



At your service



Fairfax County
Fire and Rescue Department

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Our Vision

Dedicated to being the best community-focused fire and rescue department working as a team to ensure a safe and secure environment for all those entrusted to our care.

Our Mission

The Fairfax County Fire and Rescue Department is committed to providing emergency and non-emergency services to protect the lives, property, and environment of our community.

We contribute to this commitment by:

- Maintaining a leadership role in local, state, and national public safety initiatives.
- Developing, implementing, and maintaining innovative prevention programs and strategies, life safety education, and training for our community.
- Maintaining the highest departmental readiness to provide emergency medical and fire suppression services.
- Maintaining state-of-the-art special operations capabilities.
- Seeking new and better ways to further integrate the Fire and Rescue Department into our communities.
- Conducting research and using technology to enhance the achievement of these objectives.

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Public Affairs and Life Safety Education

To request this document in an alternative format, please call Public Affairs and Life Safety Education at 703-246-3801 or TTY 711.

You can also contact and learn more about the Department by visiting our web site at

www.fairfaxcounty.gov/fr

Our Core Values

Professional Excellence . . . We believe the pursuit of excellence and demonstrating high professional standards are critical to our work. To ensure the best possible service for our community, the Fire and Rescue Department supports continuous training and encourages professional development.

Diversity . . . We know Fairfax County is a diverse community, and we commit to meeting its ever-changing needs. We are dedicated to reflecting and respecting that diversity throughout our organization. We will respect the diversity of our community by providing compassionate and quality service to all.

Effective Communication . . . We believe communication is essential to the cohesiveness and performance of our organization. We are committed to providing effective and responsive means of communication throughout the organization and the community.



Community Service and Involvement . . . We believe we have a duty to be involved in the communities where we work. Our responsibility is to protect life, property, and the environment. We are committed to fulfilling our responsibility and to deepening our involvement in the community we serve. No request or inquiry will go unanswered.

Health and Safety . . . We believe our health and safety are essential to fulfilling the Fire and Rescue Department's mission. We are committed to providing the best health and safety programs for our members' well-being and operational readiness.



Teamwork and Shared Leadership . . . We know well-functioning teams of people are more effective than individuals working separately; our lives depend on it. We believe individuals have the capacity to lead, and our organization values leadership at all levels. Teamwork and shared leadership are integral to our organization, and we will seek out and value the opinions of our members.

Integrity . . . We understand the trust placed in us by the public and our colleagues is integral to the performance of our duties. We are committed to honest and ethical behavior, and we will hold ourselves accountable to these values.

Innovation . . . We recognize and understand that the constancy of change in our community and industry impacts our business daily. We are committed to seeking out and implementing innovative and progressive thinking to address change effectively to benefit those we serve.

Your Fire and Rescue Department

The Fairfax County Fire and Rescue Department trains firefighters to provide a full complement of fire suppression, technical rescue, swift water rescue, hazardous materials, and emergency medical services, including basic and advanced life support and emergency medical transportation—it is an all-hazards department.



Since its humble beginning in July 1949, the Fairfax County Fire and Rescue Department has evolved from ten skilled “drivers” to a complex agency responsible for meeting the emergency needs of over one million residents. Today, approximately 1,350 career uniformed men and women operate from 37 fire and rescue stations strategically positioned throughout Fairfax County’s 395 square miles. Additionally, over 250 full-time and seasonal civilians provide key support functions from headquarters and other locations. As a combined-career and volunteer department, over 350 operational volunteers provide supplemental support.

The Fairfax County Fire and Rescue Department operates on three separate 24-hour rotation shifts. Each shift is led by a Deputy Fire Chief. The county is separated geographically into seven battalions, each supervised by a Battalion Fire Chief.

The Deputy Chief of Emergency Medical Services (EMS) and three shift Battalion Chiefs of EMS oversee the activities of the EMS Captains, who are assigned as EMS Supervisors in the field. Fire suppression and paramedics work in tandem to ensure the highest level of safety and care possible for the residents of Fairfax County.



9-1-1—Your Lifeline

When you call 9-1-1, the calltaker will determine if your emergency is law enforcement, fire, or medical.

While firefighters are being dispatched, the calltaker will most likely ask you questions that will assist firefighters when they arrive. The same firefighters will come to your aid whether your emergency is a fire, a medical emergency, or a rescue. As with most callers, seconds seem like hours while you are waiting, we always send the closest appropriate unit and personnel to your emergency. This is often why you will see more than one type of emergency apparatus at a fire, medical emergency, or rescue. First arriving firefighters and command personnel will determine if additional resources are needed.

