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OPERATIONS MANUAL

STANDARD INSTRUCTION 13 COMMUNITY EDUCATION

SECTION 03 COMMUNITY EDUCATION

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**I. PURPOSE**

The purpose of this policy is to provide San Diego Fire-Rescue Department (SDFD) personnel information and procedures for scheduling and presenting community tours.

**II. SCOPE**

This policy shall apply to all sworn SDFD personnel, excluding lifeguards.

**III. AUTHORITY**

The fire chief authorizes the information within this policy.

**IV. DEFINITIONS**

- A. Apparatus Request: A request for appearance of apparatus at a designated community event. This is done by email to the Community Education Office at [SDFDCommEd@sandiego.gov](mailto:SDFDCommEd@sandiego.gov) or the Community Resource Officer directly.
- B. Community Education Office: The coordinating office for community education requests, a position reporting to Employee Services Division.

**V. POLICY**

The San Diego Fire-Rescue Department spends hundreds of hours each year conducting tours at fire stations, going to schools, community groups and special events to promote fire and life safety.

- 1. Participation is limited to educational and community events.
- 2. Presentations to school groups are limited to children at least five years of age.
- 3. During a station visit, minors must be accompanied by a responsible adult.
- 4. Fire stations are open daily from 9-11 and 2-5 for tours and visits on a prearranged and approved basis.

A. Presentation Requests

- 1. The Community Education Office requests three weeks advance notice for any community event or safety presentation.
  - a. Requests are made in two ways:
    - 1) Online, by way of the *Station Tour Request Form* and Speaker Request Form on the department website ([sandiego.gov/fire/safety/speakers](http://sandiego.gov/fire/safety/speakers)).
    - a) If interested parties are at the fire station, crews should assist them with the sign up.
    - 2) Directly to the personnel at the station

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2. If the company officer chooses to schedule a presentation, email the Community Education Office at [SDFDCommEd@sandiego.gov](mailto:SDFDCommEd@sandiego.gov) or the Community Resource Officer directly with the following details of the event:
  - a. Event date and time
  - b. Name of event
  - c. Location of event
  - d. Number of people
  - e. Requestors name
  - f. Requestors contact phone and email
3. The department will support community education with handout material whenever possible.
  - a. Stations needing educational materials should contact the Community Education Office.
4. The Community Resource Officer has access to all division and station calendars and will coordinate scheduling of community events and safety presentations with the training, appointments and plans noted on these calendars.
5. An appointment notice will be placed on the division and station calendar with all pertinent information attached and emailed to the company officer(s) at the station involved.

**B. Conducting Presentations and Tours**

1. When a community event or station visit request is received, the company officer is to contact the event organizer whose name and phone number is listed on the request to confirm the date, time and event location.
  - a. Under normal circumstances, the company is to remain in service
2. The company will present safety information appropriate for the age and interests of the audience.
  - a. Topics of interest will be noted on the request and whenever possible, support material will be provided.
3. San Diego Fire-Rescue has adopted a standardized approach for school visitations.
  - a. This program will enable personnel to provide a consistent fire prevention message to students in kindergarten through eighth grade.
  - b. Refer to Operations Manual School Visitation Program Policy for specifics.
  - c. Review the speaking points prior to each school visit.
  - d. For detailed lesson plans and outlines contact the Community Education Office.

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C. Reporting

1. After the community event, tour or presentation has been completed, or if circumstances prevented the company from completing it, the company officer must report the outcome to the Community Education Office.
2. This information is tracked and reported quarterly to the Assistant Fire Chief of Business Operations.
3. The report can be made in any of three ways:
  - a. By “replying” to the appointment notice in the battalion calendar or the company officer’s calendar.
    - 1) The reply must report whether the scheduled event was completed.
    - 2) If it was not, a reason must be given.
  - b. By e-mail to the community Education office at SDFDCommEd@sandiego.gov, listing the date, place and fire company involved in the presentation and whether the event was completed. If it was not, a reason must be given.
  - c. By sending the signed and completed Request Form back to the community education office by inter-office mail detailing whether the event was completed. If it was not, a reason must be given.