



Northwest Territories Defensive Firefighter Training

SESSION 3

FIRE SERVICE COMMUNICATIONS

Government of the Northwest Territories
Municipal and Community Affairs

First Edition (2025)



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SESSION 3 – FIRE SERVICE COMMUNICATIONS



INTRODUCTION

Northwest Territories Defensive Firefighter Training (NWT-DFT) is a competency-based learning program for community fire departments operating at a defensive level of service. This workbook provides volunteer firefighters with the knowledge to apply to achieving 34 required skills. When successfully assessed, students and volunteer NWT firefighters will have met the basic requirements to appropriately respond to fire scenes at a safe distance from structure fires. Skills in the NWT-DFT program are to be assessed based on validated learning outcomes from the National Fire Protection Association (NFPA) 1001 standard.



LEARNING OUTCOMES

1. Discuss the purpose of fire service communications
2. Discuss the responsibilities of taking emergency calls
3. Describe the types of radios that are used in the fire service
4. Describe how fire service radios operate
5. Discuss common phrasing and terminology used in radio communications
6. Skill 3-1: Perform taking an emergency call
7. Skill 3-2: Perform using the fire radio to send and receive transmissions
8. Skill 3-3: Perform initiating an emergency response over the radio



Digital versions of all books in the NWT Defensive Firefighter Training program are available for download and/or printing here:

<https://communitylearning.learnworlds.com/defensive-fire>



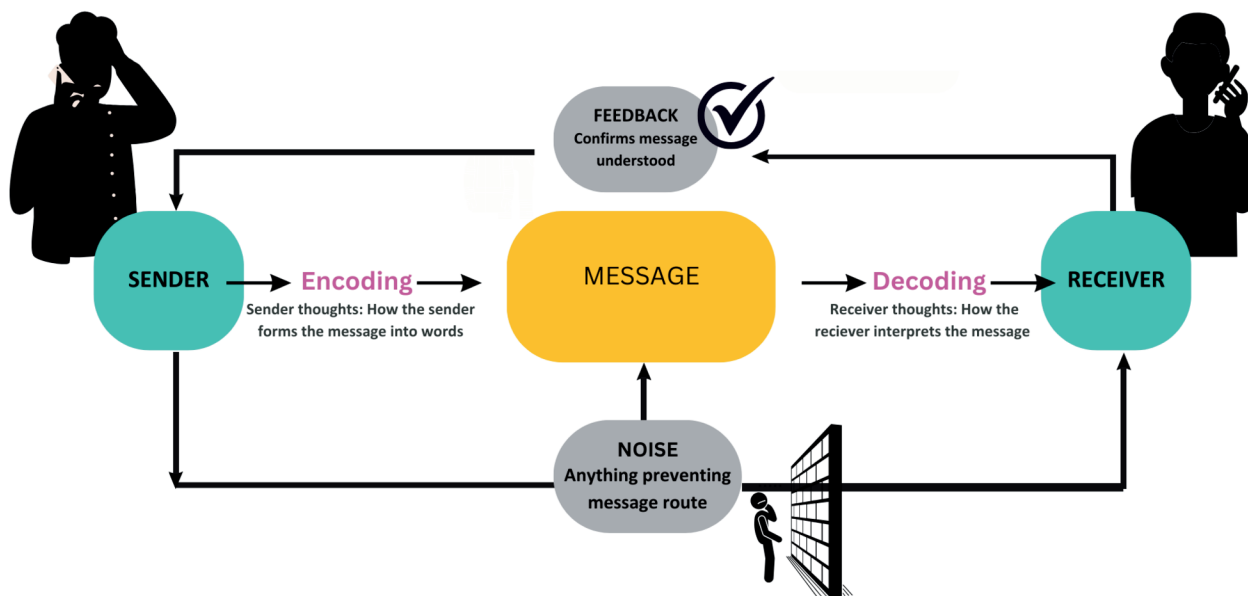
COMMUNICATIONS OVERVIEW

Fire service communications are essential for collecting and sharing important information during emergencies. In small NWT communities, this usually involves using phones and fire radios. The purpose of these communications is to coordinate efforts, send updates, request resources, and keep everyone informed and safe. Clear communication is crucial for taking emergency calls, making quick decisions, directing personnel, and managing resources effectively.

