

# Standard Operating Guidelines



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## **INTRODUCTION**

These Rules and Guidelines are intended to aid in the coordination of efforts of Department personnel in discharging their duties under routine and emergency conditions. These guidelines do not, nor are they intended to, provide a solution to every problem or condition that might arise. It is expected they will prove comprehensive enough to provide for general duties and obligations of Department personnel. They are designed to serve as instruments for guidance of effective and constructive actions. It is recognized that the degree of success of the Department is primarily dependant upon the loyalty, integrity and devotion to duty of the individual members of the Department. Maintenance of the high standards of this Department depends upon the degree in which these qualities are demonstrated in the conscientious discharge of duties.

## **PREFACE**

The City of Niceville Fire Department continues to focus on providing quality services in a timely and efficient manner. This is primarily accomplished through the dedicated personnel within the Fire Department and City who provide these services to the public. We continue to place a heavy emphasis on training and education. Training and education coupled with experience and enthusiasm provides a high level of service to the community. Fire Department personnel are continually seeking ways to do things better and more efficiently. These Rules and Guidelines for the government of the City of Niceville Fire Department supersede and nullify all Rules and Guidelines, general orders and special orders in force on the effective date of this instrument. All general orders issued by the Chief subsequent to the date of these Rules and Guidelines are approved and in effect. They are considered and recognized as amendments thereto and all parts or sections in conflict therewith are deemed null and void. Any qualified authoritative action, which declares any section or part of these Rules and Guidelines for the government of the Department null and void, will apply solely to such specific section or part, and such declaration, will be without force or effect in relation to all other parts or sections thereof. In case of conflict between these Rules and Guidelines and City Personnel Regulations, the City Personnel Regulations will apply.

**MISSION STATEMENT**

The Niceville Fire Department is committed to serving the community with the highest level of protection for life and property. This will be achieved by providing compassionate service in an atmosphere that encourages innovation, professional development and diversity.

**VISION STATEMENT**

To be recognized as a leader and role model in emergency services for the City of Niceville. To strive for professionalism by maintaining the highest performance standards possible through training and education; utilizing all resources available.

**CORE VALUES**

Service before Self

Excellence in All We Do

Integrity

Honesty

Dedication

*"We will never bring disgrace to our city by any dishonesty or cowardice, nor ever desert our suffering comrades in the ranks; we will fight for the ideals and sacred things of our city, both alone and with many; we will revere and obey the city's laws and do our best to incite a like respect and reverence in those about us; and thus, in all ways, we will strive to transmit this city not less but greater, better and more beautiful than it was transmitted to us."*

**-- Athenian Oath**

*"I have no ambition in this world but one, and that is to be a fireman. The positions may, in the eyes of some, appear to be a lowly one; but we who know the work which a fireman has to do, believe that his is a noble calling. "There is an adage that says that 'Nothing can be destroyed except by fire'. We strive to preserve from destruction the wealth of the world, which is the product of the industry of men, necessary for the comforts of both the rich and poor. We are the defenders from fire, of the art, which has beautified the world, the product of the genius of men and the means of refinement of mankind. "But above all, our proudest endeavor is to save the lives of men – the work of God himself. Under the impulse of such thoughts, the nobility of the occupation thrills us and stimulates us to deeds of daring, even at the supreme sacrifice. "Such considerations may not strike the average mind, but they are sufficient to fill to the limit our ambition in life and to make us serve the general purpose of human society."*

**-- Edward F. Croker, Chief  
New York Fire Department  
1899 - 1911**

## **DEFINITIONS**

**ACTING HIGHER GRADE:** Temporary detail to serve in position of authority of higher grade than normal position for a length of time

**ALARM:** Notification to respond to an emergency. May be received by box, telephone, in-person, radio or other means.

**APPARATUS:** Department vehicle having a City number and equipped with firefighting equipment.

**APPROVED:** Refers to approval by the Chief or personnel with responsibility for specific matters. Also, approval by recognized fire service authorities or organizations.

**CHAIN OF COMMAND:** Relative order of authority and responsibility in ascending or descending order of rank; routine command observed in initiation, relay or execution of an order.

**CHANNELS, THROUGH:** Route to be followed in transmission of orders or communications through intermediate officers in ascending or descending order of rank.

**CHIEF OFFICER:** Officer with major command authority; member of the command staff other than the Chief.

**CHIEF OF DEPARTMENT (CHIEF):** Chief Administrative Officer of the department with full authority and responsibility for management of department activities; appointed by the City Manager.

**COMMANDING OFFICER:** Senior officer present at any emergency or responsible for any special assignment.

**COMPANY:** Apparatus, stations, manpower and equipment deemed necessary and assigned by the Chief.

**COMPANY OFFICER:** Officer responsible for efficient management of an assigned company; a Lieutenant.

**DEPARTMENT:** Niceville Fire Department

**DETAIL:** Temporary assignment to a change of duty or location.

**EMPLOYEES:** Personnel working for, and under the jurisdiction of, the Niceville Fire Department equally subject to department rules and regulations, regardless of title.

**ENGINEER:** Promoted position with additional responsibility as driver and pump operator of apparatus; under supervision of an officer.

**FALSE ALARM:** Alarm given with malicious intent or without reasonable cause.

**GENERAL ORDER:** Order from the Chief amending or supplementing department rules and regulations.

**GREATER ALARM:** Alarm ordered by an officer in command of a major emergency, where additional companies, apparatus and equipment are dispatched to aid in prompt control of the emergency.

**HEADQUARTERS:** Central administrative office where the Chief's office is maintained and department business is supervised or transacted. The central records office of the department.

**IMMEDIATE FAMILY:** Includes father, mother, sister, brother, spouse, child, and grandparents of personnel.

**INCOMPETENCE:** Continued failure or neglect to perform within rules and regulations or the lawful order of an officer.

**LIEUTENANT:** Senior grade officer commanding a station and exercising authority over subordinate officers and personnel.

**OFFICER:** A member promoted to Lieutenant or higher position of authority.

**ON DUTY:** Period of time personnel are actually engaged in performance of department functions.

**ORDINANCE:** An ordinance of the City as approved and enacted by the Council.

**PARKING (DESIGNATED):** Posted area at the side of the station.

**PERSONNEL:** Uniformed personnel duly appointed to position of Firefighter, including officers and personnel promoted or detailed to special duties.

**QUARTERS:** Any department station, building, structure, yard or place where personnel are employed or assigned for duty.

**RECALL:** Notification of off duty shifts to report for duty per department emergency plans; an extreme measure taken during a time of impending conflagration or other emergency.

**REGULATION:** Implies conformance with established rules, standards, policies or programs; also refers to sections or parts of department rules and regulations.

**SENIOR OFFICER:** Officer of highest rank or, for members of the same rank, the one with longest service in the rank.

**SHIFT:** Total firefighting personnel on duty during a scheduled work period or shift.

**SHIFT OFFICER:** Officer on duty, or other personnel lawfully serving in that capacity.

**SPECIAL DETAIL:** Special assignment by the Chief to service and hours of work as deemed necessary.

**SPECIAL NOTICE:** Transitory notice issued or approved for distribution by an authorized department official for guidance and information.

**SPECIAL ORDER:** Permanent order by the Chief for administration of department affairs.

**SUBORDINATE:** Personnel of rank below another; the one with less authority.

**UNIFORMED FORCE:** Personnel duly appointed to the position of firefighter; includes personnel promoted to positions of higher authority or detailed to special duties.

### **ORGANIZATION**

- The department consists of the Fire Chief as chief administrative officer and such officers, personnel, employees, stations, apparatus and equipment as required for efficient discharge of departmental responsibilities.
- The uniformed force of the department consists of the Chief, Assistant Chief, Battalion Chief, Lieutenants, Engineers and Firefighters and may be employed to perform the duties of the department.
- For employment and promotion within the department, personnel shall be selected through competitive examinations per City and department personnel regulations.
- The Chief or Assistant Chief shall assign personnel to shifts, to ensure an effective firefighting force is on duty at all times. Shift schedules shall be established at the direction of the Chief or Assistant Chief and existing legal requirements.
- Companies are comprised of apparatus, stations, manpower and equipment as deemed necessary and assigned by the Chief. Each company shall be commanded by a Lieutenant or qualified Engineer.
- Lieutenants are immediately subordinate to the Chief, Assistant Chief, and Battalion Chief, and Engineers are subordinate to Lieutenants.
- Firefighter is the starting position in the department, and is subordinate to all Officers.
- Engineer is a promotional position responsible for driving, operation and routine maintenance of fire department apparatus and is under the supervision of an Officer.
- Paid personnel are senior to volunteers regardless of certifications. Examples are Shift Engineers are senior to Volunteer Engineers. City Program firefighters are senior to Volunteer Firefighters.

## **OFFICERS**

- Department Officers have titles for purposes of administration, and rank as follows: Chief, Assistant Chief, Battalion Chief, and Lieutenant.
- Officers are responsible for full performance of assigned duties.
- Officers will be vigilant and active in requiring subordinates to observe compliance with department rules, regulation and policies.
- No officer will tolerate or connive a violation or evasion of department rules, and will promptly report and prepare to uphold by well-sustained facts any flagrant rule violation or dereliction of duty by personnel.
- Officers will be just, dignified and firm in dealing with subordinates and avoid violent, abusive or immoderate language in conversations or orders.
- Officers are responsible for maintaining order and discipline among their personnel.
- Officers will promptly respond to questions or doubts subordinates may have concerning rules and regulations and, in sudden emergencies, prescribe immediate action to be taken.
- Officers are responsible for completion, accuracy and prompt dispatch of required reports. No report or communication may be intercepted or unnecessarily delayed.
- Officers ensure orders; notices, communications and records regarding their respective units are preserved until their purpose has been served. Authoritative communications shall be properly filed.
- When conducting department business, Officers personally administer affairs in which they are concerned.
- Officers in command at emergencies will be judicious in their actions and avoid frivolously placing lives of personnel in jeopardy.
- Officers make reports through the Chief Officer of their department. No change will be made without the Chief Officer's approval.
- Officers cause fires to be extinguished in the safest possible manner, take precautions to prevent rekindling and leave the premises safe.
- Officer's report to the Chief, through proper channels, acts of merit or valor of personnel, whether at a fire or elsewhere, by prompt written reports containing full, correct statements of facts. Conflict of authority will be strictly avoided.
- No officer will interfere in matters that another officer of equal rank is responsible for, except with consent or order of a superior officer.
- Officers carry out department programs and policies and may not unjustly criticize nor make derogatory remarks of department policies or officers when in the presence of subordinates.

Officers inform personnel of misconduct, improper acts, words or occurrences that may be subject to charges before the Chief or City Manager.

- Officers ensure that probationary personnel comply with established training schedules.
- Officers document comments, dates and subjects covered, and sign documentation for each subject.
- Officers, including those acting at a higher grade, will comply with inspection and training schedules, and conduct company drills as though regularly assigned.
- Acting Officers have full authority and responsibility for duties of the position, and are entitled to privileges of the position, to have orders followed and afforded respect for the position. Appointed Officers have precedence in command over Acting Officers in the same grade. Officers maintain current, accurate inventories of department equipment.
- Officers conduct annual apparatus tests, including pump tests at capacity and pressure, and inventories of equipment.
- Officers will complete reports of accidents, injuries or other events requiring special reports before reporting off duty.

### **FIRE CHIEF**

- The Chief is the chief administrative officer of the fire department, subject to provisions of the City Charter, local ordinances or directives from the City Manager, and has authority and responsibility for general supervision of officers, members and employees of the department, and for management of department activities.
- The Chief directs department resources in a manner that will best insure the safety of life and property within the City.
- The Chief shall see that all City fire safety laws and ordinances, and department rules and regulations are properly enforced.
- The Chief has the authority to implement measures deemed necessary to effect efficient operation of the department.
- The Chief shall maintain a direct, active interest in department affairs, and cause accurate records of department business to be kept.
- The Chief shall prepare reports of department activities as required by the City Manager.
- The Chief shall furnish the City Manager with an annual estimated budget for the coming fiscal year in a manner and form prescribed by the City Manager.
- The Chief will maintain proper discipline of personnel under his jurisdiction and report to the City Manager any department officer, member or employee who, by reason of incompetence, insubordination or other cause, cannot or does not fully, energetically and promptly perform assigned duties.
- The Chief shall diligently observe the condition of personnel, apparatus and equipment, and make recommendations for improvement of same, as he deems necessary.
- Per City Personnel Regulations, the Chief may recommend suspension of any department officer or employee for incompetence or violation of rules and regulations.
- The Chief has full command authority and responsibility of personnel and equipment at all fires and department facilities.
- During a conflagration or other extraordinary emergency, the Chief has full authority and responsibility to suspend the shift system and recall off-duty personnel to service.
- The Chief will ensure the City Manager is notified of emergencies, unusual conditions, circumstances or serious incidents bordering on conflagration, where considerable public concern may be aroused.
- The Chief, at his discretion, may call meetings of department officers. Upon notification, officers shall be present unless excused by the Chief. Such meetings will be held on alternating shifts when possible.

- The Chief has the authority to prescribe additional duties and issue general and special orders on matters not specifically covered in existing rules and regulations.
- The Chief ensures that all personnel are properly trained to perform duties, and that adequate training facilities are provided.
- The Chief ensures a comprehensive safety program is established in the department that personnel receive proper safety instructions, and that safety rules are observed in all department activities.
- The Chief is responsible for prescribing specifications for uniforms and uniform devices to be worn, and to regulate the manner in which they are worn.
- Per City Personnel Regulations, the Chief may recommend leave of absences for department personnel.
- The Chief shall perform other duties as directed by the City Manager.
- When candidates for promotion are being selected, the Chief has the option of selecting from the top three candidates, regardless of scores.