When calling 9-1-1 please do the following:

- Speak clearly into the telephone and speak directly to the 9-1-1 operator.
- Don't talk with others while on 9-1-1; don't put the operator on hold.
- Know the exact location (building number, street, suite or apartment number, or street intersection) where help is needed.
- Give your name, address, and telephone number, even if it is different from where help is needed.
- Tell the 9-1-1 calltaker exactly what you see, hear, or smell. Don't assume the 9-1-1 calltaker already knows why you are calling.
- Answer all questions the 9-1-1 calltaker asks. They need the information not only for your safety, but also for the safety of responding police, fire, and rescue personnel.
- Don't hang up the telephone until asked to do so by the calltaker. The 9-1-1 calltaker may be able to give important instructions before emergency personnel arrive.
- Once you've provided all the information, don't call back "to see if help is on the way."

**Stay
On
The
Line!**



Emergency Services/Transportation

Emergency Services We Provide

Fire suppression

Emergency medical

Emergency transportation (ambulance)

Property loss control

Rescue Operations

- Vehicle extrication
- Swift water rescue
- Building collapse
- Trench rescue
- Open water rescue
- High-angle rope rescue

Brush/Field fires

Hazardous materials

Property preservation

Electrical wires down

Lock outs in vehicles and homes, when human life is in danger



Emergency Medical Transport

The Fairfax County Fire and Rescue Department responds to over 62,000 emergency medical calls annually. Approximately 43,000 patients are transported to local and regional hospitals by ambulance.



Community Programs

Washington Regional Fire & Rescue Departments Aluminum Cans for Burned Children



- The Aluminum Cans for Burned Children Program (ACBC) was established to help improve the quality of life for young burn survivors and their families by providing funding for research, therapeutic residential burn camps, and other positive activities
- Sponsors children to attend burn camps and funds camps and school supplies
- Funds continuing education programs, including graduation awards program for high school or GED graduates
- Provides funding assistance for pediatric burn patients and their families
- Provides firefighter and civilian counselors for local burn camps

Elementary and Secondary Schools

- Risk Watch® is a comprehensive injury prevention curriculum for children preschool through grade eight, their families, and the community
- Kitchen safety classes
- Babysitting classes offered to middle and junior high school
- Latch key safety classes
- Age appropriate general safety classes





Community and Civic Groups

- Fire safety presentations including home escape planning and proper smoke alarm placement
- Community slide show showing Departmental programs

Every Step of the Way

- A safety program targeted to the most vulnerable segments of the population, the very young and older adults
- Preschool program reaches children three to five years of age in public and private schools and licensed daycare centers; teacher training, fire safety puppet shows, teacher and parent training that reaches over 20,000 children annually
- Over 15,000 seniors are provided life safety education programs that include fire safety, File of Life, and injury from falls



Juvenile Firesetters Intervention Program

- An educational intervention program targeted for juvenile firesetters administered by nationally certified personnel

- Referrals are received from court officials, school counselors, law enforcement officials, mental health practitioners, fire investigators, firefighters, parents, and adult relatives



Get Alarmed

- Provides for the distribution and installation of smoke alarms free of charge by firefighters
- A home safety survey offered and conducted by firefighters
- Provides batteries for smoke alarms in residential occupancies upon request



To schedule any of these programs please call 703-246-3801.

Non-Emergency Services/Phone Numbers

Non-Emergency Services We Provide

Fire Investigations

Environmental crimes

Investigative services and hazardous materials reporting line

Household hazardous waste referral resource

Local Emergency Planning Committee (LEPC)

