



DEPARTMENT OF FIRE AND RESCUE SERVICES

	<h1>GENERAL ORDER</h1> <h2>150.07</h2>	
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Originating Bureau	Issue Date	Revision Date	Attachments
Administration	7/1/1999	N/A	N/A

SUBJECT: Apparatus Response to Non-EMS Incidents

APPLICABILITY: All Personnel

POLICY:

For specific types of calls, which are outlined below, The Howard County Department of Fire and Rescue Services (DFRS) apparatus shall proceed to the incident scene in a non-emergency manner. Responses for all other calls shall be in an emergency manner. Officer discretion may always be used to alter a unit's response mode.

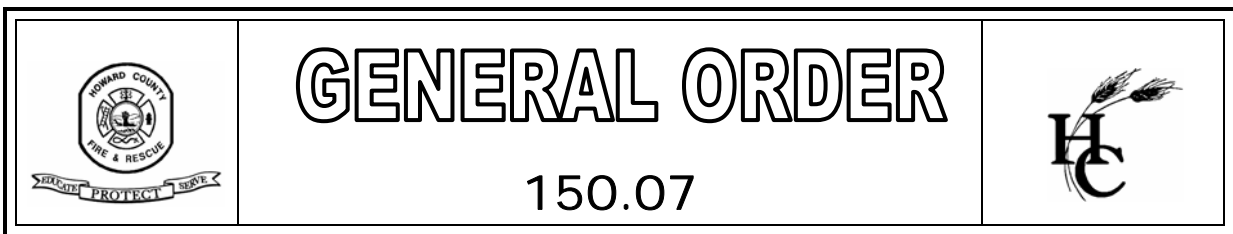
1 GENERAL

- 1.1 It is the responsibility of DFRS to respond to customer needs in a safe manner without causing harm to either citizens or firefighters on the way to the scene. By proceeding to the scene in a prudent manner based on the call type, DFRS accomplishes this task without compromising its ability to promptly serve the public.
- 1.2 Responses shall be designated as emergency or non-emergency based upon information available to the responding unit(s).
- 1.3 A non-emergency response may be upgraded to an emergency response based upon information available to responding units, including additional information relayed by Communications from a caller, past experience at the particular location, information developed by responding units upon their arrival, the nature of the call and conditions affecting such a call, and other appropriate information.
- 1.4 An emergency response may be downgraded to either a non-emergency response or a change to ready status for continuing units based upon information available to responding units, including additional information relayed by Communications from a caller, past experience at the particular location, information developed by responding units upon their arrival, the nature of the call and conditions affecting such a call, and other appropriate information.

2 DEFINITIONS

- 2.1 **Communications** shall be defined as the area of the Howard County 911 Dispatch Center which houses call takers, fire dispatch and police dispatch.

DEPARTMENT OF FIRE AND RESCUE SERVICES

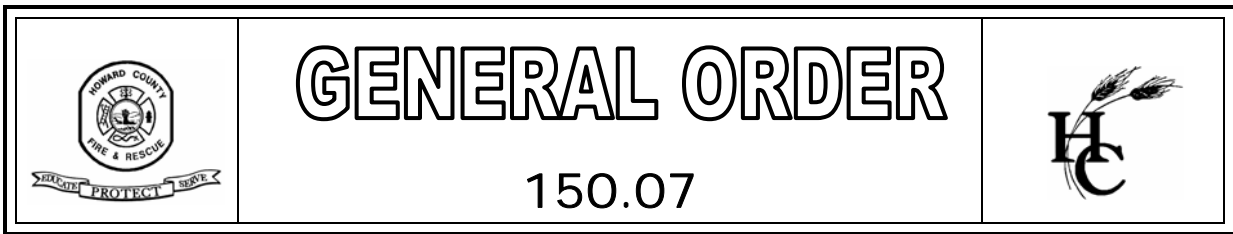


- 2.2 An **Emergency Response** shall be defined as *all* DFRS apparatus (and mutual aid company vehicles) proceeding to the dispatched location pursuant to DFRS Policy on Vehicle Safety.
- 2.3 A **Non-Emergency Response** shall be defined as *all* DFRS apparatus (and mutual aid company vehicles) proceeding to the dispatched location without the use of any emergency lights or sirens. The apparatus operators shall obey all posted speed limits, as well as traffic signals and stop lights.
- 2.4 A **Non-EMS Incident** shall be defined as an event where DFRS response has been requested, but the information relayed to DFRS personnel does not indicate that the situation will involve medical intervention by DFRS personnel.