Communications Feedback Loop

To understand the basics of communication, think about information transfer using a feedback loop. If this loop is broken in a fire response context, it can greatly affect fire operations. Look at the image of the feedback loop below:

- Imagine the **sender** as a person calling about a fire across from their house.
- Imagine you are the **receiver**, who asks the caller to give you directions to the fire.
- The sender may be scared and talking very quickly as they deliver the **message** you asked for.
- You are unsure you understood the message because the sender is quite distressed (**noise**).
- So, you ask the sender to confirm if the directions you heard were correct. This is **feedback**.



What might happen in the scenario above if you did not ask the person calling about the fire to confirm the accuracy of the directions they gave you?

CLOSING THE LOOP




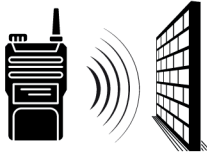



Listener feedback confirms that a message is understood. The communications feedback loop is closed once it is confirmed (by the receiver) that the information in the message (that was delivered by the sender) was received accurately.





COMMUNICATIONS OVERVIEW

We can also think about a feedback loop when firefighters are communicating with each other using fire service radios. Making sure that the message is understood is the most important part of successful fire service communications. After you have a clear message, you can take action.

SENDER	The person or system that creates and sends the message	<i>The fire chief is the sender. They radio the station for more resources</i>	
ENCODING	The process of turning thoughts or information into a message	<i>The fire chief decides what to say and how to say it when making the request</i>	
MESSAGE	The actual information being communicated	<i>The message: "We need more water at the fire site"</i>	
NOISE	Any disturbance or interference that can disrupt the message	<i>Example: Poor radio connection, or background noise</i>	
DECODING	The process of interpreting or making sense of the message by the receiver	<i>How the firefighter taking this call understands the fire chief's request. If there is too much "noise" it affects decoding</i>	
RECEIVER	The person or system that receives and interprets the message	<i>The firefighter taking the call/request</i>	
FEEDBACK	The receiver's response or reaction to the message, which is sent back to the sender	<i>Firefighter taking the call sends confirmation back to fire chief (this is what I heard you say, is it correct?)</i>	



TAKING EMERGENCY CALLS

Answering the emergency line

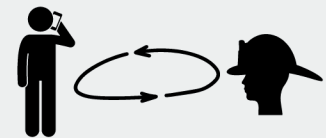
A member of your fire department should always be available to answer calls. When a call comes in, you need to do the following to reduce any "noise" that might get in the way of understanding the message you are receiving:

- Identify yourself: Say your name and that you are with your community fire department
- Talk clearly: Talk slowly, loudly and directly to the caller
- Know how to use the equipment: Be familiar with the phones, radios, or other equipment
- Follow the rules: Stick to the fire department's procedures for answering calls correctly

Any phone number that is listed as the fire department's emergency number MUST always be answered

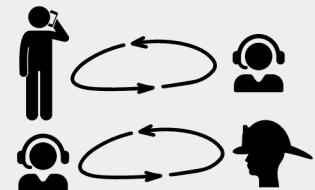
CALLS FROM COMMUNITY MEMBERS

If you take calls directly from community members, it might be challenging to collect information if the person is distressed or having other problems communicating with you. The advantage is that you are hearing directly from the source. Since you are both familiar with the community, directions to a location may be easier to understand.



CALLS FROM 911 OPERATORS

Sometimes a community member will call 911. If that happens, the 911 operator will relay the information to you. The disadvantage is that this creates an additional feedback loop, which doubles the chance of "noise" and misinterpretation of the message. The advantage is that 911 operators are trained to collect the necessary information on your behalf.



Gathering information

When answering an emergency call, make sure to:

1. Identify yourself and the fire department
2. Always assume the call is for an emergency

You must then gather the following information:

- Incident location: Include street numbers and identifying landmarks
- Caller's callback number: In case you get cut off
- Type of incident/situation: Fire, medical, accident, violence, rescue, etc.
- When the incident occurred
- Caller's name
- Location of the caller: If different from the incident location
- Scene safety information: Any details that can impact the safety of the responders or the people involved in the incident



FIRE SERVICE RADIOS

Radios connect the team of firefighters with each other and link firefighters at the scene of an emergency. For firefighters, radios might be the only way to talk to the team and ask for help if needed, especially when cell phone data is affected.

