


**STANDARD OPERATING PROCEDURE**

	<b>SUBJECT:</b> RESPONSE TO FIRE ALARMS /ACTIVE FIRES  SOP 2007-28	<b>DIVISION:</b>  ALL	<b>DISTRIBUTION:</b>  ALL PERSONNEL
	<b>ISSUING AUTHORITY:</b>  ROBERT MALDONADO CHIEF OF PUBLIC SAFETY (ELECTRONICALLY SIGNED)	<b>EFFECTIVE DATE:</b> JUNE 23, 2007  <b>Revised Date:</b> August 9, 2015	<b>SUPERSEDES:</b>  All Previous Review/Revise re IACLEA

**Response to Fire Alarms – Active Fires**

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## REFERENCES:

- SOP 2011-07 Emergency/Disaster Response and Mobilization
- SOP 2011-53 Emergency and Incident Notifications of University Departments
- SOP 2010-03 Hazardous Materials Spills
- SOP 2011-46 Duty Officer
- \*Campus Safe Rooms and Shelter-in-Place Rooms for Persons with Disabilities
- \*Life Science Center Surgery Center Notifications & Evacuations **(09/04/14)**  
\*(In Forms Folder on G Drive)
- Summary SOP 2007-28 Response to Fire Alarms – Active fires

## ATTACHMENTS: N/A

**I. APPLICABILITY:** This Standard Operating Procedure is applicable to all members of the Syracuse University Department of Public Safety (DPS).

**II. PURPOSE:** The purpose of this Standard Operating Procedure is to provide guidelines for the response to fire alarms, as well as to establish procedures for ensuring a concerted and organized response to confirmed (active) fires. The DPS recognizes and affirms that the protection of human life is the priority and the protecting of property is also of concern when responding to any fire alarm or related incident.

With that priority in mind, this SOP details special procedures and protocols relating to locating and providing appropriate assistance to persons with disabilities associated with alarms of fire, which have been advised to await our assistance in evacuating.

The DPS will assist Fire and Life Safety Services (FLSS), the Syracuse Police Department (SPD) and the Syracuse Fire Department (SFD) at all fire alarm calls and fire related scenes and will cooperate fully in an effort to achieve a speedy, successful and safe resolution to circumstances where we receive an alarm reporting a fire.

Reference is made to DPS SOP 2011-07 Emergency /Disaster Response and Mobilization, keep in mind that for major incidents the need for initiating those requirements found in the National Incident Management System (NIMS) and the associated DPS Incident Command System (ICS) All Hazards Plan. **(17.1.2) (46.1.2)**

**III. POLICY:** The DPS will respond to all fire alarms and reported fires in a manner consistent with the expectations of a law enforcement first responder and will adhere to those tasks, responsibilities, and actions as outlined within this SOP. Providing assistance to persons with disabilities known to be in a building with an alarm activation or active fire is a priority assignment with specific protocols in this SOP to be followed without fail.

#### IV. PROCEDURES: Fire Alarms and Active Fires:

##### A. Duties and Responsibilities of Emergency Communications Center (ECC) Personnel:

1. Upon receipt of a Fire Alarm Report or Report of an Active Fire Communicated by Telephone the Communications Officer will: (81.2.4 g)
  - a. Identify the complainant and obtain as much information, relative to the incident as possible to complete a full CAD entry (including a call back number if available) of the event.
  - b. In the event of an actual fire, or other developing emergency the complainant will be instructed to evacuate to a safe location if calling from in the building and stand by to assist responding officers.(46.1.4 b)
  - c. Notify the Onondaga County Emergency 911 Center to initiate a fire emergency response by the Syracuse Fire Department (SFD).
    - i. If the caller states they are calling from a South Campus apartment, and their detector is going off with no smoke or fire (ex: cooking set it off), a FLSS Officer and DPS Officer will be notified via radio to respond and determine if 911 needs to be notified. If a FLSS Officer is not working, 911 will be notified and advised of the caller's statements so they can make the decision on response.
    - ii. If a caller states they are calling from a South Campus apartment and they are reporting a smoke detector going off at another apartment, the Onondaga County Emergency 911 Center will be notified to initiate a response in addition to a FLSS Officer and DPS Officer being dispatched.
  - d. Refer to dispatch protocols in the following section, including persons with disabilities and the Patrol Sergeant.
  - e. If the event relates to a large chemical spill or hazardous material exposure, gas leak, or possible exposure to radiation as specified in SOP 2010-03 entitled Hazardous Materials, Spills any possible affected subjects should be directed to remain upwind of the event.
    - i. Subjects should be directed to stay in a safe place and on scene until they are triaged and treated by first responders.

