

NON EMERGENCY SERVICE CALLS STANDARD OPERATING GUIDELINE

DATE APPROVED: June 2007

I. SCOPE

This standard sets the requirements for conducting non emergency service calls.

II. RESPONSIBILITIES

- A. It shall be the responsibility of the chief officers to make sure all non emergency service calls are handled in a safe and timely fashion.
- B. The fire chief shall make the public service authority (PSA) aware before filling any swimming pool holding more than 4000 gallons of water. Once the pool is filled, the fire chief will make the PSA aware of how much water was used, and an address for billing purposes.

III. PROCEDURE

- A. If a crew of members are available to conduct a service call (ex; check chimney's, filling swimming pools, etc.), they must first notify a chief officer.
- B. Service calls out of our first due area, will only be conducted after permission from the first due department.
- C. When burning brush, the dispatch center shall be made aware of the location before the fire is started, and again when the fire is turned over to the land owner, or when the fire is out.
- D. At no time will non emergency service calls take priority over emergency incidents.