

SUBJECT: PUBLIC ASSISTANCE OPERATIONS**SECTION:** 307.03**REVISED:** FEBRUARY 12, 2008**PAGE(S):** 3

PURPOSE

- A. To provide policy and guidelines for non-emergency related incidents.
- B. To keep property damage at a minimum.
- C. To maintain a safe environment for the public.
- D. To promote public relations.

POLICY

- A. To respond to and assist the public, when possible, on non-emergency related incidents.
- B. To assess the type of service required.
- C. If service cannot be provided by the Fire Department, refer the party involved to the proper agency which is able to render assistance.
- D. Provide service as quickly as possible while not interfering with emergency requests.

PROCEDURE

A. FLOODING

1. Individual Structures

- a. Respond and insure that there are no hazards resulting from the flooding. This would include electrical equipment, gas and/or oil fired equipment, etc.
- b. Insure the safety of the occupants.
- c. Assess the amount of standing water in the residence and provide assistance in removing the water with sump and/or trash pumps.
- d. Fire Department operations do not routinely include the pumping or the removal of mud from flooded outdoor areas.

2. Streets/City Blocks

- a. Assess the amount of water and area affected.
- b. Assist stranded occupants with evacuation to a safe area.
- c. Request assistance as needed (police to block streets, boats, manpower, etc.)
- d. Personnel working in pooling water above the knees should be in life jackets at all times.

B. ANIMAL CONTROL

1. Domestic Animal (pet) Calls:
 - a. The owner of the pet has to be the person calling and has to vouch that the animal has had up to date vaccinations.
 - b. The owner of the animal must be on the scene for the animal to be removed or no removal shall be performed.
 - c. If the animal to be rescued is a cat in a tree then the cat has to have been in the tree at least twelve (12) hours.
 - d. The safety of Fire Department personnel is the foremost concern in attempting to remove animals from dwellings, trees, etc.
 - i. No animals should be removed from trees, dwelling roofs, or other high areas at night.
 - ii. Fire Department personnel should wear full protective clothing to guard against animal bites and scratches.
2. Reptile calls
 - a. The Fire Department does not answer calls for problems with reptiles. The caller is referred to the S.P.C.A.
3. Other Wild Animals
 - a. The caller is referred to the Animal Control Officer for assistance.

C. PERSONS LOCKED IN OR OUT

1. Anytime a citizen calls requesting assistance in gaining entry to their dwelling or assistance in getting out of their dwelling the Fire Department should respond and provide assistance.
2. Determination of the person calling for assistance as being the owner or occupant should be made by the officer in charge. Call for police if necessary.
3. Advise occupant of any potential damage that may occur prior to attempting access. If resident does not wish to have damage done to their dwelling then they should be advised to call a locksmith.
4. The safety of Fire Department personnel shall be of the up most concern at all times.
5. If access can not be gained without undue damage or excessive risk to personnel, owner should be advised to contact a locksmith.

D. BROKEN WATER MAIN

1. Respond to location and assess the break.
2. If a traffic hazard exists, request the Police Department to respond.
3. Contact the dispatcher to have the Water Department respond.

E. SEWAGE SPILLS

1. Insure that there is not a build up of sewer gas in the dwelling if a building is involved.
2. Contact the Metropolitan Sewer District and have them respond.

RESPONSIBILITY

- A. It is the responsibility of the shift officer to make every attempt to assist the public and to mitigate the situation.
- B. It is the responsibility of every member of the Reading Fire Department to be of service to the public and to assist them in the most efficient and least damaging way.