3 GUIDELINES REGARDING SITUATIONS WARRANTING A NON-EMERGENCY RESPONSE

- 3.1 The following situations shall warrant a non-emergency response by DFRS apparatus dispatched to the scene:
 - 3.1.1 Automatic fire alarm activation (with no smoke or haze reported and no subsequent/multiple calls);
 - 3.1.2 Smoke detector activation (with no smoke or haze reported and no subsequent/multiple calls);
 - 3.1.3 Sprinkler alarm activation (with no smoke or haze reported and no subsequent/multiple calls);
 - 3.1.4 Manual pull station activation (with no smoke or haze reported and no subsequent/multiple calls);
 - 3.1.5 Carbon monoxide or methane detector activation (without patient signs and/or symptoms reported);
 - 3.1.6 Report of outdoor gasoline leaks;
 - 3.1.7 Report of wires down;
 - 3.1.8 Call for station transfer;
 - 3.1.9 Call for a wash-down;
 - 3.1.10 Call for a police assist that does *not* indicate an EMS or other emergency;
 - 3.1.11 Call for non-emergency lock out.
 - 3.1.12 Call for tree/pole fire;
 - 3.1.13 Call for elevator rescue (with no medical emergency to trapped citizens reported);
 - 3.1.14 Call for investigation of unknown odors; and,
 - 3.1.15 Call for broken sprinkler or water pipes.
- 3.2 When warranted, officer discretion for an emergency response by dispatched DFRS

DEPARTMENT OF FIRE AND RESCUE SERVICES



apparatus may override the initial non-emergency response.

3.2.1 Communications shall be notified of the change in the unit's response status.

3.2.2 The officer shall be responsible for documenting in the narrative portion of the incident report all factors contributing to his/her decision to upgrade apparatus to an emergency response.

3.3 All staff vehicles and utilities responding to the scene shall proceed in a non-emergency manner.

3.4 The officer of the first arriving unit shall broadcast his/her initial scene size-up and advise of any change in response status (i.e., upgrade units to an emergency response or return the assignment to ready status) for the units not yet on the scene.

4 GUIDELINES REGARDING SITUATIONS WARRANTING AN EMERGENCY RESPONSE

4.1 Any other situation not outlined in section 3.1 of this policy and procedure shall warrant an emergency response by DFRS apparatus dispatched to the scene.

4.2 When warranted, officer discretion for a non-emergency response by dispatched DFRS apparatus may override the initial emergency response.

4.2.1 Communications shall be notified of the change in the unit's response status.

4.2.2 The officer shall be responsible for documenting in the narrative portion of the incident report all factors contributing to his/her decision to downgrade apparatus to a non-emergency response.

4.3 All staff vehicles and utilities responding to the scene shall normally proceed in a non-emergency manner.



4.3.1 Officer discretion may be used, pursuant to section 1.3 of this policy, to upgrade the response of a specific utility, when warranted.

4.3.2 Communications shall be notified of the change in the unit's response status.

4.3.3 The officer shall be responsible for documenting in the narrative portion of the incident report all factors contributing to his/her decision to upgrade the specific utility to an emergency response.

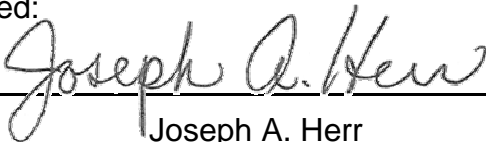
4.4 The officer of the first arriving unit shall broadcast his/her initial scene size-up and advise of any change in response status (i.e., downgrade units to a non-emergency

DEPARTMENT OF FIRE AND RESCUE SERVICES

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response or return the assignment to ready status) for the units not yet on the scene.

Approved:



Joseph A. Herr
Fire Chief