



## Standard Operating Guideline: ADM 6

Subject: Mutual Aid - Relationships

Effective Date: October 1, 2009

Revision Date: November 1, 2012

Revision Date: March 15, 2017

Approval:

EMS Representative:

Fire Representative:

Career Representative:

Director:

**Purpose:** Establishing and maintaining effective channels of communication between local, state and federal public safety agencies, criminal justice agencies, animal welfare agencies, and other County Departments, are essential first steps in developing, improving and maintaining the cooperation that is necessary if the primary duties of each entity are to be discharged in a fair, efficient, and non-duplicative manner. Good liaisons can eliminate barriers that may exist as well as reduce the possibility of future conflicts. For these reasons, all Department employees are charged with the responsibility of fully cooperating and working with all agencies, departments, and individuals in areas of mutual interest.

### I. Liaison

- A. Employees shall maintain proper liaison with all fire and rescue agencies, local and area hospitals, medical advisory councils, fire training boards, fire investigative agencies, emergency management agencies, animal welfare agencies, law enforcement agencies, courts, Commonwealth's Attorneys, and any other agencies having related responsibilities their immediate and adjoining areas of responsibility. Efforts should constantly be made to work with these agencies in matters of mutual interest.
1. Frequent contact shall be maintained with the above agencies and personnel to insure optimum working relationships are maintained.
  2. Sworn employees are encouraged to familiarize themselves with and maintain liaison with EMS agencies, hospitals, magistrates, medical examiners, public and private social service agencies, and any other public or private officials that would be helpful in the discharge of their duties.
- B. The public is generally unaware of Department boundaries. Every attempt should be made to address inquiries made by the public without referral. However, should referral become necessary

it is incumbent upon all personnel to be familiar with the duties and responsibilities of all divisions of the Department, in order to properly refer issues beyond the expertise of the employee, in a courteous and professional manner.

C. Mutual Aid agreements

1. When practical, mutual aid agreements will be entered into to enable both parties to provide service to the public when demand exceeds locally available resources.
2. Formal mutual aid agreements shall be drafted and submitted to each agency's Board of Supervisors or approving body for approval.
3. Once approved, the mutual aid agreement will be updated as necessary.
4. Final copies, of every approved agreement, shall be maintained by the Clerk for the Franklin County Board of Supervisors, County Administrator, and Director of Public Safety.
5. The Director of Public Safety is responsible for updating mutual aid agreements contained in the County Emergency Operations Plan.