

City of Poquoson Fire and Rescue
Standard Operating Procedures

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830 Poquoson Ave.
Poquoson, VA 23662
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GENERAL ADMINISTRATION

SOP#: GA 1.00

Title: Chain of Command

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

CHAIN OF COMMAND

I. PURPOSE

To outline the organizational structure and function of the Poquoson Fire/Rescue Department.

II. POLICY

A formal organizational structure serves as a foundation for Fire/Rescue Department activities. It unifies the organization by describing hierarchical relationship that assist in effective communication, policy development and strategy implementation. Therefore the Poquoson Fire/Rescue Dept. values the organized approach to daily functions outlined in the organizational structure.

III. STRUCTURE

The Fire Chief is the administrator head and director of the Fire Dept. The Fire Chief is responsible to the City Manager for proper administration, efficient use of expenditures, and the overall operations and functions of the Fire Dept.

The fire department is responsible for many functions. Being a small department, these functions are assigned to department officers as staff functions.

The Deputy Chief is responsible for the following:

- Fire Suppression – Composed of Battalion Chiefs, Captains, Lieutenants, Master Firefighters/Medics, Senior Firefighter/Medics. The function of fire suppression is to respond to Fire/EMS related emergencies, to prevent/minimize loss of life and injuries and property damage.
- Staff functions assigned to Battalion Chiefs, Captains and Lieutenants – This includes Fire Prevention, EMS, Training, Logistics, Haz-Mat, Breathing Air System Maintenance, Boat Operations.
- Emergency Medical Services – Composed of the Captain of EMS Operations. The functions of EMS is to provide professional, modern pre-hospital emergency care that includes basic and advanced procedures and transportation to a medical facility; to ensure all personnel are trained in new technology in the emergency medical field; to research and provide new equipment as needed; and to inform the public of the services provided by EMS.
- Mutual Aid and automatic response with surrounding jurisdictions.

The organization chart outlines our rank structure.

Succession of Command

In the event of the Fire Chief's absence from the city, the Deputy Chief will automatically assume command.

In the absence of the Deputy Chief, the Battalion Chief or acting for the day will assume command for that day.

Should it become necessary for both the Chief and the Deputy Chief to be absent from the city for more than two days the Senior Battalion Chief shall assume command and work a 40 hour week until their return.

Therefore the Succession of Command will occur as follows”

Fire Chief

Deputy Chief

Senior Battalion Chief (1) (2) (3)

Senior Lieutenant (1) (2) (3)

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GENERAL ADMINISTRATION

SOP#: GA 2.00

Title: Code of Ethics

Effective Date: 04/01/2009

Revised Date: 04/01/2009

Fire Chief's Signature

City Manager's Signature

CODE OF ETHICS

I. PURPOSE

To establish broad behavioral guidelines within which all employees are expected to conduct themselves while working for the City of Poquoson.

To declare and define the moral obligations of all members of the Poquoson Fire/Rescue Department.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICATION

All career and volunteer personnel

III. POLICY

As a basic condition of membership and employment, all members have an obligation to conduct their official duties in a manner that serves the public interest, uphold the public trust, and protect the department's resources. To this end, all members have the responsibility to:

- Perform their duties to the very best of their abilities and in a manner that is efficient, cost-effective, and meets the needs of the public.
- Demonstrate integrity, honesty, and ethical behavior in all department business.
- Ensure that personal interests do not come in conflict with official duties and avoid both actual conflicts of interest and the appearance of conflicts of interest when dealing with vendors, customers, and other individuals doing business or seeking to do business with the department.
- Ensure that all department resources, funds, equipment, vehicles, and other property are used in compliance with department policies, solely for the departments benefit.
- Conduct all deals with the public, city employees, and other organizations in a manner that presents a courteous, professional, and service-oriented image.
- Treat the public and other employees fairly, courteously, respectfully, impartially and equitably, without regard to age, color, disability, ethnicity, national origin, political affiliation, race, religion, gender, sexual orientation, or any other factor unrelated to the department's business. In his/her job capacity, each employee works to prevent and eliminate such discrimination in providing service, assigning work schedules, and in executing all personal action.
- Avoid any behavior that could fall under the definition of misconduct in the disciplinary section of the City of Poquoson Personnel Policy Manual.
- Report for duty at the appointed time and place, fully equipped, fit and able to perform assignments.

- Officers and supervisors shall set an example for other members and have a responsibility to ensure that their activities and decisions pertaining to community services, personnel action, and the management of public funds are consistent with the department's policies and practices.
- Personnel will place public interest above individual, group, or special interests and will consider their jobs as an opportunity to serve the citizens of Poquoson.
- Personnel will not accept any personal gift, favor, service, money, or anything of value from the public which might reasonably tend to influence or might reasonably be inferred to tend to influence the impartial discharge of duties.
- Personnel will refrain from using their position for personal gain and will keep confidential all information not available to all citizens that is required by virtue of their position in the organization.
- Personnel will not drink any alcoholic beverage or take any drug that might incapacitate an individual while on duty nor shall any member have within their personal possession while on duty.
- All personnel are expected to adhere to certain recognized principles and practices in the conduct of their public lives. These principles are embodied in the Code of Ethics, Section 37 of the City of Poquoson Personnel Policy Manual.

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GENERAL ADMINISTRATION

SOP#: GA 4.00

Title: Tobacco Product Use

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

TOBACCO PRODUCT USE

I. PURPOSE

To assist in decreasing risks from the known health hazards associated with smoking and passive smoke exposure to Department personnel, and to establish a department-wide policy pertaining to the use of all tobacco products.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. RESPONSIBILITIES

All career and volunteer personnel shall be responsible for compliance with this SOP and assisting other colleagues to improve "health behaviors" related to tobacco product use.

All uniformed fire department personnel who have signed a no smoking pledge shall be responsible for continued abstinence from the use of all tobacco products on and off duty while employed by the City.

III. POLICY

- Smoking includes the inhaling, exhaling, burning, or carrying any lighted cigar, cigarette, pipe, weed, plant, or other smoking equipment in any manner or any form.
- The term “tobacco product” refers to the following:
 - Cigarettes
 - Cigars
 - Lighted pipes
 - Chewing Tobacco
 - Snuff
 - Any other lighted smoking equipment
- The use of tobacco products is prohibited inside any Poquoson Fire/Rescue Department facility, including bay areas.
- The use of tobacco products is prohibited inside all fire department apparatus (including medic units and specialty vehicles) and personally assigned fire department vehicles.
- Tobacco products (for exempt uniformed personnel) may be used outside Department facilities during breaks of training / education sessions. Tobacco products may be used on the side portion or in the rear of buildings, NOT IN THE FRONT.
- Tobacco use is NOT permitted on any emergency scene or training ground.
- The prohibition against smoking and the use of smokeless tobacco within the enclosed spaces of departmental facilities also extends to the exterior at least ten feet beyond any point of ingress/egress of the building or facility.
- Members using smokeless tobacco products shall refrain from spitting on sidewalks, parking lots and other paved surfaces, on non-paved surfaces used by other members, and in water fountains.

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GENERAL ADMINISTRATION

SOP#: GA 5.00

Title: Energy Conservation

Effective Date: 11/30/2008

Revised Date: 11/30/2008

Fire Chief's Signature

City Manager's Signature

ENERGY CONSERVATION

I. PURPOSE

To establish policy and guidelines relative to the efficient use of energy and water.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

All Fire Department personnel shall:

- Strive to conserve both energy (electricity) and water.
- Make every effort to curtail unnecessary use of energy (electricity) and water so as not to give the appearance of waste.

III. GUIDELINES

Electricity

Lights/electrical equipment should be turned off or placed in standby when not being utilized.

Heating Systems

- All thermostats within fire stations shall be set and maintained at 70 -72 degrees.
- All building doors will remain fully closed **at all times.**
- Apparatus bay doors will be closed immediately upon apparatus exiting or entering bay and will remain closed **at all times.**

Cooling Systems

- Thermostats for controlling cooling equipment in fire stations shall be set and maintained at 72-74 degrees.
- All building doors will remain fully closed **at all times.**
- Apparatus bay doors may remain open during warm days to keep bay cool.

Water

In the event of water shortages:

- No private vehicles may be washed at fire stations.
- Training activities utilizing water are suspended.

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GENERAL ADMINISTRATION

SOP#: GA 6.00

Title: Shift Trades

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

SHIFT TRADES

I. PURPOSE

To establish guidelines for shift trading between career Fire/Rescue personnel.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY/POSITION

Because of staffing requirements and personnel shortages, this Department recognizes the need/merit for shift trading.

It is up to the individuals trading shifts to honor these agreements and to protect this privilege.

III. RESPONSIBILITIES

- Personnel are responsible for following the procedures as contained within this directive.
- Shift trading shall not impair the operational effectiveness, nor create a logistical or financial burden to the department.

- Shift trading is an agreement solely between the trading individuals and is allowed for their convenience.
- The employee agreeing to work shall accept all responsibilities and obligations of the employee who is scheduled to work.
- The trading individuals are responsible for tracking traded time. The department assumes no responsibility for tracking hours owed to individuals.
- As required under Fair Labor Standards Act (FLSA) provisions, shift/time trades shall be “paid back” within 12 months of the traded time.
- Understand, the trading of shifts may result in a work period that exceeds that which is allowed by FLSA. For your convenience, however, the City of Poquoson will be relieved of any and all overtime payment for on-duty time in excess of the allowed work period.
- The shift will be supervised by either one of the two officers or the next senior person assigned to the shift. Shift trades cannot and will not be allowed to disrupt this chain of command.
- The trade shall be limited to individuals of equivalent positions and competency (i.e. Firefighter/medic – Firefighter/medic, Officer – Officer, etc).
- Any employee with an approved exchange of duty (shift trade) shall not be relieved from duty until his/her replacement has reported to duty.
- There will be no third party involvement.

IV. PROCEDURES

The individuals requesting the shift trade shall complete the departments Shift Trade Request form and have it signed by the second party agreeing to be part of the shift trade. The individual requesting the shift trade shall then have this form signed by their shift commander. All forms shall be turned in to Fire Administration by the end of the cycle of the requested time.

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GENERAL ADMINISTRATION

SOP#: GA 7.00

Title: Uniforms

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

UNIFORMS

I. PURPOSE

To facilitate the display of a neat and professional appearance by members of the Fire Department by establishing policy and guidelines concerning Fire Department uniforms.

To provide command, company, and functional identification for Fire Department personnel and the public.

To establish the uniformity of dress for all uniformed members of the Department.

To establish guidelines for the placement of uniform accessories and guidelines on work shoes furnished by the Department.

This SOP is not all-inclusive and cannot encompass all situations which may be encountered.

II. RESPONSIBILITY

All members are responsible for maintaining a neat and professional appearance within the guidelines of this policy.

All officers are responsible to ensure that those whom they supervise comply with Departmental uniform standards.

This policy covers those uniforms worn by members of the Poquoson Fire/Rescue Department.

The Fire Chief shall have the authority to establish or change Fire Department uniform standards and policies.

III. POLICY

All uniform clothing worn by Fire Department members shall meet Poquoson Fire/Rescue specifications and shall be neat in appearance and professionally groomed at all times while on duty, when reporting to and from duty and while operating at incidents. No department issued uniforms or parts thereof will be worn except in an official capacity or while attending a designated function authorized by the Fire Chief.

Fire Department members shall maintain, at least, the minimum amount of uniform clothing necessary to meet the standards set forth in this policy.

Members shall not remain in any state of undress or semi-undress in any public area.

Those uniforms, which are listed within this policy, shall be the only officially recognized uniforms of the Poquoson Fire/Rescue Department.

IV. PROCEDURES

The Department uniform, or any part thereof, will not be worn by other than Poquoson Fire/Rescue members or by off duty members except in travel to or from duty or unless approved by the Fire Chief.

Nothing will be worn on the uniform or the person that will be distracting to the uniform or the person as a member of the Poquoson Fire/Rescue Department. Unapproved caps or hats (except protective headgear required for riding motorcycles to and from duty) will not be allowed. Normally, hats will be removed when entering a building.

Long sleeved undershirts will not be worn under short sleeve uniform shirts. All uniform shirt tails will be neatly tucked in trousers, all shirt buttons buttoned except collar button.

No member of the Poquoson Fire/Rescue Department will consume or purchase alcohol or other intoxicating substances while wearing the department uniform or any identifying part thereof.

No uniforms or parts thereof will take the place of protective clothing.

All uniforms or any identifying part thereof issued to volunteer members of the Poquoson Fire/Rescue Department will be worn in accordance with this SOP. When called upon to appear with the Poquoson Fire/Rescue Department, the standards established within this policy will be followed to include personal appearance, grooming, and behavior.

Fire personnel shall wear and maintain their uniforms in such a manner so as to present a cleanly pressed and neat appearance. Uniforms shall be clean and free of rips, tears, and holes and shall not be missing any required parts such as buttons, patches, and accessories. Only those uniform accessories, which are listed within this policy, are approved to be worn with Fire Department uniforms. (See **(H)** Uniform Accessories)

When reporting for normal duty, personnel shall wear a clean wrinkle-free regulation uniform (Class C). Approved sweatshirts may be worn on the outside of the Class C uniform shirt provided that the shirt collars are worn on the outside of the sweatshirts. T-shirts are not to be worn in the place of the regulation uniform shirt when reporting for duty. Chief Officers shall wear Class A uniform.

Employees shall wear their full uniforms at all times during on-duty working hours.

- The shift's Battalion Chief or Officer-in-Charge may make necessary exceptions as the situation dictates.
- At any given time, all shift members shall be in the same uniform unless otherwise specified by the shift's Battalion Chief or Officer-in-Charge.

No civilian clothing will be worn over the top of any Fire Department uniform at any time or Fire Department clothing over civilian clothing

A. FULL DRESS UNIFORM

1. Dress pants
2. Dress uniform shirt
3. Dress uniform jacket
4. Dress uniform hat
5. Dress uniform tie
6. Dress black shoes
7. Black socks
8. Appropriate accessories. (See Item H)

B. CLASS A DRESS UNIFORM

The dress uniform (Class A) uniform is worn by Fire Department Chief Officers in staff positions. The following items comprise the full dress uniform:

1. Dress navy blue trousers.
2. Dress navy blue jacket.
3. Long or short sleeve white shirt.
4. Black tie with tie tack.
5. Black belt with buckle.
6. Black shoes.
7. Black, dark blue socks
8. Navy blue winter coat.
9. Appropriate accessories. (See Item H)

C. CLASS B DRESS UNIFORM

1. Short or long sleeve blue dress for Fire Fighters and Volunteer personnel. Gray for Captains and Lieutenants.
2. Navy blue trousers.
3. Winter navy coat.
4. Black belt with buckle.

5. Black shoes/boots made of leather or similar material.
6. Black, dark blue socks (white bottoms or toes acceptable).

D. WORK UNIFORM

The work (class C) uniform is worn by all personnel attached to the Fire Department force who hold the rank of Fire Captain through Fire Fighter. The work uniform is an optional uniform for Chief Officers and forty (40) hour personnel depending upon the type of activities in which they may be engaged. The following items comprise the work uniform:

1. Short or long sleeve polo shirt, navy blue for Fire Fighters and Volunteer personnel. Grey for shift Fire Captains and Lieutenants, White for Administrative personnel.
2. Navy blue trousers.
3. Winter navy coat.
4. Black belt with buckle.
5. Black shoes/boots made of leather or similar material.
6. Black, dark blue socks (white bottoms or toes acceptable).
7. Sweat shirts
8. Navy blue shorts (May through September)

E. SHOES

Black work shoes approved by the Fire Chief will be worn while on duty. Dress shoes approved by the Fire Chief will be worn with the Class A and Class B uniform.

1. No canvas shoes or any other brand, style will be worn on duty unless specified by the Fire Chief.
2. Shoes/boots will be kept clean, polished and zipped/tied at all times while on duty.
3. Uniform pants are to be worn out of the boot and rest on the foot portion of the boot. All upper portions of the boot will be hidden by the pants. In order to accomplish this, the boot must be laced completely to the top. If this is a problem with the employee's type of boot, a decision must be made to change boots or wear shoes.
4. Shoes with rips, tears, and/or holes will not be worn on duty.
5. Black sneakers may be worn with uniforms shorts. Sneakers shall be entirely black.

F. SOCKS

Socks worn with either Class A or B uniform will be black, white bottoms or toes acceptable.

Socks worn with uniform shorts will be black ankle socks.

G. T-SHIRTS

T-shirts, dark blue with department logo in color, may be worn while on duty in lieu of uniform shirt, during training or certain station duties, with officer's approval.

T-shirts issued by the department may be worn with civilian clothes while off duty. T-shirts purchased from the department may be worn by family members.

All department personnel will report to work in a regulation uniform shirt and not a T-shirt.

T-shirts may not be worn while on inspections or any other occasion where the main purpose is personal contact with the public.

T-shirts worn as the outer shirt of the work uniform must be tucked inside the uniform pants.

H. UNIFORM ACCESSORIES

The basic uniform accessories issued to all personnel are listed in (I).

Patches, badges, insignias or any other type of accessories shall be worn only if approval has first been obtained from the office of the Fire Chief.

1. Patches.

- a) State or National EMS patches may be worn on the right sleeve of the uniform (Class A/Class B) shirt and winter coat one (1) inch below the shoulder seam.
- b) Only one (1) patch with rockers of appropriate level of training may be worn per uniform.

2. Collar Insignia

- a) Collar insignias issued will be worn one (1) inch above the tip or point of the uniform shirt collar and centered on the collar and run parallel to the edge of the collar.

- b) Collar insignias as issued will be worn on the lapel of a Class “A” blouse as described.
- c) Collar insignias on the blouse will be placed with the wide of the (primary) trumpet(s) opening to the corner of the collar.
- d) Collar insignias will be worn on the lapel one (1) inch from the outside seam of the winter coat.
- e) Collar insignias on the winter coat will be worn as prescribed in this section.

3. Badges

Badges as issued will be worn on the uniform shirt or coat above the left breast pocket.

4. Name plates

Name plates will be worn centered on the right breast pocket with the top of the name plate even with the seam of the flap of the pocket.

5. Hats

Only official Fire Department hats may be worn by on-duty personnel.

I. BASIC UNIFORM CLOTHING ISSUE

1. Work (Class C) uniforms

Work pants

Polo Shirts (long-short sleeve)

Winter work coat with removable liner

Black belt with buckle

Black shoes/boots made of leather or similar material.

Black, dark blue socks (white bottoms or toes acceptable).

2. Dress (Class B) uniforms

Short or long sleeve blue dress for Fire Fighters and Volunteer personnel. Gray for Shift Captains and Lieutenants

Navy blue trousers

Winter navy coat

Black belt with buckle

Black shoes/boots made of leather or similar material

Black, dark blue socks (white bottoms or toes acceptable)

3. Accessories

Fire Department patch

Appropriate State or National EMS certification Patch

Collar insignias:

1. P.F.D (silver)
2. Trumpets (officers)

Sleeve Braid:

1. Chief (5 braids)
2. Deputy Chief (4 braids)
3. Battalion Chief (2 braids)
3. Captains (2 braids)
4. Lieutenants (1 braid)

Hat badge i.e. silver or gold

Uniform badge i.e. silver, gold, or two-tone

Nameplate i.e. silver or gold

H. CLOTHING REQUEST

Members wishing to obtain uniform items shall submit a request for such to their direct supervisor with the justification for such items.

Clothing request shall contain a list of the clothing items desired, quantities of each and sizes.

Request will then be forwarded to the Fire Chief or his designated representative.

All requests for new shoes, including those not issued by the department, must first be approved by the Fire Chief. Only shoes approved by the Fire Chief will be permitted while on-duty.

Uniform orders will be entertained at the request of the Fire Chief or his appointed representative.

Badges, collar insignias, and nametags will be ordered on needed bases. Only two (2) pairs of each will be issued. If

badges, collar insignias, or nametags are lost, the member will be responsible for replacement.

No other request will be placed after the original order is accepted.

Only approved items in this document will be accepted.

If budget constraints prohibit the purchase of uniforms, it is still the employee's responsibility to maintain adequate numbers of uniforms.

Any employee who loses his/her uniform will be responsible for replacement of the uniform, with the amount deducted from the employee's next regular paycheck, in accordance with Section 31.1 of the City of Poquoson Policy Manual.

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GENERAL ADMINISTRATION

SOP#: GA 8.00

Title: Grooming and Appearance

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

GROOMING AND APPEARANCE

I. PURPOSE

To establish a standard for the personal appearance of personnel in the Poquoson Fire/Rescue Department.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

It is the policy of the Poquoson Fire/Rescue Department that all personnel representing the Poquoson Fire/Rescue Department will appear neat and professionally groomed at all times while on duty, when reporting to and from duty and while operating at incidents. Individual officers are responsible for the professional appearance of members under their direct supervision.

Much of our work takes place in highly toxic, heated, poorly illuminated, and unsanitary conditions. Heat prostration, lacerations, burns and falls are common consequences of firefighting. Exposures to airborne and blood borne pathogens are a common consequence of providing pre-hospital emergency medical care. Hair of excessive length on the head, and hair on the face of any length will increase the probabilities of the situations mentioned above.

Occupational Safety and Health Administration Standards (OSHA) Law 29 CFR 1910.134, Respiratory Protection, Section (e) (5) (i) states that respirators shall not be worn when conditions prevent a good face seal. Such conditions may be a growth of a beard, sideburns and excessive hair.

Accordingly, safety standards for personal grooming and procedures for implementation are hereby established within the following guidelines. Responsibilities for compliance at all times shall be the individual responsibility of all members performing fire duty.

III. STANDARDS

A. Uniforms

Uniforms must be clean and wrinkle-free (Refer to SOP GA 7.00 for specific uniform guidelines)

B. Hair

Females:

- At any time an employee is in department uniform, hair shall be arranged in such a way so it does not extend past the bottom of the uniform collar (hard collar and polo shirt). Hair may be pinned securely up against the head to meet this requirement.
- No ribbons or ornaments shall be worn in the hair. Non-decorative inconspicuous bobby pins,

barrettes, clips, or hair bands may be used to meet this standard.

- At all times the employee must maintain the ability to properly wear the fire helmet to manufacturer's specification; properly wear the Self Contained Breathing Apparatus (SCBA) and maintain a seal in accord with Occupational Safety and Health Administration Standards (OSHA) Law 29 CFR 1910.134, Respiratory Protection , Section (e) (5) (I) and department testing standards.
- Hair must be clean and styled conservatively. Hair may be dyed, tinted, or frosted any color which could naturally occur in human hair. Any striped, spots, or color other than natural is prohibited.
- Hairstyles that preclude the wearing of the uniform cap and safety helmet in the accepted manner are not permitted.
- Ponytails of any design are prohibited. Long hair will not hang freely when in uniform and must be pinned securely and above the bottom of the collar throughout their tour of duty and whenever in uniform.

Men:

- The hair on the top and sides of the head will be neatly groomed.
- Hair will not extend past the top of the ears.
- Maximum extension from the scalp shall not exceed two inches.
- Hair must be clean and styled conservatively. Hair may be dyed, tinted, or frosted any color which could naturally occur in human hair. Any striped, spots, or color other than natural is prohibited.
- Hairstyles that preclude the wearing of the uniform cap and safety helmet in the accepted manner are not permitted.

- At all times the employee must maintain the ability to properly wear the fire helmet to manufacturer's specification; properly wear the Self Contained Breathing Apparatus (SCBA) and maintain a seal in accord with Occupational Safety and Health Administration Standards (OSHA) Law 29 CFR 1910.134, Respiratory Protection , Section (e) (5) (I) and department testing standards.

C. Sideburns

- Shall be kept neatly trimmed and close to the face to avoid any possibly of an improper seal with the mask face piece.
- They shall not extend below the middle of the ear.

