



Office of the State Fire Marshal

REQUESTING NEEDED RESOURCES THAT MUTUAL AID CAN'T PROVIDE:

Have you ever questioned how to request needed resources during an emergency that mutual aid agreements can't provide? Some emergencies, such as tornados, floods, hazardous material releases, can task fire districts and municipalities to the max. How do you request needed resources? What is the proper procedure for doing such? Whom do you contact for the needed resources?

During these emergencies, the first contact for requesting OSFM services such as emergency fire inspections of structures, inspections of above and underground chemical storage tank facilities, boiler and pressure vessel inspections, and elevator safety issues should be your local Emergency Management Agency (EMA), either municipal or county. Notify them of what has happened, where the event is and what the issues are. If you have eyes on the incident, send EMA a picture if possible.

If the local EMA isn't available or it is after their operating hours, you should call the Illinois Emergency Management Agency's (IEMA) hotline. The IEMA hotline phone number is 1-800-252-2947. This is the same phone number as the Arson Hotline. This call center is manned 24/7. They can forward your request to the correct agency for handling and notify your local EMA. The call center will notify the Office of the Illinois State Fire Marshal (OSFM) of all fire related emergencies.

When notifying your local EMA or IEMA, remember to give them the "Who, What, When, and Where". Some items of concern might include:

Who: who is calling, give them a valid contact phone number so you can be reached, agencies involved in response?

What: what has happened, are there injuries or fatalities, are chemicals involved, how large is the area affected, what do you think you need?

When: when did the emergency occur, when did you receive the call, when do you need the resources?

Where: where is the location of the emergency, can you provide GPS coordinates, where is incident command located, where do you have the staging area, where do you want resources delivered?

Remember when requesting needed resources, contact your local EMA, if unavailable or after hours, then contact IEMA with your situation and request. IEMA will notify your local EMA and forward your request for resources to the correct agencies.