### **ASSISTANT CHIEF**

- The Assistant Chief is the chief executive officer with authority subordinate only to the Chief. In the absence or inability of the Chief to act, the Assistant Chief assumes responsibility and discharges the duties of that office, unless otherwise provided by standing or special orders from the Chief.
- In the event of prolonged absence or inability of the Chief to act, the Assistant Chief assumes responsibility and discharges the duties of that office, unless otherwise provided by standing or special orders from the Chief.
- The Assistant Chief, in discharging the duties of that office, has full command and control of department personnel, employees and facilities.
- The Assistant Chief is responsible for efficient and effective operation of the department, observing and holding officers under his command accountable for full observance and enforcement of department rules and regulations, policies and programs, and rigid enforcement of all fire laws and ordinances.
- The Assistant Chief shall maintain accurate records of conditions and locations of department apparatus and, when necessary, assign spare apparatus to replace units out of service due to mechanical problems or other causes.
- The Assistant Chief shall maintain accurate records of personnel off duty due to illness or injury. Sending department apparatus, equipment or personnel outside City limits to assist in combating fires or other emergencies not listed in mutual aid or automatic aid agreements may be done only by order of the Chief or Assistant Chief. Resources shall not be sent outside the City limits when existing or anticipated conditions in the City indicate resources may be vital in providing adequate safety for lives and property of City residents.
- In absence of the Chief, the Assistant Chief has full authority during a conflagration or other extreme emergency, to suspend the shift system and recall off-duty personnel to service. Recall signals will only be sounded when authorized by the Chief, Assistant Chief or duty Officer.
- Major administrative divisions of the department may be under the direct supervision of the Assistant Chief, as assigned by the Chief.
- The Assistant Chief reviews communications forwarded to his office for accuracy and correctness of form, and make investigations and reports as needed.
- Per City Personnel Regulations, the Assistant Chief may recommend suspension of subordinate officers or personnel for violation of rules and regulations, insubordination, or

other act detrimental to the department. Upon suspension of personnel from duty, the Assistant Chief shall immediately forward a written report on the matter to the Chief.

- The Assistant Chief maintains accurate records of department activities, rules and regulations, and special or general orders, as required by the Chief.
- The Assistant Chief conducts periodic inspections of personnel, equipment, apparatus and stations. During an inspection, the Assistant Chief is to note evidence of neglect, carelessness, inattention to duty or violation of uniform regulations and require correction of deficiencies; he will also note exemplary care taken by personnel to prevent deterioration of morale, equipment, apparatus, and uniforms. Deficiencies and compliments will be reported to the affected Officer and the Chief.
- The Assistant Chief is to remain thoroughly informed of conditions in areas of his responsibility, make investigations, inspections, and observations as necessary.
- The Assistant Chief will inspect new uniforms for compliance with rules, regulations, and proper fit before being approved for use.
- The Assistant Chief will require personnel to maintain a complete, proper fitting regulation uniform.
- The Assistant Chief will coordinate the department safety program and ensure personnel observe safety rules and regulations.
- The department inspection program will be overseen by the Assistant Chief. The Assistant Chief will thoroughly investigate acts of valor and merit by personnel and promptly forward a written report on such acts to the Chief.
- The Assistant Chief performs other duties as directed by the Chief.

### **BATTALION CHIEF**

- The Battalion Chief is assigned by the Chief and has direct responsibility for operation and management of training, safety and educational programs. The Chief may assign additional personnel to assist the Battalion Chief to effectively conduct activities of that division.
- The Battalion Chief is responsible to the Chief for proper administration of the training & safety division. Training division policies and programs are under the administrative supervision of the Assistant Chief.
- If the Chief or Assistant Chief are not available, the Battalion Chief will assume responsibility and discharge duties of those offices unless otherwise provided by standing or special orders from the Chief.
- The Battalion Chief ensures department rules, regulations and orders are followed and operations performed in accordance with established practices and procedures.
- The Battalion Chief prepares a schedule for instruction of companies. When circumstances prevent scheduled training, the Training Officer will notify affected companies through the Assistant Chief.
- The Battalion Chief will provide each company a copy of the department SOG manual, including additions and revisions.
- The Battalion Chief ensures personnel report to scheduled training sessions at specified times and places.
- The Battalion Chief organizes and presents practical and technical courses on firefighting. Training will be scheduled so trainees participate in every phase of training.
- The Battalion Chief prepares special courses on efficient department operation for officers.
- The Battalion Chief selects subjects and assigns instructors using instructional materials approved by the Chief. When preparing instructional materials, the Battalion Chief will use modern guidelines and techniques generally approved and recommended by fire service authorities. With approval of the Chief, the Battalion Chief may revise instructional material to incorporate improved materials, methods, guidelines or equipment into the program.
- The Battalion Chief prepares an indoctrination program for newly appointed personnel. Upon completion of 90 days probation, the Training Officer submits a written report to the Chief of recruit's qualification for appointment, based on abilities and attitude demonstrated during the initial training period.
- The Battalion Chief prepares and administers suitable exams for probationary personnel prior to the end of one year of probation. Exams include written and practical tests relative to firefighting duties, handling hose, ladders and other department equipment. Before the end

of a person's probationary period, the Battalion Chief will submit a report to the Chief regarding qualification for permanent appointment.

- The Battalion Chief prepares monthly checklists for company training activities.
- The Battalion Chief maintains accurate records of courses, subjects and personnel attendance. Ensures all reports are posted in a timely manner.
- The Battalion Chief submits monthly and annual training reports to the Chief.
- The Battalion Chief maintains complete, accurate records of maintenance and condition of tools, equipment and apparatus assigned to the training division.
- The Battalion Chief shall inspect apparatus for cleanliness and general maintenance during training sessions.
- The Battalion Chief is responsible for testing driving abilities of potential apparatus drivers.
- Per City Personnel Regulations, the Battalion Chief may recommend disciplinary action for improper conduct during training. A written report detailing all facts warranting discipline is to be forwarded to the Chief.
- The Battalion Chief will dismiss companies in training and order them to quarters when a greater alarm is received.
- The Battalion Chief prepares an annual budget based on anticipated needs for training in the upcoming fiscal year.
- The Battalion Chief will perform the duties of Safety Officer or assign that duty to other qualified personnel during emergency operations.
- The Battalion Chief performs other duties as directed by the Chief.

## **LIEUTENANT**

- Lieutenants are senior grade company officers and exercise command over units assigned to their shift.
- Lieutenants are responsible for discipline and efficiency of units under their command and enforce strict compliance with rules, regulations and orders of the Chief.
- Lieutenants ensure stations under their command, apparatus, equipment and spare equipment are maintained in good condition and ready for service at all times.
- Lieutenants ensure routine work about quarters is completed, and participate in work details as often as possible to promote high morale and the spirit of teamwork.
- Lieutenants arrange work schedules for proper care of apparatus and stations.
- Lieutenants cooperate with other Officers to promote harmony and efficiency in department activities. Habitual carelessness or neglect of duties by any shift shall be reported in writing to the Assistant Chief.
- Lieutenants call roll at shift change, inspect personnel and uniforms, read communications received since last roll call, and promptly report deficiencies in personnel or other irregularities to the Assistant Chief. No shift may go off-duty without being properly relieved. If personnel fail to report to duty, Lieutenants may select personnel from the opposite shift to cover the absence, and then notify the Assistant Chief for further action. When probationary personnel are absent without permission or fail to report, Lieutenants will immediately notify the Assistant Chief and follow up with a written record.
- Lieutenants will formulate programs for efficient administration of stations and units under their command, subject to approval of the Assistant Chief. Programs will be in accordance with department rules, regulations, policies and practices.
- Lieutenants are responsible for stations and supplies, and accurate records as prescribed in rules, regulations and administrative manuals.
- Lieutenants are responsible for prompt and proper dispatch of required reports.
- Lieutenants will maintain an accurate, complete inventory of educational materials provided in the department library, and be responsible for their care and condition.
- Lieutenants ensure that rulebooks, general orders, special orders and official communications are properly maintained.
- Lieutenants maintain an accurate roster of personnel including phone numbers and addresses. Changes will be reported to the Assistant Chief via proper forms, including cover arrangements between personnel. Upon receipt of specially purchased items, Lieutenants

will ensure the invoice accurately describes the type and quantity of items delivered, sign the tag and forward it to the Assistant Chief.

- Lieutenants will immediately report damages, repairs or changes to apparatus to the Assistant Chief.
- Lieutenants will report immediately to the Assistant Chief, the circulation of any petition that does not bear the signed approval of the Chief. Personnel are prohibited from signing, displaying or participating in anything of a political nature while on duty.
- Lieutenants ensure visitors are promptly and courteously received and questions about apparatus or equipment are answered civilly. Habitual lounging about quarters is not permitted, nor are children permitted in quarters unless accompanied by an adult.
- Lieutenants are responsible for the training and proficiency of personnel and will conduct drills as specified by monthly schedules and other drills as necessary to maintain company efficiency. Lieutenants will promptly complete reports regarding illness or injury of personnel.
- Lieutenants ensure apparatus and equipment are inspected at the beginning of each shift to verify they are in proper condition.
- Lieutenants respond to alarms to which they are summoned or assigned. Upon arrival, they report to the officer in command.
- Lieutenants of the first company on scene assume command until relieved by a superior officer. Lieutenants are specifically directed to summon additional aid, or transmit a greater alarm when necessary, without awaiting the arrival of a superior officer.
- Lieutenants are directed to respond to alarms provided the location is within their department. Lieutenants ride near the driver and direct routes, rate of speed, sound sirens and maintain safe response.
- Lieutenants are directly responsible for violations of this section.
- Lieutenants will cause apparatus to sound sirens at intersections and other dangerous points, to come to a full stop at traffic lights, check traffic and proceed with caution through intersections. Lieutenants will immediately, upon return to quarters, prefer charges against any driver for careless or reckless driving, or failure to obey orders or instructions. If apparatus break down during a response, Lieutenants will immediately notify dispatch, request assistance and notify the Assistant Chief.
- Upon discovery of another fire during a response, Lieutenants will summon additional aid, detail personnel to render assistance and proceed to the original alarm. If an immediate, extreme hazard to life exists at the second fire, Lieutenants will proceed according to their best judgment and notify dispatch of their actions.

- Lieutenants will not direct a driver to pass a fire to spot a hydrant, unless it creates greater convenience and contributes to more efficient handling of the fire.
- When actively engaged in firefighting, Lieutenants remain with their company and direct operations in accordance with instructions from a superior officer.
- Lieutenants will require personnel to remain with apparatus while awaiting orders.
- Lieutenants use their best judgment in performance of duties, remain mindful of hazards at emergencies, and demonstrate special concern for safety of personnel, apparatus and equipment.
- Lieutenants take every precaution to assure the fire is extinguished to prevent rekindling. Lieutenants are responsible for tools and equipment, and report shortages to the Assistant Chief immediately upon returning to quarters.
- Lieutenants will have knowledge of structural conditions and occupancies in their department, and be well informed of water supply location, capacity and normal hydrant and main pressures. Lieutenants ensure companies comply with inspection and safety programs, and demonstrate a continued interest in the welfare of the department and its activities.
- Lieutenants ensure that SCBA's and resuscitators are inspected and proper reports are maintained.
- Lieutenants are responsible for economical use of company supplies, utilities, fuel, oil and other items supplied by the department.
- Lieutenants confer with the relief officer before going off duty. Every effort shall be made to coordinate company activities.
- When personnel normally assigned duties requiring special skills or abilities are absent, Lieutenants assign the best-qualified personnel to serve such an assignment.
- Lieutenants forward a written report to the Assistant Chief when any change is made in personnel assigned regular driving duty.
- In the event of hurricanes, tornadoes or other incidents where the stability of the station may be jeopardized, Lieutenants will cause apparatus to be removed from quarters and remain in-service via radio or phone with the Communication Center.
- Lieutenants perform other duties as directed by rules, regulations or superior officers.

## **ENGINEER**

- Engineers are operational positions immediately subordinate to shift officers.
- Engineers are company chauffeurs and pump operators under the supervision of an officer, and are directly responsible for maintenance and condition of apparatus.
- Engineers respond to alarms in accordance with assignment rules and under the direction of an officer to direct the route and rate of speed.
- Engineers operate apparatus in a safe, sane manner with due regard for safety of the public and department personnel, and abide by department driving rules.
- To expedite response, Engineers shall have detailed knowledge of topography, street conditions and other factors affecting response.
- Engineers maintain apparatus in good, clean, ready condition at all times. After pumping with salt water, Engineers will connect apparatus to a hydrant and flush pump, cooling system and other devices that contacted salt water.
- Engineers will make no change or adjustment to motors without approval of an officer except when necessary to answer an alarm or continue operations away from quarters. Emergency adjustments shall be reported to their officer upon return to quarters.
- Engineers will be constantly alert to the condition of apparatus and inspect it carefully when coming on duty and after each response. Defects will be reported immediately to the company officer.
- When pumps are not in operation, and apparatus not connected to a hydrant, Engineers work with other personnel and perform duties of a firefighter.
- Engineers have a thorough knowledge of practices and guidelines relative to fire streams, water supply and operation of department pumpers to efficiently perform duties.
- Engineers cooperate fully with officers to promote department programs, and exert their best efforts in promoting operational efficiency.
- Engineers consult with each other at shift change about apparatus and equipment to promote safety and efficiency.
- Engineers are specifically directed to assist in training potential drivers and engineers in pump operation and driving, when requested to by their officer.
- Engineers are subject to other duties as directed by officers, or as rules and regulations may require.

## **FIREFIGHTER**

- Firefighter is the entry level of suppression personnel in the department. They are subordinate to other positions and subject to general service.
- Firefighters shall possess and maintain minimum certifications required by the Chief at the time of hire.
- In quarters and at fires, firefighters are under the direct supervision of their officer.
- During the probationary period, firefighters must successfully complete a series of written and practical exams based on regular duties, handling hose, ladders and other department equipment, and certain EMS protocols.
- Firefighters are subject to detail anywhere in the department.
- Firefighters report as assigned on time, with necessary devices, equipment and uniforms in a condition to effectively discharge duties.
- Firefighters execute lawful orders of officers promptly, properly and to the best of their abilities. Firefighters assist in general maintenance of tools, apparatus and quarters as directed.
- Firefighters are subject to special service details for public relations and community improvement as directed.
- Firefighters are subject to special detail as apparatus driver, acting officer, engineer, and inspector or per department needs.
- Firefighters remain aware of hazards and dangers during emergencies, learn and consistently practice safety in all operations.
- Firefighters respond to alarms per assignment rules. On arrival, they remain with their company and work as a unit under direction of an officer. If an officer is disabled or rendered incapable of performing duties, the senior firefighter, in the absence of an engineer, assumes command and executes the duties of the position until relieved by an officer, unless otherwise provided. Firefighters perform other duties as directed by rules, regulations or an officer.

## **PERFORMANCE EVALUATION**

Written performance evaluations will be conducted, as a minimum, annually. This written performance evaluation may also be utilized when an employee performs in an exceptional manner or has proven substandard work performance. The employer will provide a performance evaluation form that will cover the following areas: job understanding, job performance, job productivity, dependability, cooperation and an overall performance rating. Rating categories will range from unsatisfactory, fair, satisfactory, and good to excellent. A general comments section will be provided for documentation on employee's signature. Each evaluation will contain the supervisor's signature and the reviewing officer's signature. The rank of Battalion Chief will be the lowest rank that can conduct an Employee Performance Evaluation. All evaluations will be reviewed by the Chief.

