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

Title: 03-02-07	Loss of Power to Central Fire Station and/or 911 Communications Centre
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Section:	02 Communications Centre
Title:	07 Loss of Power to Central Fire Station and/or 911 Communications Centre

Purpose

To outline proper procedures if/when Central Fire Station and/or the 911 Communications Centre are being powered by the UPS or generator due to normal power loss.

Background

An Uninterruptible Power Supply (UPS) and generator are located on the 2nd floor of Central Fire Station, next to the Administration storage area.

The generator is equipped to provide full "emergency" power to Central Fire Station indefinitely and is designed to power up shortly after normal power is lost to the building.

The UPS is only equipped to provide power to the 911 Communications Centre and other critical loads within the building for a period of approximately 60 minutes of power support time. The UPS will only remain on if the generator fails to power up after a loss of normal power.

This replaces POG #03-02-07, "Loss of Power to Central Fire Station and/or 911 Communications Center", dated 2011/03/28.

Procedure

Three (3) lights are located in the 911 Communications Centre to indicate the following:

Green Light	Building Normal Power
Yellow Light	UPS Power **(911 and critical loads only)**
Red Light	Emergency Generator Power

These indicator lights are meant to inform the 911 dispatchers if/when normal power is lost to the building and emergency power is being provided by either the UPS or generator.

Green Light Activated

The green light will always remain ON during normal power and will only go OFF if/when normal power is lost to the building.

Yellow or Red Light Activated

If/when power is lost to the building and the yellow or red light is activated, 911 dispatchers shall proceed as follows:

1. Immediately contact the Platoon Chief, Communications Supervisor or Manager of Technology & Communications in his/her absence.

2. Contact the OIC at Central Fire Station to ensure all doors are operational.

3. Contact Newfoundland Power for a status report.

4. E-mail the address group **"Power Outage"** and indicate in the subject title one of the following:

   "Central Fire Station on UPS" or

   "Central Fire Station on Generator"

   In the email body, indicate:

   - voice contact has been made with the Platoon Chief and Communications Supervisor (or Manager of Technology & Communications in his/her absence).
   - the approximate time the building switched to UPS or generator.
   - whether or not Newfoundland Power were able to give a status update.

5. Send out an Administrative message over the Fire Alerting System to all stations to make them aware that Central is on generator/UPS. Should power be lost across all stations and/or the Fire Alerting System cannot be used, ensure all stations are contacted by phone or radio.

NOTE

The address group **("Power Outage")** shall include the following contacts:

- Fire Chief/Director
- Deputy Chiefs
- Platoon Chiefs
- Manager of Technology & Communications
- Manager of Emergency Preparedness & Business Continuity
- Manager of Property Management
- HVAC/Electrical Supervisor
- Foreperson – Building Maintenance

6. Should the building become totally dependent on UPS power **(yellow lights stays on)**:

   a. It will only provide approximately **60 minutes of power support time**.

   b. 911 dispatchers shall prepare for the possibility of moving to the Fire Dispatch Redundant Centre located at Mount Pearl station. Once the steps in #1 "Yellow or Red Light Activated" are completed:

      - Contact the Platoon Chief to ensure travel arrangements are made.
      - Contact the Manager of Technology & Communications, or his/her designate, by cell phone in order for preparations to be made at the Fire Dispatch Redundant Centre.
      - Contact Corner Brook PSAP and advise of upcoming move to Fire Dispatch Redundant Centre.

No Lights Activated

If at any time all three (3) lights are OFF:

1. Contact the OIC at Central Fire Station to ensure they have power.
2. Contact the Platoon Chief.
3. Send an email to address group "Power Outage" with the subject title:

   "Generator/UPS Indicator Lights Not Working"

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 #03-02-07
Approved by:

Sherry Colford
Fire Chief
Director of Regional Fire and Emergency Services

May 6, 2025
Date

Appendix/Appendices
None