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Goal:

The goal is to have a procedure in place to ensure effective dispatching of Fire Departments to emergency calls.

Scope:

To develop a procedure for:

1. Fire Station Dispatch.



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1.0 **Fire Station Dispatch**

- 1.1 When it is determined that a Fire Department needs to be dispatched to an emergency event other than an MVC (See Chapter 9 Section 23 – Fire Department Response for Motor Vehicle Collisions) as part of the Call Answer process or when requested by an allied agency:
- a. Initiate the ProQA program
 - b. Follow ProQA prompts
 - c. When prompted by the ProQA dispatch the appropriate Fire Station using the appropriate paging protocol for each station (See Appendix A)
 - d. Provide type of emergency and address or location immediately (repeat once)
 - e. Send fire text/FireQRVS ASAP after the dispatch
 - f. Continue ProQA interrogation obtaining information from caller
 - g. Provide post-dispatch instructions to the caller
 - h. Notify allied agencies if required:
 - i. *POWER*
 - ii. *GAS*
 - iii. *RCMP*
 - iv. *HIGHWAY MAINTENANCE CONTRACTORS*
 - v. *COMMUNITY PEACE OFFICERS*
 - i. Notify any other services required.
 - j. Use the speed dial buttons on the telephone expander or check address book under FIRE for additional phone numbers.
 - k. Complete Fire Dispatch Form as per Chapter 9 Section 22 - Fire Dispatch Forms.
 - l. When the call is completed, fax/email in the yellow sheet to appropriate fire station (do not send the EFD sheets) as per Chapter 9 Section 36 – Faxing and Emailing Dispatch Forms.



Appendix A Paging Protocol

M.D of Bonnyville

Station 1 Administration:

- a. Select Bonnyville radio on the top left corner of the Zetron screen
- b. Contact C1 or C2
- c. Provide information on incident
- d. If unavailable on radio or during silent hours contact via cell phone

Station 2 Goodridge:

- a. Select the Bonnyville icon at the bottom left hand corner of the Zetron screen
- b. Select the Goodridge On Icon in the middle of the screen
- c. Open the link by pressing the Send Alert
- d. Select the icon for the Goodridge pagers and press the Send Alert
- e. When the paging tones are complete (approx. three (3) seconds) select and hold a warble tone for approx. five (5) seconds
- f. Immediately dispatch
- g. At the conclusion of the emergency incident, select the Goodridge Off icon in the middle of the screen and press Send Alert.
- h. **NOTE: Request EMS Standby for all structure fires.**

Station 3 Glendon:

- a. Select the Bonnyville icon at the bottom left hand corner of the Zetron screen
- b. Select the Glendon On icon in the middle of the screen
- c. Open the link by pressing the Send Alert
- d. Select the icon for the Glendon pagers and press the Send Alert
- e. When the paging tones are complete (approx. three (3) seconds) select and hold a warble tone for approx. five (5) seconds
- f. Immediately dispatch
- g. At the conclusion of the emergency incident, select the Glendon Off icon in the middle of the screen and press Send Alert.
- h. **NOTE: Request EMS Standby for all structure fires.**

Station 4/6 Iron River/La Corey:

- a. Select the Bonnyville icon at the bottom left hand corner of the Zetron screen
- b. Select the IR Lacorey On icon in the middle of the screen
- c. Open the link by pressing the Send Alert
- d. Select the icon for the IR Lacorey pagers and press the Send Alert



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- e. When the paging tones are complete (approx. three (3) seconds) select and hold a warble tone for approx. five (5) seconds
- f. Immediately dispatch
- g. At the conclusion of the emergency incident, select the I R Lacorey Off icon in the middle of the screen and press Send Alert.
- h. NOTE: Request EMS Standby for all structure fires.**

Station 5 Bonnyville:

- a. Select the Bonnyville icon at the bottom left hand corner of the Zetron screen
- b. Select the Bonnyville Pager icon in the middle of the screen and press Send Alert
- c. When the paging tones are complete (approx. three (3) seconds) select and hold a warble tone for approx. five (5) seconds
- d. Immediately dispatch
- e. NOTE: Request EMS Standby for all structure fires.**

