

Goal:

To establish a procedure for processing carbon monoxide alarm calls.

Scope:

To have a procedure for:

1. Calls from Alarm Companies;
2. Calls from Private Caller.



1.0 Calls from Alarm Companies

- 1.1 Alarm calls are received on CC 1-5 from an alarm company.
- 1.2 Process using ProQA card 52 alarms unless the following:
- a. There is fire/smoke present. E.g.) a fire place is being used.
 - Dispatch appropriate fire department and advise the gas company.
 - b. There are injuries or illness.
 - Put the caller through to EMS, stay on the line to get the necessary information to dispatch the appropriate fire department and then contact the gas company.
- 1.3 Contact the property owner/occupant using the contact number provided by the alarm company and:
- a. Notify the owner/occupant that you have received the alarm and confirm if there is an emergency.
 - b. If there is an emergency follow ProQA.
 - c. If there is no emergency and the caller is unsure of why the alarm is activated advise them to contact their gas company to have their gas fired appliances checked.
 - d. If the caller is reluctant to call the gas company, the dispatcher may take all necessary information and notify the appropriate gas company on their behalf.
 - e. If you are unable to contact the owner/occupant follow the ProQA for fire dispatch.

2.0 Calls from Private Caller

- 2.1 Private calls are received on 911 lines.



2.2 Suggest callers call their gas company unless:

a. There is fire/smoke present. E.g.) a fire place is being used.

Dispatch appropriate fire department and advise the gas company.

b. There are injuries or illness.

Put the caller through to EMS, stay on the line to get the necessary information to dispatch the appropriate fire department and then contact the gas company.

2.3 If the caller is reluctant to call the gas company, the dispatcher may take all necessary information and notify the appropriate gas company on their behalf.

