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| ***REPLACE WITH YOUR MASTHEAD*** |
| **VFIS logo black JPG** | **SOG Title:** |
| **SOG Number:** |
| **Original Date:** | **Revision Date:** |
| **ABC Fire Department General Operating Guideline** |

**On-The-Quiet Response**

**(Non-Emergency Response)**

***This is a sample of a standard operating guideline (SOG) on this topic. You should review the content, modify as appropriate for your organization, have it reviewed by your leadership team and if appropriate your legal counsel. Once adopted, make sure the SOG is communicated to members, implemented and performance monitored for effective implementation.***

**Policy:**

There are specific types of incidents that, by their nature, are not threatening to life or property.

These types of incidents are to utilize an "on-the-quiet" response (also known as reduced speed or non-emergency responses).

**Purpose:**

To establish a procedure to follow for non-emergency events and provide a safer working environment by limiting emergency responses to emergencies only.

**Scope:**

All personnel.

**Procedure:**

“On-the-quiet” (also known as reduced speed or non-emergency) responses are to be used in compliance with local jurisdiction regulations, which range from automatic alarm system activations to vehicles leaking fuel and other incidents where local experience suggests a response is necessary, but not using emergency response procedure. The types of incidents to which an "on-the-quiet" response are recommended are totally dependent upon local decision.

No audible or visual warning signals are to be used.

Upon notification that the incident is indeed an emergency, proceed in standard emergency response fashion.

***This is a sample guideline furnished to you by VFIS. Your organization should review this guideline and make the necessary modifications to meet your organization’s needs. The intent of this guideline is to assist you in reducing exposure to the risk of injury, harm or damage to personnel, property and the general public. For additional information on this topic, contact your VFIS Risk Control representative.***

**References:**

NVFC "Emergency Vehicle Safe Operations For Volunteer and Small Combination Emergency Service Organizations"