



**COMMUNICATIONS OPERATIONS  
FIRE SERVICE POLICY**

<b>Policy No.</b> 5950	<b>Date Issued:</b> June 1, 1996
<b>Section:</b> 5900 – Specific Procedures, Continued	<b>Date Revised:</b> February 12, 2018
<b>Accreditation Standards:</b> None	
<b>SUBJECT: PICK UP AND PUT BACKS</b>	
<b>APPROVED:</b> _____ Chairperson, Fire Service Users Subcommittee	
<b>APPROVED:</b> _____ Dennis Kidd, General Manager	

**1.0 Policy**

A pick up and put back or “public assist” is a caller in a situation where someone has fallen (ground-level) but is not injured or acutely ill (no priority symptoms).

**2.0 Procedure**

All specific reports of pick up and put backs – including falls from beds, and wheelchairs – will be handled as a medical call and processed by an EMD. Processing through EMD ensures the caller receives the proper medical attention. The caller may not be aware that priority symptoms are present, making this an emergency, rather than a routine situation.