PROCEDURES MANUAL

ARTICLE: **A**

SECTION: **1**

POLICY DATE: **OCTOBER 2, 2013**

SUBJECT: **TESTING PROCEDURES**

POLICY

It is the policy of the Stockton Fire Department (SFD) that all equipment used in conjunction with communications be tested at regular intervals. In addition, Lodi Fire Department will be included in the weekly radio test.

PURPOSE

To ensure all communications equipment is in good working order.

PROCEDURE

I.   **Daily Test**

     A.   Alerting System

        The primary alerting system will be tested daily at 0700, 0800, 1200 and 1800 hours. The Emergency Communications Division (ECD) will activate speakers and lights and announce the time of day. Company officers should report any problems immediately to the ECD supervisor.

     B.   Printer Test

        The ECD does not have the ability to send the printer test.

II.   **Weekly Radio Test**

The radio system will be tested every Saturday and Sunday at 0810 hours. Non-emergency equipment is tested as needed. Radio test for Lodi Fire units will commence at 0830 hours.

Saturday radio test will include all portable radios on Channel 2. The Telecommunicator shall ensure that the proper radio identifier is assigned to the correct position on company apparatus. Lodi Fire does not currently have computer radio identifiers assigned in our system.

If the radio identifier does not match the proper radio, ECD will contact that person to determine what the problem may be (i.e. loaner, switched radios, etc.) and correct the problem. The Telecommunicator will conduct a test to ensure that the radio identifier is now displaying the correct assigned radio.

Sunday radio test will include all apparatus radios on Channel 1 and portable radios on Channel 3. Upon receipt of the "stand-by" for radio test, all first-line apparatus and reserve apparatus mobile units will be placed on Channel 1. Approximately two (2) minutes following the standby broadcast, the ECD will commence the testing procedures as follows:

"KMA 576 testing for all units...Engine 1".

Engine 1 responds "Engine 1, 10-4".

ECD responds "10-4, Engine 2".

The same procedure continues with ECD calling all units in numerical order until the test is complete. The ECD shall then announce "All units switch to Channel 3 for portable testing".

All portable radios will be tested. The test will commence immediately following the regular test period and will be initiated by the ECD as follows:

"KMA 576 testing all portable units...Engine 1 Captain's portable."

Engine 1 responds "Engine1, Captain's portable 10-4."

ECD responds "10-4, Engine 1 Driver's portable."

Engine 1 responds "Engine 1 Driver's portable 10-4."

The test will continue through all companies to which portables have been assigned and will conclude with "KMA 576 clear". For Lodi Fire units, the test will conclude with "Lodi Fire clear".

In the event of a fire or other emergency during radio test, the ECD may delay or cancel radio test for that day.

The same procedure will be utilized when testing Lodi Fire Department rigs and portables. Prior to radio test, the Telecommunicator will contact Lodi Fire Dispatch (Lodi PD – 333-6727), to determine availability of participation of units. The start of the testing procedure will be as follows:

"Lodi Fire testing all for all units…" (to commence above radio test)

III.   **Monthly Tests**

A.   Pagers

Fire Department personnel assigned Alpha/Numeric pagers will have their pagers tested on the first day. The ECD will encode all pagers and enter the following:

"Monthly pager test"

Department personnel who have been issued pagers should check to verify that the test is properly received. Form FD-93 shall be completed by ALL Company officers after every pager test or Greater Alarm callback. Please report all discrepancies to the ECD Senior Telecommunications Supervisor.

Manual pages on CAD to be tested:

Staff
Dispatchers
Firefighters

B.   Radio Channels (Talk Around 2, Talk Around 3, Channel 5, Command)

Radio channels Talk Around 2, Talk Around 3, Channel 5 and the Command Channel should be tested during Saturday drills by each company. Both the mobile and portable radios should be tested. "Talk around" channels are "car-to-car" channels which transmit on the same frequencies as Channels 2 and 3, but without the use of the repeaters. Company officers may test the talk around channels by simply communicating with another member of their company on

each channel. Channel 5 is a repeated digital channel and the Command Channel is a repeated analog channel.

Original signed, processed and retained in Fire Administration. jal

S. JEFF PIECHURA
FIRE CHIEF

SJP/RT:am

Content of this procedure also referenced in the following procedures: N/A

PROCEDURES MANUAL

ARTICLE: **A**

SECTION: **2**

POLICY DATE: **FEBRUARY 21, 2012**

SUBJECT: **HANDLING OF EMERGENCIES BY THE EMERGENCY COMMUNICATIONS AND FIRE SUPPRESSION DIVISIONS**

POLICY

The SFD will dispatch and respond to emergencies in an orderly and methodical manner to ensure that subsequent emergency communications are concise and thorough.

PURPOSE

To provide uniform and consistent guidelines pertaining to the dispatch of, and response to, emergencies as well as subsequent emergency communications.

PROCEDURE

I.   Answering of Telephones

Emergency telephones will be answered as promptly as possible with: "Fire Department, what is your emergency?"

Telecommunicators will:

  A.   Query the caller to ascertain if the call is an emergency requiring a Fire Department response.

  B.   Obtain essential information from reporting party for proper dispatch:

    1. Address and city
    2. Type of incident
    3. Call back number

    C.   Assert a calming influence to facilitate the obtaining of information and provide pre-arrival instructions.

    D.   Helpful information that should be obtained by the telecommunicator:

        1.   Text of chief complaint (what was reported)
        2.   Reporting party's telephone number
        3.   Source of call (9-1-1, 464-4646, alarm company, etc.)

    E.   Incident Entry Overview

The address/city, type of incident, and call back number will be obtained for every event. The Telecommunicator must determine, to his or her own satisfaction, the scope of the emergency following current Emergency Medical Dispatch (EMD) procedures as necessary.

<u>Non-emergency telephones</u> will be answered as promptly as possible with: "Fire Department" and either your first or last name.

<u>Direct ring down lines</u>, specifically, Fire Administration and fire stations, will be answered as promptly as possible with: "Fire Comm" <u>and</u> either your first or last name.

II.   Dispatching Procedures

By means of the alerting system, Telecommunicators can activate amplifiers and lights of the various stations either singularly or in combination.

The actual dispatch over the radio and alerting system would include the routine data and any supplemental information that might be available such as "fire seen at the rear of the building."

Response to a reported building fire, EMS call, or outdoor fire will, in all cases, be answered Code 3. Special service calls (lockouts, washdown, flagpole service, etc.) are usually considered non-emergency or Code 2, although in some cases a Code 3 response is indicated based upon the information received.

ALL units will respond Code 3 unless otherwise directed.

    A.   First Alarms

        1.   First Alarm assignments shall be assigned a dedicated telecommunicator. This will allow for easy division of the workload should a major event occur.

2.   The telecommunicator will alert all stations by activating lights and appropriate alert tones (Alert 2). Initial incident information will then be broadcast.

3.   Initial Broadcast

   a.   Companies assigned (group by station number, if applicable)
   b.   District Number
   c.   Type of Call
   d.   Location with cross streets
   e.   Announce to units to go en route on primary dispatch channel, i.e., Channel 1, and assign a tactical channel
   f.   Repeat steps a through e (this is the first repeat), then give alarm time

   Example:

   "Attention Company 3, Company 2, Engine 12, Battalion 1, Battalion 2, Operator 1, District 724B, structure fire, 1402 E. Twelfth St., between Phelps and Airport."

      Repeat Broadcast with Tac channel (Channel 2 or 3)

      Alarm Time _____ (Hours)

   g.   On assigned tac channel, give second repeat broadcast after all units have gone en route on Channel 1.
   h.   The telecommunicator assigned to Channel 1 will place units en route.
   i.   The telecommunicator will keep an incident time clock for the first 10 minutes, then five (5) minutes thereafter until advised to cancel by incident command.

4.   Still Alarms and EMS Alarms (selective calling)

   The Emergency Communications Division (ECD) will alert the company(s) suggested for response. Initial broadcast will be made as generally stated in Section B (1). The chief complaint will be included on EMS calls. All still and EMS alarms will remain on the primary dispatch channel.

   Example:

Attention Engine 3, District 622E, an eye injury, 1222 S. California St., between Jackson and Clay. (repeat)

Alarm time _____ (Hours).

Still alarms upgraded to a first alarm will be switched to a tactical channel, if available.

The Battalion Chief will be dispatched for smoke in downtown buildings, vehicle accidents involving trapped persons, hazardous materials incidents, elevator incidents, shootings, stabbings and similar types of emergencies where the presence of a Chief Officer for supervision or follow-up is necessary and/or a potential hazard to personnel exists.

5. Repeat Broadcast

Responding units may request a "Repeat Broadcast" of all dispatch information or the specific information they need (i.e. district number, and apartment number).

6. Borderline calls

All borderline calls will be immediately dispatched utilizing the same response as calls normally dispatched in the SFD response area.

III. Company Response

A. All responding companies and Battalion Chiefs shall acknowledge receipt of the alarm immediately upon responding to an emergency.

B. Battalion Chiefs and units in the field (AOR) will always acknowledge their "en route" status. Any special circumstances or problems shall immediately be radioed to the ECD. This is "Management by Exception" whereby, upon receipt of the "en route" message, it is assumed units are responding as dispatched, unless informed otherwise (the "exception").

C. The telecommunicator will attempt to contact a non-verified responding unit twice by radio. If, after two attempts, there still has been no contact or verification of responses, a fill-in unit will be dispatched to the incident.

D. The ECD may reduce a responding unit from Code 3 to Code 2 due to additional information received from the calling party and/or private dispatch companies. The responding unit must acknowledge and abide by the ECD's

direction to reduce to Code 2. In rare circumstances, a deviation from this requirement will be permissible and shall be based on the responding Company Officer's discretion due to additional knowledge known only to the Company Officer. The Company Officer shall advise the ECD that they are continuing Code 3 and state the reason why (i.e., "We see a column of smoke in the air" or "We were at the location one hour ago and are familiar with the calling party."). Private patient information shall never be discussed over the radio.

E.   A responding unit that is cancelled by the ECD shall be available for other incidents. If the responding unit is cancelled as they are arriving at the scene, the Company Officer may elect to remain on scene. The Company Officer shall advise the ECD that they are remaining on scene. That unit will be committed to that scene until the Company Officer advises the ECD that they are AOR. If a Company Officer elects to remain on scene of an incident that is medical in nature and patient contact is made, the responding unit shall ensure that patient care is appropriately transferred or ended (AMA).

F.   Specific to dispatching issues, the Battalion Chief, EMS Captain and Senior Telecommunications Supervisor shall be notified via e-mail, for the following reasons:

1.   Dispatched Code 2 to a medical incident requiring a Code 3 response.
2.   Dispatched Code 3 to a medical incident requiring a Code 3 response, but the ambulance responded Code 2.

For each of these types of incidents, the responding ambulance is to be upgraded to Code 3, when applicable. The e-mail notification shall include the incident number, date and time of incident, and a description of what occurred.

The Senior Telecommunications Supervisor shall review the WAV file and call-for-service (CFS) report. A response will be provided for the reporting Company Officer via e-mail; the Battalion Chief, EMS Captain, and Deputy Chief of Operations will be cc'd.

IV.   Emergency Radio Communications

A.   When responding to any alarm, the Company Officer or Acting Officer shall broadcast when his company is responding from other than their normal area/station (due to drills, inspecting, etc.) so as to alert the ECD and other responding companies of either a delayed response or that they may be approaching the emergency scene from a direction other than normal.

B.   After units are confirmed en route, the Telecommunicator shall repeat the "Initial Broadcast," Steps B (1) a through e. A Battalion Chief or Company Officer can request a tactical frequency be assigned if they deem it helpful to the operations of the incident.

C.   Premise History and additional information received shall be relayed to the responding units. In all cases where a Battalion Chief has been dispatched, especially structure fires, the Battalion Chief shall verbally acknowledge receipt of such additional information from the ECD.

V.   Size-Up

A.   The first arriving officer, or Acting Officer, shall make a verbal appraisal of conditions (size-up) and shall assume command of the incident until command is passed or relieved by an officer of higher rank.

B.   When a unit becomes available for a call in their first-in district or believes they may be closer than a unit already responding, they should report their status and location to ECD.

C.   ECD personnel will advise the unit already responding that another unit may be closer and give the location the unit can respond from (i.e., E9, Control 1 ... E2 can respond from <u>location</u>, are they closer?). It is the responsibility of the unit/company officer already responding to cancel if they should continue their response or cancel if they believe the other unit is closer (i.e., Control 1, E9 … E2 is closer or Control 1, E9 ... we are closer.)

D.   The verbal size-up report is made to the other responding units, the ECD, and shall contain the following information:

    1.   Unit I.D. on scene

    2.   Description of the building to include:

        a.   Size (small, medium, large)
        b.   Number of stories
        c.   Occupancy (residence, commercial, office, etc.)
        d.   Obvious fire conditions

            1)   Nothing showing

                Upon receipt of the report, other units shall reduce speed but continue Code 3 response unless directed otherwise by chief officer. Additional verbal information

shall be given immediately upon learning the actual situation or extent of the fire.

2) "Small Fire - We can handle"

The essential part of this message is that the first arriving company does not require assistance. Confirm with the Chief Officer he copied size up. Once confirmed all other responding units shall be placed in service by ECD.

3) Smoke Showing

All units responding shall continue Code 3 unless directed otherwise by Chief Officer. Additional information shall be given, immediately upon learning the actual situation or extent of the fire.

4) Fire Showing

Specify from where fire shows (i.e., roof, east side, etc.). This message indicates that a full first-alarm assignment is needed. All apparatus will continue Code 3 and additional resources may be requested as needed.

5) Fully/Heavily Involved

This message indicates that fire is showing from most or all openings, and a full first-alarm assignment is necessary. Additional resources may be requested as needed.

6) Second Alarm

Company or Acting Officers may call for a second alarm. Any reference or terminology used to suggest a second alarm will be considered a request for a second alarm. If the Battalion Chief is on scene, the request will be verified through him.

3. Description of actions being taken by first-in company, i.e., "Engine 7 is laying two lines to the standpipe" or "Engine 4 is attacking the fire with a live-line".

4. Request for backup or additional resource as needed, i.e., "Engine 4, drop a supply line to Engine 7" or "Give me a second alarm".

The importance of a complete size-up cannot be overstated because the accurate description of fire (or emergency) conditions, and the direction given to later arriving companies, is essential for effective set-up. We know from experience that the initial set-up of strategic positions dictates the likelihood of the success or failure of our tactical objectives and thus the accomplishment of timely fire control.

Example of a 15-second size-up: "Engine 3 is onscene at a medium size, two story, single family dwelling. It appears we have a fully involved bedroom on the first floor. We're going to attack the fire through the front door with a 1 ¾ line. We'll need a supply line. We also notice wires arcing in the front yard".

