



# HIGHLAND PARK FIRE DEPARTMENT

## POLICY MANUAL

### POLICY #19



#### INCIDENTS REPORTED TO THE FIRE STATIONS

EFFECTIVE

01/MAR/99

REVISED

21/OCTOBER/2020

#### 1.0 Purpose

- 1.1 The purpose of this Policy is to document the procedures for processing incidents reported by the public directly to a Fire Station by telephone or walk-in. An incident is any service request, involving or not involving the person reporting, that requires a non-emergent or emergent response of fire department personnel.

#### 2.0 Responsibility

- 2.1 It is the responsibility of all personnel to know and understand all aspects of this Policy.

#### 3.0 Policy

- 3.1 Any station personnel informed of an incident directly is to take the pertinent information including location of the incident, type of problem, name, address, and phone number of the reporting party.
- 3.2 If the incident is an emergency, dial 911 and give dispatch center the information. Dispatch will then create an incident and follow normal incident processing procedures. If the incident is a non-emergency event, contact the dispatch center via the non-emergency line and relay the pertinent information. The non-emergency telephone line for the dispatch center is 847-432-7730.

#### 4.0 Reference

- 4.1 Highland Park Fire Department

Approved:  Fire Chief