

Policy Number: 2020-009

Effective Date: 05/25/2020

Last Review Date: _____

Waterloo Vol Fire Department Standard Operating Guidelines

Public Information Officer

No one except the Officer in Charge will answer questions from civilians, including the property owner. Direct the public to Officer in Charge.

Only the Officer in Charge will make statements to representatives of the press, radio or television.

Firefighters will direct media and civilians who have questions to Officer in Charge.

Firefighters answering the phone at the station will relay all media calls to the Officer in Charge.

No firefighter will post any information on the incident to social media.

On mutual aid fires, direct questions to the Senior Officer in Charge of the home fire department.

At major incidents a Public Information Officer (PIO) will be appointed by the Officer in Charge. All information will funnel from Command through the PIO to the media.

If mutual aid department personnel are supplying information to the media, notify command so that appropriate action may be taken.

Amateur photographers may take pictures at a "safe" distance. They must remain away from fire evolutions, behind all fire lines and may not enter the building.

Firefighters are expected to provide information to members of the Seneca County Fire Investigation Team, only after they notify the Officer in Charge that they are going to do so. Do not add unrelated information, just state the facts.

No information concerning fire/ accidents under investigation will be released. Questions and phone calls about suspicious incidents shall be directed to the chief and/or proper law enforcement agency

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