



RUSSELLVILLE FIRE DEPARTMENT
POLICY MANUAL

Policy Number:
Section:
Original Date:
Revised Date:

PURPOSE

This policy defines the appropriate behavior expected of Russellville Fire Department personnel when dealing with Abusive Patients, Bystanders or Members of the General Public. All Russellville Fire Department personnel shall be responsible for heeding this policy with regard to interacting with persons who are abusive.

POLICY

A professional demeanor shall be displayed at all times by Russellville Fire Department members. No recourse which might incite or escalate an abusive situation shall be considered acceptable, except in the case of a physical situation requiring self-defense. An attempt should first be made to calmly reason with the abusive individual. When this fails to achieve results, the Russellville Fire Department member(s) should remove himself, or herself from the situation as soon as possible and ask for assistance from the law enforcement agency having jurisdiction.

If a physically threatening situation develops from which there is no escape, any Russellville Fire Department member has the right to self-defense. Self-defense should include necessary force to subdue the abusive individual which will cause the least harm and allow Russellville Fire Department members to escape.

It is recognized that situations may develop which may require judicious physical restraint or an authoritative voice when, in emergency situations, a patient or bystander may be trying to do something which may harm him/her, i.e., trying to re-enter a burning building, etc.

In no case will verbal abuse toward Russellville Fire Department personnel be considered adequate or just cause for self-defense or retaliation on the part of Russellville Fire Department members. Under no circumstances will a threat by Russellville Fire Department members or verbally abusive exchange involving Russellville Fire Department members be condoned or tolerated.

Approved

Fire Chief

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