

## Fire Social Work On a Call- Standard Procedure

### **Purpose:**

To clarify our role as partners within the police team. As staff of the Community Development Department, we work to ensure outreach is provided to community members. Our role is often in the field, in remote areas, and at times our location can be difficult to navigate, and we may be faced with needing assistance. It is our responsibility to ensure we are added to each call we go out on. This will support other fire department staff in understanding we are on service as well and if something goes wrong, it will allow other team members to know our whereabouts.

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### **Radio and Mobile Use Procedure**

1. Signing in for the day
  - a. Can do so in mobile
    - i. Sign in with your username and SW1 as your unit (only use SW2 if there is a plan to work separately/ at separate locations)
      - a. You will automatically be added to the unit stack
2. Signing Out
  - a. Can do so in mobile – simply sign into New World and Fire Mobile Referrals can be sent
    1. Click the person icon at the top of the screen
      - a. Click off shift
      - b. You will automatically be removed from the unit stack
3. Ensuring you are on calls when in the community
  - a. When you are on scene it is your responsibility to add yourself to the call
    - i. Prior to going into a home or location to meet with a client
      1. Over radio- “Dispatch this is SW1”. , wait until they respond then state “place me on a CARES call at LOCATION address” if you feel like you need to be checked on you can ask for a timer to be set.
      2. You can clear your call using mobile
4. Ensure you are on the screen, even when not on a call
  - a. If you are in a community meeting or in a community setting- put yourself on detail unavailable or available if you can take calls
  - b. If you are at lunch or a break or self-care / walk- put yourself on a DETU