- It is the responsibility of each firefighter to learn how to operate their assigned radio using its operating manual and your department's Standard Operating Procedures (SOPs).
- Radio transmissions can be recorded, and the public can listen to them using scanners. Do not provide any personal information or anything sensitive in nature over the radio.

Types of radios

Portable radio

Small, hand-held device that firefighters use to talk to each other and ask for help during emergencies.

Mobile radio

Installed in fire apparatus (vehicle) for firefighters to communicate with their team and the fire station while on the move.

Base station radio

A larger radio set-up at fire station, used to communicate with fire trucks and other firefighters.

Radio channels

All radio systems in Canada must be licenced and operated according to the Canadian Radio-television and Telecommunications Commission (CRTC).

Radio channels use either one frequency or two frequencies. Frequencies are often programmed into the radio and can be adjusted only by a qualified technician. General fire service frequencies in the NWT are:

- 168.990 MHz
- 169.170 MHz
- 169.770 MHz

PHONETIC ALPHABET

The purpose of knowing the phonetic alphabet is to reduce misunderstandings caused by poor radio transmission quality, background noise, or speaker accents. It ensures critical information (names, locations, or equipment identifiers) are correctly understood quickly when spelling out complex or unfamiliar terms.

- A - Alpha
- B - Bravo
- C - Charlie
- D - Delta
- E - Echo
- F - Foxtrot
- G - Golf
- H - Hotel
- I - India
- J - Juliet
- K - Kilo
- L - Lima
- M - Mike
- N - November
- O - Oscar
- P - Papa
- Q - Quebec
- R - Romeo
- S - Sierra
- T - Tango
- U - Uniform
- V - Victor
- W - Whiskey
- X - X-ray
- Y - Yankee
- Z - Zulu



"Command, this is Rescue 2. We have a downed power line at 14 Smith Road. Repeating, 1-4 Sierra-Mike-India-Tango-Hotel road. Power company has been notified and is en route. Over."



"Command to Rescue 2. Downed power line at Smith Road. Stay clear and secure the area until the power company arrives. Over."



FIRE SERVICE RADIOS

How to use the portable radio

With radio facing you - along the top from left to right:

- 1 First round dial is the on/off and volume control. Turn clockwise to turn on/increase volume, counterclockwise to reduce volume. Turn off by turning counter clockwise until you meet resistance – and hear a click.
- 2 The next smaller dial is the channel selector. Turn to find your channel.
- 3 On the top is a small battery LED Indicator light. The light is green when the power is on and when someone is communicating on your channel. It will continuously flash if your radio is scanning channels instead of on a fixed channel.
- 4 Monitor/Scan Buttons:
 - Monitor: Temporarily disables the squelch (background noise), allowing you to hear weak signals on the current channel (circle).
 - Scan: Cycles through pre-programmed channels (circle crossed out).
- 5 Primary Emergency Button: Typically triggers a loud emergency alarm and sends signal that the user needs immediate help.
- 6 ABC Button: allows user to toggle between different zones of channels.
- 7 Large oval is the push-to-talk (PPT) button. Hold when speaking and release when done talking.
- 8 Additional Monitor/Scan buttons user can feel with fingertips:
 - Monitor: one raised dot
 - Scan: two raised dots
- 9 Backup Emergency Button: Triggers *silent* alarm when user needs assistance.
- 10 Antenna. Do not bend or remove



All hand-held radios have similar components but will vary from the model in this image. Make sure to use the instructions and diagram associated with the device(s) used by your fire department.



RADIO LANGUAGE

Common phrasing and terminology

Firefighters often use a standard way of speaking over the radio during an incident. It includes structured phrasing and terminology to ensure clarity, brevity, and effectiveness in communication.

