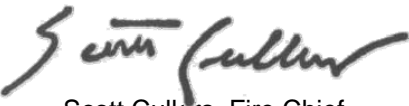




**City of Winchester
Fire & Rescue Department
STANDARD OPERATING PROCEDURE**



Section:	Information Technology and Incident Reporting	SOP:	11.1
Subject:	Department Communications	Executed:	January 24, 2008
		Revised:	October 21, 2010
Approved:	 Scott Cullers, Fire Chief		

PURPOSE

To define the effective means of communication that will be used to deliver Department information to both career and volunteer members in a timely manner.

SCOPE

The Department's use of email, cellular texting and the internet, will provide a means to effectively deliver up-to-date information for the daily operations of Winchester Fire and Rescue.

WEBSITES

To be environmentally responsible and to reduce Department expense, internal and external website has been developed to give all Department members and the public access to information regarding Fire & Rescue.

1. Internal Website
 - a. The internal website address is <http://fire.winchesterva.gov> and is not available to the public via internet search engines.
 - b. This website should be used to obtain critical Department information to assist in daily operations. It is all members' responsibility to understand the information contained on this site.
 - c. The official Department calendar is posted on this site and shall be reviewed by all Department members. Career staff must check this calendar at the beginning of each shift to ensure daily assignments are satisfied. The calendar can be printed for posting for all members to see, however this calendar is revised as needed so make sure the most up-to-date version is posted.
 - d. Report any discrepancies to the information contained on the website and/or functionality to the Fire and Rescue office.

2. External Website

- a. The external website is maintained by City IT and is available to the public via internet search engines.
- b. Information contained on this site is posted to assist citizens.
- c. The website address is www.winchesterva.gov/fire .

EMAIL

The use of email shall be the official means of communication within Winchester Fire and Rescue. All career staff will be issued a password protected City email account that shall only be utilized for official Department communications. Volunteers that wish to receive the same information are recommended to submit their personal email account address to the Fire and Rescue office.

1. It will be each individual's responsibility to check their email at least twice a day, once in the morning by 0715 and again by 1630. In an effort to capture time and reduce paper, the office will communicate via this route for all correspondence that does not require hardcopy. Some uses will be:
 - Notification of leave/swap approval or denial
 - Schedule changes
 - Basic information dissemination
 - Assignments
 - Special Training
2. For time sensitive information, the Department may instruct ECC to make a general announcement requesting that all members review their email.
3. City email account naming will typically be the first initial and last name of each individual. (i.e. skensinger@ci.winchester.va.us) All email accounts have a maximum limit of 5mb of storage space. This means that large emails that contain pictures or other attachments will have to be deleted periodically to maintain below this amount. Due to the abundance of information, non-pertinent emails should be purged from accounts on a daily basis to remain below the maximum space limit.
4. An "Acceptable Computer System and Network Use Agreement" will need to be signed and on file prior to use of your account. This use agreement defines the City policy regarding the use of City computing resources. It is very important that you maintain a private username and password if you do not want others to view your privacy. Email accounts and passwords are assigned by IT and are not changeable.
5. Obtaining access to the email server from an internet enabled computer will allow you to maintain control of your account. The following procedures should be used:
 - a. Go to <http://fire.winchesterva.gov> and select the "EMAIL" on the left side of the main webpage.

- b. Log-in using your assigned username and password that was established by IT (this cannot be changed).
- c. Work through the icons and different screens. This program is easy to manage.
- d. When deleting emails make sure to empty your trash can. If not these emails will stay in your account and attribute to the maximum storage count.
- e. Always select the "X-Logout" icon to log off the system when finished, failure to do so may lock your account.

CELLULAR COMMUNICATIONS

The use of cell phones for notification of emergency incidents has been made available by the Emergency Communications Center.

1. All volunteer members of Winchester Fire and Rescue can request to be notified of major emergency incidents via cell phone texting. Please use the attached form to make this request.
2. Career officers have been placed on the notification list. At this time, limitations of the system will not allow all career staff to request this service.
3. Pages will be sent via cell phone texting for the following:
 - a. Officer page
 - b. Weather information
 - c. Structure fire/critical incident notification
 - d. TEMO callout
4. Personal cell phones that are used for this service will not be reimbursed for charges incurred. This service is strictly voluntary.
5. Station representatives are requested to provide updated cell and email information on an on-going basis to keep the communication flow current.



Winchester Fire and Rescue Department
CAD TEXT MESSAGING REQUEST

Name:		Date:	
Signature: <i>(only required for cell phone usage)</i>			
Contact Number:			
Contact Type: <i>(circle one)</i>	Cell	Home	Pager Other
Desire to use cell phone text messaging <i>(Notifications)</i>	Yes or No <i>(circle one)</i>		
Desire to use cell phone text messaging <i>(Dispatch Information)</i>	Notification of major incidents (all the time) Yes or No <i>(circle one)</i>		
Cell Phone Carrier Name:			
Type of Incident Request <i>(circle one)</i>	1 Beep	2 Beep	3 Beep
Email Address:			

Return to the Fire and Rescue Office