D. Facial Hair

Mustaches are permitted but shall conform to the following:

- They must be closely trimmed.
- They must not extend beyond the corners of the mouth.
- Beards or goatees are not permitted.
- Cases where employees are unable to shave due to a medical condition shall require medical documentation.
- To continue to work in a suppression/field assignment, the employee must be able to properly wear the SCBA and maintain a seal in accord with OSHA 1910.134 and department testing standards.

All members shall be otherwise freshly shaven when reporting for duty.

E. Hairpieces and Wigs

Hairpieces or wigs shall fit well, be natural in appearance, not interfere with the performance of duty, and conform to the grooming standards set forth in Sections B and C.

F. Cosmetics

Cosmetics shall be conservatively colored and moderately applied.

G. Fingernails

Fingernail polish shall be neutral or conservative in color. Appliquéd ornamentation on fingernails is prohibited. The length of the fingernail shall not extend past the fingertips so as not to interfere with the use of safety gloves.

H. Earrings/Necklaces

- Uniform personnel shall not be permitted to wear earrings of any type while on duty.
- Necklaces shall not be visible to the public.
- Rings may be worn, but limited to one per hand (wedding/engagement ring set is considered one ring).
- Bracelets are permitted, but limited to one per wrist and not to exceed ½ in width.
- Wristwatches are encouraged due to the need for them on medical calls.
- Any other jewelry must not be visible.

V. PROCEDURES

Company Officers shall inspect members for the compliance with these safety standards.

- When the member's violation of safety standards might impair the full effectiveness of the facepiece command discipline or formal charges shall be preferred against the violator. The member shall then be given a direct order to conform to the grooming standards set forth in this document.
- If the member refuses the direct order, additional charges shall be preferred against the violator, and the officer shall be relieve such member from duty. In all cases, entries shall be made in the company log of all the facts, including the exact nature of the violation. This information will be forwarded to the Fire Chief.

Chief and Company Officers are responsible for the enforcement of these regulations. Where violators are detected and investigation reveals that subordinate officers have tolerated violations of these standards, disciplinary actions including charges shall be taken for failure to properly supervise.

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**City of Poquoson
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830 Poquoson Ave.
Poquoson, VA 23662
757-868-3510
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GENERAL ADMINISTRATION

SOP#: GA 9.00

Title: Training and Weather
Conditions

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

**TRAINING AND WEATHER
CONDITIONS**

I. PURPOSE

To establish guidelines for outside training activities during hot and cold weather months.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. SCOPE

The Department encourages safe, continuous fire and EMS training. The Poquoson Fire/Rescue Department (PFD) recognizes the extreme temperatures endemic to this region; therefore, the department has adopted the Heat Stress Index and the Wind Chill-Temperature Index (NFPA 1584) as guidelines for conducting outside training. To assist in preventing environmental and thermal-related stress injuries and illnesses during outside, practical training, guidelines have been established to optimize safety.

III. RESPONSIBILITIES

Deputy Chief: Shall be responsible for the overall management and safe operations of company training, recruit training, as well as any Virginia Department of Fire Programs certified training held by PFD.

Training instructors: Shall be responsible for evaluating weather conditions and postponing training evolutions if deemed unsafe.

Company officers: Shall be responsible for adhering to policies while planning and conducting outside, practical training, as well as the overall safety of their personnel.

All Personnel: Shall be responsible for adhering to policies and recommendations to remain safe and healthy during training.

IV. PROCEDURES

Suspension of Outside Training Activities

- Hot Weather Months –The information concluded from the Heat Stress Index, U.S. Fire Administration, FA-114, Emergency Incident Rehabilitation, is the criteria for determining the times of day when outside training activities are not to be conducted. This resource is also referenced in NFPA 1584 Recommended Practice on the Rehabilitation of Members Operating at Incident Scene Operations and Training Exercises. To use the Heat Stress Index table, determine the approximate outside air temperature and humidity. These readings can be found by using a weather based website or from assessing a weather channel.
- Outside training activities, which require prolonged, considerable physical exertion, shall not be conducted during times of day when the Heat Stress Index exceeds 105°.

- Cold Weather Months – The Information concluded from the NOAA/National Weather Service Wind Chill-Temperature (WCT) Index is the criteria for determining the times of day when outside training activities are not to be conducted. This resource is also reference in NFPA 1584 Recommended Practice on the Rehabilitation of Members Operating at Incident Scene Operations and Training Exercises. To use the WCT Index table, determine the approximate outside air temperature and wind speed. These readings can be found by using a weather based website or from assessing a weather channel.
- Outside training activities, which expose personnel to cold weather elements for extended periods of time, shall not be conducted during times of day when the temperature or the WCT Index drops to 30° Fahrenheit or below.

HEAT STRESS INDEX

		RELATIVE HUMIDITY								
		10%	20%	30%	40%	50%	60%	70%	80%	90%
TEMPERATURE °F	104	98	104	110	120	132				
	102	97	101	108	117	125				
	100	95	99	105	110	120	132			
	98	93	97	101	106	110	125			
	96	91	95	98	104	108	120	128		
	94	89	93	95	100	105	111	122		
	92	87	90	92	96	100	106	115	122	
	90	85	88	90	92	96	100	106	114	122
	88	82	86	87	89	93	95	100	106	115
	86	80	84	85	87	90	92	96	100	109
	84	78	81	83	85	86	89	91	95	99
	82	77	79	80	81	84	86	89	91	95
	80	75	77	78	79	81	83	85	86	89
	78	72	75	77	78	79	80	81	83	85
	76	70	72	75	76	77	77	77	78	79
	74	68	70	73	74	75	75	75	76	77

NOTE: Add 10°F when protective clothing is worn and add 10°F when in direct sunlight.

HUMITURE °F	DANGER CATEGORY	INJURY THREAT
BELOW 60°	NONE	LITTLE OR NO DANGER UNDER NORMAL CIRCUMSTANCES
80° - 90°	CAUTION	FATIGUE POSSIBLE IF EXPOSURE IS PROLONGED AND THERE IS PHYSICAL ACTIVITY
90° - 105°	EXTREME	HEAT CRAMPS AND HEAT EXHAUSTION CAUTION POSSIBLE IF EXPOSURE IS PROLONGED AND THERE IS PHYSICAL ACTIVITY
105° - 130°	DANGER	HEAT CRAMPS OR EXHAUSTION LIKELY, HEAT STROKE POSSIBLE IF EXPOSURE IS PROLONGED AND THERE IS PHYSICAL ACTIVITY
ABOVE 130°	EXTREME DANGER	HEAT STROKE IMMINENT!

WIND CHILL INDEX

		TEMPERATURE °F												
		45	40	35	30	25	20	15	10	5	0	-5	-10	-15
WIND SPEED (MPH)	5	43	37	32	27	22	16	11	6	0	-5	-10	-15	-21
	10	34	28	22	16	10	3	-3	-9	-15	-22	-27	-34	-40
	15	29	23	16	9	2	-5	-11	-18	-25	-31	-38	-45	-51
	20	26	19	12	4	-3	-10	-17	-24	-31	-39	-46	-53	-60
	25	23	16	8	1	-7	-15	-22	-29	-36	-44	-51	-59	-66
	30	21	13	6	-2	-10	-18	-25	-33	-41	-49	-56	-64	-71
	35	20	12	4	-4	-12	-20	-27	-35	-43	-52	-58	-67	-75
	40	19	11	3	-5	-13	-21	-29	-37	-45	-53	-60	-69	-76
	45	18	10	2	-6	-14	-22	-30	-38	-46	-54	-62	-70	-78
			A				B				C			

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830 Poquoson Ave.
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GENERAL ADMINISTRATION

SOP#: GA 10.00

Title: Hiring Process

Effective Date: 04/21/11

Revised Date: 04/21/11

Fire Chief's Signature

City Manager's Signature

HIRING PROCESS

I. PURPOSE

This policy is designed to outline the required procedures and testing for the City of Poquoson Fire/Rescue Department hiring process. Candidates for the positions of Firefighter/EMT and Firefighter/Medic must meet the minimum requirements as listed in this policy. Candidates for the officer positions must meet the minimum requirements of the respective job descriptions.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

When an opening becomes available within the City of Poquoson Fire/Rescue Department, this position will be advertised in the Daily Press for one (1) Sunday and in the City of Poquoson and Fire Department web site(s) for two (2) week minimum. This period maybe shortened at the Fire Chief's discretion.

III. MINIMUM QUALIFICATIONS

- Must have a High School Diploma or GED
- Must possess a valid Virginia Driver's license

IV. PROCEDURES

1. Applicant must complete an application for employment with the City of Poquoson. These applications are then submitted to City Hall – 500 City Hall Ave, Poquoson, VA 23662. City Hall will forward these applications to Fire Administration for consideration.
2. Applicants who do not meet the minimum qualifications will be notified in writing.
3. Applicants who will proceed to the next step of the process will be notified in writing.
4. Applicants who successfully complete the Testing Process will be ranked according to overall scores. The Fire Chief will choose from the top three overall candidates based on the number of available openings.
5. The ranking list of applicants will be valid for the period of one (1) year.
6. New hires will be subject to a probationary period of twelve (12) months in compliance with the City of Poquoson Personnel Manual.

V. TESTING PROCESS

1. Written Test – The applicant will complete a commercially purchased general knowledge written test.
2. Physical Agility Test – The applicant will complete a 6 station continuous physical agility test.
3. Oral Review Panel – The applicant will attend a 3 person oral

review panel consisting of fire service personnel.

4. Polygraph and Psychological Testing – The applicant must successfully complete the polygraph testing and at our option, complete a psychological evaluation.
5. Medical and Drug Testing – The applicant must successfully complete a comprehensive medical examination and drug screening.
6. Fire Department Staff Review and Interview – The Deputy Chief and the Fire Chief, will review the test results and perform final interview of perspective candidates.

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GENERAL ADMINISTRATION

SOP#: GA 11.00

Title: Take-Home Vehicle
Assignment

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

**TAKE-HOME VEHICLE
ASSIGNMENT**

I. PURPOSE

To establish procedures for the assignment and use of marked vehicles assigned to Fire Department personnel on a take-home basis.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. RESPONSIBILITIES

The Deputy Chief shall be responsible for the overall assignment and management of staff vehicles.

Fire Department personnel are responsible for their assigned vehicle and its operation and maintenance, whether it is on a permanent or on a temporary call back assignment.

III. PROCEDURES

Take-home Vehicle Assignment

- Vehicles are assigned to personnel on the basis of departmental need and vehicle availability.

- The Deputy Chief may permit or restrict any vehicle assignment.

All policies and procedures of the Poquoson Fire/Rescue Department shall remain in effect while assigned vehicles are operated either on or off-duty.

Operation

- Only authorized personnel shall operate department vehicles.
- When called out to respond during off duty ours, personnel shall respond in accordance with all city policies and procedures applicable to on-duty personnel.
- Special privileges such as exceeding posted speed limits, parking in restricted zones, or violating traffic regulation are not to be assumed.
- Personnel are permitted to use their take-home vehicle to attend departmental training classes/courses.

Maintenance

- Personnel with assigned take home vehicles are responsible for the cleanliness of their vehicle and will keep their vehicles maintained per Poquoson Fire/Rescue Department policies and procedures.
- Personnel shall notify their supervisor and appropriate City authorities immediately after discovering damage to their assigned vehicle and/or when involved in a motor vehicle accident.

- The use of tobacco products will not be tolerated while in operation of assigned take-home vehicle.

Availability

- Off-duty personnel shall be available for responses when necessary or called to duty.

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GENERAL ADMINISTRATION

SOP#: GA 12.00

Title: Incident Reporting

Effective Date: 02/02/2009

Revised Date: 02/01/2009

Fire Chief's Signature

City Manager's Signature

INCIDENT REPORTING

I. PURPOSE

To establish procedures for fire and EMS incident reporting and for properly recording Virginia Fire Incident Reporting System (VIFRS) data and the minimum data set required in the Prehospital Patient Care Report (PPCR) procedures as prescribed by the Virginia Office of EMS and accordance with section 32.1-116.1 of the Code of Virginia.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

All Incident Reports will be completed and entered in the computer upon returning from the incident.

Incident Reports will be completed for every incident that the Fire Department responds to.

III. RESPONSIBILITIES

The Shift Supervisor shall ensure that Incident Reports are completed for

each Fire and EMS incident and entered into the appropriate software and is responsible for personally checking all Fire and EMS Incident Reports for accuracy.

The Shift Supervisor is responsible for ensuring reports have been generated for all incidents.

The Deputy Chief is responsible for ensuring all VFIRS data is reported and that the data is exported to the VDFP on a quarterly basis

IV. PROCEDURES

The first-in engine company officer, upon returning from the incident, shall complete all pertinent sections of the VFIRS form(s) and enter the data on the computer in the appropriate software.

When an engine is responding to a medical call for manpower, a VFIRS Incident Report is required. The Attendant-in-Charge will enter the engine's response on the state PPCR and on the computer software.

If a medic is responding to a fire incident, a PPCR is not required for the incident alone. The engine company officer will enter the medic's response on the VFIRS Incident Report and on the computer software. If there is a patient, a PPCR will be required for that patient and entered under the same incident number as the fire incident.

EMS Incident Reports will be completed by the Attendant-in-Charge.

All entries on the Incident Reports must be printed **legibly** in black ink only.

All spelling must be correct. If in doubt, check maps, directories, or dictionaries.

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GENERAL ADMINISTRATION

SOP#: GA 13.00

Title: Funeral Leave

Effective Date: 02/01/2009

Revised Date: 02/01/2009

Fire Chief's Signature

City Manager's Signature

FUNERAL LEAVE

I. PURPOSE

To recognize and comply with the City of Poquoson funeral leave policy.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. RESPONSIBILITIES

Department personnel shall be responsible for understanding their city benefits and complying with city policies.

III. POLICY

As a benefit for all regular, full-time City employees, paid funeral leave is available to personnel for the purpose of attending to family needs that arise in connection with the death of a member of the employee's immediate family. The Department follows the policy and definitions outlined in the Personnel Manual section 24.12.

The Department will comply with the procedures outlined in the City of Poquoson Personnel Manual.

The employee's time off from work, because of death in the immediate family, must be taken immediately following the death. (Refer to Personnel Manual, Section 24.12 for definition of *immediate family*).

It is the employee's responsibility to ensure the Department Head is notified immediately.

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GENERAL ADMINISTRATION

SOP#: GA 14.00

Title: Pre-Incident Planning

Effective Date: 02/01/2098

Revised Date: 02/01/2009

Fire Chief's Signature

City Manager's Signature

PRE-INCIDENT PLANNING

I. PURPOSE

To establish guidelines for conducting Pre-Incident Planning.

Pre-Incident Planning will be conducted at but not limited to day cares, restaurants, mercantile occupancies, etc.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. RESPONSIBILITIES

The Shift Supervisor will be responsible to ensure that all Pre-Incident Planning for the month is carried out.

It shall be the responsibility of the engine company officer to see that a report is completed in a timely manner upon return from the Pre-Incident Planning.

The Fire Prevention Officer is responsible for data entry of **all** pre-incident paperwork.

III. POLICY

Pre-Incident Planning shall be conducted by personnel on duty.

The station that is in the jurisdiction of the occupancy to be Pre-Incident Planned shall be the engine company responsible for the planning.

All Pre-Incident Planning shall be conducted as a company.

An Inspector **DOES NOT** have to be present for Pre-Incident Planning to take place.

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GENERAL ADMINISTRATION

SOP#: GA 15.00

Title: Software Copyright Violation

Effective Date: 02/01/2009

Revised Date: 02/01/2009

Fire Chief's Signature

City Manager's Signature

**SOFTWARE COPYRIGHT
VIOLATION**

I. PURPOSE

To outline software copyright violation policies within the Fire Department.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

The Fire Department has a moral and legal responsibility to abide by copyright related federal laws and standards, specifically those regarding computer software. Therefore, this SOP has been established to assist all personnel in avoiding copyright violations.

Personnel conduct while using city resources are governed by existing city policies including, but not limited to those dealing with property, privacy, misuse of city resources, sexual harassment, equal employment opportunity, data security and confidentiality.

Although connection to the internet and the availability of e-mail offers many benefits, the city and personnel can be at risk if the city's resources are used inappropriately, or in a manner that breaches security or confidentiality.

III. RESPONSIBILITIES

The Fire Chief shall be responsible for overall activities of information technology, including the assurance that no software copyright violations exist on the Department's computer systems. Company Officers shall be responsible for assisting with the compliance of this SOP.

All Fire Department personnel shall be responsible for knowledge and compliance with this SOP and become aware of federal software copyright laws.

IV. PROCEDURES

As per the City of Poquoson Personnel Policy Manual, Section 39:

- E-mail is provided by the City for employees to conduct City business. All employees are to use e-mail as they would any other official City communication.
- Before selecting e-mail as a means for communication or document transmission, users should consider the need for immediacy, formality, accountability, access, security, and permanence. E-mail is more permanent than a telephone conversation, but may be less secure than paper mail since it is so easy to duplicate and distribute.
- All employees should understand that they have no right or expectation of privacy in their use of the Internet or the City's other electronic communications resources, including e-mail. Although the City does not expect to engage in frequent

monitoring of electronic communications by employees, the City reserves the right to monitor and review any employee's access and use of the Internet or the City's other electronic communications resources at any time. All electronic messages and other files created on or transmitted through the City computer network are the property of the City.

- Employees are individually responsible for the content of all text, audio, or images that they distribute using the Internet or the City's other electronic communications resources (including e-mail).
- Sending, knowingly receiving, viewing, downloading, or displaying material that might reasonably be determined unlawful or inappropriate, including obscene or pornographic materials, is not permitted. The Internet and the City's other electronic communications resources may not be used to make or disseminate hate mail, threats, personal attacks, defamatory statements or discriminatory remarks; to engage in harassment; to violate any person's rights of privacy or publicity; or to engage in any similar behaviors. Employees should take particular caution to carefully screen any personal e-mail received from other sources before deciding to forward such messages within or outside the City. Although the City does not intend to prevent our employees from enjoying *occasional* humorous e-mails and similar messages that have become a staple of Internet communications, each employee assumes personal responsibility for the content of any message he or she chooses to send, regardless of who originally created that content. Jokes and other messages that contain content that might reasonable be viewed by another person as offensive or discriminatory may not be circulated using the City's resources. Employees should promptly disclose to an appropriate supervisor any message they receive that they believe contains inappropriate content.

- Sexually explicit material may not be displayed, archived, stored, distributed, edited or recorded using the City's resources.
- Any improper use of the Internet or the City's other computer resources to threaten or harass other, intercept e-mail, infiltrate computer or computing system (e.g., hacking), interfere, clog or damage the performance, files, data, or software components of a computer or computer system (e.g., by spamming or introducing computer virus), or to attempt any of the foregoing, is prohibited. Employees may not use the Internet to disrupt any discussion group, mailing list or newsgroup with frivolous, vulgar or repetitious postings; by posting a binary, or excessively large, unrelated test file; or posting articles that are off-topic according to the charter or other public statement of the forum.
- The bandwidth of the City network is not large enough to support internet radio, or Internet television, or other large interactive files. The City's network should not be used to distribute large e-mail attachments, unless they have a valid business purpose.
- The Internet and the City's other electronic communications resources may not be used to send unsolicited bulk e-mail, or otherwise unsolicited messages where the recipient objects to the content of the message or to the receipt of the message in general. No e-mail or other electronic communications may be sent that hides the identity of the sender or that represents the sender as anyone other than the actual sender.
- No employee may use the City's computer resources knowingly to download, distribute or use software or other information in violation of any intellectual property or other proprietary rights. Also, the introduction of additional software without consideration of the impact on an employee's workstation, or

the network as a whole, could compromise the integrity of the City's system. Therefore, employees may download only software with direct business use, and must arrange to have such software properly licensed, registered, scanned for viruses and authorized by the employee's department head prior to its being downloaded. Downloaded software must be used only in accordance with the terms of its license. Employees may not send or otherwise provide to any other person any software licensed to the City or data owned or licensed by the City unless permitted by the license agreement.

- Employees may not use the Internet to download entertainment software or games, or to play games against opponents over the Internet.
- Employees disclosing confidential information via a newsgroup, discussion list, or chat forum, even if the disclosure is inadvertent, will be subject to all penalties under City policies and procedures.
- Employees may NOT use the Internet for non-business research or browsing.
- The City uses an Internet firewall to assure the safety and security of the City's network. An employee shall not attempt to disable, defeat or circumvent any City security facility.
- Employees also may not use the encryption device or other security protection device on City resources without express written authorization from the City's Systems Administrator. Employee passwords shall be used as instructed and new passwords must be disclosed to the Systems Administrator or designated person as directed.
- Employees should understand that violations of these policies may not only subject them to disciplinary action within the City,

but may expose them to civil and/or criminal action. The City will cooperate with the inquiries of any legitimate law enforcement authority relating to employee use of the Internet or the City other computer resources.

- The City reserves the right to use appropriate software to filter or monitor the Internet access it provides to employees.
- Transitory and personal messages that do not support City business should be destroyed in a timely manner. Any messages kept in the e-mail system are subject to Freedom of Information Act (FOIA) and the Personal Privacy Protection Law (PPPL) because information created or stored in e-mail systems is considered a record for purposes of both laws. FOIL establishes a right of access to records by the public unless one or more specific exemptions apply. PPPL requires agencies to identify and protect any system or records that contain personal information. E-mail messages are also subject to discovery proceedings in legal actions.
- Retention and disposition of records apply to critical e-mail documents and have the same retention periods as other records. To meet filing requirements, e-mails can be printed and filed manually or transferred to an electronic filing system or repository.

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830 Poquoson Ave.
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GENERAL ADMINISTRATION

SOP#: GA 16.00

Title: Driving Emergency Vehicles

Effective Date: 04/01/2009

Revised Date: 07/01/2016



Fire Chief's Signature



City Manager's Signature

DRIVING EMERGENCY VEHICLES

I. PURPOSE

To establish requirements, responsibilities and use of Fire and EMS vehicles (emergency and non-emergency) by any member of the Poquoson Fire/Rescue Department.

The driver/operator is responsible for the safe operation of the fire/EMS vehicle and the safe transportation of the crew to and from the scene. The driver/operator is also responsible for the operation of all associated equipment, such as fire pump or aerial device, at the emergency scene. The driver/operator maintains the apparatus, and all the equipment on the apparatus, in a state of readiness at all times.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICATION

All career and volunteer personnel

IV. PROCEDURES

Minimum Requirements

Ambulance Operators: Valid Virginia State Driver's License; Completion of a Virginia State recognized EVOC S-2; Successful completion of the Ambulance Driver's Task Book; Successful completion of supervised emergency responses; Final approval by the Fire Chief or his designee. Completion of the above training will allow a member to be designated as a Probationary Driver. A Probationary Driver may be used by the Shift Officer at his or her discretion. To be completely released as an Ambulance Operator, the member must also have completed the ALS or BLS Preceptor Program.

Engine Operators: Valid Virginia State Driver's License; One (1) year of service with Poquoson Fire/Rescue Department; Completion of a Virginia State recognized EVOC S-3; Written recommendation from Shift Supervisor; Certification as a NFPA and/or Virginia DFP Driver/Pump Operator and Firefighter II; Completion of Training Officer's Fire Engine Driver/Pump Operator Preceptorship Program; Successful completion of supervised emergency responses; Final approval by the Fire Chief or his designee. Prior experience may be applied to the time of service restriction at the Fire Chief's discretion. **Effective July 1, 2016 any member applying to become an Engine Operator must possess NFPA and/or Virginia DFP Driver/Pump Operator prior to beginning their preceptorship**

Aerial Operators: Valid Virginia State Driver's License; Three (3) years of service with Poquoson Fire/Rescue Department; Completion of a Virginia State recognized EVOC S-3; Written recommendation from Shift Supervisor; Certification as a NFPA and or Virginia DFP Driver/Aerial Operator and Firefighter II; Completion of Training Officer's Aerial Operator Preceptorship Program; Successful completion of supervised emergency responses; Final approval by the Fire Chief or his designee. Prior experience may be applied to the time of service restriction at the Fire Chief's discretion.