Incident Type

Describes the nature of the emergency

- *"Command, Engine 1 responding to a two-story residential structure fire"*

Initiating Response

Indicates a unit is en route

- *"Engine 2 en route to scene" or "Rescue 3 responding"*

Arrival on Scene

A unit has arrived at incident location

- *"Engine 4 on scene. Establishing command"*

Size Up

Initial assessment of incident upon arrival

- *"Command to all units, single-family home with heavy smoke showing from second floor. All occupants accounted for."*

Establishing Command

Indicates who is in charge of the incident and establishes the command structure

- *"Firefighter (name) on scene and assuming command"*

Scene Safety Information

Details hazards/safety concerns

- *"Be advised, downed power lines on the east side of building"*

Emergency Traffic

Urgent message that overrides all other communications

- *"Emergency traffic, Mayday, firefighter down at..."*

Resource Request

Call for more units, equipment, or personnel

- *"Engine 1 to Command, requesting additional personnel at ..."*

Clearing the Scene

Indicates units leaving the scene, available for other calls

- *"Engine 2 clearing the scene, available"*

PAR (Personnel Accountability Report)

Ensure all personnel are accounted for

- *"Command to all units, PAR check in two minutes"*

Cancelling Response

Units en route are no longer needed

- *"Engine 3 cancelled. Situation under control"*



The "hey you, it's me" method is a simple, structured way of addressing someone over the radio:

1. **Hey:** get their attention
2. **You:** clearly identify who you're speaking to
3. **It's Me:** identify yourself



RADIO LANGUAGE

Sample radio conversation to initiate a response to a community structure fire

Response initiated

CALL RECIEVED

Firefighter 1 (Alex):
"Attention all units, this is Alex. We've got a report of a fire at 456 Con Road. That's 4-5-6-Charlie-Oscar-November Road. Caller reports heavy smoke coming from the garage. No occupants reported. Over."

MOBILIZATION

Firefighter 1 (Alex):
"Attention all units, I am responding to the fire at 456 Con Road. En route to station to take the truck. Requesting backup Over."
Firefighter 2 (Jordan):
"Received, Alex. Will meet you at the location. Over."

EN ROUTE

Firefighter 1 (Alex):
"All units, Truck 1 is en route to 4-5-6-Charlie-Oscar-November Road. ETA approximately 5 minutes. Over."
Firefighter 2 (Jordan):
"Truck 1, Jordan here. Also en route to 456 Con Road. Over."

ARRIVAL AT SCENE

Firefighter 1 (Alex):
"Truck 1 on scene. Heavy smoke visible from the garage. Awaiting Jordan for backup. Over."

DEFENSIVE OPERATIONS INITIATED

Firefighter 1 (Alex):
"Truck 1 is establishing command. Engaging exterior attack to protect nearby structures. Over."
Firefighter 2 (Jordan) (arriving on scene):
"Jordan on scene. Assisting with exterior attack. Over."





SKILL DRILLS

SKILL DRILLS

Practice the following skills. Each step will be assessed in the NWT Defensive Firefighter Training program

Follow the EMERGENCY CALL INTAKE FORM script on the following pages.

Record the information you collect for this drill.



SKILL DRILL 3-1: Taking emergency calls

A fire station call-taker determines if a call is an emergency by asking the caller specific questions about the situation. They listen carefully to the caller's answers and tone of voice to assess urgency.

1	Identify your community and fire department
2	Ask if this is an emergency
3	Collect information, confirming it is correct after each question: <ul style="list-style-type: none">• Incident location, including landmarks• Incident type• Description of scene and scene safety risks• When incident occurred• Caller name• Caller location• Caller callback number
4	Record all information
5	Let caller hang up first



EMERGENCY CALL INTAKE FORM – Part 1

FIRE DEPARTMENT NAME:

DATE OF CALL:

TIME OF CALL:

[Insert Name] Fire Department, what is your emergency?

- Listen to response - Confirm what you heard back to the caller - Write it down:

EMERGENCY TYPE:

Where is the emergency happening?

Ask for exact address, landmarks and/or specific directions if not provided by caller?

- Listen to response - Confirm what you heard back to the caller - Write it down:

LOCATION:

What is happening right now?

*Ask if anyone is in immediate danger AND if there are hazards at the scene
(gas, electricity, fire, flooding, etc) if not provided by caller.*

- Listen to response - Confirm what you heard back to the caller - Write it down:

SCENE SAFETY INFORMATION:

EMERGENCY CALL INTAKE FORM – Part 2

When did the incident happen?

