



Rogers Fire Department Standard Operating Procedures

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PURPOSE

The purpose of this policy is to ensure that the fire department maintains a positive working relationship and image within the community in both emergency and non-emergency situations.

POLICY

At some emergency incidents and during the routine daily activities, members will have the opportunity to come in contact with citizens that need assistance outside of our normal context and expectations. All employees of the Rogers Fire Department, regardless of rank, are empowered and expected to assist citizens in a manner that is consistent with the RFD mission statement, common sense and humanity.

It is the policy of the Rogers Fire Department to maintain a positive public image and exceptional customer service by:

- Taking advantage of opportunities to help citizens with quick tasks.
- Using good judgment and common sense when dealing with problems involving citizens.
- Being kind, considerate and professional regardless of the customer.
- Occasionally performing task(s) that are not part of your immediate job description, but promote good will to the public and positively impact the perception of the fire department.