



Jamaica Fire Brigade

CITIZEN'S CHARTER

CONSTANT TRAINING



Firefighters conduct water rescue training.



Emergency Medical Technicians at work.

Minister's Message



The Jamaica Fire Brigade like very few service-oriented institutions the world over has the distinction of being a first point contact with its citizens in times of disaster. Therefore, the publication of a citizen's charter becomes absolutely necessary.

The Jamaica Fire Brigade like any of the agencies within the Local Government portfolio addresses community needs of a particular nature. As a result, the citizens become your customers and the reason for an efficient and effective fire service.

I therefore laud your effort in setting standards to which you will be held accountable and to which you pledge to uphold and to continue to improve through internal evaluation and public response.

To the citizens, I ask them to be most discriminating in assessing your service delivery to them. I will also ask that they utilize the modes of communication for redress available to them as published within the charter in order to allow you to continuously be cognizant of the operational status of your service, systems and processes.

To our citizens, I implore you to assist us in serving you better by adhering to the rules and regulations governing your requests and the attendant services you require as well as to provide us with your feedback on the quality of service you receive as this is a valuable way we can continue to reduce the loss of lives and properties.

Hon. Robert Montague
Minister of State
in the Office of the Prime Minister

Commissioner's Message



In keeping with the public sector modernization agenda the officers and staff of the Jamaica Fire Brigade are pleased to present our Citizen's Charter that outlines the roles and functions of the Brigade, and provides for the public our commitment to more efficient and courteous service.

As the primary fire and rescue emergency response organization in Jamaica, the Brigade's core functions are enshrined in our motto "***Saving Lives, Protecting Property***".

To maintain this mandate requires a commitment to ongoing training, procurement of modern equipment and utilization of contemporary techniques and practices in our day to day activities.

The strength of our organization resides in a courteous and professional staff always ready to protect, educate and inform the public. These are the hallmarks of our tradition and underpin our guarantee to the public to always respond and perform to the best of our ability; not just in emergency situations, but a promise of quality service to every member of the public at all our facilities and in all our activities. While we are fairly satisfied with performance, our goal is continued improvement in the quality of service delivery. This is ensured through a constant review of all processes and facilitating feedback from you the public.

While there may be occasional lapses in performance , every effort will be made to keep these at the minimum and our service to you constant. We anticipate your continued support in our efforts to protect lives, property and the environment in Jamaica land we love.

Laurie A. Williams J.P.
Commissioner

MISSION STATEMENT

The mission of the Jamaica Fire Brigade is to minimize the loss of lives, injury to persons and damage to property from fires, natural disasters, accidents and other emergencies by the application of appropriate technology, fire prevention doctrines, rescue and firefighting tactics and by acting in close collaboration with industries, businesses, institutions, households and community organizations in fulfilling the role of “***Saving Lives, Protecting Property***”.

COMMITMENT & VALUES

The Jamaica Fire Brigade is committed to the delivery of quality service of the highest possible standard. The Brigade will strive to conduct its business in a professional, ethical and competent manner within the stated guidelines of truth, honesty, diligence, respect and equity which are supreme values of the organization. We regard our members as our most important resources and therefore aim to provide a nurturing environment for our employees in which they can grow professionally and synergize their personal goals with those of the Brigade and the public.

HISTORY OF THE BRIGADE

The Fire Service in Jamaica dates back to 1871 with the formation of the Kingston Fire Brigade. This first Jamaican Fire Service emanated out of the need for an equipped fire service that would be responsive to the commercial and urban expansion in Kingston.

The Fire Service grew in tandem with the developments in Jamaica. By 1961, fire stations were established in Kingston, St. Andrew, St. Catherine, St. Elizabeth, Portland, St. James, St. Mary, St. Ann, Trelawny, Hanover, St. Thomas, Clarendon, Manchester and Westmoreland.

With the passing of the Fire Brigade Act in 1988, all Parochial Fire Brigades in the various parishes were unified under a national fire service, called the Jamaica Fire Brigade.

THE ROLE OF THE BRIGADE

The Jamaica Fire Brigade is a statutory body under the Office of the Prime Minister (Local Government Department). The role of the Jamaica Fire Brigade is to protect life and property from fire or other disasters within the island and its territorial seas.

