

Grand Forks Fire Department

Standard Operating Procedures

SOP# 804.04	Section Communications	Title Department Telephone System
Authored by:		James E. Broten, Battalion Chief
Reviewed by:		Michael K. Flermoen, Deputy Fire Chief
Authorized by:		Peter D. O'Neill, Fire Chief
Effective date: 02/01/02	Implementation date: 02/01/02	Revision date:

I. Scope

This standard establishes guidelines for use of the department's telephone system.

II. General

- A. This jurisdiction's phone service is provided by "Qwest", and the jurisdiction lies within the 701 area code. The department's telephone system functions as a component of the city's system. The individual telephone sets are made by Toshiba.
- B. The main business number for the department is 746-2566.
- C. All telephones shall be answered promptly and politely. Business lines shall be answered **"Thank you for calling the Grand Forks Fire Department. How may I help you?"** I.e. "Thank you for calling the Grand Forks Fire Department. How may I help you?"
- D. Members shall never be rude or discourteous to anyone over the telephone.
- E. The department's telephones are to be used for official business only. Members shall not use the department telephones to conduct personal business or part-time work activities.
- F. Personal calls shall not disrupt work or training activities.
- G. Long-distance calls shall be limited to department business. Personal long-distance calls, if necessary shall be limited to personal emergencies. Long-distance calls that are personal in nature, whether emergency or not, will be placed by use of third-party calls, personal telephone cards, collect calls.

- H. Each member of the department is required to have a telephone at his residence and to provide the department with his telephone number. It is the responsibility of the employee to notify the department if they do not want their telephone number given out.
- I. No telephone shall be installed in or removed from a fire station or other facility without the consent of the Fire Chief.

III. Voice Mail

- A. Several members of the department have been provided with voice mail. The voice mail system allows callers to leave messages when the number they call is busy or unattended.