

2007- 119 Alarm Classifications	
	Westbrook Fire & Rescue Department Standard Operating Procedure
Section: Administration	TOPIC: Alarm Classifications
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Purpose:
This standard operating procedure shall govern the classification of alarms as well as the order of multiple alarms.

Scope:
This standard operating procedure classifies the various types of emergency calls handled by the Westbrook Fire & Rescue Department.

Policy:

A. Alarm Classifications

1. Alarms will be classified as follows:
 - Still Alarm
 - Medical Alarm
 - Supervised Box
 - Desk Box
 - Out of Town Box
 - House Call

B. Sequence of alarms beyond a “Desk Box” assignment are as follows:

- All-Hands
- Second-Alarm
- Third-Alarm
- General Alarm

C. Definition of Units

1. Definition of a Staffed Unit

Below is a breakdown of unit staffing.

- Engine 4 will be considered staffed at all times unless staffing drops below three persons.

- Engine 3 will be considered staffed at all times unless staffing drops below three persons. In the event that Engine 3 drops below three persons, Rescue 1 personnel shall be assigned to supplement Engine 3 staffing for fire related incidents, specifically when requested for mutual aid fire related incidents or when requested by the O.I.C.
- Call company units will be considered staffed at various times and shall be utilized and dispatched as such. With regard to call company response to Medical Alarms, these units will only be dispatched when Engine 4 or Engine 3 are not available to respond and in accordance with the “Medical Alarm” section of this procedure.

2. Definition of a Call Company Unit

Squad 1 will be considered a call company unit unless staffed by definition.

Engine 2 will be considered a call company unit unless staffed by definition.

3. Utilization of On-Duty Personnel Covering Non-Staffed Units

There may be times when it is beneficial to send a non-staffed unit to a call when staffed units are unavailable, even though a call company unit is going to be dispatched. The closest non-staffed unit shall be dispatched to the call along with the responding call company unit. It shall not be the practice of this department to send only one (1) person alone to a call without having other personnel dispatched.

4. Definition of a Crew

A crew is made up of a minimum of three (3) qualified fire suppression personnel. Units will not respond outside the city with less than a crew of three (3) unless so directed by the O.I.C or Chief Officer.

D. Definition of Districts

The City of Westbrook will designate three (3) fire response districts within the city limits. The current District One (1), District Two (2) and District Three (3) will continue to be known as the three response districts. Engine 4 will be the primary response engine for Districts 1 & 2 and Engine 3 will be the primary response engine for District 3. Rescue 2 will be the primary response ambulance for Districts 1 & 2 and Rescue 1 will be the primary response ambulance for District 3.

For each alarm classification, a standard company of personnel and apparatus will be assigned to the incident. The fire alarm dispatcher shall assign apparatus based on a predetermined assignment which is available on the CAD system and the EFD software. Each alarm will have associated run card information maintained by the Communications Supervisor.

E. Alarm Types

1. Still Alarm:

This alarm shall be assigned for various incidents. Examples are: Brush fires, CO alarms with no ill effects, Chimney fires, dumpster fires, electrical problems, fluid spills, furnace problems, gas leaks, hazmat, service calls, confined space, explosions with no fire, entrapment/high angle/water rescue situations, lightning strikes, outside fires, smoke/odor investigations, vehicle fires, and MVC's. These call reasons vary greatly and may/may not require a call company/Chief Officer's response. Minor incidents as determined by the officer in charge will be handled through a Code One response. If additional resources are required it will be completed through a Special Call for a unit.

The dispatcher shall assign apparatus based off of the EFD/EMD determinant code and the existing run card for the Call Reason/District.

❖ **Vehicle accidents (minor) / Unknown Personal Injury**

These are motor vehicle accidents with possible or confirmed minor injuries, low speed impact, police already on scene, or any other type of accident that the attained information from the dispatcher that injuries are minor with no entrapment or fire problem evident.

