St. John's Regional Fire Department
Policy and Operational Guidelines

Title: 03-02-06	Access to 911 Communications Centre for Outside Agencies
Document Type:	Operational Guideline
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Issued By:	Manager of Technology & Communications
Index:	03 Communications
Section:	02 Communications Centre
Title:	06 Access to 911 Communications Centre for Outside Agencies

Purpose

To outline security control procedures when an outside agency requires access to the 911 Communications Centre.

Background

As an enhancement to the security currently provided within the 911 Centre, additional measures will help provide the maximum security necessary to ensure safety and security of 911 employees and the Centre's critical assets without interfering with the day-to-day operational procedures.

This replaces POG #03-02-06, "Access to 911 Communications Centre for Outside Agencies", dated 2018/03/14.

Procedure

1. Outside agencies with equipment located in the 911 Centre shall access the Centre for equipment maintenance or repair during business hours (9:00 am to 4:30 pm, Monday to Friday).

2. Other outside agencies with suitable reasons for entering the 911 Centre and with approval from the Communications Supervisor or designated Management personnel, may also access the 911 Centre during business hours.

3. Outside agencies shall contact the Communications Supervisor or in his/her absence a SJRFD designated staff member (list located in Appendix) to arrange a time for a technician to visit.

4. Upon arrival, the SJRFD designated staff member shall meet the technician to sign in him/her, and then escort him/her to the 911 Centre.

5. Upon completion of work, the SJRFD designated staff member shall ensure the technician signs out.

Access to 911 after Business Hours, Weekends and Holidays

1. After hours and on weekends, access to 911 shall be provided to outside agencies for **emergency circumstances only (i.e., equipment failure)** and **only** if the problem cannot be fixed on the next business day.

2. The outside agency shall contact the 911 Centre (722-1234) to request emergency access.

3. The 911 Dispatcher shall contact the Manager of Technology & Communications, who in turn shall arrange for a designate to meet the outside agency at the Administration entrance and shall follow the same sign in/sign out procedure as stated above.

4. Once the Manager of Technology & Communications has been contacted, the 911 Dispatcher shall immediately notify the Platoon Chief, via e-mail, to inform them there is an issue in the Communications Centre.

Responsibilities of the 911 Communications Centre

1. The 911 Communication Centre shall ensure that outside agencies are granted access to the 911 Centre upon request based upon operational circumstances.

2. The 911 Communications Centre shall notify outside agencies immediately upon determination of an equipment malfunction/failure.

NOTE

At no time shall there be person(s) in the 911 Communications Centre who are not 911 staff members, Management personnel or outside agencies unless approved by SJRFD Designated Staff (Appendix).

NOTE
All Operational Guidelines are provided as a guideline only and may be altered by the OIC to meet extenuating circumstances.

Approvals
Fire Chief/Director

Responsibility
St. John's Regional Fire Department

POG #03-02-06
Approved by:

Sherry Colford
Fire Chief
Director of Regional Fire and Emergency Services

May 6, 2025
Date

Appendix/Appendices
Appendix A - SJRFD Designated Staff

APPENDIX A

SJRFD Designated Staff

(During business hours only, to escort outside Agencies to the 911 Communications Centre)

Below are the contacts as per POG # 03-02-06, *"Access to the 911 Communications Center for Outside Agencies"*.

Please call one of the following in the order provided:

1. Communications Supervisor
2. Manager of Technology & Communications
3. Supervisor, Administrative Services
4. Manager Emergency Preparedness & Business Continuity
5. Fire Chief/Director
6. Deputy Fire Chief
7. Platoon Chief

Revised: 2025/05/06