



**PRINCE GEORGE'S COUNTY, MARYLAND**  
**FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDER**

<b>General Order Number:</b> 01-18	<b>Effective Date:</b> July 25, 2024
<b>Division:</b> Administration and Organization	
<b>Chapter:</b> Uniformity in Telephone Communication	
<b>By Order of the County Fire Chief:</b> Tiffany D. Green	<b>Revision Date:</b> July 25, 2024

**POLICY**

This General Order establishes a procedure for answering incoming calls, taking messages, and returning calls professionally and uniformly. Positive, pleasant, and personal contact gives citizens trust and confidence in our Department. Every member can make a difference.

**SCOPE**

This General Order is intended to be used by all sworn, civilian, and volunteer members of the Fire/EMS Department.

**DEFINITIONS**

N/A

**PROCEDURES**

**I. General Guidelines**

**A. Incoming Phone Calls**

1. To strive for uniformity and to exhibit professionalism towards all of our customers, all incoming phone lines are to be answered as follows:
  - Prince George's County Fire/EMS Department
  - Identify the Fire Station (appropriate number) or appropriate office assignment
  - Your rank and name
  - May I help you?

(i.e., Prince George's County Fire/EMS Department, Station 899, Firefighter Smith; may I help you?)

**B. Return Phone Calls**

1. When returning a phone call, personnel should state:
  - Identify themselves by rank and name;
  - Identify the Fire/EMS Department or appropriate office assignment
  - A voicemail/missed call was received from this phone number, and I am returning the call.

- How may I help you?

(i.e. This is Firefighter Smith from Prince George's County Fire/EMS Department, Station 899. I received a voicemail from this number and am returning your call. How may I help you?)

## **RESPONSIBILITIES**

### **I. All Personnel**

- A.** Phones should be answered before the third ring. Furthermore, please try to minimize the caller's wait time by expeditiously searching for the call's recipient. If the caller requests information or assistance you cannot provide, have them contact the Fire/EMS Watch Office at 301-583-2200.
- B.** If the caller is trying to reach a member of the Department who is not readily available, a message may be taken. Be sure to note the caller's name and a detailed reason for their call, confirm the best callback number, and provide the written message to the designated recipient.
- C.** If a call has to be transferred, ensure the party answers that the call is being transferred to (i.e., do not transfer the call and hang up).
- D.** All phones should be checked regularly for missed calls and voicemails, and efforts should be made to return voicemails as soon as possible.

## **REFERENCES**

N/A

## **FORMS / ATTACHMENTS**

N/A