2. Duties and Responsibilities of the Communications Officer when Receiving a Fire Alarm Activation or Report of an Active Fire: (46.1.3 d) (81.2.3 f)
- a. Notify the Onondaga County Emergency 911 Center to initiate a fire emergency response by the Syracuse Fire Department (SFD).
  - b. Dispatch two (2) Officers: Dispatch one DPS Public Safety or Community Service Officer and a FLSS Officer.
    - i. No FLSS Officer Available: Dispatch Two (2) DPS Public Safety/Community Service Officers.
  - c. Check Disabled Person Lists: FOR ALL FIRE ALARM ACTIVATIONS and ACTIVE FIRES, the ECC will check the disabled student roster, the Shelter-in-Place list, and other available resources or advisories listing persons with disabilities' locations on campus for that day and relay to patrol the location of those students/employees with disabilities who may require assistance.
  - d. Dispatch Three (3) Officers if Disabled Person(s) at Alarm Site: In the event there is a person with disabilities listed on the roster for the fire alarm or active fire location, a third DPS Officer or Safety Officer will be dispatched consistent with section below.
    - i. If the assigned patrol reports that the person is not at the assigned room number, the ECC will verify that the patrol is at the correct location by repeating the room number/location.
    - ii. If the person is not located the ECC will attempt to find cell phone # or other contact information at which to verify the safe location and condition of the person.
    - iii. If there are more than one disabled persons listed for the building, once the DPS officer clears the first location, provide location information for the next person listed.
      - In the event of an actual fire in the building with multiple disabled occupants, all available DPS and FLSS units will be dispatched.
  - e. Patrol Sergeant Notification: If an active fire, dispatch the Patrol Sergeant to the scene.
  - f. Be prepared to hold the air clear, then move to another radio channel upon the arrival of the first responding officer and with their request to do so.

- g. Consider and comply other SOPs and ECC directives, procedures and policies that may be related to the specific type of emergency associated with the alarm. If a major event refer to SOP 2011-07 Emergency Disaster Response and Mobilization for details re the implementation of the Incident Command System.
- h. Notify appropriate maintenance department to respond to the alarm location.
- i. ECC Assistance: When a serious event is taking place the ECC may request assistance as needed. Draw upon DPS administrative staff, or auxiliary officers or the SCS staff prior to utilizing a patrol unit.
- j. Missing, Unaccounted For Persons: If persons are reported missing or are unaccounted for by the assigned patrol at an active fire, the Communications Officer will notify the Patrol Sergeant and the Duty Officer of the matter and of facts as known.  
**(03/14/14)**

**B. Special Evacuation Procedures Relating to Life Science Center: (09/04/14)**

The response to fire alarms at the Life Science Center will be the same as any response to a fire alarm with the exception that there may be researchers in a lab conducting surgeries and if so they will follow the attached procedure to notify and evacuate those in the Surgery Center.

The DPS will respond the same as a “shelter in place” response if the ECC is notified of a surgery in progress during a fire alarm.

This may relate to LSC Rooms: 355, 339a, 371, 385, and 263.

Refer to the Life Science Evacuation procedure in the Forms Folder on the G drive when responding to the Life Science Center during fire alarms/other emergencies for individual researcher names and individual contact numbers.

**C. Persons with Disabilities, General Response Protocols: (46.1.4 b)**

1. **Dispatch Patrol to the Disabled Person’s Location**: If there is an emergency or fire alarm in any building with a known disabled occupant, one DPS officer is to be assigned and dispatched to that person’s location.
  - a. In the event of more than one disabled person, dispatch the officer to the disabled people in this order: First to the involved floor, then the floor directly above, then the floor directly below, then subsequent floors above, then subsequent floors below.
  - b. In the event the officer checking disabled persons encounters someone in need of assistance, the 3<sup>rd</sup> officer doing the building