- Listen to response - Confirm what you heard back to the caller - Write it down:

TIME OF INCIDENT:

What is your full name?

- Listen to response - Confirm what you heard back to the caller - Write it down:

CALLER NAME:

What is your phone number in case we get disconnected?

- Listen to response - Confirm what you heard back to the caller - Write it down:

CALLER PHONE:

Where are you calling from?

- Listen to response - Confirm what you heard back to the caller - Write it down:

LOCATION OF CALLER:

SKILL DRILLS

Practice the following skills. Each step will be assessed in the NWT Defensive Firefighter Training program

Using the filled-out EMERGENCY CALL INTAKE FORM, practice Skill Drill 3-2 and Skill Drill 3-3 at the same time.



SKILL DRILL 3-2: Using the fire radio

1	Listen to determine that the channel is clear of any other traffic.
2	Hold microphone 2.5 to 5 centimetres (1 to 2 inches) from your mouth and at a 45-degree angle.
3	Wait at least 2 seconds before speaking (delay enables the system to capture the channel without cutting off the first part of the message, some systems sound a distinctive tone when the channel is ready).
4	Know what to say before you start talking.
5	Press the “push-to-talk” (PTT) button.
6	Speak clearly and keep the message brief and to the point.
7	Release PTT button



SKILL DRILL 3-3: Initiate emergency response

1	Transmission 1 (notification of event) <ul style="list-style-type: none"> • Make a general call out to all units • Identify yourself • Transmit the location of emergency, type of emergency and scene safety information. • End transmission
2	Transmission 2 (mobilize resources) <ul style="list-style-type: none"> • Identify yourself • Notify that you are getting Truck 1 from station. • Request backup
3	Transmission 3 (update en route) <ul style="list-style-type: none"> • Identify yourself • Notify that you are en route • Provide an Estimated Time of Arrival (ETA). • End transmission





LEARNING DEBRIEF

REMEMBER

- Developing the proper work habits during training in this course helps ensure safety later
- Do not attempt anything you feel is beyond your ability or knowledge
- Tell someone if you see something that you feel is an unsafe practice
- Continue to learn teamwork and practice working as a team
- A firefighter injured during training should not return until medically cleared for duty

Reflect on the following questions. Jot down notes or sketches in the spaces provided.

What is needed for effective fire service communications during an emergency response?
What is the importance of clear communication?

In what ways does using common radio phrasing and terminology enhance efficiency and safety?
How does standardized language prevent misunderstandings.

How can practice using fire radios and emergency call procedures improve your confidence and competence during real-life emergencies?



APPENDICES

APPENDIX 1: Radio Maintenance Guidelines

Maintaining effective fire service communication requires proper maintenance, testing, and regular communication checks to ensure clarity and reliability.

Radio maintenance and care

Daily and weekly checks:

- Inspect radios before every shift for damage, battery life, and secure connections.
- Ensure batteries are fully charged and keep spares on hand.
- Clean radio contacts and microphones to prevent dust, water, or debris from interfering.

Long-term maintenance:

- Schedule monthly inspections to check for signal strength and interference issues.
- Keep spare antennas, chargers, and headsets in every apparatus.
- Store radios in dry, cool areas to avoid damage from extreme heat or cold

Communication checks and testing

Before incident:

- Conduct a roll-call radio check before leaving the station.
- Verify each radio channel assignment and ensure everyone knows the backup channel.
- Use the "Hey, You, It's Me" method for clear identification.

During incident:

- Perform periodic status checks (*Engine 1, status update?*) to confirm working communications.
- Use plain language (avoid codes) for clarity.
- Keep messages short and precise (*Fire knocked down, primary search complete*).

After incident:

- Conduct a debrief on radio performance, noting any missed transmissions or clarity issues.
- Identify dead zones or interference points in area and adjust accordingly.

Backup communication strategies

In case of radio failure:

- Establish a pre-determined backup channel in case of interference.
- Use hand signals or whistle signals as secondary methods.
- Designate a runner system if radios fail completely.

