The incident narrative is an extremely important component in getting your claims paid. They need to be written specifically for each incident, very descriptive, and they need to be written for a layman, not for fire department personnel.

They need to be written so non-fire department personnel can read it and understand what services were performed. So instead of saying "Traffic Control", you might say setup cones and directed traffic around the accident scene to provide a safe area for working and for other cars to drive around.

Instead of saying "Debris Cleanup", you can say parts of the car were broken and laying on the ground and we picked them up and disposed of them. Here’s some example of narratives and the “Key Words” necessary for a good narrative.

**Basic Response**

**NARRATIVE:** Eng 5 (add additional resources as applicable) responded to a 2 car MVA/TC with major damage to both vehicles. All vehicles were checked for fluids and/or debris in the roadway. Both vehicles were blocking the roadway and traffic had to be detoured around the accident scene. All parties were assessed for injuries.

***Key Words to use if applicable:*** *blocked roadway, moved vehicles, detoured traffic, arrived on-scene prior to the law enforcement agency, and removed debris from roadway, checked vehicles to make sure they weren’t causing a hazard to the environment or property, disconnected battery to prevent fire, chalked vehicles to keep them from moving and causing more damage.*

**Hazardous Materials Clean Up**

**NARRATIVE:** Eng 5 (add additional resources as applicable) responded to a MVA/TC with a single vehicle on its roof with a person self-extricated. Closed down entire highway with apparatus and flares due to the vehicle blocking the roadway. There were fluids leaking from the vehicle (motor oil and coolant). Cleaned up oil spill after it was absorbed by 5 lbs of oil dry. Cleared large amounts of vehicle debris from the roadway. All parties were assessed for injuries. Assisted tow company with removing vehicle from roadway, then flipping it back onto its wheels.

***Key Words to use if applicable):*** *blocked roadway, moved vehicles, detoured traffic, arrived on-scene prior to the law enforcement agency, and removed debris from roadway, cleaned up fluid (type and amount if possible),*

*used absorbent (type and amount if possible), equipment used on-scene, disconnected battery to prevent fire, chalked vehicle to keep it from moving and causing more damage.*

**Vehicle Fire**

**NARRATIVE:** Eng 5 (add additional resources as applicable) was dispatched to a vehicle fire on the side of the road. Upon arrival crew found the vehicle’s engine compartment fully involved. Had to detour traffic due to fire. Fire was extinguished using (1) 1 ¾” hose line. Used hand tools and foam. Provided clean up of fluids and debris that leaked and/or melted onto the roadway. Applied absorbent to mitigate the spill. Performed fire investigation to find cause and origin.

***Key Words to use if applicable):*** *blocked roadway, moved vehicles, detoured traffic, arrived on-scene prior to the law enforcement agency, and removed debris from roadway, cleaned up fluid (type and amount if possible), used absorbent (type and amount if possible), equipment used on-scene, foam used, chalked vehicle to keep it from moving and causing more damage.*

**Extrication**

**NARRATIVE:** Eng 5 (add additional resources as applicable) responded to a MVA/TC. Arrived on-scene to a 4-vehicle accident where there was a male driver pinned in the Honda Civic. Provided extrication to the driver through the driver side door using the Jaws-of-Life. Driver was C-spine and transported by ambulance. Provided BLS to all other patients. 4 transported, and 2 refused transport. Smoke was coming from under the hood of one of the vehicles and the battery cables had to be cut to prevent fire. Traffic had to be re-routed until the Ohio Department of Transportation put up an arrow board due to the vehicles blocking the roadway.

***Key Words to use if applicable):*** *blocked roadway, moved vehicles, detoured traffic, arrived on-scene prior to the law enforcement agency, and removed debris from roadway, cleaned up fluid (type and amount if possible), used absorbent (type and amount if possible), equipment used on-scene, foam used, extrication with what tool. checked vehicles to make sure they were not causing a hazard to the environment or property, disconnected battery to prevent fire, chalked vehicle to keep it from moving and causing more damage.*

**Helicopter Operations**

**NARRATIVE:** Eng 5 (add additional resources as applicable) responded to a single vehicle accident with fluids on the ground. Provided clean up with absorbent. An additional engine was requested to provide a landing zone for a helicopter at a separate location. Air operations handle by BC 32 and Eng 6.

***Key Words to use if applicable):*** *blocked roadway, moved vehicles, detoured traffic, arrived on-scene prior to the law enforcement agency, and removed debris from roadway, cleaned up fluid (type and amount if possible), used absorbent (type and amount if possible), equipment used on-scene, foam used, extrication with what tool, provided a landing zone with additional Engine, checked vehicle to make sure it wasn’t causing a hazard to the environment or property, disconnected battery to prevent fire, chalked vehicle to keep it from moving and causing more damage.*

**False Alarm**

**NARRATIVE:** Engine 4 and Truck 41 dispatched to the above address for a report of a fire alarm. Upon arrival both companies out to investigate, audible alarm sounding a and visual alarms could be see inside the building. Both companies investigated the premises and could not find a reason for the alarm activation. Alarm reset and both units back in service.

***Key Words to use if applicable):*** *alarm malfunction, dirty detector, contractors working onsite set off alarm, alarm testing in progress, failed to notify dispatch, someone broke sprinkler head, intentional activation*