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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.

Published by the Fairfax County Fire and Rescue Department  
Public Information and Life Safety Education

To request this document in an alternative format, please call Public Information and Life Safety Education at 703-246-3801 or 703-385-4419 TTY.

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

[www.fairfaxcounty.gov/fire](http://www.fairfaxcounty.gov/fire)

## 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 1,280 career uniformed men and women operate from 35 fire and rescue stations strategically positioned throughout Fairfax County’s 395 square miles. Additionally, over 220 full-time and seasonal civilians provide key support functions from headquarters and other locations. As a combined-career and volunteer department, over 300 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 six 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.



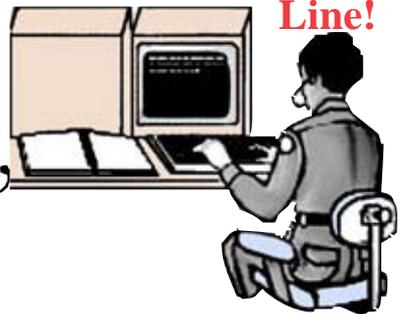
## 9-1-1—Your Lifeline

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 60,000 emergency medical calls annually. Approximately 41,000 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 annual burn camps and funds camp and school supplies
- Funds annual holiday party with Children's Hospital
- 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

- Project S.A.F.E.—third grade safety program in every Fairfax County Public Elementary School, instruction conducted by firefighters
- Risk Watch® is a comprehensive injury prevention curriculum for children preschool through grade eight, their families, and the community
- Kitchen safety classes
- Babysitting classes
- 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 elderly
- 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 703-246-3506.**

# 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 For Life Program  
Juvenile Firesetters Program



Smoke alarm installation  
Risk Watch Program  
Visual smoke alarm program  
“Green 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

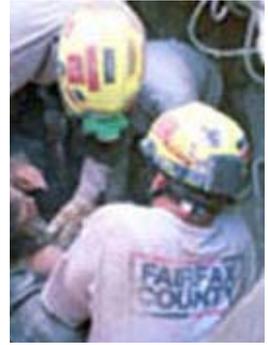
Emergencies .....	9-1-1
Non-emergency .....	703-631-2131
General Information .....	703-246-2126
Hazardous Materials .....	703-246-4386
Fire Investigations .....	703-246-4741
Fire Inspections .....	703-246-4849
Fire Permits (Revenue and Records) .....	703-246-4800
Public Information and Life Safety Education .....	703-246-3801
School Education Program .....	703-246-3506
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 Information and Life Safety Education at 703-246-3506.

### **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, 5<sup>th</sup> 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.



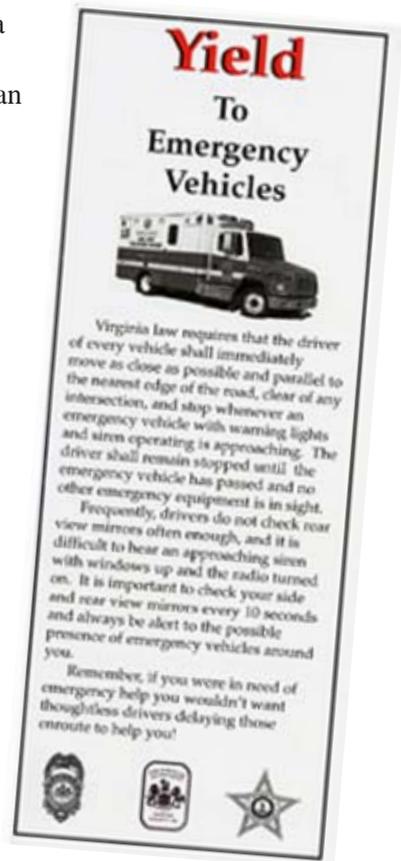
# Community Safety

## ... in the Home

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

## ... on the Road

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



### **... in the Community**

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



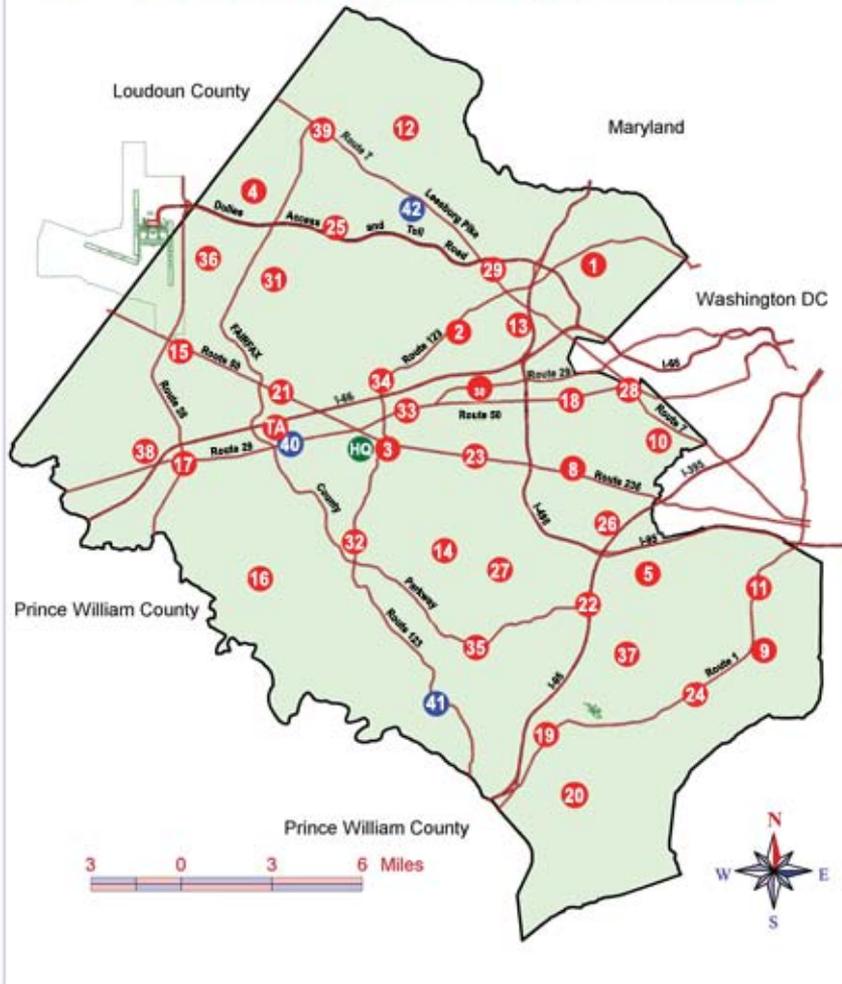
# Fire and Rescue Stations

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 .....	Opens September 2005
41	Crosspointe ..... Planned/In Design	
42	Wolftrap ..... Planned/In Design	

\*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

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 the Public Information and Life Safety Education at 703-246-3801 or TTY 703-385-4419. Please allow seven working days to make the necessary arrangements. You can also contact the Department through our web site at

[www.fairfaxcounty.gov/fire](http://www.fairfaxcounty.gov/fire)

# 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.



(Revised April 2005)