Purpose: To establish the Fire Alarm Operator's (FAO's) duties and responsibilities when receiving, processing both emergency and non-emergency (general business) related phone calls.

Call Taking Procedures:

Non-Emergency / Business / Routine Calls

Non-Emergency (i.e. not the 911 line) shall be answered as soon as possible. Under normal conditions, non-emergency lines shall be answered by the second ring.

When answering a non-emergency phone, the FAO shall use the phrase:

- "North Kingstown Fire / Rescue, Firefighter *your last name* this is a recorded line."

Speak in a professional, calm, and courteous manner. Do not become argumentative or raise your voice.

Transfer incoming calls for department members to the appropriate extension.

If the caller is seeking to contact a firefighter or officer that does not have an assigned voicemail box, take the following actions:

- Obtain the caller's:
  - Name
  - Contact number
  - Subject / Purpose of the Call
- Utilizing the FAO back-up computer:
  - Send the off-duty firefighter or officer and email detailing the above info.

The FAO shall not disclose any firefighter's or officer's personal phone number to any caller without consent.

911 Calls:

It is imperative that the 911 phone is answered as soon as possible. Under normal conditions, the 911 phone shall be answered by the second ring.

Incoming emergency calls (i.e. 911) take priority over all non-emergency communications including but not limited to:

- Non-emergency radio traffic
- Non-emergency telephone (business) communications

When answering the 911 phone, the FAO shall use the phrase:

- "North Kingstown Fire / Rescue, what is the location of your emergency?"

At a minimum the FAO shall obtain the following information:

- Location of Incident
- Nature of the Problem
- Callback Phone Number
- Callers Name
- Related Pertinent Information - See Call Taking Guides

In the event the caller is unable to provide information requested (i.e. hysterical caller, language barrier, unresponsive, disconnected, etc.) - utilize the 911 dispatcher to obtain the following:

- Location of the Calling Party

- Callback Number
- Any other Info the 911 Operator May be Able to Provide

Information shall be recorded on paper. FAO shall not rely on memory to recall data.

ALWAYS repeat information provided back to the calling party to confirm accuracy.

Advise the caller that apparatus will be responding to their location. If possible, direct the calling party to watch out for responding apparatus.

Immediately reference the SCM dispatch software and dispatch the appropriate apparatus without delay.

Dispatch Procedures

The FAO shall dispatch apparatus in the order listed on the SCM dispatch software.

Pre-Dispatch Announcement - Prior to activating the station alert tone(s) the FAO shall issue a vocal announcement (via 502 Fire, 800 mhz) indicating apparatus being dispatched.

Dispatch Announcement - Immediately following the pre-dispatch announcement shall be the dispatch.

The FAO shall activate the appropriate station alert tone(s) for the apparatus being dispatched.

In the event that more than two (2) stations are being alerted - the FAO shall utilize the “all-call” station alert tone.

A vocal announcement shall accompany all dispatches in the following manner:

- Apparatus Assigned (Vocalizing in order of response districts)
- Physical Address
- Type or nature of the Call

This message shall be repeated - for a total of two times.

Additionally, the FAO shall give the time of dispatch following the second Dispatch Announcement.

Once all apparatus is responding - the FAO shall again repeat the dispatch and include other pertinent information that may be relevant to responding companies.

Example: Engines: 6, 3, 1, Ladder 1, Rescue 3, Car 2 respond to 21 Cripe St., Toray Plastics for Radio Box 6600
Engines: 6, 3, 1, Ladder 1, Rescue 3, Car 2 respond to 21 Cripe St., Toray Plastics for Radio Box 6600 at 0245 hours.
All Companies are responding to 21 Cripe St., Toray Plastics, on Radio Box 6600, be advised FA received Zone 1 (main water flow) and Zone 6 (3rd floor all devices).

In the event mutual aid apparatus is required to complete the alarm assignment, the FAO shall first dispatch available NKFD apparatus and then seek mutual aid companies via intercity radio or telephone.

All 911 calls received by the North Kingstown Fire Department will result in a physical response unless otherwise indicated. False-calls, prank-call, or other non-emergent uses of the 911 Uniform Emergency Telephone System (calls that do not require a physical response) shall be logged in the Fire Alarm Office Log and the shift commander shall be notified.

In situations where it is not clear whether an emergency condition that requires a physical response exists, the FAO shall treat the call as an emergency and a physical response shall be dispatched without delay.