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

Title: 01-03-17 Proper Incident Reporting

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Purpose

The purpose of this POG is to provide directions on proper incident reporting within the SJRFD.

Background

Incident reporting is capturing and documenting information about a specific incident or event. It can include data such as who was involved, what happened, when it happened, where it happened, what caused it to happen, and any other relevant details.

This would include what the responding station was told from dispatch, what actions were performed by the crew during the incident, and the effect they had on the incident stabilization.

An incident report can be requested through Access to Information and Protection of Privacy (ATIPP) Act, legal firms, insurance companies, police agencies, and other external agencies. An incident report should be written with the assumption it will be released to the public. It serves as a legal document aiding investigators months and sometimes years later. In order to maintain the integrity and reliability of the document, it is essential that it contains only factual, objective information and does not include personal opinions, assumptions, or interpretations of events.

This is a new POG.

Procedure

Incident Type refers to the actual situation encountered upon arrival at the scene. This may differ significantly from the initial reason for dispatch. Therefore, it's important to recognize this distinction when selecting the appropriate Incident Type code. This classification not only guides how the incident is managed on-site but also influences how the report is completed and

determines which details need to be documented.

Remarks Field serves as an extension of the incident narrative. Use this section to describe the actions your crew took and how those actions contributed to stabilizing the situation. It's also the place to include any other relevant details that are not captured elsewhere in the report.

Some Examples for the Remarks Field

> MEDICAL CALL
> Instead of: Rescue enroute, rescue on scene, man not feeling well, assessed patient, transferred to paramedics.
>
> Use: 60-year-old male complaining of chest pain Took vitals, 120/80, pulse at 65, administered O2, paramedics arrived on scene at 16:15, patient transferred to paramedics. Back in service at 16:20.
>
> STRUCTURE FIRE RESIDENTIAL
> Instead of: arrived on scene, smoke at front of house, front step on fire, extinguished fire, scene transferred to RNC.
>
> Use: Dispatched to possible structure fire, command established, Engine 3 noticed smoke coming from front step of residence, neighbor was using garden hose to extinguish small flames coming from front step, E3 used axe and prybar to remove wood from step, extinguished any residual hot spots, construction of step was wood over existing concrete step. Everything under control at 18:15. All trucks cleared from scene, command terminated. Transferred to RNC Badge # 2356.

The "Do's and Don'ts of an Incident Report

Do's

- Provide only facts and details clearly and concisely
- If providing information from witnesses or victims, represent both sides equally
- Document accurate timelines
- Complete the incident report as soon as possible after conclusion of the incident to ensure accurate information

Don'ts

- List people's names on medical calls
- Make an assumption on what started a fire (i.e. Arson, intentional, electrical, etc.)
- Try to guess what happened or report subjective emotional or opinionated statements. (i.e. "fire could have been extinguished faster if there was foam", "fire would have been controlled faster if we had more water on scene, etc.",)
- Only provide one side of the story from witnesses if there is more than one party.
- Use acronyms, jargon, or slang to describe your accounts of the event (i.e. Pt for patient, 10 codes, in the barn, cops on scene, etc.)
- Share the report with unauthorized individuals

Location

If dispatched to an address that is not accurate upon arrival, ensure the incident report address is updated to match the correct address.

For example: FCC dispatches a station to 123 Parade Street, but on arrival, the actual address of the incident is 140 Parade Street. Ensure the incident report has the correct address of 140 Parade Street.

Timelines for Incident Report Completion

An incident report is to be completed by the Officer in Charge within the day of the event or by the end of the next shift if there are extenuating circumstances. Any incident reports required to be completed prior to vacation, extended leave or retirement is to be completed before the Officer in Charge leaves at the end of shift.

The Platoon Chief is to review and sign off within one shift of being completed. Any incident reports required to be completed prior to vacation, extended leave or retirement is to be completed before the Platoon Chief leaves at the end of shift.

NOTE:

All Policy and Operational Guidelines are provided as guidelines only and may be altered by the OIC to meet extenuating circumstances.

