

Standard Operating Guidelines

PUBLIC INFORMATION RELEASES

Guideline # 130.19

Date: 3/09R

PURPOSE

To establish the Fire Department policy concerning release of information to the public.

POLICY

- A. All members shall exhibit an attitude of helpfulness and concern toward interested persons making inquiries into Fire Department or District activities.
- B. All members who receive inquiries as to activities of the Fire Department or District shall use discretion and good judgment when answering such inquires, taking into consideration the necessity for release of such information and the need of the Department and/or District.
- C. During emergency operations, the Incident Commander (IC) or (if position has been activated) the Public Information Officer (PIO) will answer questions and issue statements concerning the incident to the news media. Other members at the scene who receive questions and inquiries concerning the incident shall direct those interested persons to either the IC or (if activated) the PIO.
- D. On a daily basis when warranted the Fire Chief or his designated representative shall release information regarding Fire Department activities.
- E. Members who receive inquires, which seem to be controversial or of a sensitive nature regarding the activities of the Fire Department or the District shall refer those interested persons to their direct supervisor.
- F. Officers and members who have had questions directed to them shall endeavor to answer those questions with factual information only. If the correct answer to a question is unknown, the said officer or member shall direct the interested party to someone who can provide the proper information.
- G. The Fire Chief shall be notified through channels of any controversial inquires or complaints concerning Fire Department activities.

Approved:

Date:

District Chief: