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|  | Standard Operating Guideline – West Fargo Fire Department | | 01.010 |
| | Subject: Callback & Station Coverage | | |
| | Section: Deployment and Safety | | |
| | Date Authorized: 12/1/2019 | Authorized by: | |
| Date Reviewed: 10/1/2020 | Chief Daniel Fuller | | |

Intent

The intent of this guideline is to identify times when station coverage is needed, and to establish a standard process to fill requests for station coverage with employees.

References

Definitions

Station Coverage Callback: the on-call firefighters report to the stations to provide coverage for the city

Working Incident Callback: the call to all firefighters, both on-call and off duty, to respond to a working incident or fire

Severe Weather Event: An event where severe weather is forecast, such as blizzard or flood watches.

Guideline

1. When all on-duty firefighters are attached to an incident where they cannot break free in the case of a secondary or tertiary call for service, the incident commander should call Red River Regional Dispatch (RRRDC) for a Station Coverage Callback. This calls back to on-call firefighters to the stations to provide coverage for the city in case of other calls that might come in before the on-duty crew clears the first call.
 - a. The firefighters who respond to the station should gather their gear and plan for response to any other incidents.
 - b. This would also include contacting the other stations to coordinate response within the response guidelines.

2. When the incident commander of an incident declares that incident to be a “working” a request should be made to RRRDC to dispatch a working incident callback.
 - a. This callbacks all employees, both on-call and off duty, to the stations to staff additional fire units and respond to the incident.

3. In the event of a forecasted severe weather event, such as a blizzard, tornado or flood, the duty officer should initiate a callback for severe weather.
 - a. The intent is to have firefighters in the stations in case of impassible roads hindering the response of on-call or off duty personnel.
 - b. Due to the extended nature of these types of incidents, the decision should be made early in the event to staff the stations and appropriate contact should be made with all firefighters.

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