

SFD Dispatch Policy and Guideline Manual

Section Title: Ride Along Policy
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DISPATCH RIDE ALONG POLICY

Dispatchers are encouraged to ride out with the Fire Department in order to gain perspective on how they perform their job and to understand the role dispatch plays. In order to ride out with the Fire Department, the dispatcher needs to have permission from their Senior Operator and the on duty Battalion Chief. The dispatcher will need to dress in a decent manner as approved by the Battalion Chief. No denim should be worn. Wear a sturdy shoe and suitable clothing for inclement weather conditions.

Dispatchers will conduct themselves in a manner which does not bring disrepute upon them, the Dispatch Center, the Police Department, or the Fire Department. Dispatchers will maintain an observation role only, unless directed otherwise by a FD commanding officer.

Observers shall remain quiet, attentive, and professional when encountering patient(s) and the public. Observers are encouraged to ask questions, however such questions shall be held until the conclusion of patient care activities. Observers shall operate under the guidance of the assigned crew members and shall obey any directions given by crew members. Observers are encouraged to take part in shift activities, such as checking the units, cleaning, eating, etc. Observers shall conform to all normal rules of conduct and safety of the Springdale Fire Department.

Observers shall not actively engage in firefighting operations. On working fire operations, move to the command vehicle and report to the Battalion Chief. If riding on a squad, Observers shall don appropriate personal protective equipment as SFD Personnel do in accordance with the SFD Exposure Control Program. Observation hours are from 0800 through 2000.