

**GAS EMERGENCY - LEAKS/ODORS**

Key Questions	Call Taker Actions
<ul style="list-style-type: none"> <li>* What is the address of the incident and nearest cross street?</li> <li>* What is your name?</li> <li>* What is your phone number?</li> <li>* Gas Leak/Odor coming from inside or outside of the building/home?</li> <li>* Where is the odor coming from?</li> <li>* Type of gas, if known? (natural gas, propane, etc.)</li> <li>* Do you see, hear or feel gas blowing? (If 'yes'...advise to evacuate and provide safety instructions)</li> <li>* How did the incident occur? Was there any excavation or construction being done where the odor is coming from or nearby? (If 'yes' ask if the gas line is ruptured, pulled or uncovered)</li> <li>* Is there a gas cloud? What color? How large? Moving? In what direction?</li> <li>* Note: if caller indicates a 'strong gas odor' or concern for their well being provide safety instructions</li> </ul>	<ul style="list-style-type: none"> <li>* Keep caller on the phone to update information if not in danger</li> <li>* Log all additional information</li> <li>* Update responding units</li> <li>* Notify Gas Utility, as appropriate.</li> <li>* Be prepared for to provide any medical instructions necessary for injuries</li> </ul> <div style="background-color: #f2f2f2; padding: 5px; text-align: center;"><b>Safety Instructions (Pre-Arrival Instructions)</b></div> <ul style="list-style-type: none"> <li>* Instructions: Advise to evacuate at least 350 feet away, advise NOT to smoke or use any open flames or operate any electrical switches/devices/phones</li> <li>* Do not pull the fire alarm</li> <li>* (if landline) Put the phone down gently - do not hang up</li> <li>* (if cell phone) Do not hang up, please stay on the line</li> <li>* Notify dispatch if situation changes before units arrive</li> <li>* Go to a safe location. Call back on cell when you are safe</li> <li>* Send someone to meet responding units away from building</li> </ul>
Dispatcher Actions	Useful Information
<ul style="list-style-type: none"> <li>* Dispatch Fire Units, Medical Units, &amp; Police Units to the area or nearest available units</li> <li>* Verify Gas Utility notified, as appropriate.</li> <li>* Follow and fulfill any request from units working the scene</li> </ul> <div style="text-align: center; margin-top: 20px;">  </div>	<ul style="list-style-type: none"> <li>* Refer to SOPs, pre-incident plans</li> <li>* Refer to city/town evacuation procedures if situation warrants</li> <li>* Determine wind direction and speed</li> <li>* Determine weather forecast - effects of rain on gas cloud?</li> <li>* Consider dangers to traffic flow</li> <li>* Consider proximity to population, institutions, hospitals, nursing homes, etc.</li> <li>* Related tabs:  <b>PIPELINE EMERGENCY</b>  <b>REFRIGERATION LEAK/EMERGENCY</b>  <b>HAZARDOUS MATERIALS INCIDENT</b> </li> <li>* Construction crews may rupture underground gas lines. Gather as much site information as possible, since caller may be unaware of the connection</li> </ul>