District 1 & 2 – Minor 10-55 Engine 4, Rescue 2, Fire/Police

District 3 – Minor 10-55 Engine 3, Rescue 1, Fire/Police

❖ **Vehicle Accidents (major):**

Examples include; multi-vehicle accidents, head-on, T-bone type collision, Air bag deployment, vehicle roll-over's, accidents involving commercial trucks, buses, & construction/large machines, reports from On-Star, vehicles crashing into buildings, vehicle accidents with fire, wires down across vehicles with victims inside, or any possible entrapment situation

District 1 & 2 – Engine 4, Engine 3, Squad 1, Rescue 2 and Fire Police

District 3 - Engine 4, Engine 3, Squad 1, Rescue 1 and Fire Police

❖ **HAZMAT Calls:**

District 1 & 2 – Engine 4, Engine 3, Engine 2, Squad 1, Rescue 2 and Haz-Mat 2 from Windham (County vehicle only, command will decide if entire team is to be called)

District 3 - Engine 4, Engine 3, Squad 1, Rescue 1 and Haz-Mat 2 from Windham (County vehicle only, command will decide if entire team is to be called)

Note: If the assigned staffed unit is unavailable, the next available staffed unit will be dispatched. If all staffed units are unavailable then Engine 2 and /or Squad One will be dispatched.

This Alarm requires a vocal alarm “Station Alert” tone to all Stations with apparatus being dispatched. The radio “Alert Tone” will be used on incidents involving only the on duty staffed units. On incidents requiring Call Company response, “Westbrook Fire” tone will be activated.

2. Medical Alarm:

This Alarm shall be assigned for incidents requiring EMS response. Examples: minor and life threatening conditions, medical alarm activations, Carbon Monoxide incidents with ill effects and medical mutual aid requests. Assignment of additional apparatus will be considered based on the determinant code from the EMD process.

Note: Life Threatening Emergencies are classified as follows.

Acute Respiratory Distress due to injury, sudden illness, COPD, heart conditions, etc., severe arterial bleeding, unconscious, semi-conscious, severe burns (10%>), cardiac/respiratory arrest, chest pain, choking, seizures, drowning, drug overdose, electrocution, fractures with bleeding, major bodily trauma, open chest injuries, gunshot/stabbing, stroke/CVA, attempted suicide, person down/unknown problem or children and/or animals locked in vehicles that are in distress. All other EMS calls not listed above, shall be classified as; Minor Medical incidents.

In addition, responses to any medical facility with medical staff on duty (example: Mercy Westbrook, CAP Quality Care, etc.) shall be assigned to the District Rescue only except for a known or suspected cardiac arrest. For clarification purposes, incidents in parking lots of these facilities are not considered at the medical facility.

The dispatcher shall assign the following apparatus to these and similar incidents depending on the district in which they occur.

District 1 & 2 - (Minor Medical incidents)	Rescue 2
District 1 & 2 - (Life Threatening Medical incidents)	Engine 4, Rescue 2
District 3 – (Minor Medical incidents)	Rescue 1
District 3 – (Life Threatening Medical Incidents)	Engine 3, Rescue 1

Paramedic requests - Closest available unit, a medic is also available on the engine if rescues are otherwise committed.

Mutual Aid Rescue - Closest available

Note: The nearest staffed engine shall be sent in instances where the rescue unit dispatched to the call is responding from out of town, returning from the hospital but not close to City limits (Portland side of Capisic Street/Morrill’s Corner), or a mutual aid rescue has been requested. The nearest staffed engine will be sent with the rescue responding from out of district based off of the EMD determinant code. EMD determinant levels of Charlie, Delta

or Echo will recommend the nearest staffed engine to respond. Omega, Alpha and Bravo will not unless the fire alarm dispatcher upgrades the response based on the circumstances of the call.

If all staffed units are unavailable, the nearest non-staffed unit will be dispatched with the call company.

Rescue Units may request additional resources as may be deemed necessary.

This Alarm requires a Vocal Alarm Alert using individual apparatus tones for each unit assigned to the call and a radio "Alert Tone" activation. On incidents requiring Call Company response, "Westbrook Fire" tone will be activated.

3. Supervised Box:

This alarm shall be assigned for privately monitored fire alarm activations. These alarms are called in by monitoring companies and include general fire alarm activations, smoke detector activations, water flow, pull stations, etc.

