



How Orange County Fire Authority Responds to Emergency Calls

www.ocfa.org

The Orange County Fire Authority is committed to helping the nearly 1.8 million residents we serve when they are faced with an emergency. We understand the confusion and difficulties people face following a fire or medical emergency and we want you to know that we are here to help. Our goal is not only to put out fires and provide medical assistance to our residents, but to help them get back on their feet after their emergency. There are a number of helpful resources available to you to ease the pain and anxiety you feel following an emergency. Some of these are listed below.

FIRES

OCFA responds to all types of fire emergencies. We will send a predesignated number of apparatus (fire engines, fire trucks, paramedics, and chief officers) to each type of call. The number of firefighters and amount of equipment sent is based on our knowledge of how to safely and effectively deal with each type of call. Because the behavior of fires can be unpredictable, we always ensure that we have enough firefighters ready for unexpected problems. When the officer in charge is sure that the fire or situation is under control, the fire companies will be released to be available for other emergencies. The safety of our firefighters is paramount. During a structure fire you may see personnel dressed in protective clothing standing by and taking no action. These personnel have been designated as the **rapid intervention crew**. If a situation occurs where our firefighters become trapped or hurt inside the building, this crew will be sent in to rescue the downed firefighter.



MEDICAL EMERGENCIES

OCFA responds to much more than just fires, we also respond to traffic collisions, hazardous materials spills, remote rescues, medical aid calls, and various other emergencies. The standard OCFA response to a medical emergency is a paramedic engine (four firefighters on the engine) or a paramedic van (two firefighter/paramedics) accompanied by a fire engine (three firefighters on the engine). Your safety and well being is the reason we assign an extra unit to the call. Two paramedics are dispatched to each appropriate call to provide the necessary equipment and care for the patients involved in each emergency.



PRIVATE AMBULANCE TRANSPORTATION TO HOSPITALS

Each city within our jurisdiction contracts with a private ambulance company - except for the City of San Clemente - to transport patients to the hospital. **You will be charged by the private ambulance company for transport.** Our paramedic vans have medical equipment and supplies in the back, and in the event of a large scale disaster they can be used to transport patients if needed.

HOSPITAL DESTINATIONS

Patients whose medical emergency requires further evaluation and/or treatment at a hospital are normally transported to the hospital of their choice. However, depending on the medical status of the patient, the closest hospital or appropriate medical facility (rather than the desired hospital) may be used. If the patient's status deteriorates while enroute to the hospital in the ambulance, the hospital destination may change. We apologize for any inconvenience that may cause but we want to provide the best and fastest medical service available. Your health and well-being are our number one priority.



FEES/CHARGES

You will not be charged for an emergency call, however the OCFA does charge for service calls such as removing water from your home with a water vacuum. The cities of Buena Park, San Clemente, and Westminster also charge paramedic fees. For

carelessness and criminal activity involving various incidents, the OCFA has legal authority to pursue cost recovery under the California Health and Safety Code.

CUSTOMER SATISFACTION SURVEYS

The OCFA takes great pride in the service we provide to you and the community. We are constantly seeking ways to improve service to our customers. If you have received any type of service from OCFA, you may receive a customer satisfaction survey. We ask that you evaluate our service and send it back to us so we can sustain high-quality care to our residents.

INCIDENT REPORTS

You may receive a copy of the report of your incident by contacting the OCFA Clerk of the Authority at (714) 573-6040. There is a nominal fee for this service.

RECEIVING HELP

The **American Red Cross** provides temporary shelter if your home is not livable following a fire, flood, or earthquake. The Red Cross may also provide food, medical supplies, mental health care, or replace furniture damaged during your emergency. **The number for assistance is (714) 481-5300.**

The **Trauma Intervention Program (TIP)** provides emotional support and guidance following a tragedy. They are trained volunteers ready to assist on scene, at the hospital, or in your home. They are available in most of the communities we serve. We can call them out to assist you when needed.

After the Emergency is a brochure provided to you with a variety of information to assist you after your fire or medical emergency. If you did not receive a brochure, please call (714) 573-6200, and we can send it out to you.

