



FIRE OFFICER I

NFPA 1021, 2009 Edition

4.3 Community and Government Relations
4.3.2 Community and Government Relations
Standard Area: Community and Government Relations

JPR# FOI -6
 Revised 2/25/2010

Candidate: _____ **Date:** _____

ID#: _____

STANDARD: 4.3.2 NFPA 1021, 2009 Edition		TASK: Initiate action to a citizen's concern, given policies and procedures, so that the concern is answered or referred to the correct individual for action and all policies and procedures are complied with.			
PERFORMANCE OUTCOME: The Candidate will assume the role of a Company Officer when a citizen comes to the fire station to make complaint (e.g. careless driving, excessive noise of fire department vehicles or training in his neighborhood, etc.). Candidate will receive the complaint, provide an immediate verbal response to satisfy the citizen's desire that something is to be done, and follow up by initiating proper action according to policy.					
CONDITIONS: The Candidate will complete all elements of the assigned task. Include Candidate's narrative on task completion, forms, photos/drawings etc., department policy or procedure.					
EQUIPMENT REQUIRED: Citizen and policies and procedures.					
No.	TASK STEPS	FIRST TEST		RETEST	
		Pass	Fail	Pass	Fail
1.	Give serious and immediate attention to the Citizen's complaint.				
2.	Assure Citizen that action will be taken to alleviate the concern.				
3.	Behave in a respectful, professional, and courteous manner.				
4.	Allow the Citizen time to adequately communicate the concern.				
5.	Initiate proper action as required by policy.				
6.	Make notification of complaint to the proper individual, if applicable.				

Proctor/Evaluator Comments: _____

_____	_____	_____	_____
Proctor/Evaluator (Print & Sign)	Date	Candidate	Date
_____	_____	_____	_____
Re-Test Proctor/Evaluator (Print & Sign)	Date	Re-Test Candidate	Date