

# **REDWOOD EMPIRE DISPATCH COMMUNICATIONS AUTHORITY**

## **CALLER INTERROGATION PROTOCOL**

**March 25, 2003**

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## A) INITIAL CALLER INTERROGATION

- I. FIRE/MEDICAL DISPATCH, STATE YOUR EMERGENCY.
- II. ARE YOU AT \_\_\_\_\_ ? (Address on ANI/ALI)
- III. IS YOUR PHONE NUMBER \_\_\_\_\_? (Number on ANI/ALI)

1. \*\*\*\*\* **ENTER A PRELIMINARY EVENT TYPE** \*\*\*\*\*
2. \*\* **ACCEPT DTF** - SO THE REDCOM DISPATCHER CAN SEND RESOURCES TO THE SCENE \*\*
3. \*\*\*\*\* **EDIT THE EVENT TYPE APPROPRIATELY AS MORE INFORMATION IS OBTAINED** \*\*\*\*\*

Now proceed to cards:

4. If "Medical Aid", [Go To EMD Flip Cards Immediately \(0-3-a\)](#)
5. If "Fire", [Go To B-1](#)

**Reconfirm address and phone number with reporting party if possible**

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## B) CALL CLASSIFICATION

1. Determine the general type of incident and proceed as directed:

- **MOST COMMON TYPES OF CALLS:**

“Structure Fire”	Go To C-1
“Smoke – No Fire Visible”	Go To D-1
“Alarms”	Go To E-1
“Trash or Dumpster Fire”	Go To F-1
“Vegetation”	Go To G-1
“Vehicle Accident”	Go To H-1
“Vehicle Fire”	Go To I-1

- **LESS COMMON TYPES OF CALLS:**

“Aircraft”	Go To J-1
“Entrapment - Structure or Confined Space”	Go To K-1
“Entrapment – Industrial or Agricultural”	Go To L-1
“Electrical”	Go To M-1
“Elevator Rescue”	Go To N-1
“Explosion”	Go To O-1
“Gas – Methane, Butane, Propane”	Go To P-1
“Gasoline or Petroleum Spill”	Go To Q-1
“HazMat”	Go To Q-1
“High Angle Rescue”	Go To R-1
“Odors – Unknown Source or Type”	Go To S-1
“Train Derailment”	Go To T-1
“Water Rescue”	Go To U-1

- **MUTUAL AID:**

“Mutual Aid”	Go To V-1
--------------	-----------

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## C) STRUCTURE FIRE

**IF THE CALLER IS TRAPPED INSIDE THE BUILDING, IMMEDIATELY GO TO W-1**

1. Has the building been evacuated? \*\*\*\* If NOT, “Do so immediately. “ Meet the Fire Dept. and direct them into the incident. **UPDATE CALL\*\*\*\***
2. Is anyone unaccounted for inside the building? If so, where were they last known to be? \*\*\*\* **UPDATE CALL\*\*\*\***
3. How many levels or stories are there?
4. What floor is the fire on?
5. Are there any hazardous materials inside the building?
6. Is anyone sick or injured? If so, go to the EMD Flip Cards immediately.
7. **“Stand a safe distance away from the building.”**  
**\*\*\*\*UPDATE CALL\*\*\*\***

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## D) SMOKE /ODOR OF SMOKE

1. Is it inside or outside?
2. Can you see it, or just smell it? \*\*\*\*If “Inside” and can “see smoke”, enter type “STRU” and go to Structure Flowchart\*\*\*\*  
\*\*\*\*If smell only, enter type “INV-S”\*\*\*\*

### **IF OUTSIDE AND VISIBLE:**

3. What color is the smoke?
4. Can you see the base of the smoke (area it’s coming from)?
5. Can you see anything burning? \*\*\*\*If yes, update/upgrade accordingly\*\*\*\*

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## E) ALARMS

I.

