

TALKING FIRE

COMMUNICATION DIVISION

911 HOW IT WORKS

When you have a crisis and dial 911, the operator responds, "Emergency 911. Do you need Police, Fire, Ambulance?" and immediately links the call to the service requested or to the police if any confusion exists. If at all possible, be prepared to provide information regarding the incident. In the event that you can't and the telephone call is placed from a landline, the dispatcher already has some data on their monitor, such as, caller's name, telephone number, address, and the numbers for the police, fire, and ambulance services for Stratford and Perth County.

Calls from cellular phones can currently be traced by district. It is always advisable for people phoning from rural areas to be aware of road or line numbers and the prominently displayed green and white 911 numbers assigned to county properties.

In order to ensure reliable communications during emergency operations, the Stratford Fire Department recently upgraded its four-base radios and dispatch console. The replacement of the twenty-year-old communication system will bring us closer to compliance with new Industry Canada narrow band requirements.



Pam Patterson joined the Stratford Fire Department in July of 1989 bringing with her skills attained as a former OPP Dispatcher. Over the past 15-1/2 years she has found her job to be both rewarding and challenging. During a recent major fire, Pam was in charge of dispatch and was the main link between the Command Post on scene and the five fire stations in attendance. Pam has been involved with Big Sisters since the spring of 2003 and is a volunteer at the Stratford Humane Society. Her favorite pastime during the summer months involves either reading or gardening. Pam's family consists of her special guy Michael, his daughter Jennifer along with four pampered cats.



HISTORY

On May 11, 1875 a steam engine was purchased from Silsby Manufacturing, Seneca N.Y. The engine they purchased was called the "Avon"; in turn the name of the Company was changed from the Victoria Hose Company to the Avon Hose Company.

Contributed by Lieutenant Rick Micks

STATS - JANUARY & FEBRUARY 2005

Fire Suppression:

Emergency Responses

January 129

February 106

Fire Prevention:

Inspections 246

Public Education 156

Training Evolution's:

Self Contained

Breathing Apparatus

Operational Guidelines

Medical-Patient

Assessment

Guideline-Water

Supply/Pre-plans

60 hrs

40 hrs

40 hrs

40 hrs

Personnel Protective

Equipment

Dispatching Procedures

Medical Guidelines

and CPR

40 hrs

40 hrs

40 hrs



FIRE SAFETY TIP

Procedures for calling 9-1-1 in a fire emergency. If fire is detected, remain calm. Call 9-1-1 from a neighbours home or cell phone.

TELL the operator you **REQUIRE** the Fire Department. Be prepared to provide the following information. **Your name, the address of the fire and what is on fire. Your** call back phone number. Are all people out of the building? If any information changes advise the dispatcher. Meet the fire department when they arrive at the scene to forward information to the officer.

Anyone with questions in regards to fire and life safety is encouraged to contact the fire prevention bureau at 271-3212. Visit our website at www.city.stratford.on.ca