Station 7/8 Fort Kent/ Ardmore:

**** NOTE: NOT AVAILABLE 6:00 - 18:00 Monday to Friday. Send Station 5 Bonnyville.**

- a. Select the Bonnyville icon at the bottom left hand corner of the Zetron screen
- b. Select the Ft Kent/Ard On icon in the middle of the screen
- c. Open the link by pressing the Send Alert
- d. Select the icon for the Ft Kent/Ard pagers and press the Send Alert
- e. When the paging tones are complete (approx. three (3) seconds) select and hold a warble tone for approx. five (5) seconds
- f. Immediately dispatch
- g. At the conclusion of the emergency incident, select the Ft Kent/Ard Off icon in the middle of the screen and press Send Alert.
- h. NOTE: Request EMS Standby for all structure fires.**

Station 9 Cold Lake:

- a. Transfer to Kyetech
 - i. If coming in on a 911 line and Kyetech is identified on the ANI/ALI for fire dispatch press the fire flash key on the phone
 - ii. If coming in on a 911 line and Kyetech is not identified on the ANI/ALI for fire dispatch press flash * 25
 - iii. If coming in on a CC1-4 line
 - press the Cold Lake Fire Rescue(CLFR) speed key on the expander,
 - wait for Kyetech to answer



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- identify yourself as Bonnyville 911 and state that you have a caller on the line for them
- Press the Cfn/Trn button on the phone
- Instruct the caller to go ahead
- Monitor the transfer of information
- Place on hold until call is completed
- Press Release button

St. Paul County

St. Paul Fire Department

- a. Select the St.Paul icon at the bottom left hand corner of the Zetron screen
- b. Select the St. Paul On icon in the middle of the screen
- c. Open the link by pressing the Send Alert
- d. When the link tones are complete (approx. three (3) seconds) select and hold a warble tone for approx. five (5) seconds
- e. Immediately dispatch
- f. At the conclusion of the emergency incident, select the St.Paul Off icon in the middle of the screen and press Send Alert.
- g. **NOTE: Request EMS Standby for all structure fires.**

Mallaig Fire Department

- b. Select the St. Paul icon at the bottom left hand corner of the Zetron screen
- c. Select the Mallaig On icon in the middle of the screen
- d. Open the link by pressing the Send Alert
- e. When the link tones are complete (approx. three (3) seconds) select and hold a warble tone for approx. five (5) seconds
- f. Immediately dispatch
- g. At the conclusion of the emergency incident, select the Mallaig Off icon in the middle of the screen and press Send Alert.
- h. **NOTE: Request EMS Standby for all structure fires.**

Ashmont Fire Department

- a. Select the St. Paul icon at the bottom left hand corner of the Zetron screen
- b. Select the Ashmont On icon in the middle of the screen
- c. Open the link by pressing the Send Alert
- d. When the link tones are complete (approx. three (3) seconds) select and hold a warble tone for approx. five (5) seconds
- e. Immediately dispatch



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- f. At the conclusion of the emergency incident, select the Ashmont Off icon in the middle of the screen and press Send Alert.
- g. NOTE: Request EMS Standby for all structure fires.**

Elk Point Fire Department

- a. Select the St.Paul icon at the bottom left hand corner of the Zetron screen
- b. Select the Elk Point On icon in the middle of the screen
- c. Open the link by pressing the Send Alert
- d. Select Elk Point siren icon in the middle of the screen
- e. Activate siren by pressing Send Alert
- f. When the siren tones are complete (approx. three (3) seconds) select and hold a warble tone for approx. five (5) seconds
- g. Immediately dispatch
- h. At the conclusion of the emergency incident, select the Elk Point Off icon in the middle of the screen and press Send Alert.
- i. NOTE: Request EMS Standby for all structure fires.**