1. What type of alarm is it?
  - Fire
  - Smoke
  - Water Flow
  - Carbon Monoxide (See Flowchart for instructions)
  - Unknown
2. Is this a business (Commercial Assignment) or a residence (Residential Assignment)?
3. Is there any sign of smoke or fire? **\*\*\*\*If "YES", enter type "STRU" and go to Structure Flowchart.\*\*\*\***

II. If this is a business:

- What type of business is it?
- Do you know what types of chemicals are stored in the building and if so where?
- Are there any guard dogs inside the building?
  - If so, notify Animal Control **immediately**.

If the reporting party is an alarm company:

- Rep enroute?
- What is his/her ETA?
- What is your full name?
- What is your direct call back number?
- What is the zone or location in the building?

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## **F) TRASH or DUMPSTER FIRE**

1. Is the fire in a dumpster or in an open area?
2. Is the fire threatening any structures? **\*\*\*\*If “YES”, update/upgrade to “STRU” and go to Structure Flowchart\*\*\*\***
3. Is there a danger of the fire spreading to nearby vegetation? **\*\*\*\*If “YES”, update/upgrade to “VEG” and go to Vegetation Flowchart\*\*\*\***
4. **“Stand a safe distance away from the fire.”**

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## **G) VEGETATION**

1. What's burning?
2. Is it threatening any structures? **\*\*\*\*If "YES", ADVISE RESPONDING UNITS ON THE CONTROL CHANNEL\*\*\*\***
3. What is the best access?
4. Are you in any immediate danger? **\*\*\*\*IF, "YES", ADVISE TO EVACUATE AREA IMMEDIATELY, IF POSSIBLE. OBTAIN UPDATE CALL\*\*\*\***
5. Are there any power lines involved? **\*\*\*\*IF, "YES", UPDATE CALL IMMEDIATELY AND ROLL CALL RESPONDING UNITS.\*\*\*\***

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## H) VEHICLE ACCIDENT (TC) (TC-EX)

1. Are there any injuries?
2. How many vehicles are involved?
3. Is anyone trapped? \*\*\*\*If, "YES," enter type "TC-EX" for an extrication assignment.\*\*\*\*
4. Are any of the vehicles on fire? \*\*\*\*If, "YES," enter type "TC-EX" for an extrication assignment.\*\*\*\*
5. Is this vehicle into a pole, tree, or structure? Has it been involved in a roll-over or head-on collision? \*\*\*\*If, "YES," enter type "TC-EX" for an extrication assignment.\*\*\*\*
6. How many are injured? \*\*\*\*If 5 or more patients, enter type MCI.\*\*\*\*      Go to EMD Flip Cards.

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## I) VEHICLE FIRE

1. Is the vehicle inside a structure (garage) or threatening any structures? **\*\*\*\*If, "YES", enter type "STRU" and go to Structure Flowchart\*\*\*\***
2. Is anyone inside the vehicle?
3. What type of vehicle is involved?
4. If a truck, is it bigger than a regular pick-up truck? **\*\*\*\*If, "YES", enter type "VEHFULL" and accept call.\*\*\*\***
5. What type of cargo is it carrying?
6. Are there any placards or warning signs or colors? If so, what are the numbers and colors?
7. Is anyone injured? If so, go to the EMD Flip Cards immediately.
8. **"Stand a safe distance away from the fire."**

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## **J) AIRCRAFT INCIDENTS**

### **Calls from citizens:**

1. What type of aircraft is it?
  - Helicopter
  - Small private plane
  - Small private jet
  - Small commuter aircraft
  - Commercial jet
  - Military fighter jet
  - Military bomber
  - Military transport
  - Unknown type
2. Did the plane hit any structures?
3. Is the plane on fire?
4. Is the surrounding vegetation on fire?
5. Can you see the tail number?
6. Can you see any possible survivors?

**\*\*\*\*\* IMMEDIATELY CONTACT THE FAA AND ACERTAIN THE EXACT INFORMATION ABOUT THE AIRCRAFT \*\*\*\*\***

**\*\*\*\*\* ASK THE FAA: "HOW MANY SOULS ONBOARD?" \*\*\*\*\***

### **Calls from the FAA:**

1. Is the plane airborne or on the ground?
2. What type of aircraft is it?
  - Helicopter
  - Small private plane
  - Small private jet
  - Small commuter aircraft
  - Commercial jet
  - Military fighter jet
  - Military bomber
  - Military transport
  - Unknown type
3. How many souls on board?
4. Is there any special or hazardous cargo on board?

