



GIBRALTAR FIRE & RESCUE SERVICE

Fire Station
8 Grand Parade
Gibraltar
GX11 1AA

Tel: 20079507



PRESS RELEASE

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A new Fire Control Operator for the Gibraltar Fire & Rescue Service.

Fire Control Operator (FCO) Joseph Stagno has joined the Gibraltar Fire and Rescue Service (GFRS) Emergency Control room team. Mr Stagno has successfully completed the FCO's induction training programme conducted locally.

Throughout the duration of this mentally challenging training programme, FCO Stagno has been developing his skills and knowledge to be able to deal effectively with all fire and ambulance related calls received at the GFRS' control room. He has been mentored throughout the 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 incident ground. Essential caller interrogation and reassuring techniques are also an integral part of his foundation training and are vital for the successful resolution of any incidents or emergencies.

The Gibraltar Fire and Rescue Service wishes Fire Control Operator Joseph Stagno a successful and prosperous career with the Organisation.