Communicating in Busy Kitchens Fatality File



Restaurant fire sheds light on communication problem

BRUNSWICK COUNTY, NC (WWAY) — The Captain John's Seafood restaurant fire that happened on Tuesday in Calabash brought up another issue for first responders. An issue key to success or failure when lives are on the line. Brunswick County Emergency Services Director, Anthony Marzano, said Tuesday nights fire brought up the issue of training and protocol. He added firefighters were using their radio on two different channels; effecting what can be heard and said between firefighters.

It has been reported that the mix-up in communication was so bad that the Horry County radio system had to be used after Brunswick's failed.

"It's my understanding that operations last night may not have been on the tactical fire ground channel," said Brunswick County Emergency Services Director, Anthony Marzano. "One of the things we will be working on for our fire chief's meeting in December is coming out with a recommended protocol for departments to switch to direct radio to radio operations when that would be warranted."

WWAY asked Marzano if at anytime firefighters were in danger. He said he couldn't comment on that specifically because he wasn't on scene but ensured that the problems will be fixed.

"Communications are a critical resource," said Marzano. "Those firefighters are on the same system as the police officers, the same system as my emergency medical personnel and I care about all of them. All of our emergency responders are important to us and we are going to do what we need to do to fix the problems."