

# Washington Township Fire Department Standard Operating Procedure

**Division 600:** Communications and Fire Alarms Office  
**Section 609:** Non-Emergency Complaints and Information  
**Subject 609.01:** Assistance to Citizens That Have Fallen  
**Supersedes:** Inter-Office Correspondence Dated Dec. 19,1996  
**Approved By:**



Date: June 01, 2002

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## **PURPOSE:**

To establish a procedure to assist citizens that have no real medical emergency, however, they have fallen and cannot get up or assistance is needed in moving from the house to the car, etc.

## **RESPONSIBILITY:**

It is the responsibility of all personnel, especially Fire Alarm Operators, to become familiar with and follow this policy.

## **PROCEDURES:**

Calls are received, in some cases via 9-1-1, from citizens where they need assistance, **no medical emergency**, with a family member or friend who has fallen and cannot get up or assistance is required getting the person from the house to the car.

This matter has been discussed with both the Centerville Police Department and the Montgomery County Sheriff's Office and both have agreed to the following:

During the hours of 0700 to 2300, the Fire Alarm Operator will send a response, non-emergency, to assist. This response could be an engine, medic or attack unit, whichever is the closest to the incident. During the hours of 2300 to 0700, if the call is received in the Fire Alarms Office, contact will be made with either the Centerville Police Department or the Montgomery County Sheriff's Office, depending on jurisdiction, and they will dispatch a crew to assist.

Should circumstances dictate, assistance may be requested at any time by any of the involved agencies.