Bath Township Fire Department			Standard Operating Guideline	
Section **Communications**	**Referral No.** **C-08**	**Subject:** **Call Back and On Call Procedure**	**Date Issued** 05/2014	**Date Revised**

Purpose:

To provide guidelines for efficient and effective response to Call Backs and On Call page outs.

Scope:

- This Standard Operating Guideline shall apply to all personnel.

Responsibilities:

- Personnel
  - All personnel have the responsibility of responding to Call Backs and On Call page outs safely and correctly.

Guidelines for Call Backs:

- When a Call Back is text/paged out by ACSO *(CALL BACK X 2 REQUESTED)* your first action should be to contact ACSO by phone, give them your ID number, and notify them that you are responding to the Call Back. *(This is Bath 1365 responding to station for Call Back).*
- Once on station you should then contact the on-scene unit and advise them that station is manned. (*1306 from station 1300… 1300 manned with two FF/MEDICS)*
- For medical calls, once the on-scene unit has been advised that station is manned; all personnel manning station shall remain on-station until on-scene unit is in service and **returning** to quarters.
- For fire calls, personnel manning station shall remain on station until on-scene unit is **back in quarters** and in service.

Guidelines for on call personnel:

- On call personnel shall respond to station once BTFD has been paged out.
- Once on station, personnel shall notify on-scene unit that station 1300 is manned.
- For medical calls, once the on-scene unit has been advised that station is manned; all personnel manning station shall remain on-station until on-scene unit is in service and **returning** to quarters.
- For fire calls, personnel manning station shall remain on station until on-scene unit is **back in quarters** and in service.

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