General Guidelines

The driving of department apparatus is not a duty to be taken lightly and demands total concentration. At any time the assigned driver feels that he/she cannot fulfill the requirements (medication, injury, personal problems, etc.), the company officer must be made aware of the reason so that arrangements can be made for a replacement driver.

Personnel must possess and maintain a valid Virginia State Driver's License at all times when driving a Poquoson Fire/Rescue vehicle. An Emergency Vehicle Operator Course (EVOC) certification must be obtained to drive any Fire/Rescue vehicle. It is each individual's responsibility to report any traffic ticket and/or loss of driving privilege. The City of Poquoson reserves the right to hold occasional driving record checks to assure compliance.

All City of Poquoson employees are required to use seat belts when operating a city vehicle equipped with seat belts. Anyone riding as a passenger in a city vehicle is required to use seat belts where provided. Members must ride in seats where provided. Personnel shall not ride in exposed positions such as the tailboard of any apparatus to or from emergency calls.

Turning signals are always to be utilized.

Except under emergency conditions where manpower is not available, all drivers will use a spotter for backing all fire/rescue apparatus. Where manpower is not available, the driver will dismount and walk completely around apparatus before backing. Anytime an apparatus must be backed, emergency lights and the back-up alarm will be on and only one crewmember should be utilized as a spotter. The spotter should always be in view of the driver (preferably the driver's side mirror). If the driver should lose sight of the spotter the vehicle is to be stopped until visual contact is again established. The spotter is to have a portable radio for use in an emergency. It is important to use exaggerated movement of the arms when signaling to the driver because slight gestures may go undetected. The driver should not rely on the spotter alone, the driver is responsible for continuing to check

mirrors and evaluate the position of the apparatus.

Regardless of the nature of the emergency, drivers shall not drive in such a manner as to endanger the life and property of others.

Drivers must set parking brake prior to exiting the driver's seat.

Drivers must be aware of the potential that exists for vehicle accidents on or near the incident scene due to the distractions caused by the emergency.

Cell phones must not be used for personal reasons while operating an Emergency Vehicle **at any time**. If a cell phone must be used for Department business while operating an Emergency Vehicle, safety must be considered. If the operator believes that using a cell phone at that time would be unsafe or inappropriate, the call should be returned after the vehicle has reached its destination.

Non-Emergency Response

During non-emergency travel, drivers of Fire/EMS vehicles shall obey all traffic control signals and signs, and all laws of the road for the operation of motor vehicles. Fire engines, ladder trucks and ambulances and other larger vehicles shall use headlights and marker lights at all times during travel.

Emergency Response

The driver/operator will ensure that all personnel are seated, secured and the apparatus is in a state of readiness (i.e. doors shut, nothing on tailboard, etc). All responding fire/rescue vehicles will use all audible devices, red flashing warning lights and headlights, unless otherwise instructed.

Drivers shall proceed through intersections only where all other traffic has stopped and the driver can account for all lanes of the traffic in the intersection. Excessive speeds will not be tolerated. Driver/operator will maintain a speed consistent with weather

conditions, road conditions, traffic and pedestrians. **At no time should emergency vehicles exceed 10 mph over the posted speed limit.** When more than one emergency vehicle is responding along the same route, units should travel at least 500 feet apart. During emergency responses, driver/operators will not pass another emergency vehicle without establishing passing arrangements via radio transmissions. If conditions mandate driving in opposing lanes, driver operators will proceed slowly and cautiously, stopping if uncertain.

Under wet, foggy or any other hazardous weather or road conditions, Fire/Rescue drivers should react more cautiously to the conditions encountered, and **in no case exceed the posted speed limit.**

Standard Operating Procedures Manual
City of Poquoson Fire and Rescue



**City of Poquoson
Fire and Rescue**

830 Poquoson Ave.
Poquoson, VA 23662
757-868-3510
F757-868-3514

GENERAL ADMINISTRATION

SOP#: GA 17.00

Title: Fire & EMS Preceptor

Effective Date: 06/06/2009

Revised Date: 06/06/2009

Fire Chief's Signature

City Manager's Signature

FIRE & EMS PRECEPTOR

I. PURPOSE

The purpose of this policy is to identify the requirements for EMS and Fire Preceptors in Poquoson Fire/Rescue.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All Career and Volunteer Personnel

III. POLICY

It shall be the policy of the Poquoson Fire/Rescue Department to appoint designated preceptors for the training of both Fire and EMS personnel. These preceptors will be responsible for the training of newly hired career personnel and newly accepted volunteer personnel.

- EMS Preceptor
 - Must have a minimum of 1 year experience with Poquoson Fire/Rescue at their current provider level AFTER they have been released from probation and completed their preceptorship.
 - Must have current or past experience (documented) as an adult educator. Examples include CPR Instructor or DFP Fire Instructor. Recommendation from current Instructors can also be applied.
 - Can have NO disciplinary actions related to EMS other than a verbal reprimand (no more than 1) in the preceding 12 months.

- Fire Preceptor
 - Must have a minimum of 1 year experience with Poquoson Fire/Rescue AFTER they have been released from probation. Must also be certified and have a minimum of 1 year experience in any discipline they wish to precept. Examples include DPO or Aerial Operator.
 - Must have current or past experience (documented) as an adult educator. Examples include CPR Instructor or DFP Fire Instructor. Recommendation from current Instructors can also be applied.
 - Can have NO disciplinary actions related to the area in which they precept other than a verbal reprimand (no more than 1) in the preceding 12 months.

IV. PROCEDURE

- EMS Preceptor
 - Personnel who meet the requirements as stated in the Policy portion and wish to become preceptors may submit, in writing, a request to be considered to the EMS Officer. Any supporting documents should accompany this request.

- After receiving this request, the EMS Officer and the Deputy Chief will make the decision to approve or deny the status of Preceptor. If denied, the applicant will receive a written explanation as to the reasons.
 - Personnel may decide to surrender their status as Preceptors. This must be done in writing and submitted to the EMS Officer. Should the individual later wish to attain preceptor status again they must follow the full procedure.
 - The EMS Officer, Deputy Chief, and Fire Chief may also select personnel for the Preceptor program who demonstrate exceptional knowledge and ability and meet the minimum requirements as stated in the Policy portion.
- **Fire Preceptor**
 - Personnel who meet the requirements as stated in the Policy portion and wish to become preceptors may submit, in writing, a request to be considered to the Training Officer. Any supporting documents should accompany this request.
 - After receiving this request, the Training Officer and the Deputy Chief will make the decision to approve or deny the status of Preceptor. If denied, the applicant will receive a written explanation as to the reasons.
 - Personnel may decide to surrender their status as Preceptors. This must be done in writing and submitted to the Training Officer. Should the individual later wish to attain preceptor status again they must follow the full procedure.
 - The Training Officer, Deputy Chief, and Fire Chief may also select personnel for the Preceptor program who demonstrate exceptional knowledge and ability and meet the minimum requirements as stated in the Policy portion.

Standard Operating Procedures Manual
City of Poquoson Fire and Rescue



**City of Poquoson
Fire and Rescue**

830 Poquoson Ave.
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GENERAL ADMINISTRATION

SOP#: GA 18.00

Title: Promotional Process for Fire
Captain/Battalion Chief

Effective Date: 06/06/2008

Revised Date: 05/03/2016


Fire Chief's Signature


City Manager's Signature

**PROMOTIONAL PROCESS FOR
FIRE CAPTAIN/BATTALION CHIEF**

I. PURPOSE

The promotional process for Fire Captain/Battalion Chief is a tool used by the Fire Chief to narrow the number of candidates and assist him in making his final selection. The promotional process is a complex system designed to be fair and equitable. Candidates are evaluated on a combination of experience, training, education, knowledge, work performance, and an assessment process.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. PROCEDURES

1. The Deputy Chief is responsible for administering the promotional process and is responsible for insuring that all elements used in the promotional process are job related.

Standard Operating Procedures Manual
GA 18.0- Promotional Process for Captain/Battalion Chief

2. When a vacancy exists for the position of Captain/Battalion Chief, the Fire Chief shall post an internal advertisement of the position for a minimum of one week. During that time qualified personnel may submit the required paperwork outlined in the announcement to be considered for the advertised position.

3. The Fire Chief shall arrange and schedule the appropriate segments of the promotional process which may include an application, submission of resume, submitting letters of recommendation, applicant testing, applicant assessment boards, written exercises, computer skills exercises, interviews, background investigation, etc. The following criteria shall be used in the promotional process:
 - a. Experience
 - i. The minimum required time to be eligible to apply for the position of Fire Captain/Battalion Chief is the completion of seventy-two (72) current, consecutive months as a full-time Firefighter with the Poquoson Fire/Rescue Department.
 - b. Education
 - i. The minimum educational requirement to qualify as a candidate for promotion to Captain/Battalion Chief is a high school diploma, GED certificate or appropriate equivalent.
 - c. Recommendation
 - i. To qualify as a candidate for the position of Captain/Battalion Chief, the applicant must obtain his or her Battalion Chief's recommendation describing his leadership, management, organizational abilities, and willingness to work with others as a team member or in general, people skills.

Standard Operating Procedures Manual

GA 18.0- Promotional Process for Captain/Battalion Chief

- d. Evaluations, Conduct, Disciplinary Actions
 - i. Applicants for promotion shall have +2 points on their DMV driving record.
 - ii. Applicants for promotion shall have no evidence of abuse of sick leave or incidents of unexcused absences during the 24 months prior to the application deadline.
 - iii. An applicant for promotion must have received ratings of satisfactory or above, on their last two performance evaluations at the time their applications are submitted.
 - iv. Applicants for promotion shall not have received any disciplinary action resulting in a letter of reprimand or more serious disciplinary action within the previous 24 months from application deadline.
- e. Application
 - i. To be considered as a candidate for promotion, the applicant shall submit a letter of application in addition to any requirements stated in the promotional job announcement. The entire completed application package must be submitted by the date and time specified in the promotional job announcement.
- f. Promotional Process Outline
 - i. Application Package
 - 1. Letter of Application
 - 2. Applicant Resume
 - 3. Letter of Recommendation from Supervisor
 - ii. Written Examination and/or Tactical Competency Evaluation
 - iii. Written/Computer Skills Exercise
 - iv. Interview w/Assessment Board
 - v. Interview with Chief/Deputy Chief

Standard Operating Procedures Manual

GA 18.0- Promotional Process for Captain/Battalion Chief

4. The results of testing, performance, and evaluation in each element of the promotional process will be reviewed by the Fire Chief to help determine each candidate's overall qualifications for promotion. These results will be given consideration, along with the evaluation criteria listed in Section One (1) of this policy, to determine which candidates are most qualified and prepared for promotion.

5. Eligibility List
 - a. An eligibility list will be created by the Fire Chief and the Deputy Chief which will classify each candidate as either highly qualified, qualified, or not qualified for promotion. The Fire Chief will consider for promotion a number of candidates equal to or greater than the number of vacant positions to be filled plus two (2). If the highly qualified category has less than the required number for consideration, the Fire Chief will consider all candidates in the highly qualified and qualified categories regardless of the number of available candidates.
 - i. The eligibility list will normally be valid for twelve (12) months.
 - ii. However, a list may be extended for up to twelve (12) additional months at the discretion of the Fire Chief.
 - iii. Likewise, the list may be terminated at any time in order to conduct a new promotional process when such a process would, in the opinion of the Fire Chief, be strengthened by the addition of newly qualified candidates.

6. Probation after Promotion
 - a. Employees receiving a promotion will serve a one (1) year probation period in accordance with the applicable City Personnel Policy.

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City of Poquoson Fire and Rescue



**City of Poquoson
Fire and Rescue**

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GENERAL ADMINISTRATION

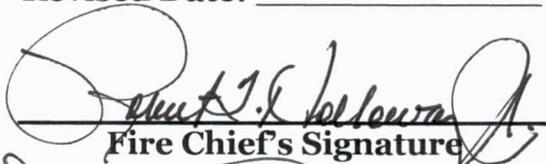
SOP#: GA 19.00

Promotional Process for Fire
Lieutenant

Title: _____

Effective Date: 08/10/2009

Revised Date: 05/03/2016



Fire Chief's Signature



City Manager's Signature

**PROMOTIONAL PROCESS FOR
FIRE LIEUTENANT**

I. PURPOSE

The promotional process for Fire Lieutenant is a tool used by the Fire Chief to narrow the number of candidates and assist him in making his final selection. The promotional process is a complex system designed to be fair and equitable. Candidates are evaluated on a combination of experience, training, education, knowledge, work performance, and an assessment process.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. PROCEDURES

1. The Deputy Chief is responsible for administering the promotional process and is responsible for insuring that all elements used in the promotional process are job related.

2. When a vacancy exists for the position of Fire Lieutenant, the Fire Chief shall post an internal advertisement of the position for a minimum of one week. During that time qualified personnel may submit the required paperwork outlined in the announcement to be considered for the advertised position.

3. The Fire Chief shall arrange and schedule the appropriate segments of the promotional process which may include an application, submission of resume, submitting letters of recommendation, applicant testing, applicant assessment boards, written exercises, computer skills exercises, interviews, background investigation, etc. The following criteria shall be used in the promotional process:
 - a. Experience
 - i. The minimum required time to be eligible to apply for the position of Fire Lieutenant is the completion of sixty (60) current, consecutive months as a Firefighter with the Poquoson Fire/Rescue Department.
 - b. Education
 - i. The minimum educational requirement to qualify as a candidate for promotion to Fire Lieutenant is a high school diploma, GED certificate or appropriate equivalent.
 - c. Recommendation
 - i. To qualify as a candidate for the position of Fire Lieutenant, the applicant must obtain his or her Battalion Chief's recommendation describing his/her leadership, management, organizational abilities, and willingness to work with others as a team member or in general, people skills.

- d. Evaluations, Conduct, Disciplinary Actions
 - i. Applicants for promotion shall have +2 points on their DMV driving record.
 - ii. Applicants for promotion shall have no evidence of abuse of sick leave or incidents of unexcused absences during the 24 months prior to the application deadline.
 - iii. An applicant for promotion must have received ratings of satisfactory or above, on their last two performance evaluations at the time their applications are submitted.
 - iv. Applicants for promotion shall not have received any disciplinary action resulting in a letter of reprimand or more serious disciplinary action within the previous 24 months from application deadline.
- e. Application
 - i. To be considered as a candidate for promotion, the applicant shall submit a letter of application in addition to any requirements stated in the promotional job announcement. The entire completed application package must be submitted by the date and time specified in the promotional job announcement.
- f. Promotional Process Outline
 - i. Application Package
 - 1. Letter of Application
 - 2. Applicant Resume
 - 3. Letter of Recommendation from Supervisor
 - ii. Written Examination and/or Tactical Competency Evaluation
 - iii. Written/Computer Skills Exercise
 - iv. Interview w/Assessment Board
 - v. Interview with Chief/Deputy Chief

4. The results of testing, performance, and evaluation in each element of the promotional process will be reviewed by the Fire Chief to help determine each candidate's overall qualifications for promotion. These results will be given consideration, along with the evaluation criteria listed in Section One (1) of this policy, to determine which candidates are most qualified and prepared for promotion.

5. Eligibility List

a. An eligibility list will be created by the Fire Chief and the Deputy Chief which will classify each candidate as either highly qualified, qualified, or not qualified for promotion. The Fire Chief will consider for promotion a number of candidates equal to or greater than the number of vacant positions to be filled plus two (2). If the highly qualified category has less than the required number for consideration, the Fire Chief will consider all candidates in the highly qualified and qualified categories regardless of the number of available candidates.

i. The eligibility list will normally be valid for twelve (12) months.

ii. However, a list may be extended for up to twelve (12) additional months at the discretion of the Fire Chief.

iii. Likewise, the list may be terminated at any time in order to conduct a new promotional process when such a process would, in the opinion of the Fire Chief, be strengthened by the addition of newly qualified candidates.

6. Probation after Promotion

a. Employees receiving a promotion will serve a one (1) year probation period in accordance with the applicable City Personnel Policy.

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**City of Poquoson
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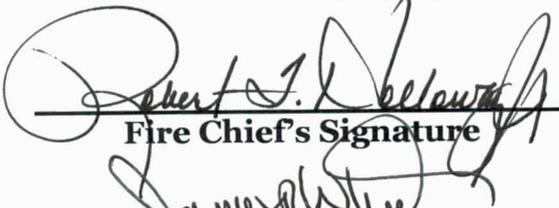
GENERAL ADMINISTRATION

SOP#: GA 19.1

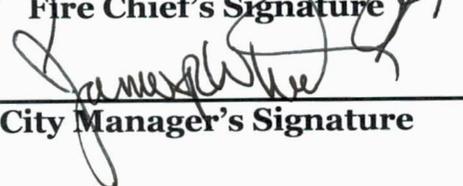
Title: Promotional Process for Fire
Master Firefighter/EMT

Effective Date: 1/11/2016

Revised Date: _____



Fire Chief's Signature



City Manager's Signature

**PROMOTIONAL PROCESS FOR
MASTER FIREFIGHTER/EMT**

I. PURPOSE

The promotional process for Master Firefighter/EMT is a tool used by the Fire Chief to narrow the number of candidates and assist him in making his final selection. The promotional process is a complex system designed to be fair and equitable. Candidates are evaluated on a combination of experience, training, education, knowledge, work performance, and an assessment process.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. PROCEDURES

1. The Deputy Chief is responsible for administering the promotional process and is responsible for insuring that all elements used in the promotional process are job related.

GA 19.1- Promotional Process for Master Firefighter/Medic

2. When a vacancy exists for the position of Master Firefighter/EMT, the Fire Chief shall post an internal advertisement of the position for a minimum of one week. During that time qualified personnel may submit the required paperwork outlined in the announcement to be considered for the advertised position.

3. The Fire Chief shall arrange and schedule the appropriate segments of the promotional process which may include an application, submission of resume, submitting letters of recommendation, applicant testing, applicant assessment boards, written exercises, computer skills exercises, interviews, background investigation, etc. The following criteria shall be used in the promotional process:
 - a. Experience
 - i. The minimum required time to be eligible to apply for the position of Master Firefighter/EMT is the completion of eighty-four (84) current, consecutive months as a full-time Firefighter with the Poquoson Fire/Rescue Department.
 - b. Education
 - i. The minimum educational requirement to qualify as a candidate for promotion to Master Firefighter/EMT is a high school diploma, GED certificate or appropriate equivalent.
 - c. Recommendation
 - i. To qualify as a candidate for the position of Master Firefighter/EMT, the applicant must obtain a recommendation from his/her Battalion Chief describing his/her management, organizational abilities, and willingness to work with others as a team member or in general, people skills and their ability to mentor employees and share their experience and training.

- d. Evaluations, Conduct, Disciplinary Actions
 - i. Applicants for promotion shall have +2 points on their DMV driving record.
 - ii. Applicants for promotion shall have no evidence of excessive or abuse of sick leave or incidents of unexcused absences.
 - iii. An applicant for promotion must have received ratings of Satisfactory, or above, on their last three performance evaluations at the time their applications are submitted.
 - iv. Applicants for promotion shall not have received any disciplinary action resulting in a letter of reprimand or more serious disciplinary action within the previous 24 months from application deadline.
- e. Application
 - i. To be considered as a candidate for promotion, the applicant shall submit a letter of application in addition to any requirements stated in the promotional job announcement. The entire completed application package must be submitted by the date and time specified in the promotional job announcement.
- f. Promotional Process Outline
 - i. Application Package
 - 1. Letter of Application
 - 2. Applicant Resume
 - 3. Letter of Recommendation from his/her Battalion Chief
 - ii. Written Examination and/or Oral Presentation
 - iii. Written/Computer Skills Exercise
 - iv. Interview w/Assessment Board
 - v. Interview with Chief/Deputy Chief

4. The results of testing, performance, and evaluation in each element of the promotional process will be reviewed by the Fire Chief to help determine each candidate's overall qualifications for promotion. These results will be given consideration, along with the evaluation criteria listed in Section One (1) of this policy, to determine which candidates are most qualified and prepared for promotion.

5. Eligibility List

a. An eligibility list will be created by the Fire Chief and the Deputy Chief which will classify each candidate as either highly qualified, qualified, or not qualified for promotion. The Fire Chief will consider for promotion a number of candidates equal to or greater than the number of vacant positions to be filled plus two (2). If the highly qualified category has less than the required number for consideration, the Fire Chief will consider all candidates in the highly qualified and qualified categories regardless of the number of available candidates.

i. The eligibility list will normally be valid for twelve (12) months.

ii. However, a list may be extended for up to twelve (12) additional months at the discretion of the Fire Chief.

iii. Likewise, the list may be terminated at any time in order to conduct a new promotional process when such a process would, in the opinion of the Fire Chief, be strengthened by the addition of newly qualified candidates.

6. Probation after Promotion

a. Employees receiving a promotion will serve a one year probation period in accordance with the applicable City Personnel Policy.

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City of Poquoson Fire and Rescue



**City of Poquoson
Fire and Rescue**

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GENERAL ADMINISTRATION

SOP#: GA 20.00

Title: Revenue Recovery

Effective Date: 10/01/2009

Revised Date: _____

Fire Chief's Signature

City Manager's Signature

Revenue Recovery

I. PURPOSE

To outline the policy for distribution of the Poquoson Fire/Rescue (PFR) Notice of Privacy Practice Brochure and signing of the PFR Ambulance Billing Authorization and Privacy Acknowledgment Form.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. PROCEDURES

For each patient this is seen by PFR personnel, the patient or a responsible party for the patient is to be given a brochure titled "Notice of Privacy Practices".

In addition, for each patient that is transported by PFR personnel, the patient or a responsible party is to sign the PFR Ambulance Billing Authorization and Privacy Acknowledgment Form which grants permission for PFR and Diversified Ambulance Billing to use healthcare information for billing purposes.

For all patients that are transported, it is the Attendant In Charge's responsibility to obtain the patient FACE sheet from the receiving medical facility prior to returning to service.

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GENERAL ADMINISTRATION

SOP#: GA 21.00

Title: Compensatory Time Policy

Effective Date: 03/14/2011

Revised Date: _____

Fire Chief's Signature

City Manager's Signature

Compensatory Time Policy

I. PURPOSE

The purpose of this policy is to provide guidance for career personnel with regard to compensatory time earned in lieu of overtime pay.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All career staff

III. POLICY

Section 22.2 of the City of Poquoson Personnel Policy Manual provides us with the basis for this policy covering all personnel that are hourly and all employees who are non-exempt from the provisions of the Fair Labor Standards Act (FLSA).

It is the policy of the City of Poquoson Fire/Rescue Department that the accumulation of compensatory time will be limited to 40 hours total inclusive of the 1 1/2 times calculation. Additional hours earned after that threshold has been reached will be compensated in pay at a

rate of 1 1/2 times base pay (excluding holidays which are paid at straight time). All compensatory time earned is subject to approval of the Department Head and the City Manager.

All compensatory time earned should be taken within 60 days of accumulation and should be scheduled with the Battalion Chief accordingly.

All compensatory time will be cleared out annually (June of each year) and the employee compensated for said time at their current hourly rate of pay as prescribed in Section 22.2 of the City of Poquoson Personnel Policy Manual and in keeping with Federal Law.

