



Technical Advisory

Title: Handling Carbon Monoxide Calls

Issued: November 2002

Fire departments may receive calls regarding carbon monoxide poisoning. The following information should be considered in the development of a policy to deal with these types of calls.

When a call is received regarding carbon monoxide the nature of the call should be assessed and then the following appropriate action should be taken.

Emergency

CO detector sounding or persons showing signs/symptoms or suspected of having CO poisoning.

If evidence the person calling is affected by CO (headache, dizziness, nausea, blurred vision, chest pain, fainting, coherency difficulty, flu symptoms), the following is recommended:

- Determine the person's name and address (phone number).
- Advise the person to evacuate the building immediately, including all occupants.
- Advise the person to contact an emergency medical service (ambulance/doctor) once the building is evacuated.
- The fire department should follow up by contacting the local emergency medical service (ambulance), reporting that persons at the given address may have a CO emergency.

Non Emergency

CO detector has been in alarm or minor CO related problems have occurred, but the person calling offers no evidence to suspect CO poisoning.

- Advise the person to keep ventilating the building, or to evacuate the building.
- Advise the person to contact SaskEnergy (1-800-567-8899) or to have their heating system and/or appliances checked by a competent repair service. Contractors can be found in their local yellow pages under Heating.

A record of all emergency and non emergency CO inquiries should be kept including notes such as, the name, phone number, address, time of call, emergency response agency contacted (if required) and other relevant information.

General Calls

Persons calling about CO detectors should be advised to contact their local SaskEnergy agency (through the agency business number) to determine if they provide a response to CO incidents. If an agency does, then when a CO incident occurs (alarm sounds, etc.) the person should contact that agency. If the local emergency response agencies do not provide a response service, then, when a CO incident occurs (alarm sounds, suspected CO leakage, etc.) the person should evacuate the building immediately and contact a local repair service or SaskEnergy at 1-800-567-8899.

Persons should be advised to contact SaskEnergy for information on how to avoid CO incidents and what to do should a CO incident occur. Information is available at local SaskEnergy offices in brochure form or through service personnel at the local office.