

# Operating Guidelines

Section: Fire Investigation

Subject: Fire Alarm Calls

Policy #: 402

Date Issued: March 12, 2016

Date Revised: October 3, 2017

## Purpose

To establish a uniform and consistent method to respond to and investigate fire alarm calls generated by monitoring companies.

## Procedure

### 402.1

Upon receipt of a fire alarm call, generated by a monitoring company, Parry Sound Fire Dispatch will tone out a full station response and initiate the response of the “key holder”.

### 402.2

The acknowledging Officer/Firefighter will confirm that a “key holder” has been notified and request a ETA for the key holder.

### 402.3

Upon arrival at the emergency scene a thorough exterior visual and thermal inspection will commence while awaiting the arrival of the key holder.

### 402.4

If the key holder is unable to be reached the Incident Commander shall order forcible entry into the effected building to complete investigation. He/she must notify fire dispatch that forced entry has been made and Police must be notified that the building will be unsecure. (In addition see 402.6)

### 402.5

Upon the arrival of the key holder a thorough internal visual and thermal investigation will commence including the investigation of any attic spaces that are accessible.

#### **402.6**

The internal investigation will commence no later than 30 minutes' after receipt of the emergency notification, regardless if the Key holder has arrived. If forcible entry is required, personnel will attempt entry causing the least amount of property damage as possible.

#### **402.7**

The I.C. will request notification of the OPP if forcible entry is required as for 402.4 and 402.6. If a dwelling must be entered through the use of forcible entry, the I.C. will request the Fire Chief be notified by dispatch.

#### **402.8**

Once notified of an alarm by dispatch the Fire Department shall investigate as per the O.P.

### **Responsibility**

It is the responsibility of all Fire Department personnel to follow these procedures. Deviation from this Policy is at the discretion of the Officer in charge and responsibility for any deviation lies with this individual.