

Grand Forks Fire Department

Standard Operating Procedures

SOP# 803.04	Section Communications	Title Watchroom Procedures
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I. Scope:

This standard establishes guidelines for use of the department's watchroom procedures.

II. General:

- A. The watchroom will be continuously staffed according to the daily watchroom schedule. The daily watchroom schedule will be the responsibility of the Station #1 Captain. The watchroom schedule will be set using the following guidelines:
- a. The watchroom will be staffed from 0730 to 2200 hours by firefighters as assigned by the Station #1 Captain. If the need arises to leave the watchroom unattended, (i.e. drill sessions) notify the clerical or administrative staff that the telephones will have to be covered.
 - b. The Station #1 Captain will staff the watchroom from 2200 to 0730 hours.
 - c. The watchroom does not have to be staffed by an "in-man"; personnel staffing the watchroom are available to respond to incidents.
 - d. On limited occasions, the telephone can be placed on "night" and calls can be re-routed as deemed necessary.
- B. When changes of watch occur, it is the responsibility of the person being relieved to thoroughly acquaint the incoming employee with the status of all on going operations and alarms, expected incoming calls, and other important information regarding current conditions.
- C. The individual on watch shall:
- a. Answer the phones by saying, "Thank-you for calling the Grand Forks Fire Department. This is (rank/title and last name). How may I help you?"
 - b. Route all incoming calls to the proper person, or to that, person's voice mail.
 - c. Operate the radios.

- d. Operate the doors, walk-in and drive-through.
 - e. Greet and announce all visitors. During non-business hours, the intercom will be used to announce "Visitors in the house".
 - f. Make announcements, throughout the station as appropriate.
 - g. Record all radio tests as they are being conducted.
 - h. Enter appropriate alarm information including the date, time, and address on the run sheet. On-scene times will also be noted on the run sheet.
 - i. When necessary, announce the address and the nature of the alarm by intercom. Routinely dispatch the proper station and vehicles or seek the advice from the officer-in-charge.
 - j. Serve as a communications link for all units, stations and other agencies as needed.
 - k. Note and record all important messages and events for later use, such as: The time and nature of Brief Initial Report (B.I.R.).
 - l. Note and record the time agencies such as Excel Energy were called.
 - m. Note and record the time of callback, and maintain a log of all personnel as they return to duty.
 - n. Note and record the time that mutual aid was asked for, and, the time and nature of other significant events.
- D. Watchroom personnel must remain calm and courteous. It is the responsibility of the Station #1 Captain to insure that the individual "on watch" is aware of his duties and is capable of handling those duties.