
SUBJECT	EFFECTIVE DATE	RESCINDS
Customer Service	April 8, 1997	October 8, 1996

REFERENCE
Franklin County Fire Chief's Association

Purpose:

The purpose of this document is to provide a guideline for the operation at incidents or situations that may arise during the course of an operation. Each member is expected to know, understand and operate according to this guideline as each situation arises.

To establish an operating guideline for response to multiple casualty incidents in Central Ohio.

To identify and select common terminology that best describes equipment and mitigation techniques used during a multiple casualty incident.

Although not a primary objective, this document does address the transition of care from public emergency service to an appropriate medical facility. The use of physicians/nurses at the emergency scene has also been addressed.

Responsibility:

All Supervisors are responsible for the training of their personnel and for ensuring proper compliance with this procedure.

All members have the responsibility to adequately learn and carry out this procedure.

All members shall always use reasonable judgment in their use of this procedure.

Scope

This guideline was prepared by, and is intended for use by, the municipal emergency response agencies of Central Ohio. These groups include City, Township, Village, and/or Fire District.

Occupant Services Group

The Occupant Services Group may be established by the Incident Commander on working fires when he/she sees the need. The Occupant Services Group should also be established at any incident where the need is identified; Fire, EMS, Special Operations, etc.

The Occupant Services Group is a critical extension of service delivery, and serves as the liaison between the Fire Department and those citizens (responsible parties) directly, or perhaps indirectly

If necessary, Command will request additional resources in order to establish the Occupant Services Group. An additional engine or ladder is acceptable . If necessary, at prolonged incidents, in order to return fire companies and personnel to service, Command may assign staff personnel to this function. The Occupant Services Group responsibilities may extend beyond the termination of the incident.

Occupant Services Group Duties

The Occupant Services Group should consider offering the following services to the occupant/responsible parties. It should be noted that other occupant service needs may be identified and should be addressed as part of the Department's customer service goals.

Explain what happened, what we are doing and why, and how long we expect until the incident is under control.

Obtain from occupant/responsible party, any significant information regarding the structure and/or it's contents that might assist Command tactically with the operation. Inform Command of this information.

Provide cellular telephone access.

Communicate the location to which evacuees have been sent. (Notify the Investigations Group of this location also when passing on this information.)

Identify any mental health needs of the occupants/responsible party, as well as any spectators or evacuees. (i.e., Effects of shootings, multiple casualty, highly visible critical rescue, etc.)

Notify the Red Cross, Salvation Army, or other relief agencies.

Notify other necessary agencies and/or individuals.

Provide coordination of salvage efforts with Command.

Where safe to do so, and after approval from the Investigations Group, coordinate a walk-through with the responsible party.

Determine the location of valuables in the structure and notify Command.

Work with the proper utility services to restore power, gas, and water, as quickly as possible to reduce additional losses through a loss of business to affected occupants.

Coordinate site security.

Fire watch

Private Security Company
Necessary insurance services
Any services identified as necessary and possible

Handout and explain the "After the Fire" brochure.

Assist the occupant in notifying insurance agents, security services, restoration company, etc.

Provide blankets, and a shelter, where practical to do so, (i.e. and apparatus cab, neighbor's house, etc.) to get occupants out of the weather and at a single location.

Provide an on-going service and support until the customer indicates our services are no longer needed.

The Occupant Services Group shall report to Command.

Mental Health Needs

Occasionally, the public is witness to a critical life-threatening event that can have a substantial psychological impact. These persons may be survivors of a critical event or a witness to a mass casualty, or a parent of a severely injured child, or a witness to the death of a family member, etc.

Additionally, witnesses may have a misunderstanding of Fire Department operations that cause a delay in the removal of the patient (i.e. trench collapse, an electrocution rescue that is delayed due to energized contact, etc.) Addressing these issues early, on-site, or as soon as possible following the event, can minimize these misunderstandings, and reduce psychological effects, and produce improved relations with the public.

American Red Cross Services

For residential fires or where the occupant has suffered a loss of living quarters and clothing, the American Red Cross may be used to provide support. The American Red Cross can provide some clothing, food, toiletries, and arrange for temporary shelter/housing for the occupants. When contacting the Red Cross, provide the following information:

Address of the incident
Address where the victims can be contacted
Phone number of the contact location

*Number of displaced persons with information regarding age, sex, etc.
Fire Department Incident number*

Franklin County Auditor Notification

Amended Substitute Senate Bill No. 158, gives a county auditor the authority to reduce property values for properties that have been damaged or destroyed.

Franklin County Auditors Office will supply fire departments with packets that can be given to property owners whose property has been destroyed by fire, wind, or other forms of disaster.

Franklin County Fire Departments will give each property owner, who they come in contact with, a packet with an explanation what the packet contains.

Filing Date

Franklin County Fire Departments will advise each property owner when they give the auditors packet, the filing deadlines each year are **April 30, July 30, October 30, and January 30 dependant upon the date of the loss.**

Explanation: If a property owner has a loss:

Between January 1 and March 31	filing deadline is April 30.
Between April 1, and June 30	filing deadline is July 30.
Between July 1, and September 30	filing deadline is October 30.
Between October 1, and December 31	filing deadline is January 31.

Information

Inform property owners, if they have any questions to call Franklin County Auditors Officer. Numbers are included in a packet.