



Gwinnett
CITIZENS FIRE ACADEMY

PARTICIPANT MANUAL

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WELCOME, CITIZENS FIRE ACADEMY PARTICIPANTS!

We are excited to welcome you to the Gwinnett County Department of Fire and Emergency Services' Citizens Fire Academy.

The Academy is designed to provide insight, understanding, and an overview of our organization's basic operations. The program will cover a variety of topics and share experiences and stories from different areas of our department to inform you about fire and emergency medical services. Training sessions will be conducted by knowledgeable professionals from our department, who will share their years of experience with you. This nine-week program includes hands-on fire and medical demonstrations, lectures, and classroom discussions. The Citizens Fire Academy aims not only to educate but also to ensure you have an enjoyable experience.

In addition to this educational opportunity, we kindly ask for your help. As the residents we serve, your feedback and suggestions are invaluable in improving our services. Our employees are dedicated to providing exceptional service, and your input helps us achieve that. The most helpful advice is often conceptual rather than technical. We are here for you, so please let us know how we can better serve your needs. We hope this Academy will enhance your knowledge of Fire and Emergency Services and strengthen your trust in our department.

Stay safe and enjoy the experience!

A handwritten signature in black ink, appearing to read "Fred Cephas".

Fred Cephas
Fire Chief/Department Director

EXECUTIVE SUMMARY

The Gwinnett County Department of Fire and Emergency Services provides an integrated service model of community risk reduction and emergency response. The department remains people-oriented and sets its strategic plan in line with the Strategic Priorities set forth by the Gwinnett County Board of Commissioners and County Administrators, which were developed directly from public engagement. In accordance, we remain committed to the vision, mission, and values of our department. Our department is always redefining its service and business systems through evaluating and adjusting service delivery, inventory management, and business efficiency. To optimize our department's performance, assets, and resources we focus on:

- Enhancing community risk reduction and emergency response
- Developing the talents of our employees
- Strengthening a culture of business efficiency through processes, budgeting, inventory, and accountability systems

Future strategic plans will continue to improve response times and deliver needed services to the residents of Gwinnett County. We will accomplish these initiatives with a committed and skilled work force that continues to receive the most innovative emergency response training designed to deliver life-saving care to anyone in need. As the department continues to see increases in requests for services, our primary focus remains to provide the highest level of service by embracing truth, trust, respect, and unity in order to save lives and protect property.

ORGANIZATION OVERVIEW

HISTORY

Since its founding in 1971, the Gwinnett County Fire and Emergency Services Department has proudly served Gwinnett County by saving lives and protecting property.

Fire and Emergency Services provides fire protection and emergency medical services for a population of over 1,000,000 people with a force of 1,056 superbly trained men and women who are proactive and citizen-oriented.

The department consists of four divisions: Operations, Employee Support & Training, Business Services, and Community Risk Reduction. Additionally, the department has an ISO Rating of 2/2x and the prestigious Accreditation Agency status with the Commission of Fire Accreditation International (CFAI) since 2017.

In 2022, the department began annually responding to more than 100,000 calls for help.

To ensure efficient community response, the department strategically operates 31 fire stations with 31 engine companies, 12 state-of-the art ladder trucks, 33 ambulances, and 3 alternative response vehicles.

All emergency response vehicles are equipped to deliver advanced life support. On top of providing fire and emergency services, the department is staffed and equipped with specialty teams to include a Bike Medic Team, Critical Incident Stress Management, HazMat, Honor Guard, Mass Casualty Incident, Swift Water Rescue, and Technical Rescue.

The Training Academy provides training that exceeds state requirements, and all firefighters engage in continuing fire and medical education throughout their careers. The department also strongly supports efforts to prepare citizens for fires, medical emergencies, and natural disasters through community education programs, such as our Citizens Fire Academy, CPR/AED courses, and more.

The department also assists County residents with numerous safety checks and reviews for greater public safety, covering everything from car seat inspections to building plans to addressing potential fire hazards and inspects fire protection systems in buildings.

As we move forward, Fire and Emergency Services pledges to stand by our values of truth, trust, respect, and unity as we strive to deliver the highest quality of service to Gwinnett's growing community.

ORGANIZATION STRUCTURE

Gwinnett County is the largest fire service district in Georgia and protects the County, which spans 437 square miles. The department's mission is to save lives and protect property while delivering the highest quality of service. Our personnel see this done by living up to the department's core values of truth, trust, respect, and unity.

FIRE CHIEF'S OFFICE

- Upholds department vision, mission, and values
- Directs the overall emergency service functions in Gwinnett County
- Handles legal, personnel, government, and citizen concerns/issues
- Directs policy, organizational development, short-and long-range strategic planning, and accreditation
- Represents department at government, civic, and community events/programs
- Handles all department media, multimedia projects, public information, and special events

BUSINESS SERVICES DIVISION

- Collaborates with the Department of Financial Services to develop, coordinate, and oversee the department's budget including the Capital Improvement Plan
- Directs the billing processes for emergency medical transport
- Implements logistics support and resources for the fire, police, and corrections departments
- Coordinates with multiple divisions, departments, and contractors for care and maintenance of emergency response and admin vehicles, equipment, gear, technology, and facilities
- Manages the implementation process from solicitation to termination of contracts and agreements with the Fire Chief's Office and the Department of Financial Services

COMMUNITY RISK REDUCTION DIVISION

- Analyzes preventable incidents across multiple disciplines to develop comprehensive risk management strategies and implement best practices in community risk reduction
- Conducts fire inspections for new and existing construction, provides consultations and responds to complaints on all fire and life safety code-related matters
- Handles all fire and explosive investigations, arson prosecution, and develops statistical data of fire incidents
- Responsible for public education and community outreach to address fire and life safety across a broad platform

OPERATIONS DIVISION

- Responsible for all responses to fire, medical, and other emergency calls throughout the County
- Charged with daily operations of all County fire stations
- Responsible for Continuous Improvement – quality improvement/quality assurance for fire reports and emergency medical reports
- Oversees department specialty teams including HazMat, Swift Water Rescue Team, Technical Rescue Team, Mass Casualty Incident, Honor Guard, Critical Incident Stress Management, and Bike Medic

EMPLOYEE SUPPORT AND TRAINING DIVISION

- Responsible for all human resource functions including employment and risk management
- Oversees newly hired and career employees through initial fire and EMS training, as well as career development through our Incumbent Training Group.
- Oversees Health and Safety Office
- Responsible for hiring, training, deploying, and supporting personnel through a safe, healthy, and successful career
- Coordinates department personnel military orders,/deployments

BUSINESS SERVICES

Business Services provides a variety of services to both internal and external customers. This division successfully implemented the budget requirements of the Service Delivery Strategy, which required the implementation of new service districts for the Fire, Police, and Corrections departments. The division is composed of three operating sections and oversees the preparation and management of the department's annual budget and the Capital Improvement Program.

Logistics is composed of a consolidated warehouse, SCBA management, and apparatus management. Personnel in the Fire Resource Management section provide warehousing functions, including contract management, procurement functions, and deliveries for Fire, Corrections, and Police. Personnel in SCBA management provide air and light support, routine maintenance of the self-contained breathing apparatus, and associated equipment and fit testing for all department personnel. Personnel in the Fire Apparatus section are responsible for all apparatus, tools, and equipment including routine maintenance and testing. They are also responsible for writing specifications as they relate to all of the department's emergency apparatus.