Hoarding and abatement enforcement

State license facility inspection

Pool inspections

Site plan review

New construction inspection

Testing and retesting of fire protection and alarm systems

Explosives permits and enforcement

Motor carrier safety inspection

Trade show, tent, and pyrotechnics display permits

New construction plan review

Evacuation drills

Code development

Fire lane enforcement

Safety inspections for day care and group homes

Automatic External Defibrillator (AED) training

Fire and life safety education in the schools

Fire and life safety education for senior citizens

File of Life Program

Juvenile Firesetters Program

Smoke alarm installation

Risk Watch® Program

Visual smoke alarm program

“Tree Safety Tags” for holiday season

“Candles With Care” card

“After the Fire” brochure

“Fire and Rescue At Your Service” booklet

Multi-language “Home Safety” booklet

Media significant incident information line

Health fairs

Neighborhood organization meetings

Emergency fire apparatus at community and school events



Dial 9-1-1 For Emergencies



Important Phone Numbers

Emergencies	9-1-1
Non-emergency	703-691-2131
General Information	703-246-2126
Hazardous Materials	703-246-4386
Fire Investigations.....	703-246-4741
Fire Inspections	703-246-4849
Fire Permits (Revenue and Records)	703-246-4800
Public Affairs and Life Safety Education	703-246-3801
School Education Program	703-246-3932
Juvenile Firesetters Program.....	703-246-3962
Senior's Education Program	703-246-3506
Risk Watch	703-246-3801
Fire Reports.....	703-246-3992
Firefighter Recruitment.....	703-246-3939
Volunteer Information Line.....	703-246-2295
Smoke Alarm Installation	703-246-3801
Citizen Inquiries.....	703-246-2126



Frequently Asked Questions

How do I obtain fire station information for my insurance company?

Most insurance companies want to know the name of the fire station closest to your home and distance to the nearest fire hydrant. To determine which fire station is closest to your home, contact the Fire and Rescue Department's Systems Management Section at 703-246-3868, or via email. Provide your address and ask for the station name, address, and phone number that would respond first due. You will then need to contact the station to determine the closest fire hydrant. Most homes in Fairfax County are located within 500 feet of a fire hydrant.



Where can I go to get my blood pressure checked?

Any fire and rescue station in your county.

Who do I call about a fire extinguisher that needs repair?

Check the Yellow Pages under fire extinguishers.

How do I schedule a fire or safety related educational program?

There are many different types of educational programs we can present that will meet the needs of various age groups. For further information, please call Public Affairs and Life Safety Education at 703-246-3932.

How can I get transported from the hospital to my home by ambulance?

The Fire and Rescue Department provides emergency transportation only. If you are looking for non-emergency transportation from a hospital to home, a number of private ambulance services are available. They can be found in the Yellow Pages under Ambulance Service.

Why did you send a fire engine when I called for an ambulance to get medical help?

Sometimes a fire engine will arrive first because it is the closest emergency equipment to the scene. While waiting for the Advanced Life Support unit, these emergency medical technicians and paramedics will render aid as necessary. Along with basic medical equipment, all fire engines are equipped with automatic defibrillators, a device used to monitor the heart and deliver an electrical charge to correct a life-threatening heart rhythm.



Additionally, all paramedic engines are equipped with specialized advanced life support equipment which can be used in any life-threatening emergency.



How can I obtain a copy of an incident report?

Submit a written request to the Fairfax County Fire and Rescue Department, Attention: EMS Administration, 4100 Chain Bridge Road, 5th Floor, Fairfax, Virginia 22030. Information provided in the request should include the location of the incident, the type of incident (e.g., house fire, vehicle crash, medical emergency), the date and approximate time of the incident, a daytime phone number of the requesting party and names of the parties involved, if known.

Medical reports requested by someone other than the patient treated require a signed medical release form by the patient, legal guardian, or appointee.

A minimum (non-refundable) processing payment of \$5 per report must be submitted with each request. Checks must be made out to the “County of Fairfax.” Please allow five working days from the receipt of your request for processing. Reports can either be picked up or mailed.

Would you allow me to ride-a-long in an ambulance or a fire engine?

Citizens and students are generally governed by certain qualifications and rules in order to be allowed to ride Fairfax County Fire and Rescue Department apparatus. Please call 703-246-2549 for further information.

Why do several pieces of fire apparatus respond to small incidents?

Fire and rescue units are dispatched in accordance to the information received by 9-1-1 operators. The department thinks worst case when they respond to citizens in need of assistance. Firefighters are dispatched to deal with an incident that can turn from bad to worse. They are well-trained, and professional.

Why do I see firefighters cutting holes in the roof of a building on fire?

There are two reasons for this practice. Dangerous gases and heavy smoke will accumulate in burning buildings making it difficult for firefighters to operate. Cutting a hole in the roof is called “venting the roof” and allows for rapid release of smoke, increasing visibility, and improving the survivability of trapped victims. It also reduces the possibilities of backdraft and flashover. Finally, it’s done to locate the fire. The earlier the fire can be located, the quicker its out, resulting in less damage to the structure.



