

NHFA FIREFIGHTER I COURSE GUIDE

CHAPTER 4: COMMUNICATION

CHAP	SKILL DRILL	SKILL #	STAND. EVOL. #
4	Answering A Call	4-1	SE4-S1
4	Operate Radio Equipment/Fire Department Communications Equipment	4-2	
4	Personnel Accountability System	4-3	
4	Emergency Evacuation	4-4	



**NH FIRE ACADEMY FIREFIGHTER I
UNIT 4 BLOCK 1 (2HR)**

CLASS NAME: COMMUNICATIONS

NUMBER OF INSTRUCTORS: 3

EQUIPMENT NEEDED	<ul style="list-style-type: none"> • Portable radios (approximately 14) • Accountability System • Telephone
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FACILITY NEEDED	Classroom with access to either an outside or interior area that is separate from the classroom
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SKILL DRILL REFERENCE	4-1	4-2	4-3	4-4				
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GENERAL INSTRUCTION	<p>The Instructor will provide an opportunity for the students to communicate utilizing fire service portable radios. The context of this section is to address basic communication. It is not intended to be a class in tactics, strategy, or conducting an arrival report.</p> <p>The majority of the students will not have used fire service terminology or equipment. It is important that the basic terms and the systems used in the various areas be explained. Role playing should be used to place students into situations that require clear and concise communication.</p>
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NH FIRE ACADEMY FIREFIGHTER I
UNIT 4 BLOCK 1 (2HR)

EVOLUTION	DESCRIPTION
ANSWERING A CALL	<p>Assign one of the students to the role of the citizen who is making the call. Tell the student to make the call using the information provided by the Instructor.</p> <p>The Instructor shall demonstrate how to properly answer a department's phone and record the information to relay to another member.</p> <p>Each student shall demonstrate how to properly answer a department's phone, determine if this an emergency or non-emergency call and record the information to relay back to the instructor. Repeat the exercise using different students and types of events. Skill Drill 4-1 (see SE4-S1)</p>
USING A RADIO	<p>The Instructor shall demonstrate how to properly communicate (transmit and receive information) using department's radios.</p> <p>Each student shall demonstrate ability to properly communicate (transmit and receive information) using department's radios. Skill Drill 4-2</p>
PERSONNEL ACCOUNTABILITY	<p>The Instructor will work with the students to demonstrate how the PAS tracks firefighters on the fire ground and identify the various systems in place.</p> <p>The student will be able to give an accurate description of the PAS. Skill Drill 4-3</p>
EMERGENCY EVACUATION	<p>The Instructor will work with the students to discuss using a scenario which requires an Emergency Evacuation from a structure.</p> <p>Students will describe the appropriate actions to take when an Emergency Evacuation order is given. Skill Drill 4-4</p>

Phone Communications

SE4-S1

Provide your name and the facility being called. Example: "Rogers Fire Station this is Captain Meredith speaking, how may I help you".

Non-Emergency Call

1. Answer as pleasantly and quickly as possible
2. Answer questions carefully - do not to give out information on sensitive department matters.
3. Transfer calls tactfully – "Please hold the line" or page
4. Always say "please" and "thank you"
5. Ask to take a message if person called is unavailable

Emergency Call

1. caller's name
2. caller's phone number
3. location of incident
4. incident type

EXAMPLE OF TYPES OF SCENERIOS

Calling for information:

Need to speak to:

Fire Alarm Activation: Have students operate in different areas of a large building to identify any conditions or activated devices located.

A missing person: Have the students search the parking lot area and identify how many silver vehicles in their sector and describe the vehicles location.

Reported Building Fire: Isolate the student and picture from the rest of the class. Ask the class to write a brief description of what they see based on the radio information provided. Discuss the results and identify methods that could have improved the accuracy of the report.

Other: The Instructor may use incidents or other assignments, however it is important to remember the class has not received the information or instruction for fire operations yet.

FIRE ENGINEERING'S HANDBOOK FOR FIREFIGHTER I & II
Instructor Curriculum Skill Evaluation Sheet

SKILL SHEET 4-1		Answering a Call	
OBJECTIVE:		NFPA 1001, 4.2.1 & 4.2.2 & 4.2.3	FEH Chapter: 4
CANDIDATE NAME/NUMBER:			No.:
TEST DATE/TIME			
EQUIPMENT REQUIRED: [Add local requirements if needed]		<ul style="list-style-type: none"> • Telephone and department radio. • Intercom (where applicable) • Documentation material (e.g., notepad, intake form, etc.) Pen or pencil 	
EVALUATOR INSTRUCTIONS			
CANDIDATE INSTRUCTIONS: <i>NOTE: The evaluator will read the following exactly as it is written to the candidate</i>		The student will be expected to properly operate Fire Department communications equipment and to record and relay information promptly and accurately. The Candidate will be expected to determine the difference between routine and emergency traffic.	
CRITERIA:		NOTE: Based on material from the Skill Drill Instructor Guides [ADDITIONAL LINES FOR AHJ TO ADD OTHER MATERIAL]	
Critical?		Pass	Fail
	Obtains all necessary information		
	Differentiates between routine and emergency traffic		
	Utilizes communication equipment appropriately		
	Relays information accurately		
	Documents according to SOPs/SOGs		
	Obtains all necessary information		
EVALUATOR COMMENTS: [ANY COMMENTS PRO OR CON REGARDING WHAT THE STUDENT ACCOMPLISHED]			
EVALUATOR SIGNATURE:			
STUDENT SIGNATURE:			

