRE	Motor vehicle incident involving fire or possible fire	"Motor Vehicle Fire"
MVI	Motor vehicle incident	"MVI"
MVI/EXTRICATION	Motor vehicle accident with extrication in area	"MVI, Extrication Required"
MVI - PED STRUCK	Motor vehicle incident involving pedestrian	"MVI Ped Struck"
NATURAL GAS LINE BREAK	Natural gas line rupture	"Natural Gas Line Break"
NATURAL GAS/PROPANE	Problem involving natural gas or propane inside or outside of structure	"Natural Gas/Propane Leak"
NATURAL GAS/PROPANE – NON-EMERG	Investigation of non emergency natural gas/propane issue	"Natural Gas/Propane, Non Emergency"
OUTDOOR FIRE - EMERGENCY	Miscellaneous fires including boats and sheds	"Outdoor fire with description"
PUBLIC SERVICE	Request or inquiry; refer to D/O investigation	"Public Service"
RESCUE-ROAD	Any MVI that involves entrapment, out of area	"Road Rescue"
RESCUE-CONFINED	Confined space rescue	"Confined Space Rescue"
RESCUE-HIGH ANGLE	High Angle or steep embankment rescue	"High Angle Rescue"
RESCUE-LOW ANGLE/BCAS ASSIST	Assisting BCAS with a trapped patient/other rescue	"Low Angle Rescue", "BCAS Assist"
RESCUE-MARINE	Marine rescue	"Marine Rescue"
RESCUE-SWIFT WATER	River rescue	"River Rescue"
STRUCTURE - FIRE	Heavy smoke or visible flames inside or extending from a residence or building, fires involving all or part of a room	"Structure Fire", "Kitchen Fire", "Garage Fires"
STRUCTURE-ELECTRICAL TROUBLE	Electrical trouble inside residence	"Electrical Trouble Inside Structure"
STRUCTURE-SMOKE	Smoke inside structure or light smoke showing from	"Smoke in Structure", "Smoke Showing From Structure"
WILDLAND	Fire involving multiple trees/ Forest / Insterface Fires	"Wildland Fire"

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Appendix “B”

<b>ESSENTIAL BENCHMARKS</b>		
<b>Term Used</b>	<b>Definition of Term</b>	<b>Comments</b>
Acknowledge Page	Incident confirmed	Unit designation to be added
On Route (responding)	Attending to the incident	Unit designation to be added
On Scene	Arrived at the incident	Unit designation to be added
Command Established	I/C identified at incident	Geographical confirmation. i.e. Smith Road Command
Nothing Showing	No visible emergency evident at the location	
Working Fire	Working Fire	State Attack Type: Offensive, Defensive or Transitional
Smoke Showing	Smoke Showing	Fire Response Only
Investigating	Looking to gather information on incident	
Primary Search – All Clear	Primary search completed	
Secondary Search – All Clear	Secondary search completed	
Under Control	Situation has been stabilized	Should be used for all type of incident
Mayday	Firefighter in distress	
Abandon	Firefighters to leave the building immediately, leaving all equipment	
Evacuate	Firefighters to assist Citizens/Public to leave the building	
Withdraw	Firefighters to leave the building, bringing all equipment with them in a rapid manner	
Fire Struck	Fire is out	Fire Response Only
RIT Established	Rapid Intervention Team has been established	Requirement of WorkSafe BC for confined space and structure fires
Loss Stop	Property conservation is complete, Salvage and overhaul is complete	All incident types, structure, MVI, etc.
PAR (commenced or completed)	Personal Accountability Report is being conducted/completed	
Clear of Scene	Apparatus is leaving the incident	State apparatus designation
Command Terminated	I/C is no longer in charge of incident	
Code 2	Routine response	
Code 3	Emergency Response	
Code 4	Possible death or fatality	
Code 5	Police	

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Appendix “C”

