

<b>1004.06</b>	<b>Miscellaneous Services Standard Operating Procedure</b>	
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*This procedure is for internal use only and does not enlarge an employee's civil liability in any way. The procedure should not be construed as creating a higher duty of care, in an evidentiary sense, with respect to third party civil claims against employees. A violation of this procedure, if proven, can only form the basis of a complaint by this department for non-judicial administrative action in accordance with the laws governing employee discipline.*

**Related Policies:**  
**Applicable HI Statutes:**

**I. PURPOSE**

Miscellaneous services play a vital role in the fire service, often serving as the face of the Department in the Community. While firefighting itself is undoubtedly crucial, it's the diverse range of miscellaneous services that round out the comprehensive support firefighters provide to their communities. These services encompass tasks such as special assistance calls, community outreach and familiarization tours. Recognizing the importance of miscellaneous services is critical for understanding the full scope of the invaluable contributions made by the fire service to our safety and well-being.

**II. APPLICABILITY**

This Policy is applicable to all Career Stations.

**III. PROCEDURES**

The Company Officer, on shift, shall be responsible for the application of this Policy.

1. Introduction: A customer is defined as an individual, organization, or entity that engages in an exchange or contact with the department or personnel. Our customers' needs serve as a governing principle in how we participate in and provide services. The fire department holds a paramount position within the community, offering a wide array of essential services that extend far beyond extinguishing fires. First and foremost, it serves as a rapid response system for emergencies, ready to tackle fires, medical crises, accidents, and natural disasters at a moment's notice. Moreover, fire departments often engage in proactive measures such as fire prevention education, safety inspections, and community outreach programs, aiming to reduce the occurrence of emergencies in the first place. The fire department is not just a team of brave firefighters but a cornerstone of community resilience, safeguarding lives and property while fostering a sense of unity and trust within neighborhoods. In sum, the fire department's importance within the community is immeasurable, making it a vital institution that enhances the overall quality of life and well-being for all residents.

2. Special Services:

- a. Special Services are all non-emergency requests where there is no impending danger to life or property. Examples:
  - Pump-Out Operations
  - Wash Downs (non-biological)
  - Event Participations

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- Stand-by
- Approved Public Requests
- b. All requests for special services will be reviewed by the Company Officer and sent to the Battalion Chief for approval.
- c. Companies that are assigned to a special service will proceed in a non-emergent status but be available for immediate response.
- d. If the function will place the Company in a delayed or out of service status, coverage will be made prior to commitment to the special service.
- e. All special services will be entered into the daily log, detailing participation and any other information as deemed appropriate.