

# APCO Fire Service Dispatch Guide Cards

## How to Use the Guide Card System

1. Always start by asking "Fire Department, Where is your emergency?"
2. Use the **All Callers Interrogation card**, asking all questions.
3. Proceed to the appropriate **call card** based on the problem. Refer to the table of contents as required.
4. On the problem-specific call card as the **Vital Points Questions** and then provide the **Pre-Arrival Instructions**.

## Fire Scenarios

### 1. Fuel Spill

My neighbour's car is leaking gas everywhere. It's parked on the street in front of my house. I live at 406 Oakwood Ave. There looks to be about 20 litres of gas....it's all over the road. He's left the piece of crap beater parked there for about 2 weeks....I'm not even sure if it runs. I'm Michael Whitman - 905.788.1428

### 2. Power Lines Down

The storm just took down a tree in my front yard, and the tree knocked down the hydro lines in front of my house. I live at 3040 Simcoe St N. The wires are laying across Simcoe St right now and look really dangerous. They keep sparking. My power is out right now. Should I go out into the street to stop traffic from running over them? I am Nancy Black - Phone number 647.866.9556

### 3. Alarms

I'm at work and the alarms are going off in the building. I work at Minacs, and the address is 1108 Colonel Sam Dr. Everyone is evacuating the building. I don't know why the alarm is going off, I can't see any fire or smell any smoke. I am Danielle Cedars, the number here is 887.5289

### 4. House Fire

My neighbour just ran into my house... her house is on fire. I live at 13 park rd south. She lives across the street at 16 Park South. The fire is in her garage. I can see flames shooting up out of the garage door. It is an attached garage. She lives alone and is here now in my living room. She is not hurt, but is very upset. I am Brock Mathew and my cell is 705.374.4978

## **5. Vehicle Fire**

I'm the manager of the north oshawa Walmart. The address is 1450 Harmony Rd N. There is a car in fire in the parking lot. It is not close to the building, it's way out in the middle of the parking lot. There is another car parked next to it though. I don't see anyone inside. I can see flames coming out from under the hood. Mark Founder - 905.647.4512

## **6. Stuck in Elevator**

I'm stuck in the elevator at Durham Towers. The address is 60 Bond St West. I'm in the main elevator at the front of the building. I think I'm between the fifth and sixth floors. There is another person in here with me. Neither of us are injured but the guy in here with me is freaking out and hyperventilating. He says he's claustrophobic. Ashley Ingram - 416.324.8745

## **7. Grass Fire**

You see a small flame coming from the forested area behind your house. You're inside your house, the address is 214 Chopin Ct. It looks like the grass and maybe a tree is on fire. The area is about 5ft x 5ft large. You saw some kids partying down there earlier, but they're gone now. Alice Walker - 416.855.5496

## **8. Car Accident**

There's a huge accident on the 401. It's in the eastbound lanes, just east of the Stevenson Rd. exit. There are 4 or 5 vehicles involved and one is flipped on its side. I think there's someone trapped inside it. There's also a guy in another car grabbing his chest. There is something leaking from one of the cars....maybe gas or oil. The cars are blocking all 3 lanes. ...I don't know how emergency units will get through....I guess they'll use the shoulder or something. I can't see anything else....I'm too far away. Richard Gwillimbury Phone: 905.473.2994

## **9. Apartment Fire**

I think there's a fire in my apartment building. I live at 200 White Oaks Ct, in apartment 610. There's smoke all through the hallway. I don't know what apartment it's coming from. I don't know what's on fire. I'm trying to evacuate the building now, there's a lot of people in the stairwell. The building's alarms are going off. David Williamson 647.721.5689