CARVER FIRE DEPARTMENT

Standard Operating Guidelines

Section 2.01 – Dispatch Procedures **March 19, 2013**

1.0 PURPOSE

The intent of this guideline is to outline and clarify operating procedures for the Dispatch of Carver Fire Department responses.

1.1 SCOPE

Subject to the provisions in the manual sections covering policies and procedures, the Fire Alarm Dispatcher has the primary responsibility for the initial deployment of Fire Department personnel and equipment.

1.2 GENERAL

The dispatcher receives all oral communications from the public and Fire Department personnel coming into the Fire Alarm Office. By following established procedures and employing common sense, he/she transmits requests for service to the appropriate location.

1.3 DUTIES & RESPONSIBILITIES

It is the duty and responsibility of the Fire Alarm Dispatcher to:

01. Be thoroughly familiar with the department's response procedures and procedures relating to use of radio and other communications equipment.

02. Periodically announce the call letters of the department, KCA-661, as issued by the Federal Communications Commission.

03. Acquire a thorough knowledge of the location and layout of streets, buildings, parks, housing projects, apparatus, and other significant areas of the community so as to maximize the accuracy and speed of responses.

04. Respond to all complaints in a calm, civil manner.

05. Be familiar with emergency procedures that relate to matters requiring urgent attention so as to be capable of activating them immediately.

06. Keep personnel responding to calls fully informed of all facts affecting the safety or efficiency of their response to the call.

07. Immediately report any malfunctions of radio, telephone, or other equipment in the Fire Alarm Office to the Chief, or in his absence, the Deputy.

08. Record all significant communications as required by current department directives. (See page 13)

09. Answer all telephone calls promptly utilizing techniques outlined on pages 13 to 14.

10. Perform other duties and functions as directed by the Fire Chief or other Officer of the Fire Department.

11. Any information received through the Fire Alarm Office, with the exception of item in the next paragraph, will not leave the Office without the permission of the Fire Chief. Any violation of this rule could mean dismissal from the position.

12. The Fire Alarm Dispatcher on duty is authorized by the Chief to give out following information to the media: date of incident, time of incident (initial log entry), location of incident, type of incident, what company(s) responded, any mutual aid used, time the last unit left the scene.

13. The Fire Alarm Dispatcher will familiarize him/herself with all hazardous materials information within the office.

1.4 RESPONSE GUIDELINES

01. Activating the Tone Alerting System

A. Push Home Receiver button and Send Button

B. Make the following announcement:
"**Carver Fire Alarm** to company (station number) receivers, you are responding to a (incident type) at (location) (nearest cross street)"

C. Push corresponding buttons for the responding station(s) siren(s). Push Send.

D. Repeat previous announcement.

02. Structure Fires Houses, Garages, Barns, Screenhouses, etc.

Home Receiver and Siren Tone for all three stations

03. Structure Fire on the following streets:

Tremont Street Area – Carver/Plymouth Line to/including Old Federal Road
South Meadow Village Area – (Spruce Court, Village Way, Ward Street, Ward Street Ext.)
Bunny's Road Area – (Bunny's Road, Pond View and Jane's Lane)

Home receiver and siren tone for all three stations **PLUS request Plymouth Fire, through Mutual Aid 4 to respond one Engine to the scene. * See Addendum A**

04. Motor Vehicle Fires

Home Receiver and Siren Tone for nearest Station

05. Woods, Brush, Grass, Outside Smoke Investigations, etc.

Home Receiver and Siren Tone for nearest station

06. Chimney Fires

Home Receiver and Siren Tone for nearest two stations at all times.

07a. Motor Vehicle Rescues Rescues

Auto Accident with person Trapped

Home Receiver and Siren Tones for nearest two stations at all times.

07b. Water/Ice Rescues (In Town)

Drowning, Boat Overturned, Water Emergency
with Person or Vehicle in Water, Person through Ice

Home Receiver Tone and Siren Tones for 3 Company response plus Dive Team

Example: Home receiver tone, Carver Fire Alarm to Company's 1, 2, 3 and the Dive Team, reported overturned boat with person in distress at John's Pond, Activate siren tones for all three stations, Repeat above announcement.

07c. Water/Ice Rescues (Out of Town) / Mutual Aid Dive Team Request

Request per Plymouth County Control or Neighboring Fire Department

Home Receiver Tone for Dive Team Activation, Repeat

Example: Home Receiver Tone, Carver Fire Alarm to the Dive Team, respond Mutual Aid to the Town of Plymouth, Long Pond, 137 Long Pond Road. Home Receiver Tone, repeat above announcement.

08. Dive Team Activation in Town (Non Emergency)

Vehicle removal (no person in vehicle), water object search, water investigation, assist Police Department

Home Receiver Tone for Dive Team Activation, Repeat

Example: Home Receiver Tone, Carver Fire Alarm to the Dive Team, respond to John's Pond to assist Police with vehicle removal, Home Receiver Tone, Repeat above announcement.

09. Silent 9-1-1 - Silent caller has pressed 2 to indicate that they need the Fire Department

Home Receiver and Siren Tones for nearest two stations at all times, for an unknown type of fire.

10. Fire Alarms

Schools, Public Buildings, Home Phone Alarms, Businesses, etc.

A. Alarm Mode: Home Receiver and Siren Tone for nearest station

B. Trouble Mode: Notify property owner or responsible official. If unable to make notification, notify Chief or Deputy

11. Mutual Aid to another Town

A. Home Receiver and Siren Tone for nearest station with appropriate equipment (Engine, Brush Breaker, Tanker, Rescue).If any questions, contact Chief or Deputy.

B. When apparatus signs on the air, notify the Mutual Aid Center which unit is responding.

C. When a unit is back in quarters and in service, notify the Mutual Aid Center that the unit is back in quarters.

12. South Meadow Village Mobile Home Park

Mobile Home Fires - Home Receiver and Siren Tone for all three stations PLUS request Plymouth Fire (585) to respond one Engine to the scene.

13. Arcing Wires

A. Notify Chief or Deputy if on duty

B. Otherwise, Home Receiver and Siren Tone for nearest station.

14. Smoke Detector sounding with no smoke

A. Notify Chief or Deputy

B. If any question - Home Receiver and Siren Tone For nearest station.

15. Dryer Smoking

Home Receiver and Siren Tone for nearest station.

16. TV Smoking

Home Receiver and Siren Tone for nearest station.

17. Carbon Monoxide Detector in Alarm

Home Receiver Tone for nearest station, NO siren tone but still make 2 Announcements

18. Gasoline Washdown

Home Receiver and Siren Tone for nearest station.

19. Structure Fire @ MCI Plymouth, Camp Squanto, Camp Cachalot in MSSF

If notified by Plymouth Fire Department of a Structure Fire at the MCI facility in Myles Standish State Forest, tone Company 1 & 3 for Tanker 1 & Engine 3 to respond. *** See Addendum C**

20. Crash Box 29

If notified by Plymouth Fire Department of Box 29 (Crash Box for Plymouth Airport)
Home Receiver and Siren Tone for Company 1. *** See Addendum B**

21. Bomb Calls

Home Receiver and Siren Tone for nearest company to respond on an investigation.