The Finance Section prepares and oversees the department's multimillion-dollar operating budget each year as well as preparing the capital budget. They direct all EMS billing responsibilities including customer service, the collection of ambulance transport fees, and the reconciliation of all funds collected. Additionally, personnel are responsible for processing payroll for the department, utility payments for all Fire facilities, and for responding to requests for the production of documents.

Fire Facilities Management is responsible for the day-to-day general maintenance and repairs of 31 fire stations and several other support facilities including Fire Headquarters, the Training Academy, the apparatus maintenance facility, and the resource management warehouse. This includes all yearly planned maintenance and upgrades at the various facilities as well as responding to all emergency requests for repairs that may arise. Fire Facilities works closely with the division's Finance section in helping to identify the associated capital budget projects in the department's facilities for the next year. They also assist in identifying the appropriate budget needed to handle the various projects.

COMMUNITY RISK REDUCTION

The **Community Risk Reduction Division** is comprised of three distinct sections that include Fire Investigations, Prevention and Enforcement, and Community Education. Each of these sections plays an integral role in identifying and mitigating fire and life safety risks throughout the community.

The **Fire Investigations Section** is responsible for conducting cause and origin investigations. Through this critical task, the department becomes better educated on our fire issues and how to develop intervention strategies. In addition to conducting cause and origin investigations, our Fire Investigations Section is responsible for a variety of law enforcement functions. During 2018, this section achieved law enforcement agency certification through the Georgia Association of Chiefs of Police.

The **Prevention and Enforcement Section** conducts fire inspections on both new and existing commercial buildings, investigates fire-related complaints, and is the authority having jurisdiction over all Fire and Life Safety Code issues within the County. Prevention and Enforcement conducted 25,000 fire inspections in 2024. Consultations and educational opportunities are available for businesses, contractors, architects, professional organizations, and others with fire code questions related to their facilities or projects. Prevention and Enforcement often partners with County, city building, and code enforcement agencies, the State Fire Marshal's Office, and Partnership Gwinnett to provide ongoing assistance with fire code issues.

Fire and Life Safety education is delivered by the **Fire Education Section**, which acts as a conduit to build community engagement and partnerships. Educators promote awareness and voluntary compliance with critical fire safety regulations, life safety system readiness, and promote best practices within the industry. Senior Fire Educators are cross-trained as fire inspectors in an effort to build depth, strength, and knowledge as a fundamental foundation for the division's growth and vision. The Community Risk Reduction Division, Operations Division, and volunteers have delivered large-scale fire safety blitzes and distributed/installed thousands of smoke alarms. These efforts have provided home safety surveys, free smoke alarm installation, and educational materials to address fire and life safety in at-risk communities.

EMPLOYEE SUPPORT & TRAINING

The **Employee Support and Training Division** creates, promotes, and fosters individual organizational effectiveness by developing and offering an array of innovative and diverse programs and services in support of the department's commitment to employee development, community partnerships, and organizational enrichment. This division is comprised of three areas: the department's prestigious Training Academy, HR Support and Employment Section, and Health and Safety/Risk Management.

The department's **Training Academy** provides fire, medical, career development, and special training with all firefighters receiving emergency medical training throughout their careers. All emergency response vehicles are staffed with EMTs and paramedics and carry essential medical equipment for advanced life support. To meet the critical need for highly skilled emergency medical professionals, entry-level employees have the opportunity to complete paramedic training as part of recruit school, allowing them to provide advanced life support during medical emergencies.

In 2011, the Gwinnett County Department of Fire and Emergency Services' paramedic training program received its accreditation from the Commission on Accreditation of Allied Health Education Programs, making it the first fire department in Georgia to have an accredited paramedic training program. The department's paramedic training program was successfully reaccredited in 2016.

The Training Academy's facilities include a burn building, training tower, apparatus building, drafting pit, low-speed driving course, and classrooms. An expansion project was completed in 2016, funded through the voter-approved 2009 SPLOST sales tax, to include a two-story, 35,000 square-foot education building, a three-bay storage building for fire apparatus, and a training pavilion.

Employee Support and Training is dedicated to providing support and high-quality training and development programs to our highly skilled workforce, ensuring they will be ready to provide the highest quality of service to its residents and fellow employees.

The **Wellness and Support Section** is the health and safety/risk management side of the department. In addition to handling the wide variety of day-to-day functions of risk management, and the associated personnel-related actions, this area focuses and invests in the physical and mental well-being and safety of department employees through preventive means that initiate a healthier, safe environment.

The **HR Support and Employment Section** oversees all functions related to employment, human resource functions, and associated issues. In addition, they oversee personnel actions, promotions, transfers, demotions, employee records, statistical reports, and all associated official documentation. They are also responsible for personnel databases which host numerous statistical reports.

OPERATIONS

The Operations Division's mission is to save lives and protect property. This mission is fulfilled by effectively responding to threats involving fires, medical emergencies, technical rescues, or any other request for assistance from residents or visitors of Gwinnett County. Additionally, the division is responsible for the daily operations of all fire stations and specialty teams within the County. Well-trained field personnel also assist the department's public educators in providing Community Risk Reduction efforts by educating the public, installing smoke alarms, and conducting home safety inspections to County residents.

Community Risk Reduction efforts can ultimately reduce or prevent fires, decrease medical emergencies, and limit the community's exposure to risks. Operations personnel are divided into three 24-hour shifts (A, B, & C). The County is divided into five battalions with a Battalion Chief accountable for a specific geographical region on each shift. A District Commander is assigned to each shift to oversee the day-to-day operations for response, staffing, and other various demands for the entire county.

In 2024, crews responded to 106,066 total incidents. In an effort to provide the highest quality service, the department provides an integrated model of both fire/rescue and emergency medical services within the same management structure. Field operations employees are cross-trained as firefighters and EMS providers.

Thirty-one stations are strategically located throughout the County. Station locations are based on factors including geographical locations, population density, historical call volume, and special infrastructure needs. Examples of special infrastructures are the Gas South Arena, which has a capacity of 13,000 people, as well as the Mall of Georgia — the largest shopping mall in the state. Stations are fully staffed with Firefighter/EMTs and Firefighter/Paramedics who train and live at the station for their 24-hour shift. Crews stay ready to respond to any type of incident. Almost all Gwinnett County addresses are within five miles of a fire station, which allows for a quick response by the closest available unit during an emergency.

As mentioned, Operations personnel work closely with the Community Risk Reduction Division to assist their efforts in identifying high-risk communities. By doing so, targeted communities can be taught fire and life safety education as well as pool and holiday safety. Examples of contributions to the mission of the department also include fire truck demonstrations at community events and hosting fire station tours.

Furthermore, the Operations Division is responsible for Continuous Improvement that includes Quality Improvement/Quality Assurance for Fire and EMS reporting. These initiatives ensure a sustained effort of obtaining accurate data and statistics to drive improvements and training within the department. Lastly, the Operations Division oversees the specialty teams that are located throughout the County and are in place for technical rescue, hazardous materials, mass casualty, and swift water rescue situations. Additional specialty teams consist of the Honor Guard, Bike Medic team, and the Critical Incident Stress Management team.