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SKILL SHEET 4-2		Operate Radio Equipment / Fire Department Communications Equipment	
OBJECTIVE:		NFPA 1001, 4.2.3	FEH Chapter: 4
CANDIDATE NAME/NUMBER:			No.:
TEST DATE/TIME			
EQUIPMENT REQUIRED: [Add local requirements if needed]		<ul style="list-style-type: none"> Radio equipment (mobile or portable) 	
EVALUATOR INSTRUCTIONS			
CANDIDATE INSTRUCTIONS: <i>NOTE: The evaluator will read the following exactly as it is written to the candidate</i>		The student will be expected to operate radio and communications equipment.	
CRITERIA:		NOTE: Based on material from the Skill Drill Instructor Guides [ADDITIONAL LINES FOR AHJ TO ADD OTHER MATERIAL]	
Critical?		Pass	Fail
	Listen to ensure the channel is clear for you		
	Press the PTT (Push to talk) button		
	Communicate – who are looking for, then who you are		
	Release the PTT and wait for acknowledgment		
	Press the PTT (Push to talk) button and communicate your message		
	Release the PTT and wait		
	Repeat steps		
EVALUATOR COMMENTS: [ANY COMMENTS PRO OR CON REGARDING WHAT THE STUDENT ACCOMPLISHED]			
EVALUATOR SIGNATURE:			
STUDENT SIGNATURE:			

FIRE ENGINEERING'S HANDBOOK FOR FIREFIGHTER I & II
Instructor Curriculum Skill Evaluation Sheet

SKILL SHEET 4-3		Personnel Accountability System	
OBJECTIVE:		NFPA 1001, 4.3.5	FEH Chapter: 4
CANDIDATE NAME/NUMBER:			No.:
TEST DATE/TIME			
EQUIPMENT REQUIRED: [Add local requirements if needed]		<ul style="list-style-type: none"> Personnel Accountability System (PAS) 	
EVALUATOR INSTRUCTIONS			
CANDIDATE INSTRUCTIONS: <i>NOTE: The evaluator will read the following exactly as it is written to the candidate</i>		The student will be able to give an accurate description of the PAS, how it works, and communicate PAR.	
CRITERIA:		NOTE: Based on material from the Skill Drill Instructor Guides [ADDITIONAL LINES FOR AHJ TO ADD OTHER MATERIAL]	
Critical?		Pass	Fail
	The student should verbalize the importance of a PAS		
	The student verbalizes two different types of PAS		
	The student shall demonstrate how to hand off their personnel accountability tag		
	The students shall demonstrate communicating a PAR (Personnel Accountability Report) check		
EVALUATOR COMMENTS: [ANY COMMENTS PRO OR CON REGARDING WHAT THE STUDENT ACCOMPLISHED]			
EVALUATOR SIGNATURE:			
STUDENT SIGNATURE:			

FIRE ENGINEERING'S HANDBOOK FOR FIREFIGHTER I & II
Instructor Curriculum Skill Evaluation Sheet

SKILL SHEET 4-4		Emergency Evacuation	
OBJECTIVE:		NFPA 1001, 4.3.5	FEH Chapter: 4
CANDIDATE NAME/NUMBER:			No.:
TEST DATE/TIME			
EQUIPMENT REQUIRED: [Add local requirements if needed]		<ul style="list-style-type: none"> Personnel Accountability System (PAS) 	
EVALUATOR INSTRUCTIONS			
CANDIDATE INSTRUCTIONS: <i>NOTE: The evaluator will read the following exactly as it is written to the candidate</i>		The student will describe the appropriate actions to take when an Emergency Evacuation order is given.	
CRITERIA:		NOTE: Based on material from the Skill Drill Instructor Guides [ADDITIONAL LINES FOR AHJ TO ADD OTHER MATERIAL]	
Critical?		Pass	Fail
	The student verbalizes that when the IC calls for an emergency evacuation, the air horn will blast three times to signal the firefighters on-scene.		
	The student verbalizes that the first firefighter out of the building will direct the other firefighters to a safe area of refuge.		
	The student verbalizes that the second firefighter out will remain near the exit to assist the remaining firefighters.		
EVALUATOR COMMENTS: [ANY COMMENTS PRO OR CON REGARDING WHAT THE STUDENT ACCOMPLISHED]			
EVALUATOR SIGNATURE:			
STUDENT SIGNATURE:			