

<b>TITLE</b> OPERATIONS MANUAL	<b>STANDARD</b> INSTRUCTION 03		<b>DEPARTMENT</b> FIRE
<b>SUBJECT</b> COMMUNICATIONS: TELEPHONES	<b>SECTION</b> 03	<b>PAGE</b> 1 of 2	<b>EFFECTIVE DATE</b> 1/01/04

### III. TELEPHONE PROCEDURE

#### A. Type of Station Telephones

Fire stations have two (2) types of telephones, namely Fire-Rescue Department Administration phone (house phone) and Auxiliary Emergency phone (private phone).

#### B. Telephone Use, Reception and Acknowledgment Procedures

1. The Fire-Rescue Department Administration telephones and mobile phones shall be used for Fire-Rescue Department business only. Conversations shall be as brief as possible.
2. These phones shall be answered, when possible, by the Company Officer. The Company Officer has direct responsibility and control of the administration phone and may delegate this task to subordinates. The proper phone etiquette when answering a telephone call is to give the unit number, rank, and surname, i.e., "Station 1, Captain Doe." The person calling shall identify in a similar manner.
3. Captains will be held responsible for any and all unauthorized telephone charges or alteration to the station telephone or paging system.
4. Requests for modification, additions or deletions will be directed through the chain of command to the Communications Manager on an FD-7 for approval. Requests should be accompanied by an appropriate diagram. The Captains on each platoon will sign the request.
5. Fire stations and other work site private phones are for employees' personal use. However, all "long distance" or "local toll" calls must be reported and charged to the caller. Toll calls are any calls made outside the Zone 1 area for that particular phone. Employees are responsible for checking the zone coverage in the telephone directory and reporting any out of Zone 1 calls. [Exception: Employees will be allowed one toll call per day to their home not to exceed 5 minutes which may be for personal reasons.]
6. Other calls made under unusual circumstances (i.e., extended shift or strike team assignment where the employee will not be going home when expected) shall be logged in the day book. The Fire-Rescue Department will then determine the employee's responsibility to pay for these calls.

<b>TITLE</b> OPERATIONS MANUAL	<b>STANDARD</b> <b>INSTRUCTION 03</b>		<b>DEPARTMENT</b> FIRE
<b>SUBJECT</b> COMMUNICATIONS: TELEPHONES	<b>SECTION</b> 03	<b>PAGE</b> 2 of 2	<b>EFFECTIVE DATE</b> 1/01/04

C. Employee Telephones

Each employee is required to maintain a personal telephone. Any change of address or telephone number must be faxed on an FD-7 to payroll and changed in the Staff Management section of their Telestaff account within 24 hours following the change.

D. Toll Call Policy

Refer to Administration Manual Standard Instruction 07, Section IV, entitled "Personal," "Long Distance" or "Toll" calls made on City equipment.

E. Emergency Red Phone Test

1. The station outside emergency red phone is to be tested by fire station personnel on a monthly basis, as directed by Fire Communications (FCC).
2. On the first Sunday of the appropriate month, FCC will contact each station via phone to enlist their help in testing the emergency phone. Fire station personnel are to follow the explicit directions and report findings to FCC.

F. Mobile Phone Use Policy

1. Mobile phone usage is prohibited by all personnel during a code response, unless required for incident management.
2. Drivers of all emergency apparatus/vehicles are prohibited from using a mobile phone while driving; with the exception of personnel who are driving staff apparatus (sedans, pick-ups and SUV's) and have mobile phones that are equipped with "hands free" system.
3. Unless required for incident management, personal mobile phones shall be turned off or placed in silent mode during an incident.
4. Do not use mobile phones while refueling due to fire potential from static.
5. All personnel shall obey local, state and federal laws regarding mobile phone usage.