SPECIALTY TEAMS

HAZARDOUS MATERIALS

The Hazardous Materials Team coordinates hazardous material recognition, scene safety, containment, and decontamination on significant gasoline spills, natural gas line breaks, and hazardous material spills. In addition, the team is responsible for operations involving the rescue or transportation of hazmat-contaminated victims to a medical facility.

SWIFT WATER RESCUE

The Swift Water Rescue Team coordinates surface water-related rescues and emergencies. Rescue techniques vary according to channel size, wall angles, water depth, flow speeds, and available access. Swift Water Rescue Teams will perform in-water rescues using ropes, rescue boards, nets, and rescue watercraft. Controlling motorized watercraft in narrow channels with fast-moving water is extremely difficult and dangerous. Helicopters are sometimes used as part of the rescue force. Time is of the essence in swift water rescue, as hypothermia can rapidly immobilize even the strongest swimmer.

TECHNICAL RESCUE/GEORGIA SEARCH AND RESCUE

With the help of the department's technical rescue apparatus, this specialized crew performs a myriad of functions including the complex extrication of victims from traffic collisions, confined spaces, industrial machinery entrapment, collapsed structures, trench rescue, rope rescue, or other scenarios that require precision cutting, spreading, disassembly, rigging, or heavy lift capability.

Following the events on September 11, 2001, the State of Georgia realized that the state required better preparation for these types of events. Through funding from the federal government through the Georgia Emergency Management Agency, the Georgia Search and Rescue teams were developed. Gwinnett County Department of Fire and Emergency Services is one of six departments from the Metro Atlanta area that forms Taskforce 7. Each taskforce is considered a FEMA Type 3 team. The disciplines for the program are hazardous materials, high angle, confined space, trench collapse, and building collapse. Since the creation of the GSAR response program, all taskforces have responded to natural and man-made disasters throughout the State of Georgia.

MASS CASUALTY INCIDENT TEAM

The Mass Casualty Incident Team handles large-scale emergency events and incidents in which local resources are overwhelmed by the number and severity of casualties. Time management is critical in mitigating these responses. Team members are also tasked with assisting during natural disasters, relief efforts, and infectious disease response.

BIKE MEDIC TEAM

The Bike Medic Team is composed of fire department EMTs and Paramedics who carry advanced life support equipment on specially outfitted public safety bicycles. Team members use quick response units when conventional apparatus response may be limited by traffic or congestion at special events, conventions, community functions, or large events.

CRITICAL INCIDENT STRESS MANAGEMENT TEAM

The CISM Team is a group of individuals from all areas of the department who use comprehensive methods of assisting a person or group before, during and/or after a crisis. Support is confidential, informal, supportive, and non-evaluative.

HONOR GUARD

The Honor Guard Team represents the department, its employees, and their families at funerals, parades, and other ceremonial occasions. Members of this team also assist employees and their families during times of emotional duress.

CITIZENS FIRE ACADEMY AND ALUMNI GROUP

The Citizens Fire Academy and Citizens Fire Academy Alumni Association was established in 2005, and is a non-profit tax-exempt organization under section 501(c) (3) of the Internal Revenue Code (EIN: 20-2057313). CFAAA members assist at all levels within the department and actively support and promote the programs and services of the Gwinnett County Department of Fire and Emergency Services.

NOTES

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GWINNETT COUNTY 911 COMMUNICATIONS CENTER

UNDERSTANDING THE 911 SYSTEM

The following guidelines should be followed when asking for assistance or reporting an incident within Gwinnett County.

1) WHEN TO DIAL 911

The residents of Gwinnett County should dial 911 to report any emergency that requires the intervention of the Fire or Police departments. Incidents may include, but are not limited to:

- Medical emergencies
- Fire
- Motor vehicle accidents
- Suspicious vehicles or persons
- To report auto theft, burglary, rape, arson, assault, robbery, shoplifting, disturbances, theft, domestic violence, fights, missing persons, shootings, stabbings, destruction of property, all crimes in progress or just occurred, etc.
- To report road hazards, drunk drivers or reckless drivers, wires down, tornados

If you are not sure if your situation is an emergency, call 911.

2) WHEN TO DIAL THE NON-EMERGENCY NUMBER: 770.513.5700

The residents of Gwinnett County may call the non-emergency number 770.513.5700 to report non-urgent incidents that require a fire or police department response. This may include items such as welfare checks, outdoor burning complaints, etc. The same dispatchers who answer the 911 calls also answer the non-emergency number, so please be patient. 911 calls will be answered first, then the non-emergency calls.

3) WHEN TO DIRECTLY CALL THE SHERIFF, POLICE, OR FIRE DEPARTMENT

To discuss concerns or if you have questions, residents may contact the Sheriff's Office, Police Department, or Fire Department at the following numbers.

Sheriff: Contact the Gwinnett County Sheriff's Office at 770.619.6500. Typical inquiries include information on prisoners, warrants, and the civil process.

Police: Contact the Gwinnett County Police Department at 770.513.5700. Typical inquiries include information regarding towed vehicles, obtaining copies of reports, traffic ticket information, follow-up on reports, or to speak with a specific officer or detective.

Fire/EMS: Contact the Gwinnett County Fire and Emergency Services at 678.518.4800. Typical inquiries include information on burn permits, fire inspections, billing questions, fire report requests, and educational programs or presentations.

HOW TO USE 911

- Dial the digits 911 from any residential, cellular, or coin-operated phone. If your business or school is on a PBX system that requires you to dial another digit (often “9” to reach an outside line) dial the digit, then 911 (e.g. 9-9-1-1).
- Report the nature of your emergency: fire, police, or medical.
- Give the location of the incident, your name, and your phone number.
- Be prepared to answer the dispatcher’s questions in detail.
- In life-threatening situations, the dispatcher continues to ask questions or provide instructions (e.g. CPR, exit the building, etc.) while units are dispatched to the location you provided.

Never place yourself in danger to obtain information.

If you are contacting 911 to report a crime, make note of important details.

When reporting a fire, advise the 911 operator about what is on fire. Important additional information may include, but not be limited to:

- Is there anyone in danger such as inside a vehicle or structure?
- Advise if hazardous material is involved.

Do not place yourself in danger.

If you are reporting a medical emergency, be prepared to answer certain questions about the patient. This information you provide to the 911 operator will help ensure the appropriate emergency equipment is dispatched. In addition, you should be prepared to receive instructions. Remember that the 911 operator will continue to ask questions and provide instructions while help is dispatched and is on the way.

CALLING 911 FROM YOUR CELLPHONE

- When calling from a cellphone, your location is not readily known.
- Tell the 911 operator the location of the emergency, your name, and your telephone number. This information is not displayed when calling from a cellphone.
- Provide the street the emergency is on along with the closest cross street or intersection. Use landmarks such as mile markers to assist in providing a location if the address is unknown.
- Mobile calls are sometimes routed to the wrong agency. This requires your call to be transferred to the appropriate agency to help you. Stay on the phone until the dispatcher has all the necessary information. Please be patient.
- Be sure to leave your cellphone turned on in case there is a need to call you back.