The second engine, truck, and safety engine now know that, 1) the hydrant needs to be located, 2) a back-up line should be initiated, 3) a search of two floors must be conducted, 4) there is possible extension of fire to the second floor, 5) PG & E should be notified and the downed wire guarded, 6) a blower set-up rather than roof ventilation, 7) and there are no obvious external exposures.

Company or Acting Officers shall not directly call for greater than a second alarm. Additional information describing the extent and nature of a major fire shall, if possible, be broadcast for guidance of the responding Chief Officer and may be accomplished by a "recommendation" for a third, or greater alarm. The incident commander (IC), captain or chief officer may "Special Call" for a specific piece of additional equipment/apparatus. For example, due to flying brand problem, the IC may request an additional engine company. A "Special Call" does not affect a subsequent greater alarm dispatch of engine companies.

The Chief's Operator should confirm the building address as soon as possible and relay such information to the ECD. This will enable the Telecommunicator to verify proper premise history information, locate property owners if necessary, etc.

When the Telecommunicator receives a verbal appraisal (size-up), he/she shall ascertain if the message was acknowledged by the responding Battalion Chief, if not, the Telecommunicator shall relay such information. Company Officers should automatically give brief periodic progress reports to the Incident Commander to indicate position, progress and needs. These reports will help the IC evaluate the fire attack and indicate the need to

modify the operational plan. The IC shall, in turn, make periodic reports to the ECD.

It shall be the responsibility of the Incident Commander, when conditions warrant, to make the verbal "Fire Under Control" report to the ECD. The Telecommunicator shall acknowledge this report only from the IC and shall record this time in the incident history.

For all radio traffic, the receiving unit(s) shall acknowledge by a brief restatement of the message. This will help ensure clarity of message and minimize misunderstandings.

Example:

While en route to an auto accident, Battalion 1 is told by the ECD that people are trapped in the vehicle. Battalion 1 will acknowledge by stating, "Battalion 1, people trapped, 10-4."

In addition, the Telecommunicator shall acknowledge all messages to the ECD.

To recap, the Battalion Chief or first-in Company Officer, after the initial phase of size-up and command, is responsible on a continuing basis for the following:

a. Provide overall command and progress reports to ECD until relieved by a higher-ranking officer.
b. Review and evaluate the attack plan continuously.
c. Request and assign additional units as necessary.
d. Report to the ECD the estimated duration units will be out-of service at the incident.
e. When the situation has been stabilized, return units/companies to service and terminate command. Again, only the IC should declare the fire "Under Control."

VI. Radio Standard Operation Guidelines

The following guidelines are to help govern and develop proper radio procedures and are designed to maximize message clarity and minimize confusion.

A. If you make a request or statement and do not receive an acknowledgment, DO NOT ASSUME your message was received - ASK FOR, and GET, confirmation.

B. Be specific and concise. Know what you are going to say before you key the microphone.

C. Choose precise terms that are easily understood (e.g.; "Lay two, 2-1/2" lines to the sprinkler connection").

D. All assignments should indicate the objective. Radio messages should tell the company what they are to accomplish, where they are assigned, to who they are to report, and the desired results.

Example: "Engine 6, report with your crew and two sets of leadlines, to Division Chief on the 5th floor."

Orders should tell what to do, not how to do it!

VII. Multiple Working Fires

Whenever two (2) or more simultaneous working fires are in progress, the ECD shall immediately page Chief Officers to cover the city. When notifying an additional Battalion Chief, provide the location of the reserve Battalion Chief vehicle.

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DAVID L. RUDAT
INTERIM FIRE CHIEF

DLR/AM:jal

Content of this procedure also referenced in the following procedures: G29, A25

PROCEDURES MANUAL

ARTICLE: **A**

SECTION: **3**

POLICY DATE: **MAY 16, 2012**

SUBJECT: **ECD COMPUTER AIDED DISPATCH FAILURE_____**

POLICY

It is the policy of the Stockton Fire Department to ensure that the Emergency Communications Division (ECD) shall properly handle all emergency and non-emergency calls-for-service in the event of a Computer Aided Dispatch (CAD) failure.

PURPOSE

It is the purpose of the Stockton Fire Department to ensure that Telecommunicators handle all calls-for-service in a consistent and timely manner while in manual mode operations.

PROCEDURE

I.   Notifications

      A.   Broadcast to all companies – ECD to broadcast: "CAD is down; you will not receive any printout or pager messages".
               1. Companies will need to keep track of their times
      B.   Battalion Chiefs 1 & 2
      C.   Senior Telecommunications Supervisor
      D.   Information Technology (I.T.) staff
      E.   Life Com
      F.   EMS Duty Officer
      G.   Manteca Fire Department
      H.   Deputy Chief of Operations (use "Staff" pager)

II.   Manual Mode Operations

    A.   Supervisors to ensure that call takers have manual call-taking forms
    B.   Street index printouts
    C.   Manual EMD card system
    D.   Response sequence
    E.   Manual paging system (if needed)
    F.   Log all CAD failures in ECD daily log book and fill out System Failure Reporting Form

III.   CAD Back-in-Service

    A.   Make the same notifications as listed above advising CAD is back in service
    B.   ENTER calls-for-service into CAD
    C.   Enter a call for CAD failure with pertinent information
    D.   Log CAD in-service time into the ECD daily log book

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INTERIM FIRE CHIEF

DR/AM:aa

Content of this procedure also referenced in the following procedures: N/A

PROCEDURES MANUAL

ARTICLE: **A**

SECTION: **4**

POLICY DATE: **MAY 16, 2012**

SUBJECT: **ROUTINE NOTIFICATIONS**

POLICY

The Emergency Communications Division (ECD) shall notify certain parties routinely for specific emergency and non-emergency business.

PURPOSE

To provide Telecommunicators direction for making the proper notifications to affected persons, agencies, and/or resources.

PROCEDURE

Contained in this section are common calls made by dispatchers on a day-to-day basis.

I.   NOTIFICATIONS

The Fire Chief and Deputy Fire Chief of Operations will be contacted via telephone under the conditions identified below (if unavailable by pager). The Fire Chief will determine the appropriateness of City Manager notification. In the absence of the Fire Chief, and Deputy Fire Chief of Operations, these instructions will apply to the Deputy Chief of Administration, Division Chief of Fire Prevention, and Division of Training. If he or she is not available, notify the ranking Battalion Chief on duty.

A.   All alarms requiring more than a first alarm assignment

B.   All first alarms when Battalion Chiefs are engaged at another fire

C.   Level III and IV HAZMAT incidents

D.   Confirmed MCI

E.   Grass fires requiring a full first alarm response or requiring three (3) engines to be dispatched

F.   Status of truck companies are depleted

G.   Calls of an exceptionally serious or unusual nature to include, but not limited to, such calls relating to haz-mat and rescue

H.   Fatality or serious injury of a firefighter or civilian resulting from an Emergency to which the Department responded.
to which the Department responded

I.   Any other call as determined by the ECD or on-duty Battalion Chief

J.   Mutual aid responses

II.   ARSON INVESTIGATOR NOTIFICATION - Upon request for an Arson Investigator (Ref: MOP Article L, Section 8):

Contact Arson Investigator listed on daily line-up

III.   SCENE INVESTIGATORS (Ref: MOP Article L, Section 8)

Under certain circumstances, units on scene will be unable to determine cause and origin. In this instance, contact on-call Arson Investigator.

IV.   CORONER NOTIFICATION

A.   Notification of a Coroner will be made any time an Incident Commander requests one.

B.   When the Coroner is requested within the city limits, the Stockton Police Department (SPD) will be notified. SPD will make the notification to the Sheriff's Office when the death is due to unusual circumstances.

C.   When the Coroner is requested in a contracted district (Lincoln, Eastside, Country Club, and Boggs Tract), the Sheriff's Office shall be notified.

V.   CHAPLAIN NOTIFICATION

The Chaplain will be contacted upon request of the Incident Commander, usually under the conditions as set forth below:

A.   Death or serious injury of a firefighter

      B.   Fatal fires/incidents with family present

      C.   Other situations where the Incident Commander feels it would be appropriate

VI.   BURN COMPLAINTS (Ref: MOP Article A, Section 18)

The Telecommunicator, on receiving a complaint, shall determine if the fire is a permitted controlled burn. If that information is not available, the nearest engine company will be dispatched and shall determine the legality of the burn and proceed in conformance with MOP Article A, Section 18.

VII.   HEALTH DEPARTMENT (Food and Drug Administration)

When there has been a fire involving food that may be used for public consumption, the San Joaquin Department of Public Health and/or the State Food and Drug Administration has a direct responsibility to inspect for contamination. For restaurants and grocery stores, the San Joaquin Department of Public Health should be called. For a wholesale food facility or a food manufacturing facility, the State Food and Drug Administration or Department of Public Health Services should be called.

      A.   San Joaquin Public Health Department
           1.   During normal business hours: (209) 468-3420
           2.   After business hours*:* (pager) (209) 982-7020

      B.   The State Food and Drug Administration/OES Warning Center
           1.   During normal working hours and after business hours – (916)-650-6500

VIII.   DAMAGED HYDRANTS

Upon report of a damaged or otherwise non-serviceable hydrant, telecommunicators will attempt to obtain the following information:

      A.   Hydrant location
      B.   Hydrant number
      C.   Damage information

For hydrants reported leaking, flowing, sheared off, or with undetermined problem(s) during regular working hours, Hydrant 1 will be notified to handle repairs. After hours and on weekends, the first due engine company will be dispatched Code 2, to check the condition of the hydrant. Determination will be made upon arrival by either the engine company or hydrant maintenance whether the hydrant will be placed out of service. In no case will a sheared hydrant be left at the scene.

ECD shall always notify Hydrant 1 for any sheared off hydrant.

IX.   MUTUAL AID (Ref: MOP Article G, Section 11)

It is the policy of the Stockton Fire Department that SFD apparatus will only be sent on mutual aid requests after permission has been obtained by a Chief Officer.

The Telecommunicator will contact the on-duty Battalion Chief to obtain permission to dispatch the appropriate unit to the incident. The Battalion Chief should respond if at all possible (not necessary if the request is to fill other departments' fire house or similar activity). Any additional apparatus shall only be dispatched at the request of the Battalion Chief responding.

X.   PUBLIC INFORMATION OFFICER (Ref: MOP Article F, Section 25)

The Public Information Officer position for the Stockton Fire Department is assigned to the Chief's Operator. At the direction of a Chief Officer, the City of Stockton's Public Information officer shall be contacted as deemed necessary (937-8829 or alpha pager under "City PIO").

XI.   WATER COMPANIES

Water company officials are routinely notified of multiple fire alarms:

A.   California Water Service - Direct line or after 2400 hours, 464-8311

B.   City of Stockton Public Works (Water) - 937-8341 or after hours, 456-0883

C.   County Public Works (Lincoln Village, County areas), 468-3090

XII.   NOTIFICATION OF OSHA - Calls involving on-the-job injury, illness or death (any call to Cal-OSHA is to be made by an on-duty Battalion Chief or his or her designee).

A.   When an employee suffers a serious industrial injury, illness, or death, the on-duty Company Officer and/or Battalion Chief must notify Cal-OSHA at 576-6260 within eight (8) hours of the incident.

B.   Cal-OSHA should be provided pertinent information: name and address of business, name of employee, type of injury, the incident number, and the name of hospital to which the patient was transported.

C.   Serious injury is defined by the Labor Code as an injury or illness that requires hospitalization in excess of twenty-four hours, loss of any body

member, or a serious degree of disfigurement. Field units are responsible to notify ECD when a reportable injury occurs.

The Company Officer or Battalion Chief will notify the City Safety Officer. If unavailable, contact the Police Department Communications Center in order to contact the City Human Resource Director.

XIII. MUNICIPAL UTILITIES DEPARTMENT (MUD) NOTIFICATION

A. MUD will be notified when a pump station is damaged or leaking
B. MUD will be notified when chemicals or unknown products spill into the sewer system

XIV. CRIME SCENE OR CRIMINAL ALLEGATION

When encountering a suspected crime scene or a citizen complaining of criminal activity or suspected criminal activity, field units will notify law enforcement through the ECD as soon as possible.

XV. FAMILY AUXILIARY

The SFD Family Auxiliary assists displaced families due to fires (Burned Out Family Program). The Chairman is to be notified via pager (209-937-6939) by the ECD at the direction of the on-duty Battalion Chief.

The following criteria must be met:

A. The Family Auxiliary does not respond if it is determined that the fire is suspicious in nature, unless the arson damages an innocent family's home. They will assist the innocent family only.

B. Due to a limited number of funds, the Family Auxiliary can only assist up to four (4) families at one time (i.e. fourplex).

C. Families must not be able to occupy the affected residence, including electricity turned off due to a fire.

The Family Auxiliary does not provide housing, but will give families a monetary donation (gift card to Wal-Mart and/or Food 4 Less).

ECD Telecommunicators shall obtain the following information from the Incident Commander or his/her designee:

1. Family's last name
2. Address of the fire

3.   Amount of people <u>living</u> at the residence
4.   Contact number (family member, neighbor – landline or cell)

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INTERIM FIRE CHIEF

DLR/ER:am

Content of this procedure also referenced in the following procedures: A-18, F-25, G-11, L-8

PROCEDURES MANUAL

ARTICLE: **A**

SECTION: **5**

POLICY DATE: **MAY 6, 2019**

SUBJECT: **DISPATCH AND NOTIFICATION PROCEDURES FOR HAZARDOUS MATERIALS INCIDENTS**

POLICY

It is the policy of the Stockton Fire Department to dispatch units and make notifications of personnel based on the designated level of the hazardous materials incident. These functions will normally be performed by the Emergency Communications Division (ECD).

PURPOSE

The purpose of the Stockton Fire Department is to dispatch units and make notifications of personnel based on the designated level of the haz-mat incident.

PROCEDURE

I.   **DISPATCH PROCEDURE**

    A.   LEVEL I HAZMAT INCIDENT

        (Not likely to require HazMat personnel based on available information)

        Initial dispatch - First in engine

    B.   LEVEL II HAZMAT INCIDENT

        (Requires HazMat personnel involvement, possible decontamination)

        Initial dispatch - First in engine

Company 3 with the Hazmat Unit
Battalion Chief
Chief's Operator
Ambulance for Code 2 Standby

Secondary dispatch - Completion of first alarm assignment. The IC or HazMat Captain <u>may request the response of the</u> San Joaquin County Joint HazMat Team.

C.   LEVEL III HAZMAT INCIDENT

(May require resources beyond SFD, i.e., County OES or Joint HazMat team)

Initial dispatch - First-in engine
Company 3 with the Hazmat Unit
Battalion Chief
Chief's Operator

Secondary dispatch - Completion of first-alarm assignment and the San Joaquin County HazMat Team.

D.   LEVEL IV HAZMAT INCIDENT

(May require resources beyond local area resources, i.e., State or Federal resources)

Initial dispatch - As requested by the on-scene Incident Commander.

