

Non-COVID response workflow –Per ADM 20-07

Units assigned to a response **MUST** acknowledge responding either from the apparatus (AFD) or over the radio for (CVFD or GFD) for each response.

Unit location time(s) will be determined by actual arrival on scene, **OR** at the conclusion of the contact with the caller via phone; Dispatch will enter location time(s) for callback (no response) calls.

ALL units **MUST** radio back to Dispatch when back in-service.

Directives on the department's response to these specific call types:

- **Fire Alarms - Commercial Building** – Occupied: no AFD response will be required if the building is occupied. A Fire Company will be assigned, and the Company Officer will contact the business to determine if an AFD response to the location is necessary.
- **Fire Alarms – Commercial Building** – Unoccupied: Single Fire Company response. RO contact information will be provided when possible to Company Officer who will determine if access to the structure is necessary.
- **Fire Alarms – Residential** -- No AFD response will be required if the residence is occupied with a competent adult who has authority for the property on location. The assigned Company Officer may elect to make contact and determine if any further assistance is needed. If the residence is unoccupied the Fire Company will respond and determine further actions as appropriate.
- **CO Alarms** – Without medical complaint, CO Alarm calls will be assigned to the appropriate Fire Company with contact information in the call. The Company Officer will determine if an AFD response to the location is required.
- **Citizen Assist**—Nearly every situation will require evaluation of the need for a response. The resolution may come from the call taking Dispatcher deferring the call, or the Lead Dispatcher, BC, CO decision on how to manage resolution of the call. In some cases, a Fire Company may need to respond to the location to mitigate the event.
 - Water problems may be deferred to private companies.
 - Lift assists will be determined based on the facility and/or circumstances.
 - Lockouts will be assessed on a case-by-case basis
 - Animal rescues may be deferred to Animal Control or as directed by a BC. Essentially, all citizen assist calls will be placed in a Hold Status until AFD resourcing is determined.
- **Electrical Hazards**--With no life safety concerns will be deferred to the appropriate utility. These calls may be deferred to a Fire Company Officer to determine AFD response.
- **Elevator/Escalator**—Incidents with no medical concerns will be deferred to an appropriate private agency or the buildings proprietor to mitigate.
- **Investigation call types**—Any other calls which are the investigation, Fire Company will be assigned. The Company Officer will determine the AFD response.
- **Priority 1 ASP**—AFD has maintained responding to ASP calls for service that are on hold for greater than 20 minute that, failed to acquire ASP or APD. This time has been adjusted to 60 minutes.

Guidance on resolving low acuity requests for service for Leads and Company Officers in response to these specific call types:

- Limitations in unit apparatus response is not intended to diminish services to the community rather, an attempt to leverage all possible means to connect to the community while using a practical and measured means of connecting Company Officers to the public through the use of callback ahead of unit response.
- Company Officers shall use a customer service approach if choosing to call back a caller on requests for service.
 - When choosing to execute a response through a call back, approach the caller as an opportunity to inform and resolve the issue.
 - In an instance the caller lacks the capacity to demonstrate an understanding of resolution to their request for service, the Company Officer may default to responding to the location of the caller.
 - The community is our priority.
 - As a Company Officer you need assistance contact your Battalion Chief.
- Lead Dispatchers shall triage stacked calls for service and balance these against call volume and available resource types and IDCs resulting for the request of the caller.
- In all circumstances needing clarification of process all current AFD Operational Policies, Procedures and SOGs apply. In other words, if you are in doubt on how to resolve the call, respond to the location of the caller and address the call.

Guidance on Documenting in VISICAD and FireRMS response to these specific call types:

- Caller information and callback number(s) must be placed in all calls.
 - The Call Taker shall inform the caller that an AFD representative may be calling back in known instances of all stacked calls or may alternately respond to the location.
 - Callers unwilling to provide callback information shall be advised units may not be dispatched, depending on incident type. These calls should be strongly considered for transferred to a Lead Dispatcher to resolve or cancel.
- Company Officers and RMS
 - Once your unit has been assigned a response the response must be acknowledged either from the front of the apparatus or via radio to Dispatch.
 - The resource times will continue to flow through CAD to RMS once you have concluded your response and radioed back to Dispatch in-service.
 - The arrival time is the time that you contacted the caller. This will have to be manually entered. Ensure that your times fall within the times of the call between responding and in-service.
 - The disposition of how a call for service is resolved shall be detailed in the RMS Report.
 - **RMS Incident type:** Until further notice, use the appropriate RMS code for the call type that would have been used, as though your unit had arrived on location.
 - **Actions Taken:** Use **863 – Investigate without arrival**. There may be other appropriate actions taken that can be used IN CONJUNCTION WITH 863; such as, referred to appropriate agency (84-refer to proper authority).
 - **Times:** Ensure times are within the call, your arrival time will have to be manually entered. This has the potential to cause errors.
 - **Narratives:** Ensure the detail of the narrative reflects the actions you directed and/or information provided to the caller.