Smoky Lake County

Smoky Lake Fire Department

- a. Select the Smoky Lake icon at the bottom left hand corner of the Zetron screen
- b. Select the Smoky Lake On icon in the middle of the screen
- c. Open the link by pressing the Send Alert
- d. When the link tones are complete (approx. three (3) seconds) select and hold a warble tone for approx. five (5) seconds
- e. Immediately dispatch
- f. At the conclusion of the emergency incident, select the Smoky Lake Off icon in the middle of the screen and press Send Alert.
- g. NOTE: Request EMS Standby for all structure fires.**

Vilna Fire Department

- a. Select the Smoky Lake icon at the bottom left hand corner of the Zetron screen
- b. Select the Vilna On icon in the middle of the screen
- c. Open the link by pressing the Send Alert
- d. Select Vilna siren icon in the middle of the screen
- e. Activate siren by pressing Send Alert
- f. When the siren tones are complete (approx. three (3) seconds) select and hold a warble tone for approx. five (5) seconds
- g. Immediately dispatch



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- h. At the conclusion of the emergency incident, select the Vilna Off icon in the middle of the screen and press Send Alert.
- i. **NOTE: Request EMS Standby for all structure fires.**

Waskatenau Fire Department

- a. Select the Smoky Lake icon at the bottom left hand corner of the Zetron screen
- b. Select the Waskatenau On icon in the middle of the screen
- c. Open the link by pressing the Send Alert
- d. Select Waskatenau siren icon in the middle of the screen
- e. Activate siren by pressing Send Alert
- f. When the siren tones are complete (approx. three (3) seconds) select and hold a warble tone for approx. five (5) seconds
- g. Immediately dispatch
- h. At the conclusion of the emergency incident, select the Waskatenau Off icon in the middle of the screen and press Send Alert.
- i. **NOTE: Request EMS Standby for all structure fires.**

Fishing Lake Metis Settlement

Fishing Lake Fire Department

- a. Press the expander key “FL 1st Resp”
- b. Wait for the tone before you speak
- c. Provide information and wait for confirmation
- d. If no confirmation press the # key to hang up
- e. Telephone the Fishing Lake Fire Chief
- f. If unable to contact the Fishing Lake Fire Department/Fire Chief, dispatch Elk Point Fire Department.
- g. **NOTE: Request EMS Standby for all structure fires.**

Buffalo Lake Metis Settlement

Buffalo Lake Fire Department

- a. Press the expander key “Buffalo”
- b. Wait for them to answer before you speak
- c. Provide information and wait for confirmation
- d. If no confirmation press the Release key to hang up
- e. Telephone the Buffalo Lake Fire Chief: 780-689-5220
- f. If unable to contact the Buffalo Lake Fire Department/Fire Chief, contact Parkland Dispatch and request Lac La Biche Fire Department.



Cold Lake First Nations

Cold Lake First Nations Fire Department

- a. Press the expander key “CLFN Fire”
- b. Wait for them to answer before you speak
- c. Provide information and wait for confirmation
- d. If no confirmation press the Release key to hang up
- e. If unable to contact the Cold Lake First Nations Fire Department, contact Kyetech and request that Cold Lake Fire Department be dispatched.

Kehewin Cree Nation

Kehewin Fire Department

- a. Press the expander key “Kehewin Fire”
- b. Wait for them to answer before you speak
- c. Provide information and wait for confirmation
- d. If no confirmation press the Release key to hang up
- e. If unable to contact the Kehewin Fire Department, dispatch Bonnyville Fire Department.

Saddle Lake Cree Nation

Saddle Lake Fire Department

- a. Press the expander key “Saddle LK”
- b. Wait for them to answer before you speak
- c. Provide information and wait for confirmation
- d. If no confirmation press the Release key to hang up
- e. If unable to contact the Saddle Lake Fire Department, call the RCMP.

Canadian Forces Base Cold Lake (4-Wing)

4-Wing Fire Department

- a. Press the expander key “4 Wing Fire”
- b. Wait for them to answer before you speak
- c. Provide information and wait for confirmation
- d. Press the Release key to hang up

