



**GLASTONBURY FIRE DEPARTMENT
STANDARD OPERATING GUIDELINES**



SOG NUMBER: FDO-101 ISSUED DATE: 03-26-97 EFFECTIVE DATE: 03-26-97
REVISION #: 2 REVISED DATE: 01-11-16 EFFECTIVE DATE: 01-11-16
CATEGORY: EMERGENCY OPERATIONS - GENERAL
SUB-CATEGORY: DEPARTMENT DIRECTIVE
SUBJECT: HANDLING REPORTS OF EMERGENCIES

Section I – Introduction

A. Objectives

To obtain the necessary information accurately by identifying the nature of an incident, determining the appropriate level of fire department response and assuring the safety of the caller.

B. Applicability

This guideline applies to processing of all reports of emergency via walk-ins, telephone, or radio by either the Glastonbury Police Dispatch center or Fire Department Headquarters Dispatch Center or any fire station.

C. References

None

Section II – Handling of Walk-in Reports at a Glastonbury Fire Department Station

Upon receiving a walk-in report of an emergency the member should get the basic information from the Reporting Party (RP), including:

- A. Location/address of the emergency.
- B. Type and extent of the emergency.
- C. Number of persons injured, entrapped, or unaccounted for, if any.
- D. Name, address and telephone number of RP.

The incident should then be reported to the Glastonbury Police dispatch center. This should be done by calling 911 through the business phone system (dial 9 for outside line first) or via the emergency phone located in front of each fire station. Once the dispatcher picks up the call the member should identify him/herself, station number, and the type and location of the emergency the station is responding to. The member should then turn the phone over to the RP for further questioning by the dispatcher.

Note: It is essential that the call to dispatch not be made over normal business lines to ensure that the Glastonbury Police dispatcher immediately recognized the call as being an emergency and to minimize the possibility of receiving a busy signal.

Section III – Handling of Phone Reports to the Station

Emergencies reported to the station by telephone are to be handled in the same manner as described for walk-ins. In NO case should the member receiving the call instruct the caller to hang up and dial 911.

Section IV – Reporting Emergencies by Radio

Any Glastonbury Fire Department unit discovering an emergency while out of the station should immediately report it prior to initiating any action. The unit reporting the emergency should first notify dispatch and advise them that they are reporting an emergency. As an example,

“Engine 22 to dispatch reporting an emergency”

Once dispatch acknowledges the message the unit should advise dispatch as to the nature of the emergency, actions being taken, confirmation of command, and level of response required.

Section V – Emergencies Reported by a Member Outside of the Fire Station

Any member coming upon an emergency in their travels or having one reported to them should immediately see that the incident is reported to dispatch via 911 or radio, if available. The 911 report should include the same information as described for walk-in reports at the station. Once steps have been taken to notify dispatch the member should aid those that are in need provided it can be safely done.

Section VI- Emergencies conditions within the fire station i.e., fire or natural disaster that makes the station unsafe to occupyEmergency Action Plan

In the event of any emergency condition at any fire station all members will immediately exit the building at the nearest exit and meet in the front of the building side street.


Do not call 911 from the fire station – exit immediately. Call from a cell phone or from an adjacent property.

Do not attempt to control any fire – exit immediately.

Members of the Glastonbury Fire Department may re-enter the building as emergency responders following the appropriate department standard operating guidelines.

Section VII- Approval

Fire Chief



Date of Approval:

1/11/16