

HR LF	HR HF	Massachusetts District - 14 Dispatch Procedures 3800 – 19-005-2	Effective Date 10/14/2025 Revised
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I) PURPOSE/SCOPE/APPLICATION

- A) The purpose of this Standard Operating Guideline (SOG) is to outline procedures for notifying team members of a team activation.
- B) This SOG will apply to all District 14 Regional Fire Investigation Unit members.
- C) This SOG should be referenced to ensure a consistent approach to team activations.

II) REFERENCE DOCUMENTS

- A) NA

III) SPECIALIZED ROLES AND RESPONSIBILITIES

- A) All members shall be responsible for enforcing this SOG

IV) SAFETY

- A) All investigations should have a minimum of two (2) investigators working at an active investigation scene.

V) ENFORCEMENT

- A) Failure to comply with this Standard Operating Guideline may result in disciplinary action.
- B) Any deviation from this Standard Operating Guideline may require a written report to the Chief overseeing the team and or the Team Coordinator.
- C) This policy is for internal use only and does not enlarge an employee's civil liability in any way. The policy should not be construed as creating a higher duty of care, in an evidentiary sense, with respect to third-party civil claims against employees. A

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violation of this policy, if proven, can only form the basis of a complaint by this department for non-judicial administrative action in accordance with the laws governing employee discipline.

VI) STANDARD OPERATING GUIDELINE

- A) When a District 14 community, or affiliate community, is in need of the District 14 Fire Investigation Unit, they should
- 1) Call the District 14 Control Point @ (781) 767-6820 (Holbrook) to request the District 14 Fire Investigation Unit for their respective community. The requesting community should provide a location for the investigators to respond to, their dispatch business line number, and any other information they feel may be important
 - 2) The Control Point Dispatcher will send out a page to all investigators requesting a response to the community making the request and the appropriate address of the incident, as well as any other information that may be important. All District 14 chiefs shall be copied on the activation page.
 - (a) Example of the page: FIU requested at 123 Main St in Acton for commercial building fire, Dispatch # (123)-456-7890
 - (b) FIU requested at 321 Back Rd. in Maynard for residential building fire, Dispatch # (098) 765-4321
 - 3) The control point dispatcher shall time stamp the page and track the ETA of each investigator that responded as available.
 - 4) All Team members shall use the IAR app and indicate the appropriate response;

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- (a) At Scene (only if available for investigation work)
- (b) To Scene 20 min
- (c) To Scene 40 min
- (d) To scene 60 min
- (e) Unavailable
- (f) (Trying to see if possible to add in more options)

- B) 10 minutes after the page is sent out the Control Point will advise the requesting community as to how many investigators are responding along with their ETA's.
- C) If no investigators are available from the District 14 Fire Investigation Unit, the Control Point dispatcher shall inquire with the requesting community if there is a need to activate the State Police Fire and Explosion Investigation Unit.

D)

By the Investigators responding in I A R the Control Point will know who is available and responding to the scene, who is already at the scene and who is unavailable.

It is important to track the response of all team members for each activation.

Can we add in, after each activation, responses will be sent to the Team Coordinator if we can figure out if that's a possibility?

VII) RECORDS, REPORTS, CHARTS, FORMS

- A) NA

SOG Review Dates: 1/15/19

Revised 01/23/2023 DLP

Revised 10/14/2025 JSH

Reviewed 10/17/25 WAL