

<p style="text-align: center;">DAVIE COUNTY, NC FIRE MARSHAL'S OFFICE STANDARD OPERATING GUIDELINES</p>	<p style="text-align: center;">REVISION DATE</p> <p style="text-align: center;">6/4/2018</p>
<p style="text-align: center;">SUB DOCUMENT</p> <p style="text-align: center;">RECEIPT OF ALARMS</p>	<p style="text-align: center;">OPERATIONS</p> <p style="text-align: center;">PAGE 1 OF 1</p>
<p style="text-align: right;">DCFM #</p>	<p style="text-align: center;">400-001</p>

1. **Primary Mode of Dispatch:** The primary alarm signal for an emergency is transmitted by radio from the Davie County Emergency Communications Center – also known as “Davie County 911”. Signals are received by radio pagers. An alert tone is given, followed by the voice message giving location and nature of the alarm.

2. **Verbal Alarm Received at Station:** Occasionally, an alarm is received in person or by phone at the Station. When an alarm is received in person at the station, the fire fighter shall take the individual to the telephone, dial 9-1-1 for them, and instruct them to talk to the dispatcher. This procedure should minimize delays and confusion in relaying information to the dispatchers. The fire fighter shall remain at the phone for the duration of the 911 call to assist if needed.

3. **Telephone Alarm Received at Station:** If an alarm is received over the telephone at the Station, or over the members home phone or the member’s cell phone, the fire fighter shall request the type and location of the emergency, the caller’s name and phone number, and then instruct the caller to hang-up and call 911. If the caller is calling from the structure which is involved in fire, the fire fighter should instruct them to evacuate the building, and call 911 from a safe location. The fire fighter should then hang-up, and dial 9-1-1 also, and report the information received to the Dispatcher.