Approvals
Fire Chief/Director

Responsibility
St. John's Regional Fire Department

POG #01-03-16
Approved By:

Sherry L. Colford
Fire Chief
Director of Regional Fire and Emergency Services

October 24/25
Date

Appendix/Appendices
Appendix A – SJRFD NFIRS- Cheat Sheet
Appendix B – SJRFD NFIRS- Step-By-Step Guide

FIRES

Structure Fires
111 Building fire
112 Fires in structures other than in a building
113 Cooking fire, confined to container
114 Chimney or flue fire, confined to chimney or fire
115 Incinerator overload/malfunction, fire confined
116 Fuel burner/boiler malfunction, fire confined
117 Commercial compactor fire, confined to rubbish
118 Trash/rubbish fire in a structure, contained

Fires in Mobile Property Used as a Fixed Structure
121 Fire in mobile home used as a fixed residence
122 Fire in motor home, camper, RV, fixed location
123 Fire in portable building, fixed location

Mobile Property (Vehicle) Fires
131 Passenger vehicle fire
132 Road freight or transport vehicle fire
133 Rail vehicle fire
134 Water vehicle fire
135 Aircraft vehicle fire
136 Self-propelled motor home or RV fire
137 Camper or trailer fire (not self-propelled)
138 Off-road vehicle or heavy equipment fire

Natural Vegetation Fires
141 Forest, woods, or wildland fire
142 Brush or brush-grass mixture fire
143 Grass fire, includes fire confined to area

Outside Rubbish Fires
151 Outside rubbish, trash, or waste fire
152 Garbage dump or sanitary landfill fire
153 Construction or demolition landfill fire
154 Dumpster or other outside trash receptacle fire
155 Outside fixed compactor/compacted trash fire

Special Outside Fires
160 Special outside fire, other (mulch, compost)
161 Outside storage fire on residential/ commercial/ industrial property
162 Outside equipment fire
163 Outside gas or vapor combustion explosion
164 Outside mailbox fire

Cultivated Vegetation, Crop Fire
171 Cultivated grain or crop fire
172 Cultivated orchard or vineyard fire
173 Cultivated trees or nursery stock fire

OVERPRESSURE RUPTURE, EXPLOSION, OVERHEAT (NO FIRE)

Overpressure Rupture From Steam (No Fire)
211 Overpressure rupture of steam pipe or pipeline
212 Overpressure rupture of steam boiler
213 Steam rupture of pressure or process vessel

Overpressure Rupture From Air or Gas (No Fire)
221 Overpressure rupture of air or gas pipe/pipeline
222 Overpressure rupture of boiler from air or gas
223 Air or gas rupture of pressure or process vessel

Overpressure Rupture, Chemical Reaction (No Fire)
231 Chemical reaction rupture of pressure/process vessel

Explosion (No Fire)
241 Munitions or bomb explosions (no fire)
242 Blasting agent explosion (no fire)
243 Fireworks explosion (no fire)

Excessive Heat, Scorch Burns with No Ignition
251 Excessive heat, scorch burns with no ignition

RESCUE & EMS

Medical Assist
311 Medical assist, assist EMS crew

Emergency Medical Service (EMS) Incident
321 EMS call, excluding vehicle accident with injury
322 Vehicle accident with injuries
323 Motor vehicle/pedestrian accident
324 Motor vehicle accident with no injuries

Lock-in
331 Lock-in, includes vehicles (if lock-out, use 511)

Search for Lost Person
341 Search for person on land
342 Search for person in water
343 Search for person underground

Extrication, Rescue
351 Extrication of victim(s) from building/structure
352 Extrication of victim(s) from vehicle
353 Removal of victim(s) from stalled elevator
354 Trench/below grade rescue
355 Confined space rescue
356 High angle rescue
357 Extrication of victim(s) from machinery

Water or Ice-related Rescue
361 Swimming/recreational water areas rescue
362 Ice rescue
363 Swift water rescue
364 Surf rescue
365 Watercraft rescue

Electrical Rescue
371 Electrocution or potential electrocution
372 Trapped by power lines

Rescue or EMS Standby
381 Rescue or EMS standby; hazardous conditions

HAZARDOUS CONDITION (NO FIRE)

Combustible/Flammable Spills & Leaks
411 Gasoline or other flammable liquid spill, Class I
412 Gas leak (natural gas or LPG)
413 Oil or other combustible liquid spill, Class II or III

Chemical Release, Reaction or Toxic Condition
421 Chemical hazard (no spill or leak)
422 Chemical spill or leak
423 Refrigeration leak
424 Carbon monoxide incident

Radioactive Condition
431 Radiation leak, radioactive material

Electrical Wiring/Equipment Problem
441 Heat from short circuit (wiring), defective/worn insulation
442 Overheated motor or wiring
443 Breakdown of light ballast
444 Power line down
445 Arcing, shorted electrical equipment