**PROMOTIONAL PROCEDURE: TRAINING OFFICER**

For consideration for promotion to Training Officer, candidates must meet the following minimum requirements:

Have been a department member for at least five years

Possess a valid Florida driver's license

Have working knowledge of fire prevention and firefighting theory, guidelines, techniques and equipment, administrative and supervisory techniques, laws and regulations pertaining to fire suppression

Be certified by the State of Florida in the following categories, or obtain criteria within the probationary period:

Fire Instructor II

Company Officer I

Methods of Instruction

EMT or Paramedic

Have successfully completed a course on Hazardous Materials Response – Technician level

During the probationary term, specific courses may be mandated by the Chief to enhance skills of the position. Training Officers coordinate in-service training for personnel to maintain required certifications.

A written request for promotion must be submitted to the Chief within two weeks of the date the position is posted. A resume and Training Officer Goals statement must accompany the request. Candidates must verify that documented qualifications from training courses are on file in the Training Office. Selection criteria may be based on written and oral exams or interviews, supervisory ability, personnel relations, past performance and stated goals for the Training Office. The Chief has the authority to select from the top three candidates regardless of scores and, if the Chief determines it to be in the best interests of the department, the position may be advertised outside the department.

### **PROMOTIONAL PROCEDURE: LIEUTENANT**

For consideration for promotion to Lieutenant, candidates must meet the following minimum requirements:

Have been a member of the department for at least five years

Served in position of department Engineer for at least one year

Have a working knowledge of fire prevention and firefighting theory, guidelines, techniques & equipment, administrative & supervisory techniques, laws & regulations pertaining to fire suppression

Have a strong knowledge of rules and regulations, local geography, fire hazards and training techniques

Possess certification as an EMT or Higher

Be certified by the State of Florida, or obtain within the probationary period, the following:

Company Officer I

Fire Instructor I

Successfully completed a course on Hazardous Materials Response – Technician level

During the probationary term, specific courses may be mandated by the Chief to enhance skills of the position. The Training Officer will coordinate in-service training to assist personnel in maintaining required certifications. A written request for promotion must be forwarded to the Chief within a specified time of the position being posted. A resume with professional goals included must accompany the request. Candidates must verify that stated qualifications are on file with the Training Office. Selection is based on written and oral exams or interviews, supervisory ability, personnel relations, past performance and professional goals. The Chief has the authority to select from the top three candidates regardless of scores and, if the Chief determines it is in the best interests of the department, the position may be advertised outside the department.

### **PROMOTIONAL PROCEDURE: ENGINEER**

For consideration for promotion to Engineer, candidates must meet the following minimum requirements:

- Have been a member of the department for at least two years
- Possess a valid Florida driver's license
- Have a thorough knowledge of topography and City streets
- Possess certification as an EMT
- Have successfully completed an approved department program on operating and pumping apparatus
- Meet NFPA and Florida Standards per "Fire Apparatus Driver / Operator Professional Qualifications"

During the probationary term as Engineer, specific courses may be mandated by the Chief to enhance skills of the position. Engineers must maintain necessary in-service training through the Training Office to maintain required certifications. A written request for promotion must be forwarded to the Chief within the specified time of the position being posted. A resume with professional goals must accompany the request. Candidates must ensure that stated qualifications are on file in the Training Office. Selection criteria include written and practical exams and past performance. The Chief has the authority to select from the top three candidates regardless of scores and, if the Chief determines it to be in the best interests of the department, the position may be advertised outside the department. Candidates that pass exams and evaluations may be deemed eligible for selection. Candidates passing but not selected may remain eligible for promotion to Engineer for one year from the final test date, if a vacancy occurs for that position. If other department personnel become eligible for testing during that period, then all eligible personnel may be tested for the promotion.

**QUALIFICATIONS FOR HIRE: FIREFIGHTER/EMT/PARAMEDIC**

Applicants for entry-level firefighter positions must meet minimum qualifications to be considered for testing for a position:

Be certified by the State of Florida as Firefighter II

Possess a valid Florida driver's license

Possess certification by the State of Florida as an EMT through Paramedic,

Candidates must be at least eighteen years of age, a high school graduate or possess a

GED Successfully complete a physical examination administered by a local physician

Must meet minimum physical fitness requirements per NFPA Standards for firefighters

Candidates meeting the minimum requirements of the application process shall then become eligible to test for a position as follows:

A timed fire ground agility test

Meet an Oral Interview Board

The Chief has the authority to choose from the top candidates regardless of scores and, if the Chief determines it to be in the best interests of the department, the position may be re-advertised with no offer of hire made to any applicant. During the probationary term as a firefighter, specific courses may be mandated by the Chief to enhance skills of the position. Probationary firefighters must obtain in-service training necessary to maintain required certifications.

## **DRIVING RULES**

- Personnel driving apparatus shall possess a valid Florida driver's license.
- To expedite response, drivers shall have detailed knowledge of topography, street conditions and other factors affecting response.
- Apparatus shall be operated in a safe, sane manner with due regard to safety of others. Speed shall be consistent with principles of safety, road conditions and all factors affecting safe driving. Drivers are responsible for proper, safe response and shall maintain complete control of apparatus at all times. At "STOP" signs and signaled intersections when a red light is visible, apparatus shall come to a complete stop before entering the intersection. No driver will proceed into an intersection unless it can be done with complete safety.
- Drivers shall not attempt to pass other apparatus unless directed to by an officer.
- When returning to quarters or not responding to an emergency, apparatus will be operated in full observance of normal traffic laws.
- The officer in charge directs the route and speed of response. Speed of response to an emergency should not exceed 10 MPH over the posted speed limits but when necessary, speed shall remain safe and consistent with road conditions.
- If careless driving of any apparatus is observed by an officer, that officer shall immediately have the apparatus pull over and remove the driver from that position. The Officer shall continue to drive to the destination and then immediately upon return to quarters, officers will prefer charges against offending drivers for carelessness, recklessness or failure to heed lawful directions. Personnel against whom charges have been preferred for violating driving rules will not be permitted to drive apparatus until charges have been disposed of. In all cases of accidents involving apparatus, officers and police shall be notified immediately. Notification of the Chief and Assistant Chief shall follow. Damage to apparatus or injury to civilians or property due to violation of driving rules, careless or reckless driving will subject the offender to disciplinary action.
- Where possible, hose will be laid on the hydrant side of a street near the curb.
- Apparatus may not be driven over hose, except when unavoidable.
- Heavy apparatus will be operated only on solid, improved roads. Driving off pavement into private drives or unimproved roads will be strictly avoided, unless the officer considers it safe and necessary to effectively handle an emergency.
- Drivers make no changes or adjustments to apparatus without approval or orders from an officer, except when necessary to answer an alarm or continue an operation away from quarters. Emergency adjustments shall be reported to the Assistant Chief.

- Apparatus are maintained in a clean, serviceable condition, ready for immediate response at all times.
- Drivers remain aware of the condition of apparatus and inspect them carefully when coming on duty and after each response. Defects shall be reported immediately in writing to the Assistant Chief.
- Fuel tanks will be maintained at 3/4 capacity. Fuel tanks will not be allowed to drop below three-quarters capacity, except when unavoidable.
- Drivers shall be familiar with the Florida Motor Vehicle Code regarding rights and responsibilities of operators of emergency vehicles.
- When more than one person is available, apparatus will be backed up only when properly flagged and directed by another person having a full, unobstructed view of the rear of apparatus. Personnel directing a backing apparatus are responsible for safe movement of the apparatus.
- In an emergency when no one is available to direct backing an apparatus, it may be backed up only after the driver has walked completely around the apparatus to verify it can be safely backed.
- Drivers maintain and test equipment assigned to apparatus.
- Drivers are under the direct command of their officer and will observe and comply with rules and policies instituted by the officer.
- Except in extreme emergencies, drivers make reports through their officer.
- Except when parked in vehicle stalls, all major apparatus will have the driver's side rear tire chocked in front of and behind the tire.
- Drivers will do a complete walk around apparatus prior to moving apparatus if on vehicle by them selves to ensure compartment doors are closed, equipment is secured and hose covers are in place. If other personnel are on apparatus with them, drivers will ensure a walk around was completed prior to moving apparatus.

### **GENERAL RULES**

- Personnel are subject to the immediate direction of the Chief. The term "personnel" in these guidelines includes officers.
- To qualify for permanent employment, newly appointed personnel must satisfactorily complete a probationary period of at least twelve months and receive favorable recommendations from the Chief, in addition to other requirements.
- Officers will be addressed by proper titles without abbreviation. Chief Officers will be addressed verbally as "Chief". When written, the full title of the officer will be used.
- Personnel will comply with provisions of the City Charter that relate to the department. Personnel are prohibited from interviewing the Chief on official business without prior approval of their officer.
- Per City Personnel Regulations, personnel having cause to believe they have been unfairly or unjustly treated may appeal through a specified grievance procedure.
- On-duty personnel may not leave the station for other than department business without prior approval of an officer.
- Personnel will familiarize themselves with rules and regulations. Ignorance of a rule will not constitute an acceptable excuse for violations.
- Personnel may neither neglect nor refuse to perform any duty or follow any lawful order of an officer. Personnel receiving an order that conflicts with a previous order of another officer will inform the originator of the second order, and be governed by instructions from the originator of the second order.
- Habitual failure or neglect to promptly, properly and energetically perform duties will be considered incompetence and constitute sufficient cause for serious disciplinary action that may include dismissal.
- Willful neglect or refusal to abide by rules and regulations or to execute an order prescribed by rules, regulations or officers, will be deemed insubordination and subject the offender to serious disciplinary action.
- Upon resignation, dismissal or suspension, personnel shall surrender department property including badges and insignia to their officer.
- Fatigue due to a previous alarm does not constitute a valid reason for failure to answer an alarm or perform any duty. Personnel will exert their best energy and ability in performance of duties under all circumstances. Inefficiency or indifference in performance of duties will be considered sufficient cause for disciplinary action.

- Personnel are subject to off-duty details and extra duty as directed by the Chief to manage emergencies or represent the department at public functions.
- Personnel coming on duty report to the officer for inspection for fitness for duty.
- Officers inspect personnel, read general and special orders and communications received since the last tour of duty, and direct personnel to review postings on the Watch Office bulletin board. Personnel may be required to assemble for roll call five minutes prior to regular shift change time, at the discretion of the officer.
- Personnel keep their personal effects including beds, lockers, and Watch Office boxes in clean, healthful conditions. Persistent uncleanliness, offensive or uncouth habits is sufficient cause for disciplinary action.
- No political meeting or special gathering of non-department personnel is permitted on department premises without prior approval of the Chief. No meetings of personnel are permitted on department premises without prior approval of the Chief. In the Chief's absence, the Assistant Chief or company officer may grant approval.
- Duty personnel may not loiter, lounge, congregate or indulge in horseplay in front of stations, on streets or in public view.
- Except for the City Manager and authorized officials, non-department personnel are prohibited from riding on apparatus without prior approval of the Chief or Assistant Chief.
- Personnel shall be courteous and respectful when dealing with the public. Visitors shall be accorded proper courtesy, but not permitted to remain in a station after 2200 hours without approval of an officer.
- Children unaccompanied by an adult are not be allowed in a station. Duty personnel are responsible for violation of this section. Strict supervision of children in a station is the parent's responsibility. Personnel may not bring children to stations for emergency calls or when answering a recall.
- Personnel may not solicit nor allow their name to be used for solicitation by citizens for the benefit of the company, department or any other purpose, without prior approval of the Chief. Solicitation will not be tolerated nor any subscription paper be allowed to be circulated without prior approval of the Chief.
- Loss of a badge, device or book shall be reported immediately and replaced by the person responsible for the loss.
- Department glass or property that is broken shall be replaced by the responsible party, unless damage is clearly shown to have been unavoidable. Department buildings, appliances or fixtures may not be altered without special permission from the Assistant Chief.

- Off duty personnel reporting to an alarm must report to the officer in charge. The officer determines if their services are needed. No off duty personnel will be permitted to work unless properly and safely equipped.
- In responding to emergencies, personnel will strictly adhere to all provisions of assignment rules and regulations.
- Upon arrival at an emergency scene, personnel remain with apparatus and await orders.
- When apparatus require cleaning after emergency runs, cleaning is done immediately upon return to quarters after apparatus are returned to service.
- Resuscitators and breathing devices shall be inspected and cleaned after each use.
- Upon receiving notification of an alarm, duty personnel shall carry out specifically assigned duties.
- Duty activities are restricted to department matters, interests and responsibilities. Projects or undertakings purely personal in nature, repair or service of non-department items are not to be permitted on department property without approval of an officer.
- Repair or service of private vehicles is not to be permitted on department premises without approval of an officer.
- Designated parking spaces are to be used. Personal vehicles obstructing apparatus bay doors or other access to the station may be subject to disciplinary action.
- Personnel participate in training prescribed by their officer and the training division, and strive to remain proficient in their duties.
- Personnel with knowledge of violations of rules, regulations, orders or directives shall immediately report them in writing to an officer. Reports must contain details of violations including time, place, sections violated, names of personnel and witnesses. Failure to adhere to this section will warrant punishment equal to that of the offense committed. Charges, in writing, may be preferred for violation of any rule, regulation, directive, general or special order, in effect or enacted in the future. Substantiation of charges will result in disciplinary action per City Personnel Regulations. Misconduct or other charges resulting in disciplinary action shall be reported immediately to the Assistant Chief by the officer taking action. Verbal reports shall be followed by written reports detailing facts of charges.
- Personnel receiving an order must make certain they understand the order before proceeding. To avoid injury, personnel will exercise caution, good judgment and safe practice in performance of duties.
- Personnel are specifically prohibited from signing a release from liability or instituting civil action for damages against a third party for injuries sustained on duty as a result of negligence by a third party, without approval of the Chief.

- Personnel ordered to return to quarters after an emergency is under control will proceed without delay.
- Gathering on scene for banter or other unnecessary conversation will be kept to a minimum. Personnel promptly report to their officer any accident, sickness or injury sustained while on duty, regardless of how trivial it may seem, and be guided by the officer's advice.
- Personnel remain on duty until properly relieved or otherwise directed by their officer
- Borrowing department tools or equipment is not permitted without approval of an officer. Borrowed items must be returned without delay.
- A property issue slip will be completed for any borrowed equipment.
- Any news release concerning department news or responses will only be released by an officer.

