

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:

If the "odor" requires the assistance of additional personnel the Officer may request a General Alarm or request the dispatcher will contact any of the following persons and have them report to the scene:

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

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.

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 Fire Officer shall also be contacted.