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GENERAL ADMINISTRATION

SOP#: GA 22.00

Title: Family Medical Leave Act

Effective Date: 04/27/2012

Revised Date: _____

Fire Chief's Signature

City Manager's Signature

Family Medical Leave Act (FMLA)

I. PURPOSE

The purpose of this policy is to provide guidance for career personnel with regard to Family Medical Leave Act (FMLA). It is important that our personnel know their rights and what is expected of both them and the City when this leave is requested or assigned.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All career staff

III. POLICY

FMLA is covered in detail in the City of Poquoson Personnel Policy Manual and is compliant with all applicable federal laws.

All required notices are provided and posted at each fire station to include ADA postings as required by law.

As an emergency department it is our responsibility to provide and maintain minimum staffing levels for the protection of our staff and the citizens we serve.

In order to maintain minimum staffing factoring in certifications required on each shift (i.e. Pump Operators, Paramedics, EMT-I, Ladder Operators, or when multiple staff is out on FMLA) it may be necessary to move personnel from one shift to another. This should not be looked at as retaliation, but rather a necessity to maintain shift balance.

Just as important as it is to maintain minimum staffing, it is equally important that we provide our staff with all the benefits guaranteed them under FMLA.

To ensure that all parties are treated fairly and consistently the following shall be followed:

FMLA designation:

- FMLA can be requested by the employee or assigned by the City.
- FMLA will be assigned for any request for extended leaves covered over (2 weeks in duration) that requires leave up to 12 weeks (26 weeks for care of service personnel).
- Your built-in overtime will be factored into the 12 weeks. (You receive 6 hrs. for each cycle for a total of 12 hrs per month)

FMLA provides:

- Job protected leave for up to 12 weeks in a 12 month period (26 weeks for the care of service members).
- Continuation of health plan benefits on same terms of employee participating in plan at time of leave.
- Protection from retaliation.

You must be aware that obligations and responsibilities are placed on both employer and employees.

When requesting FMLA you must:

- Have worked 1250 hrs for same employer in the last 12 months.
- Give sufficient notice to employer (30 days advance notice if leave is foreseeable or as soon as possible/practicable under the circumstances).

- Give reasons for the request with enough specificity to allow the employer to know if leave qualifies. Leave request can be denied if not enough information is given.
- Provide doctors note or certification from health care provider explaining necessity for leave.
- For leave following the birth or placement of a child, no medical necessity for leave is needed.
- Use all available sick leave, annual leave and other time.
- Once all leave is exhausted, you will go on leave without pay for the remainder of your approved leave and must make arrangements with the Finance Department to pay your portion of your health insurance.

While out on FMLA leave you will provide the following:

- Periodic updates to Fire Administration.
- Intent to return to work at the end of leave.
- Fitness for full duty certificate before you may return to work.

While out on FMLA leave, unless you have written approval from the City Manager, you shall **not**:

- Work another job.
- Take vacations.
- Participate in sports or any activities that may prolong your leave or compromise your recovery.

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GENERAL ADMINISTRATION

SOP#: GA 23.00

Title: Work Status Options for
Pregnant Members

Effective Date: 04/27/2012

Revised Date: _____

Fire Chief's Signature

City Manager's Signature

**WORK STATUS OPTIONS FOR
PREGNANT MEMBERS**

I. PURPOSE

The purpose of this policy is to provide guidelines with respect to work status options for pregnant members.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All career staff

III. POLICY

It shall be the policy of Poquoson Fire and Rescue to adhere to all federal and state policies and laws with respect to work status options during pregnancy.

For the purposes of this policy, it is important to note that the pregnant members have the right to work as long as they are capable of performing their jobs. This puts the responsibility for determining when to request light duty almost entirely on the pregnant firefighter. The department does, however, strongly support recommendations that pregnant

firefighters should not participate in fire suppression, hazardous material and Emergency Medical Services (EMS) operations from the time pregnancy is confirmed. Additionally, due to the significant medical and physiological changes which typically occur during the late second trimester and third trimester of pregnancy, a pregnant firefighter would generally not be considered fit for full duty during the latter half of the pregnancy. This assessment may be made on an individualized basis through coordination with the member's physician (PCP or OB/GYN) and/or the department occupational physician. The primary determination of duty assignments of pregnant members will be safety.

IV. PROCEDURES

1. Consideration for determining light duty during pregnancy include, but are not necessarily limited to, certification by the member's physician (PCP or OB/GYN) that the member is unable to perform all essential functions of the full duty assignment.
2. Pregnant member should notify the Fire Chief of the confirmed pregnancy and receive an informational packet.
3. Once a decision has been made to abstain from regular duties, the member will submit a certification from the treating physician stating the projected length of disability, work restrictions, and physical limitations.
4. The pregnant member shall submit a letter requesting Light Duty Non-Job-Related.
5. Upon approval by the Fire Chief, or his designee, the pregnant member shall report to Fire Administration for assignment. A determination for light duty assignment is based on the type(s) of job(s) available and the benefit to the department and the citizens of Poquoson.
6. Work attire will be determined by the department. If uniforms are required, they will be provided by the department.
7. If pregnant member plans to take FMLA please refer to SOP GA 22.00 for more information.
8. The member may return to full and unrestricted duty when she has been given medical clearance from her personal physician or obstetrician/gynecologist.

V. MEDICAL CONSIDERATIONS

The following information is excerpted from “Reproductive Hazards of Firefighting I and II,” Melissa McDiarmid, M.D., et al., American Journal of Industrial Medicine, 1991.

“The job of firefighting presents many potential hazards to healthy reproduction. It poses physical hazards such as drastic temperature variations, extreme and unpredictable physical exertion demands and psychological stress. Firefighters may also be exposed to biological or radiation hazards. The fire environment may also produce a wide range of chemical agents, including irritant and asphyxiant gases and other toxins.

Human reproductive health as it is affected by the work environment is a relatively new area of study. The clearest connection between an environmental agent and adverse reproductive outcomes for both men and women is in the case of ionizing radiation, which is not a common hazard for most firefighters. Prolonged exposure to high ambient temperatures, however, may also have a detrimental effect on fertility and pregnancy. High heat exposure has been related to infertility in men and may be linked to neural defects in the babies of exposed mothers.

Chemical agents in the fire environment are numerous and unpredictable. The toxic effects of fire smoke have been tentatively linked to a number of physical problems, including respiratory disease, coronary artery disease and malignancies. Many chemical agents encountered in the fire service may also adversely affect reproduction. Carbon monoxide, carbon dioxide, hydrogen cyanide, acrolein and other aldehydes, sulfur dioxide, hydrogen chloride, nitrogen dioxide and benzene are all commonly produced in fire environments. Research shows that all of these compounds may have detrimental effects on reproduction. Pregnant women and their fetuses are especially affected by carbon monoxide exposures.

Although much more study is needed, existing research suggests that both men and women are vulnerable to reproductive toxicity in the

Standard Operating Procedures Manual
GA 23.00 Work Status Options for Pregnant Members

firefighting environment. In addition, the potential hazards to developing fetuses pose special concerns for pregnant firefighters.”

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City of Poquoson Fire and Rescue



**City of Poquoson
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830 Poquoson Ave.
Poquoson, VA 23662
757-868-3510
F757-868-3514

GENERAL ADMINISTRATION

SOP#: GA 24.00

Title: Applicant Guidelines and
Disqualifiers

Effective Date: 04/27/2012

Revised Date: _____

Fire Chief's Signature

City Manager's Signature

**Applicant Guidelines and
Disqualifiers**

I. PURPOSE

The purpose of this policy is to provide guidelines and disqualifiers with respect to potential applicants for career and volunteer staff.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All potential applicants for career and volunteer staff.

III. POLICY

It shall be the policy of Poquoson Fire and Rescue as well as Poquoson Volunteer Fire Company and Poquoson Volunteer Rescue Squad to adhere to the following guidelines and disqualifiers with respect to potential applicants.

Guidelines:

- **MUST** be 18 years of age at the date of application.
- **MUST** have a high school diploma or GED.

- **MUST** attend any scheduled interview, examination, appointment, or meeting relative to this process.
- **MUST** have a satisfactory driving record at the time of testing.
- **MUST** meet minimum raw score of 60 on the aptitude assessment.
- **MUST** satisfactorily complete the Firefighter Agility Test.
- **MUST** be willing to sign an agreement waiving the right to use any tobacco products both on and off duty.
- **REQUIRES** satisfactory results from a medical evaluation and pre-employment substance abuse testing and is subject to random controlled substance testing.
- **MUST** provide any military background paperwork on the day of testing.
- **MUST** sign Law Enforcement authorization for release of information, City of Poquoson authorization for release of information, Conditions of Employment, Conditions of Employment Contract.

Disqualifiers:

Criminal History

- **NO** felony convictions or class 1 or 2 misdemeanor convictions
- **NO** convictions for assault and battery of any person to include domestic violence of a family member.
- **NO** convictions of any crime preventing them from legally working with emergency medical supplies or apparatus.
- **MUST NOT** have a “founded child abuse or neglect complaint.”
- **MUST NOT** have participated in any act of moral turpitude or assault and perjury.

DMV

- **NO** convictions for DUI of alcohol or drugs within 7 years or assignment to any alcohol safety action program (ASAP) or drivers alcohol rehabilitation program within 7 years.
- **MUST NOT** have been convicted of Driving under Suspension or Revocation within the past 7 years.
- **NO** convictions of reckless driving within the past 5 years.

- **NO** traffic accident conviction within 2 years.
- **NO** overall driving record that shows a history of unsafe driving.
- **MUST** have a Virginia driver's license at the time of application, with a zero or positive point balance.
- Applicant **WILL NOT** be considered when the applicant is uninsurable (i.e. if the Division of Motor Vehicle driving record report indicates the applicant is an uninsurable motorist).

Drugs

- **NOT** have illegally sold or distributed any drug or controlled substance.
- **NOT** have possessed or used a drug or controlled substance that is considered a felony (i.e. heroin, cocaine) in the last 15 years.
- **NOT** have illegally possessed or used marijuana in the last 3 years or any other substances whose possession or use constitutes a misdemeanor (i.e. spice, inhalants, bath salts, etc.).
- **NOT** have ever used hallucinogenic drugs.
- **NOT** have used steroids considered unlawful to possess within the last 5 years.

Military

- **MUST NOT** have received Dishonorable Discharge
- **MUST NOT** have received Bad Conduct Discharge

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GENERAL ADMINISTRATION

SOP#: GA 25.00

Title: Authorized Use of Utility 1

Effective Date: 04/10/2014

Revised Date: _____

Fire Chief's Signature

City Manager's Signature

Authorized Use of Utility 1

I. PURPOSE

The purpose of this policy is to provide guidelines for the authorized use of Utility 1 for career and volunteer staff.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

It shall be the policy of Poquoson Fire and Rescue as well as Poquoson Volunteer Fire Company, Poquoson Volunteer Rescue Squad and Poquoson Ladies Auxiliary to adhere to the following guidelines with respect to the authorized use of Utility 1.

Guidelines:

- Utility 1 shall be used for day to day operations and emergency calls by the members of the Poquoson Volunteer Fire Company, Poquoson Volunteer Rescue Squad, Poquoson Ladies Auxiliary and City of Poquoson Fire/Rescue.
- Utility 1 can be used to attend meetings authorized by the Volunteer Fire Chief with concurrence of the City Fire Chief.

- Utility 1 can be used to attend classes however the following must be met.
 - Must be 2 or more members attending class to use Utility 1 and must be a benefit to the Department and not just the individual.
 - Classes must be Fire/Rescue related
 - Overnight use of Utility 1 to attend class must be pre-approved by the Volunteer Fire Chief with final approval of the City Fire Chief in accordance with City Policy.
- Only approved drivers may drive Utility 1
- All use of Utility 1, with the exception of day to day use, must be scheduled through Fire Administration.
- Utility 1 should be washed and filled up with fuel when returned.

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GENERAL ADMINISTRATION

SOP#: GA 26.00

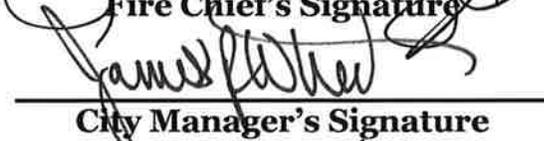
Title: Football Game Standbys

Effective Date: 10/1/2015

Revised Date: _____



Fire Chief's Signature



City Manager's Signature



School Superintendent's
Signature

FOOTBALL GAME STANDBYS

I. PURPOSE

To establish requirements, responsibilities and staffing provided by City of Poquoson Fire and Rescue in support of Poquoson Schools athletics.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICATION

All career and volunteer personnel.

III. PROCEDURES

General Guidelines

The City of Poquoson Fire/Rescue will provide a staffed ALS Medic Unit for each Junior Varsity and Varsity football game. The game schedule will be provided by the School System to Fire Administration prior to the beginning of each season. Any changes to this schedule must be submitted to Fire Administration prior to the game to allow for arranging a Medic Unit.

The Medic Unit and crew will be located inside the Park Street gate and available for response. If the Cub Cadet is used, it will be located near the end zone by the Poplar Street gate.

Communication will be between the Poquoson Trainer and the Attendant in Charge of the Medic Unit. This communication will be via hand held radios provided by the football staff. The Trainer will provide the radio to the EMS crew prior to the game and retrieve it after the game. Communications will occur on Channel 2 unless otherwise instructed by the Trainer.

Minimum Requirements

The provided Medic Unit will be staffed with a minimum of one EMT/Driver and one Intermediate or Paramedic as per the Virginia standards for EMS staffing.

If the Cub Cadet is used, it will be staffed with a minimum of one Released Driver and the AIC of the Medic Unit. These personnel will remain with the Cub Cadet at all times and be available to respond if needed. If the Cub Cadet is on the football field and available for use, it will be stocked with the necessary equipment for the treatment and transport of a sick or injured person. Such equipment includes a stretcher, immobilization equipment, first aid kit, etc. The Cub Cadet **will not** be used to transport a person without the proper safety restraint system (such as stretcher locks

and seatbelts).

Treatment and Transport

If any person requires medical treatment and transport from the game that is **not** a football player, an additional Medic Unit will be called for that transport. This will allow the Medic Unit assigned to the football game to remain on site throughout the game.

If a **football player** requires medical treatment and transport from the game, the Medic Unit assigned to the game will transport and an additional Medic Unit will be sent to the game for standby if staffing permits.

Payment

Career Fire Department members assigned to the Medic Unit on standby will be considered At Will employees of the school system and exempt from FLSA requirements regarding their Fire Department position. An agreed upon flat rate of \$35.00/hour will be paid to each member of the Medic Unit crew.



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GENERAL ADMINISTRATION

SOP#: GA 27.0

Title: Awards/Recognition

Effective Date: 10/01/2016

Revised Date: _____



Fire Chief's Signature



City Manager's Signature

AWARDS & RECOGNITION

I. PURPOSE

The purpose of this document is to establish a guideline for the means of recognizing performance or actions.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICATION

All career personnel. This policy also extends to civilians and volunteers in specific situations.

III. POLICY

The standard to achieve these awards has been purposefully set high. The Department hopes that the attainment of awards will foster well-earned respect within the Department. Application and use of these guidelines will provide public recognition of staff, citizens, and volunteers who bring honor to themselves and the department through:

- Their conduct or actions which exceed the highest standards,
- Outstanding service which is beyond that normally expected,
- Heroic or meritorious acts.

IV. PROCEDURES

An Awards Committee shall be appointed by the Fire Chief to review recommendations for awards and determine the level of award.

The Service Awards Committee shall be comprised of six (6) members representing a cross section of the department. This Committee shall include the Deputy Fire Chief, (1) Battalion Chief, (1) Lieutenant, (1) Master Firefighter, and (2) firefighters. The members of this Committee shall not be directly involved with the nominated persons, if possible.

Any personnel of Poquoson Fire/Rescue may nominate career staff, citizens, or volunteers for an award or commendation. Supervisors shall recognize exceptional performance by personnel under their supervision.

Whenever personnel of the City of Poquoson Fire/Rescue Department or a Volunteer/Civilian has performed an act or rendered service that qualifies for recognition, the nomination procedure will be as follows:

A written nomination will be submitted in a timely fashion, in standard memorandum format, and must include a detailed and accurate account of the circumstances surrounding the act or incident. The nomination should include the following:

DATE

TIME

LOCATION

INCIDENT NUMBER (If Applicable)

DETAILED NARRATIVE

ANY ADDITIONAL RELATED INFORMATION (Pictures, Witnesses etc.)

The nomination will be forwarded through the chain of command to the Fire chief accompanied by any comments or additional facts.

After review by the Fire Chief, the nomination will be forwarded to the Awards Committee for deliberation and recommendation as to the appropriate award such action merits.

The Awards Committee will submit a recommendation to the Fire Chief for approval.

Upon approval by the Fire Chief, the Awards Committee will prepare the appropriate award. Presentation of awards will be made during an awards ceremony or other special occasion determined by the Awards Committee.

Written appeals regarding recommendations shall be forwarded to the Fire Chief through the chain of command. The Fire Chief shall determine the final disposition of appeals.

V. AWARDS

Fire Service Awards:

Medal of Honor - Awarded for performance of a personal act of courage in the protection of life above and beyond standards defined in normal operating guidelines while engaged in fire ground emergencies, medical emergencies, hazardous materials emergencies and/or technical rescue emergencies.

Award to consist of: Gold Honor medallion (A4118 with RC-53 ribbon), Uniform ribbon, Certificate in 8 1/2" x 11" gold metal frame.

Medal of Valor – Awarded for an act of bravery or heroism on or off duty, within the persons' scope of training and duty while engaged in an action involving either fire ground operations or emergency medical services.

Award to consist of: Silver Valor medallion (A4117 with RC-54 ribbon), Uniform ribbon, Certificate in 8 1/2" x 11" silver metal frame.

Chief's Cross - Awarded only by the Chief of Poquoson Fire/Rescue, at his discretion, for actions that reflect positively on the staff or the department and are in keeping with the highest traditions of the fire service.

Award to consist of: Bronze Cross medallion (A4121-A with RC-27 ribbon), Uniform ribbon, Certificate in 8 1/2" x 11" Bronze metal frame.

Purple Heart - This award is given to staff of Poquoson Fire/Rescue who while performing their duties and utilizing all prudent safety precautions and equipment have suffered a significant injury.

Award to consist of: Gold Purple Heart Medal (A10929 with RC-44 ribbon), uniform ribbon, and certificate of award.

Life Saving Award- Awarded to an individual for the saving of a human life. Intended for an individual directly responsible for the saving of a human life and shall be issued to staff for the saving of a life through various actions such as the application of pre-hospital emergency medical care or public safety measures.

Award to consist of: Silver Star of Life medallion (A1595 with RC-8 ribbon), Uniform ribbon, and Certificate in 8 1/2" x 11" wooden frame.

Distinguished Service Ribbon – Awarded to staff who has distinguished themselves by exceptional service and/or performance above the standards and ideals set forth by Poquoson Fire/Rescue during emergency operations and/or special assignment.

Award to consist of: A uniform ribbon and certificate of award.

Meritorious Service – Awarded to recognize single acts of merit or serving in a non-emergency function such as training, administration, education, prevention, public and community service above the standards and ideals set forth by Poquoson Fire/Rescue.

Award to consist of: A uniform ribbon and certificate of award.

Unit Commendation – Awarded to a unit such as a company, station, or group of individuals while operating as a team in the performance of their duties and exemplifying actions above the standards and ideals set forth by Poquoson Fire/Rescue in the accomplishment of a common goal in emergency or non-emergency functions.

Award to consist of: A uniform ribbon and certificate of award.

Campaign Bar – This award is given by the Fire Chief to those who perform exemplary fire rescue functions during a significant operation undertaken by Poquoson Fire Rescue. These are typically operations lasting more than 48 hours.

Award to consist of: A uniform ribbon and certificate of award.

Education Bar – This award is given by the Fire Chief to those who have received an Associate's, Bachelor's, or Master's Degree in a related career field.

Award to consist of: A uniform ribbon and certificate of award. Bachelors will be indicated by a Silver Star and a Masters will be indicated by a Gold Star.

Instructor – Awarded to staff who achieve the status of Fire Service Instructor or EMS Education Coordinator. Awards will be given for Instructor I, Instructor II, and Instructor III. Certification for EMS Education Coordinator will be awarded the ribbon with a Gold Star.

Award to consist of: A uniform ribbon and certificate of award. Instructor II will be indicated by a Silver Star and Instructor III will be indicated by a Gold Star.

Dedicated Service Award - Awarded to those that have completed 5 years of service with Poquoson Fire Rescue. Stars will be awarded as indicated to represent each successive 5 year award.

Award to consist of: A uniform ribbon and certificate of award.

Stars (placed on ribbons) – A Silver Star, when used to represent multiple awards, shall indicate increments of 5. A Gold Star, when used to represent multiple awards, shall indicate increments of 10.

Citizen/Volunteer Fire & EMS Awards:

Heroism Award - The Heroism Award may be made for a conspicuous act of valor or heroism by a citizen or volunteer under hazardous conditions in which the person is placed in a life threatening position to save the life of another.

Award to consist of: Gold Medal (A4387 with RC-11 ribbon), Plaque, and Letter of Recognition

Lifesaving Award - The Lifesaving Award may be made to a citizen or volunteer who has been involved in a lifesaving effort at an emergency scene before the arrival of the Fire Department or who has provided extraordinary assistance to Fire Department staff in a lifesaving effort. This nomination is normally made by Fire Department personnel assigned to the incident.

Award to consist of: Plaque and Letter of Recognition

VI. UNIFORM GUIDELINES

Any staff who receives department awards should wear them; they are an outward representation of your accomplishments and as such reflect positively upon you and Poquoson Fire/Rescue.

Awards will consist of ribbons and medals. Ribbons may be worn on Class "A" and Class "B" Uniform shirts. Medals will be worn only on the department Class "A" Dress Jacket.

Medals shall be worn as follows: They will only be worn on the PFD dress jacket (three medals per row); they will be placed in the following manner.

The top of the medals shall be in a single row (no more than three per row) and will be placed in descending order $\frac{1}{4}$ inch below the nametag and centered. When multiple rows are used, they shall be centered $\frac{1}{4}$ inch below the first row. NOTE: the medals should be in descending order from the VIEWER's perspective, top to bottom and left to right.

Ribbons shall be worn as follows:

$\frac{1}{4}$ inch above the nametag and centered. A row of ribbons will consist of no more than 3 ribbons and will be placed in descending order. When additional rows are required, there will be $\frac{1}{4}$ inch between the rows. A ribbon plate is encouraged when displaying the ribbons. NOTE: the ribbons should be in descending order from the VIEWER's perspective, top to bottom and left to right.

These ribbons and medals are available from Gall's through Blackinton Uniforms.

Standard Operating Procedures Manual
Awards/Recognition

GA 27.00

Order	Award Name	Presented	Additional	Ribbon Colors
1	Medal of Honor	Medal	Ribbon/ Certificate	 (RC-53)
2	Medal of Valor	Medal	Ribbon/ Certificate	 (RC-54)
3	Chiefs Cross	Medal	Ribbon/ Certificate	 (RC-27)
4	Purple Heart	Ribbon	Ribbon/ Certificate	 (RC-44)
5	Life Saving Medal	Medal	Ribbon/ Certificate	 (RC-8)
6	Distinguished Service	Ribbon	Certificate	 (RC-2)
7	Meritorious service	Ribbon	Certificate	 (RC-6)
8	Unit Commendation	Ribbon	Certificate	 (RC-4)
9	Campaign Ribbon	Ribbon	Certificate	Each "Campaign" will have it's own ribbon assigned
10	Education	Ribbon	Certificate	 (RC-30)
11	Instructor	Ribbon	Certificate	 EMS Educator (RC-33)  Fire Instructor (RC-39)
12	Years of service	Ribbon	Certificate	 (RC-1)
13	Heroism Award	Medal	Plaque/ Letter	-----
14	Lifesaving Award		Plaque/ Letter	-----

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SAFETY AND HEALTH

SOP#: SH 1.00

Title: Hearing Conservation

Effective Date: 11/30/2008

Revised Date: 11/30/2008

Fire Chief's Signature

City Manager's Signature

HEARING CONSERVATION

I. PURPOSE

To provide minimum requirements for establishing a hearing conservation program for the prevention of occupational noise-related hearing loss.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. Reference

Virginia Occupational Safety and Health (VOSH) Standard for General Industry CFR 1910.95, Occupational Noise Exposure.