<b>Incident Type</b>	<b>Paging Options (check one)</b>
First Resp A	<input type="checkbox"/> No Response (dept does not respond and will not be notified) <input type="checkbox"/> Duty Officer (D/O to decide case by case basis if dept will respond) <input type="checkbox"/> 1 <sup>st</sup> Resp (if dept equipped with separate FR paging) <input type="checkbox"/> General
First Resp B	<input type="checkbox"/> No Response (dept does not respond and will not be notified) <input type="checkbox"/> Duty Officer (D/O to decide case by case basis if dept will respond) <input type="checkbox"/> 1 <sup>st</sup> Resp (if dept equipped with separate FR paging) <input type="checkbox"/> General
First Resp C	<input type="checkbox"/> No Response (dept does not respond and will not be notified) <input type="checkbox"/> Duty Officer (D/O to decide case by case basis if dept will respond) <input type="checkbox"/> 1 <sup>st</sup> Resp (if dept equipped with separate FR paging) <input type="checkbox"/> General
First Resp D	<input type="checkbox"/> No Response (dept does not respond and will not be notified) <input type="checkbox"/> Duty Officer (D/O to decide case by case basis if dept will respond) <input type="checkbox"/> 1 <sup>st</sup> Resp (if dept equipped with separate FR paging) <input type="checkbox"/> General
First Resp E	<input type="checkbox"/> No Response (dept does not respond and will not be notified) <input type="checkbox"/> Duty Officer (D/O to decide case by case basis if dept will respond) <input type="checkbox"/> 1 <sup>st</sup> Resp (if dept equipped with separate FR paging) <input type="checkbox"/> General
First Resp Assist Emergency	<input type="checkbox"/> No Response (dept does not respond and will not be notified) <input type="checkbox"/> Duty Officer (D/O to decide case by case basis if dept will respond) <input type="checkbox"/> 1 <sup>st</sup> Resp (if dept equipped with separate FR paging) <input type="checkbox"/> General
First Resp Assist Routine	<input type="checkbox"/> No Response (dept does not respond and will not be notified) <input type="checkbox"/> Duty Officer (D/O to decide case by case basis if dept will respond) <input type="checkbox"/> 1 <sup>st</sup> Resp (if dept equipped with separate FR paging) <input type="checkbox"/> General
First Resp Delay B/C	<input type="checkbox"/> No Response (dept does not respond and will not be notified) <input type="checkbox"/> Duty Officer (D/O to decide case by case basis if dept will respond) <input type="checkbox"/> 1 <sup>st</sup> Resp (if dept equipped with separate FR paging) <input type="checkbox"/> General
First Resp Delay D/E	<input type="checkbox"/> No Response (dept does not respond and will not be notified) <input type="checkbox"/> Duty Officer (D/O to decide case by case basis if dept will respond) <input type="checkbox"/> 1 <sup>st</sup> Resp (if dept equipped with separate FR paging) <input type="checkbox"/> General

Department Name \_\_\_\_\_

Fire Chief (print) \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

CAO or Designate \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

**Please return the completed form with attention to Fire Dispatch Manager:**

**Email: [firedispatch@ni911.ca](mailto:firedispatch@ni911.ca) or Fax: 250-286-4701 or**

**Mail: Fire Dispatch Manager 675 13<sup>th</sup> Ave, Campbell River, BC V9W 6C1**

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<b>Incident Type</b>	<b>Paging Options (check one)</b>
Road Rescue	<input type="checkbox"/> No Response (dept does not respond and will not be notified) <input type="checkbox"/> Duty Officer (D/O to decide case by case basis if dept will respond) <input type="checkbox"/> General PEP Task Number Required Yes <input type="checkbox"/> No <input type="checkbox"/>
Hazardous Materials Response	<input type="checkbox"/> No Response (dept does not respond and will not be notified) <input type="checkbox"/> Duty Officer (D/O to decide case by case basis if dept will respond) <input type="checkbox"/> General Ministry of Environment Task Number Required Yes <input type="checkbox"/> No <input type="checkbox"/>
Wildland Fires	<input type="checkbox"/> No Response (dept does not respond and will not be notified) <input type="checkbox"/> Duty Officer (D/O to decide case by case basis if dept will respond) <input type="checkbox"/> General Approval from Wildfire Protection Branch Required Yes <input type="checkbox"/> No <input type="checkbox"/>
Low Slope Rescue < 45 degree slope	<input type="checkbox"/> No Response (dept does not respond and will not be notified) <input type="checkbox"/> Duty Officer (D/O to decide case by case basis if dept will respond) <input type="checkbox"/> General PEP Task Number Required Yes <input type="checkbox"/> No <input type="checkbox"/>
High Angle Rescue > 45 degree slope	<input type="checkbox"/> No Response (dept does not respond and will not be notified) <input type="checkbox"/> Duty Officer (D/O to decide case by case basis if dept will respond) <input type="checkbox"/> General PEP Task Number Required Yes <input type="checkbox"/> No <input type="checkbox"/>
Confined Space	<input type="checkbox"/> No Response (dept does not respond and will not be notified) <input type="checkbox"/> Duty Officer (D/O to decide case by case basis if dept will respond) <input type="checkbox"/> General PEP Task Number Required Yes <input type="checkbox"/> No <input type="checkbox"/>
Marine	<input type="checkbox"/> No Response (dept does not respond and will not be notified) <input type="checkbox"/> Duty Officer (D/O to decide case by case basis if dept will respond) <input type="checkbox"/> General PEP Task Number Required Yes <input type="checkbox"/> No <input type="checkbox"/>
Swift Water	<input type="checkbox"/> No Response (dept does not respond and will not be notified) <input type="checkbox"/> Duty Officer (D/O to decide case by case basis if dept will respond) <input type="checkbox"/> General PEP Task Number Required Yes <input type="checkbox"/> No <input type="checkbox"/>

1. Are there any situations where the department will respond to a request to provide fire/rescue services outside of legally defined boundaries without a PEP task number or other enabling agreement in place? No  Yes

If yes please describe \_\_\_\_\_

\_\_\_\_\_

Department Name \_\_\_\_\_

Fire Chief (print) \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

CAO or Designate \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

**Please return the completed form with attention to Fire Dispatch Manager:**

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**Mail: Fire Dispatch Manager 675 13<sup>th</sup> Ave, Campbell River, BC V9W 6C1**