FREQUENTLY ASKED QUESTIONS

WHY DOES THE 911 OPERATOR ASK SO MANY QUESTIONS? IF I CALL WITH AN EMERGENCY, TIME IS CRUCIAL. ISN'T THE OPERATOR WASTING TIME BY ASKING FOR SO MUCH INFORMATION?

911 operators are trained to ask specific questions to determine the most appropriate units to respond.

WHAT IF SOMETHING HAPPENS TO ME AND I CAN'T SPEAK? HOW CAN 911 HELP ME?

When you dial 911 from a traditional telephone, one that is wired into a house or other building, the location from which you are calling is displayed on a computer screen in front of the 911 operators. If you cannot speak, you are ill, or are being kept from talking by an intruder, leave the telephone off the hook. Any noise that we can hear will help us determine the most appropriate response. In cases of domestic violence, the victim often leaves the telephone off the hook and the call-taker is able to determine the nature of the situation quickly and send the appropriate law enforcement response.

I HAVE HEARING IMPAIRMENT AND CANNOT COMMUNICATE OVER A REGULAR TELEPHONE LINE. WHAT SHOULD I DO IF I NEED HELP IN AN EMERGENCY?

Gwinnett County 911 operators are trained in the use of a TTD/TTY. It is not necessary to dial a separate number for TTD/ TTY calls or to place these calls through a relay service. If you need help, simply dial 911. The telephone system will recognize a TTD/TTY call and your call will be handled as quickly and efficiently as calls placed by non-impaired callers.

CAN I CALL 911 FROM MY CELLPHONE?

Yes. Keep in mind that wireless calls sometimes present special problems for 911 centers and callers. Calls from wireless phones are answered by the 911 center closest to the cellular tower that the call is routed through. For example, a call placed to 911 from Gwinnett County might be answered by DeKalb County because the cell tower that the caller is closest to is in DeKalb County. Be aware of this possibility when placing cellular 911 calls. Your call may take a few extra minutes to be routed to the correct agency.

Something else to remember about wireless 911 calls is that your location is not automatically displayed like it is from calls placed by traditional phones. If you are not familiar with your exact location, it is crucial that you give as much information about your surroundings as possible.

If you have access to a traditional telephone in an emergency, use it. Although wireless telephone providers, the FCC, and 911 organizations are working together, we are still a few years away from making cellular 911 as effective as traditional 911 services.

CAN I TEXT 911 FROM MY CELLPHONE?

Voice calls are still the best and fastest way to contact 911. Text to 911 is only recommended when a voice call is not possible and is intended primarily for use in three emergency scenarios:

- For an individual who is deaf, hard-of-hearing, or has a speech disability.
- For someone who is in a situation where it is not safe to place a voice call to 911.
- A medical emergency that renders the person incapable of speech.

Only text 911 in an emergency. Prank texters can be identified and possibly prosecuted according to local laws and regulations. Individuals in need can text 911 by doing taking the following steps:

- Enter the numbers “9-1-1” in the “To” or “Recipient” field.
- The first text to 911 should be short, include the location of the emergency, and ask for police, fire, or ambulance.
- Answer questions and follow instructions from the 911 call taker.
- Text in simple words — no abbreviations, slang, emojis, or special characters.
- Keep text messages short as messages exceeding 160 characters may be broken and delivered out of order.

Can I text to 911?

- Text to 911 is not available everywhere and is not always available when roaming.
- You must subscribe to your wireless carrier’s text or data plan in order to make or receive text messages. Unlike voice calls to 911, you cannot send a text message to 911 without a service plan.
- Text messaging apps that only support texting with other app users or texting via social media are not required to support text to 911.
- If Text to 911 is not available in your area, or is temporarily unavailable, you should receive a message indicating that Text to 911 is not available and to contact 911 by other means.

What are the limitations of Text to 911?

- If you include anyone else on your Text to 911, it may not be received by 911.
- Text GPS location information is not equal to current wireless location technology.
- Voice calls are real-time communication and Text to 911 is not.
- Pictures or videos cannot be received by 911 at this time.
- Translation services are not available for Text to 911; please text in English or place a voice call when translation services are necessary.

WHY AM I CHARGED A 911 SUBSCRIBER FEE ON MY TELEPHONE BILL?

911 subscriber fees support the entire operation of 911 systems, from salaries to training and equipment. Without the 911 subscriber fee, we could not continue to provide 911 services.

WHAT IS THE WHAT3WORDS APP?

When you call 911 from your cellphone, it’s important to share the location of the emergency with the call taker. In some cases, providing an exact location maybe difficult. The What3Words app helps our 911 Center locate callers who are in a location where no roads nor specific mailing address are available. The app gives the caller three words to provide to the dispatcher allowing first responders to locate them quickly.

911 DON'TS

- Don't call 911 to ask when the power will be restored during outages or to report power outages.
- Don't call 911 to ask for weather reports.
- Don't call 911 for school reports such as closings.
- Don't call 911 to ask about scheduled events in Gwinnett County, such as fireworks or the times of Halloween.
- Don't hang up when you call 911 in an emergency. If you get a recording, stay on the line until the dispatcher answers. Hanging up will only delay the answering of your call further.
- Don't hang up if you dial 911 accidentally. 911 operators have to call the numbers back and if no contact is made, a police officer will be dispatched to your address to ensure your safety.
- Don't play with 911 or make false calls. It is a violation of the law to do so.
- Don't call 911 to request directory assistance. 411 is the correct number.
- Don't call 911 to arrange for ambulance transportation to a medical appointment.
- Don't call 911 to discuss legal problems, legal issues, or questions on laws.
- Don't call 911 to ask for directions.
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INCIDENT COMMAND SYSTEM/ MEDICAL OPERATIONS

INCIDENT COMMAND

HISTORY

In the 1970s, as California was battling significant wildfires, emergency managers learned that the existing management structures, frequently unique to each agency, were not sufficient to deal with massive mutual aid responses involving dozens of distinct agencies.

As a result, the Incident Command System was collaboratively developed in Santa Barbara County to provide a consistent, integrated framework for the management of large, multi-agency emergencies.

SCOPE

ICS provides consistent nationwide approach for federal, state, and local governments to work effectively and efficiently together to prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity.

FIRE GROUND STRATEGY

- Firefighter Safety and Welfare
- Rescue
- Fire Control
- Property Conservation
- Termination

BENEFITS

- Fixed responsibility from onset of incident
- Strong, direct visible command
- Provides system for orderly transfer
- Maintains system for span of control
- "All Hazards" approach

SEVEN STEPS OF INCIDENT COMMAND

1. Establish command
 - Communicate
 - Coordinate
 - Control
 - Command options
 - Investigate
 - Fast attack
 - Command
2. Determine critical factors
3. Determine mode/priority
4. Assign tasks/groups/divisions
5. Determine resources needed
6. Request outside agencies
7. Reevaluate/reinforce

COMMAND CONTROL

- Maintaining a calm presence can be the difference between life and death.
- A calm Incident Commander helps facilitate a calm fire ground.