## **GENERAL CONDUCT**

- Ordinary rules of good behavior as observed by law-abiding, self-respecting citizens govern conduct not within the scope of department rules and regulations.
- Charges may be preferred against personnel for conduct that brings reproach or negative reflection upon the department.
- Per City Personnel Regulations, disciplinary action may be initiated against personnel that are guilty of any act or omission that impedes, injures, hinders, or tends to impede or hinder the progress, welfare, discipline, efficiency or good name of the department.
- Personnel will conduct themselves in a refined manner. Refrain from using obscene, immoral, impudent, disrespectful or improper language or gestures.
- Intoxicating beverages or controlled substances shall not be brought, kept or consumed in or about any department premises. Personnel that become intoxicated on duty or absent themselves from duty due to intoxication are subject to disciplinary action per City Personnel Regulations.
- Personnel shall not loan, sell, give away or appropriate public property for personal use nor shall they pilfer or be guilty of theft at fires or elsewhere.
- Religious, political discussions or subjects of controversy will be avoided while on department business.
- Personnel are not to be party to malicious gossip, reports or activities that may disrupt morale or bring discredit to the department or personnel.
- Heated arguments or altercations between personnel shall be strictly prohibited. Acts of violence against fellow personnel, provoked or otherwise, are deemed extremely serious offenses and subject offenders to immediate disciplinary action. Personnel must report witnessed conduct or action of other personnel or language heard that might be prejudicial to the department. Personnel ascertain true facts and conditions of such incidents and are prepared to act as witnesses.
- Falsifying records, making misleading or improper entries or statements, willful mutilation of any useful department record, book, paper or document is considered a serious offense warranting disciplinary action.
- Personnel may not contact the City Manager, Council members, other persons or agencies, either directly or indirectly, regarding department matters without approval from the Chief.
- Personnel shall not directly nor indirectly solicit political influence or intercession to affect a transfer or promotion.
- Personnel shall not belong to any organization, association or society that is subversive or will, in any manner, divide loyalty to the department, City or United States of America.

- Except when unavoidable, personnel must promptly discharge liabilities contracted during their term of service or prior thereto.
- Repeated complaints of incurring debts and evidence of continued, persistent neglect or refusal to pay debts, especially for necessities of life, constitute sufficient cause for suspension or dismissal.

The following list of causes which shall be deemed just reasons for severance of the employment relationship is illustrative but not exclusive:

1. Drinking or being under the influence of alcohol during duty hours
2. Illegal use or illegal possession of any controlled substance
3. Dishonesty
4. Insubordination
5. Violations of a publicized employment rule or regulation
6. Addressing any personnel in a disrespectful manner
7. Proven and documented substandard work performance
8. Failure to abide by prescribed standards as to personal appearance, sanitation or safety
9. Any physical condition which impairs the employee's ability to perform the duties of their job at a satisfactory level on a permanent basis or for a projected period of time exceeding allowable leave of absence
10. Habitual tardiness
11. Unauthorized use of employer property
12. Unauthorized use of the employer's premises
13. Having two (2) unreported absences or unexcused absences or a combination of both during a period of one (1) year, except in case on an emergency

Personnel shall not accept fees, gifts or other items of value for or during performance of official duties on behalf of the City.

### **STATION SECURITY**

The safety and security of personnel and city equipment is of the utmost concern. In order to protect our personnel and equipment the following security procedures shall be adhered to:

- Anytime the station will be left unattended, all stall doors and exterior personnel doors shall be secured.
- When trucks leave the station drivers will pull the truck onto the front ramp and then shut stall doors. This includes emergency responses.

### **TOBACCO POLICY**

- No tobacco products will be allowed inside or outside the station except in designated areas. This includes stall areas, living areas, front ramp and vehicles.
- Examples of tobacco products include chewing tobacco, snuff, pipe tobacco, cigarettes, cigars etc.
- The designated tobacco area is the back ramp of the station near wash rack or picnic table
- No tobacco products will be utilized while out in public to include emergencies or public appearances.

### **SEXUAL HARASMENT POLICY**

The City of Niceville strongly opposes any act of sexual harassment. It is illegal and against policy for any person connected with this department to make unwelcome sexual advances, requests for sexual favors, or verbal or physical conduct of a sexual nature when:

- The employee's submission to the conduct is made a condition of employment
- The employee's submission to or rejection of such conduct is used as the basis of an employment decision affection the employee
- Such conduct interferes with an employee's job performance or creates an intimidating, hostile, or offensive environment

The department will investigate every incident of claimed sexual harassment. This investigation will be conducted in a professional and confidential manner that, as much as possible, protects the identity of both the person lodging the complaint and the person accused. Pursuant to this, the City complaint procedure, which is available to every employee, should be followed.

## **APPEARANCE**

Department employees shall adhere to the following procedure to help maintain and display a positive professional image for the Department.

### **HAIR**

Haircuts or personal grooming styles are varied and wide. While it is not the intent of this code to dictate or specify what type of hairstyle is acceptable, it is in the best interest of the employee and the Department to maintain a high professional image. Hairstyles that may be extreme or otherwise classified as non-professional in the accepted professional community, may be evaluated and either approved or disapproved. Hair color should be kept natural or in a natural color. The hair must be kept well groomed and neat at all times. The hairstyle cannot interfere with the seal of the SCBA face piece. Sideburns shall not extend below the bottom of the ear lobe.

### **MUSTACHES**

Mustaches must be kept well trimmed and neat at all times. The length of the mustache cannot compromise or inter the seal of the face piece.

### **JEWELRY**

Personnel shall not wear earrings or exposed necklaces during tours of duty. No body jewelry will be allowed while on duty (i.e. nipple rings, belly button rings and tongue rings).

### **TATOOS**

No offensive or vulgar tattoos will be allowed or excessive amounts of visible tattoos where it presents a negative image to the public.

## **UNIFORMS**

The department will provide each employee with uniforms. All uniforms shall be kept clean and personnel shall wear the uniforms to the following procedures.

### **CLASS A UNIFORMS**

The Class A Uniform shall be worn when representing the Department during funerals, formal public functions, court appearances, and award presentations and upon Chief Officer requests.

The uniform shall consist of:

Long sleeve dress shirt with hardware, staff – white, line – black

Black dress slacks

Black shoes or boots, if shoes are worn black socks must be worn

Black belt

Black tie

Black dress coat and dress hat, staff

### **CLASS B UNIFORMS**

The Class B Uniform shall be worn as the duty uniform. The uniform shall consist of:

EMS style black pants, shift employees

Black slacks or EMS style pants, staff

Uniform t-shirt, long or short sleeve, shift employees

Uniform dress shirt with hardware, long or short sleeve, staff

Black shoes or boots, if shoes are worn black socks must be worn

Black belt

Uniform jacket, optional

Uniform ball cap, optional

### **SHORTS**

Employees shall be allowed to wear shorts as a uniform under the following conditions: The department will govern what kind of shorts to wear, the department will govern where the shorts may be worn, the department will govern what kind of shoes and socks may be worn, the department will govern what period of the year in which shorts may be worn.

## **UNIFORM HARDWARE**

### **Fire Fighter**

Badge – silver

Collar Brass – silver

Name Tag – silver, black lettering

### **Lieutenant**

Badge – silver

Collar Brass – silver with one bugle

Name Tag – silver, black lettering

### **Battalion Chief**

Badge – gold, with two crossed bugles, black lettering

Collar Brass – gold, with two crossed bugles

Name Tag – gold, black lettering

### **Assistant Chief**

Badge – gold, with three bugles, black lettering

Collar Brass – gold, with three bugles

Name Tag – gold, black lettering

### **Chief**

Badge – gold, with five bugles, black lettering

Collar Brass – gold, with five bugles

Name Tag – gold, black lettering

## **HARDWARE PLACEMENT**

The badge should be placed on the left chest centered over the left pocket. The bottom tip of the badge should be 1" above the pocket line. The nametag and serving since attachment should be placed on the right chest centered over the right pocket. The pins of the tag will rest on the top edge of the right pocket. The collar brass should be placed a ¼" from the tip of each collar and centered between the collar seams. The open or larger end of the bugle or bugles should point towards the tip of the collar.

### **OUTSIDE EMPLOYMENT**

- City employment shall be considered the primary employment and no employee may engage in outside employment that interferes or tends to interfere with the interest of the City or the duties for which the employee is responsible as a city employee.
- Employees who have other jobs or who seek to have other jobs must obtain approval to work at outside employment by submitting a letter to the Assistant Chief or Fire Chief and a copy of that letter will be kept in the employee's folder.
- If the employee's other employment causes absences, tardiness or otherwise interferes with the operations of the City or his responsibility as an employee of the City, including but not limited to availability for mandatory training, meetings, scheduled and unscheduled overtime and or recalls, the employee may be required to quit the other job and if he refuses, he will be terminated.
- If permission to engage in other employment is granted, it may be withdrawn at any time if in the opinion of the City the responsibilities of the job are inconsistent with the responsibilities of the employee's responsibilities an employee of the City.
- The determination of the City shall be final.
- Employees sustaining injuries while engaged in outside employment are ineligible to receive benefits under the City Workers Compensation Program due to an injury or disability resulting from outside employment.
- The burden of proof rests with the employee to ascertain that injury or disability was or was not incurred through City employment or other sources.
- The City will be the determining Authority as to whether or not the claim is valid.

## **GRIEVANCE**

A grievance is any dispute, claim, or complaint concerning the interpretation or application of these operating guidelines or department procedures. Every effort will be made by the parties to settle all grievances as soon as possible and at the lowest level. Time limits set forth shall be strictly complied with and can only be waived by mutual agreement of the parties in writing. At no time will an employee take a department issue to city management without first trying to solve the problem at department level.

Step 1 Written notification of a pending grievance shall be submitted to the Chief or Assistant Chief within five (5) calendar days after the occurrence of the event or became aware of the event and all grievances shall be taken up with the Chief or Assistant Chief in writing within seven (7) calendar days after the occurrence of the event leading to the grievance or when they should have reasonably become aware of the event. The written grievance shall state the nature of the grievance, the act or acts complained about and when the act or acts occurred, the identity of the employee or employees who claim to be aggrieved, the precise Articles, Section and or subsection of the agreement claimed to have been violated, and the remedies sought. The Chief or Assistant Chief shall provide an answer within seven (7) working days. Failure of the Chief or Assistant Chief to respond shall be considered a denial of the grievance.

Step 2 A grievance denied in Step 1 may be followed up with procedures set forth in the City Handbook and elevated to the next level.

### **DAILY DUTY GUIDELINES**

Reports shall be completed immediately after each run or incident requiring a report. If complete information cannot be obtained on scene, a follow up shall be made no later than the following day.

#### **Weekday shifts may follow these guidelines:**

0700-0730	Information & shift change
0730-0830	Apparatus checks
0830-2200	Daily work, special activities, Training (class & field), clean equipment
1100-1200	Lunch
1200-1300	Lunch, clean kitchen
2200-0600	Study, free time, lights out
0600	Wake up, make beds, clean equipment, and clean station

#### **Weekend shifts may follow these guidelines:**

##### SATURDAYS

0700-0730	Information & shift change
0730-0830	Apparatus check
0830-1200	Training with City Crew
1200-2200	Daily work, special activities, study, free time
0600	Wake up, make beds, clean equipment, and clean station

##### SUNDAYS

0700-0730	Information & shift change
0730-0830	Apparatus check
0830-2200	Daily work, special activities, study, free time
0600	Wake up, make beds, clean equipment, and clean station

### **ADDITIONAL DUTIES BY DAY**

The following details are complete cleaning of listed equipment. This is above and beyond what is completed in the daily details. This includes removing equipment from vehicles and cleaning compartments and floor to ceiling cleaning of station areas.

#### **Monday:**

Apparatus: Engine 21

Station: Kitchen

#### **Tuesday:**

Apparatus: Pumper 21

Station: Bathrooms

#### **Wednesday:**

Apparatus: Brush 21 / Air 21

Station: Bays

#### **Thursday:**

Apparatus: Reserve Engine

Station: Bunkrooms / Offices

#### **Friday:**

Apparatus: Chief 21

Station: Dayroom / Workout Room

Perform preventative maintenance to station generator

#### **Saturday:**

Wash all station laundry

### **DINING OUT**

It is the desire of the Department to allow employees the ability to purchase food, or dine out in an accepted establishment within the boundaries of the Department, without compromising the Department's ability to serve the public. A dining establishment shall be considered acceptable when its primary function is serving food. Personnel shall refrain from wearing bunker gear into dining establishments. Crews should restrict their visits, as closely as possible, to normal dining hours. Crews should keep their visit to no more than one (1) hour in length. The apparatus placement shall be determined by the officer, with consideration given to the patrons of the establishment and to any possible damage our equipment might do to parking lots. The apparatus should be placed within a line of sight for security issues.

### **LEAVE & SHIFT TRADE GUIDELINES**

This policy is intended to provide flexibility for using annual leave, while at the same time providing the minimum amount of personnel to cover each shift.

Scheduled annual leave must be taken in the following increments.

0700-1600 - 9hr block

1600-0700 - 15hr block

0700-0700 – 24hr block

- Employees shall be permitted time off to attend fire service related higher education courses or programs provided the employee arranges for a replacement to maintain minimum manning levels, if required, while attending such courses or programs with the Assistant Chief or Chiefs approval.
- Shift trades will be permitted between Lieutenants and Engineers as one group, and between firefighters as the other group.
- All trades must be paid back between each individual within the same calendar month.
- All trades must be completed by the last day of the month before midnight.
- Trades must be approved by the Assistant Chief or higher.
- All trade sheets must include time traded, time being made up and then submitted a minimum of 48 hours in advance. Any swap sheets not filled out completely or correctly will be returned denied and must be resubmitted.
- After trade approval, should an employee covering the swap time not be able to report for duty, that person will be responsible for finding another replacement or be charged the appropriate time off, not the employee with whom they are swapping.
- Department members are not allowed to take annual leave for secondary employment.
- If you are being compensated by a second party for performing a task while on annual leave, you are in violation of the departments leave policy. (Shift trades are allowed for secondary employment).
- If two employees request the same day off for annual leave, the following process will be used for deciding who gets the time off. 1-Maternity, 2-Emergency, 3-Sick, 4-Required Training, 5-Annual, 6-Non-Required Training.
- Seniority will be used for deciding leave conflicts, except for maternity and emergency/sick leave.
- One day leaves will not be granted for major holidays. Thanksgiving, Christmas Eve, Christmas Day, New Years Eve, New Years Day, 4<sup>th</sup> of July.

