# *Grant County Fire Protection District 3*

*POLICY AND PROCEDURE*

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1. NUMBER: 3.1.01

2. SUBJECT: ***Public Relations***

3. POLICY: It is the Policy of Grant County Fire District 3 to promote positive public relations in our community. This Policy and Procedure is established to define that process.

4. SCOPE: This Policy and Procedure is applicable to all personnel of Grant County Fire District 3.

5. RESPONSIBILITIES:

   A. The District Fire Chief is responsible for ensuring that this Policy and Procedure is adhered to.

   B. All personnel are responsible for complying with this Policy and Procedure.

6. PROCEDURE:

   A. All District personnel needs to be prepared to discuss the work of the District with others, to explain fire prevention, firefighting programs, methods and education, remembering that details of an incident can only be released by the District Fire Chief, Incident Commander or Public Information Officer.

   B. When interacting with the public, all staff must keep in mind that they serve as Public Servants and Representatives of the District. There may be times when personnel encounter individuals with challenging or frustrating attitudes. It is essential for staff to remain courteous and composed. If personnel find themselves unable to communicate effectively with extremely upset or irate individuals, they should politely refer them to the District Fire Chief or Incident Commander.

   C. All requests for information by the media will be referred to District Fire Chief, the Incident Commander, or a designated Public Information Officer.

   D. A Public Information Officer will be appointed for all extended/reinforced attack incidents if the District PIO is not available.

   E. A request by the public for a station tour or apparatus display will be forwarded to the District Office.

   F. All public information work and attendance at meetings by the Public Information Officer will be by approval of the District Fire Chief.