E.   To assist on an incident, the SFD Hazardous Materials Response Team (HMRT) may be requested by any SFD officer or Telecommunicator based on information given.

F.   When the San Joaquin County Joint HazMat Team has been requested:

1)   ECD shall advise the responding agencies of the Incident Name, ICP location, staging location, assigned tactical channel, and most appropriate direction to approach from.
2)   ECD shall notify the Incident Commander or staging officer of the identity of responding units.
3)   ECD shall notify the on-duty Battalion Chiefs when filling a hazmat mutual aid request from other agencies.

II.   NOTIFICATIONS

ECD shall notify the Fire Chief or his appointee, the HazMat program manager, the City Attorney's office, and the County EMS Agency on all Level III and above HazMat incidents. All other notifications will be made by the HMRT.

III.   DEFINITIONS

A.   LEVEL I HAZMAT INCIDENT

1)   Spills, leaks, ruptures, and/or fires involving hazardous materials which can be contained, extinguished, and/or abated utilizing supplies and resources immediately available to the first responding engine or truck company.

2)   No evacuation of civilians or notifications to other agencies are required; the first company can handle the incident.

3)   Motor vehicle fluid spills less than 40 gallons; if the spill enters a waterway or storm drain, the first-in company shall contact the HMRT before upgrading to a Level II incident.

B.   LEVEL II HAZMAT INCIDENT

1)   Hazardous materials incidents that can only be identified, tested, sampled, contained, extinguished and/or abated using the resources of the SFD HazMat Team; and/or

2)   Any hazardous materials incident that requires the evacuation of civilians; and/or

3)   Any hazardous materials incident involving a navigable waterway or storm drain, sewer drain, creek, slough, canal, etc., that cannot be handled by the first-in company and the HMRT, and/or

4)   Motor vehicle fluid spills equal or greater than 40 gallons.

C.   LEVEL III HAZMAT INCIDENT

1)   Hazardous materials incidents which require the assistance of environmental or industrial response personnel. Such personnel and equipment are in excess of, or are in addition to those from on-scene HMRT; and/or

2)   Fire involving hazardous materials that are allowed to burn due to

ineffectiveness or dangers of extinguishing agents, or the unavailability of water; and/or there is real threat of large container failure; and/or explosion, detonation, BLEVE or container failure has occurred; and/or

3) Hazardous materials incidents which require the evacuation of civilians extending across jurisdictional boundaries; and/or there are serious civilian injuries and/or deaths as a result of the hazardous materials incident; and/or

4) The hazardous materials incident has become one of multi-agency involvement.

5) Hazardous materials incidents which require the assistance of San Joaquin County Joint HazMat Team.

D. LEVEL IV HAZMAT INCIDENT

1) When resources exceed the ability to handle the incident and State or Federal resources are needed.

Original signed, processed and retained in Fire Administration. ar

ERIK NEWMAN
FIRE CHIEF

EN/BD:ar

Content of this procedure also referenced in the following procedures: A4 Routine Notifications

PROCEDURES MANUAL

ARTICLE: **A**

SECTION: **6**

POLICY DATE: **MAY 14, 2012**

SUBJECT: <u>**GREATER ALARM PROCEDURES**</u>

POLICY

I.   <u>Introduction</u>

Greater alarms are requested whenever an officer feels he/she needs more personnel and equipment than a first alarm assignment provides. The decision to request a greater alarm is based on many factors and is not an everyday, easily reached decision.

This section was developed to provide guidelines to be followed during the initial hectic minutes created by a greater alarm. The radio traffic will be greatly increased and highly concentrated. There are additional companies to be dispatched, notifications to be completed, fill-ins, log-on of reserve apparatus and finally, dispatching of units to other incidents.

This section contains a listing of the tasks to be performed. Following these procedures will make a multiple alarm incident less chaotic and more controlled.

The basic first alarm dispatch is 4 engines, 2 trucks, Chief Operator and 2 Battalion Chiefs. A second alarm adds 2 engines and an ambulance. The third alarm adds 2 engines and 1 truck. A fourth alarm adds 2 engines. A fifth alarm adds 2 engines.

At the greater alarm level, unassigned fire units are strategically relocated to key locations to minimize the void created by the major emergency. This fill-in of unassigned units during the major emergency has often proved to be a source for problems.

This is why an officer responds to the Emergency Communications Division (ECD) to follow the emergency through to its completion.

II.   <u>Incident Command Systems (ICS)</u>

The Incident Command System is an operational plan designed to assist the chief officer in charge (known as the Incident Commander) to keep control and command of the incident. ICS is not limited to fires and can be put into effect on any incident requiring such control (e.g., EMS or HazMat). ICS will be employed on any incident with three or more units.

PROCEDURE

I. Second Alarms Without Staff Notifications

The battalion chief has the option of **NOT** requiring response by the off-duty staff on second alarms. This would occur when a second alarm is sounded simply to get more personnel and equipment to the scene, such as for purposes of extensive salvage work or crew relief, but control is expected very soon into the incident. If a second alarm is requested for *PERSONNEL* ONLY, the normal greater alarm personnel procedures (V.) need not apply. The ECD must be notified that staff response is not necessary at the same time the second alarm is requested.

II. Second and Greater Alarms with Normal Alerting

Staff personnel are normally the only individuals notified on a second alarm, unless the incident commander requests additional callback. Staff will monitor the incident and respond, if requested, or if the incident is upgraded to a third alarm. Third or greater alarms require an off-duty response described in V. of this procedure. Any reference to a second alarm made by a responding unit WILL BE CONSIDERED A REQUEST FOR A SECOND ALARM.

Confirmation of this request by the battalion chief is only required when the battalion chief is ON SCENE at the incident. ECD should coordinate with the command post as to what services or callbacks will be needed (i.e., staff, media, PG&E).

Normally, the battalion chief will inform ECD of the following:

A. The name of the command post
B. Location of the command post
C. The name of the incident commander

III. Radio Procedures

When a greater alarm is requested, the DISPATCHER will do the following:

A. Upgrade the alarm level.

B. Use the primary dispatch channel and the alerting circuit.

C. Alert all companies and appropriate Fire Department personnel pagers.

1. The standard message for a greater alarm shall be:
"_____ alarm structure fire. Immediately report to your station.
2. Send the message every three (3) minutes for a total of five (5) times.

D. Multiple alarms of a third or greater will require a callback of <u>all</u> off-duty personnel.

1. A minimum callback will ensure a crew size of three to staff each of the reserve engines and reserve truck within the City.

E. Dispatch suggested units as fill-in units on the non-impacted channel.

"Attention E-12, E-5 and fire department staff - second alarm, District 602 H, 560 East Main between California & American," All units responding will be assigned a tactical channel. DO NOT REPEAT BROADCAST.

F. Notify the incident commander of which additional units will be responding, and verify the location of base for incoming apparatus.

G. Broadcast: "ICS in effect"

1. Name of command post
2. Location of command post
3. Identity of incident commander
4. Location of base (if designated) or staging area

This information should be simulcast.

EXAMPLE: "ICS in effect, Main Command is located at Main and American Streets. Incident commander is Chief Doe, *base is located at Market and American Streets*. (Radio traffic should then be directed to Main Command)."

H. Should a fire officer request a greater alarm out of order - from a first to a third or from a second to a fourth - the interim greater alarm procedure MUST be completed.

I. All messages to the fire should be addressed to and received through the command post.

IV. <u>Emergency Communications Division (ECD) Shift Supervisor will do the following</u>:

A.   Assign dispatchers to radio channels.

B.   Insure proper notifications are made (utilize check-off sheet in supervisor's greater alarm folder).

C.   Notify staff and off duty firefighters utilizing alphanumeric pagers or text (See Greater Alarm manual in the ECD).

D.   The shift supervisor will be in a position to exercise proper supervision of all operations.

E.   Ensure all on-duty personnel are on the dispatch floor.

V.   <u>Personnel Procedures</u>

A.   During off-duty hours, SFD staff, when notified of a 2nd alarm, shall contact ECD with their availability and estimated time of arrival (ETA) to the incident location. The Deputy Chief of Operations will be advised by the ECD of staff availability and will direct personnel for emergency callback if necessary.

B.   SFD staff and ECD personnel, when alerted that a multiple alarm is in progress, will respond as follows:

1.   Chief Officer Assignments

i.   Deputy Chief of Administration is to report to command post or ECD if Division Chief is unavailable.
ii.   Deputy Chief of Operations is to report to command post; assume command of incident.
iii.   Division Chief and Fire Marshal are to report to ECD.
iv.   Division Chief of Training reports to command post; safety, and public information in absence of PIO.
v.   Battalion Chiefs (Suppression) will respond to the command post and report to the incident commander for assignment, one being assigned as Battalion Chief 3.
vi.   Senior Telecommunications Supervisor is to report to ECD.
vii.   Administrative Captains are to report to command post.

2.   Fire Suppression Assignments

i.   Off-duty personnel, if alerted, will report to their assigned stations to obtain their safety equipment. Upon arrival, contact ECD for assignment.
ii.   Auxiliary firefighters report to the personnel pool at the scene.

          iii.   Chief's operators will respond to the command post.

      3.   Support Assignments

          a.   Training personnel will respond to the fire scene; duties include observing SFD operations, photography, relief pool management and assisting the incident commander and/or safety officer.

          b.   ECD personnel will respond to ECD and institute callback and notification procedures as required.

          c.   Public Information Officer will respond to the command post.

VI.   Call-Back Procedures

Personnel should be alerted as follows:

A.   2nd alarm: Automatic callback of chief officers group
B.   Multiple alarms of a third or greater: Callback all off-duty personnel.

VII.   Duties of Fire Department Personnel at Emergency Communications Division after Arrival

A.   The Senior Telecommunications Supervisor or Chief Officer will do the following:

      1.   Broadcast his arrival and assumption of command.
      2.   Monitor tactical frequency(ies) assigned to the incident.
      3.   Ensure all notifications are made.
      4.   Direct personnel in staffing reserve apparatus.
      5.   Direct ECD personnel in all operations as necessary.

B.   First arriving off-duty ECD personnel will do the following:

      1.   Update the manual status board.
      2.   Assist in notifications.
      3.   Coordinate the staffing of reserve apparatus and additional personnel for the fire scene (telephone call-back if pagers do not provide sufficient personnel). Consult mutual aid procedures, Article G, Section 11, if needed.
      4.   Command personnel and status monitors should plan strategy from the conference area and provide direction to the ECD supervisor.

VIII.   Staffing Reserve Apparatus

When a multiple alarm is in effect, the firefighting personnel needed at the scene of the incident will be provided from the on-duty shift. This procedure will require a substantial number of firefighters to staff reserve apparatus.

A. Off-duty personnel will respond to their assigned stations. They will then procure their safety equipment and report as per assignment by the Emergency Communications Division.

B. Calls for off-duty personnel shall be terminated when staffing levels are sufficient, as determined by the chief officer at the ECD. The officer at ECD shall first confirm with the incident commander that sufficient firefighting personnel are on the scene.

C. The minimum city-wide staffing levels for reserve apparatus will be three engines and one truck with three-person crews.

IX. Documentation for Overtime Pay

A. Off-duty members shall record their names and their arrival/departure times on the station daily log. Officers present in the station shall confirm that this procedure is accurately performed by all off-duty members.

B. Prior to leaving the station, each member called back must fill out an "Overtime Pay Request", Form FD-57A, and have it signed by the company officer. All completed overtime request forms must be submitted to the Fire Department Administration office the morning following the incident.

Original signed, processed and retained in Fire Administration.jal

DAVID L. RUDAT
INTERIM FIRE CHIEF

DLR/AM:jal

Content of this procedure also referenced in the following procedures: N/A

PROCEDURES MANUAL

ARTICLE: A

SECTION: 7

POLICY DATE: SEPTEMBER 21, 2011

SUBJECT: <u>FILL-IN AND MOVES</u>

POLICY

It is the policy of the Stockton Fire Department that the Emergency Communications Division (ECD) move units when a significant depletion of resources exists in any portion of the City, and to be advised when moves affecting responses takes place.

PURPOSE

It is the purpose of this policy to coordinate and direct apparatus moves and fills to appropriately cover the City.

PROCEDURE

I. Fills

  A. When a void exists in a part of the City, the ECD will make appropriate moves of apparatus to fill the void.

  B. The unit will be dispatched as appropriate. The company officer will ensure that a Sunpro report is completed for the fill.

  C. Mandatory moves/fills will occur based on the following criteria:

    1. Working fires
    2. Prolonged incidents (i.e. extrications, technical rescue, etc.)
    3. Peak demand periods (i.e. six to seven working incidents at a time)

II.   Moves

      A.   When a unit moves to another station, the company officer must advise the ECD of the move. Details such as the reason for moving, length of stay, or service status should be given.

      B.   The ECD will ensure that the appropriate Battalion Chief is notified of the move and service status of the unit.

   DAVID L. RUDAT
   INTERIM FIRE CHIEF

DLR/ER:jal

Attachment: Fills

PROCEDURES MANUAL

ARTICLE: A

SECTION: 8

POLICY DATE: **AUGUST 29, 2022**

SUBJECT: <u>**RAILROAD EMERGENCIES**</u>

POLICY

It is the policy of the Stockton Fire Department (SFD) to contact the appropriate railroad company when there is a report of an accident or other emergency involving railroad property or equipment.

PURPOSE

The purpose of this policy is to make proper notification to the affected railroad company and to have a mutual exchange of information and recommendations.

PROCEDURE

Upon receipt of a report of an accident or other emergency involving railroad property or equipment, the Emergency Communications Center (ECD) shall take the following action as a follow-up procedure after dispatching the call:

Contact by telephone, or other appropriate means, the Chief Train Dispatcher of the railroad company that is involved in the incident.

1. The following are 24-hour phone numbers for the two (2) principal rail carriers that traverse the City of Stockton:

    a. Union Pacific Railroad, Critical Call Center, 888-877-7267 (Option 1), 800-892-1283 (Option 1 – RRPD), or 800-848-8715 (stuck cross arms)

    b. Burlington Northern/Santa Fe Railroad, Central Dispatch, emergency – 800-832-5452 (Option 1 – RRPD)

    c. The alternate means of communication would be to relay messages through the Train Conductor or Engineer via train radio.

2. Data of mutual interest to all affected agencies could consist of the following:

    a. **WHAT IS INVOLVED**, i.e., type of cargo, the number of cars involved, condition of cars and material (burning, leaking, heat exposure, etc.); also, what remedial steps are being taken.

    b. **WHERE,** i.e., exact location (mile markers), including the type of immediate area, exposure, and best means of approach.

    c. **WHEN,** i.e., time of occurrence, entry and evacuation consideration, etc.

3. The Train Conductor and Chief Train Dispatcher each have a cargo manifest (train contents) that includes a detailed description of all material aboard, identified both by car number and car position in the train make-up.

