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

**Emergency Telephone Numbers...**

- **Fire and Ambulance**
  - Voice and TTY: 911
  - Non-Emergency: 703-691-2131
  - TTY: 703-284-2264

- **Police, a crime in progress or accident**
  - Voice and TTY: 911
  - Non-Emergency: 703-691-2131
  - TTY: 703-284-2264

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

- **Flooding**
  - 703-691-2131
  - TTY: 703-284-2264

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

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*A publication of Fairfax County, Virginia*
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.

Station Address Telephone
- 1 McLean ................... 1455 Laughlin Avenue, McLean, 22101 ....................703-356-6671
- 2 Vienna ..................... 400 Center Street, Vienna, 22180 ..............................703-938-2242
- 3 Herndon .......... 21 Fair Oaks ................. 12300 Lee Jackson Memorial Hwy, Fairfax, 22033 ..703-591-0247
- 22 Spring .... 23 West Annandale  ...... 8914 Little River Turnpike, Fairfax, 22031 ...............703-978-3340
- 24 Woodlawn .......... 1101 Holland Place, Falls Church, 22042, .......703-573-6058
- 26 Edsall Road ............. 5316 Carolina Place, Springfi eld, 22151 ....................703-256-2236
- 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 Merri

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 daycares.
- Teacher training, fire safety puppet shows, teacher and parent training that reach over 20,000 children annually.
- Over 15,000 seniors provide 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 certifi ed personnel.
- Referrals are received from court ofﬁ cials, school counselors, law enforcement ofﬁ cials, mental health practitioners, ﬁ re investigators, ﬁ refighters, parents, and adult relatives.

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

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

Fire and Rescue Stations

Elementary and Secondary Schools
- Risk Watch® is a comprehensive injury prevention curriculum for children preschool through grade five.
- Provides education, puppet shows, and puppet shows.
- Provides in-home escape planning and proper smoke alarm placement.
- Community slide show showing Departmental programs.

Our Vision

Dedicated to being the best community-focused ﬁ re and rescue depart- ment 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 and rescue services.
  - Conducting research and using technology to enhance the achieve- ment of these objectives.

Published by the Fairfax County Fire and Rescue Department. 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.

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.

. . . 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

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)
Housing and abatement enforcement
State licensure 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
Multilingual “Home Safety” booklet
Media significant incident information line
Health fair
Neighborhood organization meetings
Emergency fire apparatus at community and school events

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.

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- 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

Dial 9-1-1 For Emergencies

Important Phone Numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergencies</td>
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<tr>
<td>Non-emergency</td>
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<td>Hazardous Materials</td>
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<td>Firefighter Recruitment</td>
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<td>Volunteer Information Line</td>
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</tr>
<tr>
<td>Citizen Inquiries</td>
<td>703-246-2126</td>
</tr>
</tbody>
</table>

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.

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

- **Important Phone Numbers**
  - 9-1-1
  - 703-691-2131
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  - 703-246-3801
  - 703-246-2126

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

Submit a written request to the Fairfax County Fire and Rescue Department Administration, EMS Administra-
tion, 4100 Chain Bridge Road, Suite 400, 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 release form by the patient or authorized signer. 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.”

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, from 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. A minimum of supplementary information is required.
• 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.
• Call Public Affairs and Life Safety Education at 703-246-3932. They can be found in the Yellow Pages under Ambulance Service.

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

Stay On The Line!

Frequently Asked Questions

How do I locate an engine? You can know the name of the fire station closest to your home and distance to the nearest fire hydrant. To determine which fire station you are closest to, contact the Fairfax County Fire and Rescue Department’s Systems Management Section at 703-380-3608, or via email. Provide your address and ask for the station name, address, and phone number that would respond first. You will then need to contact the station directly 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? The Yellow Pages under Physicians may help.

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, McLean, Virginia 22102. Information provided in the request should include the date, 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 fee of $5 per report must be submitted with each request. Checks must be made out to the “County of Fairfax.” Checks must be made out to the “County of Fairfax.” Please allow 2-3 weeks for processing. Reports can either be picked up or mailed.

Would you allow me to ride along in an ambulance or fire engine? 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 Chief and a Fire Captain. 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 in need. They 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 heat will accumulate inside 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 possibility of backdraft and makes it easier for firefighters to operate. The earlier the fire can be located, the quicker its out, resulting in less damage to the structure.

