

Standard Operating Procedures Manual

City of Poquoson Fire and Rescue



City of Poquoson Fire and Rescue

830 Poquoson Ave.
Poquoson, VA 23662
757-868-3510
F757-868-3514

PUBLIC EDUCATION AND RELATIONS

SOP#: PR 3.00

Title: Station Tours

Effective Date: 01/01/2009

Revised Date: 01/01/2009



Robert J. Nellor
Fire Chief's Signature



James W. Weller
City Manager's Signature

STATION TOURS

I. PURPOSE

To outline the management and conduct of Fire Safety Station tours, particularly for groups of young children, that are offered to the public as a free service.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

Public education and public relations are an important component of the Poquoson Fire/Rescue Department. Fire stations are open to the public for visitation and educational purposes. It is the position of the Department that all visits and tours are conducted in a safe and organized manner.

III. RESPONSIBILITIES

Fire Administration shall be responsible for scheduling station tours.

Station tours are to be conducted by personnel on duty at the station at which the tour will be given. It is the responsibility of the Company Officer to assign personnel to conduct a scheduled station tour.

Company Officers shall ensure that tours are conducted according to this SOP.

IV. PROCEDURES

Scheduling Tours

All Station tours shall be coordinated and scheduled through Fire Administration.

Any request for a station tour by a group shall be directed to Fire Administration for scheduling.

Group Requirements

A responsible adult must accompany any group of children touring a Fire Station and the tour shall have been scheduled in advance.

Conducting Tours

Important points to convey:

- Introduce yourself and other personnel assisting
- Explain matches and lighters are NOT TOYS
- Explain Stop, Drop, and Roll if your clothes are on fire
- Put on and explain the purpose of turnout gear
- Explain crawl low in smoke
- Conduct Station / Apparatus Tour
- Explain the 911 Emergency Number
- Allow time to answer questions