22. Mutual Aid into the Town

All requests for Mutual Aid will go through Plymouth County Control.

When requesting Mutual Aid, notify Plymouth County Control of the type of incident, location, district (our districts are the same as the company districts), what type of apparatus is being requested and where the apparatus is to respond. (i.e.: to the scene or for station coverage)

23. Day time Responses

All single company responses from 6:00 am to 6:00 pm will be <u>two company responses</u> (nearest two stations).

24. Chief and Deputy Coverage - For investigations that do not require apparatus response, but should be checked out by senior department personnel, the Chief or Deputy should be called if on duty and they should handle all such calls.
During off duty hours, calls should be handled as follows:

A. Contact the appropriate Captain of the Incidents District (if he/she is not available, step 2 should be taken)

B. Contact the appropriate Lieutenant of the Incidents District

C. If neither the Captain or Lieutenant is available and you feel that this process is taking too long and the reporting party is now in an unsafe Situation, absolutely tone out to the appropriate Company or Company's.

D. After notification has been made to the appropriate Officer, contact the Chief or Deputy of that district with information that the call has been handled.

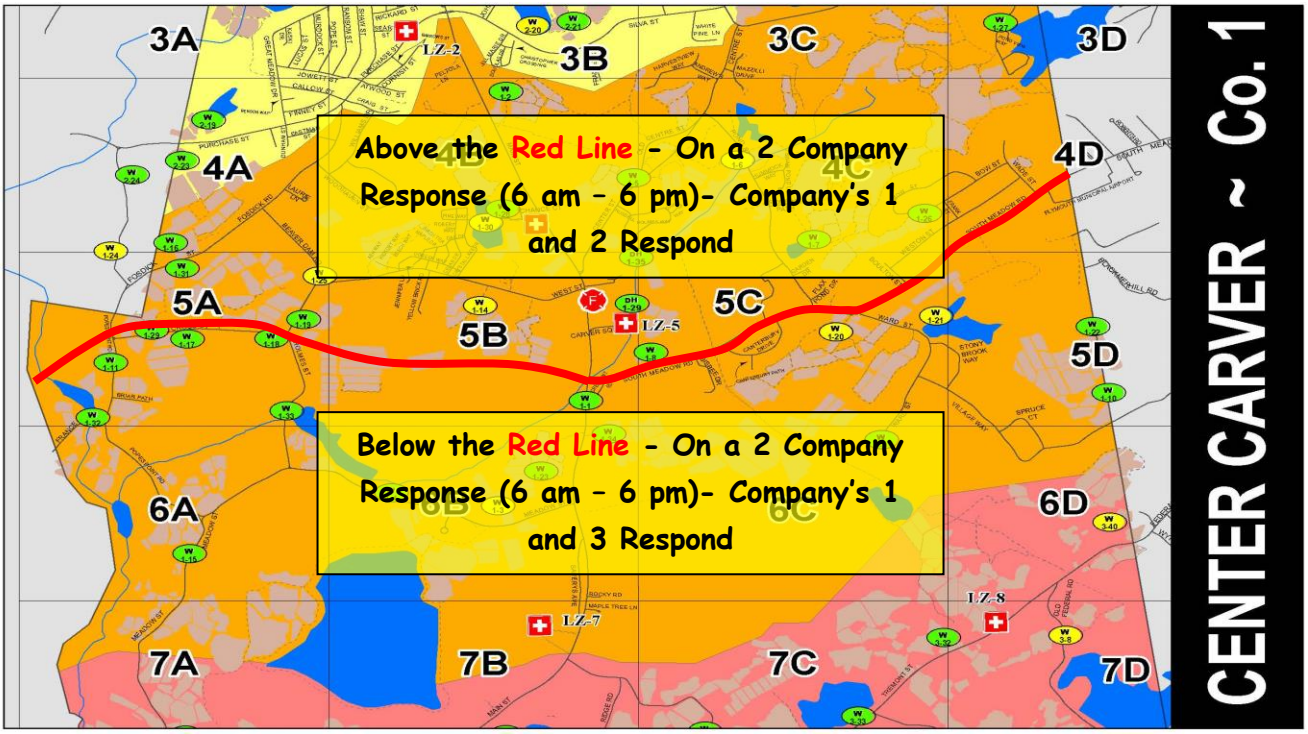
E. All phone calls made to our Carver Fire Department Officers should be via a non-private phone line (508-866-3440) using the phone numbers on the updated FD phone list (see attachment). This allows our Officers to see who is calling and not the words 'PRIVATE'.

Company 1 area – West Street North – Chief Craig Weston / Captain Santos
South Meadow Road South - Deputy Eric Germaine / Captain Santos / Lieutenants
Company 2 area – Chief Craig Weston / Captain Harriman / Lieutenants
Company 3 area – Deputy Eric Germaine / Captain Sears / Lieutenants

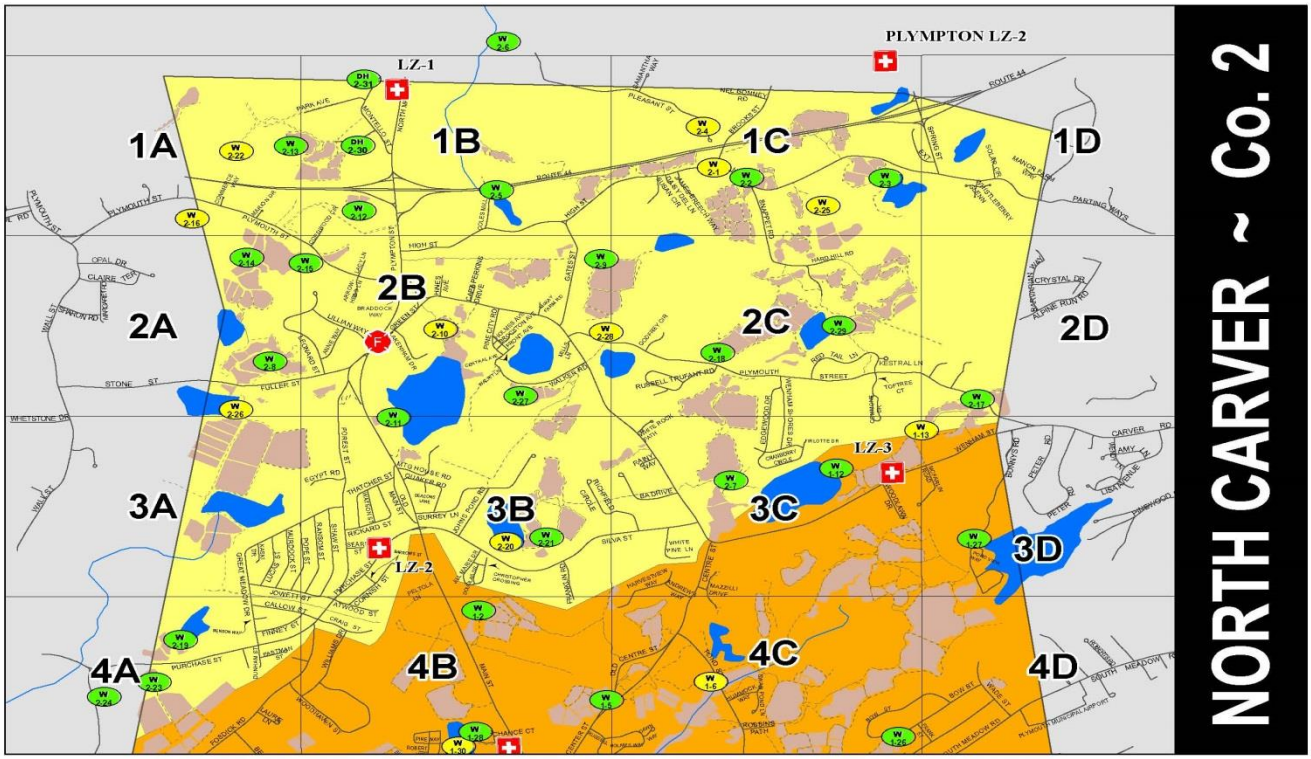
24. Company Line Clarification:

Wenham Road and Purchase Street seem to be causing us to stumble quite regularly. Back in January of 1995 we made changes to the Company Response areas, the changes are reflected below:

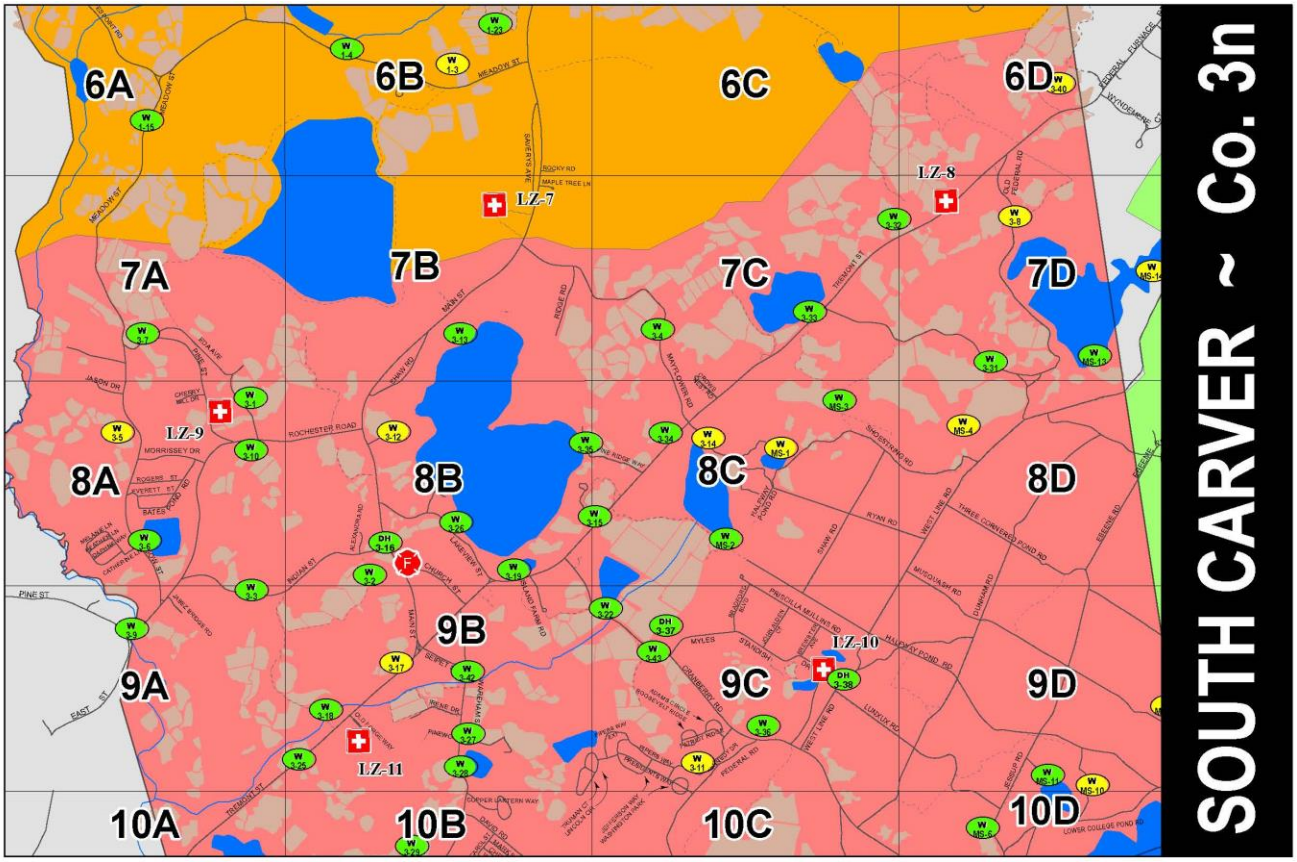
Company 1 covers both sides of Wenham Road



Company 2 covers both sides of Silva and Purchase Streets including Atwood, Barrows, Cornish, Craig, Dunham and Eastman Streets, Waterview Village, and White Pine Lane (Williams Drive and Woodhaven Street will remain Company1)



Company 3 covers the entire length of Mayflower Road on both sides



The second due company on the north side of South Meadow Road (even house numbers) is Company 2. The second due company on the south side of South Meadow Road (odd house numbers) is Company 3.

1.6 RADIO PROCEDURES

01. Fire Announcements

Transmit the Home Receiver Tone and make the following announcement:

"**Carver Fire Alarm** to Company (Station Number/s) receivers, you are responding to a (Type fire or Incident) fire at (Location)".

After making announcement, transmit responding stations siren tone(s), and make announcement again.

02. Locations

When dispatching Fire Company's to incidents, try to include the name at the home if you have it in your announcement. After making Tones and Announcements, refer to any appropriate reference material such as development book to hone in on a more accurate location than you might have received over the phone. When the first due piece of apparatus signs on the air, this additional information should be given.

Example: "**Fire Alarm** to 23, #37 Weston Street is the 5th house on the right entering from Wade Street."

03. Acknowledging Units

Whenever it is appropriate that you acknowledge a radio message with a simple **10-4** please give the vehicle radio ID that you are acknowledging, such as "10-4 Engine 1"

04. Code "C" Response – See SOG 3.18

When the first unit at the scene of an incident reports that there is "nothing showing" or that they are "investigating", all other units responding to the scene shall follow code "C" guidelines.

"**Code C**" indicates that, based on information received from the units at the scene, a response at reduced speed is in effect for units responding but not yet at the scene. Such units will discontinue the use of all warning devices, reduce speed and continue to the location, keeping alert for further radio communications which could upgrade the response.

During the investigation process, an incident may be upgraded at any time and fire alarm shall make an announcement terminating the "**Code C**" response when required.

05. Repeating Priority Messages

It is requested that priority radio messages be repeated confirming to the person transmitting the message that you heard the message as given. Priority messages would include: reports from the scene regarding condition found upon arrival, the size, type, or progress of a fire, updates on location of a fire, or requests for additional assistance. The job of the dispatcher is to make the fireground units "sound good", if the units message sounds unprofessional, using their information, clean it up when repeating.

What is a Priority Message you may ask: *Let's use some common sense here, but basically a Priority Message would include: reports from the scene regarding condition found upon arrival, the size, type or progress of a fire, updates on location of a fire or requests for additional resources. These messages should be cleaned up and be* ***repeated*** *by the Dispatcher.*

What is a non Priority Message you may then ask: *Examples of non-Priority Messages would include apparatus clearing the scene, apparatus going for fuel or water, apparatus back in quarters, station manning and second or later due apparatus signing on, etc. These messages should* ***not be repeated****. A simple "10 - 4 Engine #" is sufficient and requested.*

Examples are:

"C-3 off at the scene, smoke showing, C-3 is COMMAND" – Dispatcher should repeat
"Engine 3 off at the scene, car fully involved" – Dispatcher should repeat
"Engine 1 reporting fire knocked down, will be tied up about 20 minutes overhauling"
"28 will be in service at the scene" – Dispatcher "10 – 4 Truck 28"

It is not necessary to repeat every time a truck is "back in quarters, in service, and off the air". On multi company responses, this ties up the air waves too much. A simple 10-4 Engine 2 is acceptable. On a 1 or 2 company response it is also acceptable to shorten up such messages, for instance, "10 - 4 Engine 2".

06. Working Fire Notification

When a "working fire" is declared by a member of the Carver Fire Department, please notify Plymouth County Control that we have a working fire and advise them of the location and district number. In most cases you will include that no mutual aid apparatus is requested at this time. However, it could include a request if you have received one from the incident commander.

If the incident happens to be a brush fire, the threshold will be 3 Brush Breakers committed to the fire.

Example:

Carver Fire to Plymouth County Control, be advised we have a working structure fire at _____ Street which is in our District___. No mutual aid required at this time.

If it is a brush fire, do not use the term working fire, just say that we have 3 breakers committed.

This will give PCC the opportunity to pull our run cards and be ready in the event that we request mutual aid for the incident.

Additionally, if one of the above thresholds are met and either or both the Deputy and Chief have not signed on the air, please telephone and put a message over our "I AM RESPONDING" system with appropriate information.

07. Assigning Mutual Aid Frequency – See SOG 4.10

When a Fire Dispatcher has manned the Carver Fire Department Communications Center and relieved the Public Safety Dispatcher of Fire radio communications, I request that the Mutual Aid channel assigned by Plymouth County Control on our working fire declaration be relayed by our Dispatcher to any Mutual Aid coverage apparatus as well as Car2, to be utilized on any incidents that they respond to while covering in the Town of Carver. If the Mutual Aid Company is responding to the fire scene, they should remain on our Carver Fire frequency unless directed otherwise. When the Mutual Aid company signs on that they are responding to our town, it will be the Fire Dispatchers responsibility to notify that Mutual Aid Company what frequency they are utilizing (Carver Fire or a Mutual Aid Frequency #1, 2, 3, 5, or 6).

The intent here is to free up communication space by having the main fire incent operate on the Carver Fire Frequency and any other incidents that occur in town operate on the assigned mutual aid frequency, thus keeping communications clear and separate.

As an example: "Carver Fire Alarm to Plymouth County Control, be advised we have a working fire in our District 3, and request a coverage Engine to our Central Station". Plymouth County would assign a Mutual Aid Frequency for us to utilize and dispatch a Wareham Engine to our Station 1 for Coverage. "Plymouth County Control to Carver Fire, Mutual Aid Channel 2 has been assigned and Wareham Engine 1 is responding to your Station 1 for coverage". Wareham Engine 1 would then sign on to Carver Fire that they are responding. "10 – 4 Wareham Engine 1, you are responding to our Station 1 for coverage and will utilize Mutual Aid Channel 2 as your coverage channel". If Wareham Engine 1 was requested to the fire scene, then you would advise Wareham Engine 1 that they will be utilizing Carver Fire as the fire ground frequency.

For the time being the assignment of the Mutual Aid Frequency for in town coverage will only be assigned by and when a dedicated Fire Dispatcher has staffed Fire Dispatch at Station 1. The reason being that the Public Safety Dispatch console has not been programmed with the Mutual Aid Fire frequencies and I do not want to overload the Public Safety Dispatcher with another frequency to monitor. This may change in the future, but we will walk before we run.

08. Emergency Radio Procedures

Emergency Signal from portable radio

If an emergency signal is received from a portable radio, the Fire Alarm Dispatcher should silence the signal on the console and immediately notify COMMAND of the portable that transmitted the signal. After Command acknowledges receipt of the message, the console can be reset.

Mayday Declaration – see SOG 3.06

If you hear a radio unit declare a MAYDAY, the Incident Commander is the one who should respond to it. If the Incident Commander does not acknowledge the mayday, you should make him aware of it.

Emergency Evacuation of Fire Building - see SOG 3.05

If the Incident Commander instructs you to initiate the emergency building evacuation procedure, the Fire Alarm Dispatcher shall transmit the Emergency / Evacuation Tone for 3 seconds and then transmit the following message: **"all personnel to evacuate the fire building immediately, all apparatus operators to sound the evacuation signal".**

Whenever one of the above procedures is used, Fire Alarm and all other units should restrict radio transmissions on the frequency to allow airtime for coordination by the Incident Commander.

09. Radio Tests

At 6:00 pm every day, the dispatcher will do a tone test which will consist of an announcement, followed by the home receiver tone, then an announcement.

Example:

"Carver Fire Alarm Testing Tone Equipment (with one announcement)"

Press Home Receiver Tone

"Carver Fire Alarm Testing Tone and Radio Equipment at 18:00 hours (announcement), KCA-661, Carver Fire Alarm Clear".

If there is an announcement to be made, add what it is in parenthesis.

10. Officer Paging

All Carver Fire Department Officers can be paged if necessary using the "I AM RESPONDING" System. This is a four step process.

A. Type your message
B. Select "All"
C. Select specific Officer or Group
D. Press "Send"

11. Dispatch Equipment

A. Bearcat Scanner

The Scanner is used to monitor local Fire Departments, Barnstable County Fire Network, and NOAA weather. The scanner is also equipped with channel guard. The volume control on the scanner should not be used. If you find the scanner distracting you may lower the volume on the control module of the console.

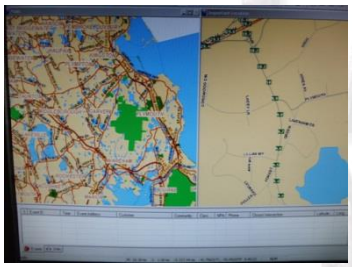
B. E-911 Phone (red)

Separate phone for incoming E-911 calls activated by Police Dispatch on all Fire Calls.