How do I find out fire station information for my insurance company? Your local insurance company will know the name of the fire station closest to your home and distance to the nearest fire hydrant. To determine which fire station you are closest to, contact the Fairfax County Fire and Rescue Department’s Systems Management Section at 703-380-3608, or via email. Provide your address and ask for the station name, address, and phone number that would respond first. You will then need to contact the station directly to determine the closest fire hydrant. Most homes in Fairfax County are located within 500 feet of a fire hydrant.

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Stay On The Line!
Emergency Services/Transportation

Emergency Services We Provide

- Fire suppression
- Emergency medical
- Emergency transportation (ambulance)
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• Provides firefighter and civilian counselors for local burn camps.

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Juvenile Firesetter Intervention Program
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Community and Civic Groups
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Fire and Rescue Stations

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<tbody>
<tr>
<td>1</td>
<td>1405 Fairfax Avenue, McLean, 22101</td>
<td>703-556-0671</td>
</tr>
<tr>
<td>2</td>
<td>440 Spring Street, Vienna, 22180</td>
<td>703-619-2424</td>
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<tr>
<td>3</td>
<td>604 Baldy Street, Alexandria, 22310</td>
<td>703-637-2133</td>
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<td>4</td>
<td>7128 Lakeside Drive, Annandale, 22067</td>
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<td>3001 Sheridan Hill Lane, Alexandria, 22306</td>
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<tr>
<td>6</td>
<td>1301 Franklin Street, Falls Church, 22041</td>
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*Volunteer Department affiliated with these stations.*

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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 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
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 finds 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 family.
- 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 five, their teachers, and the community.
- Kitchen safety classes.
- Babysitting classes offered to middle and junior high school students.
- Lynch key safety classes.
- Age appropriate general safety classes.

Juvenile Firefighters Intervention Program
- An educational intervention program targeted for juvenile firesetters administered by nationally certified professionals.
- 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 703-246-3881.

Community and Civic Groups
- Fire safety presentations including home escape planning and proper smoke alarm placement.
- Community slide show showing Departmental programs.
- Fire safety puppet shows, teacher and parent training that reaches over 20,000 children annually.
- Over 15,000 seniors provided life safety education programs that include fire safety.

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 daycares.
- teacher training, fire safety puppet shows, teacher and parent training that reaches over 20,000 children annually.
- Community slide show showing Departmental programs.

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.

Fire and Rescue Stations

<table>
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<tr>
<th>Station</th>
<th>Address</th>
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<td>1</td>
<td>Mclean</td>
<td>1459 Little River Avenue, McLean, 22101</td>
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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.

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www.fairfaxcounty.gov/fr

You can also contact and learn more about the Department by visiting our web site at www.fairfaxcounty.gov/
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.

. . . 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

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 fair
Neighborhood organization meetings
Emergency fire apparatus at community and school events

Non-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.
Emergency Services/Transportation

Emergency Services We Provide
- Fire suppression
- Emergency medical
- Emergency transportation (ambulance)
- Property loss control
- Rescue Operations • Vehicle extrication • Swift water rescue • 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

Dial 9-1-1 For Emergencies

Important Phone Numbers

Emergencies ............................................. 9-1-1
Non-emergency .................................... 703-691-2126
General Information ............................... 703-246-1924
Hazardous Materials ............................... 703-246-3836
Fire Investigations .................................... 703-246-4741
Fire Inspections ...................................... 703-246-4849
Fire Permits (Revenue and Records) ......... 703-246-4080
Public Affairs and Life Safety Education ... 703-246-3801
School Education Program ...................... 703-246-3932
Juvenile Firestarters 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

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, 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

Health and Safety . . . We believe our health and safety are essential to fulfilling the Fire and Rescue Division’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.
Additionally, all paramedic engines are equipped with specialized advanced life support equipment which can be used in any life-threatening emergency.

Frequently Asked Questions

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

How can I order specialty items such as the name of the fire station closest to your home and distance to the nearest fire hydrant. To determine which fire station is closest, call 4100 Chain Bridge Road, Suite 400, Vienna, Virginia 22030. Information provided in the report should include 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 requires a signed medical release form by the patient, legal guardian, or appointee.

Check the Yellow Pages under fire hydrant.

Check the Yellow Pages under fire extinguisher.

Check the Yellow Pages under fire station.

Check the Yellow Pages under fire engine.

Check the Yellow Pages under fire hydrant.

Check the Yellow Pages under fire engine.