### **If airborne:**

5. When is it scheduled to land?
6. Where is it scheduled to land?
7. Where is it now and what direction is its heading?
8. What is its altitude and airspeed?

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## **K) ENTRAPMENT – STRUCTURE or CONFINED SPACE**

1. What type of structure / space is involved?
2. Has the building been evacuated? \*\*\*\* If **NOT**, “Do so immediately and call me back at 9-1-1 when you are safely outside and away from the building” \*\*\*\*
3. Are there any hazards present?
  - o Chemicals
  - o Electrical
  - o Fire
  - o Flowing water or pooled water
  - o Odors
  - o Smoke
  - o Vapor
  - o Animals
4. Is this above or below ground?
5. How far above or below ground?
6. Where exactly inside the structure are the victims?
7. Do you have contact with the victims?
8. When was your last contact with the victims?
9. Is anyone else injured?
  1. If so, proceed to EMD Flip Cards
10. **“Stand a safe distance away from the building.”**

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## **L) ENTRAPMENT – INDUSTRIAL or AGRICULTURAL**

1. What type of equipment is involved?
2. Has the equipment been turned off?
3. Are there any hazards present?
  - Chemicals
  - Electrical
  - Fire
  - Flowing water or pooled water
  - Odors
  - Smoke
  - Vapor
  - Animals
4. Is this above or below ground?
5. How far above or below ground?
6. Where exactly inside the structure is the victim?
7. If indoors, are there overhead doors allowing vehicular access to the victim?
  - If so, what is the clearance?
8. Proceed to EMD Flip Cards.

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## M) ELECTRICAL

1. Has the power been disconnected?
2. Has the building been evacuated? \*\*\*\* If NOT, “Do so immediately and call me back at 9-1-1 when you are safely outside and away from the building” \*\*\*\*
3. Is there any water or other liquids involved or near the incident?
4. Do you see any arcing?
5. Do you notice any strange odors?
6. Are there any chemicals or other volatile substances in the building or area? If so, what are they and how close to the incident?
7. Is anyone injured? If so, proceed to EMD Flip Cards.
8. “Stand a safe distance away from the building.”

\*\*\*\* VERIFY WITH THE CONTROL DISPATCHER ON THIS INCIDENT THAT PG&E HAS BEEN NOTIFIED \*\*\*\*

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## **N) ELEVATOR RESCUE**

1. Has the power been turned off?
2. Between what floors is the elevator stuck?
3. What is the number of the stuck elevator?
4. What is the best entrance into the building through which to access the elevator?
5. Is there any smoke or fire?
6. Is there any arcing visible?
7. Are there any unusual odors?
8. Is this a freight or passenger elevator?
9. What freight if any is on board?
10. Do you have contact with the occupants?
11. How many occupants are on the elevator?
12. Are any of the occupants injured or sick?
13. Are any of the occupants having a severe emotional reaction?
14. If so, is it possible to patch the elevator telephone into this line?

**\*\*\*\*\* Immediately go to EMD Flip Cards if there are any injured, sick, or emotionally unstable occupants \*\*\*\*\***

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## O) EXPLOSION

1. What has exploded?
2. Has the building been evacuated? \*\*\*\* If NOT, “Do so immediately and call me back at 9-1-1 when you are safely outside and away from the building” \*\*\*\*
3. Can you briefly describe the extent of the damages?
4. Do you hear any hissing or bursting sounds?
5. Do you notice any unusual odors?
6. Is anyone injured?
7. Is anyone trapped inside the structure?
8. What type of structure / space is involved?
9. Are there any hazards present?
  - o Chemicals
  - o Electrical
  - o Fire
  - o Flowing water or pooled water
  - o Odors
  - o Smoke
  - o Vapor
  - o Animals
10. Are there any suspicious vehicles or personnel around?  
\*\*\*\*If so, ensure that PD/SO is still on the line or get them back on the line\*\*\*\*
11. Is this above or below ground?
12. How far above or below ground?
13. Where exactly inside the structure are the victims?
14. Do you have contact with the victims?  
When was your last contact with the victims?
15. Is anyone else injured?
  - If so, proceed to EMD Flip Cards
16. “Stand a safe distance away from the building.”