Ongoing testing and training

- Conduct quarterly radio drills to reinforce best practices.
- Simulate noisy environments to practice clear speech and listening skills.
- Rotate "radio operator" roles among firefighters to ensure everyone is familiar with usage.
- Test dead zones in your response area and adjust tactics accordingly.
- Review radio logs and recordings (if available) to identify areas for improvement.

APPENDIX 2: No-radio Adaption Guidelines

If fire departments do not have working radios, they use other ways to talk to each other and respond to emergencies. These methods can still work well if they match the department's needs and resources.

Fire Alarm Boxes

In the past, many towns used fire alarm boxes. People would pull a lever on the box to report a fire. The box would send a signal to the fire station, showing where the fire was. Some communities still use these boxes, especially if there is a power outage or other systems are not working.



Landline Telephones

Landline phones are phones that plug into the wall. These phones still work during power outages if the phone company has backup power. In places with poor cell service, landlines can be more reliable.



Cell Phones and Messaging Apps

In places with good cell service, firefighters can use their own phones to call or text each other. Some fire departments also use special apps, like Tango Tango, to stay in touch when they don't have radios.



Satellite Phones

Satellite phones are useful in remote areas without cell or landline service. These phones work by connecting to satellites in the sky. They are helpful during big emergencies or in areas that are hard to reach.



Sirens and Other Sounds

Some departments use sirens, whistles, or horns to let firefighters know there is an emergency. These sounds can reach people who are nearby, even if other systems are down.



Clear Procedures

Fire departments can write down step-by-step plans to follow during an emergency. These are called standard operating procedures (SOPs). When everyone knows what to do, they don't need to talk as much during the emergency.

Community Help

In small communities, people often know each other well. Neighbours can share messages quickly. Community centres or gathering spots can also be used to pass on important information.

GLOSSARY OF TERMS

Communications

- **ABC Button:** Customizable preset button on radios
- **Channel Selector:** Dial or button to change radio channels
- **Communication Feedback Loop:** Confirming messages by repeating them back
- **Decoding:** Interpreting the received message
- **Emergency Button:** Sends alert for immediate help
- **Emergency Line:** Dedicated line for urgent calls
- **Emergency Traffic:** High-priority message overrides others
- **Encoding:** Turning thoughts into a message
- **Feedback:** Receiver's response to a message
- **Message:** Information being communicated
- **Monitor/Scan Buttons:** Used to listen to multiple radio channels
- **Noise:** Anything that disrupts communication
- **Portable Radio:** Handheld radio for communication
- **Push-to-Talk (PTT) Button:** Press to talk on a radio
- **Receiver:** Person who gets the message
- **Sender:** Person who sends the message
- **Transmission:** Sending a message over radio

Equipment

- **Apparatus:** Firefighting vehicle
- **Deck Gun:** Fixed, high-volume water device on fire trucks
- **Dry Barrel Hydrant:** A hydrant that drains to prevent freezing
- **Handline:** Hose operated by hand
- **Hose Appliance:** Tools used with fire hoses to control flow
- **Hose Couplings:** Connect hoses to each other or a water source
- **Hose Lays:** How hoses are arranged from source to scene
- **Hose Loads:** Hose stacking methods for easy deployment
- **Nozzle:** Controls water stream from a hose
- **Pumper Truck/Attack Engine:** Vehicle with pump, hose, and water for fire attack
- **SCBA (Self-Contained Breathing Apparatus):** Air tank and mask for breathing in smoke-filled areas
- **Standpipe:** Built-in pipe system for supplying water inside buildings
- **Storz-Type Coupling:** Quick-connect hose ends without threads
- **Suction Hose:** Pulls water from static sources
- **Supply Hose:** Delivers water from source to pump
- **Threaded Couplings:** Screw-type hose connections
- **Turnout Gear:** Protective clothing worn during responses

Education and Training

- **Codes and Standards:** Laws and guidelines for fire safety
- **Exit Drills In The Home (EDITH):** Practice home fire escape plans
- **Home Safety Surveys:** Checking homes for fire safety issues
- **NFPA (National Fire Protection Association):** Sets fire safety standards

