



POLICY MANUAL

Daily Operations – P.R. P.R. – Station Tour

Revised: 07-21-95

Code: 1 – 13 – 2

Book Chapter Subject

Page 1 of 2

2.0 Purpose: Establish Policy And Procedures For Handling Requests For Station Tours.

2.01 Scope: All Fire Department Personnel.

2.02 POLICY

In order to provide time for scheduling and planning of shift and company activities, a policy concerning station tours is established. Every effort shall be made to provide station tours to each school that requests, located within the Clovis Unified School District. The same applies to any club, association or business within the City of Clovis. Fresno Unified School District schools located on fringe areas of the City, in which Clovis residents attend, shall be accommodated. Requests for tours other than those above should be referred to the agency providing protection. Officers are encouraged to exercise sound judgment in these matters.

2.03 REQUIRED INFORMATION

Upon receipt of a request for a station tour, the individual taking the request shall obtain the following information from the individual making the request:

1. Name of person requesting tour.
2. Name of group requesting tour.
3. Telephone number of person responsible for group.
4. Date and time of the tour, and any preference for length of tour.

NOTE: If the request is for a date that does not allow sufficient time to verify the tour with the responsible Captain, obtain an alternate date from the requesting party.

5. Number of persons in group.
6. A reference for a particular station.

NOTE: After all information is received, the individual shall be informed that the request will be forwarded to the appropriate Captain and that Captain will contact the requesting party to confirm the tour.



2.04 **FORWARDING INFORMATION**

Once information is received, [the information](#) shall be forwarded to the responsible Captain via the Department's E-Mail system.

Upon receipt of the information, the responsible Captain shall confirm the request with the requesting party or group.

The tour shall be scheduled as requested unless a definite conflict arises. Every effort to accommodate station tour requests shall be made by the Captains.