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## **P) GAS – METHANE, BUTANE, PROPANE, etc.**

1. Is the leak inside or outside the structure? **\*\*\*\*If “OUTSIDE\*\*\*\* Go to P-3 \*\*\*\*If “INSIDE”\*\*\*\* Go to C-1**
2. Is this a residence or a business?
3. Has the structure (or the area) been evacuated? If not, do so immediately!
4. Are there any open flames or spark sources in the area?
5. Do you know from what the gas is leaking?
6. What is the size or capacity of the container?
7. Can you hear any hissing or other noises of escaping gas?
8. Can you smell the gas?  
Are there any other chemicals or volatile substances in the building or area?
9. Is anyone sick or injured?
  - o If so, go to the EMD Flip cards
- 10. “Stand a safe distance away from the building.”**

**\*\*\* ENSURE THAT CONTROL DISPATCHER HAS CONTACTED NATIONAL WEATHER SERVICE TO OBTAIN WIND SPEED AND DIRECTION AND HAS PASSED THIS INFORMATION ONTO THE INCIDENT COMMANDER AND SONOMA COUNTY OES \*\*\***

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

**Q) GASOLINE or PETROLEUM SPILL**

**Q) HAZMAT**

1. What chemicals or substances are involved?
2. Is this inside or outside a structure? \*\*\*\* If “**OUTSIDE**”, Go to Q-3 If “**INSIDE**”, Go to C-1 \*\*\*\*
3. Has the building been evacuated? \*\*\*\* If **NOT**, “**Do so immediately and call me back at 9-1-1 when you are safely outside and away from the building**” \*\*\*\*
4. Are there any open flames or sources of spark in the area?
5. Is the spill or leak contained?
6. How much has been spilled or leaked?
7. Where is the leak or spillage coming from?
8. What size is the container from which it's coming?
9. Do you see any placard numbers or warning words or colors? What are the numbers and/or words/colors?
10. What direction is it flowing?
11. Do you see any clouds or formation of vapors coming from the spill?
12. What color is the cloud?
13. What direction is it traveling?
14. How high is the cloud?
15. Do you notice any unusual odors in the area outside the cloud? If so, evacuate farther!
16. Is anyone sick or injured?
17. Is anyone trapped inside the structure? If so, how many people and where inside?
18. “**Stand a safe distance away from the building.**”

**\*\*\*\* Immediately go to EMD Flip Cards if there are any injured, sick, or emotionally unstable occupants \*\*\*\***

**\*\*\* ENSURE THAT CONTROL DISPATCHER HAS CONTACTED NATIONAL WEATHER SERVICE TO OBTAIN WIND SPEED AND DIRECTION AND HAS PASSED THIS INFORMATION ONTO THE INCIDENT COMMANDER AND SONOMA COUNTY OES \*\*\***

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## R) HIGH ANGLE RESCUE

1. What type of structure is involved?
2. How many people are involved?
3. Is there window or other access near the victims?
4. Do the victims appear to be awake and conscious?
5. Are you able to communicate with the victims?
6. Do they appear to be injured?
7. Is anyone else injured?