Community Safety


... in the Home

- Have a working smoke alarm and check it monthly
- Plan and practice a home escape plan
- Know two ways out of every room
- If your clothes catch on fire, stop, drop, and roll
- If your pan catches fire while cooking, slide a lid on it
- Make sure your house numbers can be seen from the road
... it's the law
- Have important medical information handy
- Keep dangerous and toxic materials such as paint, thinners, and chemicals away from children
- Keep lighters and matches locked up
- Extinguish all candles when leaving a room
- Keep candles away from items that can catch fire
- Properly dispose of fireplace ashes
- Have your fireplace chimney cleaned regularly
- Keep children away from open windows, consider installing window guards
- Install a carbon monoxide detector

... on the Road

- Always wear your seat belt
- Wear a helmet when you ride a bike, skateboard, or rollerblade
- When crossing the street, look left, look right, and look again both ways
- Yield to emergency vehicles, go to the nearest shoulder
- Secure children in a properly installed safety seat
- Shut off your vehicle when refueling

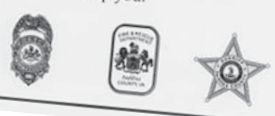
**Yield
To
Emergency
Vehicles**



Virginia law requires that the driver of every vehicle shall immediately move as close as possible and parallel to the nearest edge of the road, clear of any intersection, and stop whenever an emergency vehicle with warning lights and siren operating is approaching. The driver shall remain stopped until the emergency vehicle has passed and no other emergency equipment is in sight.

Frequently, drivers do not check rear view mirrors often enough, and it is difficult to hear an approaching siren with windows up and the radio turned on. It is important to check your side and rear view mirrors every 10 seconds and always be alert to the possible presence of emergency vehicles around you.

Remember, if you were in need of emergency help you wouldn't want thoughtless drivers delaying those enroute to help you!



... in the Community

- When walking or jogging, carry plenty of water and tell a friend where you are going
- Learn CPR
- Get trained on an automatic external defibrillator (AED)
- Learn the safety laws in your community



