



#237

CITY OF CHARLOTTETOWN FIRE DEPARTMENT STANDARD OPERATING PROCEDURE

STANDARD OPERATING PROCEDURE: **CUSTOMER SERVICE DURING RESPONSES**

ORIGINATING DATE: MARCH 28, 2018

EFFECTIVE DATE: MAY 3, 2018

REVISION DATE:

APPROVED BY: **FIRE DEPARTMENT MANAGEMENT TEAM**

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General: **In an effort to provide the best possible service to our customers during all response efforts and departmental activities the actions identified below are to be carried out by all responding personnel:**

Our customers are defined as every resident and visitor to the City of Charlottetown whom we may come in contact with. The vast majority of our responses involve responding to situations involving our customers in one form or another. In addition, all members of the public we encounter during Fire Department visits, public relations events and fire prevention activities are also considered customers.

Our primary focus is on delivering a prompt, professional and respectful experience for our customers while ensuring all operational priorities are met in regards to applicable procedures.

The following list of examples are not all inclusive, as the number of possible department and customer interactions is exhaustive.

- While carrying out operations at a structural fire the IC and all responding members must attempt to remove all occupants from the structure while ensuring they are treated with the utmost care. Part of this entails ensuring a safe and comfortable area of refuge is established while contacting Fire Chief or Deputy Fire Chief for any necessary follow up including contacting Red Cross or other outside agencies.

- While carrying out operations at a motor vehicle accident the IC and all responding members must attempt to deliver or assist IEMS with any medical requirements while ensuring those customers involved in the accident are kept in a safe and comfortable area of refuge away from the Hot Zone and out of any traffic or weather elements.
- While carrying out operations at an IEMS assist or MFR response all responding members must ensure all medical protocols are followed and the IC and all members must place the casualty in as comfortable an area as possible for extended treatment and packaging. The IC must ensure any family members or friends of the casualty present are identified and treated with respect and compassion. Any information concerning medical documentation such as Do Not Resuscitate orders should be requested and once obtained, provided to the IC and fully abided by.
- At any emergency scene involving public attendance, including media personnel, the IC shall assign a member to coordinate a safe area away from the emergency scene or Hot Zone and contact the Fire Chief or Deputy Fire Chief for follow up.

It is imperative that the IC designate a department member(s) not directly involved with lifesaving activities to attend to family, friends or onlookers at any department response in accordance with this procedure.

As explained these examples are not all inclusive and all members are required to follow all applicable department operational procedures, medical protocols and ethical practices at all times. The Fire Chief or Deputy Fire Chief are to be contacted should any questions be raised or response practices questioned by our customers during any response.