Biological Hazard
451 Biological hazard, confirmed or suspected

Accident, Potential Accident
461 Building or structure weakened or collapsed
462 Aircraft standby
463 Vehicle accident, general cleanup

Explosive, Bomb Removal
471 Explosive, bomb removal (bomb scare use 721)

Attempted Burning, Illegal Action
481 Attempt to burn (Complete failure)
482 Threat to burn

SERVICE CALL

Person in Distress
511 Lock-out
512 Ring or jewelry removal, no transport to hospital

Water Problem
521 Remove water from area
522 Water or steam leak, includes open hydrants

Smoke Problem
531 Smoke or odor removal

Animal Problem or Rescue
541 Animal problem
542 Animal rescue

Public Service Assistance
551 Assist police or other governmental agency
552 Police matter
553 Public service, not governmental agencies
554 Assist invalid
555 Defective elevator, no occupants

Unauthorized Burning
561 Unauthorized burning

Cover Assignment, Standby at Fire Station
571 Cover assignment, standby

CANCELED / GOOD INTENT

Dispatched and Canceled En Route
611 Dispatched & canceled en route
(Only Use Action Taken Code 93 Canceled En Route)

Wrong Location, No Emergency Found
621 Wrong location
622 No incident found at dispatch address

Controlled Burning
631 Authorized controlled burning
632 Prescribed fire (prior written, approved fire plan)

Vicinity Alarm
641 Vicinity alarm (incident in other location)
(i.e. Smell of smoke several blocks from a 111)

Steam, Other Gas Mistaken for Smoke
651 Smoke scare, odor of smoke, not steam
652 Steam, vapor, fog or dust thought to be smoke
653 Smoke from barbecue, tar kettle (not hostile fire)

EMS Call Where Party Has Been Transported
661 EMS call, patient transported prior to arrival

Hazmat Release Investigation w/ No HazMat
671 HazMat investigation w/ no hazmat found
672 Biological hazard, none found

FALSE ALARM / FALSE CALL

Malicious, Mischievous False Alarm
711 Municipal alarm system, malicious false alarm
712 Direct tie to FD, malicious false alarm
713 Telephone, malicious false alarm
714 Central station, malicious false alarm
715 Local alarm system, malicious false alarm

Bomb Scare
721 Bomb scare (no bomb)

System or Detector Malfunction
731 Sprinkler activation, system malfunction/failure
732 Extinguishing system activation, malfunction
733 Smoke detector activation, malfunction
734 Heat detector activation, malfunction
735 Alarm system activation, malfunction
736 CO detector activation, malfunction

Unintentional System/Detector Operation (No Fire)
741 Sprinkler activation, no fire (unintentional)
742 Extinguishing system activation
743 Smoke detector activation, no fire (unintentional)
744 Detector activation, no fire (unintentional)
745 Alarm system activation, no fire (unintentional)
746 Carbon monoxide detector activation (no CO)

Biological Hazard
751 Biological hazard, malicious false report

SEVERE WEATHER & NATURAL DISASTER

Severe Weather & Natural Disaster
811 Earthquake assessment, not rescue/other service
812 Flood assessment, not water rescue
813 Wind storm, tornado/hurricane assessment
814 Lightning strike (no fire), includes investigation
815 Severe weather or natural disaster standby

SPECIAL INCIDENT TYPE

Citizen Complaint
911 Citizen complaint, includes code violations

ST. JOHN'S REGIONAL FIRE DEPT

PROPERTY USE

Assembly

111 Bowling establishment
112 Billiard center, pool hall
113 Electronic amusement center/Video Arcades
114 Ice rink-exclusively used
115 Roller rink/Skateboard Park (exclusively used)
116 Swimming facility
110 Other recreation (golf, batting)
121 Dance Hall, gymnasium, indoor courts, tracks
122 Convention center, exhibit hall
123 Stadium/large fixed seating area
124 Playground or outdoor area with fixed recreational equipment.
129 Amusement center Includes carnivals, circuses
120 Variable-use amusement, recreation places, other.
131 Church
134 Funeral parlor, morgue, crematorium
130 Places of worship, other
141 Athletic or health club
142 Clubhouse
143 Yacht club and facilities
144 Casino, gambling clubs-primary use
140 Clubs, other
151 Library
152 Museum, galleries, aquariums
154 Memorial structure. Inc monuments and statues
155 Courthouse. Includes courtrooms
150 Public or government, other
161 Restaurant or cafeteria
162 Bar, nightclub, saloon, tavern, pub
160 Public or government, other
171 Airport passenger terminal
173 Bus station
174 Rapid transit/train station
170 Passenger terminal, other
181 Live performance theater
182 Auditorium, concert hall
183 Movie theater
185 Radio, television studio
186 Film/Movie production studio
180 Studio, theater, other