Check the Yellow Pages under fire station.

Check the Yellow Pages under fire engine.

Check the Yellow Pages under fire station.

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, Suite 400, 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.

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

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

Submit a written request to the Fairfax County Fire and Rescue Department, Attention: EMS Administration, 4000 Chain Bridge Road, Suite 100, Fairfax, Virginia 22030. Information provided in the request should pertain to the date 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 release form by the patient or authorized representative.

A minimum (non-refundable) processing fee 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.

Medical reports requested by someone other than the patient treated require a signed release form by the patient or authorized representative.

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. Fire and rescue units 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 flames will accumulate within buildings making it difficult for firefighters to operate. Cutting a hole in the roof of a building “vents the roof” and allows for rapid release of smoke, increasing visibility, and improving the survivability of trapped victims. It also reduces the possibility of fire spreading to other buildings. Finally, it’s done to locate the fire. The earlier the fire can be located, the quicker its outset, resulting in less damage to the structure.

Frequently Asked Questions

How do I obtain fire station information for my insurance company? To obtain a copy of the fire station closest to your home and distance to the nearest fire hydrant. To determine which fire station is closest, go to Fairfax Fire and Rescue Department’s Systems Management Section at http://www.fairfaxcounty.org/3680, 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 department to determine the closest fire hydrant. Most homes in Fairfax County are located within 500 feet of a fire hydrant.

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

Who do I call about a fire extinguisher that needs repair? Check the Yellow Pages under fire extinguisher suppliers.

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? 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? 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 are trained to provide emergency care. Along with basic medical equipment, all fire engines are equipped with automatic defibrillators, a device used to monitor the heart and deliver an electrical shock to correct a life-threatening heart rhythm.

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.

The earlier you call, the more time the calltaker has to determine the closest 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.
• 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.
• 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.

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
  - Swill 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

Dial 9-1-1 For Emergencies

Important Phone Numbers

- Emergencies .......................................................... 9-1-1
- Non-emergency ......................................................... 703-246-2126
- General Information .............................................. 703-246-4386
- Fire Investigations .................................................. 703-246-4741
- Fire Permits (Revenue and Records) ....................... 703-246-4849
- Public Affairs and Life Safety Education .................. 703-246-3801
- School Education Program ................................. 703-246-3932
- Juvenile Firefighters 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

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

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.
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.

. . . 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

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 abandonment enforcement
State license facility inspection
Pool inspections
Site plan review
New construction inspection
Testing and retrofitting 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 fair
Neighborhood organization meetings
Emergency fire apparatus at community and school events

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.

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## Community Programs

**Washington Regional Fire & Rescue Departments**

- **Aluminum Cans for Burned Children**
  - *Volunteer Department affiliated with these stations.*

### 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 daycares**
- **teacher training, fire safety puppet show, teachers and parent training that reach over 20,000 children annually**
- **Over 15,000 seniors are provided life safety education programs that include fire safety, Life of File, 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.

