



Hillsborough County Fire Rescue

POLICIES AND PROCEDURES MANUALS RULES & REGULATIONS



SECTION: Administrative Policies
SUB-SECTION: Administration – General
POLICY TITLE: Intra-Department Communications
POLICY NUMBER: 100.04

EFFECTIVE DATE: 1 March 2010

REVISION DATE:

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1. Intra-Departmental communication is vital to the smooth operation of the organization and to professional continuity and operations of the personnel of Fire Rescue.
2. Verbal communication will be used as needed for informal operations and discussion with personnel.
3. When more formal communication and documentation is needed, communications will be reduced to writing based on the following formats.
 - a. **Memos/E-mail** – Used when specific operational elements are involved where documented content would be in print for reference, comments, direction, reply, etc.
 - b. **Form Usage** – Used when specific information for a specific cause can be reduced in writing on available Fire Rescue or County Agency Forms provided in each station or Battalion Office.
 - c. **General Orders** – Used for implementing new, or altering existing, Department-wide strategical operational policies and/or procedures.
 - d. **Special Orders** – Used for Department personnel changes or actions.
 - e. **Rules and Regulations** – Used for daily operations of personnel and companies, including general station operations and personnel conduct.
 - f. **Standard Operating Guidelines** – Used for tactical operations of companies engaged in emergency scene and field operations.
 - g. **Administrative Directive** – Used by senior staff to provide specific direction to a subordinate, or group of subordinates, that may or may not provide instruction beyond or outside the scope and/or direction set in other policies & procedures.
4. Most communications fall within one of the above elements of communication throughout the Department.
5. All personnel will ensure that communication between individuals or higher ranking personnel or companies is clear and concise. All written communication shall be done neatly and clearly.
6. All directives will be sent out via Departmental email.
 - a. All personnel will open and read their respective email a minimum of two (2) times during their tour of duty.
 - i. Once prior to 1100 hours and a second time after 1900 hours.
 - b. Opening of email will constitute the employee having been notified of and having read distributed material and/or directives.
 - i. If no reply email is received from the employee within two (2) business days of the email opening date, the employee will be assumed to have understood all material contained therein.
7. It is the Company Officer's responsibility to see that all members comply with paragraph 6 above.
8. Any and all correspondence using the name of Hillsborough County Fire Rescue, regardless of the intent of representation or affiliation, shall be directed through the Fire Chief or his/her designee for review and approval prior to mailing.
 - a. This is not intended to suppress anyone's rights, but rather is only for the purpose of insuring against inadvertent liability or possible derogatory reflection being placed upon Fire Rescue.
9. Any interagency correspondence must be reviewed by Headquarters prior to being sent when the correspondence is applicable to paragraph 8 above.
10. All Fire Rescue memorandums, general and special orders, or other official written communications will be distributed as follows:

Distribution 1:	All Career Stations
Distribution 2:	Shift Commanders, BCs, & Vol. Chiefs
Distribution 3:	All Volunteer Stations

Distribution 4:	Executive Staff
Distribution 5:	All Stations/All Members
Distribution 6:	All Headquarters Staff