4. ECD will relay all pertinent information to the Battalion Chief in charge and act as a liaison in all subsequent communications relating to the incident.

RICHARD J. EDWARDS
FIRE CHIEF

RJE/JV:vml

Content of this procedure is also referenced in the following procedures: N/A

PROCEDURES MANUAL

ARTICLE: **A**

SECTION: **9**

POLICY DATE: **FEBRUARY 28, 2012**

SUBJECT: **RED CROSS NOTIFICATION**

POLICY

The Emergency Communications Division (ECD) routinely notifies the San Joaquin County Chapter of the American Red Cross of small and large scale incidents to provide disaster relief to victims.

PURPOSE

To ensure proper notifications are made to the American Red Cross.

PROCEDURE

The ECD shall routinely contact the local chapter of the American Red Cross on all structure fires of any significance that may require the need of shelter for single and/or multiple families.   The on-scene Incident Commander can confirm the request for assistance. The American Red Cross can be contacted 24 hours a day at 800-696-3873. The Red Cross provides:

I.   Small Scale Relief (Single Family Disaster)

    A.   Assistance to individuals and families affected by fire, flood or other disaster.

    B.   On-scene financial assistance for the immediate emergency.

    C.   Lodging, clothing, food and medical assistance.

    D.   Disaster action teams trained in disaster health and mental health with referrals to co-operating social services.

II.   Large Scale Relief (medium to large scale- approx. 10 families or more)

      A.   Mass care: Shelter of victims*.*

      B.   Food, clothing and mobile canteen (including emergency workers)*.*

      C.   Disaster Welfare Inquiry- communications with family and friends.

      D.   Disaster mental health counseling and referrals.

      E.   Red Cross liaison to Emergency Operations Centers (EOC) as required.

III.   Mobile Canteen: (medium to large scale)

      A.   Service/comfort to victims who have been displaced.

      B.   Local support to Stockton Fire Department operations on greater alarms, long-termed incidents or when requested by the IC.

      C.   Snacks and re-hydration at no cost to requesting agency.

      D.   Meals for crews by request, however, must be the financial responsibility of the requesting agency.

All assistance to disaster victims is free-of-charge. Response time is within 2 hours of notification on a 24-hour basis.

Original signed, processed and retained in Fire Administration. jal

DAVID L. RUDAT
INTERIM FIRE CHIEF

DLR/ER:am

Content of this procedure also referenced in the following procedure: A6

PROCEDURES MANUAL

ARTICLE: **A**

SECTION: **10**

POLICY DATE: **FEBRUARY 28, 2012**

SUBJECT: **REQUEST OF "TEST BOX" INCIDENTS FOR VISITATION TOUR GROUPS_____**

POLICY

To honor requests from citizen groups to tour our fire stations, including explanation of our dispatching system, in the interest of public relations.

PURPOSE

To provide consistent protocols for requesting a test box.

PROCEDURE

Company officers, as part of the station and apparatus tour, shall request from the Emergency Communications Division (ECD) that a "Test Box" with the fire station address be broadcast to simulate a structure fire dispatch. ECD staff, workload allowing, will attempt to accommodate the test.

The ECD shall generate an incident using the "PREV" code, including an incident number, for broadcasting the simulated structure fire to the requesting company only. The broadcast is to be over the alerting system only (units on the radio will not hear the broadcast) and shall be preceded by a verbal warning "this is a drill."

Company officers shall fill out a run report indicating a "Public Service" call for each such "Test Box."

Original signed, processed and retained in Fire Administration. jal

DAVID L. RUDAT
INTERIM FIRE CHIEF

DLR/ER:am

Content of this procedure also referenced in the following procedure: N/A

PROCEDURES MANUAL

ARTICLE: A

SECTION: 11

POLICY DATE: SEPTEMBER 28, 2011

SUBJECT: **EMERGENCY MEDICAL DISPATCH**

POLICY

It is the policy of the Stockton Fire Department (SFD) that the Emergency Communications Division (ECD) will use an approved Emergency Medical Dispatch (EMD) Priority System to process calls for medical assistance.

PURPOSE

The purpose of this policy is to define consistent EMD protocols and practices to be used by all Telecommunicators when answering calls requesting medical assistance.

DEFINITION

The Medical Priority Dispatch System (MPDS) has been instituted to ensure the most efficient and appropriate dispatch of ALS units (fire apparatus and ambulances). The EMD system allows for pre-planned responses to all calls as outlined by the National Academy of Emergency Dispatch (NAED) and the San Joaquin County Emergency Medical Services Agency (EMSA). These responses are categorized as either a Code 2 ambulance or a Code 3 fire and ambulance response.

Equally important are the pre-arrival instructions (PAIs) and post-dispatch instructions (PDIs) that are given over the telephone prior to the dispatched units arriving on scene. Pre-arrival instructions enable the caller to do as much as possible to help a patient/victim from further injury or harm. The instructions range from basic first aid to phone instructed CPR.

PROCEDURE

1. Call Taking

   a. The 9-1-1 phone lines shall be answered promptly. The 9-1-1 phone shall be answered:

      "Fire Department, what's the address of your emergency?"

   b. Be polite and courteous with all callers, no matter what their demeanor may be. It may be necessary to use various call-taking techniques in order to obtain pertinent information from the caller.

   c. In case of a 9-1-1 disconnect by a Primary Service Answering Point (PSAP), immediately contact the PSAP to retrieve the caller's information and call back number. Once received, the Telecommunicator shall call back the reporting party to obtain pertinent information for EMD.

   d. The Computer Aided Dispatch (CAD) call-for-service (CFS) entry screen is typed first and must be done in a specific order:

      i. Address and City of the emergency
      ii. Phone number in case call back is necessary
      iii. Chief complaint – this must be asked by saying:
          "Tell me exactly what happened."

   e. Address and phone number are confirmed by the caller stating the location, call back phone number and the call taker reading the ANI/ALI call screen as a second confirmation. If there is not a call screen, then the address and phone number must be verbally confirmed twice by the caller.

   f. Once the initial call-taking process described above is complete, the call taker shall route the call for dispatch and send to AMR/Life Com. This should be accomplished as quickly as possible with a goal of sixty seconds of answering the phone.

   g. The Telecommunicator dispatching the call shall be held responsible to insure the AMR incident number populates in the CFS screen prior to dispatching. If the AMR incident number does not populate in the CFS screen prior to dispatching the call, immediately notify AMR/Life Com and contact Information Technology (I.T.) staff.

2. Pro-QA Entry

   a. After CAD entry, calls are then routed through the Pro-QA system for the EMD procedure to continue (currently there are no time requirements for EMD).

      i. It is through the Pro-QA system that the patient's condition is assessed and pre-arrival and post-dispatch instructions are given to the calling party.

   b. Case Entry

      i. The information taken during CFS entry is input into the Case Entry screen and follow up questions are asked. The proper Chief Complaint card is then selected by the call taker.

      ii. Case Entry must be done in exact order. No freelance or extra questions are allowed. The order is as follows:

         1. Address of emergency – already stated by caller
         2. Phone number – already stated by caller
         3. Description of complaint – already stated by caller
         4. Calling party – 1st party caller, 2nd hand, passerby, etc.
         5. Number of patients – only if applicable
         6. Age of patient
         7. Gender of patient
         8. Is the patient awake?
         9. Is the patient breathing?
         10. Select appropriate Chief Complaint

      iii. If further clarification is needed during case entry, extra questions may be asked but only if the call taker still does not know which card to select.

   c. Key Questions

      i. These are questions asked to get an assessment of the patient's condition. These questions must be asked verbatim. A clarification may be asked if the caller does not seem to understand what you have asked the first time.

ii. Key Questions determine the response level we are sending to a patient, and all calls may be upgraded or downgraded depending on patient condition.

iii. A call may be switched over to a different card if the patient's condition changes:

   1. This may happen automatically by Pro-QA if the answers to Key Questions generate a switch or if a Telecommunicator needs to switch manually due to the status of the patient or the type of injury they may have.

iv. If any answer to a question is obvious or has already been previously stated by the caller, that question does not need to be asked. Obvious answers are the only time a question may be skipped.

v. Most questions and statements are typed in black print. Some exceptions are those typed in blue or red print:

   1. Blue print: These are questions the call taker does not ask but must answer by reading to their self.

   2. Red print: These are statements or questions that must be read to the caller and must be exactly stated as they are written.

d. Pre-Arrival and Post-Dispatch Instructions

i. These are instructions given to assist the caller in keeping the patient stable until paramedics arrive to take over. They range from simply keeping a person in a comfortable position while waiting for help, to bleeding control, childbirth and CPR instructions.

ii. Pro-QA has instructions built into each EMD card. The Pre-Arrival (PAIs) and Post-Dispatch Instructions (PDIs) are also given verbatim but some may not be applicable to the patient's condition and may be omitted.

   1. The very first statement into this section is as follows and must be said: "I'm sending the paramedics to help you now. Stay on the line, and I will tell you exactly what to do next."

2. The last statement of this section is as follows and must be said: "If he/she gets worse in any way, call me back immediately for further instructions."

iii. The level of instructions given to the caller is dependent on the stability and condition of the patient. All instructions pertinent to the patient must be given and must be stated exactly as written on the card.

3. Use of Exit Card When Dangers Are Present

Scenes involving dangerous physical conditions, assailants and violent patients can change rapidly for the worse. EMDs should reassess often and not hesitate to advise the caller to get away (or attain a safer location) whenever their safety is in reasonable doubt; advise them to call back from a more safe location. Keeping the caller on the line in some dangerous situations could make the caller accessible to a violent patient or intruder.

The exit card categories are as follows:

a. Scene/Haz Mat
b. Violent/Combative Patient
c. Assailant/Animal Nearby
d. Danger Gone – Verification
e. Danger Uncertain – Monitor Safety on Line
f. Danger Present – Leave Now

Note: If the caller is in danger from another person and is advised to leave now, tell him/her not to hang up and leave the phone off the hook allowing the EMD to monitor sounds and activity at the initial scene.

4. Calling Party Definitions

The NAED defines the calling parties into four (4) categories:

a. 1st party caller: The caller is the person with the actual problem (actual patient).

b. 2nd party caller: The caller is directly involved with and/or in close proximity to the patient (caller is with the patient) or a person involved in an accident and is unhurt but reporting that someone in the accident is injured.

    c. 3ʳᵈ party caller: Not directly involved or in close proximity to the patient. For example, a security guard calls for assistance because he heard someone call for help; a caller passing by an accident and did not stop; reporting parties that have no specific information regarding an incident.

    d. 4ᵗʰ party caller: Calls relayed from other public service agencies (law enforcement).

5. Special Circumstances

There may be times during the call-taking process in which a situation may arise that is out of the ordinary. Any call or request that falls into this category may be turned over to the on-duty Supervisor or Battalion Chief for a decision on how to handle the situation.

    a. Any caller refusing an ambulance, but wants help for oxygen, blood sugar and/or vitals check, etc., will be given a Code 2 response, and it will be up to the responding unit(s) to determine patient care.

    b. Convalescent Hospitals and Care Homes, by default, to be handled like any other call.

    The only exception: If the caller is an RN or above and states that they are handling the care of the patient, they can request a Code 2 response. Telecommunicators shall note the name of the health care professional and their title/position in the call-for-service.

    Note: Only an RN, NP, PA or Medical Doctor (MD) can make a specific response request provided they are calling from their office or hospital and are with the patient.

    c. Code 2 calls may be upgraded during the Key Questions process (if the patient's condition changes or the answers given determine to do so).

    d. Cancellation of units

    Responding fire units may be cancelled by the Emergency Communications Division (ECD), Battalion Chief, law enforcement on scene or by AMR/Life Com. The exceptions:

        1. Vehicle accidents

2. Hazardous material calls
3. Any severe property damage
4. Gas and electric hazards
5. Whenever life and property safety may be in jeopardy

e. Premise History or Hazard – All information regarding a patient or an address must be passed on to all responding units and AMR/Life Com.

i. Hazards – This can be any situation that poses a threat or a danger to personnel:

1. Contagious illness – listed as "Special Medical Precautions"

2. Weapons – any resident who has threatened personnel in the past and/or is known to have weapons in the house

3. Construction – any building or residence that is known to have any dangerous areas that can cause injury to personnel

ii. Premise History – This can be any situation that responding personnel need to be aware of regarding a patient or their house.

1. Oxygen – any person who has oxygen tanks in their home for personal use

2. Rescue problems – persons confined to a bed or wheelchair

3. Bars – iron bars on doors or windows that can make access to a residence difficult

4. Patient information – any information that can make moving or rescuing a resident difficult

iii. All premise history or hazard information is to be typed into a CFS screen and written onto a FD-27 form. This form will be turned over to Information Technology (I.T.) for entry. The CFS will remain open until this process is completed.

f. Request to cancel medical assistance by 3rd and 4th party callers (non-law enforcement) – If not stated directly by the patient needing assistance, the Telecommunicator shall continue the responding units (at least Code 2). AMR/Life Com shall also be notified.

g. Non-Medical Personnel requesting ambulance transport to another hospital facility – The Telecommunicator shall attempt to EMD the call and dispatch the recommended response. The Hospital Emergency Room Charge Nurse and AMR/Life Com should be contacted for any available information and notification.

h. Subsequent calls reporting change of conditions or Chief Complaint – The Telecommunicator shall attempt to gather further information and relay that information to all responding units. If the caller reveals a different chief complaint, the Telecommunicator shall EMD the call based upon the new chief complaint.

i. EMD Card Changes/Additions – The NAED may provide additional and/or revised EMD cards. Prior to using the new/revised cards, the SFD Medical Director will review the card(s) and recommend that one of the Continuous Quality Improvement (CQI) Specialists provide training on the new/revised EMD card(s) prior to implementation. The Medical Director of the San Joaquin County Emergency Medical Services must first approve the use of any changes to the EMD card system.

j. All EMD errors, unusual occurrences and sentinel events shall be immediately reported to the ECD Senior Telecommunications Supervisor through the proper channels in order to be reviewed by the CQI Coordinator. All CPR, choking and childbirth PAIs shall also be submitted for review.

k. Telecommunicators shall follow the ECD and SJC EMS Agency's policies and procedures related to unusual occurrences and sentinel events.

l. Emergency Rule – In the event Telecommunicators experience a sudden high-call volume in which it may be impossible to perform tasks or duties to the same standard as would be expected under normal circumstances, they shall implement the Emergency Rule. For example, if a Telecommunicator receives a sudden increase of calls-for-service in a disaster situation, he/she would

reasonably not be expected to provide the same level of care to individual callers while managing multiple calls for help. Telecommunicators shall follow Article A, Section 15 – Urgent Disconnect Procedure.

