

**DRAFT**

**EL DORADO COUNTY FIRE PROTECTION DISTRICT  
STANDARD OPERATING GUIDELINE**

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**ARTICLE 5: REPORTS AND RECORDS  
SECTION 1: INCIDENT REPORTS**

**EFFECTIVE DATE: 04-12-2006  
REVISED: 07-27-2011**

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- 5.1.1**            **PURPOSE:** To establish guidelines for uniform, comprehensive, and timely incident reporting in the District's FIREHOUSE™ computer database system.
- 5.1.2**            **PROCEDURE:** A NFIRS incident report shall be completed on all incidents that are issued an incident report number by the Emergency Command Center (ECC). Reports shall be documented using the FIREHOUSE™ incident reporting system installed on the District's computer server. Each report shall have all required and pertinent data fields completed fully and accurately. This includes E.M.S reports completed by ambulance personnel for medical aid calls, and inter-facility patient transfers.
- 5.1.3**            **CONTENT:** All applicable, highlighted, and prompted data fields shall be accurately and fully completed.  
Incident reports are to be completed using the following instructions:
- SECTION A: (Basic Tab)  
Complete all areas applicable to your incident and all areas prompted by FIREHOUSE™. Enter the actual address of the incident and note in the narrative section if the actual address is different from the dispatched location. Note: The "Station" field should reflect the station that the crew is stationed at. The "District" field shall reflect what response area the call occurred in.
- SECTION B: (Units and Personnel Tab)  
Shall be completed on all incidents. Complete all areas applicable to the incident and/or all areas prompted by FIREHOUSE™. The personnel and apparatus sections need to reflect all personnel and apparatus involved in the incident. This includes standby and support personnel not necessarily on the scene. Entries must reflect the actual response times and status for all personnel involved in the incident.
- SECTION C: (Response)  
Enter estimated property loss dollar amount using the latest dollar loss formula available from the Fire Prevention Bureau. As completely as possible, fill out the fire service and/or civilian casualty section including a detailed narrative. Fires and Haz Mat: Document weather conditions and weather or not a smoke detector alerted occupants.
- SECTION D: (Property and Involvement)  
To be completed for all injured civilians or emergency personnel attached to the incident. Vehicle owner/operator and vehicle insurance information shall be obtained and documented for involved parties that reside outside El Dorado County.
- SECTION E: (Additional Reports)  
Accurately complete supplemental reports (including Fire Loss and Wildland Fire) as prompted by the software or that may otherwise be pertinent to the incident.
- SECTION F: (Incident Narrative)  
This section is to be completed on all incidents as outlined in Section 5.1.3.2 of this SOG. It is to contain a full, complete, and detailed review of the incident covered in the report. Upon completion of the narrative, it is to be dated and time-stamped. If multiple personnel need to contribute to the narrative, each person must user/date/time-stamp their section.

(continued)

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SECTION G: (Other)

Complete all applicable and/or prompted fields.

**5.1.3.2 NARRATIVE:** All fires, traffic collisions, and other incidents that could potentially lead to litigation or criminal prosecution shall have a supplemental incident narrative completed that answers the following questions:

1. What happened?
2. Who did this happen to/who was involved (incl. witnesses)?
3. Where was the involvement - location?
4. When did things happen? Chronological sequence of events.
5. Why did it happen? Facts only. No speculations or opinions.
6. What did you find?
7. What did you do? (services rendered)
8. Traffic Collisions: Include billable services rendered in the narrative and vehicle insurance information in the "Property/Involvement" tab. Indicate weather or not it is a billable call for service in the "Other" tab under "User Fields".
9. Did you turn the incident over to another agency, etc?
10. If additional narratives from other personnel involved in the incident are included they shall be written separately with the name/date/time stamp of each author immediately below their contribution.

**5.1.3.3 QUALITY CONTROL:** To establish a procedure for the review and notification of deficiencies of the narrative portion of the incident report it shall be the responsibility of designated Captains to review all narratives entered by the previous shift that involve fires, traffic collisions, fatalities, multiple casualties, hazardous materials, law enforcement, or injuries to responding personnel.

**5.1.3.4** The designated Captain responsible for reviewing narratives shall retrieve the prior shift's incident reports utilizing FIREHOUSE™ Reports. A-Shift to be reviewed by B-Shift. B-Shift to be reviewed by C-shift. C-Shift to be reviewed by A-Shift.

**5.1.3.5** The narrative in each report shall be checked for correct spelling, grammar, and content according to 5.1.3.2 of this document. In addition, reports shall also be reviewed for completeness, informational accuracy, and HIPPA Act compliance. This review shall be documented by a username/date/time stamp of the reviewing Captain.

**5.1.3.6** To facilitate improvement, deficiencies shall be noted using an Incident Narrative Quality Assurance Form. This form will be emailed to the Captain that authored the narrative requiring correction. The form shall also be CC'd to the Duty Chief Officer.

**5.1.3.7** The responsible Captain shall correct the deficiencies and document by a username/date/time stamp before the end of the next work shift.

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- 5.1.4.**           **COMPLETION:** All reports should be completed as soon after the incident as practical to facilitate accurately capturing all pertinent information in the report while the information is still fresh.
- 5.1.4.1**           All incident reports shall be completed before going off shift unless the Duty Chief Officer specifically authorizes deviation from this standard.
- 5.1.4.2.**           Repeated failure to follow the above policies will result in disciplinary action. The Duty Chief Officer shall be notified for a decision if circumstances arise that would alter the above policies.