C. I AM RESPONDING

I request that you log into "I AM RESPONDING" at the beginning of your shift and keep the text page dialog box open. Rather than sending out a text page via the older email address book after toning out a Fire Incident or pending Mutual Aid Calls, I request it be done through the "I AM RESPONDING" program. The vast majority of our Firefighters are signed up through this new network and will receive your pages instantly.

D. Enhanced 911

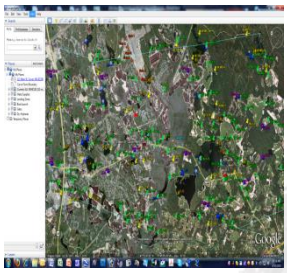


Two LCD screens have been added above the dispatch console, that are directly tied to the 911 system in the Public Safety Dispatch Center at the Police Station. These screens are merely an upgrade from the original alley screen we used to have. The screens are not meant to be interacted with, thus no key board or mouse attached, and are totally controlled by the Public Safety Dispatch Center. They are meant to provide you with a more detailed look at the 911's callers address, callers location on a GPS map, callers phone number and nearest street and cross street of the caller. All of this should give you better information as where our Firefighters and Officers are responding to. **At the start of your shift and when notifying the Public Safety Dispatch Center you are on duty, please ask them to move the mouse on their screen, which you should see on yours. This will ensure that the systems are working properly and not froze up.**

E. Real Time GPS Apparatus Tracking Screen

Above the main dispatch console, has been the addition of a large LCD screen displaying a Google Earth map with all of our Fire Apparatus, Water Supply's, Boat Launch Points, Med-flight Landing Zones, etc. This screen is controlled via a keyboard and mouse directly below. The purpose of this new technology is to provide the Dispatcher and the Command Officers in the field a broad look as to where our apparatus is positioned or headed and possible

gaps in coverage during multiple large scale incidents and brush fires. This can also be used to locate the nearest water supplies, landing zones and boat launch point if the Incident Commander asks. **The only interaction that should be needed with this piece of equipment is to refresh it at the start of every dispatch shift. This is done by selecting EDIT and then clicking refresh. The screen will refresh every 30 seconds from that point forward. You also have the ability to scroll and zoom in on the terrain or vehicles as needed by using the mouse below.**



F. Apparatus Tracking and Google Layers on Dispatch Computer

The same features can be found on the new Dispatch Computer, when you log-in and launch Google Earth on your desktop. Layers for Water Supply's, Landing Zones, Boat Launch Points and Dry Hydrants, etc. can be turned off and on via check boxes on the left hand side of the Google Earth screen. **I request that you start Google Earth at the beginning of your shift, verify that the layers are working and are available for incidents, if needed.**

1.7 GENERAL PROCEDURES

01. Chief and Deputy Coverage

For investigations that do not require apparatus response but should be checked out by senior department personnel, the Chief or Deputy should be called. If the Chief or Deputy is on duty, they should handle all such calls. During off duty hours, calls should be handled as follows:

Company 1 area – West Street North – Chief Craig Weston/ Captain Santos
South Meadow Road South - Deputy Eric Germaine/ Captain Santos

Company 2 area – Chief Craig Weston / Captain Harriman

Company 3 area – Deputy Eric Germaine / Captain Sears

If the Chief or Deputies are unreachable or unavailable to handle the call the appropriate Captain and if necessary Lieutenant's of that incidents district should then be notified. (Please refer to your Carver Fire Department Phone List)

02. Fire Towers

The Department of Environmental Management operates a network of Forest Fire Observation Towers within Massachusetts. The towers will at times spot fires well before this department will receive calls from the public. The towers will notify the department over the Fire Alarm channel by way of

"Carver Fire Tower" or if that tower is not manned by Plymouth Fire Tower. In no case should you dispatch apparatus to a location that you heard on the scanner, until you are officially notified.

03. County Fire Plane (1-0) *spoken "one-oh"*

The County of Plymouth operates a fire spotting plane in conjunction with the Fire Towers. All requests for the plane should be referred to Plymouth County Control over the County Mutual Aid Channel (County Channel 4). The plane is normally on patrol on Class 5 Days from 2 – 5pm and by request of the Carver Chief on Class 4 days.

1.8 INFORMATION RECORDING

01. Summary

The Fire Alarm Operator will be responsible for recording all Communications and Information he/she receives during his/her shift in the Fire Log.

02. Logs

A. At the start of the shift the FAO will log him/herself on with his/her surname.

B. All radio test and checks will be logged with the outcome.

C. During brush fire Season at 10:00am and 2:00pm the Plymouth Tower gives a predicted Mass. fire weather and the local Carver weather. These should be logged in the proper format, and if it is a Class 3 day or higher make an announcement over Fire Alarm.

Alert tone: Carver Fire Alarm to all receivers with the Mass. fire weather.
Wind out of the east at 12, predicted Class 4 Day.

D. At 13:00, your local weather observations should be taken and logged in the proper format. This should include type of weather (clear, cloudy, snow, rain, etc.), current temp., low temp., high temp., wind direction and speed, and rainfall.

E. Initial reports of emergencies requiring apparatus response will be in capital letters, and should include, the name, address, phone number, type of fire, and what company was alerted.

F. A standard format should be followed for logging units signing off and on.
i.e.: units "responding", "off at the scene", "clear of the scene".

