



# Santa Cruz Consolidated Emergency Communications Center



495 Upper Park Road  
Santa Cruz, California 95065  
(831) 471-1000 Fax (831) 471-1010

**9-1-1** FIRE  
POLICE  
MEDICAL



Michael J. McDougall  
General Manager

## COMMUNICATIONS OPERATIONS FIRE SERVICE POLICY

<b>Policy No.</b> 5210	Date Issued: June 1, 1996
Section: 5200 – Field Unit Safety	Date Revised: August 1, 2005
Accreditation Standards: None	
<b>SUBJECT: FIELD UNIT SAFETY</b>	
APPROVED: 	_____
	Chairperson, Fire Service Users Subcommittee
APPROVED: 	_____
	Michael J. McDougall, General Manager

The safety of fire service personnel in the field is always dispatchers' primary concern.

Dispatchers will assist fire service personnel in the performance of their duties by providing prompt notices of any conditions that may be hazardous to firefighters or other responders. Dispatchers will also provide prompt notices of any changes in incident status before responders' arrival.

Whenever dispatchers are aware of life safety hazards (downed power lines other than a WIRES call, major terrain obstacles like landslides or holes in the ground, ammunition, etc.):

Dispatchers will immediately communicate life safety hazards to all responding units by:

- ◆ Broadcasting warble tones
- ◆ Announcing the hazardous conditions to all responding units and/or Incident Commanders (IC's), if established
  - IC's are responsible for notifying "on scene" units of life safety hazards. IC's will advise NetCom when all on scene units have

- been notified. NetCom will enter comments documenting the IC's actions into the computer aided dispatch system (CAD) incident.
- ◆ Confirming announcements have been heard and understood by every responding unit via a roll call and CAD incident documentation.
- ◆ Advising IC's when all units have acknowledged life safety hazard transmissions
- ◆ Advising all future units assigned to incidents with life safety hazards
- ◆ Contacting appropriate agencies to abate hazardous conditions and advising IC's of their estimated time of arrival (ETA)

Dispatchers will notify responders of conflicting reports of the location or scope of incidents, activities of citizens at the scene (for example, attempts to extinguish a fire or perform CPR), law enforcement responses, potential rescues, potential hazards (for example, downed power lines) and abnormal traffic conditions.