

Standard Operating Guidelines

Guideline 204.0 Odor Complaints



Purpose:

An "Odor Call" is defined as a call received where the person calling reports a smell of a known or unknown substance. This smell may be such things as natural gas, gasoline, sewer gas, or any other smells, including "hot or burning" smells with no know source of the smell /odor. If there is a known source of the hot or burning smell it may require the dispatch of the fire department depending on the information the dispatcher receives.

Guideline:

The dispatcher will contact the following persons and have them report to the scene:

- Fire Department Duty Crew
- Street Department Call person
- Police Officer
- Sewage Plant Call person
- Ohio Gas Company

The personnel listed above will be known as the Odor Crew, and it is their responsibility to determine the type and source of the odor and either correct the problem or advise the owner or occupant of the problem so they may have it corrected.

If the "odor" requires the assistance of additional personnel the Officer may request a General Alarm or the call of a Chief Officer as he/she deems necessary.

The Williams County Health Department will be contacted when conditions have been observed in a dwelling unit that in the opinion of the Fire Department Officer poses a risk to the health and or safety of the occupants of that dwelling unit, a Chief Officer shall also be contacted.