G. At the end of the shift the FAO should log his/herself off duty.

H. During the shift the FAO should record the daily log from the Police/Fire dispatchers log from the previous day.

I. The FAO will assign each incident the next available incident number.

Log Example

Date	Time	Unit	Remarks
05/06/92	00:00:00		Disp. Marando on duty, 23:30 to 07:30
05/06/92	07:30:00		Disp. Macomber on duty, 07:30 to 08:30
05/06/92	08:30:00		FD Disp. Fortier on duty
05/06/92	09:10:00	15	Mass Predicted Fire Weather - Ptly Cldy, Wind NE @ 15-25, High Class 3 day
05/06/92	09:30:00	PCC	Radio Test, Loud and Clear
05/06/92	10:18:00	BHT	On the air
05/06/92	13:00:00		Weather - Clear, T48, L36, H53, Wind NE @ 15, Rainfall 00.00
05/06/92	14:50:00		Atlas alarm reports problem with our panel, assoc alarm adv
05/06/92	15:58:00	BHT	REPORTS SMOKE AT MAIN AND CENTER STREET, TONED CO 1 AND 2
05/06/92	15:59:00	20	Responding
05/06/92	15:59:01	21	Responding
05/06/92	16:00:00		Significant Weather - T52, Wind NE @ 15
05/06/92	16:00:01	27	Responding
05/06/92	16:01:00	21	Off at the scene
05/06/92	16:01:01	27	Off at the scene
05/06/92	16:01:02	29	Responding
05/06/92	16:02:00	Sta 1	Manned
05/06/92	16:02:01	Sta 2	Manned
05/06/92	16:03:00	20	29 can return
05/06/92	16:04:00	20	Class A, fire knocked down, 27 tied up 10 min wetting down
05/06/92	16:08:00	29	BQOA
05/06/92	16:09:00	20	Have PD respond to D & E auto, pd adv
05/06/92	16:20:00	20	Clear of the scene
05/06/92	16:20:01	21	Clear of the scene
05/06/92	16:20:02	27	Clear of the scene
05/06/92	16:35:00		JANE LAVOIE, 122 PLYMOUTH STREET (4447) REPORTS SMOKE COMING FROM COTTAGE
05/06/92	16:35:01		NEXT DOOR TO HER, NO ONE HOME, 20 ADV
05/06/92	16:35:02	29	Responding
05/06/92	16:35:03	20	27 can return, small fire next to house
05/06/92	16:36:00		Significant Weather - T53, Wind NE @ 10
05/06/92	16:37:00	29	Off at the scene
05/06/92	16:38:00	27	Clear of the scene
05/06/92	16:40:00	20	Adv towers, 3 sets in here, watch closely, BHT Adv
05/06/92	16:41:00	20	BCI to the scene, adv ETA 30 min
05/06/92	16:43:00	20	Notify Mrs. Shaw, (4981) have her respond with keys to check the house
05/06/92	16:45:00		FD Disp. Fortier off duty
05/06/92	16:45:01		Disp. Hutchinson on duty, 16:45 to 23:30
05/06/92	16:46:00	29	Clear of the scene, going for water
05/06/92	16:49:00	Sta 1	Secured
05/06/92	16:50:00	27	BQOA
05/06/92	16:55:00	29	Clear of Plymouth Street
05/06/92	16:56:00	21	Clear of the scene
05/06/92	16:59:00	29	BQOA

1.8 TELEPHONE ANSWERING TECHNIQUES

The telephone is the most available and therefore, the most accessible means the citizen has of obtaining the services of the Fire Department. It is the primary link between professional and non-professional communications.

When you lift the receiver of your telephone, you are about to meet someone to engage in a conversation as important as a face-to-face visit, and YOU are the Department. Some of the basic rules to follow are:

01. Answer Promptly Treat each call as an emergency. Place yourself in the place of one who may be ill or suffering from fear or panic. Every ring of the phone for that person is an eternity.

02. Prioritize Phone Lines 9-1-1 lines should always be answered within 3 rings.

03. Identify Yourself Properly This insures the caller he/she has placed his call properly and calms the person who may require assistance. When answering the 9-1-1 lines say, "911 this is recorded what is your emergency?" All other lines, answer by stating "Carver Communications and your name and rank". Advise if being recorded or otherwise identify agency.

04. Speak Directly into the Mouthpiece This insures that you will be properly understood and will not waste time repeating information. Speak Up! Don't swallow your words.

05. Observe Telephone Courtesy A calm, competent, decisive voice that is courteous will never antagonize the caller. Listen attentively, be businesslike, treat the caller the way you would want to be treated if you were the caller.

06. Take Charge of the conversation. After the initial exchange and you sense the need of the person calling, cut off superfluous wordage by leading the call into meaningful context by asking questions as to who, what, where, when. Be courteous but firm.

07. Take all Information Write it down. Never leave anything to memory. ALWAYS GET A CALL BACK PHONE NUMBER.

08. Explain Waits Explain why it will take time to check information and that you will come back to them or will call them back . A person waiting on a dead line may become irritable and uncooperative.

09. **Avoid Jargon or Slang** Use good English.

10. **Show Interest** in the person's call. The person calling has or needs information or assistance and to him it is important.

11. **Use the Callers Name** when possible, it makes him feel you have a personal interest in his call.

12. **Try to visualize the Caller** The telephone is an impersonal thing and we may tend to be curt, less courteous or lose our temper easier than if we were meeting the caller in person.

13. Make sure the information is logged on the proper form, and gets to the proper person. Never give the caller incorrect information, never guess, but refer them to the proper person even if it means transferring the call. If requested information is not immediately available, obtain name and number if necessary.

14. **Do not say** who's calling, you will receive a better response without a feeling of "It's none of your business", if you simply say "May I have your name?"

15. Transfer calls only when necessary, and when necessary tell the caller what you are doing.

16. Terminate calls positively and courteously. Explain what action you are going to take such as, "You are sending a Fire Truck to them".

I.9 SHIFT CHANGE PROCEDURES

A. Briefing

When the Dispatcher reports for duty He/She should converse with the dispatcher being relieved to ascertain if there are any ongoing incidents or if there were any incidents or messages on the past shift which He/She should be aware of.

B. Equipment Check

The Dispatcher should check that all on-off status lights and volume control levels are as they should be. (The age old excuse of the previous shift turned the volume down is not an excuse for a missed radio call)

1.9 FIRE SIMULATOR TRAINING

We have added a "Fire Simulator" to both dispatching locations. Each simulator, located to the right of your dispatching console is labeled ** Fire Simulator – Training Only **.
These two simulators are connected to each other by a pair of phone wires. They can only communicate with each other. The Simulator on the Police/EMS/Fire side is an exact duplicate of their fire dispatching console.

The goal here is to give each dispatcher more practice dispatching fire calls and multiple calls going on at the same time. When they press the home receiver button, station tones or the transmit button, you will hear actual tones and audio, but they are only connected to the simulator in Fire Dispatch. This does not go out over the air.

