

## Service Calls

### Discussion

Service calls or non-emergency assist the citizen types of incidents are often seen as burdens or inconveniences to members of our profession. Looked at in realistic terms, these incidents are great opportunities for the fire service to make meaningful, positive impressions on the communities that we serve. Remember, we are in the Murphy's Law and Worst Day of Their Life business and each emergency is an important event to the person who has called us. Personal safety, operational procedures, training and common sense are the tools we use to guide what we are to do at these incidents. Listed below are some common types of routine service calls. Discuss department operations and share past experiences in these types of incidents. There is no such thing as routine, each incident, no matter how insignificant at dispatch, each response has some inherent safety hazard.

Which of these routine "service calls" would your department respond to as a non-emergency run?

Identify the following for these incidents: 

- Level of response (apparatus)
- On-scene reporting
- Actions to be taken
- Protective clothing required
- Reports to be completed
- Notifications to be made
- Comments / Information to pass along to the complainant
- Forms to be used or filled out
- Resources available for complainant
- In-station documentation requirements
- Follow-up requirements



### Service Calls

Odor Investigation	Line Trouble Alarm	CO Detector Off (No Illness)	Wires Down
Open Hydrant	Power Failure	Patient Lift Assist	Water Leaking
Lock-out	Vehicle Leaking	Assist Police (Ladder Access)	Stuck Elevator
Leaking Cylinder	Hazardous Product Investigation	Unknown Nature	

