



Delaware Volunteer Firemen's Association Wake Up Delaware Campaign

SMOKE DETECTOR & BATTERY REQUEST GUIDELINES

If you answer a phone call or greet a visitor looking for smoke detectors and/or batteries for their home, please direct them to any fire or administrative officer, fire prevention person, the on-duty EMS crew, or the PIO. If none of them are in the station, please use these guidelines to address the person's request:

- 1) The Fire Company will provide smoke detectors and/or 9-volt batteries to (adult) RESIDENTS of our fire district at NO CHARGE to them, as part of the "Wake Up Delaware" campaign.
- 2) Smoke detectors and/or batteries can be picked up at the station (we prefer this), or we will deliver them to the homeowner. In either case, proof of residence and a signature are required at the time of distribution of detectors and/or batteries.
- 3) If requested by the resident, fire company personnel will schedule a time to visit the home, conduct a brief fire prevention evaluation and install smoke detectors or batteries for them.
- 4) Using the FIRE PREVENTION PROFILE form (sample attached), take down all of the requested information and either (1) fill their request at that time, or (2) inform the caller or visitor that fire company personnel will follow-up within 2-3 days. (If you hand out a smoke detector or battery, you must obtain the recipient's signature on the Profile form AND a Liability Release form.)
- 5) If it's a visitor, also provide one of the color brochures and, if you have time, offer to take them on a brief tour of the station, or address any other questions they may have.