



# GLASTONBURY FIRE DEPARTMENT STANDARD OPERATING GUIDELINES



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ISSUED DATE: 04-15-11

EFFECTIVE DATE: 04-15-11

REVISION #: 4

REVISED DATE: 03-17-20

EFFECTIVE DATE: 03-17-20

CATEGORY: EMERGENCY OPERATIONS - GENERAL

SUB-CATEGORY: RESPONSE TO ALARMS

SUBJECT: MULTIPLE ALARMS

RELATED GUIDELINES: DRC-004

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## Section I – Introduction

### A. Objective

Emergency situations occur which will require additional fire apparatus and/or personnel staffing beyond the normal first alarm assignment. This procedure outlines what should be utilized when additional personnel, apparatus and/or equipment are required to bring an incident under control while ensuring firefighter safety.

A “working fire” is defined as any fire within a structure that requires commitment of personnel wearing SCBA and the use of a 1-3/4” or larger hose line(s) either on the interior or exterior of a building(s).

The declaration of a “working fire” may be made by a fire officer, the first arriving fire apparatus responding to the incident or by Dispatch based upon information received from i.e. a police officer on scene, multiple 911 calls, etc.

### B. Applicability

This procedure applies to any incident in which additional resources may be needed or requested by the Incident Commander.

### C. References

None

## Section II – Guideline

### 1. Additional apparatus and personnel will be provided:

- To assist in the mitigation of the original incident(s)
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- To maintain adequate continued town-wide coverage
  - To maintain firefighter safety through the use of the RAPID INTERVENTION TEAM (RIT) whenever Glastonbury Fire Department members are engaged in either interior or exterior structural firefighting.
2. The function of providing additional apparatus, personnel and/or equipment will be implemented through the use of an automatic operating guideline for "working fires", second alarm fires and third alarm fires. This procedure may involve the use of mutual aid for apparatus and personnel from surrounding communities.
  3. The immediate need for mutual aid may be requested by any Fire Department Officer and is to be communicated through the Dispatcher.
  4. During any multiple alarm incidents, the implementation of a Base Officer by the Fire Department will be established to ensure that the remaining available apparatus are relocated to ensure each fire station is covered.

### Section III- Process

A. If a "WORKING STRUCTURE FIRE" is declared the following procedures are to be implemented:

1. The Department's "ALL CALL" Tone (**ONLY**) is to be activated.
2. The location and type of incident is to be broadcast on the GFD primary channel.
3. An additional Engine from the third due company is to be added to the assignment for R.I.T. (Rapid Intervention Team).
4. An EMS unit (BLS) is to be dispatched Priority 3 unless otherwise instructed by the Incident Commander.
  - a. If information is received of multiple patients and/or injuries then the Dispatcher is to request additional BLS or ALS units.
5. Eversource is to be notified to respond to the incident Priority # 2.
  - a. Priority #2 - 800-286-9180
  - b. Priority #1 - 800-228-7764
6. Advise the Incident Commander once Eversource has been notified.
7. The Fire Department will establish a Base Officer at any of the department's fire stations.
  - a. The Base Officer (once established) will coordinate station coverage and mutual aid with the Dispatch Center (See Addendum A).
8. Notifications are to be made to:
  - a. Chief Michael Thurz -- (860) 250-3578
  - b. Assistant Chief David Thurz -- (860) 490-3457
  - c. On-call Fire Marshal
  - d. Glastonbury Emergency Medical Services Duty Officer -- (860) 338-7426
9. If fire hydrant(s) are being utilized a notification is to be made during the incident to the appropriate water authority.
  - a. Metropolitan Water District (MDC) 860-513-3388
  - b. Manchester Water -- (860) 647-3111
    - i. Manchester Water provides service from Manchester Road and Hebron Avenue north to the Manchester town line and east just prior to Owens Lane.
10. At the request of the Incident Commander CNG (Conn. Natural Gas Co.) will be notified (877)-507-5567.