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## Fire and Rescue Stations

<table>
<thead>
<tr>
<th>Station</th>
<th>Address</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1459 Fontaine Avenue, McLean</td>
<td>703-396-6671</td>
</tr>
<tr>
<td>2</td>
<td>800 Center Street, Vienna</td>
<td>703-619-2242</td>
</tr>
<tr>
<td>4</td>
<td>480 Spring Street, Herndon</td>
<td>703-453-2145</td>
</tr>
<tr>
<td>5</td>
<td>6360 Boxall Street, Alexandria</td>
<td>703-395-5559</td>
</tr>
<tr>
<td>10</td>
<td>7128 Columbia Pike, Annandale</td>
<td>703-256-2952</td>
</tr>
<tr>
<td>9</td>
<td>3100 Sheridan Hill Lane, Alexandria</td>
<td>703-789-0159</td>
</tr>
<tr>
<td>18</td>
<td>1301 Truro Lane, Falls Church</td>
<td>703-828-2416</td>
</tr>
<tr>
<td>11</td>
<td>6054 Holmes Terrace, Alexandria</td>
<td>703-765-4844</td>
</tr>
<tr>
<td>12</td>
<td>8146 Georgetown Pike, Falls Church</td>
<td>703-739-2208</td>
</tr>
<tr>
<td>13</td>
<td>2149 Eagleson Road, Fairfax</td>
<td>703-256-2236</td>
</tr>
<tr>
<td>14</td>
<td>5951 Boile Lake Road, Burke</td>
<td>703-978-0280</td>
</tr>
<tr>
<td>15</td>
<td>1409 Veone Street, Chantilly</td>
<td>703-830-2808</td>
</tr>
<tr>
<td>16</td>
<td>2405 Chapel Road, Clifton, VA</td>
<td>703-830-2810</td>
</tr>
<tr>
<td>17</td>
<td>2610 Reston Parkway, Herndon</td>
<td>703-860-2680</td>
</tr>
<tr>
<td>18</td>
<td>1101 Ridge Place, Falls Church</td>
<td>703-573-6505</td>
</tr>
<tr>
<td>19</td>
<td>7761 Aeronautical Road, Leesburg</td>
<td>703-379-5144</td>
</tr>
<tr>
<td>20</td>
<td>947 South Road, Leesburg</td>
<td>703-329-9579</td>
</tr>
<tr>
<td>21</td>
<td>12080 Lee Jackson Memorial Hwy, Fairfax</td>
<td>703-591-0427</td>
</tr>
<tr>
<td>22</td>
<td>7911 Beall Road, Springfield</td>
<td>703-451-0250</td>
</tr>
<tr>
<td>23</td>
<td>8914 Little River Terrace, Falls Church</td>
<td>703-978-3458</td>
</tr>
<tr>
<td>24</td>
<td>8701 Lonewalk Avenue, Alexandria</td>
<td>703-789-0310</td>
</tr>
<tr>
<td>25</td>
<td>1820 Wylde Avenue, Reston</td>
<td>703-451-7705</td>
</tr>
<tr>
<td>26</td>
<td>5136 Caroline Place, Springfield</td>
<td>703-256-2236</td>
</tr>
<tr>
<td>27</td>
<td>6148 Rock Road, Springfield</td>
<td>703-256-2236</td>
</tr>
<tr>
<td>28</td>
<td>2404 Shaggy Horse Lane, Falls Church</td>
<td>703-532-1421</td>
</tr>
<tr>
<td>29</td>
<td>1409 Veone Street, Chantilly</td>
<td>703-830-5940</td>
</tr>
<tr>
<td>30</td>
<td>8739 Lee Highway, Fairfax, VA</td>
<td>703-573-5321</td>
</tr>
<tr>
<td>31</td>
<td>2610 Ramsey Parkway, Herndon</td>
<td>703-860-2690</td>
</tr>
<tr>
<td>32</td>
<td>5601 Boxall Center Plaza, Falls Church</td>
<td>703-256-6988</td>
</tr>
<tr>
<td>33</td>
<td>6571 Rosewood Street, Fairfax</td>
<td>703-591-0273</td>
</tr>
<tr>
<td>34</td>
<td>7001 Maritime Lane, Springfield</td>
<td>703-451-5500</td>
</tr>
<tr>
<td>35</td>
<td>2660 West Ox Road, Herndon</td>
<td>703-793-0043</td>
</tr>
<tr>
<td>36</td>
<td>2660 West Ox Road, Herndon</td>
<td>703-793-0043</td>
</tr>
<tr>
<td>37</td>
<td>42 Wolftrap Road, Fairfax, VA</td>
<td>703-757-8910</td>
</tr>
<tr>
<td>38</td>
<td>1115 Boldur Street, Falls Church</td>
<td>703-705-7960</td>
</tr>
</tbody>
</table>

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## Community Programs

- **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 finds 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 school, their families, and the community.
- **Kitchen safety classes**
- **Baby Sitting classes offered to middle and junior high school ages**
- **Latch key safety classes**
- **Age appropriate general safety classes**

### 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 emergen-cy 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 achieve-ment of these objectives.**

Published by the Fairfax County Fire and Rescue Department 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. You can also contact and learn more about the Department by visiting our web site at www.fairfaxcounty.gov/fr
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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
In the event of a natural disaster or other major area-wide emergency, tune into Fairfax County Cable Television Channel 16.

Emergency Telephone Numbers...

- **Fire and Ambulance**
  
  Voice and TTY: 911
  
  Non-Emergency: 703-691-2131
  
  TTY: 703-284-2264

- **Police, a crime in progress or accident**
  
  Voice and TTY: 911
  
  Non-Emergency: 703-691-2131
  
  TTY: 703-284-2264

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

- **Flooding**
  
  703-691-2131
  
  TTY: 703-284-2264

- **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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