A. 15 fire scenarios have been created in the Fire Dispatch Center.

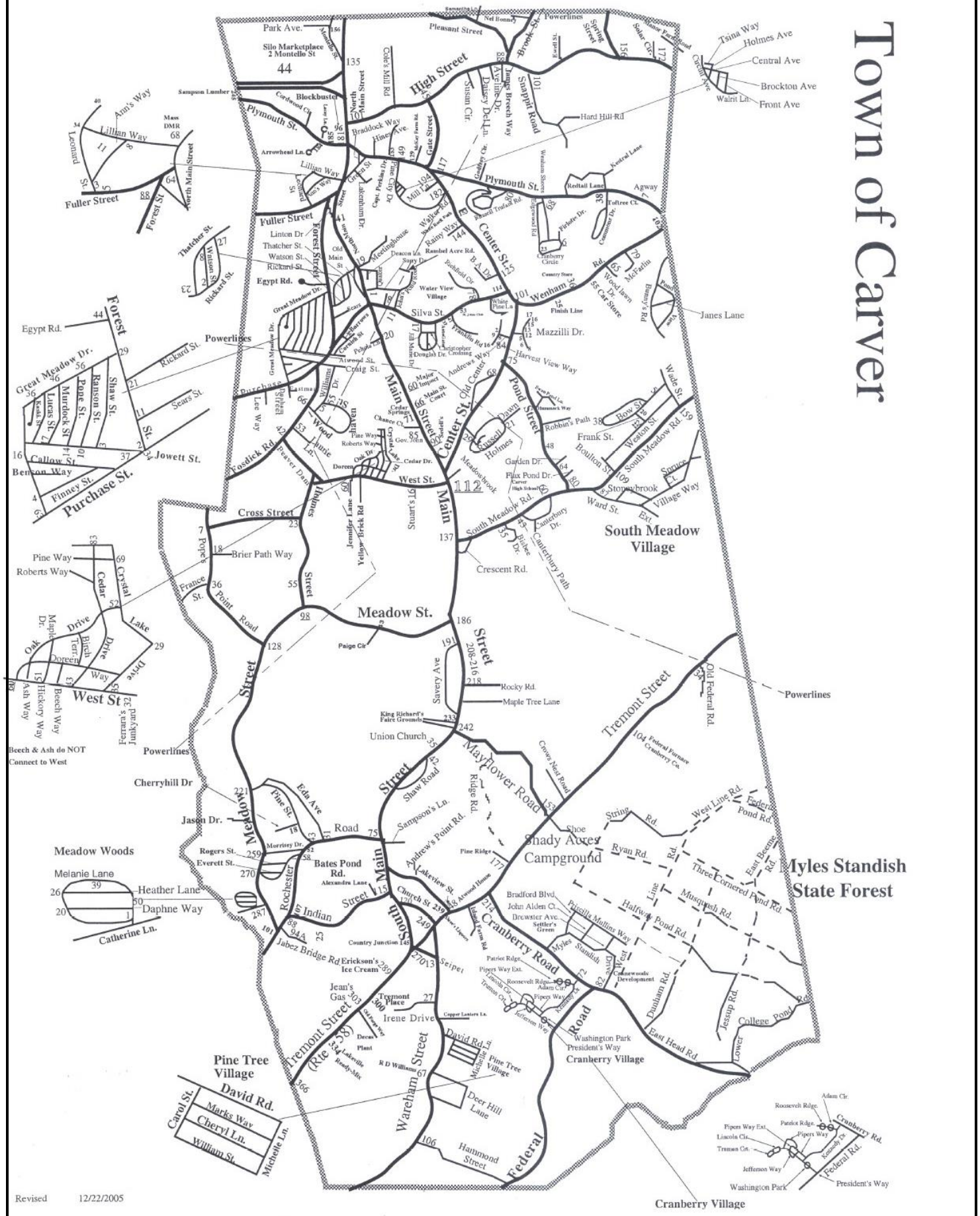
B. A log sheet has been created and is to be filled out by the Fire Dispatcher who is conducting the simulation with Police/EMS dispatcher.

C. Each simulation should be of a different scenario. They are numbered 1 thru 15.

D. One Fire Simulation should be performed on each shift that a Fire and Police/EMS dispatcher is on duty, at the same time.

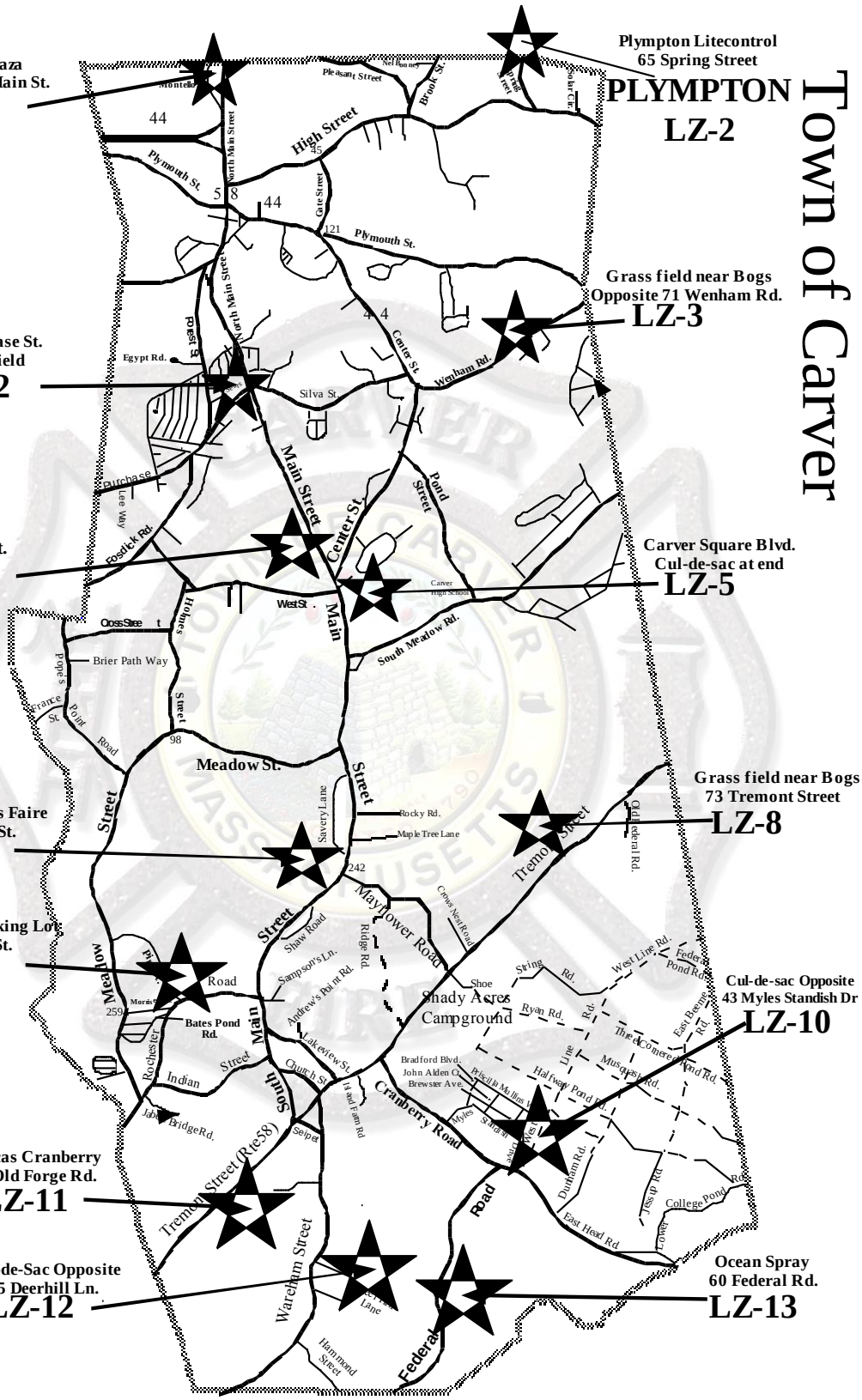
E. A scenario should be performed at 9:00 am and 4:00 pm each day of the week.