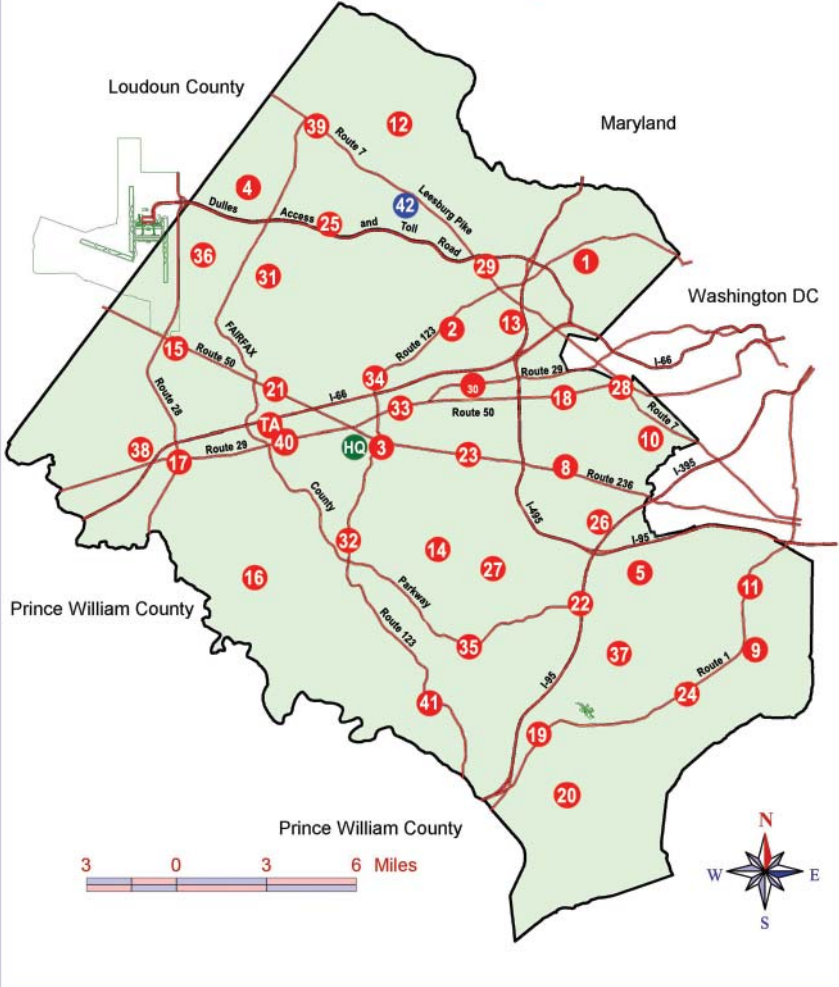
Fire and Rescue Stations

Station	Address	Telephone
* 1 McLean	1455 Laughlin Avenue, McLean, 22101	703-356-6671
* 2 Vienna	400 Center Street, Vienna, 22180	703-938-2242
4 Herndon.....	680 Spring Street, Herndon, 22070	703-437-1233
* 5 Franconia.....	6300 Beulah Street, Alexandria, 22310	703-971-5858
* 8 Annandale	7128 Columbia Pike, Annandale, 22003	703-256-2552
9 Mount Vernon	2601 Sherwood Hall Lane, Alexandria, 22306	703-780-0150
* 10 Bailey's Crossroads	3601 Firehouse Lane, Falls Church, 22041.....	703-820-2345
11 Penn Daw	6624 Hulvey Terrace, Alexandria, 22306.....	703-765-4404
* 12 Great Falls	9916 Georgetown Pike, Great Falls, 22066	703-759-2300
* 13 Dunn Loring	2148 Gallows Road, Dunn Loring, 22027	703-560-1539
* 14 Burke	9501 Burke Lake Road, Burke, 22015.....	703-978-9200
15 Chantilly	14005 Vernon Street, Chantilly, 22021	703-378-5353
16 Clifton	12645 Chapel Road, Clifton, 20124.....	703-830-1901
* 17 Centreville	5856 Old Centreville Road, Centreville, 20121	703-830-8280
18 Jefferson	3101 Hodge Place, Falls Church, 22042.....	703-573-4505
* 19 Lorton.....	7701 Armistead Road, Lorton, 22079	703-339-5141
20 Gunston	10417 Gunston Road, Lorton, 22079	703-339-5970
* 21 Fair Oaks	12300 Lee Jackson Memorial Hwy, Fairfax, 22033 ..	703-591-0247
* 22 Springfield.....	7011 Backlick Road, Springfield, 22150.....	703-451-0120
* 23 West Annandale	8914 Little River Turnpike, Fairfax, 22031	703-978-3340
24 Woodlawn	8701 Lukens Lane, Alexandria, 22309.....	703-780-0110
25 Reston.....	1820 Wiehle Avenue, Reston, 20190	703-437-7575
26 Edsall Road	5316 Carolina Place, Springfield, 22151.....	703-256-2236
27 West Springfield	6140 Rolling Road, Springfield, 22152.....	703-451-0453
28 Seven Corners	2949 Sleepy Hollow Road, Falls Church, 22044	703-532-1451
29 Tysons Corner	1560 Spring Hill Road, McLean, 22102	703-893-0140
30 Merrifield.....	8739 Lee Highway, Fairfax, 22031	703-573-5321
31 Fox Mill.....	2610 Reston Parkway, Herndon, 20171	703-860-2680
32 Fairview.....	5600 Burke Center Pkwy, Fairfax Station, 22039.....	703-250-8900
34 Oakton.....	10511 Rosehaven Street, Fairfax, 22030.....	703-591-0273
35 Pohick.....	7801 Maritime Lane, Springfield, 22153	703-451-5500
36 Frying Pan	2660 West Ox Road, Herndon, 20171	703-793-0043
*37 Kingstowne	7936 Telegraph Road, Alexandria, 22315	703-719-9294
*38 West Centreville	6001 O'Day Drive, Centreville, 20120	703-802-2806
39 North Point.....	1117 Reston Avenue, Herndon, 20170	703-433-1418
40 Fairfax Center.....	4621 Legato Road, Fairfax, 22030.....	703-322-4500
41 Crosspointe.....	9610 Hampton Road, Fairfax, 22039	703-493-8990
42 Wolftrap.....	1315 Beulah Road, Fairfax, 22182.....	703-757-7910

*Volunteer Department affiliated with these stations.



Fairfax County Fire & Rescue Department



Headquarters	County Fire and Rescue Stations and Training Academy	Future Fire and Rescue Station Site	Major Roads
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Fairfax County is committed to a policy of nondiscrimination in all county programs, services and activities and will provide reasonable accommodations upon request. To request special accommodations, call Public Affairs and Life Safety Education at 703-246-3801 or TTY 711. Please allow seven working days to make the necessary arrangement. You can also contact the department through our web site at www.fairfaxcounty.gov/fr

Emergency Telephone Numbers . . .

Fire and Ambulance..... **Voice and TTY: 911**
Non-Emergency 703-691-2131
TTY: 703-204-2264

Police, a crime in progress or accident **Voice and TTY: 911**
Non-Emergency 703-691-2131
TTY: 703-204-2264

Poison Control..... 1-800-222-1222
TTY: 1-800-222-1222

Flooding 703-691-2131
TTY: 703-204-2264

Sanitary sewer line repair or emergencies..... 703-323-1211
TTY: 703-239-8498

In the event of a natural disaster or other major area-wide emergency, tune into Fairfax County Cable Television Channel 16.



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