Fire Science

- **Backdraft:** Explosive ignition when oxygen re-enters a smoldering fire
- **Combustion:** Chemical process of burning
- **Conduction:** Heat transfer through contact
- **Convection:** Heat movement through air or gas
- **Decay Stage:** Fire slows as fuel runs out
- **Fire Tetrahedron:** Fire needs heat, fuel, oxygen, and a chemical reaction to burn
- **Fire Triangle:** Fire needs heat, fuel, and oxygen to start
- **Flashover:** Sudden full-room ignition
- **Fully-Developed Stage:** Maximum burning
- **Growth Stage:** Fire starts spreading and intensifying
- **Heat Transfer:** Movement of heat via conduction, convection, or radiation
- **Incipient Stage:** Fire just igniting
- **Light (Thermal) Energy:** Heat and light given off by fire
- **Mechanical Energy:** Energy from movement, sometimes causes sparks
- **Oxidation:** Reaction of fuel with oxygen
- **Pyrolysis:** Breakdown of material from heat before ignition
- **Radiation:** Heat traveling in waves
- **Smoke Colour:** Helps indicate type of material burning
- **Smoke Explosion:** Ignition of trapped fire gases

Incident Command Structure

- **Chain of Command:** Order of authority
- **Division:** Personnel and resources assigned to a geographic location
- **Emergency Management Organization (EMO):** Coordinates emergency responses
- **Group:** Personnel and resources assigned to a specific task
- **Incident Action Plan (IAP):** Plan for managing an incident
- **Incident Command System (ICS):** Structured approach to managing emergencies
- **Incident Commander (IC):** Person in charge of an incident
- **Operations Function:** Part of ICS that manages tactical operations
- **Span of Control:** Number of people a leader can manage (usually 3–7)
- **Single Resource:** One unit (e.g., one engine or person)
- **Unity of Command:** Each person reports to only one boss

Operations and Tactics

- **Advancing Hose:** Moving hose toward the fire
- **Attack Hose:** Used directly on the fire
- **Charged Hose:** Filled with water, ready to use
- **Defensive Operations:** Fighting fire from a distance
- **Establishing Command:** Identifying who's in charge
- **Evolution:** Planned firefighting tasks or maneuvers
- **Exposure:** Nearby object at risk of catching fire
- **Freelancing:** Acting without direction during an incident
- **Initiating Response:** Units are en route
- **Overhaul:** Checking for and putting out hidden fire
- **PAR (Personnel Accountability Report):** Roll call for safety
- **Rehabilitation:** Rest and recovery for firefighters
- **Salvage:** Protecting property during/after firefighting
- **Scene Size-Up:** Assessing what's happening at the scene
- **Size-Up:** First look and judgment of the fire scene
- **Staging Area:** Place where people/equipment wait near the scene

PPE and Safety

- **Accountability Tag:** Tracks firefighter location and status
- **Bunker Gear:** Full protective firefighting gear
- **Carcinogens:** Cancer-causing substances from fire/smoke
- **Critical Incident Stress Management (CISM):** Mental health support after tough calls
- **Freelancing:** Acting without direction during an incident
- **PPE (Defensive):** Gear for indirect fire attack
- **PPE (Structural):** Gear for entering burning buildings
- **Rehab Officer:** Person monitoring health in rehab area
- **Safety Culture:** Shared values and actions for safety
- **Unacceptable Risk:** Danger too high to allow action

Radio Language and Protocols

- **Arrival on Scene:** Unit has reached the incident
- **Cancelling Response:** Units not needed anymore
- **Clearing the Scene:** Leaving the scene, ready for next call
- **Incident Type:** Describes the emergency
- **Location Indicators:** Help identify where something is
- **Phonetic Alphabet:** A set of code words used to clearly communicate letters over radio
- **Priorities:** Life safety, property protection, incident control
- **Resource Request:** Ask for more units/equipment
- **Situation Report:** Update on the current status

Water Supply

- **Dry Hydrant:** Pipe for pulling water from lakes or ponds
- **Portable Pump:** Moveable water pump
- **Portable Tank:** Temporary water holding tank at the scene
- **Pumper Truck/Attack Engine:** Vehicle with pump, hose, and water for fire attack
- **Static Water Supply:** Water from non-pressurized sources like ponds
- **Water Fill Station:** Spot for refilling water trucks
- **Water Shuttling:** Moving water from water source to scene