The public relies on the 9-1-1 system to handle their requests for emergency assistance. This is the first step in patient care. Therefore, patient care should be the primary focus of the ECD by providing Pre-Arrival and Post-Dispatch instructions through the EMD process to those who are sick, injured or in crisis. Furthermore, emergency responders rely on the information gathered by the ECD in order to assist them in providing the best pre-hospital care.

Original signed, processed and retained in Fire Administration. jal

DAVID L. RUDAT
INTERIM FIRE CHIEF

DLR/ER:aa

Content of this procedure also referenced in the following procedures: A15

PROCEDURES MANUAL

ARTICLE: **A**

SECTION: **13**

POLICY DATE: **SEPTEMBER 28, 2011**

SUBJECT: **ACTIVATING BACK UP ALERTING SYSTEM**

POLICY

It is the policy of the Stockton Fire Department (SFD) to ensure that a secondary means of fire station alerting is maintained and can be quickly activated in the event the primary station alerting system is not functioning.

PURPOSE

The purpose of this policy is to provide a guideline for Emergency Communications Division (ECD) personnel in switching from the primary station alerting system to the back-up station alerting system.

PROCEDURE

1. Switch to BACK UP ALERTING:

   a. Click the Back Up Alerting folder
   b. Click the Company button that needs to be switched
   c. Wait for the two (2) audible tones
   d. Click the "Cut" button at the top (pair of scissors)
   e. Click the Alert Main/Stby button
   f. Alert Main/Stby button will turn **yellow** and the **red** light on the Motorola Model 26 alerting system will go out (this may take 1 or 2 minutes to go out), indicating that communications is working again
   g. Call Delta Wireless (209-948-9611 weekdays; 209-465-1654 after hours) to determine the problem with the T1 lines

2. Switch back to NORMAL ALERTING:

   a. Click the Back Up alerting folder
   b. Click the "Cut" button at the top (pair of scissors)

       c. Click the Alert Main/Stby button
       d. Alert Main/Stby button will turn **green** and the light on the Motorola Model 26 alerting system will turn **red**
       e. Click the Company button that needs to be switched
       f. Wait for the two (2) audible tones
       g. **Red** light will go out (may take 1 to 2 minutes to go out)

3. If the Emergency Communications Division (ECD) is unable to make contact with the assigned unit(s) and/or when the station back-up alerting system is not functioning properly, immediately take the following steps that are necessary to ensure that a unit is en route to the emergency incident:

       a. Call the unit on the radio channel
       b. Call the Company on their ring down line (if not out-of-service)
       c. Dispatch the next closest available unit to the incident
       d. Call the Company on their private phone (if they have one)
       e. Send a pager message
       f. Notify the Battalion Chief

It should be noted when utilizing the back-up alerting system, Fire Channel 3 is used and may pose limitations on that channel if needed. The back-up alerting system shall be tested quarterly on the 3rd Sunday in January, April, July and October to ensure that it is operating appropriately. The Supervisor/Acting Supervisor shall note on the Daily Log when the test was conducted. If ECD experiences any problems, notify:

   a. On call I.T.
   b. Delta Wireless (if directed by I.T.)
   c. Pager Senior Telecommunications Supervisor (notification only)

Original signed, processed and retained in Fire Administration. jal

DAVID L. RUDAT
INTERIM FIRE CHIEF

DLR/ER:am

Content of this procedure also referenced in the following procedures: N/A

PROCEDURES MANUAL

ARTICLE: A

SECTION: 15

POLICY DATE: FEBRUARY 28, 2012

SUBJECT: URGENT DISCONNECT – EMERGENCY
                  MEDICAL DISPATCH

POLICY

In the event multiple emergency calls-for-service are received simultaneously by the Emergency Communications Division (ECD), the Telecommunications Supervisor and/or Senior Telecommunicator may implement an urgent disconnect protocol.

PURPOSE

To ensure that necessary information is obtained from the calling parties prior to ending any 9-1-1 call.

PROCEDURE

I. Definition of the Emergency Rule (by the National Academy of Emergency Dispatch, Principles of Emergency Medical Dispatch, 3rd Edition).

   A. The Emergency Rule refers to emergency situations, such as high-call volumes, in which it may be impossible to perform tasks or duties to the same standard as would be expected under normal circumstances.

   B. When all Telecommunicators are answering emergency calls-for-service and another emergency call is received, the first available Telecommunicator shall answer the 9-1-1 call.

   C. In the event multiple 9-1-1 calls are received and the ECD is unable to process the number of incoming 9-1-1 with staff on hand, the on-duty Supervisor, Acting Supervisor or Senior Telecommunicator may implement the urgent policy. When urgent disconnect protocols are implemented,

depending on the circumstances, the following urgent disconnect statements shall be used:

"Help is on the way. I need to hang up now to take another call."
 If anything changes, call me back immediately for further instructions."

D. Telecommunicator discretion should be utilized if the nature of the call warrants staying on the phone with the calling party for pre-arrival instructions (PAIs) or for potentially unstable or worsening conditions including, but not limited to:

1. Imminent birth
2. CPR instructions
3. Drowning
4. Suicide
5. Child caller

E. The Telecommunicator, depending on the circumstances, may place the caller on hold (after receiving initial location and Chief Complaint) while dispatching an emergency call and then resume PAIs if needed.

F. Anytime the urgent disconnect policy is implemented, the on-duty Supervisor or Acting Supervisor shall notify the Senior Telecommunications Supervisor in writing who will, in turn, notify the Deputy Chief of Operations.

G. After the Senior Telecommunications Supervisor reviews the information contained in the Urgent Disconnect form, a copy will be forwarded to the CQI Coordinator for review.

Original signed, processed and retained in Fire Administration. jal

DAVID L. RUDAT
INTERIM FIRE CHIEF

DLR/ER:am

Content of this procedure also referenced in the following procedures: N/A

PROCEDURES MANUAL

ARTICLE: **A**

SECTION: **16**

POLICY DATE: **FEBRUARY 28, 2012**

SUBJECT: **RADIO CALL DESIGNATIONS**

POLICY

To establish designated radio call signs for use during communications with the Emergency Communications Division (ECD).

PURPOSE

To designate radio call signs to maintain clear and professional communications while avoiding the use of informal, personal names.

PROCEDURE

No unit will be referred to by the name of the person working In that unit.

The following are recognized call identifiers:

STOCKTON FIRE DEPARTMENT (STO)

Fire Chief	Chief 1
Deputy Fire Chief, Operations	Deputy 1
Deputy Fire Chief, Administration	Deputy 2
Division Chief, Fire Marshal	Prevention 1
Division Chief, Director of Training	Training 1
Deputy Director of Training	Training 2
EMS Captain	EMS 1
Battalion Chief (South)	Battalion 1
Battalion Chief (North)	Battalion 2
Chief's Operator	Operator 1
Asst Fire Marshal/Fire Protection Specialist	Prevention 2
Asst Fire Marshal/Fire Prevention Captain	Prevention 3
Fire Prevention Inspector	Prevention 4

Arson Investigator	Arson 1
Fire Prevention Inspector 1	Inspector 1
Fire Prevention Inspector 2	Inspector 2
Fire Prevention Inspector 3	Inspector 3
Fire Prevention Inspector 4	Inspector 4
Fire Prevention Inspector 5	Inspector 5
Fire Prevention Inspector 6	Inspector 6
Fire Prevention Inspector 7	Inspector 7
Fire Prevention Inspector 8	Inspector 8
Fire Prevention Inspector 9	Inspector 9
Fire Prevention Inspector 10	Inspector 10
Public Information Officer	Information 1
Resource Captain	Resource 1
OES Captain	OES 1
Senior Telecommunications Supervisor	Comm1
Mechanic 1	Mechanic 1
Hydrant Maintenance Supervisor	Hydrant 1
Engine 2	Engine 2
Engine 3	Engine 3
Engine 4	Engine 4
Engine 5	Engine 5
Engine 6	Engine 6
Engine 7	Engine 7
Engine 9	Engine 9
Engine 10	Engine 10
Engine 11	Engine 11
Engine 12	Engine 12
Engine 13	Engine 13
Engine 14	Engine 14
Reserve Engine 16	Engine 16
Reserve Engine 17	Engine 17
Reserve Engine 18	Engine 18
Reserve Engine 19	Engine 19
Reserve Engine 21 - OES Rig (346)	Engine 21
Truck 2	Truck 2
Truck 3	Truck 3
Truck 7	Truck 7
Reserve Truck 4	Truck 4
Reserve Truck 5	Truck 5
Reserve Truck 6	Truck 6
Grass Rig 3	Dispatch 3
Grass Rig 5	Dispatch 5
Grass Rig 7	Dispatch 7
Grass Rig 12	Dispatch 12
Grass Rig 13	Dispatch 13

Grass Rig 14   Dispatch 14
Water Rescue Unit   Water Rescue 6
OES Water Rescue Squad/Trailer   OES Swiftwater 13
OES USAR Trailer   RT 21
Hazardous Materials Unit   Hazmat 10
Decontamination Unit   Decon 10
Pickup 2 (Utility Truck)   Pickup 2
Pickup 4 (Utility Truck)   Pickup 4

MANTECA FIRE DEPARTMENT (MAN)

Fire Chief   Chief 24
Division Chief, Administration   Chief 241
Division Chief, Training   Chief 242
Division Chief, Operations   Chief 243
Utility Unit 1   Utility 241
Utility Unit 2   Utility 242
Assistant Chief (Prevention)   Prevention 241
Battalion Chief   Battalion 24
Engine 241   Engine 241
Engine 242   Engine 242
Engine 243   Engine 243
Reserve Engine 244   Engine 244
Reserve Engine 245   Engine 245
Reserve Engine 246   Engine 246
Fire Prevention   Prevention 241
Fire Inspector   Prevention 242
Support 241   Support 241
Communications Van   Comm 241

LATHROP/MANTECA FIRE DISTRICT (LMD)

Fire Chief   Chief 3-1
Battalion Chief   Chief 3-2
Battalion Chief   Chief 3-3
Duty Battalion Chief   Battalion 3-1
Engine 3-1   Engine 3-1
Engine 3-2   Engine 3-2
Engine 3-3   Engine 3-3
Engine 3-4   Engine 3-4
Reserve Engine 3-0   Engine 3-0
Reserve Engine 3-6   Engine 3-6
Reserve Engine 3-7   Engine 3-7
Reserve Engine 3-8   Engine 3-8
Water Tender 3-1   Water Tender 3-1

Heavy Rescue	Heavy Rescue 3-1
Fire Boat	Fire Boat 3-1
Prevention	Prevention 3-1
Squad	Squad 3-1
Utility	Utility 3-1

LODI FIRE DEPARTMENT (LOD)

Fire Chief	Chief 2001
Battalion Chief 2011	Battalion 2011
Battalion Chief 2012	Battalion 2012
Engine 2031	Engine 2031
Engine 2032	Engine 2032
Engine 2033	Engine 2033
Engine 2034	Engine 2034
Reserve Engine 2035	Engine 2035
Reserve Engine 2036	Engine 2036
Truck 2051	Truck 2051
Reserve Truck 2052	Truck 2052
Squad 2071	Squad 2071
Hazardous Materials Unit	Hazmat 2081
Emergency Medical Services	EMS 20
Air Support Unit	Air 20
Fire Investigation Unit	Fire Investigation 2021

TRACY FIRE DEPARTMENT

Fire Chief	Chief 9-0
Division Chief	Chief 9-1
Division Chief	Chief 9-2
Division Chief	Chief 9-3
On-duty Battalion Chief	Battalion 9
Engine 9-1	Engine 9-1
Engine 9-2	Engine 9-2
Engine 9-3	Engine 9-3
Engine 9-4	Engine 9-4
Engine 9-6	Engine 9-6
Engine 9-7	Engine 9-7
Engine 9-8	Engine 9-8
Truck 9-1	Truck 9-1
Reserve Engine 9-0	Engine 9-0
Reserve Engine 9-5	Engine 9-5
Water Tender 9-2	Water Tender 9-2
Rescue Unit	Rescue 9-0
Hazardous Materials Unit	HazMat 9-0

Utility (Pickup)	Utility 9-1
Prevention	Prevention 9-0
Prevention	Prevention 9-2
Prevention	Prevention 9-3

DEFENSE LOGISTICS AGENCY (DLA)

SHARPE'S ARMY DEPOT

Fire Chief	Chief 26-1
Battalion 26-1	Battalion 26-1
Engine 26-1	Engine 26-1
Engine 26-3	Engine 26-3
Rescue 26-1	Rescue 26-1
Truck 26-1	Truck 26-1
Hazmat 26-1	Hazmat 26-1

TRACY DEFENSE DEPOT

Battalion 26-2	Battalion 26-2
Engine 26-2	Engine 26-2
Rescue 26-2	Rescue 26-2
Truck 26-2	Truck 26-2
Hazmat 26-2	Hazmat 26-2

ESCALON FIRE PROTECTION DISTRICT (ESL)

Fire Chief	Chief 1-1
Chief	Chief 1-2
Chief	Chief 1-3
Chief	Chief 1-4
Battalion Chief	Battalion 1-0
Rescue	Rescue 1-1
Engine	Engine 1-1
Engine	Engine 1-3
Engine	Engine 1-4
Reserve Engine	Engine 1-2
Truck	Truck 1-7
Water Tender	Water Tender 1-1
Water Tender	Water Tender 1-2
Water Rescue	Water Rescue 1-1
Utility	Utility 1-1

RIPON FIRE PROTECTION DISTRICT (RIP)

Station 1

Chief	Chief 2-1
Battalion Chief	Battalion 2-0
Engine	Engine 2-1
Engine	Engine 2-3
Engine	Engine 2-5
Engine	Engine 2-9
Truck	Truck 2-1
Rescue	Rescue 2-1
Water Tender	Water Tender 2-1
Fire Boat	Fire Boat 2-1
Support	Support 2-1
Medic Transport	Medic 60
Medic Transport	Medic 61
Water Rescue	Water Rescue 2-1
Prevention	Prevention 2-1

Station 2

Engine	Engine 2-2

FARMINGTON RURAL FIRE DISTRICT (FAR)

Fire Chief	Chief 4-1
Engine	Engine 4-1
Engine	Engine 4-2
Engine	Engine 4-3
Rescue	Rescue 4-1
Water Tender	Water Tender 4-1
Water Tender	Water Tender 4-2
Utility	Utility 4-1

LINDEN-PETERS RURAL FIRE PROTECTION DISTRICT (LPE)

Fire Chief	Chief 5-1
Battalion Chief	Battalion Chief 5-1
Engine	Engine 5-1
Engine	Engine 5-2
Engine	Engine 5-3
Engine	Engine 5-4
Water Tender	Water Tender 5-2
Utility	Utility 5-1

CLEMENTS RURAL FIRE PROTECTION DISTRICT (CLE)

