

BLACKWOOD FIRE COMPANY OPERATING GUIDELINE

1.15 INCIDENT RESPONSE - SERVICE ASSIGNMENT - PUBLIC ASSIST

- 1.15.1 Requested apparatus shall respond at reduced speed.
- 1.15.2 The IC shall use discretion in committing apparatus and manpower to a public assist. Apparatus and personnel should be prepared to respond to an emergency incident that may arise during public assists.
- 1.15.3 As a general rule, apparatus and manpower should not be utilized to perform services for owners of businesses, private residences or "for profit" organizations that are normally provided by commercial businesses (tree removal, filling swimming pools, washing parking lots etc...). However, there are times when said assistance may be appropriate (senior citizen with limited income, community organizations, government branches, etc..) In all cases, the request for assistance will be denied if said request is outside the scope of FD training or equipment, or if the non-emergency service will expose members to risk of injury. Members who are unsure of the appropriateness of a request should consult with a Chief Officer prior to committing FD resources.
- 1.15.4 When there is a risk that the requested service will result in damage to private property (i.e vehicle or structure lockout), said risk shall be explained to the property owner and a written waiver obtained. Said waiver should list the action to be taken, the potential risk involved, and shall be signed by the property owner or authorized representative.
- 1.15.5 When equipment is left at a scene, same shall be documented on the incident report and provisions made for the prompt return of the equipment.
- 1.15.6 For residential lockouts, the identity of the requesting party and their authority to enter the property shall be verified prior to providing the requested assistance. If available, a police officer should conduct the verification process, and the officer's name documented on the incident report.