

 <p>TOWN OF CLAYTON FIRE DIST.</p>	<p>TOWN OF CLAYTON FIRE DISTRICT STANDARD OPERATING PROCEDURES AND POLICIES</p>
<p>TITLE: Communications Policy</p>	<p>ISSUE DATE: 5/10/2023</p>
<p>PREPARED BY: District Chief Josh Reome Station Captain Lawrence Girard</p>	<p>REVISION DATE:</p> <p>APPROVED BY: Fire Commissioner Justin Taylor Fire Commissioner Raymond Lowe Fire Commissioner Jacob Angus Fire Commissioner Hal Matthews Fire Commissioner Scott Johnson Fire Commissioner Robert Haver Fire Commissioner Jeff Dicky</p>

1.0 Applicability

All Fire Department personnel

2.0 Purpose

Set a uniform policy to establish effective communications with the personnel of the Town of Clayton Fire Department, to ensure that timely, accurate information is available when needed.

3.0 Policy and Procedure

Internal Communications:

The fire department has several resources available to disseminate information to its firefighters.

1. **Text PAGING** – All active firefighters must be enrolled in the department’s selected text paging program. Changes to cell phone numbers and other desired destinations for texts must be kept current by the member.

Text paging not only serves to notify firefighters of emergency events, but also training and other department events as may be necessary.

2. **E-Mail** – All active firefighters must maintain a valid email address, if possible. Email addresses will be kept confidential and used only by designated personnel.

Email addresses will only be used for disseminating fire department information. Emails generated by fire department officers will have all addressees included on the BCC line so as not to reveal the email addresses of those who may wish them kept private.

Paging texts can also be sent to email addresses for those who wish to receive them by that method.

Email provides a means for disseminating information too large for the text paging system, including, but not limited to SOP's, training notifications, and surveys.

Surveys, such as are available through Survey Monkey, can be used to judge participation in upcoming events. They will not be used for official business.

3. **Social Media – Internal** – The fire department will maintain a closely monitored, members-only social media site. All firefighters will be encouraged to join this site.

This site will be used to disseminate both official and unofficial information regarding the fire department, including training opportunities and related firematic events, such as events at neighboring fire departments.

4. **Voice Paging** – We are regularly reminded that text paging may or may not be reliable. Voice paging is maintained by the county for dispatching and for other communications as may be needed. All personnel who have been issued a voice pager must ensure that it is charged and operational.
5. **Bulletin Boards** – A bulletin board will be maintained at each station. Training notices and other information may be posted on this board.
6. **Digital Bulletin Boards** – A digital bulletin board will be maintained at each station. Training notices and other information may be posted on this board.

External Communications:

1. **Social Media – External** – The fire department will maintain a closely monitored social media site open to the public. This site can be used to notify the public of upcoming events, for recruitment, and to advise the public of fire department activities.
2. **Web Site** – The fire department may wish to establish and maintain a website available to the public. This site may contain information beneficial to the public, such as links to resources, applications, and other forms that may be useful to the public.