**VACATION TIME EARNED**

Shift personnel will earn vacation time based on the following chart:

0-5 years 10hrs per month

6-10 years 12hrs per month

11-15 years 14hrs per month

16+ years 16hrs per month

Salary employees will earn vacation time based on the following chart:

0-6 years 1 day per month

7+ years 1 ½ days per month

No vacation time can be taken until working 12 months of continuous employment. Time earned in the first 12 months will accrue

### **SICK LEAVE**

Each shift employee is entitled to earn twelve (12) hours per month of sick leave with pay. Each 40 hour employee will earn eight (8) hours per month. Sick leave may be accumulated. Sick leave time will begin with the first complete calendar month of work and earned on the last day of that calendar month. There will be no pro-ration of the time for an incomplete month. Proof of illness or disability may be required by the Fire Chief, Assistant Chief, Battalion Chief or Shift Officer in charge at anytime when requests for sick leave are in connection with vacation, holidays, pending employee disciplinary actions or if an employee does not have at least 200 hours of sick leave. Regardless of the circumstances, shift employees will be required to submit a doctor's excuse upon returning to work if absent due to illness for two (2) consecutive shifts. Forty (40) hour employees will be required to obtain a doctor's excuse before returning to work after an absence due to illness for three (3) consecutive work days. The City will not assume the cost of a proof of illness or disability and/or a doctor's excuse.

### **BREVEMENT LEAVE**

Funeral absence leave with pay shall be authorized for employees to funerals for members of an employee's immediate family. Immediate family is defined as mother, mother-in-law, father, father-in-law, sister, sister-in-law, brother, brother-in-law, spouse, children, stepchildren, present step-parents or other extenuating circumstances, and grandparents. No more than three (3) 8-hour consecutive days will be granted for 40-hour employees. No more than one (1) 24-hour shift will be granted for shift personnel. If more time is needed, sick leave can be used at the discretion and approval of the Chief.

**HOLIDAYS**

The following holidays shall be recognized:

New Year's Day	Martin Luther King Jr. Day	Veterans' Day	Memorial Day
Christmas Day	Christmas Eve	Independence Day	Labor Day
Thanksgiving Day	Friday after Thanksgiving	Birthday	

For 40-hour employees, if the holiday falls on a Saturday, then it will be observed on the previous Friday. If the holiday falls on a Sunday, then it will be observed on the following Monday.

For 24-hour employees, if you work the shift prior to the holiday you will be compensated for working seven (7) hours of holiday pay (0000hrs to 0700hrs). If you work the shift of the holiday, you will be compensated for working seventeen (17) hours of holiday pay (0700hrs – 2359hrs). Compensation is at time and a half.

Time off for Birthdays will be taken between Monday through Friday. Each employee will receive eight (8) hours off to be taken between 0700 and 1600 hrs.

### **COMPUTERS / PASSWORDS**

Computers are provided for shift personnel. Use of administrative computers is prohibited without approval of the Chief or Assistant Chief. Computers are for department business only. Personal programs are prohibited, except as noted in City Personnel Regulations. Abuse of computers may result in loss of privileges or disciplinary action. Tutorials should be used to learn programs. The use of the internet to look at obscene or pornographic websites is strictly forbidden and will be punishable.

### **PROTECTIVE CLOTHING**

Employees shall wear all protective clothing when working within the hazard zone. The employee should don the protective equipment prior to getting on the apparatus, with the exception of the apparatus operator, who may choose whether or not to drive in their bunker pants and boots. The apparatus operator should don protective equipment upon arrival at the scene. Employees who respond in the rescue trucks will don protective equipment upon arrival at the scene. Employees shall be trained in the use, care, inspection, maintenance and limitations of the protective clothing assigned to them or available for their use.

### **MAINTENANCE OF EQUIPMENT**

The personnel are responsible for maintaining their protective equipment. The employee will keep their protective equipment at their assigned station unless a Chief Officer gives prior approval. Personnel shall keep their protective equipment clean, neat and stored in the proper condition. All protective clothing shall be used and maintained in accordance with the manufacture's instructions and recommendations. All structural gear will be cleaned immediately after any structure fire or call where it was contaminated. Any damaged protective equipment should be reported to a Chief Officer. The Chief Officer will determine if the item is suitable for repair or needs to be replaced.

### **FUELING APPARATUS**

Department vehicles shall be fueled on a regular basis. No Department vehicle shall be left below three-quarters (3/4) tank of fuel. Each apparatus is assigned a fuel key. Vehicles should only be fueled on their assigned keys.

### **MISCELLANEOUS FUEL**

There is a key assigned for obtaining miscellaneous fuel. This key will be used to fill gas cans for trucks, premixed fuel cans and generators. Personnel should enter 0 for the mileage.

### **TRAINING OFFICER RESPONSIBILITIES**

Per NFPA, responsibilities of the Training Officer include:

- (a) A training schedule approved by the Chief is distributed to officers designating specific subjects to be used in training personnel.
- (b) Prepare schedules and forward to companies to report for class and practical training.
- (c) Report on duties performed by the training office personnel.
- (d) Maintain permanent files of individual training records.
- (e) Complete an annual or semi-annual evaluation of training performance of officers.
- (f) Submit detailed reports and evaluations of probationary personnel.
- (g) Maintain an inventory of training office apparatus and equipment.
- (h) Submit a monthly summary of training activity to the Chief.
- (i) Submit an annual report of training activities to the Chief detailing accomplishments of the past year and projected programs and needs of the division.

#### **The Training Officer coordinates EMS continuing education for personnel to maintain certifications and stay abreast of State certification requirements.**

Officers are responsible for maintaining shift-training records as follows:

- (a) Log book entries and reports of shift training and schools or programs attended.
- (b) Submit monthly shift training reports to the Training Officer. This report may be omitted if reported on a daily record.
- (c) Submit individual training records for attendance at training, schools or programs to the Training Officer.

## **DRIVER TRAINING**

To be approved by the Chief to drive apparatus, except for training and routine duties when accompanied by an approved driver, personnel should be certified in Emergency Vehicle Operators Course and demonstrate a working knowledge of the vehicle. Personnel should also have completed the department multi-media driver operator course. Officers are responsible for driver training of personnel. Before operating equipment, trainees demonstrate basic knowledge in routine inspection and maintenance, gauges and switches, emergency procedures, engine shutdown and alternative pump engagement. Before a final check ride is given, trainees must have obtained a minimum of ten properly documented hours of driver training on duty, and demonstrate working knowledge of the following:

- (a) Gages and switches.
- (b) Pumps and pump operation
- (c) Water supply
- (d) Written and field calculations for friction loss
- (e) Sprinkler systems
- (f) Emergency operations
- (g) Area familiarization
- (h) Preventative maintenance
- (i) Agent discharge and fill systems
- (k) Spotting apparatus
- (l) Communications

Upon request of an officer, the Training Officer or other senior officer may administer written and practical exams for each apparatus. Trainees are only permitted to operate apparatus when all exams have been successfully completed per department SOG's and NFPA Standards. Resources for study include IFSTA manuals, SOG's, manufacturer specifications, operator handbooks, and knowledge of officers, engineers and other firefighters.

### **BASIC FIREFIGHTER TRAINING**

Basic firefighter training is conducted per IFSTA, State of Florida, and department SOG's and NFPA Standard recommendations or requirements. All training materials such as books, study guides etc that are purchased by the department are the property of the department and must be turned back into the department upon completion of the class. If a firefighter wants to keep a book or study guide they must purchase their own or reimburse the department.

### **FORMAL TRAINING REQUESTS**

The chain of command is followed when requesting formal training. Requests must be in writing. No action will be taken without approval of the Chief.

### **CERTIFICATION OF TRAINING**

Personnel receiving certified training are responsible for submitting copies of certificates or certification cards for authorized or required training to the Training Officer.

### **TRAINING SCHEDULES**

Monthly training subjects will be posted at the beginning of each month.

Personnel are responsible for acquiring required hours monthly.

Field and class training will be recorded in the logbook and monthly training reports.

Officers are responsible for scheduling field training. Personnel are responsible for studying pertinent resources in preparation for monthly subjects.

When training hours are not acquired, shift officers will submit written reports explaining the deficiency to the Training Officer. The Training Officer forwards such reports to the Chief for action.

### **EDUCATIONAL INCENTIVE**

Each employee will be entitled to receive reimbursement for fire related courses. This will be paid on a purchase order system. Employees will not receive reimbursement unless they are taking courses which will be approved by the Chief and no course will be approved unless it is in line with a Fire Science Degree or a State Certified Course. Any books purchased with this money will become the property of the City. Anyone wishing to take courses for which books have already been purchased will use City books. Employees can purchase their own books if they wish to highlight and keep them. The City will not pay overtime for employees to go to school. The City will retain the right to determine manning as it affects school leave. The City

will not unfairly withhold school leave from any employee. The protection and interest of the citizens of Niceville will remain paramount in the decision whether or not to allow school leave as it affects manning. Procedures for receiving education funds:

Must have course approved by the Chief

Must have purchase order issued at time of course enrolment.

Upon completion of the course with a grade of "C" or better, the employee will be reimbursed for the tuition cost of the course. A copy of Proof of Completion with grade for the City's records must be presented before payment can be made to any employee.

Must present books purchased with receipt to provide the cost to the City of Niceville.

Employee must check with the City before purchase of books to ensure the book required has not previously been purchased and is in the City Library.

An employee accepting or requesting reimbursement for a class or course costing more than \$1,000 will sign a separate contract for reimbursement with the following stipulations:

Upon completion of the class or course, reimbursed by the City of Niceville, the employee who received the reimbursement will be obligated to work for the City for a period of two (2) years. The two (2) year period will start with the last completed day of the class or course. If the employee fails to complete the two (2) year period, then the employee will be obligated to refund to the City the cost of the class or course including lodging, per diem, books and any associated cost which the City has incurred.

**NON-COMPENSABLE TRAINING COURSES & PROGRAMS**

Time spent training in the following situations is not compensable, even if the department pays for all or part of training costs:

- (a) Voluntary attendance at non-required training
- (b) Attendance outside regular work hours at specialized courses required by law for certification
- (c) Attendance outside work hours of training required by law of a higher level of government.

## **HOSE TESTING**

Per NFPA Standards, fire hose is tested annually to assure a reasonable level of safety and dependability. New fire hose is tested and marked before being placed in service. Lay out hose to be tested in lines not to exceed 300 feet. The number of lines to be simultaneously tested is limited to the number of available discharge ports. Remove kinks and record identifying numbers for each section of hose.

Connect pumper or hose tester to water supply. Connect lines to be tested to discharge ports. Attach a shut-off type nozzle to the discharge end of each line. Mark hose at the edge of each coupling shank with a soft pencil to determine if slippage occurs during testing. Fill hoses with water while nozzles are open and elevated. Exhaust all air from lines by flowing water. Nozzles may be held by personnel or otherwise elevated during this part of the process. When air is expelled, leave nozzles open and gradually raise pressure at the nozzle to 50 psi for solid streams or 100 psi for fog streams. Defective lining is most likely to pull loose when flowing water under pressure, but pressure alone may not expose defective linings.

Reduce pump pressure, slowly close nozzles and place them on an elevated block or on the ground. Check couplings for leakage and tighten as needed. Gradually raise pump pressure to 250 psi, hold five minutes, and then surge to 300 psi. After surge test, slowly reduce pressure, close the discharge port, disengage pump and open nozzles. The purpose of testing non-collapsible intake hose is to determine if it leaks, will perform under normal operating pressure, will maintain a vacuum and to check for loose inner linings.

Vacuum tests for intake hose are performed in the same manner as Pumper dry vacuum tests:

- (a) Visually inspect interior of intake hose by placing a light in the barrel of the pump intake with the light directed to the outside.
- (b) Connect the non-collapsible intake hose and hold it horizontally to the pump intake.
- (c) Place a piece of safety glass over the male end.
- (d) After the pump and hose have been subjected to the vacuum test, observe the inner lining of the intake hose.

Computer records will be kept for each section of in-service hose including date of purchase, manufacturer, date and results of tests, remarks on tests, repairs, unusual features, causes of failure and other pertinent data.

### **PUMPER SERVICE TESTS**

Per NFPA Standards, Pumper service tests are performed annually and conducted under the same criteria as acceptance tests, except the time is reduced to 100-percent for 20-minutes, 70-percent for 10-minutes and 50-percent for 10-minutes. Engine oil will be checked before testing, engine temperatures monitored during tests and oil levels checked after testing. In addition to hose and nozzles, other required equipment includes a pitot tube with chamber and pressure gauge, a stopwatch and fire stream tables. Discharge valves may be adjusted to reduce nozzle pressure and increase pump discharge pressure. When nozzle and pump pressures are properly set for GPM to be flowed, the test can be officially started. Readings should be taken with pitot and pump pressure gauges frequently enough to obtain accurate averages. When pressures vary, reading shall be taken more frequently than when the pressure is steady. Hose lays and tip size used for each Pumper are recorded and used for each subsequent annual service test.

### **PUMPER DRY VACUUM TESTS**

Per NFPA Standards, pumpers will have a dry vacuum test conducted annually. Close the booster tank and completely drain the pump. Close discharge valves and auxiliary drains and remove discharge caps. Operate the primer and develop a twenty-two inch vacuum. Disengage primer and let system stand for ten minutes. Pumper passes if vacuum drops only ten inches or less during the ten minute period. If the pump cannot maintain a vacuum within these parameters, the maintenance officer will be advised and a work order completed and forwarded to the Assistant Chief.

### **RECORDS AND REPORTS**

The Department must maintain records and reports. These reports are legal documents and must be maintained accurately. Anytime an employee is in doubt of whether a report is required for an incident then a report shall be generated. All reports shall be completed before leaving the tour of duty. This is very important for follow up investigations, state information, and public requests for reports. The report shall be checked for completion, accuracy by the Assistant Chief. In the event of computer failure or difficulties the system administrator shall be contacted. An operation report is required for every call. The employee in charge of the incident shall complete the operation report and turn it into the Assistant Chief. All sections of the report shall be completed.

### **PROTECTIVE CLOTHING**

The Department shall provide each employee with the appropriate protective clothing and equipment to provide protection from the hazards of the work environment. The protective clothing shall not be modified or altered for personal protection and integrity of the design.

### **BUNKER GEAR**

Protective clothing and equipment shall be utilized whenever the employee is exposed or potentially exposed to the hazards for which it is provided, or upon an officer's direction. The employee shall be trained in the care, use, inspection, maintenance, and limitations of the protective clothing and equipment available for their use. The employee is responsible for cleaning and care of the protective clothing. All protective clothing and equipment shall be stored at the fire stations, with the exception of the Battalion Chiefs and Chief Officers.