Fire Chief	Chief 6-2
Battalion Chief	Battalion 6-1
Engine	Engine 6-2
Engine	Engine 6-3
Engine	Engine 6-4
Rescue	Rescue 6-1
Water Tender	Water Tender 6-5
Water Tender	Water Tender 6-6
Utility	Utility 6-7

WOODBRIDGE FIRE PROTECTION DISTRICT (WOO)

Station 1
Fire Chief	Chief 7-1
Engine	Engine 7-1
Engine	Engine 7-5
Engine	Engine 7-6
Water Tender	Water Tender 7-1
Rescue	Rescue 7-1
Grass Engine	Grass Engine 7-1
Utility	Utility 7-1

Station 2
Engine	Engine 7-2

Station 3
Engine	Engine 7-3
Water Tender	Water Tender 7-2

Station 4
Engine	Engine 7-4
Fire Boat	Fire Boat 7-1

FRENCH CAMP-MCKINLEY RURAL FIRE PROTECTION DISTRICT (FRC)

Fire Chief	Chief 11-1
Chief	Chief 11-2
Engine	Engine 11-1
Engine	Engine 11-2
Engine	Engine 11-3
Engine	Engine 11-4

LIBERTY RURAL FIRE PROTECTION DISTRICT (LIB)

Fire Chief	Chief 12-1
Chief	Chief 12-2
Engine	Engine 12-1
Engine	Engine 12-2
Engine	Engine 12-5
Engine	Engine 12-6
Rescue	Rescue 12-3
Water Tender	Water Tender 12-4
Utility	Utility 12-12

MOKELUMNE RURAL FIRE PROTECTION DISTRICT (MKE)

Fire Chief	Chief 13-1
Engine	Engine 13-1
Engine	Engine 13-2
Engine	Engine 13-3
Rescue	Rescue 13-8
Squad	Squad 13-5
Water Tender	Water Tender 13-6
Water Rescue	Water Rescue 13-1

COLLEGEVILLE FIRE PROTECTION DISTRICT (CGV)

Fire Chief	Chief 14-1
Chief	Chief 14-2
Engine	Engine 14-1
Engine	Engine 14-2
Engine	Engine 14-3
Water Tender	Water Tender 14-1
Squad	Squad 14-1

WATERLOO-MORADA RURAL FIRE PROTECTION DISTRICT (WMR)

Station 1

Fire Chief	Chief 15-1
Chief	Chief 15-2
Engine	Engine 15-1
Engine	Engine 15-3
Water Tender	Water Tender 15-1
Utility	Utility 15-1

Station 2
Engine   Engine 15-2

THORNTON FIRE PROTECTION DISTRICT (THO)

Fire Chief   Chief 17-1
Engine   Engine 17-1
Engine   Engine 17-2
Engine   Engine 17-3
Water Tender   Water Tender 17-1

MONTEZUMA FIRE PROTECTION DISTRICT (MTZ)

Station 1
Fire Chief   Chief 18-1
Engine   Engine 18-1
Engine   Engine 18-3
Water Tender   Water Tender 18-1
Breathing Support Unit   Breathing Support 18-1

Station 2
Engine   Engine 18-2
Engine   Engine 18-4
Crash Rescue   Crash Rescue 34-1
Crash Rescue   Crash Rescue 34-4

CALIFORNIA FIRE (CAL FIRE)

Toner Unit   CAMINO
Toner Unit   SAN ANDREAS
Toner Unit   MORGAN HILL

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DAVID L. RUDAT
INTERIM FIRE CHIEF

DLR/ER:am

Content of this procedure also referenced in the following procedure: N/A

PROCEDURES MANUAL

Established: Unknown
Revised: 6/13/2002
Revised: 2/28/12
Revised: 3/5/12
Revised 12/9/15

ARTICLE:	A
SECTION:	17
POLICY DATE:	DECEMBER 9, 2015
SUBJECT:	**PORTABLE RADIOS**

POLICY

It is the policy of the Stockton Fire Department (SFD) that portable radios are to be carried by all SFD personnel when they are on-duty and away from their stations and/or apparatus. A belt-type radio carry case (or similar carrying device) is to be worn by all personnel when carrying a portable radio.

PURPOSE

The purpose of this policy is to ensure that all SFD personnel carry portables while on-duty to remain in communication and respond for emergency incidents.

PROCEDURE

I.   Radios will not be left on unattended apparatus and every precaution will be taken to prevent damage or loss.

II.   Portable radios shall be carried in an approved radio pouch or holster. Radios shall not be carried in hand or in the pockets of uniform trousers. Turnout clothing with approved pouches are acceptable alternatives to belt-type holsters. Extreme care must be taken to protect an individual's portable radio from the adverse effects of the fire ground environment and to ensure that it is fully functional at all times. It may be a SFD personnel's only lifeline in the event they need help.

III.   Oncoming Officers shall verify that all portable radio units assigned to their apparatus are properly accounted for. A memo shall be made immediately in the event of a missing radio to the appropriate Battalion Chief. A FD-13 shall be completed and routed to the Fire Department Information Technology

Representative (FDITR). The Battalion Chief will notify the Operations Chief, ECD Operations Manager, and the FDITR of the missing portable radio.

IV.   Oncoming Officers shall ensure at all times that each portable radio designated for each position is on their apparatus. Radios will be checked weekly by ECD to ensure that the radio identifier is correct. Labels will be placed on the portable radio denoting its assigned position. For example: Engine 4 will have three (3) radios marked E4 #0, E4 #1, and E4 #2. The Company Officer or designee shall ensure that each crew member carries the portable radio designated for their riding position.

Note: When a radio is turned in for service, a replacement will be issued. This radio will then be assigned to that apparatus and position until such time that it requires maintenance.

V.   In the event that a member activates his/her "Emergency Signal Button" on the XTS3000 or MTS2000 or the APX 7000 portable radio, an emergency signal unique to that position will be transmitted to the Emergency Communications Division (ECD).

VI.   When exposed to moisture, portable radios should be thoroughly dried and cleaned.

VIII.   In all instances of severe exposure, portable radios shall be dried, cleaned and sent to FDITR for inspection as soon as possible.

At all emergencies, radio traffic must be kept to a minimum. In the case of multiple alarm fires, radio messages will be in accordance with Procedures Manual Article A, Section 6, Greater Alarm Procedures.

REPAIRS AND REPLACEMENT

In the event a portable radio needs repair and/or replacement, the following steps shall be followed:

I.   Complete a FD-13 detailing what is wrong with the portable radio including unit and location. Ensure that all signatures are completed.

II.   Email the ECD Director and Fire Department IT Representative (FDITR) the issue with the radio, including unit number and radio position (#0, #1,#2,#3).

III.   Make arrangements to drop off the radio with FD-13 form to ECD and procure a loaner radio from the ECD Supervisor.

IV.   The ECD Supervisor will update the Golden Elite Radio System before leaving with new radio. The radio will be identified to the unit and position (i.e. E4 Captain). The radio needing repair will be logged as "reserve".

V.   The radio needing repair and the FD-13 will be placed in a zip lock bag and placed in the repair bin in ECD.

   Note: Follow the same process to replace a David Clark Headset.

PORTABLE RADIO BATTERIES

The portable radio batteries will be maintained at each fire house. Company Officers will ensure that an adequate inventory will be kept at each house to meet the needs of their company. The batteries that are currently available to the SFD recondition automatically while charging. In the event that a battery no longer takes a charge, complete a FD-13, place the battery and the FD-13 into a zip lock bag and exchange with ECD Supervisor for new battery.

Note: There should always be an exchange for batteries in ECD.

LOST OR STOLEN RADIO

In the event that a portable radio becomes lost or is stolen, report the situation to your on duty Battalion Chief immediately. The following steps shall be followed:

- Report the situation to your Battalion Chief. A police report may be required.
- Complete FD-13.
- A memo shall be written memorializing the situation.
- Route the FD-13 and memo to the Chief of Operations.
- The Fire Department Information Technology Officer shall be notified by the affected Battalion Chief of the need to replace the missing portable radio.
- The Fire Department Information Technology Officer will procure a funding mechanism from the Fire Department Finance Manager and secure a new portable radio from the IT directly.

MANAGEMENT OF THE PORTABLE RADIOS

ECD OPERATIONS MANAGER

The ECD Operations Manager will be responsible for all portable radios. An inventory spreadsheet will be maintained to indicate each portable radio location at all times.   If the portable radio is in service, it will be assigned to a unit and position (E4 Captain). If the portable radio is a spare, it will be listed as RESERVE. If the portable radio is out for service, it will be listed as REPAIR. This inventory is in addition to the Golden Elite Radio System.

The ECD Operations Manager will coordinate with the Fire Department Information Technology Representative for any repair needs. The Operations Manager reports to the Division Chief of Training.

ECD SUPERVISOR

The on duty ECD Supervisor will be the point of contact to procure a replacement portable radio or David Clark Headset. At the beginning of each shift, the ECD Supervisor will ensure that the minimum radio cache is available in the ECD.

- 6 portable radios with batteries in the charger
- 8 spare portable radio batteries in the charger
- 2 David Clark Headsets

Radios needing repair will be placed in the "repair bin" in ECD. Supervisor shall log, in the Golden Elite Radio System, the unit and position of the radio that is being assigned. **Additionally the radio being returned for service will be listed as RESERVE.**

FIRE DEPARTMENT INFORMATION TECHNOLOGY REPRESENTATIVE

The Fire Department Information Technology Representative (FDITR) will be the main point of contact with the vendor (Delta Wireless). All repairs will be tracked by the FDITR.

The following are additional duties assigned to the FDITR

- Maintain a cache of working portable radios
- Maintain a cache of working spare batteries
- Maintain a cache of working David Clark Headsets
- Maintain a cache of radio holsters
- Oversee the Golden Elite Radio System
- Replacement Schedule

Original signed, processed and retained in Fire Administration. jal

BILL WEISGERBER
FIRE CHIEF

BW/KJ:aa

PROCEDURES MANUAL

ARTICLE: **A**

SECTION: **18**

POLICY DATE: **MAY 16, 2012**

SUBJECT: <u>**OUTDOOR BURNING**</u>

POLICY

It is the policy of the Stockton Fire Department (SFD) to follow San Joaquin Valley Unified Air Pollution Control District (SJVUAPCD or Air Pollution Control District) regulations, which prohibit outdoor burning without a permit. SJVUAPCD governs burn days and permit issuance. Stockton Municipal Code Section 4-001, California Fire Code Section 1102.3, and Health and Safety Codes 41700 and 41800, prohibits illegal outdoor burning within the Stockton Fire Department response districts.

PURPOSE

It is the purpose of this policy to provide uniform and consistent guidelines for handling outdoor burning incidents for SFD personnel.

PROCEDURE

I.   Designated Burn Days

      A.   APC sends a facsimile daily to the Emergency Communications Division (ECD) identifying whether it is a burn day or not.

II.   Permit Issuance

      A.   APC is the only agency authorized to issue burn permits. Burn permits are mainly issued for commercial agricultural burning.

B.   The Stockton Fire Department has the authority to override burn permits and/or burning in their districts if weather conditions change, or if in the opinion of the Fire Chief, or his/her designee (Company Officer), the burning operation is unsafe or threatens adjacent properties. Company Officers shall contact their Battalion Chief when they override a burn permit.

C.   In the event a property owner's permit is revoked by the SFD, the Fire Chief or his representative (Battalion Chiefs) must notify the Air Pollution Control Division immediately at 800-281-7003.

III.   Handling Illegal Burns

A.   The following are definitions of exemptions and illegal outdoor fires:

1.   Exempted Outdoor Fires

Open outdoor fires used solely for cooking food for human consumption, campfires, and religious ceremonial fires where the combustible material is clean, dry wood or charcoal (SJVUAPCD Rule 4103-4.1). In addition, small outdoor wood burning, open-faced stoves are acceptable.

2.   Illegal Outdoor Fires

No person shall set, permit, or use an outdoor fire for the purpose of disposal or burning of petroleum wastes; demolition or construction debris; residential rubbish, garbage or vegetation; tires; tar; trees; wood waste; or other combustible or flammable solids, liquid, or gaseous waste; or for metal salvage or burning of motor vehicle bodies (SJVUAPCD Rule 4103-5.1).

B.   Responding personnel will determine the legality of a burn and extinguish if in violation. A permit number is required to be at the burn site of a Commercial Agricultural Burn for verification by Fire Department personnel.

C.   The property owner or responsible party shall be notified of the violation immediately, if possible.

D.   Permitted agricultural burns, where the permit has been revoked or illegal burns without permits, must be reported to the Air Pollution Control District. The Company Officers will complete Form FD-128 (attached) upon return to quarters. Submit the FD-128 and run report with a

narrative to the Fire Prevention Bureau (FPB). FPB will notify Air Pollution Control.

E.   The property owner or responsible party should be notified of the violation immediately, if possible.

F.   Company Officers have the discretion to issue warnings if they deem appropriate. In this case, Air Pollution Control will not be notified, but the violation should be noted in the company logbook.

Original signed, processed and retained in Fire Administration.jal

DAVID L. RUDAT
INTERIM FIRE CHIEF

DR/AM:aa

Content of this procedure also referenced in the following procedure: N/A

DATE: _____

TO: _____

FROM: _____
          (Department/District)

SUBJECT: **<u>ILLEGAL OUTDOOR BURNING</u>**

On _____, the _____
              (Date)   (Fire Department/District)

responded to the site of an outdoor burn that was in violation of the Health and Safety

Codes, Section 41800 and Air Pollution Rule 415 and/or 416.1. The violations

occurred at _____   _____
                          (Address)   (Phone)

and involved the burning extinguished. The Fire and the property owners/lessees, or

responsible party(ies) **<u>were / were not</u>** notified.
                                (circle one)

The materials involved in the illegal burn were:

_____

_____

_____
(Acting) Officer (print clearly)

FD-128
Revised 9/22/05

PROCEDURES MANUAL

ARTICLE: **A**

SECTION: **19**

POLICY DATE: **NOVEMBER 3, 2011**

SUBJECT: **USE OF PERSONAL ELECTRONIC DEVICES IN THE EMERGENCY COMMUNICATIONS DIVISION**

POLICY

It is the policy of the Stockton Fire Department Emergency Communications Division (ECD) that the use of personal electronic devices by on-duty Telecommunicators will not interfere with ECD and Fire Department operations.

PUPOSE

The purpose of this policy is to ensure the use of personal electronic devices in the ECD by on-duty Telecommunicators do not interfere with their duties and responsibilities.

PROCEDURE

I. ECD Telecommunicators shall not use the following personal electronic devices while on the dispatch floor. This includes, but is not limited to:

- Laptop Computers
- Cellular phones, including texting
- Portable Radios
- CD players
- DVD devices
- PDA's (palm devices)
- Blackberry devices
- Portable TV's

ECD members who would like to use their personal electronic devices mentioned above may do so away from the dispatch floor in areas such as the locker room, kitchen, ECD office (after business hours) or outside the ECD after receiving permission to do so from their supervisor, and in such a manner that will not cause a distraction to other Telecommunicators or interfere with ECD or Fire Department Operations. Furthermore, the above-mentioned devices are not to be left on the dispatch floor.

