

Tempe Fire Department Policies and Procedures Information – Department and Personnel

104.08

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PURPOSE

To provide a standard procedure for all personnel concerning the release of information regarding any Fire Department matter and/or requests for information concerning Fire Department employees.

GUIDELINES

Department

News Media (Includes radio, television, newspapers). See Policy and Procedure on Public Information, Volume 3.

Insurance Companies or Adjusters

- A. Any insurance company or insurance adjuster who requests information concerning fires or rescue calls, must make the request in writing, on company letterhead, or appear in person with proper identification.
- B. All requests for fire incident information shall be referred to the fire marshal's office. EMS information requests shall be referred to the Emergency Medical Services Coordinator, who is the department privacy officer.

Attorneys

No Fire Department member shall make any statements or release any information to an attorney without prior approval from the Fire Chief or an Assistant Chief.

Personnel

- A. All inquiries regarding "credit checks" or another such items are to be referred to the Human Resources Department of the City of Tempe.
- B. Do not release either the telephone number or address of any employee without his/her permission.
- C. Should you receive a call for an employee who is off-duty, use the following procedure:
 - 1. Inform the party calling that our department policy does not allow you to release telephone numbers.
 - 2. If the party calling will give you their name and telephone number, you will contact the Fire Department member and have them return the call as soon as possible.