### **SCBA AND PASS DEVICES**

Self contained breathing apparatus shall be utilized at all times, when the employee is in, on or near a contaminated atmosphere or one that may become contaminated. If eyeglasses are to be worn, the employee shall use frames that do not pass through the seal of the face piece. Personal Alert Safety System devices shall be utilized at all times when the employee is within a structure or other hazardous area. The incident commander has the authority to require PASS device use under special circumstances.

### **HELMETS**

Helmets shall not be altered in any manner from the factory. Personnel wishing to add other markings or items on the helmet must obtain approval from a Chief Officer. The rear of the helmet will support the individual's last name. The white and yellow helmets will use black lettering. The black helmets will use white lettering.

### **HIGH VISIBILITY REFLECTIVE VESTS**

High visibility reflective vests are provided on all apparatus and are to be used in all traffic situations that Bunker gear is not necessary; however it is recommended they be worn over gear to add visibility in a no-hazard zone. The vests also provide department identification for personnel driving and operating around apparatus on emergency scenes. Examples may be tanker drivers leaving the vehicle to fill, and driver operators on a fire scene out of the hazard zone.

**RESPONSE – MINIMUM MANNING**

At least two personnel are required for emergency response. If a second call is received request mutual aid and chief tones to cover the second emergency. Minimum manning requirements at an incident scene are governed by concerns for safety of personnel and victims, and hazards associated with the incident. Response manning and incident management manning needs should not be confused.

**RESPONSE – EQUIPMENT & MANPOWER**

Use the following guidelines to determine initial response resources depending on type and location of call:

For all calls within the city limits, standby personnel will respond in city trucks directly to the scene and park far enough away to allow incoming fire apparatus to maneuver park and operate effectively. For all calls outside the city limits to include Auto Aid departments and calls out on Hwy 85 or 285, standby personnel will respond directly to the station and take second engine or apparatus specifically requested by chief officer or standby officer.

**NO PERSONNEL WILL RESPOND OUTSIDE OUR DISTRICT IF THEY DO NOT HAVE AT LEAST FLORIDA 160HR FIREFIGHTER I CERTIFICATION.**

- (a) General Fire Calls, including fire alarms, MVA's & medicals**
  - (1<sup>st</sup> due) Appropriate Engine & standby crews
  - (2<sup>nd</sup> due) An engine with volunteers or standby crews
- (b) Major Fire Calls**
  - (1<sup>st</sup> due) Appropriate Engine with duty shift
  - (2<sup>nd</sup> due) An engine with standby crew and volunteers.
  - (Auto-Aid) Valparaiso, East Niceville, North Bay and Eglin depending on location
- (c) Automatic Aid (given) and Mutual Aid (given)**
  - Appropriate Engine(s) with duty shift

## **INCIDENT MANAGEMENT SYSTEM**

All personnel shall utilize the Incident Management System (IMS), also known as Incident Command System (ICS), to effectively and efficiently control and mitigate emergencies. The incident management system shall be implemented on every incident. The first unit on the scene shall implement the system and assume command. The incident commander is responsible for the scene until relieved, even if senior officers are on the scene but have not assumed command. A radio report naming the incident and the location of command post shall be made as soon as possible after arrival at the incident. If conditions warrant the first arriving unit to pass command the next arriving unit will assume command. If the first unit passes command they must still maintain control of the scene until command can be set up. The incident commander shall establish the command post in an accessible location. The incident commander may opt for the following command postures: Establish a command post and assume command responsibilities. Pass command to a later arriving unit and engage in scene operations. Perform command operations while participating in scene operations, only if direct participation will provide for a favorable outcome of the incident.

## **SIZE UP**

A size up shall be performed by the first arriving unit and shall be transmitted via the radio to all responding units. The size up shall consist of the following basic components: Type and size of the occupancy or incident. A brief statement of conditions found. Radio identification of the unit and the fact that command is being taken or passed to a later arriving unit. Mode of operations being taken. When necessary, any special instructions to incoming units.

## **STATUS REPORTS**

A situation report to dispatch shall be made as soon as it is practical after arrival and the scene is sized up. There should be a situation update every twenty (20) minutes into the scene. There should be an update on the following benchmarks: Completion of primary search. Completion of secondary search. Fire under control. Fire out. Extrication complete. Other pertinent information such estimated time out, etc.

## **DESIGNATION OF SECTORS**

The incident commander shall designate sector officers as required. Responding apparatus or officers must realize that the incident commander must establish an organization and plan at a

specific incident. Apparatus or officers dispatched to a specific area or location are not automatically sector officers until assigned by the incident commander.

### **IDENTIFICATION OF SCENE**

The exterior of the building shall be identified with letter designation beginning with the front of the building as being side A and the lettering of sides continues in a clockwise fashion. The interior shall be designated by floor. Beginning with the basement then floor 1, floor 2 and so forth. The exposures shall be designated by utilizing numbers along with the side of the structure, i.e. B/1 for the first building or exposure on side B. The exposures will number in sequence as they move away from the fire building.

### **FIREGROUND PRIORITIES**

There are three fire ground priorities and they should be accomplished in the following manner. Life Safety – The accomplishment of life safety functions consist of a primary search, proper ventilation, fire control, secondary search, evacuation and the treatment of injured victims. Fire Control – The accomplishment of fire control may include fire attack, confinement, extinguishment and exposure protection. Property Conservation – The accomplishment of property conservation functions may include salvage of property, overhaul of the fire, fire protection system control and securing of the structure.

### **STAGING OF RESOURCES**

There are two levels of staging utilized to maintaining resources for the incident.

Level 1 Staging – The first arriving unit not directly assigned to work at an incident shall establish a staging area. The incident commander may identify a staging location or the first arriving unit shall determine a location and transmit this to the incident commander. The staging location should be in a location where units can maneuver around the incident if required. All apparatus and later arriving personnel shall report to staging. The staging officer shall assign personnel to staff apparatus and or make up necessary crews.

Level 2 Staging – This is generally utilized for larger scale incidents where numerous resources will be required. The staging location shall be in an area away from the incident and located for ease of access and egress as well as providing for minimizing traffic congestion.

## **RESPONSE TYPES**

### **MEDICAL EMERGENCIES**

Medical emergencies are categorized by four response categories which are determined by questions asked by certified Emergency Medical Dispatchers who ask questions to the caller to determine the category and also provide first aid directions to the caller while waiting for Fire Department response. The Categories are as follows:

- Alpha Non emergency response. Non life threatening
- Charlie Emergency response. More hazardous than alpha but not life threatening
- Delta Emergency response. Life threatening. Loss of life or limb without assistance
- Echo Non emergency response or cut lights and sirens prior to arrival. Scene is not secure or involves a psychiatric patient who could become agitated with commotion

### **STRUCTURAL FIRES**

Personnel shall wear all personal protective equipment with air pack, including having the PASS device activated while in the hazard zone.

When smoke and or fire is showing a reliable water supply shall be established through the use of hydrant, drafting from static water supply or tanker shuttle operations as soon as it is realistically possible.

A primary and secondary search shall be completed on structures to insure all occupants have exited the structure.

An appropriate form of ventilation will be performed as soon as realistically possible.

An attack line of a minimum of 1 ¾" hose shall be deployed. If the structure is larger than 3,000 square feet deploy a 2 ½" hose line as soon as resources will allow.

A safety line of sufficient size shall be deployed for working fires.

A rapid intervention crew shall be assembled and ready for deployment during hazard zone operations. The rapid intervention crew should have a hand line off of a separate unit.

Exposure lines shall be deployed, as necessary and master streams prepared in the event defensive operations are required.

Follow the Department Initial Attack Policy for two in and two out standards before making an interior attack. An exception may be made to execute a rescue of a trapped victim.

### **OPEN BURNING REGULATIONS**

The Department follows the Department of Agriculture Division of Forestry Guidelines for any open burning within the Department. In addition, the Department supports the City of Niceville with their city ordinance of no burning.

### **NATURAL COVER FIRES**

Personnel shall wear a minimum of bunker pants and boots, gloves and helmet during natural cover fire operations. If conditions warrant full protective clothing shall be worn.

Always approach the fire from the burned side.

If the unit has lockout hubs on the front axles, always lock the hubs in before leaving the hard surface. Do not lock the 4x4 in gear until you are having difficulty getting traction.

The unit should be operated at a slow pace when off road. When possible have a spotter out in front of the vehicle watching for obstructions.

Utilize hand operations such as water packs, rakes, etc. when area is inaccessible.

REMEMBER – Natural cover fires are only an emergency when exposures are threatened. Units should still respond in the emergency mode during high winds, long distances, dry conditions or fire is threatening exposures.

### **VEHICLE FIRES**

Personnel shall wear all personal protective equipment with air pack, including activating the PASS device while in the hazard zone.

An attack line of 1 ¾" hose minimum will be deployed.

The apparatus should be staged to allow for an effective attack while not compromising the safety of the personnel or the apparatus.

Personnel should approach the vehicle from safe areas, keeping in mind hazard zones of tires, bumper shocks, and hood lifting devices, etc. that present additional hazards to personnel.

### **CARGO TYPE VEHICLES**

In addition to above procedures any vehicle that is designed to carry cargo should be considered to be a potential hazardous materials incident until proven otherwise. All personnel should use appropriate caution when dealing with this type of vehicle.

## **MOTOR VEHICLE ACCIDENTS**

Personnel shall wear all personal protective equipment until the hazards are secured and the incident commander gives the order to remove protection. When protective clothing is removed and the scene dictates the personnel should don the safety vests for reflective warning.

A fire extinguisher or hose line will be deployed until all hazards are secured. A safety line of 1 ¾" hose minimum will be deployed while mechanical extrication is being performed.

All vehicles should be stabilized prior to extrication beginning. Personnel involved in hydraulic extrication shall wear all personal protective equipment. All patients should be covered during hydraulic extrication. Personnel should approach the vehicle from safe areas, keeping in mind hazard zones of tires, bumper shocks, and hood lifting devices, etc. that present additional hazards to personnel. When hydraulic extrication is necessary the incident commander or extrication sector leader shall evaluate the vehicle for potential air bag devices. These devices dictate where and how extrication should be accomplished. If the air bags have not deployed the electrical system should be cut and the air bag cover put in place. The apparatus should be staged to allow for an effective scene management while not compromising the safety of the personnel or the apparatus.

## **AUTOMATIC ALARMS**

Automatic alarms are a system designed for early notification. The first due unit should respond emergency to the scene to establish confirmation. Personnel should be in full protective clothing until the alarm can be confirmed as false. Upon arrival personnel should seek out the main control panel to identify the potential problem and location of the alarm. A licensed alarm or sprinkler service technician must service systems that are showing trouble. Fire Department personnel will not reset systems.

## **HAZARDOUS MATERIALS**

For hazardous materials spills or releases, response is guided by this section.

- Respond and approach carefully from upwind whenever possible.
- An Incident Command System will be established.
- Materials will be identified using emergency response guidebooks. Assess immediate effects of incident, exposure risks, potential for fires and explosions and exposures to property or environment.
- Control risks by establishing restricted, limited access and support zones. No one permitted to enter restricted zones without full protective gear including SCBA.

- Only appropriately protected and trained personnel are allowed to enter restricted zones for rescue or containment.
- Evacuate and keep bystanders away from incident, at least per distances recommended in emergency response guidebooks.
- Reconnaissance of the incident site will be in appropriate protective gear including SCBA.
- Do not walk into or touch the material and avoid inhaling fumes, vapors or smoke.
- Continue evaluating the situation, determine what needs to be done, formulate immediate and long-term plans of action.
- Determine additional resources needed, inform Incident Command and request resources.
- Assess how to best conclude the incident and arrange for cleanup. The Niceville Fire Department will not participate in clean up of hazardous materials.

### **METHAMPHETAMINE DRUG LABS**

The officer in charge shall coordinate the efforts of the Department with the law enforcement agency on the scene. They shall work together as a Unified Command

#### **Prior to response**

The incident commander shall attend a pre-raid briefing

The commander will address tactical considerations of the operation with the scene personnel

The commander will address staging locations of apparatus prior to deployment of equipment

The commander will attempt to identify the chemicals that may be involved at the incident. This may be accomplished from information gathered through Intelligence.

#### **During the response**

The incident commander and the on-scene law enforcement commander will utilize a unified command structure. This will ensure that safety and operations of both entities will function properly and efficiently

All personnel will remain with their designated units

Personnel will stage at the discretion of the incident commander. When possible staging will be established at least five (5) blocks away from the suspected site

All radio traffic will be kept to an emergency basis, only

Crews will prepare for possible emergency decontamination processes

### **After the response**

Personnel will insure that they have not been contaminated

Personnel that have had contact with any suspects will need to go through a decontamination process

Personnel will need to be made aware of signs and symptoms of exposure to the suspected chemicals. Complete decontamination processes will be done by a Hazardous Materials Response Team

**REMEMBER, THE CLEAN UP IS THE RESPONSIBILITY OF THE LAW ENFORCEMENT AGENCY HAVING JURISDICTION.**

### **CARBON MONOXIDE**

Upon arrival interview occupant to determine possible sources of carbon monoxide and any actions prior to arrival

Upon entering the structure an initial reading inside the front door will be taken to determine the level of carbon monoxide present

Measured reading < 35 ppm continue investigation

Measured reading > 35 ppm utilize SCBA and ventilate structure

Inspect all applicable appliances, one at a time, to help identify source

Action levels for specific levels

9 ppm or less

Recommend to occupants to check detector

Attempt to reset detector

Inform occupants to call 911 if detector sounds again or they start feeling ill

10 ppm – 100 ppm

Advise occupants that a potentially dangerous level exists and that they need to leave the occupancy

Have dispatch contact Natural Gas Company

Leave gas appliances shut off and advise occupants to have a service person come and inspect and or repair the appliance

Ventilate back to a safe level

100 ppm or greater

Advise occupants that a lethal level exists

Perform steps as above.

Note – It is not uncommon for a few parts per million to exist within structures. Always advise occupants of findings and any suggested actions based on the findings.

