

	Hampton-Valley Forge Vol. Fire Dept. Standard Operating Guidelines	
	Subject: Fire Department Facility Tours and Visitors at the Station	SOG # 4-08
		Initiated 01/01/2019
Approved: Fire Chief Chris Isaacs	Revised 01/01/2019	

THE FOLLOWING GUIDELINES SHOULD BE OBSERVED WHEN GIVING A TOUR OF THE FIRE STATION AND EQUIPMENT AND/OR GREETING VISITORS:

All personnel shall treat citizens who visit the station for any purpose in a courteous manner. An officer or the senior member shall ensure that someone greets the visitor and determines his or her business in the station.

Citizens requesting directions or general information shall be provided with the requested information to the best of the member's ability.

Citizens requesting to see the station or apparatus shall have a member assigned to them to answer any questions.

All visitors of members to the department are required to leave by 2200 hours unless approved by the Fire Chief.

Members of other fire departments and citizens who have applied for membership in this department are welcome in the station as long as they abide by the department station guidelines and policies.

Members giving a tour of the fire station and/or equipment to someone should begin by getting a head count of all people that are participating in the tour.

Should there be a call, all visitors on the tour are to be directed to go to the living quarters and all persons should be accounted for at this time.

It is the responsibility of the member giving the tour to see that no apparatus is moved until all people have been accounted for and is out of the engine bays.

The officer in charge of the apparatus responding should do a quick walk around to assure there isn't anyone left in the engine bays before the apparatus pulls out of the station.