Purpose: To establish a procedure for the Fire Alarm Operator (FAO) to follow during ***non-emergent*** calls for EMS service where there is confirmation of no injuries, illness, or required transport to hospital.

Examples may include, assistance to invalids, fall with no injuries, assistance with home oxygen systems, and other special type EMS incidents.

Call Taking: FAO shall ascertain from the caller the following:

1. Nature and type of problem
2. Callers name and contact information
3. Confirmation of ***no apparent injuries***

Apparatus Response: FAO shall dispatch the following apparatus:

- District Rescue Company and Engine or Ladder Company to assist
    - In the event no NK rescue companies are available, the FAO shall not immediately request mutual aid to fill-in the alarm.
    - The district engine or ladder company shall respond
        - The OIC of the district engine may request additional resources if necessary.