

SFD Dispatch Policy and Guideline Manual

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FIRE AUTOMATIC ALARMS

The standard assignment for an automatic fire alarm is a Level 2 assignment. The engine company in the FMA where the alarm originates will respond code 3. All other responding units will respond code 1. If an actual fire is indicated before dispatch, it should be dispatched as a structure fire, not as an alarm. If the first unit on scene determines there is an actual fire, the other units will be upgraded to a code 3 response.

SFD will respond to active fire alarms and water flow alarms. Do not dispatch units to trouble signals or supervisory alarms. Alarm companies should be able to differentiate between supervisory alarms and active fire alarms when they call to report the alarm. Verify with the alarm company what the alarm is showing. The dispatcher shall obtain the specific location the alarm is showing, whether the alarm indicates water flow or other specific alarm information and relay this information to units during their response.

After dispatching the units, attempt to call inside to verify if there is an actual fire. If you get a cancel while units are en route to the scene, notify Battalion 1 or the first due engine company. The command officer may have all units continue their response, or have only the first due engine continue to the scene. If multiple units are cancelled, announce that you will log all units in service. The cancelled units should not announce individually that they are in service.

An occupancy representative shall be notified on ALL automatic fire alarms. The representative has to respond to the scene so firefighters can gain entry and check the building. Tell the alarm company to contact a representative and call back with an ETA. Also get the alarm company's name, operator name and contact phone number.

EMS AUTOMATIC ALARMS

The standard assignment for an EMS automatic alarm is 1 engine and 1 squad. The alarm company should be able to provide the age and patient information for the occupants. Ask the alarm company operator if they still have contact with the patient so you can ask questions from your EMD cards. Get the alarm company's name, operator name and contact phone number.

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If you receive a cancel from the alarm company, notify the responding units. One of the units will continue to the scene code 1 to verify that it is a false alarm.

AUTOMATIC ALARMS FOR NORTHWEST MEDICAL CENTER

Automatic fire alarms for Northwest Medical Center should be received from the alarm monitoring company as well as the hospital operator. The operator should call and state there is a code red (fire alarm). The dispatcher shall obtain the specific location the alarm is showing. The dispatcher shall send a Level 2 assignment. Inform responding units if the alarm was received from the off site monitoring company or from the hospital operator and log this in the CAD call. If the call is only received from the off site monitoring company, call inside to the operator as you would on other automatic alarms. If the operator calls and advises they have an "all clear" (no fire found), notify Battalion 1 or the first due engine company and log the information in the CAD call.