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

Title: 03-02-01	Responsibilities for 911 Communication Centre
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Section:	02 Communication Centre
Title:	01 Responsibilities in the 911 Communication Centre

Purpose

To outline the responsibilities of 911 Dispatchers in the performance of their duties while on shift, allowing consistency and uniformity among all Dispatchers in the Communication Centre.

Background

This replaces POG #03-02-01, "Responsibilities for 911 Communication Centre", dated 2018-05-30.

Procedure

The Communication Supervisor shall assign Dispatchers to the Communication Centre as stated on the respective shift roster.

While on duty, Dispatchers are expected to perform the following necessary tasks:

1. **Call Taking**

a. 911 calls should be answered promptly and courteously by the Dispatcher who will answer the call as per 911 Division's pertinent SOPPs.
b. All other incoming calls shall be answered as swiftly as possible.
c. TTD calls shall be answered promptly.

2. **Dispatching**

a. Once the Dispatcher has answered the 911 call, he/she shall enter the narrative of the call onto the CAD System. Once the Dispatcher commits the call on CAD, the fire alerting system will automatically dispatch appropriate units within the station. If a unit is out of its station, the Dispatcher will notify them by radio. Acknowledgement of the call is made via two-way radio.
b. Radio Communications shall be short, direct and transmitted in clear language for all to understand.
c. Dispatchers are to ensure truck statuses are kept up to date within the CAD.

3. **Notification of Other Agencies**

The Dispatcher shall, where necessary, notify all other agencies of the incident and all pertinent information.

4. **Updating Reports and Department Information**

It is incumbent upon all Dispatchers to ensure all stations are aware of street closures, hydrants out of order, and any other pertinent information that may have an effect on the response of the SJRFD.

5. **911 SOPPs**

Dispatchers shall ensure they understand and adhere to all SOPPs under the 911 Division in relation to 911 call-taking.

6. **SJRFD POGs**

Dispatchers shall ensure they understand and adhere to all POGs under the SJRFD for dispatching purposes.

NOTE

All Operational Guidelines are provided as a guideline only and may be altered by the Fire Chief, or his/her designate, to meet extenuating circumstances.

Approvals
Fire Chief/Director

Responsibility
St. John's Regional Fire Department

POG #03-02-01
Approved by:

Sherry Colford
Fire Chief
Director of Regional Fire and Emergency Services

May 6, 2025
Date

Appendix/Appendices
None