

Klamath County Fire District 4

Entry Level Firefighter Unit 3- Fire Department Communications

Individual Performance Standards

0.1	ANSWERING A BUSINESS PHONE CALL
0.2	TRANSMIT AND RECEIVE RADIO MESSAGES

The above Performance Standards must be completed in the presence of a Firefighter 1. Documentation should include the date and initials of the observer, and if appropriate, the time to took to perform the task.

ANSWERING A BUSINESS PHONE CALL – 00.1

Fire Individual Performance Standard

OBJECTIVE: Properly and politely receive a business telephone call and be able to relay the correct information or pass on the information to the correct person.

EQUIPMENT: Given a telephone and other necessary equipment and a real or simulated call.

NARRATIVE: The Entry Level Firefighter will answer a simulated phone call from the evaluator, the nature of the call is someone trying to find information about becoming a volunteer firefighter.

STANDARD: You must identify yourself and the agency with the greeting, remain polite throughout the call, pass on or record accurate information and end the call professionally.

NOTE: *The call can be made from a cell phone or via the intercom function on the phone. The Firefighter only needs to complete number 4 OR 5 both are not required.*

TASKS	Done	Not Done
1. Answers the call promptly.		
2. Identifies themselves and the agency. Similar to, "Fire Dist. 4, Firefighter _____"		
3. Ensures paper and writing utensil is available.		
4. Take an appropriate message (date, time, caller, return number, information and the call taker's name)		
5. Pass on accurate and appropriate information for the request received.		
6. End the call courteously and in a timely manner		
7. Deliver the message if one is taken.		

Number of Attempts: _____

Comments:

TRANSMIT AND RECEIVE RADIO MESSAGES – 00.2

Fire Individual Performance Standard

OBJECTIVE: Properly transmit and receive a routine and MAYDAY radio transmission.

EQUIPMENT: Given an SCBA mask and a radio tuned to an “off channel” so there is no confusion with mayday being an actual transmission.

NARRATIVE: Scenario 1 = your company is horizontally ventilating with a PPV placed at the front door. You are assigned to open the back door, but at the side of the house you find a large dog is blocking the back yard access. You must communicate this to your crew. Scenario 2 = After gaining access to the back yard your foot breaks through the rotten deck and your leg is stuck by the shards of splintered lumber. You are up to your thigh in the deck and unsure if your leg is injured

STANDARD: The Entry Level Firefighter will be able communicate effectively with their evaluator within a given scenario (below) using the radio.

NOTE: During one of the transmissions, the candidate must be wearing an SCBA mask.

TASKS	Done	Not Done
1. Uses the District’s operating procedures and unit numbers.		
2. Determines the air is clear before transmitting (unless emergency traffic).		
3. Has microphone within 1 to 2 inches of mouth or speaking device of SCBA mask.		
4. Speaks calmly, clearly, distinctly and at a medium speed.		
5. Transmits messages that are brief and to the point.		
6. Correctly identifies who the message is being addressed to.		
7. Identifies the person who is transmitting		
8. Addresses the criteria for MAYDAY transmission.		

Number of Attempts: _____

Comments: