

Grant County Fire Protection District 3

POLICY AND PROCEDURE

1. NUMBER: 3.1.1
2. SUBJECT: *Public Relations*
3. POLICY: It is the Policy of Grant County Fire District 3 to promote good public relations in our community.
4. SCOPE: This Policy and Procedure is applicable to all personnel of Grant County Fire District 3.
5. RESPONSIBILITIES:
 - A. The District Fire Chief is responsible for ensuring that this Policy and Procedure is followed.
 - B. All personnel are responsible for adhering to this Policy and Procedure.
6. PROCEDURE:
 - A. All District personnel should be willing to discuss the work of the District with others, to explain fire prevention, firefighting programs, methods and education, remembering that details of an incident can only be released by the District Fire Chief, Incident Commander or Public Information Officer.
 - B. In dealing with the public all personnel must remember that they are a Public Servant and Representative of the District. Personnel will be forced to deal with individuals whose attitude may be disconcerting or irritating (at times). Personnel should be courteous and reserved. Personnel should not attempt to deal with people with whom they cannot talk (such as extremely upset or irate people). Refer them to the Incident Commander or District Fire Chief in a polite manner.
 - C. All requests for information by the media will be referred to the Incident Commander, District Fire Chief or a designated Public Information Officer.
 - D. A Public Information Officer will be appointed for all extended/reinforced attack incidents if the District PIO is not available.
 - E. A request by the public for a station tour or apparatus display will be forwarded to the District Office.
 - F. All public information work and attendance at meetings by the Public Information Officer will be by approval of the District Fire Chief.