

EL DORADO COUNTY FIRE PROTECTION DISTRICT
STANDARD OPERATING GUIDELINE

ARTICLE 4: ROUTINE PROCEDURES

EFFECTIVE DATE:

SECTION 9: PUBLIC ASSIST CALLS

REVISED: 04-01-2020

- 4.9.1 **PURPOSE:** To establish a policy that covers requests from the general public that might be considered out of the ordinary. Such incidents may include but are not limited to trapped animals, lockouts, etc.
- 4.9.2 **POLICY:** It shall be the policy of the District to render any and all assistance possible, face to face to the public.
- Personnel shall make contact with the requesting party and make an evaluation of the situation to determine whether they have the capability to safely handle the situation. If so, they will assist in handling the request. If it is determined to be outside the on-scene unit's capabilities or the situation is unsafe, contact shall be made with the Duty Chief Officer.
- 4.9.3 If the crew determines that they have the capabilities to handle the request or situation, personnel shall mitigate to the best of their abilities.
- 4.9.4 If the circumstance is determined to be beyond the capabilities of the resources readily available to the personnel, or if the situation is deemed unsafe, contact shall be made to the Duty Chief Officer.
- 4.9.5 Non-emergency public assist calls shall not delay or inhibit personnel from responding to and carrying out the District's primary responsibility to protect life, property and the environment.