



RUSSELLVILLE FIRE DEPARTMENT  
POLICY MANUAL

Policy Number:  
Section:  
Original Date:  
Revised Date:

## PURPOSE

The purpose of this policy is to provide standardized management of phone calls to the fire department. All personnel shall be familiar with this policy.

## POLICY

Courtesy in using the telephone is very important to the goal of building public relations for the fire department. When using the telephone follow these guidelines:

1. Answer as pleasantly and quickly as possible
2. Provide your name and the facility being called. Example: *"Russellville Fire Station 2, this is Captain Jones"*
3. Answer questions carefully - do not to give out information on sensitive department matters
4. Transfer calls tactfully – *"Please hold"*
5. Avoid placing someone on HOLD for an extended period of time
6. Always say *"please"* and *"thank you"*
7. Ask to take a message if person called is unavailable

Calls from the news media shall be handled by an Officer of the department and forwarded to the Public Information Officer. Members should be careful not to provide incorrect or incomplete information. Whenever possible transfer the caller to the most appropriate party to handle the specific problem or question.

Certain cell phones assigned to members of the department shall be answered in a uniform and conspicuous manner.

Battalion 1 Cell Phone: *"Russellville Fire Department, this is Battalion Chief \_\_\_\_\_"*

## Emergency Phone Procedures

In the event an emergency call comes in via our non-emergency phones, obtain the following information, if possible:

1. Location of incident
2. Caller's name
3. Caller's phone number
4. Incident type

After gathering that information, tell the caller to hang-up and still dial 9-1-1 to ensure the call is properly handled and that further information is obtained by incident dispatchers.

The Company Officer will notify dispatch by radio of the emergency and relay the unit or units responding, the incident type, and the location of the incident.

Approved