



Rogers Fire Department Standard Operating Procedures

Policy Title:	Telephone Protocol		
Policy Number:	116	Volume:	Administration
Approved By:	Tom Jenkins	Last Reviewed:	November 2021
CFAI Reference:	9C.4, 9C.5	CAAS Reference:	105.01.01
Revision Summary:	Created – March 2009 Formatted – May 2012 Updated - Phone Lines and Edited Grammar – July 2012 Updated – Phone Lines – November 2021		

PURPOSE

The purpose of this policy is to provide standardized management of phone calls to the fire department.

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: *“Rogers Fire Station 2, this is Captain Smith”*
3. Answer questions carefully - do not to give out information on sensitive department matters
4. Transfer calls tactfully – *“Please hold the line”*
5. Avoid placing someone on HOLD for more than a few seconds
6. Always say *“please”* and *“thank you”*
7. Ask to take a message if person called is unavailable

Calls from the news media should be handled by an officer of the department. 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: “Battalion 1, this is Chief _____”

Physical Resources Cell Phone: “Physical Resources, this is _____”

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 RCD by radio of the emergency and relay the unit or units responding, the incident type, and the location of the incident.

LINE ASSIGNMENTS

Line	Primary Location	Assignment / Primary Call-taker
621-1179	Central Fire Station Headquarters	Main Line / FD Administrative Asst
986-6800	Risk Reduction Division	Main Line Fire Prevention / Permit Technician / Office Manager
986-6801	Training Center	Main Line Training Division / Administrative Assistant at Training Center
621-1111	Fire Station 1	Station 1
621-1112	Fire Station 2	Station 2
621-1113	Fire Station 3	Station 3
621-1114	Fire Station 4	Station 4
621-1115	Fire Station 5	Station 5
621-1116	Fire Station 6	Station 6
631-3317	Fire Station 7	Station 7
621-1118	Fire Station 8	Station 8