



City of Winter Park Fire-Rescue

Standard Operating Guideline

800.02

Title: Processing Information

Original Date of Issue: December 6th, 2005

Date Last Revised: October 5th, 2010

Revision Number: I

Total Pages: 2

Purpose: To establish a standard for all employees of the Fire Department to process any incoming information into the Department from other City departments or from the general public.

Scope: This procedure will be used as a guideline for handling any and all information that requires processing throughout the entire department or for one individual segment of the department. It is not the intention of this procedure to be a built-in delay.

General:

1. Anyone who desires, may come in and visually review our incident reports, except those portions of any emergency medical report, these are to be considered confidential medical history. Medical information will only be released after proper HIPAA forms are completed and turned into the EMS Records Officer.
2. Requests for information that may potentially be used in litigation should only be released after the receipt of a subpoena and then only after receiving advice from the City Attorney and approval from the Fire Chief.
3. All inquiries from attorneys or investigators of any type, for information about the activities of the department, must be forwarded to the Fire Chief before release. This will not apply to requests for information concerning code enforcement in new and or renovation construction, but shall apply to fire incidents, EMS incidents, and personnel issues or fire inspections.
4. Information received on street closures, fire alarm system status, fire protection system status, fire hydrant status, etc. shall be passed on to all stations as well as communications and whenever practical, shall be announced over Fire Tac 1 for all personnel to copy.

Whenever this information is received, it is important to get the persons name, the agency they represent, a phone number and the expected duration of the incident or event. This information must be made available to the Shift Commander, Deputy Fire Chief and the Fire Marshal. When these systems or situations return to service, the information shall be handled in a similar manner.

5. Notice of parades, road races, block parties, house relocations and similar situations, shall be forwarded to the Fire Chief, Deputy Fire Chief and the Fire Marshal and disbursed as the need for information requires.
6. Information on preliminary site plans, plot plans and such, shall be forwarded to the Fire Marshal for his review, before they are released from this Department. This shall not apply if someone is hand-carrying them through, but will apply to all that are routed through the City Code Enforcement process.



A handwritten signature in black ink, appearing to read 'James E. White'. The signature is written in a cursive, flowing style.

James E. White
Chief of Department