11. The Incident Commander shall appoint a Safety Officer.
12. The Safety Officer will use the department's checklist and will turn it into the Incident Commander at the termination of the incident.
13. The Incident Commander shall appoint a Rehab Officer.
14. The Rehab Officer will work with the on-scene EMS if need be and will establish a rehab area.
15. The REHAB area should be located in close proximity to the SCBA bottle change area.
16. The Incident Commander may appoint an Accountability Officer and/or a Communications Officer as needed.

B. In the event a "SECOND ALARM" is declared the following additional action steps are to be implemented:

1. The Incident Commander / Base Officer will establish a staging area location for the "Second Alarm" apparatus to report to:
2. The Department's ALL CALL Tone (ONLY) will be activated.
3. The location and type of incident will be broadcast on the GFD primary channel. Announcing a "SECOND ALARM OF FIRE"
4. The remaining Glastonbury Apparatus and/or the Mutual Aid cover apparatus will be directed to the established staging area for assignment.
5. The Department Base Officer will refer to the Mutual Aid call out listing and assign the appropriate second or third choice Mutual Aid departments to cover Glastonbury stations.
6. The Department Base Officer will request a Mutual Aid LADDER or TOWER apparatus to report to GFD Station # 1 for town wide coverage.

(1) Wethersfield	(2) Rocky Hill	(3) East Hartford	(4) Portland
(860) 721-2901	(860) 258-7640	(860) 528-4401	(860) 347-2541

7. Notification is to be made to the Town Manager - (860) 652-7500 or by the Dispatcher.
8. Notification to the Emergency Management Director (860) 982-5064 or by the Dispatcher.
9. Ascertain from the Incident Commander if the services of the American Red Cross are required for shelter or housing of displaced occupants. (877) 287-3327 or during business hours (860) 678-2700.
10. A request for the CERT Canteen should be made through Farmington Police Dispatch Center. The telephone number to Farmington Police is (860) 675-2400. An alternative contact for the CERT Canteen is Michael Boucher HQ-35 (860) 982-5762.

11. If a Task Force activation will be required, the Incident Commander and/or the Base Officer will determine if the requested Task Force will be immediately deployed to the incident scene, staged at specific location or be placed on standby in their quarters.
12. Notification to Station TN at 1-860-875-2543 and request a Hartford County Coordinator by notified.
  - a. The coordinator will contact Dispatch once notified.
13. Advise Hartford County Coordinator that you are requesting a Task Force activation and advise them to respond either to the scene, staging or to standby in their quarters.

**NOTE: Close coordination of activities between Dispatch and the Base Officer shall be maintained during the duration of the incident.**

C. In the event a "THRID ALARM" is declared the following additional action steps are to be implemented:

1. The Incident Commander / Base Officer will establish a staging area location for the third alarm apparatus to report to:
2. The Department's ALL CALL Tone (ONLY) will be activated.
3. The location and type of incident will be broadcast on the GFD primary channel. Announcing a "THIRD ALARM OF FIRE"
4. The Mutual Aid apparatus covering the stations will be directed to the established staging area for assignment.
5. The incoming Task Force, if not already responding to town, will be directed to respond to a designated staging area or directly to the incident scene per the Incident Commander / Base Officer (3-Engines; 1-Ladder; 1-Rescue)
6. The Department Base Officer will refer to the Mutual Aid call out listing on Page 6 and assign the appropriate third choice Mutual Aid departments to cover the appropriate Glastonbury Fire Stations.
7. The Department Base Officer will ascertain from the Incident Commander if additional firefighter REHAB resources are required at the scene.
8. Request an additional EMS unit to be dedicated to the Task Force.
9. Contact Wethersfield Fire Department for its REHAB Unit (860) 721-2901.
10. The Department Base Officer, Incident Commander and the County Coordinator will discuss the projected length of the incident and the potential for additional resources for mitigation or relief.
  - a. The County Coordinator will notify the ESF-4 Duty Officer and coordinate additional resources as needed.

