
**Ocean City Fire Department
Standard Operating Guidelines**

General Policies

Subject: Public Information Releases
Revised: 4-24-2012
Effective: 9-01-2012
Approved: 4-24-2012
Section: 222.00

222.01 Purpose

Establish a policy concerning release of information to the public.

222.02 Policy

- A. All personnel shall exhibit an attitude of helpfulness and concern toward interested persons making inquiries into the Fire Department or Town of Ocean City activities.
- B. All members who receive inquiries as to the activities of the Fire Department or Town of Ocean City shall use discretion and good judgment 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 Fire Chief, Deputy Chiefs or (if the position has been activated) the Public Information Officer (PIO) will answer questions and issue statements concerning the incident. Other personnel at the scene who receive questions and inquiries shall direct those interested persons to the Fire Chief, Deputy Chiefs or Public Information Officer. It is the Incident Commander's responsibility to contact the PIO, Fire Chief or a Deputy Chief for media communications.
- D. Personnel who have authorized to have questions directed to them shall endeavor to answer those questions with factual information only. If the correct answer to a question is unknown, the personnel shall endeavor to either obtain the correct answer or direct the interested party to someone who can provide the proper information.
- E. The Fire Chief, and the Deputy Chief of the respective Division shall be notified of any controversial inquiries or complaints concerning their Division.
- F. Information reported to the general public cannot include personal medical information.
- G. All information released to the media will only come from the Public Information Officer, Fire Chief, or Deputy Chief.