Bath Township Fire Department			Standard Operating Guideline	
Section Communications	**Referral No.** C-07	**Subject:** Misdirected 911 calls	**Date Issued** 3/06	**Date Revised** 3/08

Purpose:

- To ensure initiation of response when the 911 P.S.A.P. misdirects a call to this department.

Scope:

- This standard operating guideline shall apply to all personnel
- Applies to all misdirected 911 calls for jurisdictions contiguous to Bath Township.

Guidelines:

- *Definition:* A misdirected 911 call is one that is received from the P.S.A.P (Public Safety Answering Point) - Sheriff's Department through the 911 system. These calls do not include those made directly from another jurisdiction to Bath Twp. F.D.
- When a misdirected 911 call is received by Bath Dispatch
    - An appropriate fire/EMS response will be initiated by O.I.C.
    - Dispatch will notify the Authority Having Jurisdiction of the call.
    - Bath units will continue response until called off by the A.H.J.

- **These guidelines shall also be used in the event of a Home Health Care Alarm call.**

  If the agency calling has misdirected the call it shall then be the dispatcher's responsibility to make every effort to provide the agency with the correct contact number and name of jurisdiction that will be handling the call.

When a call is made for a location outside Bath Township that does not come through the 911 system, the A.H.J. will be notified by Bath Dispatch of the call. We will not respond unless requested by the A.H.J.

Signature: Larry Roberts Joseph Kitchen	**Title:** Firefighter / EMT-P Fire Chief	**Page 1 of 1**