



<b>General Order Number:</b> 06-17	<b>Effective Date:</b> January 2010
<b>Division:</b> Emergency Operations	
<b>Chapter:</b> Fire/EMS Department Watch Office	
<b>By Order of the Fire Chief:</b> Marc S. Bashoor	<b>Revision Date:</b> August 13, 2012

## **POLICY**

To establish a centralized facility to provide coordination, support, and internal communications for Department personnel. It will also serve as an informational resource and provide nonemergency assistance for external customers.

## **DEFINITIONS**

N/A

## **PROCEDURES / RESPONSIBILITIES**

### **1. General Guidelines**

The Fire/EMS Department Watch Office is located at the Cranford/Graves Fire Services Building, 6820 Webster Street, Landover Hills, Maryland 20784.

Contact numbers are:

Phone: 301-583-2200

Fax: 301-583-2210

### **Command**

The Fire/EMS Department Watch Office is commanded by a Battalion Fire Chief.

### **Hours of Operation**

The Fire/EMS Department Watch Office will be staffed at all times by Fire/EMS Department personnel.

### **2. Responsibilities**

The Fire/EMS Department Watch Office will serve as an informational point for personnel, units, and stations, and a resource point for Departmental policies and procedures.

- Answering of phones and providing internal and external customer service.
- Updating and maintaining Emergency Contact resource manual.
- Basic intelligence gathering, including incident updates, reserve apparatus tracking, etc.



## PRINCE GEORGE'S COUNTY, MARYLAND FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDER

- Facilitation of unscheduled leave requests from personnel to the Staffing Officers.
- Coordination of Emergency Operations Center (EOC) and Department Operations Center (DOC), when activated.
- Security of the Fire Services Building, and physical training facility at Station 830.
- Assisting the Offices of Emergency Management and Homeland Security in the event of an EOC activation.
- Monitoring all Fire/EMS radio channels, television news, FEMA/MEMA broadcasts, and the National Weather Warning System (NAWAS).
- Notifications of emergency and non-emergency incidents via email, phone, and paging system, as well as notifications to EAP/VAP, CISM Team, the Infection Control Officer for personnel exposures, and for post-accident testing.
- Fire/EMS accident and injury Flash Reports, as well as handling and forwarding information regarding citizen complaints to appropriate Command for resolution.
- Station maintenance requests and emergency building repairs.
- Repair requests for station emergency radios and telephones.
- After hours tow truck requests and tire repairs, fuel lock out notifications, and press inquiries.
- Maintain the smoke alarm requests log and facilitate notification to the appropriate Battalion Coordinator.
- Provide general information concerning the Fire/EMS Department to the public. This includes external complaints (311 system).
- Transmission to Public Safety Communications of any emergency calls for service.
- Receive and maintain the Air Unit request log.
- Department calendar coordination.
- Base of operations for the Duty Chief(s), on-duty Battalion Chiefs, and EMS Duty Officer(s).
- Proper Departmental notifications are initiated and completed including, but not limited to, affected members and family, command staff, elected officials, and other government agencies.
- Other duties as assigned by the Fire Chief and/or Deputy Fire Chief.

### **REFERENCES**

N/A

### **FORMS / ATTACHMENTS**

N/A