NFPA 1500, Standard on Fire Department Occupational Safety and Health Program, 7.16.1.

NFPA 1500, Standard on Fire Department Occupational Safety and Health Program, 7.16.2.

III. Definition

Department Hearing Conservation Program (HCP) requires employee exposed to hazardous noise levels at or above an 8-hour time weighed average of 85 dBA or more (Action Limit), or 140 Db peak sound pressure (impulse or impact), to utilize engineering controls, if feasible, to reduce employee's noise exposure. Only when it has been determined that engineering controls are technologically unavailable or cost prohibitive will the utilization of personal hearing protective devices be considered a permanent means of control.

IV. POLICY/POSITION

It is the policy of the Poquoson Fire/Rescue Department (PFD) to provide and to operate with the highest possible level of safety and health for all members. The prevention and reduction of obtaining a hearing loss while performing firefighter/medic functions are the goal of the PFD and shall be a primary consideration at all times.

V. RESPONSIBILITY

Management will:

- Comply with and enforce the Department HCP.
- Ensure all respective employees participating in the HCP receive baseline and annual audiometric testing and training.
- Ensure, if possible, to obtain audiometric evaluation on exiting employees.
- Ensure all work areas and equipment that has the potential of being a noise hazard is identified as such, including all work performed off site.
- Ensure hearing protectors are available for all employees or visitors that enter or work around noise hazards.

VI. PROGRAM

Noise Monitoring performed by citizens or employees at stations will be reviewed to determine if hearing protection is required at the location or with equipment.

- Hearing Protectors shall be provided by the Fire Department.
- Types of hearing protection devices provided will be inserts and/or muffs.
- All Department employees exposed to equipment or performing tasks that generate noise levels of 90 dBA or more required to wear inserts or muffs.
- Employee shall wear insert and muffs when equipment generates noise levels over 108 dBA.
- Employees are required to wear hearing protection while:
 - Operating power tools and equipment, e.g., chain saws, K-12 saws, lawn mowers, string trimmer, etc.
 - Filling air bottles while utilizing the in-house compressors.
 - Performing routine apparatus checks and cleaning, unless engine is shutdown.
 - Engage in training evolutions that involves working around apparatus while the engine is running.
 - Engage in other activities in which the supervisor deems the noise level may be injurious to hearing.
 - Engine and Aerial Truck Operators, when engaged in pumping operations, shall don and utilize the on-board hearing protection and radio monitor headphones as soon as possible after setting up.
- When riding on apparatus, employees shall utilize the on-board hearing protection and radio monitor headphones with the following exceptions:

- Drivers shall wear and utilize the on-board hearing protection and radio monitor headphones only when traveling in response to a fire alarm or emergency call. At all other times, when driving, drivers shall not wear hearing protection devices.
- When actively engaging in firefighting or patient care, it is imperative that personnel be able to hear clearly. For this cause, the personal hearing protection device is not issued, nor is the intent of this SOP to require it to be worn while actively engaged in firefighting or patient care.

Equipment Requiring Hearing Protection
(Samples Only)

Equipment	A-Scale (dBA)
Apparatus: Diesel	87.2
Siren	126.5
Air Horn	113.0
Blower (yard)	99.0
Chain Saw: Idle Speed	106.8
Fast Speed	127.8
Circular Saw: Idle Speed	103.6
Fast Speed	119.2
Concrete Saw	104.0
Dryer	72.8
Generator (Station)	101.0

SH 1.00

Hearing Conservation

Generator (HM-1) Fast Speed	148.7
Generator on Truck	90.6
Hurst Tool	98.5

Equipment

A-Scale (dBA)

Ice Machine	76.0
Mower (Push)	94.0
Mower (Riding)	97.2
Pass Device	93.7
Portable Generator	101.3
Reciprocating Saw	87.3
Vacuum: Shop	81.2
Weed Eater	97.1
Washer	71.4

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SAFETY AND HEALTH

SOP#: SH 2.00

Title: Respiratory Protection
Program

Effective Date: 11/30/2008

Revised Date: 11/30/2008

Fire Chief's Signature

City Manager's Signature

**RESPIRATORY PROTECTION
PROGRAM**

I. PURPOSE

To provide guidelines for the establishment of a Respiratory Protection Program for the Poquoson Fire/Rescue Department (PFD).

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

To comply with OSHA 29 CFR, Part 1910.134 requirements that mandate that "the employer develop and implement a written respiratory protection program with required work site specific procedures and the elements for required respirator use."

III. RESPONSIBILITIES

The Respiratory Program Administrator will manage the Respiratory Protection Program and ensure that this policy is implemented as outlined.

The Company Officer(s) will insure that all procedures as outlined in this policy are carried out by their personnel.

IV. PROCEDURES

- All respirators selected and used by fire and rescue personnel shall be NIOSH certified. This includes respirators such as SCBA used during fire and HAZMAT operations, and HEPA/N95 mask used by emergency medical personnel.
- Respirators shall be selected after evaluating the specific exposure hazard and used based on the requirements stated in the OSHA Respiratory Protection Standard and manufacturers instructions, recommendations and listed limitations.
- If the hazard cannot be identified and evaluated, then the fire department will consider the atmosphere to be IDLH (Immediately Dangerous to Life and Health). All areas with less than 19.5% oxygen shall be considered IDLH.
- During operations in an IDLH or possible IDLH atmosphere (such as fire fighting and related activities, HAZMAT and certain confined space rescues), fire and rescue personnel shall use Self Contained Breathing Apparatus (SCBA).

MEDICAL EVALUATIONS

- All fire personnel required to wear SCBA (or other respirators) shall be medically qualified before receiving a respirator fit test. Medical evaluations will not be required when respirator use is no longer part of the job.
- Medical evaluations shall be performed during the annual physicals.

- Supplemental information such as respirator type, weight, duration and use conditions shall be considered during the medical evaluation.
- Follow-up medical examinations shall be required if:
 - Fire personnel report symptoms related to his or her ability to use a respirator.
 - A supervisor or the respirator program manager feels the firefighter shall be reevaluated.
- Observations made during the fit test or program evaluation indicate a need for reevaluation.
- A change occurs in workplace conditions such as increased physical requirements or new protective clothing and SCBA.

FIT TESTING

- All persons required to wear an SCBA or other respirator will be fit tested at least annually using the qualitative fit test method covered in the OSHA Respiratory Protection Standard 1910.134.
- Fire personnel shall be fit tested in their own issued face pieces.
- All department personnel required to wear disposable respirators shall be given a fit test on the HEPA Mask.
- Fit test shall be administered and respirators shall not be worn if conditions exist which may interfere with the face piece seal or operation of the exhalation valve. Facial hair and other conditions that may affect the face piece seal shall not be allowed.
- Additional fit test may be required if it is reported or noticed that firefighter's physical conditions have changed in a way that may affect the respirator fit. Such physical conditions may include facial scarring, dental changes, cosmetic surgery or an obvious change in body weight.

PROPER RESPIRATOR USE

- All respirators shall be used in accordance with manufacturer recommendations. Limitations for all respirators shall be noted before selection and use.
- Before hooking up to air, each SCBA wearer will perform a negative pressure check by covering the face piece inlet or breathing tube and inhaling lightly.
 - If a leak is detected, the firefighter will readjust the face piece and repeat the test. If a seal cannot be achieved, the firefighter will notify his or her company officer.
 - Should the face piece require maintenance, it will be returned to the SCBA maintenance shop. If after inspection, no problem is found, the firefighter shall receive another fit test.
- Nothing shall be permitted to come between the face piece and face of the respirator wearer; this includes facial hair, hoods, corrective lenses, etc.
- During the actual use of the respirator (SCBA, etc.), the firefighter must be aware of any face piece leakage. If the firefighter can smell or taste contaminants or feels air leaking around the face piece, he or she must leave the area immediately if the leak cannot be corrected.
- All areas where contaminants are either unknown or in unknown quantities shall be treated as IDLH atmospheres.
- When working in an IDLH atmosphere, sufficient back up personnel must be available. Visual, voice or signal line communications must be maintained.

- For interior structure fire fighting operations, OSHA “two in, two out” rule shall apply. OSHA Standard 1910.134 Paragraph (g) (4) (i), states, “at least two employees enter the IDLH atmosphere and remain in visual or voice contact at all times; (ii) at least two employees are located outside the IDLH atmosphere; and (iii) all employees engaged in interior structural fire fighting use SCBA’s.”

BREATHING AIR TEST

- Samples of SCBA breathing air will be taken from the fire department air supply system quarterly and evaluated.
- Breathing air must be Grade “D” or better.
- SCBA will be flow tested annually and whenever a unit is sent in for repairs.

TRAINING

Firefighters shall be trained on and must show knowledge of the following:

- Proper Inspection
- Fit Testing prior to donning
- Proper donning and doffing
- Limitations
- Use of SCBA in emergency such as regulator failure
- Storage
- Cylinder refilling
- Medical symptoms associated with respirator failure
- General understanding of respirator program

RESPIRATOR PROGRAM EVALUATION

- The Safety Officer or designee shall conduct annual evaluations of the program and its overall effectiveness by consulting with the Firefighters and Officers.

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F757-868-3514

SAFETY AND HEALTH

SOP#: SH 3.00

Title: Station Conduct and Safety

Effective Date: 01/01/2009

Revised Date: 06/21/2016



Fire Chief's Signature



City Manager's Signature

STATION CONDUCT AND SAFETY

I. PURPOSE

The purpose of this SOP is to establish safety regulations and standards for employee conduct in fire stations

This SOP is not all-inclusive and cannot encompass all situations which may be encountered.

II. RESPONSIBILITIES

Station Officers shall ensure that station personnel are made aware of and comply with this SOP. Officers shall be responsible for maintaining their assigned station in a safe and healthy manner and shall promptly correct any deficiencies.

Any member who violates a safety regulation shall be promptly counseled and the violation shall be reported to the Fire Chief. A course of action will be determined as per the City Personnel Policy Manual.

Station Officers shall have the authority to establish and enforce additional rules and regulations that ensure the safe and efficient operation of assigned stations.

III. GENERAL

STATION CONDUCT

- Housekeeping
 - Personnel shall keep station neat and clean.
 - All outside walkways shall be free from hazards which could cause falls, etc.
 - Personnel should make a daily check of the grounds to pick up excess trash or litter.
 - Floors shall be kept clean and free from obstruction. Slippery substances such as water, oil, and other fluids shall not be allowed to accumulate on a floor surface and shall be mopped up as soon as practical.
 - All tools and equipment shall be maintained in a clean and serviceable condition and shall be returned to their proper place immediately after use.
 - All flammable and combustible liquids and gases shall be stored in the flammable liquids cabinet /safety cans. The cabinet shall be maintained in a clean and orderly manner and shall be kept closed and free of obstructions.

- Personal Property and Lockers
 - Personal property shall be kept in lockers when not being used
 - Personal lockers shall be kept clean. Locker doors shall be kept closed to prevent accidental injury.
 - Station personnel shall be assigned no more than one locker for personal property and one locker for protective clothing and equipment.

- Turnout gear belonging to personnel of off duty shifts shall be stored on the turnout rack or in issued turnout gear bags and placed in a position which will not create a hazard.
- Personnel shall not enter another employee's locker without that employee's permission. If the employee cannot be reached to give permission, the Station Officer must be contacted for permission to open the locker. **Lockers shall not be opened without the permission of the employee or the Station Officer.**
- Personal property that may affect station security or operations shall not be brought into a station.

- Beds and Sleeping
 - Sleeping quarters make an excellent germ harbor where unclean duty blankets, mattresses, and other linens are allowed. A through airing at least once a month and a weekly cleaning of all linens and blankets will minimize health hazards.
 - Beds will be made up in a neat and uniform fashion until 1600 hours
 - Beds of the shift going off duty shall be stripped or made up by 0800 hours.
 - Personnel shall not sleep between the hours of 0800 and 1600. The Station Officer shall use his discretion in allowing employees to lie down during working hours, if they are ill or have been involved in long, physically exhausting fire/rescue work. In all cases, someone will be available to greet the public.
 - On weekends and holidays, the company officer shall allow personnel to rest after 1200 hours if all station and company duties have been completed. Bedroom areas must be used for resting during these times.

- Magazines and Reading Material
 - All personal reading materials shall be neatly arranged when not in use.
 - No lewd, offensive or inappropriate magazine or printed material shall be brought into a fire station.
 - Magazines, newspapers, and other reading material shall be disposed of when no longer in use by station personnel.
 - Trade journals provided by the Department shall be stored separately and made available to all employees.

- Respect for Privacy
 - Respect for the privacy of employees shall be promoted when possible.

- Noise
 - Noise inside stations shall be regulated so that normal conversations and communication are not disrupted.
 - Outside noise at stations in residential areas shall be moderated during night hours, when feasible.
 - Audible warning devices, air horns and sirens, are not to be tested on weekends, within the confines of the station or when personnel or citizens are standing in front of the vehicles.

- Personal Vehicles
 - Personal vehicles shall be parked only in designated parking areas at fire stations.
 - Personal vehicles shall not be parked in way of the front or rear apparatus bay doors.
 - Personal vehicles of on duty shift personnel shall not be parked in front visitor parking areas.

- Disabled personal vehicles on Department property shall be removed as quickly as possible, and shall not remain on the station property more than seven (7) days.
- Personal vehicles shall not be repaired or washed inside a fire station during normal working hours.

- Televisions and Radios
 - Televisions in fire stations shall only be turned onto a news channel between the hours of 0800 and 1600 except for weekends and holidays. Television use for training or other authorized purposes is excluded from this requirement.
 - Station Officers may regulate and/or limit TV viewing if it negatively affects employee discipline or productivity.
 - Lewd, offensive or inappropriate programs, movies or video recordings may not be shown on televisions in fire stations. This also applies to any programming broadcasted on the Cable Channels (i.e. HBO, Cinemax, etc.).
 - Sound levels of televisions and radios shall be regulated so that normal conversations and communications are not impaired.

- Conservation of Utilities
 - Use of water, electricity, and other utilities shall be regulated to promote conservation of natural resources and utilities.
 - Heat and air-conditioning shall be used as necessary, and doors and windows shall be closed when heat or air-conditioning is in operation.

- Station Bay Doors
 - Bay Doors will be closed immediately upon exiting or entering the engine bay when the heaters are in operation.
 - Bay Doors will be lowered to protect the apparatus from the sun's damaging rays.

VISITORS

- Visitors should never be allowed to roam around the fire station unescorted.
- No children will be unattended.
- Children will not be permitted to be in the vehicles without their parents.
- Visitors are not permitted in the bunk rooms.
- No private meetings allowed within the stations.
- Visitors should not be left inside the station when all personnel have departed on emergency responses and/or department business.
- Visitors are prohibited after 2200 hours.

APPRENTICES (Members under the age of 18)

- Apprentice members may ride as an assisting member on apparatus but shall not count towards minimum staffing.
- Apprentice members may not spend overnight hours at a Fire Station and should not be present after 2200 hours.

STATION SAFETY

- Stations shall comply with all applicable health, safety, building and fire code requirements.
- Stations are designated as tobacco free, and no one will be permitted to smoke or use smokeless tobacco products

within stations

- Prior to each use, all electrical equipment such as extension cords shall be inspected to prevent the possibility of shock or electrocution.
- Horseplay is strictly forbidden.
- Proper care shall be exercised when using any chemical product, pesticide, solvent, or other harmful or toxic substance.
- Caution shall be exercised when using a ladder for cleaning, painting, and etc.
- All smoke detectors, fire extinguishers, exit signs, and other safety equipment shall be maintained in proper working order.
- Running inside the station is prohibited.
- Any defective equipment or unsafe condition shall be reported immediately.
- Automatic overhead door closures shall not be activated until the apparatus has completely cleared the door.
- Apparatus will not be run in the engine bay unless the exhaust system is on or the doors can be opened to allow for the removal of engine exhaust.

Standard Operating Procedures Manual
City of Poquoson Fire and Rescue



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830 Poquoson Ave.
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SAFETY AND HEALTH

SOP#: SH 4.00

Title: Critical Incident Stress
Management

Effective Date: 11/30/2008

Revised Date: 11/30/2008

Fire Chief's Signature

City Manager's Signature

**CRITICAL INCIDENT STRESS
MANAGEMENT**

I. PURPOSE

Effective management of critical incidents involves a comprehensive approach to managing both incidents and the resulting stressors. The goals of the Critical Incident Stress Management (CISM) program are:

- To minimize the emotional impact of critical incidents on members of the Poquoson Fire/Rescue Department
- To increase firefighters' resistance and resilience to this type of stress
- To prevent harmful emotional effects following critical incidents by working with response personnel at or near the time of such incidents.
- To prevent chronic effects, such as post-traumatic stress disorder, through the use of follow-up care and employee assistance programs

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All career and volunteer personnel

III. POLICY

The City and the Department values the health and well being of all personnel. It is acknowledged that Fire Department personnel encounter many stressful situations, especially during certain operational functions. Critical Incident Stress Management (CISM) encompasses education in preparation for critical incidents and offers confidential assistance to personnel who have been involved with a traumatic incident that causes the employee(s) to experience emotional and physical reactions. Therefore, procedures for the constructive and use of CISM have been established.

IV. PROCEDURES**THE CRITICAL INCIDENT**

Department personnel who experience a distressing reaction after responding to an incident may qualify for CISM assistance. Although different incidents might create different reactions, the following are some examples of incidents that may be appropriate for CISM support.

- The serious injury or death of a division employee or other emergency personnel working at or en route to an incident
- Mass casualties
- Suicide of or the untimely death of a member of the Poquoson Fire/Rescue Department

- Serious injury or death of a civilian resulting from department operations, e.g., collision of emergency units responding to a call
- Death of and/or violence to a child
- Loss of life following extraordinary and prolonged expenditures of physical and emotional energy during rescue efforts by department personnel
- Incidents that attract unusual or extensive media coverage
- Incidents in which circumstances are unusually bizarre and/or trigger profound reactions

ON-SCENE CRITICAL INCIDENT STRESS MANAGEMENT

Command officers can minimize the impact of critical incident stress by limiting exposure of personnel and by rotating and/or removing initial and unnecessary personnel from the scene as soon as possible.

In the case of critical incidents of extreme magnitude (e.g., multiple deaths, transportation accidents, line-of-duty deaths), on-scene consultation will be done by the CISM team members who have been requested by the Incident commander (IC).

CISM team members will serve as advisers to the IC on incidents that require special team operations.

ACTIVATION OF THE DEBRIEFING PROCESS

Supervisors who observe an employee who might be experiencing or exhibiting physical or psychological reactions from critical events or

other reasons should contact the CISM team or Employee Assistance Program (EAP). Department members can activate the CISM team through the Peninsula EMS Council at no cost and is accessible through a 24-hour paging service.

The PEMS Council Regional CISM Team shall be utilized for training, demobilizations, defusings, and debriefings. The contact number is 757-220-4356.

An IC can initiate the call to the CISM Team Coordinator (TC) without a request from the field if the initial information indicates the possibility of a critical incident. TC is responsible for evaluating the need for assistance and, if appropriate, initiating and coordinating the type of critical incident stress support needed. Supervisors in conjunction with the TC shall notify the Fire Chief and the Deputy Chief in the event of activation.

Types of Critical Incident Stress Support

Informal Discussion and Support

- Most situations, even those involving serious losses, will resolve themselves informally over time with or without intervention. For many situations, informal resources for support and discussion can be as successful as structured sessions. Informal avenues of support from peers, especially at the station level, can be very effective in coping with the event. This informal support provides a good foundation for more formal interventions that may be needed. These informal discussions do not involve any outside professionals.

Defusing:

A defusing is an informal process used to immediately reduce the pressure and anxiety surrounding a critical incident. The diffusing is conducted in a brief one-on-one discussion on the scene or when the units return to the station. Defusing also can be conducted in a more private

location if requested by the division member or if deemed appropriate by the CISM team member. It is a 20 – 45 minute casual interaction within 8 hours of an incident, usually before the shift goes off-duty. This step is very important when a critical event occurs on the last day of a work cycle.

Debriefing:

A debriefing is a confidential, educational process designed to accelerate the normal recovery process in individuals who have been exposed to highly abnormal events. The debriefing process provides an opportunity for personnel to discuss feelings and reactions in order to reduce the stress resulting from exposure to critical incidents. A debriefing is not a critique of division operations at the incident. Operational performance will not be discussed.

Debriefings are usually conducted in small groups of not more than 25 people; however, they also may occur on an individual basis. All debriefings shall be confidential.

- The type of debriefing conducted depends upon the circumstances of a particular incident. Following is a listing of the debriefings most commonly utilized singularly or in combination:
 - **Formal Debriefing:** A formal debriefing is conducted within 24 to 72 hours after a critical incident. It is a confidential, non-evaluative discussion about involvement in the incident, thoughts and feelings, and stress reactions. All units and personnel in attendance shall be out of service during this debriefing.
 - **Follow-up Debriefing:** A follow-up debriefing occurs weeks or months after the incident in order to address delayed or prolonged stress reactions.
 - **Individual Consultation:** One-on-one counseling sessions with a CISM team member are available at any time for any concerns related to critical incidents.

Attendance

- Attendance at a debriefing is encouraged but not mandatory for all personnel directly exposed to an incident. Only personnel involved in the incident are permitted to attend. All personnel and units in attendance at the debriefing shall be out-of-service during the debriefing.

Location

- Debriefings are conducted anywhere there is ample space, privacy, and freedom from distractions. The CISM team and Fire Administration shall determine the site selection. All department radios shall be turned off during debriefings.

Relieving Personnel from Duty

- Circumstances of a critical incident may result in a recommendation by the debriefing team that individual(s) or companies are taken out of service. Such action is neither negative nor punitive, and supervisors shall be responsible for making the appropriate arrangements. Personnel taken out of service shall be placed on administrative leave for the duration of the workday. At times, individuals placed on leave following a critical incident may be required to meet with the EAP staff prior to returning to service. The supervisor shall notify the EAP staff and the appropriate fire officer of personnel placed on leave following a critical incident.

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SAFETY AND HEALTH

SOP#: SH 5.00

Title: Facility Safety Checks

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

FACILITY SAFETY CHECKS

I. PURPOSE

To reduce the hazards that cause accidents, to provide a safe workplace at all fire department facilities and to establish safety procedures for Shift Commanders and Company Officers to use when conducting station, apparatus and equipment safety inspections

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

To provide a safe workplace at all Fire Department facilities. Supervisors must be continually observant and cause unsafe conditions and unsafe acts to be corrected immediately

III. RESPONSIBILITIES

Shift Commanders/Company Officers are responsible for the safe condition in their respective areas of authority. To facilitate this the following shall be completed:

- Conduct monthly inspections of all stations and grounds.

- Conduct daily inspections of equipment, work practices, work sites, materials under their supervision to ensure a safe workplace.
- If recognized, immediately stop any unsafe work condition or practice.
- All inspection reports are to be forwarded to the Deputy Fire Chief or their designated representative for follow up, record keeping and final disposition. Notification of unsafe conditions shall immediately be made to the Deputy Chief of Operations by email and/or phone.