MEDICAL OPERATIONS

THE HISTORY OF GWINNETT EMS

- Funeral homes transported patients
- Couch Funeral Home started first ambulance service in 1974 using Ford vans
- Sold to Gwinnett Medical Center
- EMS came under the Gwinnett County Government in 1986
- In 1990, the National Fire Protection Agency advised all firefighters should become cross-trained as EMTs
- Gwinnett County adopted this policy

CURRENT EMS APPARATUS

- 33 Advanced Life Support ambulances
- 31 fire trucks
- 12 ladder trucks
- 1 Mobile Ambulance bus
- 3 Alternate Response Vehicles

TRAINING

- All sworn personnel are required to be a Firefighter/EMT, at minimum.
- All new Fire Recruits are trained to the level of Firefighter/EMT, but may continue to the level of AEMT or Paramedic.
- Completing Firefighter and Paramedic Training in the Gwinnett County Fire Recruit School takes approximately 18 months.
- The State requires 48 hours of clinical rotations with EMT and 96 hours with AEMT in a Gwinnett County hospital's Emergency Department
 - Skills
 - + Drive the medical unit (ambulance)
 - + Assist in patient assessments
 - + Obtain vital signs (blood pressure, glucose, etc.)
 - Paramedic Training - Our Paramedic class exceeds state minimum requirements in both classroom hours and clinical requirements.
 - 41 weeks of additional training in the following areas:
 - + Advanced airway skills
 - + Pharmacology and medication administration
 - + Advanced cardiac life support
 - + Medical emergencies
 - + Traumatic injuries
 - + OB/GYN
 - + Pediatrics
- Over 400 hours of clinical rotations in the following areas:
 - EMS
 - Emergency Room
 - Operating Room (Intubations)
 - Pediatrics (Egleston or Scottish Rite)
 - Labor and Delivery
 - Mental Health Facilities
 - Intensive Care Unit

Once training is complete, paramedic students are required to successfully complete the National Registry Exam.

ADVANCE LIFE SUPPORT AMBULANCES

- Each ambulance is staffed with at least one EMT and paramedic
- All Gwinnett County medical units (ambulances) are ALS
- Most fire apparatus are ALS (meaning there is a paramedic on the unit)

EMS RESPONSES

EMS responds to all types of calls:

- Medical emergencies
- Shootings/Stabbings
- Chest pains
- Strokes
- Difficulty breathing
- Slips, trips, and falls
- Vehicle accidents
- Person hit by vehicle
- Multi-casualty incidents
- Fires

Provide medical support for local law enforcement of operations

COMMON QUESTIONS

WHY DOES A FIRE ENGINE GO OUT ON MEDICAL CALLS?

To ensure quick response and adequate assistance on all emergency scenes.

CAN A PATIENT CHOOSE THE HOSPITAL HE/SHE WANTS TO GO TO?

If it is a non-critical situation, yes.

If it is a critical situation, EMS personnel may choose to transport to the closest or most appropriate facility (e.g. trauma, diversion, saturation, patient’s condition and mental status).

HOW MUCH DOES THE COUNTY CHARGE PEOPLE TRANSPORTED BY A MED UNIT (AMBULANCE)?

\$975 flat fee and \$15 per mile.

NOTES

[illegible]

FIREFIGHTER SAFETY

FIRE TRAINING

SELF-CONTAINED BREATHING APPARATUS

The SCBA provides firefighters with protection against hazardous respiratory environments.

SCBA COMPONENTS

- Face piece
- Regulator
- PASS Device
- Air cylinder
- Backpack and harness

SCBA PHYSICAL REQUIREMENTS

- Be in good physical condition
- Possess good agility
- Proper fit
- Have good motor coordination
- Possess adequate strength and size

SCBA LIMITATIONS

- Added weight/reduced mobility
- Reduced visibility
- Decreases ability to communicate
- Limited duration of air supply

FIREFIGHTER SAFETY

FIREFIGHTER DEATH AND INJURY

- On average, more than 100 firefighters in the U.S. are killed in the line of duty each year.
- Most common causes are heart attack, followed by trauma, motor vehicle collisions, asphyxia, and burns.

WHEN INJURIES OCCUR

- Responding to calls
- Returning from calls
- At the scene of calls
- Training
- Around the station

DANGEROUS BUILDING CONDITIONS

- Collapse
- Holes, weak floors, and stairs
- Suspended loads
- Weakened steel roof members
- Walls offset
- Weakened roof trusses
- Backdraft or flashover
- Electrical shock hazards
- Poor or obstructed visibility
- Concrete spalling (concrete which has broken up, flaked, or become pitted)

PERSONNEL ACCOUNTABILITY REPORT

A system or means by which an incident commander can know what personnel are on an emergency scene as well as their assignments.

REASONS FOR USING

- The IC can determine how to utilize personnel
- The IC can quickly determine if firefighters are unaccounted for, possibly lost, or trapped

COMPONENTS

- List of all personnel operating at the incident
- Be aware of the location and function of all companies at the incident
- Constant contact of personnel by sight, head count, or communications
- Used at every incident; all members participating

FIRE APPARATUS SAFETY

- Always sit in a seat
- Always wear seat belt properly
- Never try to don protective equipment on the apparatus
- Mounting and Dismounting
 - Never mount or dismount when the apparatus is moving
 - Use hand rails
 - Climb on the apparatus only at sites designated for climbing

PERSONAL PROTECTIVE EQUIPMENT

• Helmet

- | | |
|----------------------------------|------------------------|
| - Protect the firefighter's head | + Clean |
| + Impact | + Inspect |
| + Water | + Repair |
| + Temperature extremes | + Replace as necessary |
| - Care of helmet | |

• Gloves

- | | |
|-----------------------------------|------------------------|
| - Protect the firefighter's hands | + Clean |
| + Injury | + Inspect |
| + Temperature extremes | + Replace as necessary |
| - Care of gloves | |

- **Protective coat and trousers**

- To provide protection for the arms, legs, and torso
 - + Temperature extremes
 - + Direct flame contact
 - + Hot water/steam

- Care of protective coat and trousers
 - + Clean
 - + Inspect
 - + Repair
 - + Replace as necessary

- **Protective Hoods**

- Protects portions of the firefighter's face, ears, and neck
- Particulate blocking hoods protect against carcinogens

- Care of protective hoods
 - + Clean
 - + Inspect
 - + Replace as necessary

- **Boots**

- Protects the firefighter's feet
 - + Water
 - + Injury

- Care of boots
 - + Clean
 - + Inspect
 - + Replace as necessary

- **Personal Alert Safety System (PASS)**

- Sounds alert tone if firefighter becomes disabled

- Care of PASS device
 - + Clean
 - + Inspect
 - + Replace as necessary

NOTES

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WATER SUPPLY & HOSES/ PORTABLE FIRE EXTINGUISHERS

FIRE TRAINING

WATER SUPPLY

- **Water Sources for Fire Fighting**

- Municipal water systems
- Private water systems
- Natural supplies
- Man-made sources

- **Fire Hydrants**

- Wet barrel
 - + Used in warm climates
 - + Water is always in the barrel
 - + Operating nut at each outlet and on bonnet
- Dry barrel
 - + Used in cold climates (Georgia)
 - + Water not in barrel
 - + Operating nut on top of bonnet

- **Connecting to a Fire Hydrant**

- Take needed equipment
 - + Close hydrant
 - + Attach hose(s) to hydrant outlet facing fire
 - + Attach valve to not-used 2.5" outlet
 - + Fully open hydrant on signal from pumper operator
 - + After use, close hydrant
- + Wrap hose one turn around hydrant
- + Place foot on hose and signal driver to lay hose
- + Place hydrant wrench on operating nut
- + Remove caps from outlet(s) to be used
- + Open hydrant to flush debris (10-20 sec.)