Telecommunicators should use discretion when using these devices and will make sure their voice and/or device noise does not distract other employees. Charging of batteries for personal electronic devices is not permitted on the dispatch floor.

II. ECD Telecommunicators <u>shall not</u> use the following electronic devices in the ECD work area, including, but not limited to:

- Any type of interactive electronic game(s) or devices requiring the use of a visual or audible computer or television type screen (i.e., Wii game).

ECD Supervisors and Acting Supervisors shall be responsible for enforcing this policy.

Original signed, processed and retained in Fire Administration. jal

DAVID L. RUDAT
INTERIM FIRE CHIEF

DLR/MVL:jal

PROCEDURES MANUAL

ARTICLE: **A**

SECTION: **20**

POLICY DATE: **MARCH 5, 2012**

SUBJECT: **EMERGENCY COMMUNICATIONS DIVISION (ECD) - ACTING SUPERVISOR**

POLICY

Only a qualified Telecommunicator is to perform the duties of Acting Supervisor when a Telecommunications Supervisor is unavailable to fill a shift.

PURPOSE

To define qualifications of a Telecommunicator to function as an Acting Supervisor and the method to determine how an Acting Supervisor is assigned.

PROCEDURE

I.   The first consideration will be the ECD Telecommunicator that is on the Telecommunicator Supervisor's promotional list. The Telecommunicator with the highest ranking on the list, and assigned to the affected shift, may be the first to be temporarily assigned.

II.   If there is no current promotional list, the senior Telecommunicator II assigned to the affected shift may be temporarily assigned as the Acting Supervisor for the necessary period of time based upon the following criteria:

   A.   Seniority in classification

   B.   Approval of the ECD Senior Telecommunications Supervisor

III. In the event the Telecommunicator II temporarily assigned as the Acting Supervisor is off duty due to sick leave, vacation or other time off, the next most senior Telecommunicator II on-duty on the affected shift shall be temporarily assigned as the Acting Supervisor

  Exception: Anytime an ECD Supervisor from another shift is working, he or she shall be assigned as the Telecommunications Supervisor for the period of time they are on-duty.

DAVID L. RUDAT
INTERIM FIRE CHIEF

DR/ER:am

Content of this procedure also referenced in the following procedures: N/A

PROCEDURES MANUAL

ARTICLE: A

SECTION: 21

POLICY DATE: MARCH 1, 2012

SUBJECT: <u>TESTING OF NICKEL METAL HYDRIDE BATTERIES</u>

POLICY

Portable radio batteries will be reconditioned and tested according to manufacturer recommendations.

PURPOSE

To maintain portable radio batteries to ensure reliable communications.

PROCEDURE

I.   Personnel assigned to Station 7 will be responsible for reconditioning and testing of portable radio batteries.

II.   It is the responsibility of every Company Officer to ensure that their portable radio batteries are regularly reconditioned and tested and that records are maintained in the Company Reference Book.

III.   Batteries are due for reconditioning every 90 days. Arrangements should be made to send batteries and secure replacement batteries when batteries are due to be reconditioned.

IV.   Batteries exhibiting characteristics of poor capacity, i.e., rapid discharge or extended charge time (exceeding two hours to complete charge cycle) should be sent for testing. Batteries will be reconditioned, tested, and replaced as necessary.

V.   Batteries that exceed 80% capacity will be labeled with the date of test and capacity.

VI.   Records will be maintained for the battery reconditioning and testing program at Company 7 (as well as in accordance with #2 above).

Original signed, processed and retained in Fire Administration. jal

DAVID L. RUDAT
INTERIM FIRE CHIEF

DR/ER:am

Content of this procedure also referenced in the following procedure: N/A

PROCEDURES MANUAL

ARTICLE:	**A**
SECTION:	**22**
POLICY DATE:	**SEPTEMBER 21, 2011**
SUBJECT:	**NOTIFICATION OF SAN JOAQUIN COUNTY EMERGENCY MEDICAL SERVICES AGENCY (EMSA) DUTY OFFICER**

POLICY

It is the policy of the Stockton Fire Department (SFD) to promptly notify the San Joaquin County Emergency Medical Service Agency (SJCO EMSA) Duty Officer via pager of any unusual occurrence, sentinel event or any large-scale incidents or disasters.

PURPOSE

It is the purpose of this policy to insure the EMSA Duty Officer is promptly notified of any significant events.

PROCEDURE

The Emergency Communications Center (ECD) shall promptly notify (no later than four hours) the EMSA Duty Officer of any sentinel event, unusual occurrence, or any significant event involving fire/medical agencies including, but not limited to, a large-scale fire, hazardous material or mass casualty incident.

The on-duty ECD Supervisor or Acting Supervisor shall notify the EMSA Duty Officer of the situation via 24-hour pager: 209-234-5032 or through ECD CAD pager under "EMS Duty Officer".

ECD shall enter the following information upon notification in the affected call-for-service (CFS):

1. Name of the ECD Supervisor or Acting Supervisor paging the EMS Duty Officer
2. Type of incident
3. Incident address/location
4. Situation or event

5. Confirmation that the Deputy Chief of Operations, on-duty Battalion Chief and the Senior Telecommunications Supervisor have been notified.
6. Copies of CFS and any supporting documents, which are to be forwarded to the Senior Telecommunications Supervisor.

If the EMSA Duty Officer calls ECD for further information, inform him/her that a fire department representative will contact him/her as soon as possible. The on-duty ECD Supervisor shall complete an EMSA Sentinel Event Reporting Form (Policy No. 6101A) and send the information via facsimile to the EMSA <u>within 24 hours</u> of the incident, per EMSA Sentinel Event Reporting Requirements (EMS Policy no. 6101).

Original signed, processed and retained in Fire Administration. jal

DAVID L. RUDAT
INTERIM FIRE CHIEF

DLR/AM:jal

Attachments

Content of this procedure also referenced in the following procedures: N/A

PROCEDURES MANUAL

ARTICLE: **A**

SECTION: **23**

POLICY DATE: **MARCH 1, 2012**

SUBJECT: **<u>FIRE WATCH (STRUCTURE FIRES)</u>**

POLICY

A Battalion Chief commanding a fire scene may require a fire watch and will inform the Emergency Communications Division (ECD) of the following:

1. Location
2. Duration
3. Apparatus and/or personnel on scene

PURPOSE

To ensure proper unit(s) will be dispatched to a fire scene for fire watch.

PROCEDURE

Upon notification of the Battalion Chief's request, ECD will log the fire watch as a separate incident and supplement with the above information. ECD will make period welfare checks every thirty minutes on the personnel for the duration of the watch. The Telecommunicator shall set the CAD timer when the unit goes on scene at the incident.

The radio designator of the fire watch shall correspond with his/her apparatus name:

    Example:

    ECD: Dispatch 2, Control 1.

    DT2:   Dispatch 2

    ECD: Welfare check?

    DT2:   "All okay" or "We will be here for another hour."

When the fire watch has been secured, the ECD shall be notified and the incident closed.

Original signed, processed and retained in Fire Administration. jal

DAVID L. RUDAT
INTERIM FIRE CHIEF

DLR/ER:am

Content of this procedure also referenced in the following procedures: N/A

PROCEDURES MANUAL

ARTICLE: **A**

SECTION: **24**

POLICY DATE: **SEPTEMBER 28, 2011**

SUBJECT: **TELECOMMUNICATOR EMD-QA REVIEW PROCESS**

POLICY

It is the policy of the Stockton Fire Department (SFD) that an Emergency Medical Dispatch Quality Assurance (EMD-QA) process is implemented in compliance with the National Academies of Emergency Medical Dispatch (NAED).

PURPOSE

The purpose of this policy is to define NAED EMD-QA compliance scoring and a method to resolve scoring discrepancies.

PROCEDURE

1. Definitions

    a. CQI Specialist

        i. An EMD-Q certified by NAED; qualified and appointed by the Senior Telecommunications Supervisor to conduct call reviews.

    b. CQI Coordinator

        i. The lead EMD-Q certified by NAED, qualified and appointed by the SFD to conduct call reviews in addition to handling compliance reports, concerns and appeals.

2. NAED Recommended Compliance Standards

It is the goal of the Emergency Communications Division (ECD) to have all Telecommunicators obtain and maintain NAED recommended EMD compliance scoring in the following categories:

    a. Case Entry   95%
    b. Key Questions   90%
    c. Post-Dispatch Instructions (PDI)   90%
    d. Pre-Arrival Instructions (PAI)   95%
    e. Chief Complaint   95%
    f. Final Coding   90%
    g. Total Compliance   90%

EMD scores below NAED compliance will be reviewed by a Continuous Quality Improvement (CQI) Specialist to make recommendations for improvement.

3. Telecommunicator EMD-QA Review and Feedback Process

In the event a Telecommunicator does not agree with the results of the EMD-QA scores conducted by a Certified EMD Quality Assurance Specialist (EMD-Q), the Telecommunicator should pursue the following process:

    a. Obtain and review a recording of the call.

    b. If a discrepancy remains, the Telecommunicator should bring the review to the EMD-Q who conducted the review. The EMD-Q will review the call with the Telecommunicator and should explain the NAED requirements and standards employed in the review process. Corrections to the score will remain the responsibility of the EMD-Q who conducted the review. If the EMD-Q who originally conducted the review is not available during the Telecommunicator's tour of duty, the Telecommunicator may review the call with any other EMD-Q that is available.

    c. If there is still no resolution, the Telecommunicator has seven (7) business days from the day the review was received to submit a request to the CQI Coordinator for a call review. The above mentioned paperwork is to be placed in the CQI Specialist's in-box in the Senior Telecommunications Supervisor's office.

4. CQI Coordinator Review

    a. Review the call.

    b. The CQI Coordinator will meet with the Telecommunicator.

    c. The CQI Coordinator will meet with the EMD-Q who conducted the original review.

    d. The outcome of the CQI Coordinator's meeting will be given to the Senior Telecommunications Supervisor and Deputy Chief of Operations prior to discussing the matter with the Telecommunicator and EMD-Q.

    e. The CQI Coordinator will provide feedback in written form to both the Telecommunicator and the EMD-Q who conducted the original review.

After the EMD-QA appeal has been reviewed and final scoring completed, it should be understood that the CQI Coordinator will have the final say as to the review and compliance score. Under no circumstances shall NAED be contacted regarding an EMD-QA final review. All scores may only be adjusted upward in value; no final score will be lowered beyond the original review scoring.

Based upon the final scoring, the CQI Coordinator may make recommendations to the Senior Telecommunications Supervisor and Deputy Chief of Operations for the Telecommunicator as to further continuing education (CE) needed or give a personal improvement plan assignment in order to assist the Telecommunicator or make any necessary improvements.

NOTE: All EMD-QA reviews are confidential.

Original signed, processed and retained in Fire Administration. jal

DAVID L. RUDAT
INTERIM FIRE CHIEF

DLR/ER:aa

Content of this procedure also referenced in the following procedures: N/A

PROCEDURES MANUAL

ARTICLE: A

SECTION: 25

POLICY DATE: OCTOBER 12, 2011

SUBJECT: <u>EFFECTIVE USE OF EMERGENCY RESOURCES</u>

POLICY

It is the policy of the Stockton Fire Department (SFD) that the Emergency Communications Division (ECD) send appropriate resources based on the Computer Aided Dispatch (CAD) run strings, which determines the closest responder.

PURPOSE

To quickly confirm that the closest available unit be sent with a minimal amount of radio traffic.

PROCEDURE

A standardized format/dialogue will be used between ECD and the responding units to confirm the closest and most appropriate responding unit. When a question or conflict arises, the ECD or Chief Officer will have the <u>final authority</u> when sending units. Any disputes, questions or conflicts will be handled in writing to the Battalion Chief or the Senior Telecommunications Supervisor, with all pertinent information.

1. When a unit becomes available after another unit has been dispatched and advises that they are responding:

    a. The unit that is now available will advise ECD of their availability status and location.

    b. The Telecommunicator will inform the initial unit dispatched that another unit is available, with their current location, and ask of they are closer. The initial unit should determine which unit is closer and advise ECD.

2. When a unit becomes available after another unit has been dispatched but before the unit advises that they are responding:

a. The unit that is now available will advise ECD of their status and location. If they are in their first-in district, ECD will advise them to respond and cancel the dispatched unit, unless they are too far out of position as the closest responder. ECD or a Chief Officer will have the <u>final authority</u> in sending a unit.

Original signed, processed and retained in Fire Administration. jal

DAVID L. RUDAT
INTERIM FIRE CHIEF

DLR/AM:jal

Content of this procedure also referenced in the following procedures: N/A

PROCEDURES MANUAL

ARTICLE: **A**

SECTION: **26**

POLICY DATE: **MARCH 5, 2012**

SUBJECT: <u>**PREMISE HISTORY**</u>

POLICY

To ensure that the Emergency Communications Division (ECD) gathers and disseminates important and timely premise information to responding units.

PURPOSE

To provide added information and security for responding units who have occasion to respond to a location that has some history of importance.

PROCEDURE

The definition of "premise history" refers to any information connected to a specific address that will assist responding units. Premise information will include, but will not be limited to:

I.   Officer safety information

     A.   Threats to life and property

         1.   For example: Any resident who has threatened personnel in the past and/or is known to have weapons in the house.

II.   Hazards/Risks

     A.   This can be any situation that poses a threat or a danger to SFD personnel:

         1.   Occupant information

            a.   Communicable disease

            b.   Chronic complainers

    c.   Special needs

    d.   Unusual situations

    e.   Rescue problems – person confined to a bed or wheelchair

    f.   Bars – bars on doors or windows that can make access to a residence difficult

    g.   Special circumstances – occupancy type, hazmat information.

Information reported should be for the purpose of alerting responders to a condition regarding a specific location. Intersections cannot be used; entries can only be made for specific addresses only.

Discretion should be used regarding the amount of information entered. Information contained in the premise history should be brief, factual and concise. Confidential medical information must be worded in a sensitive manner (***use special medical precautions***) in accordance with the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule.

No entry will be made which will completely deny service to an individual(s) for any reason (i.e. mentally impaired person who has a history of calling 9-1-1 without first evaluating the reason for the current request).

SFD personnel may submit their request in writing (SFD Form FD-27) to ECD, with the exception of any EMS incident which shall be sent to the EMS Supervisor as per policy for approval (see Article A, Section 11 – Emergency Medical Dispatch).

ECD personnel shall enter the information into a call-for-service (CFS) screen and the form will be turned over to Information Technology (I.T.) for entry.