- sweep will take over the evacuation/safety check of the rest of the disabled persons.
- c. When this occurs, dispatch another officer to continue the building sweep.
2. **When Subject Located:** The responding officer will notify the ECC when the person waiting for assistance or evacuation has been located and the assistance provided.
  3. **When Subject Not Located:** When the assigned Officer does not locate the disabled person at the room/location to which they responded, the officer will **notify the ECC** that they have arrived at “**Room # XXX and there is no disabled person at this location**” and await further instructions.
    - a. This action will verify that the officer responded to the correct room/location.
    - b. The Officer may ask for the ECC to attempt to contact the Disabled Person at a cell phone or by other contact information if known.
  4. **Location Confirmed: Subject Not Located:** If the disabled occupant is not found at the dispatched location and has not been otherwise accounted for:
    - a. The responding officer will relay that information to the ECC and the ECC should be advised to utilize any call back information previously obtained as a search for the person is undertaken.
    - b. With assistance from a secondary responding officer they will commence a building sweep including common areas (lounges and restrooms) adjacent to the initial reported room location. In residence halls, Officers conducting the sweep will not ‘Key in’ to other student rooms for this type of sweep.
  5. **Disabled Person Directly Contacting the ECC:** It is possible that the disabled persons will call the ECC for assistance when a fire alarm occurs and will report their location and need for assistance.
    - a. Dispatch the officer doing the building sweep to the caller’s location and dispatch an additional officer to take over the building sweep. **(03/14/14)**
  6. **Duties of the Second (or Subsequent) Assigned Patrol:** The second responding officer will coordinate with the First (Primary) Officer assigned and perform a visual sweep of the building searching restrooms and

common spaces for persons in need of assistance as indicated in 4 b above.

- a. The Patrols will make inquiries of occupants that are exiting the building to see if there are any known persons inside the building that many need assistance.

7. **Officers will continue to Sweep until Alarm Cleared or Directed by the Fire Department to Leave:** Officers will continue to conduct a building search/sweep until the person is located while the fire alarm event remains in progress unless directed otherwise by the SFD, or the Incident Commander.

- a. Not Located – Ordered Out: If the Disabled Subject has NOT been found and the patrols are ordered out by the SFD, or the Incident Commander, the assigned patrol will notify the SFD, the ECC, the Incident Commander and the Patrol Sergeant of the person(s) still unaccounted for and all known related information.

**D. Persons with Disabilities: Response for Campus ‘Safe Rooms’ and ‘Shelter in Place’ Rooms: Guidelines and Protocols:**

1. **Safe Rooms’ and ‘Shelter in Place’ Rooms:** For the safety and, if needed, to assist with the safe evacuation of persons with disabilities there are permanently designated Safe Rooms and Shelter-in-Place rooms in campus buildings. *(See “Campus Safe Rooms Shelter in Place” list in Forms Folder on G drive for a complete and up to date listing of those locations.)*
2. **Temporary Safe and Shelter in Place Rooms:** There may be temporary building designated safe and shelter in place rooms should the need arise.
  - a. The details of location and intended use of those rooms will be communicated from a member of the command staff to the department in a temporary order.
3. **First Officer Dispatched Assigned to Check Safe/Shelter Rooms:**
  - a. If there is an emergency or fire alarm in any building with designated safe or shelter rooms, the first responding officer will be dispatched to the location and directed to check the room for anyone waiting for assistance or evacuation.
4. **Second Officer Dispatched: Assigned if More than one Safe/Shelter Room in Building:**
  - a. If there is more than one location designated as a Safe or Shelter-in-Place room in the building with the alarm or emergency, the

second responding officer will be dispatched to the location and assigned to check the Safe/Shelter Room for anyone waiting for assistance or evacuation.

5. **Dispatch Additional Officers as Needed:** Depending on the circumstances of the fire alarm notification, the ECC may dispatch assisting patrol units as needed to assist persons with disabilities.
  6. **Notification to Safe and Shelter-in-Place Rooms if Evacuation NOT Needed:** If it is determined that there is no need for evacuation, that information will be relayed to the people waiting in the Safe/Shelter Room by responding DPS officers in a timely manner.
  7. **Report to ECC if Person not located:** Seek confirmation as to room #.  
**(03/14/14)**
- E. Persons with Disabilities: Burton Blatt Institute (BBI) Special Instructions and Evacuation Procedures:** Burton Blatt Institute (BBI) located in Crouse-Hinds Hall, Suite 300:
1. When a fire alarm notification activates or under other circumstances requiring evacuation of Crouse Hind Hall, persons with disabilities needing special assistance will shelter in place at:
    - a. The Aisle way on the East side of Suite 300, or
    - b. In any of Rooms 300 A, B, C, or D, or the
    - c. Secondary shelter in place location in Room 321.
  2. BBI will Notify ECC of Evacuation Needs: Once located at the primary or secondary shelter in place locations, a designated person working for the BBI will telephone the Department of Public Safety (DPS) at 711 (Syracuse University's Emergency Response Number) or 315-443-2224 and provide the number of persons needing special assistance for possible evacuation and will provide DPS with any other related information.
  3. Respond to Shelter-in-Place Locations: Responding Officers will respond to the primary (Room 300) and secondary (Room 321) shelter in place locations where the officers will provide information to BBI occupants regarding the incident.
    - a. The officers will keep in direct radio contact with the incident commander to determine if further action is required.
  4. Evacuation of BBI: If a determination is made by the incident commander to evacuate persons with disabilities from BBI, the evacuation will be

