
S.O.P. #: 300-17

SUBJECT: EMERGENCY NOTIFICATION

DIVISION: COMMUNICATIONS DIVISION

Objective: To make appropriate and timely telephone notification to the Fire Chief, Director of Emergency Management, and/or Assistant Chiefs, of emergency incidents requiring immediate attention.

Section 1: Purpose

It is imperative that the Fire Chief, Director of Emergency Management, and/or Assistant Fire Chiefs, be notified of any critical incidents or events as soon as practical. The purpose of emergency notifications is to ensure there is command level situational awareness regarding incidents or events which may require a command level response, inter-agency coordination of resources, preparation for media relations inquiries and/or proper notification to the County Executive and his/her Senior Staff.

Section 2: Definitions

A. Critical Incidents: Critical incidents are defined as significant incidents that could generate public concern or interest. Such incidents may threaten life, health, safety and property. Examples of critical incidents include, but are not limited to the following:

- All fires requiring a two-alarm or greater response
- Fatal incidents – fire, MVC, carbon monoxide
- Structure or area evacuations of 10 or more people
- Building fires resulting in major or total property loss
- Incidents that deplete fire department resources
- Motor vehicle crashes involving MTA or school buses
- Active assailant/active threat events
- Major Hazmat or ATR incidents, or rescues requiring the equivalent of a single alarm or greater response
- Storm-related calls (i.e. multiple water rescues, building collapse, flooding, significant localized or wide-spread storm damage – wires and trees down)
- High-risk facility evacuations, fire or hazmat (CO) calls
- Incidents that generate a high level of public interest or media interest
- Any other incident that, in the judgment of the Administrative Duty Officer, require notification to the Chief of the Department.

B. Critical Events: Critical events are defined as significant events that could generate public concern or interest. Such events may threaten life, health, safety and property. Examples of critical events include, but are not limited to the following:

- Fire department vehicle crashes or incidents resulting in serious injury or transport
- Extended disruptions in 911 communications center operations
- Any fire department personnel who are transported to the hospital or are expected to be transported to the hospital for significant/serious injury or illness (Priority 1 or 2, and any burn injury regardless of priority)
- Active member death – on or off duty
- Request for service from an elected official

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Section 3: Notification Process - Immediate

Upon receipt and confirmation of a critical incident or event, the Fire Chief and Director of Emergency Management shall be promptly notified via telephone. In the event the Fire Chief is not immediately available, contact the Assistant Fire Chiefs to make notification. Notification shall be attempted using both primary and secondary telephone numbers recorded in TeleStaff. Phone notification should occur in concert with the current CAD Page notification protocol.

Section 4: Notification Process – Follow Up

Following any critical incident or event where a fire department member suffers an injury or illness, and is transported to a medical facility for treatment, the Fire Chief, Assistant Fire Chiefs and Director of Emergency Management shall be notified via email. The email should contain:

- Member rank, name and current assignment
- Assignment at the time of injury
- Nature of injury/illness
- Destination of transport
- Contact information

Following any critical incident, a Special Report, Form 382 (Appendix A) shall be completed and sent to the following:

- Fire Chief
- Assistant Fire Chiefs
- Director of Emergency Management
- Division Chiefs
- Director of Safety
- Director of EMS
- Director of Media Relations/Public Affairs
- Public Information Officers Group – fire and police
- Administrative Duty Officer Group

Baltimore County Fire Department Special Report

E-Mail to PIO

| | | | | | | | |
|-----------------------------|---------------|-----------------------|--|------------------------------|--|--------------|--|
| Box Area: | | Incident Type: | | Dispatch Time: | | Date: | |
| | | | | | | | |
| Incident #: | | Location: | | | | | |
| First Assigned Unit: | | | | First Arriving Piece: | | | |
| | | | | | | | |
| Alarm: | Units: | | | | | | |
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Brief Description

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|--------------------------------------|--|--|--|---------------------------|--|--|--|
| Fatalities: | | | | | | | |
| Civilian Injuries: | | | | | | | |
| Civilian Transports: | | | | | | | |
| FF Injuries: | | | | | | | |
| FF Transports: | | | | | | | |
| Persons/Businesses Displaced: | | | | | | | |
| Haz Mat: | | | | | | | |
| Damage to Exposures: | | | | | | | |
| Unusual Circumstances: | | | | | | | |
| Incident Commander: | | | | Fire Investigator: | | | |

Remarks/Additional Information

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|--|--|--|--|--|--|--|--|
| <p>Transfers/Standbys =Requested by ADO</p> | | | | | | | |
|--|--|--|--|--|--|--|--|

Special Calls: Time Notified, Available/Unavailable, State Reason

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|---------------|--------------------------|--|----------------------|--------------------------|--------------------------|--|---------------------|--------------------------|--------------------------|--|
| Chief | <input type="checkbox"/> | | AC | <input type="checkbox"/> | <input type="checkbox"/> | | DC | <input type="checkbox"/> | <input type="checkbox"/> | |
| Rehab | <input type="checkbox"/> | | MDE | <input type="checkbox"/> | <input type="checkbox"/> | | Chaplain | <input type="checkbox"/> | <input type="checkbox"/> | |
| PIO | <input type="checkbox"/> | | FID | <input type="checkbox"/> | <input type="checkbox"/> | | Police | <input type="checkbox"/> | <input type="checkbox"/> | |
| Health | <input type="checkbox"/> | | Special/Other | <input type="checkbox"/> | <input type="checkbox"/> | | Emerg. Mgmt. | <input type="checkbox"/> | <input type="checkbox"/> | |