#### Section IV- Base Officer

A. The Fire Department's BASE OFFICER will take the following actions once the position has been established:

1. Announce on the GFD primary channel that the BASE OFFICER position has been established and identify the Officer assuming the position.
2. Contact each station and ascertain the number of personnel in quarters and the status of the remaining department apparatus.
3. Assign an Engine with a crew from the 4<sup>th</sup> due company to cover the 2<sup>nd</sup> due Company's quarters.
4. Ascertain from the Incident Commander if the Engine initially assigned to R.I.T. is/or will be utilized at the incident.
  - a. If the Engine is not being utilized it may be reassigned to the 1<sup>st</sup> due company for station coverage.
5. If necessary Mutual Aid will be assigned to cover the remaining station(s).
  - a. The list below are the first three choices of mutual aid in order

**Station 1**

- (1) Wethersfield (860) 721-2901
- (2) Rocky Hill (860) 258-7640
- (3) East Hartford (860) 528-4401

**Station 2**

- (1) Portland (860) 347-2541
- (2) East Hampton – Dispatch X-7550
- (3) Middletown (860) 347-2541

**Station 3**

- (1) Marlborough (860) 875-2543
- (2) Colchester (860)537-3412 or (860) 774-7555
- (3) East Hampton – Glastonbury Dispatch X-7550

**Station 4**

- (1) Hebron (860) 875-2543
- (2) Bolton (860) 875-2543
- (3) Manchester (860) 533-8625  
(Manchester Fire Rescue EMS)

6. The Department's Base Officer will ensure that the REHAB hydration kit is delivered to the incident scene.
7. If the duration of the incident requires further sustenance.
  - a. The Department's Base Officer will coordinate with the Incident Commander to have additional supplies brought to the scene (water, coffee, food, etc.).

Section V- Approval

Fire Chief 

Date of Approval: 3/17/2020

**APPENDIX A**

**GLASTONBURY FIRE DEPARTMENT**  
2155 Main Street  
Glastonbury, CT 06033  
(860) 652-7555



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**"WORKING STRUCTURE FIRE"****CHECKLIST**

- Department's "ALL CALL" Tone (ONLY) has been activated.
  - The location and type of incident has been broadcasted on GFD's primary channel.
  - An additional Engine from the third due company has been added to the assignment for R.I.T. (Rapid Intervention Team).
  - An EMS unit (BLS) has been dispatched Priority 3 unless otherwise instructed by the Incident Commander.
    - If information is received of multiple patients and/or injuries additional BLS and/or ALS units have been dispatched.
  - Eversource has been notified and responding on a Priority # 2 level.
    - Priority #2 - 800-286-9180
    - Priority #1 - 800-228-7764
  - Incident Commander advised of notification to Eversource.
  - Fire Department's Base Officer established.
    - The Fire Department's Base Officer will be established at the fourth due fire station. The Base Officer, once established will coordinate station coverage and mutual aid with Dispatch.
  - Notifications have been made to the following individuals:
    - Chief Michael Thurz – (860) 250-3578
    - Assistant Chief David Thurz – (860) 490-3457
    - On-call Fire Marshal
    - Glastonbury Emergency Medical Services Duty Officer – (860) 338-7426
  - Notification has been made to appropriate water authority that fire hydrant(s) are being utilized:
    - Metropolitan Water District (MDC) 860-513-3388
    - Manchester Water – (860) 647-3111
  - If applicable, Incident Commander may request a response of Connecticut Natural Gas Co. (CNG) - (877)-507-5567.
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**FIRE DEPARTMENT BASE OFFICER**

The Fire Department's BASE OFFICER will take the following actions once the position has been established:

- [ ] Announce on GFD's primary channel that the BASE OFFICER has been established and identify the Officer assuming the position.
- [ ] Contact each station and ascertain the number of personnel in quarters and the status of the remaining department apparatus.
- [ ] Assign an Engine with a crew from the 4<sup>th</sup> due company to cover the 2<sup>nd</sup> due Company's quarters.
- [ ] Ascertain from the Incident Commander if the Engine initially assigned to R.I.T. is/or will be utilized at the incident.
  - If the Engine is not being utilized it may be reassigned to the 1<sup>st</sup> due company for station coverage.
- [ ] If necessary, Mutual Aid will be assigned to cover remaining Glastonbury station(s).

