

FAQ's and Procedures for Sheridan Fire District

Our goal is to provide excellent customer service, while still educating the public on our new processes to streamline information for everyone.

FREQUENTLY ASKED QUESTIONS

EMS BILLING

- Ambulance bill payments
 - For liability reasons we try not to accept payments at the stations, instead direct them to our contracted billing company
 - “Our billing department handles all ambulance payments.
 - Phone: 800-238-9398
 - Address: PO Box 3510 Silverdale, WA 98383
- Ambulance bill insurance
 - For liability reasons we cannot accept insurance information at the stations, instead direct them to our contracted billing company
 - “Our billing department handles all insurance information collection. Their contact information is on the bill. I, also, have it here if you need it.”
 - Phone: 800-238-9398
 - Address: PO Box 3510 Silverdale, WA 98383

FIREMED

- Annual FireMed fee payments - \$75
 - For liability reasons we cannot accept insurance information at the stations, instead direct them to our contracted billing company
 - “Our billing department manages our FireMed program. Their contact information is on the application. I, also, have it here if you need it.”
 - Phone: 800-238-9398
 - Address: PO Box 3510 Silverdale, WA 98383
- FireMed Membership verification
 - Because the active membership list is maintained by the contracted billing company, they are the best source of information, please direct all questions to our billing company
 - “Our billing department manages our FireMed program so they would have the most accurate information. Their contact information is on the application. I, also, have it here if you need it.”
 - Phone: 800-238-9398
 - Address: PO Box 3510 Silverdale, WA 98383
- Question regarding who can be under one membership
 - The membership covers themselves, their spouse, and unmarried children under 21 that live in the household and are claimed as a dependent for tax purposes. Anyone outside of these parameters would need their own membership.
- Question regarding what services is eligible under FireMed
 - Emergent transport **ONLY** to the nearest capable hospital is eligible.
 - Non-emergent transport, transport to a farther hospital, or treatment/non-transport are **NOT** eligible.
 - “The FireMed program is designed to cover emergency ambulance transports to the nearest hospital. Any non-emergency transports or services that are provided without the patient being transported to the hospital, would **NOT** be eligible under a FireMed membership.”
- NOTE: All members, new or returning, **MUST** fill out an application, just submitting payment to the billing company will not be enough.

- “We have everyone fill out a new application every year to ensure we have the most accurate information and to ensure that the terms and conditions are understood every year.”

RECORDS REQUESTS

- How to request records (EMS or Fire Reports)
 - Please direct them to the proper website:
 - <https://www.sheridanfd.org/records-request-form>
 - “We have a form on the website designed to make sure we collect all necessary information to release records.”
- If you do not have computer access, please leave your name, and phone number and email the Office Administrator Sshepard@sheridanfd.org.

ADDRESS SIGNS

- How to order address signs
 - Please use our website:
 - <https://www.sheridanfd.org/address-signs>
 - Address signs are \$50 and include all materials and installation.
 - We order signs in batches of 5 or more orders and install them once they are complete.
 - “We have a form on the website designed to make sure we collect all necessary information and payment for address signs. Once the form has been completed and payment has been made, the sign will be made and installed with the next batch of 5 or more signs.”
 - If you do not have computer access, please leave your name and phone number and email it to the Office Administrator Sshepard@sheridanfd.org.

BURN TO LEARN

- Someone wants to know if we can use their property (house, field, car, trailer, etc.) for a burn to learn
 - “Our Deputy Chief handles all training burns. Please email your contact information so he can contact you?”
 - Please attach your name and phone number and email it to Chief Wooldridge at Lwooldridge@sheridanfd.org.

FIRE MARSHAL SERVICES (DRIVEWAY INSPECTIONS OR WATER SUPPLY FOR CONSTRUCTION)

- I need to have an inspection of buildings, driveway access, or water supply
 - “Our Deputy Chief handles our fire marshal services.
 - Attach your name and phone number and email it to Chief Wooldridge at Lwooldridge@sheridanfd.org.

BURNING INFORMATION

- Our fire district follows DEQ and ODF regulations and therefore do not issue burn permits or determine when burning is acceptable.
 - “Our district does not determine when burning is allowed, instead we choose to follow DEQ and ODF regulations. Please use the resources below to determine if you are eligible to burn.
 - Please use the following resources:
 - Yamhill County Burn line: **503-472-3344**
 - Polk County Burn line: **503-838-2020**
 - Online Burn Announcement Bulletin for Willamette Valley: <http://smkmgmt.com/burn.php>
 - Our website has links/ information: <https://www.sheridanfd.org/burning-information>

EMPLOYMENT APPLICATIONS

- Please use our website:
 - <https://www.sheridanfd.org/employment-opportunities>

VOLUNTEER APPLICATIONS

- Please use our website:
 - <https://www.sheridanfd.org/volunteer-application>

COMMUNITY RELATIONS EVENTS

- “Thank you for thinking of us! Please send us your contact information so our Office Administrator Sshepard@sheridanfd.org can contact you for more information?”
- Please add your name and phone number and email it to Office Administrator Sshepard@sheridanfd.org.

MISCELLANEOUS QUESTIONS

- We cannot fill pools, wells, or anything else of the sort. The water in our apparatus is not potable and is only intended to be used for emergency use only.
 - “Our apparatus is only approved to be used for emergencies.”
- We cannot take/dispose of any materials including but not limited to sharps, medications, ammunition, hazardous materials, or fireworks/explosives.
 - “We cannot allow these materials inside our station for the safety of the community and our staff. Here are some resources for disposal of those materials.”
 - Please keep all materials outside of the facilities and direct them to the following safe disposal locations
 - Sharps: Recology Western Oregon - 1850 Lafayette Avenue McMinnville, OR 97128
 - Medications- Sheridan City Hall - 120 SW Mill Street Sheridan, OR 97378
 - Hazardous materials- Contact local garbage company for options
 - Ammunition, fireworks, explosives- Contact local law enforcement

ISO INFORMATION

- Sheridan Fire District
 - Within 5 road miles of a station= ISO rating 4/10
 - Beyond 5 road miles of a station= ISO rating 10/10
 - Direct them to <https://www.sheridanfd.org/iso-rating-guide> for more information.

If you do not see the answers to your question here, please call us at 503-843-2467 we will be happy to help you with any of your needs.