Original signed, processed and retained in Fire Administration. jal

DAVID L. RUDAT
INTERIM FIRE CHIEF

DLR/ER:am

Attachment

Content of this procedure also referenced in the following policies: A-2, A-11, L-5, M-32

PROCEDURES MANUAL

ARTICLE: A

SECTION: 27

POLICY DATE: MARCH 1, 2012

SUBJECT: STATUS OF RESERVE APPARATUS AND DISPATCHES_____

POLICY

The Emergency Communications Division (ECD) will log the location and status of all reserve apparatus and dispatches.

PURPOSE

To ensure Company Officers keep the ECD apprised of the location and status of all reserve apparatus and dispatches.

PROCEDURE

I.   Company Officers will advise ECD anytime the status or location of the reserve apparatus or dispatch located at their station is changed (i.e., Engine 17 is being sent to Company 7 to be used as Engine 7 or Dispatch 3 is being sent to the Corp Yard for service.)

      For example:

      The Company Officer at Engine Company 11 will advise the ECD that Engine 17 is being sent to Company 7. The Company Officer at Company 7 will advise the ECD that Engine 17 is now being used as Engine 7. This information will then be logged on the status board in the ECD.

Procedures Manual

B.   Each morning the Truck 3 Officer or his/her designee will contact ECD to verify the correct status of the reserve apparatus & out-of-service units.   ECD personnel will then update the status board.

Original signed, processed and retained in Fire Administration. jal

DAVID L. RUDAT
INTERIM FIRE CHIEF

DR/ER:am

Content of this procedure also referenced in the following procedure: N/A

PROCEDURES MANUAL

ARTICLE: A

SECTION: 28

POLICY DATE: MARCH 2, 2012

SUBJECT: CALL OUT PROCEDURE FOR INFORMATIONAL TECHNOLOGY (I.T.) STAFF

POLICY

To contact Information Technology (I.T.) staff in the event of any major 9-1-1 system failure affecting dispatch operations after hours/weekend/holiday/furlough duty hours.

PURPOSE

To provide Telecommunicators with uniform and consistent guidelines for making proper notifications.

PROCEDURE

I.   I.T. has assigned a public safety team as a support group for maintenance and purchase of computer, software, radio systems and other needed equipment for both the Police and Fire Departments. A Senior Systems Analyst is assigned specifically to the Fire Department but can be utilized to assist in Police Department I.T. functions.

II.   On-Call I.T. staff shall be contacted for the following:

   A.   Any major CAD problems, such as:

      1.   Problems that directly affect call taking and processing of calls
      2.   ECD work station inoperability. This pertains only to the following dispatch consoles as they affect dispatch operations:

         a)   D1 – paging system

b) D2 – Manteca Fire alerting system
c) D4 – Stockton Fire alerting system

II. If the dispatch console is not operational but the paging or alerting system at that console is working, the Telecommunicator shall use another console until the next business day when it can be repaired. All other problems that do not fit the above criteria are considered <u>not supported</u> (non-emergent) by I.T. and shall wait until the next business work day.

For example:

- Sunpro
- Station printers/computers

The on-duty ECD Supervisor shall contact Delta Wireless directly for any <u>phone or radio problems</u>.

For informational purposes, also page the Senior Systems Analyst assigned to the Stockton Fire Department.

Original signed, processed and retained in Fire Administration. jal

DAVID L. RUDAT
INTERIM FIRE CHIEF

DLR/ER:am

Content of this procedure also referenced in the following procedures: N/A

PROCEDURES MANUAL

ARTICLE: **A**

SECTION: **29**

SUBJECT: <u>**USE OF FIRE CHANNELS**</u>

POLICY

It is the policy of the Stockton Fire Department to provide *three* radio channels for the purpose of departmental communications. It is the purpose of this section to specify the use of these channels.

PROCEDURE

Channel 1 will be utilized for all initial dispatch broadcasts. All responding units will remain on Channel 1 unless otherwise directed by *ECD.*.

The use of Fire Channel is restricted to those units who have first cleared for such use with *ECD* or have been assigned by *ECD.*

<u>Emergency Calls</u>

ECD will direct all responding units on an initial broadcast to switch to Channel 2 *or Channel 3* for the following type calls:

1.   Still alarm to first alarm

       a .   When a unit arrives on scene and requests to complete the assignment.
       b .   When *ECD* receives additional information that the incident should be upgraded.

2.   First alarm assignments

3.   Second alarm and greater

       EXAMPLE OF 1a:

E-2: "E-2 on scene reporting a structure fire, complete the assignment.

ECD: "10-4 E-2 Structure fire, switch to Channel 2." "Attn: E-9, ***E6,*** T-2, ***AIRSP***, BC-1, ***BC-2, OP1*** complete the assignment, 300 North California near Lindsay, District ***602F***. All units ***go en route on Channel 1, your tac channel is Channel 2.***"

EXAMPLE OF 1b:

ECD: Attn: E-2, smoke investigation, 300 North California near Lindsay, District ***602F***."

E-2: "E-2 enroute."

ECD: "***E2,*** Control 1, we've received additional information that this is a structure fire, we are completing the assignment, switch to Channel 2"

E-2: "l0-4."

ECD: "Attn: E-9, ***E6,*** T-2, ***AIRSP***, BC-1, ***BC-2, OP1*** structure fire, 300 North California near Lindsay, District ***602F***. All units ***go en route on Channel 1, you tac channel is Channel 2".***

EXAMPLE OF 2:

ECD: "Attn: Company 2, E-9, ***E6,*** BC-1, ***BC-2, OP1*** structure fire, ***300*** N. California near Lindsay, District ***602F***. All units ***go en route on Channel 1, your tac channel is Channel 2".***

EXAMPLE OF 3:

ECD: "Attn: ***Co3, E1,*** Second alarm, 300 N. California near Lindsay, District ***602F***. All units ***go en route on Channel 1, your tac channel is Channel 2.*** E-10 fill for E-6, E-***5*** fill for E-2, T-4 fill for T-2.

Returning To Channel 1

All units will return to Channel 1 upon completion of their assignment or when it is deemed a unit can be available for dispatch but wilt remain on scene (AOS).

EXAMPLE:

E-2: "E-2 is AOR".

ECD: "10-4 E-2, return to Channel 1."

E-2: "10-4, E-2 is on Channel 1"
                        OR
E-2: "E-2 is AOR returning to Channel 1. "

ECD: "10-4, E-2 AOR on Channel 1. "

EXAMPLE:

E-2: "E-2 is AOS., returning to Channel 1."

ECD: "10-4 E-2, AOS on Channel 1."

For first alarm assignments where it is determined after arrival of the first unit, the incident can be handled by that unit, all other units will go AOR and return to Channel 1.

EXAMPLE:

E-2: "E-2 is on scene, this is a small trash fire, we can handle."

ECD: "Control 1 to BC-1, E-2 reports small trash fire, they can handle."

BC-1: "10-4 return all units with the exception of E-2."

ECD: "10-4, E-9, *E6,* T-2, *AIRSP*, BC-1, *BC-2, OP1* you can be AOR, all units return to Channel 1."

E-9: "E-9 10-4, AOR on Channel 1."

T-2: "T-2 10-4, on Channel 1."

BC-1: "BC-1 10-4, on Channel 1."

The unit on scene can return to Channel 1 at that time if it is convenient or wait until they go AOS or AOR to return to Channel 1.

The following types of incidents ***may*** continue to be handled on Channel 1.

1. EMS
2. Grass fires
3. Vehicle fires
4. Still alarms

5.   Public assistance calls
6.   Miscellaneous calls
*   7.   Escalating alarm (special call)

*When a unit asks for a specific piece of additional equipment/apparatus, this incident will remain on Channel 1.

Non-Emergency Calls

Unit-to-unit or unit-to-base use for "casual conversation" or for message purposes should be conducted on Channel 2.

The benefits of such a procedure involves the ability of **ECD** to monitor Channel 2 activity, thereby allowing updated information as to the channel status of all units. Field units should avail themselves of the opportunity to better coordinate their duties while giving and receiving more complete messages.

EXAMPLE: "***CONTROL 1, HYDRANT 1***." - "***HYDRANT 1, CONTROL 1 GO AHEAD***." - "HYDRANT 1, HAVE HYDRANT 2 MEET ME ON CHANNEL 2" - "***HYDRANT 2, CONTROL 1***. " - "HYDRANT 2. "HYDRANT 2, MEET HYDRANT 1 ON CHANNEL 2." - "HYDRANT 2, 10-4."

EXAMPLE: "***CONTROL 1, OPERATOR 1***. " - "OPERATOR 1, GO AHEAD." "OPERATOR 1, CAN I HAVE BATTALION II ON CHANNEL 2?" "***BATTALION 2, CONTROL 1***, MEET OPERATOR 1 ON CHANNEL 2." - "BATTALION II 10-4."

It is the responsibility of those units using Channel 2 to switch back to Channel 1 upon completion of their conversation. If an unusual length of time on Channel 2 is expected, units are to notify **ECD** prior to switching channels.

W. GARY GILLIS
FIRE CHIEF
WGG/RH:tt
Revised 06/13/02

ARTICLE: A

SECTION: 110

POLICY DATE: SEPTEMBER 10, 2018

SUBJECT: <u>WATER RESCUE INCIDENTS</u>

POLICY

It is the policy of the Stockton Fire Department Emergency Communications Division (SFDECD) that appropriate resources are dispatched to water rescue incidents in the Stockton Fire Department (STO) response area as well as to incidents outside the STO response area as provided for in this procedure.

PURPOSE

The purpose of this policy is to ensure proper resources are sent to water rescue incidents.

PROCEDURE

I. **Dual Agency Response:**

    A. Water Rescue incidents occurring in the STO or Lathrop-Manteca Fire District (LMD) jurisdictions shall include the simultaneous dispatch of both STO and LMD Water Rescue Teams.
        1. The dual agency response includes any mutual aid requests for water rescue incidents within San Joaquin County.
        2. The dual agency response includes responses to the unprotected area of Highway 4 west of the Stockton City Limits.
        3. Mutual Aid requests for Water Rescue incidents occurring outside San Joaquin County will be coordinated thru the on-duty XSJ Operational Area Coordinator and STO duty chief.

II.   Response Configuration:

1. The following resources should be dispatched to water rescue incidents:

STO	Engine (1st due/closest resource)
	    (Note: if incident is in E6's first-in, send a second
	        engine for ALS support)
	Water Rescue 6
	Truck 2
	Battalion Chief (closest resource)
	Operator 1 (upon request of STO B/C)

LMD	Water Rescue Team

III.   Incident Dive Clock:
A.   SFDECD shall start the "Incident Dive Clock" when advised by the Incident Commander of entry for underwater operations and continue timing until the IC requests cancellation.
B.   SFDECD shall advise the IC of the elapsed time initially at 10 minutes, followed by five (5) minute intervals thereafter.

IV.   Incident Coding
A.   The incident code "***SWR"*** (Swift Water Rescue) shall be used for incidents involving waterways where a **significant water current / flow** is likely to be present, for example:
* San Joaquin River
* Calaveras River
* Diverting Canal during winter months

B.   The incident code of **"WR"** (Water Rescue) shall be used for water incidents involving all other static, non-flowing waterways, for example:
* Sloughs
* Ponds or lakes

C.   Swimming pool rescues are typically considered "near drowning" incidents which normally do not require "special/technical" resources to affect the rescue; and generally are not defined as water rescue incidents as related to this policy.

V.   Incident Safety Standby

1. Non-water related incidents which pose significant threat to firefighters operating near / over a water hazard may require the Water Rescue Team standby as part of the incident safety plan.

a.   Perimeter safety and rescue
b.   Dock operations in Marinas / Harbors / Port of Stockton, etc.
- Note: If the incident location is a known water hazard with multiple unit response, and STO E6 is on the response configuration, E6 should be advised to respond with the Water Rescue unit also.

VI.   Support Resources:

If the request is for a Support Resource in a standby situation (i.e. an emergency may develop but currently does not exist), the Inicident Commander and/or Battalion Chief must authorize the response prior to dispatching the support resources.

A.   DART (Dive Accident Response Team)
B.   Tow Truck / Wrecker -
- Note: A tow truck should be automatically dispatched to all Water Rescue incidents involving vehicles into the water to facilitate rescue efforts.

Original signed, processed and retained in Fire Administration. ar

ERIC NEWMAN
FIRE CHIEF

EN/BF:ar

PROCEDURES MANUAL

ARTICLE: A

SECTION: 150

POLICY DATE: September 10, 2018

SUBJECT: <u>CITY OF STOCKTON PROPERTY NOTIFICATIONS</u>

POLICY

It is the policy of the Stockton Fire Department Emergency Communications Division (STOECD) to make appropriate notifications regarding any incidents occurring on property owned by the City of Stockton.

PURPOSE

It is the purpose of this procedure to ensure that required notifications are made in a timely manner.

PROCEDURE

I. Notification is required when an incident (see exceptions below) occurs on property owned or controlled by the City of Stockton. These notifications should be made at the earliest point in time in which SFDECD becomes aware of the location and incident type (e.g. upon dispatch).

II. Notification to the following personnel and/or entities is required:
    A. On-duty STO Battalion Chief via radio
    B. STO Admin Chiefs via CAD page "Units are responding to a call involving City Property at (location) for (incident type)"
    C. City of Stockton stakeholders (e.g. Parks & Recreation, Water & Sewer, Public Works, etc.) whose property is affected.
        1. Notifications involving incidents that occur after hours and which do not require a response can be handled via voice mail or email.

III.   Exceptions - the following incidents DO NOT require notification:
      A.   EMS calls
            i.   Charlie
            ii.   Bravo
            iii.   Alpha
      B.   Public Assists
      C.   Note: EMS Calls (Echo and Delta) <u>do</u> require notification.

IV.   When in doubt, the default decision should be to proceed with the notifications.

Original signed, processed and retained in Fire Administration. ar

ERIK NEWMAN
FIRE CHIEF

EN/BF:ar

PROCEDURES MANUAL

ARTICLE: A

SECTION: 154

POLICY DATE: September 16, 2020

SUBJECT: <u>HIGHWAY 4 RESPONSES - UNPROTECTED AREA</u>

POLICY

It is the policy of the Stockton Fire Department Emergency Communications Division (SFDECD) that calls for service (CFS) within the unprotected area west of the City of Stockton will be dispatched based on a defined criterion.

PURPOSE

It is the purpose of the Stockton Fire Department to provide consistent responses to CFS within the unprotected area west of the City of Stockton.

PROCEDURE

I.   Responses to the unprotected area west of the City of Stockton will be limited to vehicle accidents with a person trapped and law enforcement or ambulance personnel **ON SCENE** confirming the entrapment. This practice will remain in effect through December 31, 2020.

II.   Effective January 1, 2021, the Stockton Fire Department will no longer respond to the unprotected area for service calls of any nature.

RICHARD J. EDWARDS
FIRE CHIEF

RJE/BP:vml