

On taking a bit too much initiative

There has been a recent trend evolving amongst new rats that we need to address. Although we appreciate eagerness to get into the rescue trade, going outside our Standard Operating Procedures (SOP) is not how to do it.

We understand that it at times can be frustrating that we hold new rats back a bit until they've had a chance to get to know our rescue flow, but we operate under the SOP for a reason. It is the way we do things that ensures our success rate is as high as it is.

The bar to get into active rescuing is not high. Understanding our rescue flow and the parlance in use is enough to get assigned to non-CR cases, often in the company of other drilled rats. The drill process itself is a good way to get the rescue flow into your fingers, and if you feel you need additional pointers before or after the drill, our training team is ready to provide that as well.

But bypassing dispatch and attempting to friend/wing the client or otherwise distracting them from the rescue process in #fuelrats is not acceptable. If one wishes to be a part of the Fuel Rats, following our SOP is a requirement. So, to summarize:



Do not bypass Dispatch and attempt rescues outside SOP

Perform rescues according to our SOP. It is not acceptable to send friend requests to clients or attempt to contact them if you are not told to do so by dispatch. Doing so may lead to a stern talking to from the janitorial staff, and continuing the behavior afterwards may lead to removal from the Fuel Rats.