completed in an orderly fashion under the direction of the SFD or incident commander and carried out by DPS, FLSS or SFD.

**F. Duties and Responsibilities of the Assigned DPS Patrol:**

1. Upon being dispatched to a fire alarm or incident involving a working fire or other fire-related emergency the assigned DPS Officers will: **(46.1.4 a, b, c)**
  - a. Respond as directed in a safe and expeditious manner keeping in mind the equipment and training limitations of a first responder law enforcement officer in an active fire situation.
  - b. Upon arrival park the patrol vehicle in a manner or location that would not impede responding rescue and fire personnel and equipment.
  - c. Make an assessment relative to the status of the call (i.e. verify an activated alarm and determine location on alarm panel if possible, establish the presence of smoke or fire, determine the existence of a chemical spill or other hazard).
  - d. Advise the ECC of the nature of the call and initial assessment as soon as practical and request additional resources as needed.
  - e. If assigned to assist with a Person with Disabilities at a location within the building, proceed to that location and notify the ECC of the results of that assignment.
  - f. Person Located: Report if the person with disabilities was located and what assistance was provided.
  - g. Person NOT Located: If the person was not located, identify the room # searched and notify the ECC that the subject was not located at that room number and ask for additional information if there is any.
  - h. If there are additional disabled persons in the building, proceed to additional location(s).
  - i. Conduct Building Sweep: If any of the Disabled persons sought are not located at the initial location the officer will begin a building sweep looking in adjacent areas and restrooms for that person(s) and coordinating the sweep and areas cleared with the other patrol(s)/Fire Safety officers until the matter is resolved or turned over to the Syracuse Fire Department.
  - j. Never attempt to extinguish a fire if it would unnecessarily endanger you or another. Recognize that there are multiple causes and hazardous conditions associated with fires, such as

electrical fires or chemical accelerants that are inherently dangerous and require specialized skills and equipment.

- k. Ensure that required University notifications are made (to include FLSS, if not represented at scene). Reference is made to SOP 2011-53 Emergency and Incident Notifications of Other University Departments.
- l. Contain the Fire if Possible: Make initial efforts to contain the smoke and fire by closing doors, isolating the affected area if possible. Always act in a manner consistent with DPS training, the availability of adequate or appropriate equipment, and within the scope of law enforcement officer duties.
- m. Assist affected people to safety and/or initiate and coordinate an orderly evacuation while always positioning oneself with an exit or means to escape.
- n. Provide medical aid to the injured and if it's a major incident notify the ECC and Incident Commander to consider the need to initiate emergency management and the Incident Command System (ICS). Refer to SOP 2011-07 Emergency /Disaster Response Mobilization.
- o. Coordinate with the Patrol Sergeant/Incident Commander to secure the emergency scene and deny unauthorized access to any area affected by fire/emergency.
- p. Advise the Patrol Sergeant/Incident Commander if the event appears to be a level 2 or 3 emergency that would exhaust available DPS law enforcement resources and may require other agency support.
- q. Secure the scene, consider expanded perimeters to control crowds and media that may interfere with fire and rescue operations and also consider possible command post/staging locations near the emergency.
- r. Maintain control of the scene until the arrival of the appropriate law enforcement agency and/or fire department and until such time that entity assumes responsibility as the Incident Commander.
- s. Record observations and make advisories relative to:
  - i. The presence of people still in the affected structure and their suspected location.

