



**Department of Emergency Services
Fire-EMS Division
Standard Operating Procedures**

General Policies

Subject: Public Information Releases
Revised: 8-21-02
Section: 222.00

222.01 Purpose

To establish the Fire-EMS Division policy concerning release of information to the public.

222.02 Policy

- A. All members shall exhibit an attitude of helpfulness and concern toward interested persons making inquiries into Fire-EMS Division or Town of Ocean City activities.
- B. All members who receive inquiries as to the activities of the Fire-EMS Division or Town of Ocean City shall use discretion and good judgement when answering such inquiries, taking into consideration the necessity for release of such information and the need of the Department and/or the City.
- C. During emergency operations, the Incident Commander (IC) or (if the position has been activated) the Public Information Officer (PIO) will answer questions and issue statements concerning the incident to the news media. The Incident Information statement may assist with this process. Other members at the scene who receive questions and inquiries concerning the incident shall direct those interested persons to either the IC or (if activated) the PIO.
- D. On a daily basis, the Emergency Services Director, Division Captain, Shift Lieutenant, or his/her designate, shall provide the news media with requested information regarding Fire-EMS Division activities.
- E. Members who receive inquiries which seem to be controversial or of a sensitive nature regarding the activities of the Fire-EMS Division or the Town of Ocean City shall refer those interested persons to their direct supervisor.
- F. Officers and members who have had questions directed to them shall endeavor to answer those questions with factual information only. If the correct answer to a question is unknown, the said officer or member shall endeavor to either obtain the correct answer or direct the interested party

to someone who can provide the proper information.

- G. The Emergency Services Director, Division Captain, or Shift Lieutenant shall be notified of any controversial inquiries or complaints concerning Fire-EMS Division activities.
- H. Information reported to the General public cannot include personal medical information.