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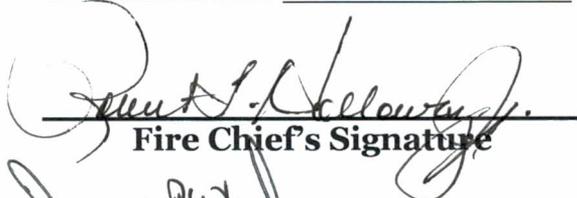
EMS OPERATIONS

SOP#: SH 6.0

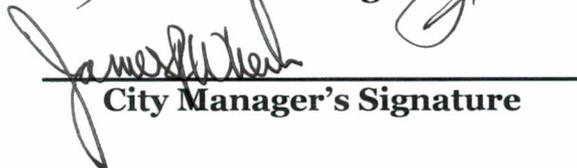
Title: Bedbugs

Effective Date: 04/01/2014

Revised Date: 08/05/2016



Fire Chief's Signature



City Manager's Signature

**BEDBUGS: PREVENTION,
DETECTION, TREATMENT**

I. PURPOSE

The purpose of this policy is to provide guidance for the prevention, detection, and treatment of bedbug infestations in Poquoson Fire/Rescue buildings.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All Career and Volunteer Personnel

III. POLICY

The long term approach for prevention of bedbug infestations in Poquoson Fire/Rescue buildings shall consist of prevention, detection, and included treatment.

IV. PREVENTION

These tasks shall be completed on a routine basis to prevent and provide early detection of possible bed bug activity in Poquoson Fire/Rescue facilities and vehicles.

1. Daily station cleaning to include sweeping, dusting, vacuuming, mopping, etc.
2. Maintaining a clutter free workplace such as towels and linens.
3. Daily inspection of each Station by the shift Lieutenant. Bi-weekly inspections performed by Battalion Chiefs.
4. Maintain and monitor bedbug traps.

V. DETECTION

On Scene Identification:

1. Immediately notify your supervisor and receiving ER personnel.
2. Shift Commander shall notify the Deputy Fire Chief.
3. Poquoson Fire/Rescue vehicle is to be taken out of service after the call is complete. Vehicle will be thoroughly decontaminated as noted below under EXPOSURE.
4. Poquoson Fire/Rescue members present on the call are to change into a clean uniform and decontaminate their clothing using the DRY-WASH-DRY method after the call is complete. Place the contaminated clothing in the dryer for a cycle, then wash, then dry again. If boots or footwear will be placed in the dryer, use a dryer rack designed for this purpose. The Saniguard solution (available in the EMS storage room) is also an acceptable method for cleaning contaminated footwear.

In Station Identification:

1. Immediately notify your supervisor.
2. Immediate station inspection by supervisor, including Battalion Chief.
3. Notify Deputy Fire Chief who will notify pest control vendor.
4. Personnel are to begin decontamination of personal items.
5. Decontaminate furniture using vacuum and the Saniguard solution available in the EMS storage area.
6. Alert other command staff and station personnel.

VI. EXPOSURE

1. If a patient is encountered who is known to have bed bugs, body lice, fleas, etc., some attempt should be made to contain the parasites. The patient should be wrapped in an uncontaminated sheet (preferably from the ambulance), utilizing proper PPE. The use of a patient's linen to move them **is not** advised as this contributes to the spread of parasites.
2. Where infestations of bed bugs are suspected, if possible avoid placing loose supplies, equipment bags, monitors, and oxygen cylinder bags on upholstered furniture, bedding, or on carpeted floors.
3. After the call is completed, the vehicle shall be removed from service until it is thoroughly cleaned and disinfected – swept, vacuumed, sprayed and mopped. All cabinets and surfaces should be cleaned. This includes all equipment used on the call. **Any** staff involved in decontaminating a vehicle will be wearing the proper protective equipment and will be considered out of service until complete. They are unavailable for any further response until the decontamination process is complete.

- a. Remove the stretcher from the ambulance and wipe it down using the Saniguard solution provided in the EMS storage area. While wiping down the stretcher, inspect the mattress, all straps, wheels, and other components for bed bugs. If one or two bed bugs are found, smash them. If several are found, wrap the cot in plastic sheeting and contact a pest control company for further treatment.
 - b. If bed bugs are suspected to have dropped off the patient inside the ambulance, inspect all cracks, crevices, and surfaces for bed bugs. The Saniguard solution can be used on surfaces as a contact bed bug killer.
 - c. A vacuum can also be used to remove bed bugs from cracks and crevices. A bag must be used in the vacuum and will be immediately sealed and disposed of after use.
 - d. Wash down the inside of the ambulance with soapy water and let dry.
 - e. The Shift Supervisor may recommend contacting a pest control company to complete the cleaning of the vehicle/equipment if the infestation appears to be extensive or beyond the scope of our abilities.
4. Personnel who have come in contact with the infested patient should be temporarily removed from service, decontaminated by shower, and have their uniforms washed using the DRY-WASH-DRY method. Place the contaminated clothing in the dryer for a cycle, then wash, then dry again. If boots or footwear will be placed in the dryer, use a dryer rack designed for this purpose. The Saniguard solution (available in the EMS storage room) is also an acceptable method for cleaning contaminated footwear.

Bed Bug Prevention for Emergency Facilities and Patient Transport

Dini M. Miller, Ph.D., Department of Entomology, Virginia Tech

Introduction

When a team of paramedics or medical technicians respond to a call requesting emergency assistance at someone's home, their focus is on the patient's safety and survival. They are not thinking about bed bugs. However, as bed bug infestations continue to spread throughout the county, emergency response teams are becoming more at risk of encountering bed bugs while in the process of caring for and transporting patients to the hospital. In an infested home, emergency response personnel run the risk of picking up bed bugs on their clothing and equipment. Patient transport vehicles, like ambulances and even helicopters, may also become contaminated with bed bugs if the patients have bed bugs on their clothing, linens or in their personal belongings. Once arriving at the emergency room, bed bugs have the potential to spread within the facilities if they are not immediately contained. So what can be done? How can we focus on patient care and still protect emergency medical personnel from picking up bed bugs? How do we keep emergency medical facilities and transport vehicles from becoming infested with bed bugs? The information presented below is intended to raise bed bug awareness among emergency personnel so that they can better protect themselves and their workplace from bed bugs.

Bed Bug Training for all Emergency Response Employees, Volunteers, and Other Medical Personnel

You must be educated about bed bugs to avoid them. Contact your local extension agent and ask them who can provide you with the very best bed bug identification training. The agent may recommend an experienced pest management company or some other local authority. Once you have located a bed bug expert, schedule a training program for all employees and volunteers. The training should include the identification of live bed bugs (all life stages) and bed bug evidence (including fecal stains and molted skins). Be aware that bites on the patient are inconclusive evidence. Immune responses vary so much from person to person the bites may not be bed bugs at all.

It is essential that the trainer provide color photographs of bed bug evidence inside a home, such as smashed bed bugs on the wall, fecal stains (see image of bed bug feces on the electrical outlet), bed bug eggs on a couch and bed bug evidence on the bed and bedding. Seeing bed bug evidence in place will help everyone to recognize the signs of bed bug infestation in someone's home, even if they do not see live bugs. Keep in mind that a case of bug bombs in the kitchen or a gallon of insecticide spray sitting next to the bed, the couch or front door are also signs of an active infestation.

Other topics that your bed bug training might include are:

- **Where bed bugs can hide**
- **How to inspect yourself for bed bugs**
- **Containment and isolation procedures for infested items**

Be Prepared for Encountering Bed Bugs (protect your clothing and equipment)

As an emergency first responder, bed bugs are part of your future. It is important that the presence of bed bugs does not distract you from your work and yet, you need to avoid picking them up and transporting them with you. Make sure that your uniform is as simple as possible. Avoid shirts with buttons and pockets. Avoid pants with cuffs, cargo pockets and multiple zippers. Simple shoes that can be thrown in a hot dryer and that have minimal tread are also recommended. Wear paper shoe covers when entering a home and place them into a sealed plastic bag before you enter your transport vehicle.

The simple act of bringing three or four first responders into a small, infested bedroom greatly increases the probability that someone will pick up bed bugs on their clothing or equipment. When entering a home have a team member be on bed bug alert, looking for the signs of infestation. If bed bug evidence is found, have a code word to warn your colleagues. Have plastic bags (hazardous materials bags will work) available that you can lay on the floor before you kneel down to work on a patient. Set your equipment down on the plastic bags. Always avoid placing canvas bags (see illustration) containing medical supplies or oxygen on upholstered furniture, bedding, or on carpeted floors. If you have any reason to suspect that your equipment has become infested, you can bag it on the way out for later cleaning.

Sometimes the patient needs to be moved from their bed onto the portable cot or backboard. It is never recommended that the patient's own sheet be used to as a sling to move them onto the cot (due to a number of pathogens that may be in the patient's bed). However, if the use of the patient's linens is unavoidable, care should be taken to make sure that the linens are not infested. If they are, you can partially contain the patient and their sheets in a body bag or some other plastic sheeting to prevent them from infesting your cot and transport vehicle. If infested linens are transported, they should be transferred into a marked (bed bugs), sealed plastic bag upon arrival at the emergency room. Dispose of the body bag or plastic sheeting you used for wrapping the infested patient in a sealed container, and warn the ER nurses about the bed bugs.

Bed bug preparations:

- **Wear simple clothing**
- **Wear paper shoe covers**
- **Have a team member on bed bug alert**
- **Have plastic bags on hand (e.g. Haz Mat bags)**
- **Have plastic sheeting or body bags in the vehicle**
- **Do not transport the patient's bed linens**

Bed Bugs in the Ambulance Even with all of your precautions bed bugs may still get into the ambulance. In most cases only one or two bed bugs will escape off of your patient, unless you are transporting a heavily infested individual or an infested bag of the patient's belongings. While it is possible for the bed bugs to drop onto the ambulance floor, the floor has relatively few hiding places for bed bugs. It is more likely that they will crawl off of the patient's clothes onto the cot (at right), where they will hide in the linens or on the cot itself.

If you have just completed transporting an infested patient, conduct the following inspection procedures before entering your living quarters at the station house or returning to your home:

- **Do not take your field jacket, boots, equipment or other clothing into the station living space until it has been thoroughly inspected by you or one of your team mates.**
- **If bed bugs are found on a team member's clothing, bag and seal everyone's clothing before entering the station house.**
- **Bagged clothing (including shoes) must be placed in a clothes dryer set on high heat for 30 minutes.**
- **While wiping down the cot, inspect the mattress, all straps, wheels and other components of the cot for bed bugs.**
- **If one or two bed bugs are found on the cot, smash them. If several are found, bag the cot in plastic sheeting and call a pest control company with bed bug expertise to treat the cot.**
- **If bed bugs are suspected to have dropped off the patient inside the ambulance, inspect all cracks, crevices and surfaces for bed bugs. A labeled insecticidal cleaning product like Steri-Fab (isopropyl and sumithrin) can be used on upholstered and other surfaces as a contact bed bug killer.**
- **A vacuum can also be used to remove bed bugs from cracks and crevices but be sure that the vacuum bag is sealed and taken outside to the garbage immediately after use.**
- **Wash down the inside of the ambulance with soapy water.**
- **Open any equipment that you bagged at the patient's home, wipe it down and inspect it for bed bugs. If bugs are found, smash them!**

Note: It is a very good practice to be responsible for your own field jacket. How do you know that the community jackets hanging together at the station (and washed irregularly) are bed bug free?

It is very important to inspect all potentially infested items before they enter the station so that you do not infest the station or take bed bugs home. If by chance bed bugs

do infest the station, don't panic. Take a couple of days to find a pest management company with extensive bed bug experience. Ask them for references.

The Emergency Room

In the emergency room bed bugs have the potential to arrive with every new patient. Bed bugs are excellent hitchhikers on the patient's clothing, wheel chairs and personal belongings. Therefore careful management and containment of each patient's personal items goes a long way toward preventing an infestation from developing.

Walk-in Patients:

- **The number of personal belongings that a patient is allowed to bring into the facility (computer bags, knap sacks, fanny packs and purses) should be limited to one or two.**
- **Patients must not be allowed to bring in personal bedding or pillows from home to use in the hospital.**
- **Cold weather outer wear (gloves, hats and coats) should be placed in specified locations or lockers, not laid on sitting or sleeping surfaces, window sills or on counter tops.**
- **Items belonging to patients suspected to have bed bugs at home should be placed immediately into sealed plastic bags. Drawstring bags will not prevent bed bug escape and should not be used for any belongings.**
- **Patients who have bed bugs on their clothing at their time of arrival should be bathed immediately and provided with a change of clothes.**
- **The infested clothes should be placed inside a sealed bag and given to a family member with instructions to place the clothes in the hot dryer for 30 minutes.**

Patients Brought in by Ambulance:

If a patient is brought in by ambulance, typically a nurse or two nurses will undress or cut off the patients' clothes. If these clothes have bed bugs, they must be placed in a sealed plastic bag immediately and either disposed of or given to a family member with instructions to place the clothes in a hot dryer for 30 minutes. The nurses that undressed the patient may have had bed bugs transferred to their clothing. Therefore, the nurses should change into clean scrubs and place the old scrubs into a hot dryer. Shoes can also be put into the hot dryer on a shelf if they cannot be tumbled. The linen on the patient's transport cot should also be bagged and sealed immediately. Linens should never be left on the cot, floor or on a wheel chair.

- **If bed bugs are found on any patient or in their belongings, the Environmental Services manager, charge nurse and infection control personnel should be notified immediately.**
- **The patient should be bathed or showered then dressed and moved into another room without their personal belongings**
- **Personal belonging should be placed in a sealed bag and sent home with a family member.**

- **Infested linens should be placed in a marked sealed container, not in the hamper with other soiled linens**
- **The potentially infested room should remain closed and unoccupied until it can be inspected by a pest management professional.**
- **No furniture should be removed from the room or the room reused until the pest management company declares that it is safe for reuse.**
- **An experienced bed bug management company (ask for references) should be contacted for an inspection and /or treatment of any potentially infested room.**

Air Transportation

In trauma and other life threatening situations, a patient may have to be moved rapidly from one hospital to another using air transportation. Helicopters are typically used for this purpose. Similar to an ambulance, the medical helicopter is a complicated environment with many places for bed bugs to hide. However, because the request for helicopter transport is only made by other emergency medical agencies, the helicopter personnel can be made aware of a bed bug situation by the referring agency. Because treating a helicopter for bed bugs would be very expensive, it makes more sense for the patient to be stabilized and decontaminated at the current facility prior to being transported in the helicopter. However, if the bed bugs are only discovered en route, the helicopter cabin must be inspected and cleaned, and the cot decontaminated (as described for the ambulances) immediately after the patient has been delivered.

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**PUBLIC EDUCATION AND
RELATIONS**

SOP#: PR 1.00

Title: S.A.F.E. House Policy

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

S.A.F.E. HOUSE POLICY

I. PURPOSE

To outline the procedures to be used when towing the S.A.F.E. House.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. RESPONSIBILITIES

It is the responsibility of the driver of the towing vehicle for the S.A.F.E. House to ensure that this policy is adhered to.

III. PROCEDURES

The following procedures are to be followed when towing the S.A.F.E. House:

- Visually inspect unit for any loosely attached items that may fall off during towing. If items cannot be secured, they are to be removed.
- Be sure all tires are inflated properly.

- Inspect interior to be sure all items are secure and there is no danger of items being thrown around during towing.
- Be sure all windows and doors are secure and locked.
- All folding steps are to be secured in the closed position.
- Be sure that the S.A.F.E. House trailer lights are operable.
- The Fire Department Shift Supervisor will designate a vehicle to tow the S.A.F.E. House.
- The S.A.F.E. House will be towed only during the daylight hours.
- The S.A.F.E. House will be towed only at a safe speed and no higher than the posted speed.
- Personnel will be located on each side of the S.A.F.E. House to assist the driver backing into the location.
- The S.A.F.E. House must be on level ground and the stabilizer jacks should be extended until they touch the ground. The jacks should never be extended to the point that the tires are suspended from the ground.
- There must be a 30 AMP circuit to power the S.A.F.E. House. Under no circumstances should the unit be plugged into a 220 volt electrical service, which can cause severe damage.
- Prior to towing, the S.A.F.E. House should be checked for damages. Damages should be immediately reported to the Shift Supervisor.
- The S.A.F.E House will be operated with a minimum of three personnel to ensure safety.

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**PUBLIC EDUCATION AND
RELATIONS**

SOP#: PR 2.00

Title: Ride Along Program

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

RIDE ALONG PROGRAM

I. PURPOSE

The purpose of this procedure is to allow for students, representatives of the media, government officials, and others approved by the Fire Chief or his designee to accompany certain designated personnel in Department vehicles for purposes of observation of emergency operations.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

- Observers must be at least 18 years of age. 16 is acceptable with parental permission form completed or if a student in an EMT program with a ride along contract with Poquoson Fire/Rescue.
- There shall be no more than one observer per unit.
- The AIC assigned to that unit shall be responsible for the observer.
- The observer shall obey all orders or instructions issued by the Attendant in Charge on the unit.

- The observer must be either affiliated with the media; a government official; a member of another fire department or EMS agency; a student in a Virginia Office of EMS approved EMS course; have an interest in pursuing a career as a career or volunteer firefighter; and provide a reason for wanting to observe emergency operations by the Division.
- The observer must read, understand, and sign the Department Liability Release form.
- The observer must read, understand, and sign the Department Observer Statement of Understanding.
- The observer is there to observe only and not to participate (unless they are a student in a VA OEMS approved EMS course).
- The Officer in Charge shall assure that the observer understands all requirements and associated risks prior to riding.
- The observer must be familiar with the State Rules and Regulations concerning the Privacy Act (see below) and may share information obtained on calls only for purposes approved by the Fire Chief.
- All observers will report to the Officer in Charge who will then make a record of their presence in their Log Book.
- The Officer in Charge shall notify the Deputy Fire Chief any time an observer is present for ride along.
- All requests to participate in the observer program must be submitted to the Fire Chief's Office a minimum of (3) working days prior to the scheduled ride-along. Requests will be approved/denied within (2) working days after receipt. Any request not approved within this time frame should be considered denied.

- All information must be filled out and signed before submission to the Chief's Office.
- A background check through the Virginia State Police must be completed at the observer's expense prior to the ride along application being reviewed. If a background check has been completed within the past 365 days, proof of that check will be accepted.

*Excerpt from Rules and Regulations of the Board of Health
Commonwealth of Virginia Governing Emergency Medical Services:*
Medical information concerning any individual is confidential and shall not be shared or disclosed except for continuing medical care or for investigations by the Department of Health.

Poquoson Fire/Rescue Department
Observer's Statement of Understanding

I understand that, based on my participation as an observer on a Poquoson Fire/Rescue unit, I may be exposed to hazards or risks which include, but are not limited to, the following:

1. Motor Vehicle Accidents.
2. Exposure to hazardous materials.
3. Exposure to communicable diseases.
4. Injuries inflicted by violent persons.
5. Burns or combustion products at a fire scene.

I further understand that I am under direct supervision of _____ and agree to do as I am told.

I understand that I am to observe only and shall not participate.

I understand the Privacy Act and will safeguard anything I see or hear during my period of observation.

I have had the risks and issue of liability explained to me by _____, and voluntarily agree to abide by the instructions set forth in this statement.

Witness

Observer

Witness

Date

Poquoson Fire/Rescue Department

Observer Program Release Form

KNOW ALL PERSONS BY THESE PRESENTS:

That I, _____,
(name), an observer who is eighteen (18) years of age or older, do enter into this release with the City of Poquoson, Virginia, a Municipal Corporation, hereinafter referred to as the "City", in exchange for permission to accompany or observe the Poquoson Fire/Rescue Department in any emergency or other situation that may be responded to, and I do further release from any and all claims, demands, rights and causes of action of whatsoever kind of nature, arising out of or from my presence on the Division vehicle or at the scene of any emergency or other situation that is responded to while I accompany or observe.

Reasons to observe emergency operations of the Poquoson Fire/Rescue Department:

I fully assume any and all risks involved and further shall hold the City harmless from any claim, action, demand, suit, cause of action of whatever kind that may arise due to my presence and attendance.

IN WITNESS WHEREOF, I have hereunto set my hand and seal this _____ day of,
_____, 20 _____.

Signature of Observer

Witness: _____
Organization Represented

Witness: _____
Fire Chief or Designee

*Return this completed form to the Fire Chief's Office before riding unit.

**This Release Form is effective from: ____/____/____ to: ____/____/____.

Poquoson Fire/Rescue Department

Parental Permission Form

Dear Parent/Legal Guardian:

Your daughter/son has expressed an interest in participating in a ride along with Poquoson Fire/Rescue. Poquoson Fire/Rescue requests that you take a moment to review this letter. If you have any concerns, please discuss them with your daughter/son and/or the EMS Officer or Deputy Chief of Operations at Poquoson Fire/Rescue at 757-868-3510.

The Emergency Medical Services (EMS) system is a program which assists people injured or ill outside the confines of a hospital. The education curriculums used in Virginia are nationally recognized and developed by the U.S. Department of Transportation. Because of the responsibilities placed on EMS providers and their observers, Poquoson Fire/Rescue requires that anyone less than eighteen (18) years of age must have permission from their parent or legal guardian prior to participating in a ride along program. The individual must be at least sixteen (16) years of age.

To participate in the delivery of health care can be a very rewarding experience. However, the responsibilities of an EMS provider are great and at times extremely stressful. The balance of a patient's life may rest with the actions taken by the provider. The consequences of such situations can be positive; but can also be a source of frustration, guilt, and emotional distress. Physical injury is also a very real possibility. EMS providers are at a greater risk of exposure to infectious diseases, hazardous environments, and violent behaviors. Emergency Medical Services' training programs provide information on how to protect oneself when dealing with these hazards. However, the nature of EMS activities tend to place EMS providers in dangerous situations where the maturity and experience to deal with critical decisions is of the most importance.

By signing this document, you agree that your daughter/son has the capabilities of managing these mature matters. Poquoson Fire/Rescue welcomes all interested individuals to participate as an informed member in this very rewarding activity.

(continued)

I, _____ (parent/guardian), have reviewed this letter and discussed with my daughter/son the activities associated with being an EMS provider. Having no further questions, I consider my daughter/son, _____ (name), to possess the necessary maturity to participate in a ride along with Poquoson Fire/Rescue.

Signed (Parent/Guardian): _____ Date: _____

Relationship to Applicant: _____

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**PUBLIC EDUCATION AND
RELATIONS**

SOP#: PR 3.00

Title: Station Tours

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

STATION TOURS

I. PURPOSE

To outline the management and conduct of Fire Safety Station tours, particularly for groups of young children, that are offered to the public as a free service.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

Public education and public relations are an important component of the Poquoson Fire/Rescue Department. Fire stations are open to the public for visitation and educational purposes. It is the position of the Department that all visits and tours are conducted in a safe and organized manner.

III. RESPONSIBILITIES

Fire Administration shall be responsible for scheduling station tours.

Station tours are to be conducted by personnel on duty at the station at which the tour will be given. It is the responsibility of the Company Officer to assign personnel to conduct a scheduled station tour.

Company Officers shall ensure that tours are conducted according to this SOP.

IV. PROCEDURES

Scheduling Tours

All Station tours shall be coordinated and scheduled through Fire Administration.

Any request for a station tour by a group shall be directed to Fire Administration for scheduling.

Group Requirements

A responsible adult must accompany any group of children touring a Fire Station and the tour shall have been scheduled in advance.