## **ACCOUNTABILITY SYSTEM**

This procedure identifies a system of incident site fire fighter accountability. The purpose is to account for all fire fighters within a small geographic area, within the "hazard zone" of an incident or during normal operations conducted during an incident. Use of the system will provide enhanced personal safety for the individual fire fighter, and will provide the Incident Command Organization staff an improved means to track and account for all personnel working in the hazard zone. The hazard zone will be defined as any area that requires an SCBA, a charged hose line and protective clothing or in which a fire fighter is at risk of becoming lost, trapped, or injured by the environment or structure, or in an area where the firefighter may be outside the line of sight of another individual. This would include entering a structure reported to be on fire, operating in close proximity to the structure during exterior operations, confined space or trench rescue, etc.

## **ACCOUNTABILITY**

Accountability is a critical element in the safety of all fire fighters working on the fire ground. Each person involved in an incident whether at the task, tactical, or strategic level, must make a personal commitment to follow all policies and procedures regarding accountability. Accountability involves a personal commitment to work within the safety system at all times. Accountability is more than an accurate passport. Accountability is company officers keeping crews together, staying on the hose line, working in pairs, leaving when you're low on air, each crew carrying their portable radio, turnouts properly marked, and ID on helmets. Command will always maintain an accurate tracking and awareness of where resources are committed at an incident. Command will always be responsible for including accountability as a major element in strategy and attack planning, and must consider and react to any barriers to effective accountability. Sector Officers will always maintain an accurate tracking and awareness of crews assigned to them. This will require the Sector Officer to be in his/her assigned area and maintaining close supervision of crews assigned to them. Company officers shall maintain a current passport of personnel responding on the apparatus at all times. All crews will work for Command or Sectors -- no free-lancing. Crews arriving on the scene should remain intact. A minimum crew size will be considered two or more members. All crews entering a hazard zone should have a supervisor. All crews will go in together, stay together, and come out together. Reduced visibility and increased risk will require very tight togetherness. If a radio fails while in the hazard zone, the crew will exit.

### **PASSPORTS**

To enhance accountability and to improve tracking of fire fighters at the incident, the "PASSPORT" system will be used. PASSPORTS involve a plastic card with the crew members names affixed that is turned into a Command/Accountability Officer. The PASSPORT system equipment involves a 2" x 4" red plastic card with the company's ID etched on it. The PASSPORT should contain the names of all personnel presently assigned to that company. The PASSPORT will always be located on the dash of the apparatus at the Company Officer position or passenger side. A Velcro strip will allow the PASSPORT to be affixed on the dash and easily removed. Each fire fighter will be issued one (1) individual name tag. These will be affixed to Velcro strips on the underside of their helmet or in their coat Velcro. Each Company Officer will be responsible for ensuring that the PASSPORT always reflects only currently assigned personnel. The name tags of these members may be returned to the member placed on the Company Officer's helmet Velcro strip or placed in his/her coat. All PASSPORTS and helmet ID's will be considered safety equipment and will be inspected as other safety equipment. It will be repaired or replaced as soon as possible on a priority request. If any equipment is lost at a scene, temporary equipment will be available for issuance.

### **TACTICAL BENCHMARKS**

Several accountability benchmarks are included in tactical operations. The Personal Accountability Report (or "PAR") involves a roll call of personnel assigned. For the Company Officer, a "PAR" is a confirmation that members assigned to his/her crew are visually accounted for. For the Sector Officer, a "PAR" is an accounting for all crew members of all companies assigned to his/her sector. Reports of PAR's should be conducted face-to-face within the company or with the sector whenever possible. Example: "Command, Engine 21, I have a PAR" (all members accounted for). A personal accountability report will be required for the following situations: Any report of a missing or trapped fire fighter (Command initiates a PAR of all crews on the scene). When a PASS Device is sounding. Any change from offensive to defensive (Command initiates a PAR of all crews on the scene). Any sudden hazardous event at the incident - flash over, backdraft, collapse, May Day, etc. (a PAR is initiated by Command). At every 20 minutes of elapsed time. Any time Command feels it is necessary. The first step in conducting a "PAR" is to start at the lowest supervision level; the crew, sector or company officer in charge of subordinates.

### **LOST OR MISSING FIREFIGHTER**

In the event that a member of a crew becomes missing, lost, or trapped, the following procedure will be followed. An absent member of a crew will be considered lost until proven otherwise. The

crew leader, company officer, or sector officer will do a "PAR" for his subordinates. If the absent person is not located, COMMAND will be notified. Once notified, COMMAND will initiate a "PAR" for all personnel. During this "PAR", COMMAND may elect to assign a RIT to the last known place of the missing firefighter to start search and rescue efforts. The first step in determining that a firefighter is missing is for each respective crew, sector, or company officer to perform a "PAR" for his or her subordinates.

### **ACCOUNTABILITY OFFICERS**

Accountability Officers may be Driver/Operators, Captains, Lieutenants, Sector Officers, Safety Officers, Operations, the Incident Commander or personnel specifically assigned to serve as Accountability Officers for the incident. The first unit establishing command to the incident or point of entry will serve as the initial accountability location. The company officer will serve as the initial Accountability Officer. All crews entering the incident will deliver their PASSPORTS to the accountability location closest to their "point of entry" prior to entering the incident. PASSPORTS will remain at the command post (accountability location). As the incident escalates and staff officers fill positions Accountability Officers will be assigned by Command. At incidents with a critical need for Accountability Officers to assist Sector Officers, Command may choose to split up a company and distribute the crew members to different sectors to act as Accountability Officers. The Accountability Officer's responsibilities include:

1. Develop and implement a plan designed to track and account for all personnel working in the hazard zone.
2. Ensure that Accountability Officers are implemented in each sector as necessary in coordination with Command.
3. Request and manage accountability sector(s) resources as needed.
4. Provide progress reports to Command.
5. Advise Command to initiate PAR's upon benchmarks or as needed.

### **MEMBER'S INDIVIDUAL RESPONSIBILITIES**

Arriving crewmembers will be responsible for immediately updating the company PASSPORT as they arrive to duty - including any constant personnel duty and following transfer from another station. Arriving crewmembers will remove the name tag from the PASSPORT of the crewmember they are replacing. For those crewmembers not permanently assigned, the name tag should be placed on the Velcro strip of their helmet on the underside of the rear brim or in their coat Velcro. Company Officers are responsible for ensuring that the PASSPORTS always

remain current. PASSPORTS must reflect only those members presently assigned to the company.

### **PASSPORT IMPLEMENTATION - THE INCIDENT**

Implementation of the PASSPORT system will occur at any incident that requires the use of SCBA and/or during normal operations at any incident. The objective of the PASSPORT system is always to have the crewmembers PASSPORTS near the command post and that they are accurate, reflecting only those members at the incident. For those situations where it is not clear-cut as to when and where to turn in PASSPORT, crews should consider the above-cited objective for their decision. For single company incidents, the PASSPORT remains on the apparatus dash. The Company Officer will assume accountability responsibilities. For Multi-Company or 1st Alarm assignments and greater, the PASSPORT system will function as follows: When Command is passed, the assuming IC will be responsible for accountability. However, if an OPS sector is established, then it becomes the responsibility of the OPS Sector Officer. It may become necessary to assign an ACCOUNTABILITY OFFICER for the incident to track personnel and resources. Upon arrival, units may receive assignments for OPS or COMMAND. After receiving an assignment, the crew will drop off their PASSPORT to the person in charge of accountability. The designated accountability will then place the PASSPORT on the command or status board under the assigned task. After the crew has performed their assigned task, the crew will report back to COMMAND or OPS that they have completed their assignment. COMMAND or OPS will do one of the following:

- (1) Send the crew to REHAB.
- (2) Give the crew another assignment
- (3) Send the crew to STAGING
- (4) Send the crew home

If a company is released from the scene, the company officer will need to pickup their PASSPORT. All crews will take their PASSPORTS to their assigned accountability location prior to entering the incident.

### **TERMINATING THE PASSPORT SYSTEM**

PASSPORT accountability will be maintained through a report of "fire under control," at which time a PAR for all crews must be obtained. Command will determine at that time, based on the situation and risk, as to whether to continue with the PASSPORT system. If visibility is still impaired or a significant hazardous condition still exists, Command may choose to extend the PASSPORT system further.

Upon termination and release from the incident, Company Officers and crewmembers will ensure that the PASSPORT is returned to the dash of their apparatus and that the PASSPORT is up-to-date.

### **RAPID INTERVENTION TEAMS**

The Department shall provide for the possible rescue of personnel operating at emergency scenes. This team should be prepared for immediate deployment, wearing the appropriate protective clothing, SCBA and have a supply of extra tools and equipment. This team should be set up and ready for deployment at working structure fires, specialty rescue scenes such as trench, water, high angle and collapse. Tarps with necessary equipment should be set up and staged with the RIT.

Deployment of the team should be considered:

- Sudden hazardous event

- Lost, trapped or unaccounted for firefighter

- Flashover, back draft or rapid increase in fire

When the initial rapid intervention team is deployed another team should be established.

The rapid intervention team should take immediate actions on a scene to make conditions safer.

There are other minimal involvement tasks that are not directly related to firefighting that the rapid intervention team could perform such as removing bars from windows, ladder upper floors of buildings, or open ground level doors.

### **POST INCIDENT CRITIQUE**

The Department will complete a post incident analysis of significant calls such as structure fires, unusual rescues, hazardous materials release, or other unusual circumstances. The critique should be completed as soon as possible after the incident. The incident commander shall lead the discussion of operations performed in chronological order, identify the command structure utilized and identify strong and weak operational points. The post incident analysis is a learning tool for the organization. It is not designed to point fault with personal issues or personnel.

### **CRITICAL INCIDENT STRESS**

When an employee(s) experience an unusual scene that may trigger unsuitable emotions, the Department recommends the employee seek assistance. The employee may seek out the Department CISD personnel. All personnel are charged with observing Department personnel for potential problems. This can be observed through sudden behavioral changes, mood swings, attitude changes and performance of the employee. If an employee is presenting signs of stress a chief officer should be contacted immediately. The general rule of thumb is that an initial defusing process occurs immediately at the scene or upon return to the station. If an actual debriefing is necessary, it should be accomplished no later than 72 hours after the incident.

### **SAFETY ROLES AND RESPONSIBILITIES**

The Department intends to establish a proactive role in the prevention of injuries, loss of life and property or threatening hazards. In this spirit the Department will provide education, guidance and recommendations that pertain to occupational hazards. The Department wishes to,

- Prevent accidents and occupational illnesses
- Improve safe work practices and provide training in the correct methods of completing work assignments
- Provide a safe work environment for all aspects of Department operations
- Instill a "safe attitude" for all employees

Every employee is responsible for safety issues. Everyone must participate to achieve a successful program.

### **RECORDS**

The Department shall maintain records in regards to,

- Fire department accidents
- Occupational injuries
- Illnesses
- Deaths
- Exposures

### **NFPA STANDARDS**

At the time of purchase all equipment shall be in accordance with the current National Fire Protection Association (NFPA) standards. The Department understands that NFPA compliance standards are ever changing and what is in compliance today may not be in compliance tomorrow. As older equipment fails, is lost, stolen or needs replaced a concentrated effort will be made to replenish the particular item with a replacement that "meets or exceeds" current NFPA standards. If no standard is available then the Department shall attempt to purchase equipment that is proven to be successful in use and design.

### **SAFETY OFFICER**

The Department will assign a safety officer on all incidents. The incident commander shall fill this position if the scene is not large enough to establish the safety officer position. When activities

at an incident are judged by the safety officer to be unsafe and to involve an imminent hazard the safety officer shall immediately stop the activity and inform the incident commander. If the hazard is immediate to life and death the safety officer shall react without consent from the commander. When assigning the safety officer take into consideration special training, skills, knowledge and the complexity of the incident. The safety officer should be someone with the ability and knowledge necessary to project safety issues.

### **INCIDENT REHABILITATION**

The Department will ensure that the physical and mental condition of personnel operating at the scene of an emergency or a training exercise does not deteriorate to a point that affects the safety of each person or that jeopardizes the safety and integrity of the operation. The incident commander shall make provisions for the establishment of rehab based upon the circumstances of each incident. These provisions should include medical monitoring, evaluation, rest hydration, nourishment and shelter based upon the climatic conditions and demands of the incident. Provisions for rehabilitation should be made early in the course of an incident. All supervisors shall maintain an awareness of the condition of each member operating within their span of control and ensure that adequate steps are taken to provide for each member and their health and safety. The incident command structure shall be utilized to request relief or reassignment of fatigued crews. Personnel shall be responsible to advise their supervisor when they believe their level of fatigue or exposure to weather is approaching a level that could affect their personal safety, the safety of the crew or the operation during an operation or exercise. Members should also maintain an awareness of the conditions of other crewmembers. The incident commander will establish a rehab sector when conditions indicate that rest and rehab are needed for personnel operating at an incident or training exercise. The incident commander will designate the location of the rehab sector.

### **SITE SELECTION**

The site should be in a location that will provide physical rest by allowing the body to recuperate from the physical demands and mental stress as well as the hazards of the emergency operation or training evolution. The site should be far enough away from the emergency scene to allow safe removal of SCBA and other turnout gear. The site should provide suitable protection from prevailing environmental conditions. During hot weather it should be in a cool shaded area and during cold weather it should be in a warm dry area. The site should be away from exhaust fumes of the apparatus.

### **ALTERNATIVE SITES**

The following should be considered as alternative rehab sites.

- A nearby garage, building, lobby or other structure
- A floor several floors below the operations level during high rise operations
- Buses, fire apparatus, ambulances or other emergency vehicles at the scene

## **RESOURCES**

The rehab officer should secure the necessary resources required to adequately staff and supply the rehab sector. The following items may be necessary.

