



Bureau of Emergency Communications Policy & Procedure

City of Portland, Oregon

6.028 Alarms – Fire/Medical

Defines the procedure for calls involving any type of fire or medical alarm.

I) General

- A) An alarm is any audible, visual or telephonically received notification that a public safety response is requested.
- B) Fire Alarm Calls
 - 1) Commercial Alarms are:
 - (a) Commercial or Business Property is an office, school, store, hotel, motel, hospital, boat house, houseboat, or boat moorage, etc.
 - (b) Apartment or Condominium is a building that has three or more residential units.
 - 2) Residential Alarms are Single Family Residences like a single-family residence, duplex, mobile home, barn, or residential garage.
 - 3) Medical Alarm Calls are calls for service received from third-party medical alert emergency response services (LifeLine, Alert1, etc.).
 - 4) Out of area contracted alarm companies (like Brinks in Texas) may combine police, fire, medical, and “panic” alarms.
 - (a) The multiple alarm type may have a police and fire response.
 - (1) In those cases refer also to PO Alarms.

II) Call Taker

- A) Accidental Residential Fire Alarms
 - 1) Fire Alarm Only:
 - (a) Reports from alarm monitoring companies advising of an accidental residential fire alarm in which a subject at the location has been contacted but is unable to provide the cancellation password will **not** be processed.
 - (1) Calls of this nature will **not** be sent for dispatch.
 - 2) Combined Fire and Police Alarms:
 - (a) Reports from alarm monitoring companies advising of a **combined fire and police activation** in which:
 - (1) The alarm company is unable to contact anyone on site will be processed as police **and** fire calls for service.



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- (2) A subject at the location has been contacted but is unable to provide the cancellation password will be processed as **police** calls for service **only**.

B) Fire and/or EMS Alarm Cancellations

- 1) Cancellation information from alarm companies will be documented in Remarks using the SUP command.

2) Fire Alarms

- (a) ALMCOM calls must be sent for dispatch:

- (1) Even if the alarm company requests a cancellation prior to the call being finished and sent.
- (2) Even if an occupant at the commercial location is reporting an accidental or false alarm.
 - (i) If an employee from the commercial location is calling in a false activation, advise them to call their alarm company.
 - (ii) Do **not** send a call to dispatch.

3) Medical Alarms

- (a) Refer to MCEMS Triage Guide – MEDICAL ALARMS INFORMATION CARD.

- (1) If the alarm company contacted a subject at the location and no assistance was needed, but the subject is unable to provide the cancellation password, cancel the call.

C) Alarm companies calling for call dispositions will be told that we do not release that information.

- 1) Do not refer them to MCEMS or to fire partner agencies.
- 2) Patient information, including destination requests, will be referred to the contract ambulance company.

Note: Disposition requests for medical calls are not released due to the Health Insurance Portability and Accountability Act (HIPAA).

D) Alarm companies requesting crews reset the medical alarm will be told that we do not provide this service.

E) Alarm companies reporting additional trips for a location where the call has been cleared, create a new call for dispatch.

F) Businesses calling in a fire drill will have an INFOF call created.



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- 1) Businesses calling in reporting testing of their fire system will not have an INFOF created.
- 2) Advise them to call their alarm company.
- G) Employees of the Fire Marshall's Office (FMO) calling in a fire system test will have an INFOF created.
 - 1) Document in Remarks the location of the system test and that they will notify BOEC when the test is complete.
 - 2) If an alarm company calls in on an FMO fire system test, advise the alarm company the alarm is being tested and document in Remarks.
 - 3) If an FMO employee calls to check if an alarm company called on an incident, advise them the alarm company called and what time.
 - (a) The FMO employee will not be given any further information.
 - (b) Document in Remarks when FMO reports testing has been completed.

III) RD Dispatcher

- A) Fire Alarm Testing
 - 1) Dispatch INFOF on calls from businesses advising of fire drills.
 - 2) Dispatch INFOF on fire test calls only from the Fire Marshall's Office (FMO) on fire system testing.

IV) OPS1 Dispatcher

- A) Commercial Fire Alarms
 - 1) Fire units will not be canceled on commercial alarms.
 - 2) Relay all information received from the alarm company or occupancy to the first-in company.
 - (a) Companies may slow to Code 1 at their discretion.
- B) Residential Fire Alarms
 - 1) If BOEC has spoken directly with the occupant or the alarm company, and the specific reason for the alarm activation is given, companies may return at their discretion.
 - 2) If any information is received indicating the presence of a fire, even if a cancellation has been requested, then the call will be balanced to the appropriate call type or BOX response.



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V) TRO (Tactical Radio Operator):

A) Fire/Medical Alarms

- 1) When there is no police response on an alarm, TRO will call the location of all fire and medical alarms to gather additional information and document appropriately in Remarks.

(a) TRO will not call back on alarms where police are responding in addition to

VI) Supervisor

- ### A) No action required in normal circumstances.

Definitions

- None

References

- 7.111 Alarms – Police
- EMS triage Guide – MEDICAL ALARMS INFORMATION CARD and UK Card
- Fire Calltaking Guide – ALMAUD and ALMCOM

Education & Review Schedule

- TBD