Conducting Tours

Important points to convey:

- Introduce yourself and other personnel assisting
- Explain matches and lighters are NOT TOYS
- Explain Stop, Drop, and Roll if your clothes are on fire
- Put on and explain the purpose of turnout gear
- Explain crawl low in smoke
- Conduct Station / Apparatus Tour
- Explain the 911 Emergency Number
- Allow time to answer questions

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**PUBLIC EDUCATION AND
RELATIONS**

SOP#: PR 4.00

Title: Apparatus Displays/Standbys

Effective Date: 02/01/2009

Revised Date: 02/01/2009

Fire Chief's Signature

City Manager's Signature

APPARATUS DISPLAYS/STANDBYS

I. PURPOSE

To outline the management of the conduction of apparatus displays, standbys for special events, parades, and demonstrations by Fire/Rescue personnel.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

To present positive image to the public. In addition, the public can become better informed about the Department's services and capabilities through public appearances such as apparatus displays, standbys and demonstrations.

III. RESPONSIBILITIES

Fire administration shall be responsible for coordinating all requests for apparatus displays, special events, standbys and demonstrations for fire prevention.

Shift supervisors shall ensure that all requests for apparatus displays, standbys, parades and fire prevention demonstrations are conducted according to this SOP.

IV. SCHEDULING

All requests for apparatus displays, standbys, special events or parades shall be coordinated through Fire Administration.

The number and length of apparatus displays, standbys for special events or parades will be limited to the Department's available staffing and equipment.

V. CONDUCTING THE APPARATUS DISPLAY/STANDBY FOR SPECIAL EVENTS OR PARADES.

Apparatus displays, standbys for special events and parades are to be conducted by personnel assigned to the piece of apparatus on display.

Apparatus displays should consist of a demonstration of the equipment and apparatus with an explanation geared towards the particular age group being addressed.

VI. REPORT OF DISPLAY

Following an apparatus display, standby or fire prevention demonstration, a report will be completed by the personnel assigned to the apparatus involved.

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EQUIPMENT AND APPARATUS

SOP#: EA 1.00

Title: Hose Testing & Maintenance

Effective Date: 06/06/2008

Revised Date: 04/15/2014

Fire Chief's Signature

City Manager's Signature

HOSE TESTING & MAINTENANCE

I. PURPOSE

This policy is to ensure that the fire hose is being maintained in optimum condition to ensure safe and efficient hose line operations. The following policy will give direction in service testing, record keeping, and maintenance of all in-service hose.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

All fire hose shall be inventoried, marked, and tested annually.

III. APPLICABILITY

All career and volunteer personnel

IV. PROCEDURES

A complete record of all hose assigned to a station shall be kept on a Hose Record Form and the Firehouse Inventory Module.

Hose Testing

Fire hose that is in-service and meets any of the following criteria will be given a standard Fire Hose Service Test:

- All in-service hose will be tested annually
- All hose showing signs of damage.
- All hose after being repaired.
- All new hose prior to being placed in-service.
- Any hose being run over by a vehicle.

Testing of hose will follow the guidelines set forth in NFPA 1962, *Standard for the Care, Use, and Service Testing of Fire Hose Including Couplings and Nozzles*.

Test Site Preparation

Hose should be tested in a place that has adequate room to lay out the hose in straight runs, free of kinks or twists. The site should be isolated from traffic. A water source for filling the hose is also necessary. Keep the hose testing area free of water when filling and discharging air from the hose. During testing, this aids in detecting minor water leaks around couplings.

Safety at the Test Site

- Pressurized hose is potentially dangerous because of its tendency to whip back and forth if a break occurs such as when a coupling pulls loose. To prevent this occurrence, gate all working discharges, when using the pumper, back to only a quarter (1/4) open once pressurized.
- Do not stand or walk near pressurized hose lines, unless necessary.

- Nonessential personnel and citizens should not be allowed near pressurized hoses.
- All personnel operating in the area of pressurized hose are to wear their helmets and eye protection.
- All personnel lifting or moving hose are to wear gloves.
- When using the pumper, hoses are to be connected to discharges on the side of the apparatus opposite the pump panel.
- Open and close all valves and nozzles slowly to prevent water hammer in the hose, pump and water system components.

Service Test Procedure

- Connect a number of hose sections (check gaskets before connecting) into test lengths of no more than 300 ft. each. Tighten the connections between the sections with spanner wrenches.
- Attach a shutoff nozzle (or gated breeches for 5" hose) to the open end of each test length.
- Fill each hose line with water with a pump pressure of 50 psi or to hydrant pressure. Open the nozzles as the hose lines are filling. Hold attack lines above the level of the pump to permit all the air in the hose to discharge. Discharge the water away from the test area.
- Close the nozzle after all air has been purged from each test length. Mark the hose at the coupling using a marking pen or ballpoint pen. Retighten any couplings that are leaking at the connection. Any length found to be leaking from behind the

coupling should be taken out of service, marked and tagged, prior to testing.

- Test pressures:
 - 1 1/2, 1 3/4, 2 1/2, 3 inch fire hose shall be tested to a minimum or 300 psi OR a pressure not to exceed the service test pressure marked on the hose.
 - 5" supply fire hose shall be service tested to a minimum of 200 psi OR a pressure not to exceed the service test pressure marked on the hose.
 - Forestry fire hose shall be service tested to a minimum of 300 psi OR a pressure not to exceed the service test pressure marked on the hose.
 - Hose manufactured prior to July 1987 to meet the requirements of the 1979 and previous editions of NFPA 1961 shall be removed from service.
- Increase the pump pressure to the required test pressure and then gate back all working discharges to one quarter (1/4) open if using the pumper. Personnel should monitor the connections for leakage as the pressure increases.
- Maintain the test pressure for three minutes. Inspect all couplings to check for leakage at the point of attachment.
- After three minutes, slowly reduce the pump pressure, close each discharge valve, and disengage the pump.
- Slowly open each nozzle and bleed off the pressure in the test lengths. Break all hose connections and drain water away from the test area.
- Observe marks placed on the hose at the couplings. If a coupling has moved during the test, tag the hose section out of

service. Tag all hose out of service that has a leak or failed in any other way.

- Record the test results for each section of hose.
- After testing, the hose should be properly drained and dried.

Record Keeping

- The Hose Record Forms will be filled out for each NEW section of hose at the time of hose testing. These forms will be filled out in detail and forwarded to Fire Administration.
- The Officer in charge of hose testing will designate the proper marking for each new hose section. The marking will be legibly stamped onto the male or female coupling of the hose or legibly and easily visible 3" down from the female coupling on one side, if possible.
- The Officer in charge of hose testing will inform each station which hose sections are due for annual testing. The information of each hose tested (including size, hose number, length, location, and pass/fail results) will be forwarded to Fire Administration.
- A current record of all hose and hose testing shall be entered on the Firehouse Inventory Module. Records shall go back a minimum of three (3) years for hose testing and available for ISO review.

Booster hose:

- Semi-annual examination of booster hose should be made for defects, such as chafing and cracking of the cover and exposed braid.

- Hose which has the braid exposed should not be used. It should be tagged, marked and taken out of service.

Forestry hose, soft sleeve suction, and hard sleeve suction:

The aforementioned types of hose should be visually examined for defects, at least on a semi-annual basis and after use.

- Hose should be examined for jacket defects, coupling damage and worn or defective gaskets. Any defects should be corrected if possible.
- If damaged, the hose should be tagged, marked, and taken out of service.

Cleaning

- Hard rubber booster line, hard suction, and rubber jacket collapsible hose require little more than rinsing with clear water. When hose is exposed to petroleum products, paints, acids, or alkalis, hose should be thoroughly cleaned as soon as possible.
 - Scrub hose with a mild soap to clean off foreign products and rinse thoroughly.
 - Thoroughly scrub and brush all traces of acid contacts with a solution of baking soda and water. The baking soda neutralizes the acids.

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EQUIPMENT AND APPARATUS

SOP#: EA 2.00

Title: Pump Testing

Effective Date: 11/30/2008

Revised Date: 11/30/2008

Fire Chief's Signature

City Manager's Signature

PUMP TESTING

I. PURPOSE

To establish a standard procedure for the annual testing of fire apparatus pumps. These tests are important indicators of vehicle reliability.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

All Fire Department apparatus pumps shall be tested once each year and after any major repairs. This testing of pumps shall be the "Annual Service Test."

III. RESPONSIBILITY

- It shall be the responsibility of the Operations Officer to insure that the Annual Service Tests are performed on all pumping apparatus.
- The Operations Officer shall schedule the testing of pumping apparatus and coordinate with the involved shifts.

- It shall be the responsibility of the Operations Officer to observe the Annual Service Test and insure that all figures and facts are correct.
- It shall be the responsibility of the Officer-In-Charge to provide shift personnel to assist the Operations Officer during the annual service test.

IV. PROCEDURES

- Service tests shall be conducted according to the procedures described in NFPA Standard 1911 and according to the manufactory's recommendation.
- All tests shall be performed at a suitable drafting pit and tests performed at draft.
- All main pumps on fire apparatus shall be tested.
- The entire Annual Service Test shall be re-instituted should a failure occur on any one test resulting in repairs to the apparatus.
- Apparatus undergoing annual pump testing shall be placed out-of-service.
- Documentation will be retained at Fire Administration for inspection by ISO representatives.

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EQUIPMENT AND APPARATUS

SOP#: EA 3.00

Title: Map Books

Effective Date: 12/30/2008

Revised Date: 06/06/2008

Fire Chief's Signature

City Manager's Signature

MAP BOOKS

I. PURPOSE

To provide guidance and information regarding the responsibilities, distribution, maintenance, and updates to department map books.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

In order to provide effective response to emergency incidents, department personnel need an up-to-date reference that provides locations of streets, highways, fire hydrants, apartment complexes, trailer parks and other pertinent geographic features. To meet this requirement, the department has provided each primary emergency response apparatus with a map book.

III. RESPONSIBILITY

- It is the responsibility of all department personnel to become familiar with the general geography

of the City, learn how to use the provided map books, and assist in keeping map books up to date and accurate.

- The Deputy Chief will appoint a Map Book Coordinator who will be responsible for investigating additions and changes of map pages, accurate drawings of those additions and/or changes, and distribution to all existing map books.

IV. PROCEDURES

Distribution of Map Books

- Each department vehicle subject to respond to emergency incidents will be provided department map books.
- Revised map book pages will be distributed as needed.

Maintenance of Map Books

- All Supervisors shall ensure that issued department map books are kept in good condition on department vehicles.
- All personnel shall take reasonable care of map books, and supervisors shall be notified if any map book requires repair or replacement.

Map Book Updating

- The Building Department sends periodic memos listing new streets or street name changes, which will be posted for 30 days for all personnel to review.
- The Deputy Chief shall review these additions and/or changes, and coordinate with the Map Book Coordinator the appropriate revisions to the map books.

- When personnel discover a situation that will require a revision to the map book, they shall inform the Deputy Chief in writing.
- Supervisors are responsible for informing their shift of any changes.
- Company Officers are to ensure that revisions are kept current and placed in all station map books the day the new pages arrive.
- Department personnel not assigned to a station and in possession of a map book shall be responsible for the maintenance and updating of these map books.

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EQUIPMENT AND APPARATUS

SOP#: EA 4.00

Title: Apparatus Inspection and Maintenance

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

**APPARATUS INSPECTION AND
MAINTENANCE**

I. PURPOSE

To establish policies and procedures for inspection and maintenance of the Fire Department's emergency response apparatus.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

It is the responsibility of all Department personnel to ensure that all emergency response equipment is operable and at all times.

III. RESPONSIBILITIES

Deputy Chief shall have overall responsibility for apparatus maintenance. Deputy Chief shall serve as liaison between station personnel and the Fire Department Maintenance Facility.

EMS Officer shall be responsible for ensuring that apparatus under his/her command are maintained according to this SOP.

Operations Officer and Battalion Chiefs shall ensure that all supervisors comply with and enforce this directive.

Station Supervisors shall ensure that Driver/Operators inspect and maintain their assigned apparatus.

Driver/Operators are responsible for inspection and maintenance of their assigned apparatus as required by this SOP. Any report of damage or required repair/maintenance of apparatus shall be forwarded to the Driver/Operator's immediate supervisor.

Public Works Vehicle Maintenance Facility shall provide maintenance and repair to all department vehicles, except as provided by this SOP.

IV. PROCEDURES

DAILY CHECKS –BEGINNING OF EACH SHIFT

All apparatus

- At the beginning of each shift, Driver/Operators shall relay information related to any problems with equipment and apparatus to the on coming shift.
- Driver/Operators shall review the Firehouse Journal Log and review any specific problems and/or missing equipment.
- As early as possible during each work shift, Driver/Operators shall inspect their assigned apparatus utilizing the Apparatus Checklist.

NOTE: Daily checks of apparatus that require the cab to be tilted/raised such as battery, belts and the engine compartment observation shall be deferred to once a week on Mondays.

Aerial apparatus

- Start motor and engage power take off (PTO) and pump gear.
- Operate stabilizers to ensure that the hydraulics are working properly. Visually check for leaks.
- If apparatus has a pinned waterway, ensure ladder is set in Rescue Mode.

Pumper apparatus

- Place in pump gear. Open tank valve and check master discharge pressure gauge at 100 PSI. Check for water leaks. Don't exceed 100 PSI unless a booster line is open to relieve the excess pressure buildup in the pump. Do not exceed 30 seconds.
- Throttle back down and take pump out of gear.
- Driver Operators shall operate all drain valves and master drain valves.

Medic Units

- Check the high idle for proper operation.
- Check serpentine belt for lightness, cracks, and loose strands.

Brakes

- Air Brakes
 - Air pressure should remain steady at a maximum (120 PSI). If air pressure drops below (90 PSI), notify the Operations Officer or Deputy Chief of a possible leak.

- Hydraulic Brakes
 - Start engine and check brake pedal reserve.
 - Check master cylinder for proper fluid level. Contact the Public Works Maintenance Facility if fluid is needed
 - Check for fluid leaks around wheels.

- Parking Brake: Check and set for proper operation.

Generators/Power Equipment:

Keep fuel levels full. If 2 cycle engine ensure proper fuel mixture. Maintain oil levels within proper levels.

Adding fluid to apparatus:

- Engine Oil
 - Engine oil is available at the Public Works Maintenance Facility.
 - Engine oil is stored at both stations for use on weekends, nights and holidays.

- Transmission fluid is available from the Public Works Maintenance Facility. Consult with the shop prior to adding transmission fluid to ensure that the proper type of fluid is added.

- Hydraulic fluid: Only the Public Works Maintenance Facility shall add Hydraulic fluid.

- Refueling
 - Apparatus fuel levels shall be kept above $\frac{3}{4}$ and are to be refueled at the Public Works Maintenance Facility.
- Lights and bulbs: Stocks of common replacement bulbs may be kept at the fire stations. Station personnel may replace light bulbs. Public Works Maintenance Facility will order and will also replace bulbs.

EVERY MONDAY

Fire suppression apparatus

- Every Monday, the Driver Operator should completely check apparatus as per the Apparatus Checklist and this SOP and shall check equipment utilizing inventory list.

Aerial apparatus

- Start motor. Engage PTO and pump gear. Chock rear wheels on both sides and place stabilizers in down position.
- Raise aerial ladder/tower from bed and extend to maximum reach.
- Rotate aerial ladder/tower 360 degrees in each direction. Operate from turntable and bucket.
- Check electrical or mechanical nozzle operation.
- If apparatus has a pinned waterway, **ensure ladder is set in Rescue Mode**
- Observe hydraulic operating pressure during checks.

- Check for any substantial or recurrent hydraulic fluid leaks.
- Check each level/switch/valve for proper operation.

Pumper apparatus

- **Pump Operation**
 - Place in “pump” gear. Open tank valve and check master discharge pressure gauge at 100 PSI. Check for leaks. Do not exceed 100 PSI without opening a booster line to relieve the pressure buildup in the pump.
 - Open and close all non-preconnected discharges and intakes completely, one at a time. Check for correct pressure gauge operation.
 - Reduce engine RPM to idle speed. Open each bleeder valve and relieve pressure. DO NOT operate bleeder valves or master drain valves while pump is under pressure.
 - If apparatus is equipped with a relief valve, ensure it is operating properly.
 - If apparatus is equipped with a governor valve, ensure it is operating properly.
 - If applicable, check the transfer/change-over valve operation from pressure to capacity. The transfer/change-over valve activates at 90 PSI.

Generators/Power equipment

- Check fluid levels, start and allow to run until normal operating temperature is reached.

- Check operation of gauges and control devices.
- Plug in electrical equipment to every outlet of the generator to ensure proper operation.
- Ensure auxiliary fuel cans are full. If 2 cycle engine ensure proper fuel mixture.
- If applicable, check apparatus inverter and plug in electric equipment to every outlet of the inverter system.

Battery Powered Equipment

- Turn on and check operational readiness of all battery powered equipment to include Carbon Monoxide Monitors, Gamma Rae II Personal Radiation Monitors, Gas Monitors, Glucometers, Lifepak Monitors and suction units. AEDs do not have to be turned on but the operational readiness should be checked.

FIRST DAY OF EVERY FIVE DAY CYCLE

Medic Units

- The Attendant-in-Charge should completely check apparatus as per the Apparatus Checklist and this SOP and shall check equipment utilizing inventory list.

MONTHLY MAINTENANCE (FIRST MONDAY OF EACH MONTH)

Monthly maintenance is to be completed pursuant to the Apparatus Maintenance Checklist.

Nozzle Maintenance

- Place nozzle in a bucket of warm soapy water and agitate, working all moving pieces while submerged.
- Remove nozzle from soapy water and flush with clean water inside and out until surfaces are soap-free.
- Shake off all excess water. Lubricate with a silicon-based lubricant. Lubricate internally and externally as indicated in the maintenance literature supplied by the manufacturer. **DO NOT USE LUBRICANTS** such as WD-40.

QUARTERLY MAINTENANCE

Quarterly maintenance is to be completed pursuant to the annual shift duty assignments.

Aerial devices shall be taken to the Public Works Maintenance Facility for determination by the mechanic as to the necessity for degreasing and lubrication or thorough cleaning. Additionally, the motor and undercarriage shall be cleaned.

All other assigned apparatus shall be taken to the Public Works Maintenance Facility quarterly to have the motor and undercarriage cleaned.

Disconnect all preconnected hose lines and add 32 ounces of dishwashing detergent to booster tank, circulate, open and close all valves.

All apparatus shall be waxed pursuant to the annual shift duty assignments

ANNUAL MAINTENANCE

Pumps on apparatus shall be tested pursuant to the annual shift duty assignments.

REPORTING NEEDED MAINTENANCE OR REPAIR

An apparatus or emergency vehicle Driver/Operator shall report any deficiencies regarding an assigned apparatus immediately to the immediate supervisor.

Noted defects shall be reported to the Operations Officer or Battalion Chief.

MINOR MECHANICAL MAINTENANCE

Minor mechanical maintenance may be performed by station personnel such as replacing apparatus light bulbs (not to include LED and strobe warning lights) and adding specific fluids to apparatus.

- Minor mechanical maintenance may include tightening loose bolts, nuts, and screws, and other tasks as authorized by the Operations Officer.

If station personnel have any doubt as to their ability or responsibility for performing any apparatus maintenance or repair task, advice and/or permission should be sought through the Operations Officer or Battalion Chief.

KEEPING APPARATUS CLEAN

All vehicles should be inspected each morning for cleanliness and washed and dried as required.

When raining/snowing, vehicles shall be rinsed off immediately upon returning to quarters.

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EQUIPMENT AND APPARATUS

SOP#: EA 5.00

Title: PPE & Equipment

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

PPE & EQUIPMENT

I. PURPOSE

To establish procedures and regulations for the wearing of protective clothing and equipment.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

Issued protective clothing and equipment are specifically designed for the protection of department personnel from bodily injury and the effects of extreme heat and cold. Compliance with this established procedure, along with good judgment and common sense is imperative for the prevention of injuries.

III. RESPONSIBILITY

The **Incident Commander** shall be directly responsible for the safety of personnel on the emergency scene. Therefore, the Incident Commander shall insist that personnel function to maximize safety by complying with this SOP, and

expect all personnel to accept individual responsibility for proper use of protective clothing and equipment.

The **Safety Officer**, once established, shall be responsible for assisting the Incident Commander to ensure that scene personnel wear appropriate protective clothing and equipment.

All **Company Officers and supervisors** shall ensure that scene personnel wear appropriate protective clothing and equipment.

All personnel shall keep issued protective clothing and equipment readily available for immediate use. All issued protective clothing and equipment shall be kept clean and serviceable.

WEARING OF PROTECTIVE CLOTHING AND EQUIPMENT

Responding to Emergencies

- Full protective clothing and equipment shall be worn on all emergency responses involving fire, motor vehicle accidents, or other hazardous scenes.
- All personnel shall don proper protective clothing and equipment prior to the departure of the responding apparatus.
- Drivers are not required to wear protective clothing / equipment that hinders movement or visibility while driving.
- Personnel assigned to Medic Units shall don PPE when they arrive on scene.

OPERATING AT THE SCENE OF AN EMERGENCY

The following protective clothing and equipment shall be worn by all department personnel when arriving and operating at an emergency

incident involving fire, a hazardous atmosphere or any motor vehicle accident.

- Helmet with liner and chinstrap
- Turnout Coat with liners intact
- Turnout Pants with liners intact
- Gloves as issued
- Hood (Nomex)
- Boots as issued
- Breathing apparatus shall be worn on all fire scenes or when the atmosphere may be hazardous, or potentially hazardous.
- Breathing apparatus must be worn with Carbon Monoxide levels greater than 35 PPM and Oxygen Levels less than 19.5% as indicated by the use of atmospheric monitors.

NOTE: The decision to wear breathing apparatus on woods / brush fires shall be made by the IC.

After all hazards have been controlled (or determined to be nonexistent) on motor vehicle accident scenes and other roadway responses, full protective clothing and equipment can be downgraded to the Traffic Safety Vest.

The Incident Commander or Officer on scene may determine that personnel may remove certain items of protective clothing. In all situations, safety considerations are paramount, and the comfort and convenience of personnel is secondary.

Appropriate body substance isolation procedures shall be used by personnel functioning on medical / trauma scenes as needed.

Apparatus operators, commanders, staff, and support personnel shall wear protective clothing as dictated by the hazards of their operating areas.

ALL personnel exposed to vehicular traffic on streets and highways shall wear the protective clothing that offers maximum visibility to drivers.

ALL personnel shall wear safety belts at all times when operating on the aerial ladder.

TRAINING

A supervisor may determine the conditions that require protective clothing and/or equipment to be worn by personnel participating in training drills. Decisions regarding PPE worn during training shall reflect and preserve the intent of this SOP.

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EQUIPMENT AND APPARATUS

SOP#: EA 6.00

Title: Portable Radios

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

PORTABLE RADIOS

I. PURPOSE

To provide information and guidance on the operation and functionality of the Motorola XTS 2500 portable radio used by this department.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

The City of Poquoson Fire/Rescue Department is committed to provide and maintain the safest working environment possible in what can be the worst conditions imaginable.

In this regard, reliable communications is paramount. The proper use of our radio hardware and software requires us to continually train and evaluate our actions during both emergency and non-emergency operation in order to minimize any problems.

Radio etiquette is also a very important factor of our communication process.

Clear and effective communication allows the Incident Commander and other on scene personnel to track the position and movement of personnel reducing the time required to affect a rescue if the situation arises.

III. RESPONSIBILITIES

It will be the responsibilities of each Company Officer to ensure that all personnel under their command are familiar with and possess the ability to utilize the various functions programmed into the Motorola XTS 2500.

IV. PROCEDURES

The Motorola radios in use by the department allow for routine radio traffic along with scanning of multiple channels.

- All personnel are assigned with a portable radio. The radio shall be carried and be operational at all time.
- All personnel portable radios shall be accounted for each morning by the Company Officer and be recorded in the Daily Log.
- Portable Radios shall be secured when carried on the person. This may be accomplished through the use of:
 - Belt Clips
 - Radio pocket on turnout coat
 - Leather holster with shoulder strap.

