



Lauderdale-By-The-Sea Volunteer Fire Department

S.O.P Number: 400	Effective Date: October 1, 2010
Section: 401-402	
Subject: General Administration	
By Order of the Fire Chief: Steven Paine	

Section 400: General Administration

Section 401 Customer service

Our customer is defined as any person or group who receives a service provided by us. It is our objective to meet the customer's needs as it pertains to our goal to provide the best fire and rescue service as we can, which means we will seek to identify the "true need". We will create an atmosphere where the customer is made to feel welcome, valued, listened to, and where we put forth a genuine effort to meet their needs.

Therefore, the following standards are hereby adopted:

- We will present ourselves professionally and courteously, through actions and appearance, and acknowledge every customer with undivided attention, including a verbal greeting and attentive body language.
- We will use active listening skills to finding out what is the customer's need.
- We will exhibit a positive attitude when speaking to people on behalf of our department.
- We will keep a customer informed of the action to be taken, approximately how long it will take, and follow through with customer inquiries. If we cannot fulfill our commitment in the agreed upon time frame, we will let the person know as soon as possible.
- We will use the telephone properly, so we may provide good service to every customer.
- We will accept the responsibility for the performance of our department and never "pass the buck", place blame, or give excuses.
- We will, when appropriate, apologize on behalf of our department and pledge to do a better job next time.
- We will manage our language, emotions and response to others, who may be emotional or distressed, and not escalate the interaction.



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- We will always remember that the customer is our primary purpose for existence and therefore we will give them our undivided attention and not act as if they are a disruption or an imposition.
- We will talk to our customers in a manner that they can understand without using jargon, technical language or acronyms.
- We will remember that our primary objective is people, not things, and act and communicate accordingly.
- We will return messages by the end of the day or shift, unless there is some emergency reason why we are unable to do so.

Section 402 Incident Reporting

Even if this department's goal is to prevent all work related accident, the nature of the firefighting job is not a risk free environment.

This policy is describing the procedure to follow if an accident or incident is happening while on duty.

Definitions

On duty: For the purpose of this policy the term on-duty refers to being involved in operations at the scene of an emergency, whether it is a fire or non fire incident; responding to or returning from an incident; performing other officially assigned duties such as training, maintenance, public education, inspection, investigations, court testimony, and fundraising; and being on-call, under orders, or on standby duty except at the individual's home or place of business. An individual who experiences a heart attack or other fatal injury at home, as he or she prepares to respond to an emergency is considered on duty when the response begins. A firefighter who becomes ill while performing fire department duties and suffers a heart attack shortly after arriving home or at another location may be considered on-duty since the inception of the heart attack occurred while the firefighter was on-duty.

Incident: Any unusual event where the department was involved in that:

- Did not injured or killed anyone
- Did not create more than \$500 of damage to the department's properties or equipments
- Did not create more than \$100 of damage to any property that the department is liable for
- Could have cause an injury or damage above the previous limits or, under the opinion of the members involved, should be documented as it can lead to follow-up

Accident: Any event where the department was involved in that:

- Injured or killed anyone
- Created more than \$500 of damage to the department's properties or equipments



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- Created more than \$100 of damage to any property that department is liable for

Incident

Any incident should be immediately reported to the Chief Officer on duty. A written Unusual Incident Report should be filed within 48 hours by the Chief Officer and turned in to the administration office.

For any incident that could have led to an injury a copy of the report should be sent to the Administration office for review and assistance with workers compensation claims or needed repairs.

In case of an accident involving one of our members driving a vehicle, this member will be submitted to a drug and alcohol test within 24 hours of the incident.

Accident

Any accident should be immediately reported to the Chief Officer on duty. A written Unusual Incident Report should be filed within 24 hours by the Chief Officer and turned in to the administration office for review and assistance with workers compensation claims or needed repairs.

In case of injuries, the fire department administration office should file a worker's compensation claim within 24 hours. The Chief Officer on duty will help the member to complete this task.

In case of an accident involving one of our members driving a vehicle, this member will be submitted to a drug and alcohol test within 24 hours of the accident.

A preliminary report should be filed within 48 hours after an accident and completed when other pending information become available.

The Board of Directors should review all accident reports and issue recommendations to the Fire Chief to prevent other occurrences.