- **Fire Stream**

- A stream of water or other extinguishing agent from the time it leaves the nozzle or other discharge orifice until it reaches the desired point in the proper configuration.
 - + Solid Stream
 - + Broken Stream
 - + Fog Stream
 - + Straight Stream

- **Fire Hose**

- Flexible tube used by firefighters to carry water under pressure from the source of supply to the point of discharge
- Fire hose is generally classified by its size and construction

- **Fire Hose Construction**

- Materials
- Construction
- Lining
- Couplings

- **Hose Appliances and Tools Definitions**

- Hose Appliance: A device used in conjunction with fire hose through which water will flow
- Hose Fitting: A device used to connect fire hoses of different sizes or thread types
- Hose Tool: A device used in conjunction with fire hose through which water does not flow

- **Nozzle Operation**

- Pattern Adjustment
 - + Grasp pattern adjustment control located at tip of the nozzle
 - + Rotate clockwise for straight stream and counterclockwise for fog pattern
- Flow Adjustment
 - + Grasp flow selector ring located between bale and pattern adjustment control
 - + Rotate ring until desired flow setting aligns with the indicator (arrow, notch, dot, etc.)

- **Water Hammer**

- Surge in pressure in hose lines and piping, resulting from the rapid opening or closing of nozzles or other valves, hose clamps, etc.
- Often causes a sound similar to a hammer striking a metal pipe
- May be prevented by opening and closing nozzles, valves, and hose clamps slowly

PORTABLE FIRE EXTINGUISHERS

Three agents must be present at the same time to produce a self-sustained fire:

1. Enough oxygen to sustain combustion
2. Enough heat to reach ignition temperature
3. Fuel or combustible material

Together, they produce the chemical reaction that is fire. Interrupting the chemical reaction will cause the fire will be extinguished.

FUEL CLASSIFICATIONS

Fires are classified according to the type of fuel that is burning. If you use the wrong type of fire extinguisher on the wrong class of fire, you might make matters worse. It is very important to understand the four different fire (fuel) classifications:

CLASS A: Wood, paper, cloth, trash, plastics-solids that are not metals

CLASS B: Flammable liquids-gasoline, oil, grease, acetone, includes flammable gases

CLASS C: Electrical-energized equipment; until it is unplugged

CLASS D: Combustible metals

CLASS K: High-temperature cooking oil

The three most common types of fire extinguishers are:

- **Water**

- Large silver fire extinguishers that stand about two feet tall and weigh about 25 lbs. when full
- APW stands for "Air Pressurized Water"
- Filled with ordinary tap water and pressurized air

- **Carbon Dioxide**

- CO2 cylinders are red and range in size from 5 lbs. to 100 lbs. or larger
- Larger sizes will have a horn at the end of a long, flexible hose

- **Dry Chemical**

- The dry chemical powder works to interrupt the chemical reaction of fire
- These extinguishers are very effective at putting out fire

HOW TO USE A FIRE EXTINGUISHER:

It's easy to remember how to use a fire extinguisher if you remember the acronym PASS.

- **PULL**

- Pull the pin. This will allow you to engage the extinguisher handle.

- **AIM**

- Aim at the base of the fire and hit the fuel. If you aim at the flames, the extinguisher agent will fly right through and do no good.

- **SQUEEZE**

- Squeeze the top handle. This depresses a button that releases the pressurized extinguishing agent.

- **SWEEP**

- Sweep from side to side. Start using the extinguisher from a safe distance away, between the fire and your exit, and then slowly move toward the exit.

Once the fire is out, keep an eye on the area in case it reignites.

NOTES

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SEARCH & FIRE RESCUE/ TOOLS & EQUIPMENT

FIRE TRAINING

SEARCH AND RESCUE

Procedures for working in smoke-filled environment

Safety

- Specific training in rescue methods and techniques
- Practice
- Wear full personal protective equipment
- Use proper equipment
- Remember safety
- Work in teams of two or more
- Communication
- Maintain proper outlook
- Ladder buildings when necessary

Routine guidelines

- Wear PPE's, including SCBA
- Work in teams
- Use a guideline
- Always crawl in low visibility
- Maximize air supply

Procedures when lost or disoriented

- Think clearly
- Contact others
- Stay low
- Retrace route
- Mayday - Mayday - Mayday
- Follow wall out
- Locate means of egress
- Get out!
- Activate P.A.S.S.
- Follow hose line

If you are unable to escape

- Find a safe location
- Signal for help
- Activate P.A.S.S. device
- Remain in place until rescued

Procedures for searching a burning building

- Size up
- Teamwork
- Communicate
- Suppression efforts underway
- Stay low
- Stairways
- Ladder building
- Follow exterior walls
- Indication of search
- Incident command
- Plan
- Fire extension
- Personal protective equipment
- Search
- Extend reach with tool
- Listen

Search types

- Primary search
- Secondary search

Rescue techniques

- Civilian
- Conscious victim – assist to safe area
- Unconscious victim – remove by carry or drag
- Firefighter
- Follow department policy
- Do not operate independently
- Perform assigned duties
- Do not take unreasonable risks

TOOLS AND EQUIPMENT

FORCIBLE ENTRY TOOLS

Cutting

- Circular saw
- Chainsaw
- Pick head and flat head axe

Prying

- Halligan tool
- Pry bar
- Crowbar

Pushing/Pulling

- Pike pole
- D-Handle pike pole
- Hydraulic spreader
- Hydraulic door opener
- K-Tool

Striking

- Flat head axe
- Sledgehammer
- Battering ram

Dangers associated with forcing entry (through doors)

- Backdraft
- Injury from broken glass
- Injury from tool
- Heat or flame just inside door opening

General procedures for forcing doors

- Try before you pry
- Stay low
- Size up door and lock
- Open from knob side
- Full protective equipment
- Maintain control of door
- Charged hose line
- Block door open to prevent accidental closing

Dangers associated with forcing entry (through windows)

- Backdraft
- Heat or flame just inside window
- Creating flow path
- Injury from broken glass
- Injury from tool

General procedures for forcing windows

- Try before you pry
- Full protective equipment
- Size up window
- Hose line
- Prop open

General procedures for forcing windows (breaking glass)

- Full protective equipment
- Use tool
- Wind
- Clean out opening

Dangers associated with forcing entry (through walls)

- Building collapse
- Fire spread through opening in wall
- Creating flow path
- Backdraft
- Heat or flame just other side of wall
- Utilities in wall
- Injury from tool

NOTES

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LADDER OPERATIONS

LADDERS

Ladder Components

- Beams/Rails
- Bed section
- Butt/Heel
- Halyard
- Heat sensor label
- Hooks
- Locks/Pawls/Dogs
- Rungs

Ground Ladders

- Straight ladder
- Roof ladder
- Folding ladder
- Extension ladder
- Combination ladder

Ground Ladder

- Inspecting
- Visually inspect
 - rungs
 - bolts, rivets, welds
 - beams, trusses, and truss
 - heat indicator
 - movable parts
- Mark all defects
- Report any defects to supervisor
- General Maintenance
 - Lubricate movable parts
 - Halyards replaced if necessary
 - Wooden ladders
 - Sand and refinish

Aerial Ladders

- Aerial ladder platform
- Articulating aerial platform

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COMMUNITY RISK REDUCTION

INSPECTIONS | INVESTIGATIONS | EDUCATION

The **Community Risk Reduction Division/Office of the Fire Marshal** is responsible for fire investigations, fire inspections, and fire code enforcement within the county. This division also investigates citizen complaints regarding fire and life safety hazards and enforces compliance with state and county outdoor burning regulations.

The **Fire Investigations Section** is responsible for the in-depth analysis of current call volumes and trends. This information drives research-based decisions on operations and intervention strategies. This includes origin and cause investigation, classification of fires, and other emergency situations that endanger life and property. This section works collaboratively with the Fire Operations and Public Education sections to support investigative needs on incident scenes and provide feedback on origin and cause to enhance community risk reduction efforts. Fire Investigations also assists with internal affairs investigations as requested by the Fire Chief and assists the Employee Support and Training Division by conducting pre-employment background investigations of applicants.

Fire Investigations was awarded the State of Georgia Certified Law Enforcement Certification by the Georgia Association of Chiefs of Police in August of 2018. All fire investigators are certified Fire/Arson Investigators as well as certified Peace Officers.

The **Prevention and Enforcement Section** is responsible for fire code inspections, new construction inspections, compliance inspections, and high-risk occupancies. It also conducts fire inspections on both new and existing commercial buildings, investigates fire-related complaints, and is the authority having jurisdiction over all Fire and Life Safety Code issues within the County. Prevention and Enforcement conducted 25,000 fire inspections in 2024. Consultations and educational opportunities are available for businesses, contractors, architects, professional organizations, and others with fire code questions related to their facilities or projects. Prevention and Enforcement often partners with County and city building and code enforcement agencies, the State Fire Marshal's Office, and Partnership Gwinnett to provide ongoing assistance with fire code issues.

Fire and life safety education is delivered by the **Fire Education Section**, which acts as a conduit to build community engagement and partnerships. Educators promote awareness and voluntary compliance with critical fire safety regulations, life safety system readiness, and best practices within the industry. Senior Fire Educators are cross-trained as fire inspectors in an effort to build depth, strength, and knowledge as a fundamental foundation for the division's growth and vision. The division handles all public education, including fire and life safety courses, CPR and first aid, and station tours. This section also coordinates partnerships with communities and businesses to help reduce the risk of fire and injury in the community.

The Community Risk Reduction Division, Operations Division, and volunteers have delivered large-scale fire safety blitzes and distributed/installed thousands of smoke alarms. These efforts have provided home safety surveys, free smoke alarm installation, and educational materials to address fire and life safety in at-risk communities.

COMMUNITY EDUCATION AND FIRE OPERATIONS OFFERS:

Fire Station Tours: Our fire station tours are designed to familiarize children with firefighters and paramedics and the services we provide. During a visit, children will receive a tour of the fire station and learn more about our fire engines, ambulances, and what to do if there is a fire at home.

Fire Engine Visits: Upon approval by the Fire Department, firefighters will visit local schools and daycare facilities to give children tips about fire safety, show off the fire engine, demonstrate firefighter gear and teach them not to fear firefighters in emergency situations.

Fire Safety: This class teaches participants what to expect in case of a fire and how to react if one occurs. Also discussed is how to design, implement, and practice a fire escape plan at home and at work. Information is also provided to prevent carbon monoxide emergencies.

Workplace Fire Safety Programs: topics for business and industry include understanding applicable fire codes and requirements, emergency response planning, portable fire extinguishers, eliminating special fire hazards in the workplace, employee and visitor accountability, and assistance with fire drills.

- Evacuation Planning and Fire Drill Monitoring — Fire educators help residents plan a fire drill at their workplace by observing and assessing their fire evacuation plan and conducting a drill evaluation.
- Fire Extinguisher Training —
- Workplace Fire Safety Training — Residents are taught the best practices for fire and life safety in the workplace through interactive learning, such as hands-only CPR training, general fire safety topics, emergency response planning, portable fire extinguisher training and more.

Residential Fire Safety Programs: topics for single and multi-family housing include smoke alarms, safe cooking practices, candle safety, careless smoking, electrical hazards, portable fire extinguishers, and safe home heating.

- Home Safety Survey — Fire educators will come to residents' houses and ensure their smoke alarms are installed and work correctly. If the homeowners don't have a smoke or carbon monoxide alarm, we provide and install one for them for free. Educators will also share smoking, grilling, and cooking safety tips as well as review residents' home escape plans to help ensure residents and their loved ones are prepared in case of a fire.
- Home Escape Planning
- Fire and Life Safety Presentations

Fire Drills: Conducting regular fire drills helps to ensure the safety of people in places of business and schools. Participating businesses and schools are given a drill evaluation form after a member of the Fire Department observes and assesses the evacuation plan in question.

Extinguisher Training: This program is designed to teach participants about different types of extinguishers, where to place them, and how to use them.

Juvenile Firesetter Intervention Program: This class is offered on a case-by-case basis for children with a history of setting fires. In this highly individualized program, participants learn about the dangers and consequences of setting fires. Children may be referred to the program via the courts, school, parents, fire investigators, or station personnel.

Cardiac Arrest Survival Program: This class provides CPR/AED awareness to residents to help the community feel more comfortable in responding to situations involving sudden cardiac arrest events or respiratory/choking emergencies. Life-saving information is instructed by qualified Fire and Emergency Services personnel. Attendees receive a participation card only. The class is designed for the layperson and is not a certification for employment purposes.

Safe Kids Gwinnett is an independent 501(c)3 non-profit organization dedicated to preventing unintentional deaths and injuries of children. We are a coalition of public and private, state and local organizations and volunteers working together to keep our kids safe in cars, on wheels, in water, and at home. Gwinnett County Fire and Emergency Services generously serves as the lead agency for Safe Kids Gwinnett, providing in-kind support to the vital programs and activities that are preventing injuries and saving children in Gwinnett County.

