

Little Creek Volunteer Fire Company, Inc.

Sta. 54

P.O. Box 327
311 Main St.
Little Creek, DE 19961

Standard Operating Guideline – 20-09

Answering the Station Phone

Purpose: This guideline is to establish a standard procedure on answering the phone in the Station. This is for Emergency and Non-Emergency Calls.

Scope: All fire department personnel.

1. All Phone calls will be answered in the Station. You are to answer the phone by Fire Department and your last name. For example, Phone Rings answered “Fire Department, Bundek”
2. Emergency Calls
 - a. If someone is on the phone and reporting an emergency you will collect the following information.
 - i. Call Back Number
 - ii. Location of the Emergency
 - iii. Nature of Emergency
 - iv. Caller Name
 - b. Once that information is gathered. You are to instruct the caller to call 911. If it is impossible for the person to call 911. You are to disconnect from the caller.
 - c. You are to contact Kent Center via the Hotline and relay all information. This call is to be made regardless if the caller is calling also.
3. Non-Emergency Calls
 - a. Take down all necessary information. If it is time sensitive contact the officer on duty. If they can not handle it. Contact the Chief or Deputy Chief.