**\*\*\*\*\* Immediately go to EMD Flip Cards if there are any injured, sick, or emotionally unstable victims \*\*\*\*\***

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## S) ODORS – UNKNOWN SOURCE or TYPE

1. Is the odor inside or outside?
2. Has the building been evacuated? \*\*\*\* If NOT, “Do so immediately and call me back at 9-1-1 when you are safely outside and away from the building” \*\*\*\*
3. Do you recognize the odor?
  - o If “Gas” go to P-1
  - o If “Gasoline or Petroleum” go to Q-1
  - o If “Smoke” go to D-1
  - o If “Unknown” go to S-4
4. Do you know where it is coming from?
5. How long have you smelled it?
6. Is anyone sick or injured? If so, go to EMD Flip Cards.
7. **“Stand a safe distance away from the building.”**

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## T) TRAIN DERAILMENT

1. What type of train is it?
  - o Passenger / Amtrak – start MCI protocols and notifications immediately before going to T-2
  - o Freight – go to T-2
2. How many rail cars are involved?
3. Are there chemicals involved? If so, what are the placard numbers and any warning signs or colors?
4. Are any of the rail cars leaking?
5. Is anything burning?
6. Is smoke coming out of any of the cars?
7. Were any passenger vehicles or trucks involved?
8. Are there any structures or other vehicles threatened?
9. Is anyone injured? If so, how many and where at the scene are they? Go to EMD Flip Cards immediately.
10. **“Stand a safe distance away from the train.”**

**\*\*\* ENSURE THAT CONTROL DISPATCHER HAS CONTACTED NATIONAL WEATHER SERVICE TO OBTAIN WIND SPEED AND DIRECTION AND HAS PASSED THIS INFORMATION ONTO THE INCIDENT COMMANDER AND SONOMA COUNTY OES \*\*\***

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## U) WATER RESCUE

1. What body of water is it?
2. Can you see the victims?
3. How many victims are there?
4. If the victims are not seen, where was the last location they were seen?
5. How long ago were they seen?
6. Where did they enter the water?
7. If the victims are visible, how far from shore are they?
8. Are they clinging to something or afloat?
9. Are they wearing life vests or other flotation devices?
10. Can you describe the colors of the victims' clothing?
11. Was this an accident involving boats?
12. Is anyone else injured? If so, go to the EMD Flip Cards immediately.
13. Go to Question **W-2**

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## V) MUTUAL AID

1. What resources do you need?
2. What type of incident is it?
3. What is the name of the incident?
4. What is your order number?
5. What is your request number?
6. What is the reporting location?
7. What is the contact frequency?
8. Is it "immediate" or "planned" need? **\*\*\*\* If "IMMEDIATE", Go to V-9    If "PLANNED", Go to V-10 \*\*\*\***
9. Do you want them to form at the scene? (IMMEDIATE)
10. What is the reporting time? (PLANNED)

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## W) PRE-ARRIVAL INSTRUCTIONS

### 1. TRAPPED IN STRUCTURE FIRES:

- Stay low to the floor
- Close doors immediately
- Do not attempt to use elevators
- Use wet clothes or other cloths to cover cracks at the bottom of doors
- Cover the air vents if possible
- Do **NOT** break any windows
- Once outside do **NOT** go up in the building
- Make yourself known to firefighters when they arrive
- Stay on the phone with me for as long as you can
- Return to Question **C-3** if needed.

### 2. FLOODS:

- Climb to higher ground and wait
- Avoid walking through any flood waters
- Do **NOT** attempt to drive a vehicle through any flood waters
- If your car stalls in water abandon it immediately and do **NOT** attempt to move it

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.

## X) GENERAL INFORMATION

Do **NOT** attempt to instruct callers in the use of fire extinguishers. Advise them to either:

- Evacuate the building/structure immediately, and/or
- Stand a safe distance away from the fire.

### FIRE EXTINGUISHERS:

- **Types:**
  - A (green triangle ▲) – ordinary combustibles
  - B (red square ■) – flammable liquids
  - C (blue circle ●) – electrical equipment
  - D (yellow star ★) – combustible metals
- **Usage:**
  - PASS:
    - Pull the pin
    - Aim low at the base of the fire
    - Squeeze the handle
    - Sweep back and forth from side to side

\*\*\*\*\* PROPRIETARY AND CONFIDENTIAL \*\*\*\*\*

This document is the property of AMR Communications Management Services, Inc. and the Redwood Empire Dispatch Communications Authority. This document may not be distributed or copied in any form without the written consent of the AMR/REDCOM Communications Director or as authorized by the Dispatch Operations Advisory Group of the Redwood Empire Dispatch Communications Authority.