- Fluid replacement, water, ice, sports beverage mix
- Nourishment, fruit, vegetables, sport bars
- Medical supplies
- Miscellaneous supplies, tarps, awnings, heaters, fans, blankets

## **ESTABLISHING REHAB**

Staff officers should consider rehab during the initial planning stages of an emergency response. However the climatic or environmental conditions of the emergency scene should not be the sole justification for establishing a rehab sector. Any activity may rapidly deplete the energy and strength of personnel and therefore merits consideration of rehab. Hydration is critical factor in the prevention of heat injury and is the maintenance of water and electrolytes. Water must be replaced during exercise periods and at emergency incidents. During heat stress, personnel should consume at least one quart of water per hour. The re-hydration solution should be a 50/50 mixture of water and a commercially prepared sports activity beverage and administered at a temperature of about 40 degrees. Re-hydration is important even during cold weather operations where heat stress can occur because of the insulating qualities of protective equipment regardless of outside air temperatures. Pre-hydration is also a critical factor affecting heat stress and stamina during physical exertion. During periods of hot weather personnel must drink extra water during the workday to try and maintain hydration levels. The incident commander or rehab officer shall consider the need for food at any incident of an extended nature or other incident where appropriate. Consider fruits, vegetables or easily digested quick energy foods. The "two air bottle rule" or 45 minutes of work time is recommended for rehab rotation. Personnel should re-hydrate with a minimum of eight ounces of liquid whenever air bottles are changed out. Crews that have worked through two full forty-five minute rated air bottles should proceed to rehab for rest and evaluation. Rest periods for individuals should be based on the objective evaluation of the individuals fatigue level but should not be less than 10 minutes. The rehab officer should not release fatigued personnel back to active firefighting. Personnel in the rehab area should maintain a high level of hydration. Personnel should not move from a hot environment directly into an air conditioned area because the bodies cooling system can shut down in response to rapid external cooling. Air-conditioned environments are acceptable after a cool down period at ambient temperatures with sufficient air movement. Certain drugs can impair the body's ability to sweat and extreme caution must be exercised if personnel have

taken antihistamines, diuretics or stimulants. Emergency medical personnel should evaluate the vital signs, examine firefighters and make proper disposition of personnel to return to duty, remain in rehab for treatment, or transport to a medical facility. Continual monitoring of vitals, re-hydration and rest should occur during extended rehab. Medical treatment for firefighters whose signs and symptoms indicate potential problems shall be provided in accordance with standard medical protocols. EMS personnel shall be assertive in an effort to find potential medical problems early. All medical evaluations shall be documented.

### **COMMUNICABLE DISEASE CONTROL**

To avoid infection and prevent it from spreading: Patients with; rashes, fevers, coughs, and jaundice of unknown origin: Patient may have a communicable disease that could be spread by contact with oral or respiratory secretions. Masks are considered appropriate. Gloves should be worn, especially any patient which have rashes with eruptions. Body fluids (blood, dialysis shunts, feces, mucous, saliva, semen, sputum, urine, vomitus, etc.): The use of disposable latex gloves is recommended in any patient where body fluids are visible. If there is a possibility of body fluids splashing on the rescue worker, the rescuer should also wear a mask and a protective eye shield. If there is potential for large amounts of blood/body fluids, (this includes OB situations, arterial bleeds, etc.) a protective gown should be worn. It is advisable that all department personnel carry disposable latex gloves and utilize the appropriate protective measures while on duty. Wear gloves when handling a patient whom has the potential to expose the rescuer to blood of body fluids; or cleaning the rescue and equipment after a call; or disposing of contaminated items. Hands should be washed after removing gloves. If there is gross contamination or exposure to body fluids, remove the contaminated gloves and replace them with new ones, so as to avoid contamination of equipment in the unit while transporting.

### **ARTIFICIAL VENTILATION**

It is always advisable that an ambu-bag or demand valve be used when providing ventilatory support. When it is not possible to use either of the above devices, and mouth-to-mouth ventilation is required, it is advisable that personnel use a protective pocket mask with a one-way valve. The one-way valve should be replaced after each use. Performing mouth-to-mouth without some form of protective device is strictly forbidden.

### **HEALTH CARE WORKERS - WOUNDS AND SORES**

If you have a wound or open sore on your body it should be protected and covered, whether it is on your hand, arms, ears, etc., especially if you are working around patients. Also, you may unintentionally put your finger in your mouth; rub your eye, etc., thereby giving the germs potential to spread into your mucosa through an open sore, thereby allowing contamination to take place. A thorough hand washing technique with soap and water is the single most effective preventive measure for infection control. It is often impossible for EMS personnel to wash their hands or skin in the field. Alcohol on an alcohol based hand rinse may provide cleaning until soap and water is available. If it becomes necessary to use this technique, remove all visible blood/body fluid with initial washing, dry with towel, and repeat procedure. If blood/body fluid

should go into mouth, immediately rinse mouth with mouthwash or alcohol. Using alcohol or alcohol based cleaners does not take the place of good hand washing technique when water is available. Hand washing with soap and water should be done immediately upon arrival in the ER. Steps in hand washing when soap and water is available:

1. Use appropriate soap and work up a lather using friction for 30 seconds.
2. Be sure to clean under the fingernails.
3. Rinse hands thoroughly.
4. Dry hands.

### **BLOOD/BODY FLUID EXPOSURE**

If you feel a blood/body fluid exposure has occurred, register immediately at the receiving hospital so an appropriate record and follow-up treatment can be initiated.

A blood/body fluid exposure is when:

Receiving a puncture wound from a sharp object that has previously been exposed to the patient's blood/body fluids; Get blood/body fluid in an open lesion, cut or rash, splash in to mucous membranes (mouth, eyes or nose) or have a large blood spill on your intact skin (without open cuts) or have a prolonged exposure. If you get blood/body fluid on your skin, wash immediately with soap and water and decontaminated with alcohol.

### **PERSONNEL EXPOSURE FOLLOW-UP**

If you are worried that you may have contacted a patient who has communicable diseases contact your agency's communicable disease liaison officer (CDLO). This person will then consult the hospital's infection control practitioner (ICP) at the admitting hospital for further information. When a hospital discovers that a patient you have transported has a communicable disease spread by respiratory route, the Infection Control Practitioner (ICP) will determine the patient's contact. Upon determining who has had contact with the patient, they will notify your agency's CDLO of any information that you need to know. It is important that accurate call records be kept so that it can be determined who ran what calls and when.

### **DISPOSABLE EQUIPMENT**

Disposable equipment should not be reused at any time due to the increased chance of spreading infections.

### **CLEANING SUCTION EQUIPMENT**

Throw away any disposable parts and replace them with new parts. When emptying suction bottles, ensure that paramedics or ER staff do not need a sample then make sure splashing does not occur. Clean tubing and containers with a germicidal agent (TBQ). Parts should be air-dried.

### **DISCUSSION OF SPECIFIC DISEASES**

**ACQUIRED IMMUNE DEFICIENCY SYNDROME (AIDS):** is not completely understood and studies are continuing. Pre-hospital personnel cannot always detect AIDS. The high-risk populations are; IV drug users, male homosexuals, prostitutes, (male and female), heterosexuals with multiple partners, bisexual males, Haitians, and hemophiliacs.

**HEPATITIS & AIDS:** there are a number of viruses that may get inside the body and make you sick. Each has particular body cells that it prefers to attack. These cells are found within the immune system and/or the blood circulation system. Viruses cannot act without being attached to another cell. Once attached, they direct the activity of that cell. These viruses are most commonly carried into another person's body through an opening such as a wound, the mouth, and sexual organs. The virus then can be absorbed into the bloodstream. Some of these viruses are capable of stimulating the body to produce antibodies to defend it. If that has occurred from past exposure, the person may be immune to any later exposures. This is what happens in the case of Hepatitis B.

For illness to occur there must be:

- Blood or other body fluids containing the virus,
- An opening to the inner part of the body
- A means of getting the virus inside that opening
- A large enough amount of virus
- A defense system that does not have immunity already built up

The most common vehicle for transmission of hepatitis B is exposure to blood from an infected person. The second most common vehicle for hepatitis B transmission is sexual contact since the virus may be present in semen or vaginal secretions.

**HEPATITIS A:** (infectious) is difficult to detect except in advanced stages and anyone can have it. In advanced hepatitis persons will appear yellow (jaundice).

**HEPATITIS B:** (serum) is difficult to detect except in advanced stages and anyone can have it. IV drug abusers are at high risk. In advanced hepatitis persons will appear yellow (jaundice), and IV drug abusers may show needle track marks and scars. The hepatitis germ may live for up to 7 days in dried blood. If an emergency service person is exposed to hepatitis B, appropriate treatment should be initiated within 7 days.

**HERPES:** viruses that cause blisters can be transmitted by fluid in the blister. Direct hand or other body part contact with the blister could cause infection of the body part making contact. The most common sites are face, mouth, genitals, and sometimes the hands. Herpes simplex can affect anyone. Persons with herpes are contagious only when sores are present, however, sores inside the mouth or on the genitalia will not be easily visible to responding personnel.

**MENINGITIS:** is an inflammation of the membrane linings that cover the brain and spinal cord. EMS personnel are often alarmed about meningitis because it has been considered a highly communicable disease. As with some other diseases, the mode of transmission is specific, and the risk to emergency care personnel is minimal. Should a patient who is cared for by department personnel be found to have contagious meningitis, the receiving hospital will contact the CDLO from the agency that transported the patient and investigation and possible treatment will be initiated. Appropriate treatment is best begun within 48 hours of exposure but may be done up to 10 days.

**TUBERCULOSIS:** although there are many germs in the air, which can cause disease, the concern is for the germs that particularly attack the lungs. TB may be in the air (1) if someone has recently coughed it into the air (it dies quickly outside the body), and (2) there are air currents keeping it in the air instead of falling to the ground. Even when breathed into the lungs, it is a slow growing disease that gives the body time to build defenses and fight it off. Ninety-five out of one hundred people who are exposed to TB successfully fight it off without getting sick or having to be treated with TB drugs. Most infections are not spread effectively through the air. It is recommended that all personnel handling emergency patients have a TB test every year. If you have been exposed to a patient with TB, appropriate treatment may be necessary.

### **HANDLING OF PATIENTS WITH SPECIFIC DISEASES**

#### **AIDS (Acquired Immune Deficiency Syndrome):**

Mode of transmission: Contact with blood or body secretions or sexual contact. Protective measures: Wear disposable gloves when in contact with blood or body fluids. Wash hands following patient care, even if gloves were used. Use portable CPR equipment, (disposable airway and ambu-bag), whenever possible. Purchasing special protective clothing is not recommended and is an additional expense. Wear gowns only when clothing may be soiled with blood or body fluids. If splashing is likely, wear protective eye wear.

#### **HEPATITIS A:**

Mode of transmission: Contact with stool, and very rarely blood of an infected individual. Methods of protection: Wear disposable gloves when in contact with blood or body fluids. Wash hands following patient care, even if gloves were used.

**HEPATITIS B (Serum Hepatitis):**

Mode of transmission: Blood, mucous membranes, (saliva, sputum), sexual contact. Protective measures: Wear disposable gloves when in contact with blood, saliva, or sputum. Use good hand washing technique. If splashes are likely, wear protective eye wear.

**HERPES SIMPLEX TYPE I (cold sores, fever blisters):**

Mode of transmission: Direct contact with mucous membranes. Protective measures: Wear disposable gloves when in contact with lesions or mucous membranes. Use good hand washing technique.

**HERPES SIMPLEX TYPE II (genital herpes):**

Mode of transmission: Direct sexual contact with lesions or skin to lesion contact. This virus enters through breaks in the skin; it is not airborne and can not be contracted from toilet seats, pools, hot tubs, or sheets. Protective measures: Wear disposable gloves when in contact with lesions. Use good hand washing technique.

**HERPES WHITLOW (Herpes Simplex Infection of the finger):**

Mode of transmission: Virus enters through breaks in the skin after contact with oral or tracheal secretions of patient shedding herpes virus. Protective measures: Wear disposable gloves when in contact with oral or tracheal secretions. Use good hand washing technique.

**HERPES ZOSTER (shingles):**

Mode of transmission: Direct contact with infected vesicles. If you are not immune to chickenpox, you could develop chickenpox from contact with the fluid in the vesicles. Protective measures: Wear disposable gloves when in contact with draining lesions. Use good hand washing technique.

**MENINGITIS (bacterial):**

Mode of transmission: Direct contact with discharges from nose or throat. Protective measures: Wear disposable gloves when in contact with oral or tracheal secretions. Use good hand washing technique.

**MENINGITIS (viral, aseptic):**

Mode of transmission: Feces. Protective measures: Since diagnosis is unknown at the time of your patient contact, mask the patient or yourself. Wear gloves when in contact with patient's stool. Use good hand washing technique.

**RABIES:**

Mode of transmission: Direct contact with saliva of an infected animal. The virus may enter any area of broken skin. Human-to-human transmission has not been documented. Protective measures: Wear disposable gloves. Use good hand washing technique when in contact with saliva. Wear mask.

**TUBERCULOSIS:**

Mode of transmission: Airborne droplets, primarily during sneezing, coughing, speaking, or singing. Prolonged contact with an active TB case is most significant, as is contact with thick, coughed up sputum. Protective measures: Mask the patient, if possible. If not, mask yourself. Rapid fresh air ventilation, as available in your vehicle.

### **DOCUMENTATION**

Personnel shall document in written reports when patients have body fluids on their person or state they have a communicable disease.

### **BODILY FLUID CONTACT**

Any employee of the Department who contacts bodily fluid, of another person shall file a Bodily Fluid Contact Form. If the employee is engaged in emergency mitigation when the contact is made, then it is imperative the employee must begin to inquire about patient history. The patient may grant permission for their blood work to be research for infectious disease. This process must begin immediately at the treating hospital. The employee must request this process himself or herself.

The Ryan White Act states that health care facilities are required to report positive findings of communicable disease to any employer of a first responder or emergency provider who may have provided care to a victim. Notification by the health care facility to the emergency provider must be made within forty-eight (48) hours after confirmation of the diagnosis of a communicable disease. The health care facility will provide, 1) ambulance run number and state, 2) police incident report number, 3) date of contact. If findings are a known communicable disease, then the employee should be contacted within forty-eight (48) hours. The employee shall be counseled and all necessary medical follow up will be provided.

### **CONTAMINATED WASTE – LABELING & DISPOSAL**

Red biohazard labels shall be affixed to containers of contaminated waste. Contaminated disposable items shall be placed in bright orange or red leak-proof containers and disposed of per State laws.

### **HEPATITIS "B" VACCINATION**

The City makes the Hepatitis B vaccine and vaccination series available to employees having the risk of occupational exposure, as well as post-exposure evaluation and follow-up for employees who have experienced an exposure incident. Hepatitis B vaccination must be available to employees within ten working days of initial assignment unless the employee has previously

received the complete Hepatitis B vaccination series, antibody testing has revealed that the employee is immune or the vaccine is contraindicated for medical reasons. If an employee initially declines the vaccination but later, while still employed, decides to accept the vaccination, the City will make the Hepatitis B vaccination available at that time. The City will ensure that employees who are offered but decline to accept the Hepatitis B vaccination sign a waiver statement.

### **TRAINING**

All City employees with risk of occupational exposure receive training mandated by CFR 1910.1030 Title 29 USC 2653 related to "Blood borne Pathogens". New employees receive the training at the time of initial assignment. Employees receive annual training after initial training and whenever procedures are modified.

Employees have access to the Code of Federal Regulations. Training records are maintained for three years from the date of training and include dates of training, names of trainers, qualification of trainers, names and titles of employees attending training.