



GIBRALTAR FIRE & RESCUE SERVICE

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New Staff and Promotions within the Fire Service's Control Room

Three new Fire Control Operators (FCO) have joined the Gibraltar Fire and Rescue Service (GFRS) Emergency Control room team, within the past few months. Nicholas Ghio, David Roca and Jean Paul Sene have successfully completed the FCO's induction training programme conducted locally.

Throughout the duration of this mentally challenging training programme, The FCOs have been developing their skills and knowledge to be able to effectively deal with all fire and ambulance related calls received at the GFRS' control room. They have been mentored throughout their training sessions and great emphasis has been placed on Emergency Call Handling Protocols and the importance of adhering to the recommended core functions that include, timely, accurate and relevant information gathering, managing inbound and outbound communications and incident management in support of the emergency responders on the ground. Essential caller interrogation and reassuring techniques are also an integral part of their foundation training and are vital for the successful resolution of any incidents or emergencies.

FCO Francis Silva has recently been promoted to the rank of Leading Fire Control Operator (LFCO). Mr Silva has been instrumental when maintaining and enhancing control room staff competencies, through the creation of updated training packages. LFCO Silva will act as the control room's liaison and development officer and will be taking an active role in these challenging times as the organisation moves forward with new emerging technologies.

The Gibraltar Fire and Rescue Service wishes all four members of the control room a successful and prosperous career with the Organisation.