This role translates into the specific duties of:

- Extinguishing fires.
- Protecting life and property endangered by fire or other disasters.
- Obtaining information with regard to potential risks from fire or other disasters
- Inspecting buildings to ensure that reasonable steps are taken for the prevention of fire and for protection against the dangers of fire or other disasters.
- Making arrangements to ensure that reasonable steps are taken to prevent or mitigate loss or injury arising from fire or other disasters.
- Carrying out other functions for the purpose of preventing or mitigating risks or danger to life and property as the Minister may, by order, require the Fire Brigade to undertake from time to time.

The fire and rescue mandate of the Brigade is approached through active **fire suppression** activities and other emergency response from the Brigade's thirty-three fire stations islandwide. These responses include

- Structural, vehicle and brush fires
- Road traffic accidents
- Hazardous materials spills/releases (HazMat)

- Urban search and rescue (USAR)
- Water rescue

Supporting the fire and rescue activities is the **fire prevention** division. The main function of the fire prevention division is public education and fire inspection of public buildings including schools, hospitals, places of amusement and hotels in Jamaica. Fire Prevention inspectors are empowered to enter for the purpose of inspection, any [specified building](#) to determine the existing conditions as they relate to fire protection.

The fire prevention division also reviews building plans for new buildings or existing buildings being renovated and recommends the required fire safety features. This division also enforces the existing legislations relating to fire protection of buildings, conduct escape drills in schools, offices and institutions and determine the placement of hydrants in subdivisions.

In April 1996, Phase 1 of the Jamaica Fire Brigade **Emergency Medical Service** began in partnership with the Ministry of Health. The service is charged with the rendering of pre-hospital emergency medical care and/or treatment to ill or injured persons and transporting them to recognized medical institutions.

The initial sites for operation of the service were in the western towns of Savanna-la-Mar, Negril and Ironshore. Lucea was added in August of the same year (1996) and most recently Falmouth in 2007. The EMS is staffed by Emergency Medical Technicians (EMTs) who are also trained firefighters. They receive training locally and overseas and their duty is to retrieve, care for and deliver victims to an appropriate medical facility “in the shortest possible time and under the best possible conditions”.

WHAT YOU CAN EXPECT FROM US

- A pleasant, customer friendly and efficient reception which will guide you to the correct department or person that can best assist you.
- Accurate, reliable and readily available information to assist in your enquiry.
- Respect for your time.
- Fairness, transparency and accountability in our transactions.
- We will answer your calls within three rings in a polite and professional manner, stating the name of the organization, the unit or department you have reached.
- We will keep you on hold for no more than thirty seconds at administrative offices.
- Emergency calls to fire stations **will not** be placed on hold.
- All reports of fires or other emergencies will generate a prompt response.
- Customers with appointments will be seen within ten (10) minutes of the appointment.
- Customers without appointments will be seen within thirty (30) minutes. If this is not possible, an explanation will be given and a mutually convenient appointment made.
- Correspondence by regular mail will be acknowledged within ten (10) working days and a full explanation will be given if the requests were not acknowledged within this time.
- Facsimile/e-mail and voice mail messages will be acknowledged within two (02) working days.

- Referral to the appropriate agency or ministry in the event that we are unable to assist you.
- You will be treated with utmost courtesy and respect without prejudice at all times.
- Every effort will be made to reduce water, smoke or other damage by our actions at incidents.
- Building plans submitted for fire safety reviews will be completed in 10 working days.
- Sub-Division plans will be completed in 10 working days.
- Requests for fire safety inspections will be accommodated in 10 working days.
- Request for Fire Certificates will be accommodated in ten (10) working days.

OUR EXPECTATIONS OF YOU

- It is our expectation that you will be as courteous and respectful to our staff as they will be to you.
- Comply with requests we make of you.
- Make submissions or requests for our services in a timely manner.
- Be specific and clear in your requests.
- Provide all the facts available so that we can better address your requests.

- Respect our time and professionalism.
- Reduce false and misleading calls for assistance.
- Yield the right of way on the approach of our emergency vehicles with sirens.
- Make your comments and suggestions on the services delivered.
- Avail yourselves of our fire safety information on our website and from our Fire Stations.
- Requests for the conduct of drills or inspection a minimum of seven (07) working days before the date.
- Request for certification of venues for entertainment events at least five (05) working days before the date of the event.

YOUR RIGHT TO COMPLAIN AND CONSULATION

It is our desire to serve you in the most efficient and professional way possible and therefore encourage you to submit your suggestions/comments as to how you think we can improve our service delivery. If our service is unsatisfactory, we encourage you to inform us by using our complaints procedure for prompt and effective response.