Town of Carver



Med-Flight Landing Zones

Town of Carver



Revised 3/25/98

On Call Professionals Serving Carver with Pride

Med-Flight Emergency Landing Zones

LZ 1 **Old Shaw's Plaza Parking Lot, 156 North Main Street. Northern end of parking lot. Advise of light poles.**

LZ 2 **Town Ball Field at 15 Purchase Street.**

PLYMPTON LZ 2 **Plympton LiteControl – 65 Spring Street – parking lot – advise of water tank and repeater tower in the area – Notify Plympton Fire of LZ set up.**

LZ 3 **Grass area next to bogs opposite 71 Wenham Road.**

LZ 4 **Governor John Carver School, 85 Main Street, parking lot.**

LZ 5 **Carver Square Boulevard: cul-de-sac at end**

LZ 6 **Unassigned**

LZ 7 **King Richards Faire, 235 Main Street - dirt parking lot- will have to be wet down if dry.**

LZ 8 **Approximately 73 Tremont Street - grass area on edge of bogs just past entrance to Edgewood shop.**

LZ 9 **Edaville Railroad - 9 Pine Street- main parking lot**

LZ 10 **Opposite 43 Myles Standish Drive: cul-de-sac**

LZ 11 **Decas Cranberry Plant - 3 Old Forge Road - parking lot - advise of light poles**

LZ 12 **15 Deer Hill Lane: cul-de-sac at north end**

LZ 13 **Ocean Spray - 60 Federal Road - parking lot between street and weigh station.**

Craig F. Weston
Chief

TOWN OF CARVER
FIRE DEPARTMENT

112A Main Street
Carver, Massachusetts 02330 - 0040
(508) 866 - 3440 • *Fax* (508) 866 - 4408
www.carverfire.org

Eric P. Germaine
Deputy Chief
ADMINISTRATION & CODE ENFORCEMENT

November 2012 Phone List

Chief Craig Weston 9196 Cell 508-965-0095
Deputy Eric Germaine 9117 Cell 508-326-9169

	Station One	1138		Station Two	2123		Station Three	7700
101	Captain Santos	7743680595	201	Captain Harriman	5087890495	301	Captain Sears	2998
102	Lieut. Moran	5089587883	202	Lieut. Froehlich	7819279372	302	Lieut. Nye	7747669979
103	Lieut. Weston	5089654661	203	Lieut. Nocera	6172019671	303	Lieut. Vincent	5083220572
113	John Fein	5085927147	212	Billy Gilbert	3371	312	Mike Nye	7744540686
114	Rick Leopardi	5089892544	214	George Peck Jr.	5083282989	313	Mike Williams	5082736574
118	Mike Terrill	5086549928	218	William Falconer	5089895389	315	Steven Weston	5089653596
119	Dave Buker	5086421369	224	Chris Mahoney	5088587503	327	Kevin Moakley	5083330160
120	Mark Whittemore	5089891817	225	Robert Giusti	5085775554	328	Stan Sanson	6177107983
121	Steve Blanchard	5087890135	230	Mark Durling	6756	332	Carl Enos	7749304409
123	Erik Sironen	7817994020	231	Josh McDermott	5082548407	334	M. Farquharson	5088630885
125	Bob Vestute	5082724050	232	Matthew Strojny	9453	336	John Woods	3398323465
126	Danny Wilcox	7744544513	233	Kristen Durling	6756	339	Al Perry	7744543578
134	Peter Leopardi	7818314791	234	Austin White	9784301874	341	Matthew Nye	7747669391
135	Jesse Boyle	5088167926	237	Michael Wall	6174389943	342	J. Farquharson	5087892506
136	Billy Garnett	5086488905	239	Timothy Dunham	7744543009	343	Richard Pierson	6176887754
137	Bob Middendorf	6175907486	242	Andrew Cole	5084636212	344	Mike Shaw	7818311669
138	Tom Fitzgerald	7818317564	246	Joe Kirk	5084005038	346	Eric Logan	5084360203
139	C. J. Gillis	7817248408	247	Stephen Doherty	5084044825	347	Will Rutty	5082749559
144	Christine Amaral	3399330364	248	Alan Anderson	5082453599	348	Geoffrey Thomas	5085102600
146	Tim Blanchard	5087890815	249	Adam Lauzon	7747662698	349	Derek Nickerson	5082075167
147	Gerard Terrill	5086549918	250	Kevin van Steensel	5082801211	350	Adam Johnson	5083673755
148	Cameron Terio	7747669574	251	Michael Palimeri	7817713958	351	Sean Bogart	9737270058
						352	Mike Moschella	7817600790

401 Safety Officer - Captain Telless 4397 Cell 508-958-8178

Dive Team

DG - Divemaster - McDermott 5082548407
DG - Assistant Divemaster – Fitzgerald 7818317564

S	Bill Garnett	5086488905	S	Michael Harriman	5087890495	D	Rich Pierson	6176887754
S	C. J. Gillis	7817248408	D	Stephen Doherty	5084044825	DG	Eric Germaine	5083269169
S	Bob Middendorf	7378	DG	Vinny Nocera	6172019671	S	Peter Leopardi	7818314791
S	Bob Vestute	5082724050	S	Steve Falconer	5089895389	S	Christine Amaral	3399330364
DG	Mark Durling	6756	D	Austin White	9784301874			
S	Tim Blanchard	5087890815	D	Al Perry	7744543578			

Dispatchers	Home	Cell	Dispatchers	Home	Cell
Steve Blanchard	9345	508-789-0135	Tim Dunham	7498	774-454-3009
Mike Hall	781-293-2779	781-706-9481	Alan Dunham	7498	508-648-0851
Billy Harriman	508-465-0374	781-706-1408	Glenda Harriman	9392	508-566-
Vinny Nocera		617-201-9671	Mike Shaw	5643	781-831-1669
Frank Nye		774-766-9979			

Carver Fire Department

Kinda Important Numbers

State Fire Marshal FIRES-EXPLOSIONS-BOMBS	1-800-682-9229
State HAZ MAT Team	Primary - request through PCC by radio Backup - 1-800-564 –7666
Boston Med-Flight -	Primary - request through PCC by radio Backup - 1-800 233-4554
State Police Air Wing	1-508-820-2121
Nstar Gas Emergency	1-800-572-9335
Nstar Electric (FD/PD)	1-866-663-6782 Life Threat - 1-508-732-4444
DEP	508-946-2700
Chemtrec	1-800-424-9300
Critical Incident Stress Team	508-747-1779
Plymouth County Control	Normal contact by radio Backup - 508-747-1779
Red Cross (Food and Shelter)	1-800-564-1234
J & R Towing (Brush Breakers)	508-295-7082
Volta Oil (Diesel/Unleaded Fuel)	800-894-1300
CFM Communications Charlie Friis	774-573-3313 (maintains fire dept. radio system)
Verizon	(leased radio circuit repairs) 1-888-368-8153
Medical Examiner	1-800-222-5999
Reverend Bob Merritt	(508) 866-4939
"The Communicator"	508-830-6200

CFD 3/08

Carver Fire Department

Equipment Location

Station One:

Engine 1
Tanker 1
Rescue 1 (Extrication)
Rescue 2 (Water/Ice Rescue)
Breaker 27
Breaker 26
Hovercraft
Portable Light Tower

Station Two:

Engine 2
Engine 4
Breaker 29
Ice Boat

Station Three:

Engine 3
Breaker 28
Car2
Rescue Boat