

Springdale Fire Department
Policy & Procedures Manual
Volume 2 – Operations
Section 202 – Communications
202.9 – Telephone Answering

All SFD personnel shall be courteous in all telephone communications with members of the public, media, or other agencies.

When answering any telephone line, at any fire station, personnel should identify the Springdale Fire Department, Station Number ____ (or Fire Administration), their Rank and Name.