THIS PROCEDURE INVOLVES EITHER;

- Leaving a note in our suggestion/complaints box, if your concern/problem does not require immediate attention.
- E-mailing us at jamfire@cwjamaica.com
- Requesting to see a supervisor if the situation is one that requires immediate action.

If you are not satisfied with the way your complaint was dealt with you may contact:

The Commissioner
Brigade Headquarters
Jamaica Fire Brigade
14 Port Royal Street
Kingston
Telephone: 922-0007,
922-0027, 967-0550
Fax: 967-3594
Email: jamfire@cwjamaica.com

If you are still not satisfied please direct your appeals to:
Chairman,
Board of Directors
Jamaica Fire Brigade
14 Port Royal Street
Kingston

Principal Director
Standards Monitoring and Evaluation Unit
Office of the Cabinet
2a Devon Road
Kingston 10

For further redress, complaints may be directed to:

The Public Defender
78 Harbour Street
Kingston
Telephone: 922-7089, 922-7009
Fax: 922-9830
E-mail: publicdefender@mail.infochan.com

HOW TO CONTACT THE BRIGADE AND ITS DIVISIONS

BRIGADE HEADQUARTERS

Jamaica Fire Brigade
 14 Port Royal Street
 Kingston
 Phone: **922-0007 / 922-0027 / 967-0550 / 976-4607**

Opening Hours

Mon – Thu 8:00 a.m. to 4:30 p.m.

Fri 8:00 a.m. to 3:30 p.m.

Website: www.jamaicafirebrigade.org

CORPORATE AREA

Stations	Numbers	Stations	Numbers
Area I HQ	967-4891	Fire Prevention HQ	967-4890/1268
York Park	922-2121-2	Half-Way-Tree	926-8165-6
Stony Hill	942-3053/3410	Trench Town	923-4155/5970
Rollington Town	928-1041/1083	Port Royal	967-8054-5
Fire Boat	922-7018		

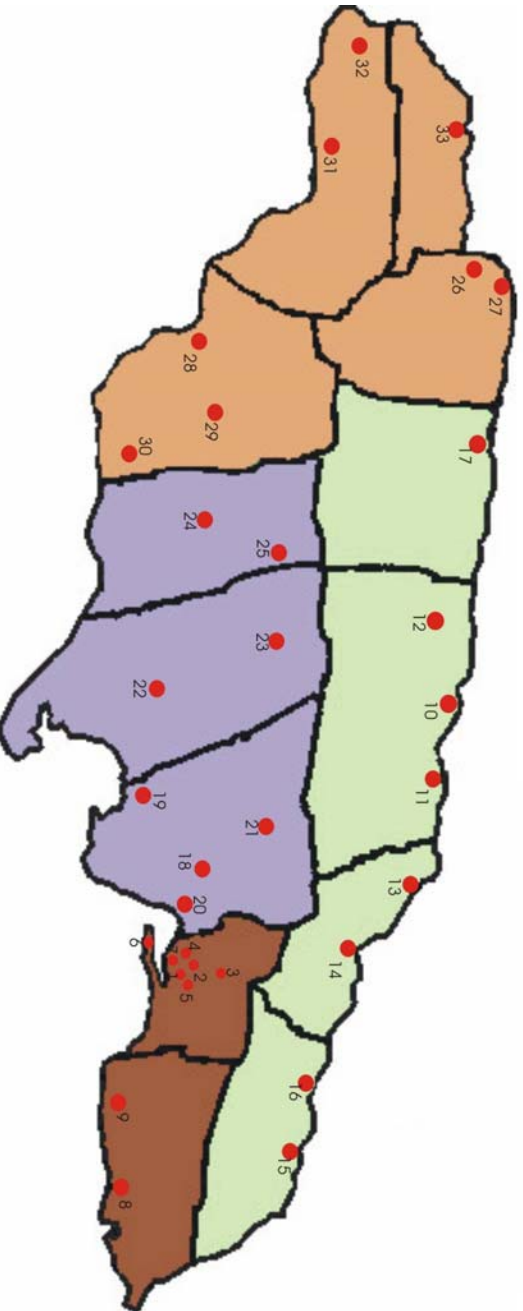
OTHER AREAS

Morant Bay	982-2268	Yallahs	982-5600
Area II HQ	794-9727	St. Ann's Bay	972-2322
Ocho Rios	974-2317	Brown's Town	975-2316
Port Antonio	993-3041/4489	Buff Bay	996-1501
Port Maria	994-2285/2771	Annotto Bay	996-2216
Falmouth	954-3230		
Area III HQ	943-9534	Spanish Town	984-2251
Old Harbour	983-2276	Linstead	985-2333
Portmore	988-7488	May Pen	986-2192
Frankfield	904-4532		902-4525
Mandeville	962-2588/5935	Christianna	964-2444
Area IV HQ	953-2998	Barnette Street	952-2311/2145
Ironshore	953-3952	Lucea	956-2220
Sav-la-mar	955-2666/3331	Negril	957-4242
Black River	965-2222/2740	Santa Cruz	966-2302
Junction	965-8622		

