



City of Winter Park Fire-Rescue Standard Operating Guideline

700.04

Title: Internal Emergency Call Handling Guidelines

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Purpose: To establish a guideline for Fire/Rescue personnel to follow when calls for emergency assistance are received at the Fire Station locations and not through the E 9-1-1 PSAP.

Scope: This guideline is to be followed by all employees. Authority to deviate from this guideline rests with the Fire Chief or designee, who is solely responsible for the results of any deviation.

General: From time to time, it is possible for emergency calls to come directly into the Fire Station and not the Communication Center. Should you answer a call and determine that it is in fact an emergency that needs Fire Department response; the following guidelines should be followed.

Always speak in a calm, distinct and competent voice.

Take charge of the conversation. After the initial exchange and you determine the needs of the calling parties stop any superfluous conversation and get the facts as quickly as possible.

Ask questions. Take all the information pertaining to the call and write them down. Do not leave details to memory.

- Obtain the following:
 - Name
 - Address of Incident
 - Nature of Emergency
 - Call-back number
- If the caller indicates they may be in a dangerous situation, such as inside a structure that is on fire, instruct them on the proper way of exiting the building. Attempt to transfer the information to "WINTER PARK" as quickly as possible by using the STILL ALARM guideline over the radio outlined in SOG 700.01 Section 700.01.06.

- If you receive a call for an emergency in another agencies jurisdiction, ascertain the nature of the emergency, the address, and a callback number. Advise the caller they need to call the correct agency, and then give the caller the name and number of the correct agency. If the caller is unable to contact the correct agency you should take the information and call the agency yourself, immediately.



A handwritten signature in black ink, appearing to read 'James E. White', is positioned above a horizontal line.

James E. White
Chief of Department