

# LEON COUNTY E.M.S.

## Standard Operating Guideline

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Title: Customer Service  
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### I. PURPOSE:

The purpose of this Standard Operating Guideline is to define the customer base, the customer service goal, and non-discrimination policy regarding provision of service for LCEMS.

### II. GUIDELINE:

Recognizing and meeting the needs of our customer base is a vital part of the Leon County EMS mission. It is the guideline of LCEMS that every customer will receive a high level of consistent care and quality service. LCEMS and its employees shall comply with all federal, state, and other applicable laws prohibiting discrimination based on race, color, religion, sex, sexual orientation, national origin, age, or disabled status.

### III. CUSTOMER BASE:

The customer base of LCEMS is comprised of the residents of, and visitors to, Leon County and the City of Tallahassee, fellow Emergency Service providers, and fellow Health Care entities and professionals.