



COMMUNICATIONS OPERATIONS
FIRE SERVICE POLICY

Policy No. 5950 Date Issued: June 1, 1996
Section: 5900 - Specific Procedures, Continued Date Revised: February 12, 2018
Accreditation Standards: None
SUBJECT: PICK UP AND PUT BACKS
APPROVED: [Signature]
Chairperson, Fire Service Users Subcommittee
APPROVED: [Signature]
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.