- ii. Suspicious persons in the area, leaving abruptly, or acting suspiciously (arsonists often remain at fire scenes).
  - iii. Open or damaged doors or windows.
  - iv. Location of the fire (may assist investigators determining cause and origin).
  - v. Initial color of fire and volume/color/odor of smoke.
- t. Carry out assigned tasks and functions to include:
- i. Providing traffic and crowd control. **(46.1.4 e)**
  - ii. Providing alternate housing for displaced students.
  - iii. Making required departmental command and University notifications.
  - iv. Initiating departmental investigation to parallel any subsequent investigation conducted by any other responding local, state or federal law enforcement agency or entity.
- u. Reporting: Information for the required Post-Incident Investigation Report must be completed to include: **(46.1.4 f)**
- i. The identities of initial complainant(s) if any, and all available information to assist in the development of a post incident investigation and detailed report.
  - ii. The identities of all persons present in the building at the time of the fire, their whereabouts at the time the fire started, and any complaint or injury, injuries, or lack of injury or complaints and current location, if known.
  - iii. Any missing tenants, residents, staff or faculty unaccounted for and the name of the fire official that was informed of the missing subject(s) and the date/time they were notified.
  - iv. Date/Time the fire was discovered and reported.
  - v. Possible origin of the fire and the call if known.
  - vi. The location of any evacuated or displaced students or University members.
- v. Perform as directed under the umbrella of the Incident Command System (ICS) recognizing the established hierarchy and recognizing the most senior Fire official on scene as the Incident Commander of an active fire.

**G. Duties and Responsibilities of the Patrol Sergeant:**

1. In the event of an actual fire the Patrol Sergeant will:
  - a. Respond and assume responsibility for the incident as the Incident Commander until relieved by a fire official or other person in authority.
  - b. Ensure that the appropriate level of medical care is available and being provided as required.
  - c. Ensure that an orderly evacuation has been initiated and
    - i. Assigned patrol officers are providing, or have provided assistance to any disabled community member requiring special assistance known to be in the building and
    - ii. The status of building sweeps.
  - d. Assess the incident and make a determination relative to the need for additional resources and the need for other University departments to be notified and/or at the scene.
  - e. Coordinate activities with other University departments on scene.
  - f. If a major event, institute the appropriate steps relative to the Incident Command System (ICS) (i.e. Command Post, perimeters.) Refer to SOP 2011-07 Emergency/Disaster Response Mobilization.
2. In the event of a major fire or a fire that results in serious injury or loss of life the Patrol Sergeant will act as Incident Commander, until relieved or upon the arrival of fire department command personnel who will become the Incident Commander and:
  - a. As incident commander initiate a review of the event, current status of building evacuation and prioritization of remaining tasks.
  - b. When relieved as Incident Commander work in conjunction with the new Incident Commander and render what assistance is necessary.
  - c. Be prepared to brief DPS Command Staff and other CNY law enforcement and emergency entities upon arrival.
  - d. Ensure that all departmental notifications are made to include the Duty Officer and all other notifications upon request. Refer to SOP 2011-53 Emergency and Incident Notification of Other University Departments and SOP 2011-46 Duty Officer.
3. Review and approve reports associated with the incident. Ensure that reports contain required and accurate information and timely submitted.

**H. Duties and Responsibilities of DPS Duty Officer, DPS Commanders:**

1. When notified of an active fire situation the DPS Duty Officer and Commanders will:
  - a. Respond to the appropriate scene as determined.
  - b. Ensure that the Incident Command System has been activated properly and the aforementioned steps have been initiated per SOP 2011-07 Emergency Disaster Response and Mobilization.
  - c. Assess incident priorities to insure that appropriate and required steps, actions and notifications have been instituted.
  - d. In the event of a major fire or a fire that results in the loss of life, the senior DPS command officer on scene will be responsible for meeting with the University Emergency Operations Center (EOC) if one is established, and the Senior VP & Chief Student Experience Officer will be notified.
  - e. Act as point-of-contact for coordination efforts with other University departments and outside agencies or entities.

**POLICY REVISION HISTORY**

<b>NO</b>	<b>SECTION REVISED</b>	<b>DATE ISSUED</b>
1	Revised Pg. 2: , 7 and Formatted	08/27/12
2	Revised re Persons with Disabilities Pg.3 – 4, Attachment	11/14/12
3	Added CALEA Standard re Fire Reports /Investigations Pg. 6	11/14/12
4	Revised Re: Pers. w/Disabilities throughout SOP, Summary	03/14/14
5	Life Science Build Evacuation Plan	09/04/14
6	IACLEA revisions	08/09/15
7		
8		