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SWIFT WATER RESCUE (SPECIALTY TEAM)

SWIFT WATER RESCUE

HOT ZONE

- The Water-Technicians only

WARM ZONE

- Within 15 feet of the water, or in a boat
- Operations/Technicians only

COLD ZONE

- Anywhere outside the hot/warm zones-Awareness Level.
- Family and bystanders must be located here

RIVER RIGHT (direction term facing down stream of incident)

RIVER LEFT (direction term facing down stream of incident)

LEVEL OF FUNCTIONAL CAPABILITY

- Awareness-cold zone
- Technician-hot zone
- Operations-warm zone

IN EVERY RESCUE, THERE ARE FOUR PHASES WHICH AFFECT THE RESCUE

- Locate
- Stabilize/secure
- Access
- Transport

AWARENESS LEVEL

- No skill component
- Scene assessment/size up
- Resource ordering
- Activation procedures for Water Rescue response
- Site Control, Scene Management, Hazard Identification, and Mitigation Procedures

STEPS TO CONDUCTING ANY SUCCESSFUL RESCUE:

- Talk
 - Talk to the victim; prepare them for the rescue
 - Evaluate them for signs of hypothermia. Do they follow directions?
 - Never count on the victim to assist in the rescue
 - Least risk to the rescuer
- Reach
 - Ladders/aerials
 - Pike poles
 - Inflated fire hose
 - Aerials
 - Branches
 - Paddles

- Row
- Go/Tow
 - Contact rescues
 - Towed victim swim
 - Live bait swim
 - Very risky

- Be safe!
- Everyone goes home

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HAZARDOUS MATERIALS (SPECIALTY TEAM)

HAZARDOUS MATERIALS

HAZARDOUS MATERIALS RESPONSE

The Hazardous Materials Response Team is organized for the purpose of providing support and technical assistance to manage and mitigate hazardous material emergencies. It shall not be the purpose of the Hazardous Materials Team to function as a chemical clean-up or disposal agent.

HAZMAT INCIDENT OBJECTIVES

- Isolate
- Notify
- ID
- Protect
- Control
- Terminate

THE FOUR DON'TS

- Don't Become a Victim
- Don't Rush In
- Don't TEST: (Taste, Eat, Smell, or Touch)
- Don't Assume Anything

DECONTAMINATION

- The three most important reasons for decontaminating exposed victims are:
- Remove the agent from the victim's skin and clothing
- Protect responders from secondary transfer exposures
- Provide victims with psychological comfort

DECONTAMINATION PRIORITIES

- Decontaminate victims from head to toe
- Clothing removal
- Undergarments should be removed, but do not stop the process to argue
- Utilize salvage covers, when time and resources are available, for privacy
- After decontamination, wrap victims in sheets or blankets and move to a warm area

WHO GETS DECONTAMINATED FIRST?

- The ones walking toward you when you arrive
- The ones outside the Hot Zone who are incapacitated
- Victims in the Hot Zone who are incapacitated will be a low priority due to poor survival outcomes

RESPONDER SAFETY

- Proper PPE level
- Minimize contact
- Practice contamination avoidance
- Know agent signs and symptoms
- Observe bloodborne pathogen universal precautions

DECONTAMINATION SUMMARY

- Decontaminate ASAP
- Disrobing in decontamination: Top to bottom, the more the better.
- Water flushing is the best mass decontamination method
- First responders must self-decontaminate as soon as possible to avoid self- or cross-contamination.

COMMON HAZMAT RESPONSES

- Carbon monoxide
- Investigate complaint
 - Does it involve CO Alarm activation?
 - Exit the house, leave closed up
 - Should there be any CO in a house?
 - What is an acceptable level of CO?
- Natural gas leaks
- Gasoline/diesel leaks and spills
- Unknown odors

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TECHNICAL RESCUE (SPECIALTY TEAM)

DISCIPLINES

- Rope
- Confined space
- Trench
- Structural collapse
- Hazardous materials
- Tunnel

ROPE RESCUE

- The rescue of individuals located above or below grade utilizing specialized rope rescue equipment
- The foundation training for several technical rescue disciplines
- Includes rigging systems for lifting objects with mechanical advantage

CONFINED SPACE RESCUE

- Rescue of individuals from spaces that are divided into two categories:
 - Non-Permit Required Confined Spaces
 - Have limited or restricted means for entry and egress
 - A person can bodily enter
 - Are not designed for continuous human occupancy
 - Permit Required Confined Space
 - Contains or has the potential to contain a hazardous atmosphere
 - Contains a material that has the potential of engulfing an entrant
 - Has an internal configuration that may trap or asphyxiate an entrant
 - Contains any other recognized serious safety hazard

TRENCH RESCUE

Rescue of individuals trapped in a narrow excavation that is:

- Made below the surface of the ground; the depth of which is greater than its width
- Widths greater than 15 feet at the bottom are classified as excavations

STRUCTURAL COLLAPSE RESCUE

- Locating and rescue of individuals trapped in collapsed structures of wood, masonry, concrete and/or steel construction
- Combines all of the other rescue disciplines to complete mission assignments
- Large portion of GSAR mandate
- Training follows along Federal USAR team guidelines

HAZARDOUS MATERIALS TECHNICIAN

- Why Hazmat?
- Potential for hazardous materials in:
 - Confined space rescue
 - Trench rescues
 - Structural collapses
 - Tunnel incidents
 - Enables GCFES maintain a Type one Hazmat Team by increasing minimal staffing of Hazmat techs
 - Minimum of 15: combination of the number of techs between Station 20 and Station 24

HAZMAT 20 PRIMARY FOR HAZMAT INCIDENTS

- Station 24 carries small Hazmat totes for minor incidents on both S24 and E24
 - Multi-Rae 4 or 5 gas meters
 - Gas track monitors
 - Pig putty, plug, and dyke
 - Level B suits
 - Tyvek suits
 - Booms and pads

TUNNEL RESCUE

- Trained in use with BG4 re-breathers
 - Enables team the ability to work up to four hours in a deficient atmosphere

MASS CASUALTY/SPECIAL RESPONSE UNIT

- The department's Mass Casualty Incident Team responds to a wide range of incidents including those that have a high potential for overwhelming a typical response assignment. The team has additional training in multi-patient care and management, mass triage capabilities, and includes advanced training in infection disease related emergencies. The team also includes a regional special response unit know as MAB-2. This special response unit allows for multiple non-critical patients to be transported, monitored, and cared for simultaneously enroute to a definitive care facility.
- Why an MCI?
 - Mass Casualty events are one of the fastest growing call types in the Fire Service.
 - Gwinnett County is one of the largest Fire Districts in the Southeastern United States.
- Potential for MCI events:
 - Transportation events
 - + Interstate 85
 - + Train derailment
 - + Briscoe Field (Airport)
 - Large-scale emergencies
 - + Natural disaster
 - + CBRN (Chemical, Biological, Radiological, Nuclear)
 - + Terrorist/intentional events

- Active Shooter/Active Threat - Target Rich Environment
 - + Gwinnett County School System
 - + Mall of Georgia
 - + Gas South Arena
 - + Multiple colleges (Georgia Gwinnett, Gwinnett Technical College)
 - + Many others
- Special Response Unit (SRU) 31 Primary for Mass Casualty and Multiple Patient Events
 - Nine (9) patients and below is considered a Multi-Patient Incident (MPI).
 - MCI Declaration occurs for incidents involving ten (10) or more patients.
 - Interact with multiple agencies to coordinate a large-scale event, seeking the greatest good for the highest number of people.
 - Response includes Company 31 and SRU 31, 4- MFRU, 4- Medic Units, 1- Squad, 2- Battalion Chiefs, 1- District Commander, MS-1, and Hazmat 20.

NOTES

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