Educational

210 Schools, non-adult, other
211 Preschool (standalone)
213 Elementary school
215 High school, junior high, middle school
241 Adult education center, college classroom
254 Day care in commercial property
255 Day care in residence, licensed
256 Day care in residence, unlicensed

Health Care, Detention, and Correction

311 Nursing homes (24-hr, 4+ residents
321 Mental retardation/disability facility (24-hr, 4+ residents)
322 Alcohol/substance recovery center, housing (24 hr)
323 Asylum, mental institution (24hr)
331 Hospital/Infirmary (24hr)
332 Hospices (24hr)
341 Clinic, (no overnight care)
342 Doctor, dentist/oral surgeon office
343 Hemodialysis unit-free standing
340 Clinics, doctors' offices, other
361 Jail, prison (not juvenile)
363 Juvenile detention center
365 Police station
300 Other healthcare, detention or correction-Includes animal care

Residential

419 1 or 2 family dwelling
429 Multifamily dwelling
439 Boarding/Rooming house
449 Hotel/Motel, commercial
459 Residential care, halfway houses, assisted-care
460 Dormitory-type residence, other
462 Sorority house, fraternity house
464 Barracks, dormitory

Mercantile, Business

511 Convenience store-Excludes service stations
519 Food and beverage/liquor sales, store
529 Textile, wearing apparel sales
539 Household goods, sales, repairs
549 Specialty shop
557 Personal service-barber/beauty
559 Recreational-hobby, sports, garden, lumber
564 Laundromat, dry cleaning
569 Professional supplies, services
571 Service station-gas/LP gas/boat fuel
579 Vehicle/boat sales/services/repair
581 Department or discount store
580 General retail, other
592 Bank/Standalone ATM
593 Office: veterinary or research non- laboratory
596 Post office or mailing firms
599 Business office, non-military

Industrial, Utility, Defense, Agriculture, and Mining

614 Steam or heat generating plant
615 Electric generating plant, regardless of fuel source
610 Energy production plant, other
629 Laboratory or science laboratory
631 Defense, military installation
635 Computer center
639 Communications center (radio, tv, telecom)
642 Electrical distribution-and components
644 Gas distribution, gas pipeline
645 Flammable liquid distribution system/pipeline
647 Water utility
648 Sanitation utility-Not dump, landfills
640 Utility or distribution system, other
655 Crops or orchard, inc. processing
659 Livestock production, inc. processing
669 Forest, timberland, woodland-non-grassland
679 Mine, quarry

Manufacturing, Processing

700 Factories, packing, assembly, etc.

Storage

807 Outside material storage area
808 Outbuilding or shed, not offices
816 Grain elevator, silo
819 Livestock, poultry storage/pens
839 Refrigerated storage
849 Outside storage tank
880 Vehicle storage, other, non-garage
881 Residential detached garage
882 Commercial Parking garage
888 Fire station
891 Warehouse, non-refrigerated
898 Dock, marina, pier, wharf
899 Residential storage or self-storage unit

Outside or Special Property

919 Dump, sanitary landfill, recycling point
921 Bridge, trestle
922 Tunnel
926 Outbuilding, shelter, booth, mailbox
931 Open land or field, non-cultivated
935 Campsite with utilities
936 Vacant lot-Undeveloped
937 Beach
938 Cared-for land: parks, cemeteries, golf courses
946 Lake, river, stream
940 Water area, other
951 Railroad right-of-way
952 Railroad yard, switching station, etc.
961 Highway or divided highway
962 Residential street, road, driveway
963 Commercial street or road
965 Vehicle parking area
972 Aircraft runway
973 Aircraft taxiway
974 Aircraft loading area
981 Construction or demolition site
982 Oil or gas field
983 Pipeline, power line/ other utility
984 Industrial plant yard area, not storage
900 Outside or special property, other

ACTIONS TAKEN

Fire Control or Extinguishment

11 Extinguishment by fire service
12 Salvage and overhaul
13 Establish fire lines around wildfire
14 Contain fire (Wildland)
15 Confine fire (Wildland)
16 Control fire (Wildland)
17 Manage prescribed fire (Wildland)

Search and Rescue

21 Search for lost/missing persons, animals
22 Rescue, remove from harm-non-vehicle
23 Extrication/disentangling of live person
24 Recover body or body parts

EMS and Transport

31 Provide first aid/check for injuries, evaluate, obtain refusal
32 Provide basic life support (BLS)
33 Provide advanced life support (ALS)
34 Transport of person-fire service ambulance/apparatus

Hazardous Condition

41 Identification, analysis of HazMat
42 Hazardous materials detection
43 HazMat spill control and confinement
44 HazMat leak control and containment
45 Remove hazard
46 Decontaminate persons or equipment
47 Decontaminate area exposed to HazMat
48 Remove hazardous materials

Fires, Rescues, and Hazardous Conditions

51 Ventilate
52 Forcible entry by fire service
53 Evacuate area
54 Identify/Monitor nonhazardous product
55 Establish safe area
56 Provide air supply
57 Provide light or electrical power
58 Operate apparatus or vehicle

Systems and Services

61 Restore municipal services
62 Restore sprinkler or fire protection system
63 Restore fire alarm system
64 Shut down system
65 Secure property
66 Remove water or control flooding condition

Information, Investigation, and Enforcement

81 Incident command
82 Notify other entity
83 Provide information to public or media
84 Refer to proper authority
85 Enforce fire code and other codes
86 Investigate
87 Investigate, fire out on arrival

Assistance

71 Assist physically disabled
72 Assist animal
73 Provide manpower
74 Provide apparatus
75 Provide equipment to another agency
76 Provide water, non-fire suppression
77 Control crowd, not vehicles
78 Control traffic
79 Assess damage of severe weather/ natural disaster

Fill-in, Standby, Cancelled

91 Fill in, move up to another fire station
92 Standby
93 Canceled en route

(Use w/ Incident Type 611 only)

Tips

Record any non-fire related civilian casualties in the report's narrative only.

Fire Service Casualties are recorded for any firefighter injury or death including those at the station or training.

The Incident Type should be coded for what you encounter on scene. Not what you are dispatched for.

"Mutual Aid" is only between fire departments, not PD or private ambulance. Two FDs must be on scene together

An "Exposure Fire" means a separate property outside of the initial fire property has actually caught fire. Melted siding is not an exposure fire. A car inside of a structure is just considering its contents. Therefore, a car fire inside a building is coded as a *111: Building Fire*

Fires confined to trash cans inside a building may be coded as a *118*

(Only Basic Module Required)

Fires confined to cooking vessels in a building may be coded as a *113*

(Only Basic Module Required)

Fires in any other object inside a building including dryers, ovens, or microwaves must be coded as a *111: Building Fire*

NFIRS Step by Step Guide to finding your Incident Type

Start Here

1) When you arrived on scene, was there evidence of an active or past tense fire?

If yes, go to the 100 series on the code guide (Red Section). If no, go to question 2.

2) Did the incident involve a overpressure explosion (without fire), overheating (no fire)?

If yes, go to the 200 series on the code guide (Orange Section). If no, go to question 3.

3) Did the incident involve chemical spill or leak, electrical wiring/equipment problem, or illegal burn?

If yes, go to the 400 series on the code guide (Yellow Section). If no, go to question 4.

4) Did the incident involve a medical assist, motor vehicle accident (this includes ATVs), search and rescue, water or electrical rescue?

If yes, go to the 300 series on the code guide (Blue Section). If no, go to question 5.

5) Did the incident involve a lock-out, water, smoke or animal problem, public service call, or standby for another station? Did you take action?

If yes, go to the 500 series on the code guide (Green Section). If no, go to question 6.

6) Did the incident involve a cancelled enroute, wrong location or no incident found, controlled burn, investigation with nothing found? ?

If yes, go to the 600 series on the code guide (Peach Section). If no, go to question 7.

7) Did the incident involve a malicious false alarm, bomb scare, system/detector malfunction or operation (no fire), or biological hazard (malicious false alarm)?

If yes, go to the 700 series on the code guide (Purple Section). If no, go to question 8.

8) Did the incident involve a severe weather or natural disaster or citizen complaint?

If a severe weather or natural disaster, go to the 800 series on the code guide (purple section). If a citizen complainant, go to the 900 series on the code guide (dark gray section)

ST. JOHN'S REGIONAL FIRE DEPT.