

## Validation of Incident Location

### Context

Information regarding incident location is not always accurate or easily identifiable. Ambiguity as to incident location can be caused through the type of incident, external factors such as hard-to-distinguish house numbering, callers being unfamiliar with the location, or other unforeseen factors.

Incorrect or inaccurate details received may delay the appropriate response, delaying mitigation of the incident or patient care.

Operational Personnel should confirm address and type of incident as soon as practical.

### Actions

- Use correct communication procedures (as outlined in [OMS 040 – Incident Communications Plans](#)).
- Confirm address and incident location with Firecom if there is any ambiguity or unable to locate.
- Confirm details of incident with Firecom, request any further information from the call-taker.
- Commence [Size Up](#), taking into consideration all the available information relative to the property type, address and incident.
- Communicate any update/change to original information with Firecom.
- If still unable to confirm the location of the incident:
  - validate address by use of mapping tools, i.e., Melways/spatial maps or Google Maps QR Code link on STO turnout information
  - validate address with Calling Line Identification (CLI) details
  - confirm location/details of incident with persons onsite. If no one is onsite, confirm address and seek further information from neighbours/bystanders.
- Communicate to Firecom all steps that have been taken to confirm the address before providing a “Wordback” and giving “returning”.

### Further Information

This Advisory Bulletin will be captured in future FRV Doctrine.

For further information email [REDACTED]

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