Training Department 967-0276

Fire Stations are open 24 hours per day 7 days per week

**JAMAICA FIRE BRIGADE
DISTRIBUTION OF FIRE STATIONS**



<p align="center">AREA I</p> <p>Kingston & St. Andrew</p> <ol style="list-style-type: none"> 1. York Park 2. Half-Way-Tree 3. Stony Hill 4. Trench Town 5. Rollington Town 6. Port Royal 7. Fire Boat (Kingston) <p>St. Thomas</p> <ol style="list-style-type: none"> 8. Morant Bay 9. Yallahs 	<p align="center">AREA III</p> <p>St. Catherine</p> <ol style="list-style-type: none"> 18. Spanish Town 19. Old Harbour 20. Portmore 21. Linstead <p>Clarendon</p> <ol style="list-style-type: none"> 22. May Pen 23. Frankfield <p>Manchester</p> <ol style="list-style-type: none"> 24. Mandeville 25. Christiana
<p align="center">AREA II</p> <p>St. Ann</p> <ol style="list-style-type: none"> 10. St. Ann's Bay 11. Ocho Rios 12. Brown's Town <p>St. Mary</p> <ol style="list-style-type: none"> 13. Port Maria 14. Annotto Bay <p>Portland</p> <ol style="list-style-type: none"> 15. Port Antonio 16. Buff Bay <p>Trelawny</p> <ol style="list-style-type: none"> 17. Falmouth 	<p align="center">AREA IV</p> <p>St. James</p> <ol style="list-style-type: none"> 26. Barnet Street (+ Fire Boat) 27. Ironshore <p>St. Elizabeth</p> <ol style="list-style-type: none"> 28. Black River 29. Santa Cruz 30. Junction <p>Westmoreland</p> <ol style="list-style-type: none"> 31. Sav-la-mar 32. Negril <p>Hanover</p> <ol style="list-style-type: none"> 33. Lucea

Things you can do to make your home Fire Safe

BE SMART:

- 1. Don't touch matches, stay away from lighters and candles too.*
- 2. Don't play with electrical cords and don't stick anything in an electrical socket.*
- 3. Don't play around in the kitchen.*
- 4. Don't put anything over a lamp. Things thrown over a lamp (blanket or clothing) could catch fire.*

BE PREPARED:

- 5. Make an easy escape plan. Work with your family to plan how to get out of your home if there is a fire.*
- 6. Plan two ways out of every room the first of which should be a door.*
- 7. Choose a meeting place. Pick a safe and easy-to-remember spot outside your home where you will meet your family after you get out.*
- 8. Practice! Every escape path needs to be planned and practiced with grown-ups.*

AROUND YOUR HOME:

- 9. Make sure your roof and rain gutters are clean and free from leaves.*
- 10. If you can, create a fire break of cleared dirt – about 3.5 metres or 15 feet wide – to protect your home in case a neighbour is careless with fire.*

11. *Make sure that nothing which can catch fire easily is anywhere near your home including wood piles, paper, paint cans, gasoline containers, spray cans or anything else that is flammable.*

12. *Get a professional to safely remove any tree branches near power lines and cables.*

13. *Know where your nearest water supply and garden hose are in case of emergency.*

14. *For quickest response, know the phone number of your nearest Fire Station.*

REDUCE, RE-USE AND RECYCLE:

15. *Instead of burning, compost plant trash, garden waste and vegetable scraps to create new soil for your garden.*

16. *Use dried plant trash and grass cuttings as mulch in your garden.*

ON YOUR STREET:

17. *Know where your closest fire hydrant is at all times.*

18. *With your neighbours, make sure the fire hydrant is always in working condition. Also make sure that nothing blocks it that would stop the Fire Brigade from reaching it in the case of an emergency.*

19. *If your street has a street sign, - together with your neighbours, - make sure the sign is kept visible, in shape and easy to find.*

20. *If you have a house name or street number, make sure it is visible at all times so that the Fire Brigade can find your home in case of emergency.*

21. *Organize fire drills as part of your regular neighbourhood watch activities.*