



**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 October 21, 2010 Revised: November 11, 2013 July 10, 2014 September 27, 2014
Approved:  Scott Cullers, Fire Chief	Revised:  Allen W. Baldwin, 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 (WFRD).

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 is required to 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 WFRD. 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 Trainings
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 and last name of each individual. (i.e. john.doe@winchesterva.gov) Large email attachments should be avoided as each account has limited storage space available.
4. An "Acceptable Computer System and Network Use Agreement" is required 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.
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 "Microsoft Outlook Web App" icon on the left side of the main webpage.
 - b. Log-in using your assigned username and password that was established by IT.

- c. Always select “sign-out” to log off the system when finished, failure to do so may lock your account.

CELLULAR COMMUNICATIONS

The department has the ability to transmit emergency notification information to smartphones or devices capable of receiving text messages. There are two methods in which this can be accomplished; 3rd party subscription service or ECC paging system.

1. All operational volunteer and career members of WFRD can request to be notified of emergency incidents via cell phones.
2. The use of this service is strictly voluntary and no reimbursed for phone services will be afforded to the individual.
3. The third party service (Active911) charges a nominal yearly fee for this service at the individual's expense. You can visit their website at <http://www.active911.com/> for more information. The use of Active 911 provides enhanced emergency information such as units responding and mapping with directions. Use of this service is strictly for operational members that respond to incidents. A periodic purge of the system will take place for users that no longer meet this criterion.
4. The ECC paging system gives individuals the option to receive emergency incident via a text page group that will be provided FREE from our emergency communications center. This notification will only be for significant incidents or when the department has the need to make other pertinent notifications.
5. The attached form shall be utilized when making a request to be placed on either notification systems.
6. Any changes to your cellphone service must be conveyed to the department so interruption of service can be avoided (i.e. phone number, carrier service).



Winchester Fire and Rescue Department
EMERGENCY INCIDENT NOTIFICATION

Name:		Date:	
Signature:			
Cellphone Number:			
Cellphone Carrier Name:			
Email Address:			
Smartphone Type <small>(Circle one)</small>	iPhone	Droid	
Service Type <small>(Circle one)</small>	Active 911 <small>(We will assist you in this setup)</small>	ECC Paging	

Return to the Fire and Rescue Office