Listed below are the first three choices of mutual aid in order of preference

**Station 1**

- (1) Wethersfield (860) 721-2901
- (2) Rocky Hill (860) 258-7640
- (3) East Hartford (860) 528-4401

**Station 2**

- (1) Portland (860) 347-2541
- (2) East Hampton – Dispatch X-7550
- (3) Middletown (860) 347-2541

**Station 3**

- (1) Marlborough (860) 875-2543
- (2) Colchester (860) 537-3412 or (860) 774-7555
- (3) East Hampton – Glastonbury Dispatch  
X-7550

**Station 4**

- (1) Hebron (860) 875-2543
- (2) Bolton (860) 875-2543
- (3) Manchester (860) 533-8625  
(Manchester Fire Rescue EMS)

- [ ] The Department's Base Officer will ensure that the REHAB hydration kit is delivered to the incident scene.

If the duration of the incident requires further sustenance then the Department's Base Officer will coordinate with the Incident Commander to have additional supplies brought to the scene (water, coffee, food, etc.).

**SECOND ALARM  
PROCEDURE CHECKLIST**

In the event a "SECOND ALARM" is declared the following additional action steps are to be implemented:

- [ ] Fire Department to establish a staging area  
Location of the staging area \_\_\_\_\_
- [ ] Department's ALL CALL Tone (ONLY) has been activated.
- [ ] Location and type of incident has been broadcast on the GFD's primary channel. Announcing a "SECOND ALARM"

- Remaining Glastonbury apparatus and/or the Mutual Aid cover apparatus have been directed to the established staging area
- Fire Department's Base Officer requested a Mutual Aid LADDER or TOWER apparatus to respond GFD Station # 1 for town wide coverage.

## Request order

Wethersfield FD	-	(860) 721-2901
Rocky Hill FD	-	(860) 258-7640
East Hartford FD	-	(860) 528-4401
Portland FD	-	(860) 347-2541

- Notification made to the Town Manager – (860) 652-7500 or through Dispatch
- Notification made to the Emergency Management Director – (860) 982-5064 or through Dispatch
- Ascertained if the American Red Cross is needed for shelter or housing of displaced occupants
  - a. (877) 287-3227
  - b. (860) 678-2700 during business hours
- Request for CERT Canteen through Farmington Police Dispatch Center
  - Farmington Police - (860) 675-2400
  - Michael Boucher HQ-35 (860) 982-5762.
- A Hartford County Coordinator has been requested through Station TN at 1-860-875-2543.
  - The coordinator will contact Dispatch once notified.
- Task Force has been activated and advised to:
  - Respond to the scene
  - Respond to staging
  - To standby in their respective quarters and await further instructions.

NOTE: Close coordination of activities between Dispatch and the Base Officer must be maintained during the duration of the incident.

### THIRD ALARM PROCEDURE CHECKLIST

In the event a "THRID ALARM" is declared the following additional action steps are to be implemented:

- Incident Commander and/or Base Officer have established a staging area location for the third alarm apparatus to report to:
- Department's ALL CALL Tone (ONLY) has been activated.



- Location and type of incident will be broadcast on the GFD's primary channel. Announcing a "THIRD ALARM"
- Mutual Aid apparatus covering the stations has been directed to the established staging area for assignment.
- Incoming Task Force (3-Engines; 1-Ladder; 1-Rescue) if not already responding to town, has been directed to:
  - respond to a designated staging area
  - directly to the incident scene per the Incident Commander / Base Officer
- The Department's Base Officer has assigned the appropriate third choice Mutual Aid departments to cover the appropriate Glastonbury Fire Stations.
- The Department's Base Officer has ascertained from the Incident Commander if additional firefighter REHAB resources are required.
- Dispatch has requested an additional EMS unit to be dedicated to the Task Force.
- Dispatch has contacted Wethersfield Fire Department for its REHAB Unit (860) 721-2901.
- The Department's Base Officer, Incident Commander and/or County Coordinator has developed an incident action plan and has determined the potential for additional resources for mitigation or relief.
- County Coordinator has notified ESF-4 Duty Officer