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|  | Lower Providence Emergency Medical Service Standard Operating Guidelines | |
| | Subject: <i>Member Guidelines- Station Telephones</i> | SOG #101-035 |
| | | Initiated: June 2021 |
| Approved: Chief Christopher J. Reynolds | Revised: September 2023 | |

Description: The following is to advise members of the procedures and processes for Lower Providence Emergency Medical Service Station Telephones and contact requirements.

Purpose: To ensure all members are aware of the procedure for answering the station phones, and the usage limitations.

Procedure:

Contact Information

1. All members shall furnish LPEMS with their primary contact number.
 - a. It is also preferred that a secondary number be furnished if applicable.

Station Phones

1. The proper procedure for answering any station facility telephone is by stating:
 - a. Lower Providence EMS or Lower Providence Ambulance
 - b. Followed by your first name and
 - c. How can I help you?
2. Both stations have Fire Alarm Systems that may receive phone calls from a monitoring station.
 - a. LPEMS Main Station Main Fire Panel is in the Supply Room
 - b. LPEMS Sub Station (53B) Main Fire Panel is at the Front Door (Upstairs)
 - c. Crews shall answer and provide any information needed, and then notify Chief immediately.
3. Personal phone calls received/made by members (Station Phone) should be kept to a minimum and not interfere with business or operations.
 - a. Personal calls shall not be received on station phone (Except Emergency Calls) between 2300 and 0600 at either station.
4. No long-distance calls shall be made on LPEMS Phone line without permission of Chief or Executive Director.