The following apparatus is assigned depending on the district in which they occur.

District 1 & 2 – Engine 4, Rescue 2

District 3 - Engine 3, Rescue 1

In the event that one of the district units is on another call, their position within this assignment will be backfilled per CAD run card assignment. Out of town rescues will not be utilized unless specifically requested by the officer in charge.

Note: If information received in dispatch indicates a structure fire in the immediate vicinity of the Supervised Box, the dispatcher will automatically upgrade this alarm to a "Desk Box".

This Alarm requires a vocal alarm "Station Alert" tone to all Stations with apparatus being dispatched. The radio "Alert Tone" will be used on incidents involving only the on duty staffed units. On incidents requiring Call Company response, "Westbrook Fire" tone will be activated.

4. Desk Box:

This alarm shall be assigned for the report of a fire in a structure or possible structure fire, other large fire incidents, a vehicle fire in a garage or near a building (ten feet or less), or explosions. Three (3) Engines, Squad 1 & both (2) Rescues are assigned on these responses. For the areas with Automatic Mutual Aid Response, a Mutual Aid Engine will be assigned as a fourth (4) Engine and a second Ladder will be assigned to designated target hazards.

The dispatcher shall assign the following apparatus to these and similar incidents depending on the district in which they occur.

All Districts – Engine 4, Engine 2, Engine 3, Squad 1, Rescue 1, Rescue 2, Fire/Police and any designated automatic response mutual aid engine or ladder.

Units will not respond with less than a crew of three (3) qualified interior fire suppression personnel.

This Alarm requires a Vocal Alarm “Station Alert” to all Stations and “Westbrook Fire” tone.

C. Strike Team Box

This box shall be assigned upon request from incident command or Portland Fire for units/apparatus to combine into a single strike team for either our aid or response to another community. A Strike Team consists of three (3) similar units for each Alarm/MCI incident up to and including level ten. Strike Teams are composed of similar or like units such as ambulances, engines, ladders, tankers, heavy rescue/squad, forestry units, specialty equipment, haz-mat equipment, or WMD equipment.

This Alarm requires a Vocal Alarm “Station Alert” and radio “Westbrook Fire” tone. Requests for rescues should be handled under Medical Alarm.

F. Alarm Sequence beyond Desk Box

1. All-Hands:

This Alarm is transmitted upon the request of the Incident Commander signifying that all Companies and Apparatus are committed, and/or working the incident. A Desk Box assignment will be filled out if not already assigned (3 Engines, Squad 1 and 2 Rescues, FP). For the areas with automatic mutual aid response, a mutual aid engine will be assigned as a fourth (4) Engine. **One Engine, One Aerial and a Rescue will be requested to cover the Public Safety Building and One Engine to cover Station 3. Gorham Rescue will be requested to provide rehab for All-Hands in District 1 & 2, Windham Rescue will be requested to provide rehab for All-Hands in District 3. Portland Engine/Ladder will be requested direct as well as an additional Engine for RIT.**

2. Second Alarm:

This alarm is transmitted upon the request of the Incident commander providing all coverage trucks from the all hands assignment to respond direct to the scene. The vacant stations are covered with mutual aid engines, and 1 rescue. Mutual aid apparatus shall be assigned utilizing the Vocal Alarm if in our stations or via radio.

3. Third Alarm:

This alarm is transmitted upon the request of the Incident Commander providing the two (2) closest mutual aid coverage pieces to the scene. The remaining mutual aid engine is moved to the station nearest the incident. The vacant stations are covered with mutual aid engines. Mutual aid apparatus shall be assigned utilizing the Vocal Alarm if in our stations or via radio.

4. General Alarm:

This alarm is transmitted upon the request of the Incident Commander providing the three (3) mutual aid coverage engines to the scene. The vacant stations are covered with a Strike Team requested from Portland Fire Alarm.

5. **Special Calls:**

This alarm is transmitted upon the request of the Incident Commander providing any apparatus not covered under another alarm assignment.

This Alarm requires a radio "Westbrook Fire" tone.

6. **Recall:**

This transmission signifies the termination of the incident and all units are in-service, in quarters, ready for the next alarm.

This is not Toned Out