

FAQs



Find quick answers to common questions about permits, inspections, and fire safety requirements in Medway.

When can I get a permit to burn?

Open burning is regulated by the Commonwealth of Massachusetts, with the open burning season conducted from January 15th through May 1st of each year. The Burning permit application process is done online. To obtain a burning permit, visit [Town of Medway's website](#) and apply through Citizenserve. Once you obtain your permit, you may burn any allowable day during the season between the hours of 10 AM and 4 PM. You must call dispatch with your permit number at 508-533-3209, **before YOU BURN**. There are restrictions on what is permissible to burn. Review [Opening Burning Safety](#) for information on this.

Why do I need a smoke/CO inspection and where do I place them?

Under Massachusetts General Laws Chapter 148, Section 26F, all residential buildings must have approved smoke alarms on every habitable level, including basements and finished attics, when sold or transferred. For guidance on selling a one or two family home, use the [Consumers guide](#) link to review the Guide to Massachusetts smoke & CO Requirements. Obtain a permit online through Citizenserve on the [Town of Medway's website](#). There is a \$50 fee (per unit). Once your permit is obtained, call 508-533-3211 to schedule the inspection.

How often should I check my smoke and carbon monoxide alarms to see if they are working?

We recommend that you test your alarms monthly. You can do this with most alarms by pressing the test button for a few seconds. This is also a good time to discuss and review your home fire exit plan with those who live with you.

Where can Medway residents dispose of used sharps?

Proper disposal of sharps is essential to ensure the safety of the community and first responders. Residents may bring sealed sharps containers to the Medway Police Department for safe disposal. Upon arrival, visitors should go to the dispatch entrance and use the buzzer to request access. A staff member will assist with accepting the container. Never dispose of sharps in regular trash or recycling, as this poses a serious hazard.

Can I get a car seat check or installed?

The Medway Fire Department helps with child car seat installation and safety checks to ensure your child is traveling safely.

A Certified technician is available by appointment only to:

- Inspect your current car seat installation
- Provide hands-on guidance for proper installation
- Ensure correct fit based on your child's age, weight, and height

Call the Station directly for an appointment. Please note: Due to emergency response needs, appointments may need to be rescheduled.

When should I call 911?

Call 911 for any emergency, including fires, medical emergencies, car accidents with injuries, gas odors, or any situation where life or property is at risk.

What should I do while waiting for firefighters to arrive?

- Stay calm
- Go to a safe location
- Follow dispatcher instructions
- Do not re-enter a building once you have exited

Do I have a choice of hospital?

Whenever possible, we honor patient preference. However, patients may be transported to the closest appropriate hospital based on medical condition, time-sensitive emergencies, or system availability to ensure the best possible care.

Why was I taken to a different hospital than I requested?

In certain situations—such as cardiac events, stroke, trauma, or when hospitals are on diversion—we transport patients to the most appropriate or closest facility for timely care.

What should I do if I smell gas?

Leave the building immediately and call 911 from a safe location. Do not use electrical switches or open flames.

Will the fire department respond to carbon monoxide alarms?

Yes. Always call 911 if your carbon monoxide alarm is sounding.

What should I do with unwanted or unused medications?

To help keep our community safe and protect the environment, residents are encouraged to dispose of unused or expired medications at the secure drop box located at the Police Station.

Additional questions, please call 508-533-3211.