

**Galveston Fire Department
Standard Operating Procedure
1300.03 Public Assistance**

Fire Chief _____

Implementation Date: January 2007

Revision Date: April 2011

Review Date: October 2012

Public Assistance

The purpose of this Standard Operating Procedure is to assist personnel in handling calls for assistance from the community. Many times the fire department is called when people don't know who to call. It is important that we provide some type of assistance whether in correcting the situation or providing the information needed to enable the citizen to resolve their issue. While it is not possible to address every situation that may present itself, this SOP provides guidelines for handling situations that we have experienced in the past. Personnel of the department shall be professional and courteous when answering these calls for assistance and should handle the situation as best as possible with the safety of firefighters and the public as the priority consideration. Our public image is important to our success as a public safety entity and each of us shares that responsibility.

Vehicle Unlocks:

Respond to the scene

Determine the presence/potential of a life hazard (human/animal)

Take appropriate action

Animals in distress:

Respond to the scene

Attempt to contact the caller and assess the situation

Assist the animal without endangering firefighters and/or civilians

Notify the Battalion Chief of situation when possible or as needed

Bees:

Respond to the scene

Attempt to contact the caller and assess the situation

For hives established outside of a structure, that poses a threat to the public, firefighters should don full PPE and use a pre-connect and foam to eradicate the threat.

For hives established inside a structure or inside the wall of a structure advise the property owner/occupant that they need to contact an exterminator or beekeeper. The fire department will not attempt to eradicate bees that are inside a structure.

When a request for assistance regarding flag poles, filling water tanks or pools and similar requests are received the caller shall be directed to contact the Fire Chief for direction. No action should be taken in these instances without direction from Administration.