

GLASGOW FIRE DEPARTMENT

Standard Operating Guideline

GUIDELINE: COMMUNICATIONS			SECTION: 114
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INTENT

1. This SOG is to establish basic communication guidelines for telephone and radio communication.
2. All personnel shall ensure that they are available while on duty to receive and answer all communications.
3. Dispatch of units shall not be initiated from information on scanners.
4. Personnel shall ensure there is always a handheld portable radio available at all times.
5. Fire ground communications are covered in Section 300.

TELEPHONE PROCEDURES:

1. The telephone is the most available and, therefore, the most important means of access the citizen has to obtain the services of the Fire Department. It is the primary LINK between professional and nonprofessional communications.
2. When personnel lifts the receiver of the telephone, he/she is about to meet someone. To engage in a conversation as important as a face to face visit and **YOU** are the department.
3. **ANSWER PROMPTLY.** Try to answer within two rings.
4. **IDENTIFY YOURSELF AND YOUR DEPARTMENT.** This ensures the caller that he/she placed the call properly and calms the party that may need assistance.
5. **SPEAK DIRECTLY INTO THE MOUTHPIECE.** This ensures that you will be properly understood. Speak UP! Do not swallow your words.
6. **OBSERVE TELEPHONE COURTESY;** use a calm, competent, decisive voice.
7. **TAKE ALL INFORMATION. Write it down.** Never leave anything to memory.
8. **EXPLAIN WAITS.** Explain why it will take time to check for information and that you will call back. A party waiting on a "dead phone" may become irritable and uncooperative.
9. **AVOID JARGAIN or slang.** Use proper English.
10. **SHOW INTEREST** in the person's call. The person calling has or needs information and, to them, it is important.
11. Use caller's name when possible. It makes him/her feel you have a personal interest in their call.
12. Make sure information gets to the proper person. Never give a party misinformation, never guess, but refer them to the proper party if it means transferring the call. If requested information is not immediately available, obtain name and number and return call.

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13. DO NOT say "Who's Calling?" You will receive a better response without a feeling of "It's none of your business," if you simply say, "May I tell Mr. ___ who's calling?" Terminate calls positively and courteously.

RADIO PROCEDURES

1. The purpose of a public safety radio system is to dispatch messages and related information pertaining **only** to the official business of its licensed public safety organization to and between its mobile users.
2. The mobile units of a licensee, whether licensed separately from a base station, are under the control of its related manned based station.
3. Always listen to the circuit before keying the transmitter in order to not cause interference. **NEVER CALL A STATION OR UNIT WHILE ANOTHER STATION OR UNIT IS TRANSMITTING. BE COURTEOUS.**
4. Courtesy can be more aptly expressed by the tone of voice and manner of presentation than by words.
5. Always designate unit or station or station calling and unit calling to. This procedure will give enough time for unit to hear the transmission.