

Emergency Operations

Book:	3 Emergency Operations
Chapter	I – Alarms and Response Procedure
Subject	3 – Non Emergency Response
Code	3-I-3
Revised	10/19/2003

3.01 Purpose

To provide Jersey Village Emergency Services employees and members guidelines for non-emergency responses to incidents.

3.02 Scope

All Jersey Village Emergency Services employees and members.

3.03 Policy

This policy provides a guideline for non-emergency responses to incidents to which the Jersey Village Emergency Services has been dispatched. It is the desire of the department to provide efficient responses to preserve life and to protect property. In addition, this goal must be met while providing the least possible risk to employees and members of the department as well as other citizens in the community.

3.04 Procedure

The following types of calls will have non-emergency responses:

1. Carbon monoxide alarms (unless an immediate health concern is deemed present by Communications).
2. Check for smell of smoke or gas in the area (does not include check for smell of smoke or gas inside a structure)
3. Services Calls- if Communications has identified the type of service call.
4. Assist Police Services.
5. Suspicious substance calls
6. Wash Down (non-hazardous substance)
7. Bomb Scare

Additionally, all employees and members are encouraged to respond non-emergency:

1. When the information given by Communications indicates a call does not require an emergency response.
2. In 2nd or 3rd vehicles to an EMS call (depending on the nature of the call)
3. 2nd or later vehicle to a water flow alarm.

3.05 Authority

At any time, the Officer in Charge or Acting Officer on an apparatus may upgrade to emergency response status if new information dictates the upgrade.