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EQUIPMENT AND APPARATUS

SOP#: EA 7.00

Title: Ladder Maintenance

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

LADDER MAINTENANCE

I. PURPOSE

To provide proper care and maintenance for Fire Department ladders so as to insure their usability and full service life.

To establish guidelines relative to the maintenance, cleaning and inspection of Fire Department ladders.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All career and volunteer personnel.

III. POLICY

- Fire Department ladders shall be visually inspected and cleaned annually and after each use.
- Fire Department ladders which have been found to have defects shall be removed from service for repair and/or replacement.

- Halyards on Fire Department ladders shall be replaced as needed, or at least every two (2) years.
- All hydraulic and mechanical ladders shall be professionally tested by a vendor selected by the city on an annual basis.

IV. RESPONSIBILITY

- It is the responsibility of the Company Officers to insure that proper care and maintenance procedures are followed by Fire Department members working with ladders.
- Members shall utilize the proper procedures and provide the proper care when maintaining the utilizing Fire Department ladders.

V. PROCEDURES

The following procedures should be utilized when inspecting Fire Department ladders.

- Remove dirt from the ladder with a mild soap, soft brush and running water. A solvent cleaner may be used to remove any oily or greasy residues.
- After rinsing or any time a ladder is wet, wipe it dry.
- Check for obvious defects (bends, tweaks, cracks, etc.)
- Check for broken or cracked welds.
- Check for cracked metal parts.
- Check for loose runs and/or rivets.
- All braces, slides, stops, locks, rivets, pulleys, and other movable parts should be examined

- Movable parts should be lubricated at least every six months.
- Check the halyard for wear and decay.
- Check proper action of extension ladders.
- Check heat exposure tags.
- When defects are discovered, notify the Officer-In-Charge.

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EQUIPMENT AND APPARATUS

SOP#: EA 8.00

Title: PPE Inspections

Effective Date: 02/01/2009

Revised Date: 02/01/2009

Fire Chief's Signature

City Manager's Signature

PPE INSPECTIONS

I. PURPOSE

To establish guidelines for the inspection of personal protective equipment (PPE).

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. RESPONSIBILITIES

Shift Supervisors shall ensure that the PPE inspections are completed for their respective stations on a quarterly basis.

It is the responsibility of all personnel to keep their personal protective equipment serviceable and in good working order, and to report conditions that require repair or replacement of PPE.

III. POLICY

To provide personal protective equipment (PPE) that complies with NFPA 1500.

Personal protective equipment is specifically designed for the protection of personnel from bodily injury, exposure and the effects of extreme heat and cold.

Therefore, it is the intent of this SOP to ensure that all personal protective equipment is serviceable, in good condition, fits the wearer properly, and that quarterly inspections of PPE are conducted on a prearranged schedule.

IV. GUIDELINES

Protective clothing and equipment shall be inspected by the company officer on a quarterly basis. Inspections shall be done during the morning hours of weekdays to afford adequate time if replacement gear is necessary.

Shift Commanders shall make the Deputy Chief aware of all PPE issues in writing or email.

V. PROCEDURES

Protective clothing to be inspected includes:

- Helmet/Goggles - including liner and chinstrap
- Turnout coat – including moisture barrier, and cuffs with the thumb hook intact
- Structural Firefighting Boots
- Turnout pants – including moisture barrier and suspenders
- Nomex hood
- Gloves
- Flashlight
- SCBA Mask

To clean turnout coats and pants, gloves, and flame retardant hood, clean with warm water and a mild detergent. To clean helmets, use hot water and a mild household detergent.

All personal protective equipment shall be inspected to determine if it is suitable for use.

- All material should be free from tears, embrittlement, and fraying.
- Seams should be intact and show no signs of excessive wear.
- Reflective trim should show no signs of abrasion or loss of reflectivity due to heat exposure.
- All pockets, kneepads, and other accessory items should be firmly attached to the garment and show no signs of excessive wear.
- Sleeve and pants cuffs should show no signs of fraying (indicates the pants are too long or improperly worn).
- The garment should be free from excessive dirt and stains.
- Where a fabric color change is noted, a condition that could be caused by high heat exposure or ultraviolet exposure, the entire area should be checked for loss of tear strength.
- Pants and coats shall be washed in accordance with manufacturer's recommendations at least once every six months (if clothing is not worn within the preceding six months, washing is not required).

Helmets should be inspected for:

- Cleanliness
- Loss of integrity due to severe impact
- Wearing/fraying of chinstrap

Protective clothing (coats, pants and gloves) shall be evaluated for proper fit semiannually.

- There shall be at least a 2-inch overlap of all layers of the protective coat and the protective trousers so there

is no gap of the thermal protection when the protective garments are worn.

- Position A: Standing, hands together reaching overhead as high as possible.
 - Position B: Standing, hands together reaching overhead, with body bent forward, to the side and to the back as much as possible.
 - Position C: In the crawling position.
-
- Suspenders shall be properly tightened so that the top of the pants is at the navel, and the cuffs are not touching the boots or the ground.
 - Gloves shall neither be too loose or too tight, and they should overlap the wrist area while the thumb is in the cuff hook.
 - Hoods shall be inspected for a secure fit around the SCBA mask, and proper extension into the coat when securely fastened. Fraying of the elastic band around the face opening and loss of elasticity may require replacement.
 - The SCBA mask shall be clean and free of debris.
 - Structural firefighting boots shall fit properly, and shall be free from any tears or rips in the leather. Boots shall be clean, and periodically, treated with shoe polish or a leather conditioner.
 - Goggles shall be clean and the elasticity of the band shall be intact.

Shift Supervisors shall report the condition of ALL staff members' PPE in writing or by email.

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EMS OPERATION

SOP#: EMS 1.00

Title: General EMS Guidelines

Effective Date: 11/30/2008

Revised Date: 04/19/2011

Fire Chief's Signature

City Manager's Signature

Operational Medical Director

GENERAL EMS GUIDELINES

I. PURPOSE

The purpose of this policy is to provide prompt and efficient treatment and transportation of patients and to eliminate in hospital delays for emergency ambulance crews.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All Career and Volunteer personnel

III. POLICY

It shall be the policy of the Fire/Rescue Department basic and advanced life support providers to follow the protocols to the level of their certification and training as established and approved by the Operational Medical Director and the Peninsulas Emergency Medical Services Council (PEMS) Regional Protocols. In instances of conflict between Departmental and PEMS policies, the provider shall follow the policy established by the Department and the Operational Medical Director.

The Poquoson Fire/Rescue Department shall not refuse service to any persons on the basis of sex, race, creed, age, religion, or inability to pay for service/lack of insurance.

Providers shall follow the protocols as written unless they are specifically directed to do otherwise by the physician prescribing treatment.

Fire/Rescue Department personnel shall act in a professional manner at all times, especially when interacting with the public and the hospital staff.

If it is determined by the transferring facility or the receiving hospital that a patient is a direct admission, the patient may be transferred directly to their assigned bed. If the patient is unstable, consult On-Line Medical Control at the receiving facility for direction.

If the crew encounters an undue delay at the hospital, the shift supervisor should be notified as soon as possible.

Crews shall return their unit to a serviceable condition as soon as possible following patient acceptance at the receiving facility.

Non-emergency requests for service shall be handled on a case-by-case basis. Notify Fire Administration of request.

If a patient care issue arises, consult On-Line Medical Control.

EMS Personnel shall not diagnose any patient's medical condition. Treatment and transport of all patients should be performed under the guidance of the regional protocols.

No patient shall be walked to the medic unit. Should an occasion arise that the patient refuses to be assisted to the medic unit, this will be documented on the Patient Care Report and the patient shall sign a refusal of treatment (on reverse of Patient Care Report) to demonstrate an understanding that refusing assistance could worsen any conditions they may be suffering from.

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**EMERGENCY MEDICAL
RESPONSE - EMS**

SOP#: EMS 2.00

Title: Infection Control Plan Policy

Effective Date: 09/30/2008

Revised Date: 09/30/2008

Fire Chief's Signature

City Manager's Signature

Operational Medical Director

INFECTION CONTROL PLAN
POLICY

I. PURPOSE

On December 6, 1991, the Occupational Safety and Health Administration (OSHA), published the "Occupational Exposure to Bloodborne Pathogens, Final Rule".

The purpose of the Regulation is to "eliminate or minimize" occupational exposure to Hepatitis B Virus (HBV) and other Bloodborne Pathogens which may be transmitted through body fluids in the workplace. Fire/Rescue personnel are classified as "first responders" for the purpose of the standard and are deemed to have "occupational exposure" to Bloodborne Pathogens.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All career and volunteer Fire/Rescue Personnel.

III. POLICY

The Poquoson Fire/Rescue Department recognizes the potential exposure of its personnel, in the performance of their duties, to communicable diseases. To minimize the risk of exposure, the Poquoson Fire/Rescue Department has published and implemented an INFECTIOUS CONTROL PLAN.

The INFECTIOUS CONTROL PLAN includes initial training and continuing education in infection control practice, a vaccination program, the provision for proper infection control clothing and equipment, decontamination procedures for clothing and equipment, procedures for the disposal of medical waste, a system for reporting and managing exposures, a system for tracking exposures and ensuring confidentiality, monitoring of compliance with the standard operating procedures to minimize risk for infection.

Finally, exposure to communicable disease shall be considered an occupational health hazard, and any communicable disease contracted, as the results of a documented workplace exposure shall be considered occupationally relate.

IV. PROCEDURES

Copies of the Department's INFECTION CONTROL PLAN will be maintained in both fire stations and Fire Administration for reference by all Department personnel, both career and volunteer.

It shall be the responsibility of all personnel to familiarize themselves with the contents of the "plan", especially the section dealing with procedures that are to take place if an exposure occurs. Further, Supervisors shall be held accountable to see the procedures outlined in the "plan" are followed and adhered to. As appropriate, revisions, updates, etc., will be made to the "plan".

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EMS OPERATION

SOP#: EMS 3.00

Title: EMS Supplies and Equipment

Effective Date: 11/30/2008

Revised Date: 11/30/2008

Fire Chief's Signature

City Manager's Signature

Operational Medical Director

EMS SUPPLIES AND EQUIPMENT

I. PURPOSE

The purpose is to establish requirements regarding the management of EMS supplies and equipment.

II. RESPONSIBILITIES

EMS Officer: shall be responsible for overall management of EMS supplies and equipment.

EMS Officer or his/her designee : shall be responsible for ordering and maintaining an inventory of EMS supplies and equipment.

All Personnel: shall be responsible for ensuring that medic units to which they are assigned are adequately supplied, clean and that the equipment is maintained according to the requirements of the Virginia Office of EMS and Poquoson Fire/Rescue Dept at all times.

III. GENERAL

Linens, Pillows and Blankets

- Used and/or dirty linens, pillows and blankets shall be exchanged or replaced at the receiving hospital.
- An adequate supply of linens, pillows and blankets, shall be carried on each medic for incidents involving multiple patients per state regulations (see Ambulance Check Off Sheet for specific quantities).

Hospital Supplies

- All medical supplies shall be secured in the medic unit per state regulations and shall be exchanged / replaced through the responsible hospitals and according to the procedures established by those hospitals. All disposable and exchangeable items (i.e. oxygen masks, 4 X 4s, cling, bandages, etc.) shall be replaced on a one for one basis at the receiving hospital.

Miscellaneous Supplies

- All EMS supplies other than oxygen, linen, IV supplies, drug boxes, shall be obtained through the EMS Officer or his/her designee to include any other items that are unavailable from the hospitals.
- Personnel shall inform the on-coming shift of all EMS supplies they were unable to obtain.

EMS Supply Room

- Replacement of these supplies is obtained from the hospitals on a one for one basis. If supplies are not available at the hospital,

they should be obtained from the Supply Room to maintain adequate inventory (see Ambulance Check Off Sheet for specific quantities.)

- EMS supply storage areas will be inventoried on the 1st and 15th of every month, and when the EMS Officer considers it necessary.
- The EMS Officer or his/her designee is responsible for ordering low inventory items.

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EMS OPERATIONS

SOP#: EMS 4.00

Title: ALS Preceptorship

Effective Date: 11/30/2008

Revised Date: 11/30/2008

Fire Chief's Signature

City Manager's Signature

Operational Medical Director

ALS PRECEPTORSHIP

I. PURPOSE

The goal of the Poquoson Fire/Rescue Dept. is for all Advanced Life Support Providers to be released medics. This policy outlines the ALS Field Preceptorship Program with steps to achieve that goal. The program allows newly certified/newly hired Intermediates and Paramedics to integrate theory and skills learned in the classroom into actual practice in the field under the supervision of an experienced ALS provider. Upon successful completion of the preceptorship program, the candidate will be eligible for released status. The policy also provides for an entry program for those coming from other agencies.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All Career and Volunteer ALS Personnel.

III. DEFINITIONS

Released Medic: A department member who is certified by the Commonwealth of Virginia as an Enhanced, Intermediate or Paramedic and who has successfully completed the Department's Preceptorship Program.

Trainee Medic: A department member who is certified by the Commonwealth of Virginia as an Enhanced, Intermediate or Paramedic and is currently undergoing his/her preceptorship phase. The minimum preceptorship shall be 90 days; however, members may only remain at this level for up to twelve months.

Medic Student: A department member who is currently certified by the Commonwealth of Virginia as an EMT-B and is currently enrolled in an Enhanced, Intermediate or Paramedic Training Program recognized by the Commonwealth of Virginia and the Poquoson Fire/Rescue Dept.

Preceptor: A medic who has been released in Poquoson for a minimum of three years and has been designated by the EMS Officer to help medic trainees gain experience and evaluate their skills for eventual release status.

IV. PROCEDURES

Advanced Life Support Preceptorship

- Each Medic Student and Trainee will meet with the EMS Officer. At this time, the member will have a Preceptor designated to act as a mentor during training and preceptorship. While in class, the student will interact with his/her mentor concerning class progress and to coordinate field training.
- A file shall be set up in the EMS Office on each trainee that is currently involved in training and/or a preceptorship.

- Following completion of class and certification as an EMT-E/I/P, the trainee medic shall meet with the EMS Officer. At this time, the EMS Officer will give the trainee medic a preceptorship packet and go over the procedures with the trainee medic.
- A Field Preceptor Evaluation Form shall be completed by the Preceptor assigned to the trainee and the trainee medic at the completion of each cycle. A copy of the form will be kept by the trainee medic and original form will go to the EMS Officer for placement in the trainee medic's file.
- The trainee medic shall be scheduled to ride with at least two (2) different preceptors prior to being released.
- There will be 3 personnel assigned to the unit while the trainee medic is being precepted. If due to low manpower, the trainee medic is the only available driver, those calls will not count towards their minimum requirements. It will not be acceptable to precept a trainee medic with only 2 personnel assigned to the unit.
- The EMS Officer shall counsel with the trainee at regular intervals (no less than once per month) during his/her preceptorship regarding that trainee's progress.
- The EMS Officer shall meet regularly with the Preceptors and the Operational Medical Director to review each trainee medic's progress (no less than once per two months).
- During the course of the preceptorship, the trainee medic shall interact with the Preceptor, who will interact with the EMS Officer, who will interact with the Operational Medical Director. At no time during the preceptorship shall the trainee medic approach the O.M.D. on matters involving his/her preceptorship without going through the aforementioned channels.

- At the conclusion of the Preceptorship, the two main Preceptors shall provide to Fire Administration either a written recommendation for release of the trainee or written documentation for extending the preceptorship.
- The Trainee shall meet with the EMS Officer to review and finalize any details of the preceptorship. At this time, the EMS Officer and the Training Officer shall meet and make the decision whether to release the trainee medic on probationary status or to extend the preceptorship. This will allow the trainee to begin practicing as a released medic while awaiting the next available meeting with the OMD.
- The EMS Officer shall then meet with the Operational Medical Director and make the decision whether to release the trainee medic completely or to extend the preceptorship. The Operational Medical Director, the EMS Officer and the Preceptor(s) shall meet with the trainee medic at the next scheduled meeting and discuss the course of action decided upon.

RECIPROCITY

A Poquoson Fire/Rescue member who is a released medic or equivalent in another ALS agency may apply for reciprocal privileges as a released medic in Poquoson. This should be done in the form of a written request. Each request will be evaluated on a case by case basis by the Operational Medical Director and the EMS Officer. The person applying for reciprocity may be required to complete part or all of the preceptorship program.

FIELD PRECEPTORSHIP EVALUATION

Name of Trainee _____

Name of Preceptor _____

Date _____

1. Demonstrates ability to obtain patient history appropriate to chief complaint.

Trainee Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Preceptor Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Trainee Comments: _____

Preceptor Comments: _____

2. Performs physical assessment based on information obtained in history.

Trainee Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Preceptor Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Trainee Comments: _____

Preceptor Comments: _____

Field Preceptorship Evaluation
Page Two

- 3. Demonstrates ability to be responsible for patient management including proper procedures and protocols

Trainee Completes

Preceptor Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Trainee Comments: _____

Preceptor Comments: _____

- 4. Demonstrates ability to clearly and accurately describe the scene and patient situation to medical control via radio.

Trainee Completes

Preceptor Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Trainee Comments: _____

Preceptor Comments: _____

Field Preceptorship Evaluation
Page Three

- 5. Demonstrates accurate and legible completion of patient care report.

Trainee Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Preceptor Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Trainee Comments: _____

Preceptor Comments: _____

- 6. Demonstrates the ability to accurately assess the scene, direct the team, delegate tasks and maintain scene control.

Trainee Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Preceptor Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Trainee Comments: _____

Preceptor Comments: _____

Field Preceptorship Evaluation
Page Four

- 7. Demonstrates the ability to function independently in the majority of patient situations.

Trainee Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Preceptor Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Trainee Comments: _____

Preceptor Comments: _____

- 8. Performs physical assessment on trauma victim per state EMT-B practical criteria.

Trainee Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Preceptor Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Trainee Comments: _____

Preceptor Comments: _____

Field Preceptorship Evaluation
Page Five

9. Performs endotracheal intubation.

Trainee Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Trainee Comments: _____

Preceptor Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Preceptor Comments: _____

10. Performs defibrillation/cardioversion.

Trainee Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Trainee Comments: _____

Preceptor Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Preceptor Comments: _____

Field Preceptorship Evaluation

Page six

11. Performs peripheral intravenous cannulation.

Trainee Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Trainee Comments: _____

Preceptor Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Preceptor Comments: _____

12. Administer Medications via intravenous line.

Trainee Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Trainee Comments: _____

Preceptor Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Preceptor Comments: _____

Field Preceptorship Evaluation
Page Seven

13. EKG interpretation / 12 lead

Trainee Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Trainee Comments: _____

Preceptor Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Preceptor Comments: _____

14. Other _____

Trainee Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Trainee Comments: _____

Preceptor Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Preceptor Comments: _____

Field Preceptorship Evaluation
Page Eight

15. Other _____

Trainee Completes

Preceptor Completes

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Performs Well	Needs Some Guidance	Remediation Necessary
9 8 7	6 5 4	3 2 1

Trainee Comments: _____

Preceptor Comments: _____

Signature of Preceptor / Date

Signature of Trainee / Date

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**City of Poquoson
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F757-868-3514

EMS OPERATIONS

SOP#: EMS 5.00

Title: Downgrading ALS calls to
BLS calls

Effective Date: 11/30/2008

Revised Date: 11/30/2008

Fire Chief's Signature

City Manager's Signature

Operational Medical Director

**DOWNGRADING ALS CALLS TO
BLS CALLS**

I. PURPOSE

The purpose of this policy is to provide reasonable assurance that advanced life support is provided to all patients whose conditions warrant it. Further, including the medical control physician in downgrade decisions protects department personnel from liability.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All career and volunteer personnel

III. DEFINITION

ALS Calls:

- Cardiac or respiratory arrest
- Near drowning
- Chest pain/palpitations
- Difficulty in breathing
- All Electrical Burns

- Patients with altered levels of consciousness
- Cerebral vascular accident (stroke)
- Imminent or post childbirth, including miscarriages or complications relating to the pregnancy or labor
- Shootings
- Hypertension
- Allergic Reaction
- Stabbings
- Diabetic Emergencies
- Repeated or extended seizing, first time seizure, febrile seizure
- Excessive body temperatures with convulsions or deliriums including heat related disorders (exhaustion or heat stroke)
- Possible DOA
- Auto accident described as:
 - Car/pedestrian
 - Car/bicycle
 - Motorcycle and/or car/motorcycle
 - Serious in nature (car rolled over, person trapped, etc.)

- Any child under 18 months exhibiting any of the above and/or:
 - Dehydration
 - Hypothermia/hyperthermia
 - Poor muscle tone

VI. PROCEDURES

When a medic unit is dispatched to any of the above calls, the ALS provider on the scene will assess the patient or patients and determine what, if any, advanced life support procedures are needed. If the patient appears to require no advanced life support, the ALS provider may contact medical control, give a presentation, and request to downgrade to basic life support. If permission is received, this shall be noted on the patient care report along with the Online Physician's name.

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EMS OPERATIONS

SOP#: EMS 6.00

Title: EMS Do Not Resuscitate

Effective Date: 11/30/2008

Revised Date: 11/30/2008

Fire Chief's Signature

City Manager's Signature

Operational Medical Director

EMS DO NOT RESUSCITATE

I. PURPOSE

The purpose of this policy is to establish guidelines for terminating or withholding resuscitation measures.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All career and volunteer personnel.

III. POLICY

In accordance with Virginia State Law, full resuscitation measures shall be undertaken for all victims of cardiopulmonary arrest unless one or more of the following indications exist:

- A valid Virginia Durable Do Not Resuscitate Order or an approved alternate form of Durable DNR identification
- A valid EMS DNR order issued on or after July 2, 1998 that includes the patient's full name, physician's signature and date issued

- Decapitation or other obvious mortal injury
- Rigor mortis
- Advanced lividity
- Decomposition

During mass casualty incidents, it is assumed that resources must be directed toward viable patients.

IV. PROCEDURE

Qualified health care personnel shall comply with the following general procedures and published Virginia Durable DNR Order Implementation Protocols when caring for a patient who is in cardiac or respiratory arrest and who is known or suspected to have a Durable DNR Order in effect.

A. Initial Assessment and Intervention

Perform routine patient assessment and resuscitation or intervention until the Durable DNR Order or other DNR Order validity status is confirmed, as follows:

- Determine the presence of a Durable DNR Order Form or an approved alternate form of Durable DNR identification.
- Determine that the Durable DNR item is not altered.
- Verify, through Driver's License or other identification with photograph and signature or by positive identification by a family member or other person that knows patient, that the patient in question is the one for whom the Durable DNR Order or other DNR Order was issued.

- If no Durable DNR Order or other approved form of identification is found, ask a family member or other person to look for the original Durable DNR Order Form or other written DNR order.
- If the Durable DNR Order or alternate form of identification is not intact or has been altered or other DNR Order is produced, the qualified health care personnel shall consider the Durable DNR Order to be invalid.

B. Resuscitative Measures to be Withheld or Withdrawn

In the event of cardiac or respiratory arrest of a patient with a valid Durable DNR Order under the criteria set forth above, the following procedures should be withheld or withdrawn by qualified health care personnel unless otherwise directed by a physician physically present at the patient location.

- Cardiopulmonary Resuscitation (CPR)
- Endotracheal Intubation or other advanced airway management
- Artificial Ventilation
- Defibrillation
- Cardiac Resuscitation medications
- Continuation of related procedures, as prescribed by the patient's physician or medical protocols

C. Procedures to Provide Comfort Care or to Alleviate Pain

In order to provide comfort care or to alleviate pain for a patient with a valid Durable DNR Order or other DNR Order, the following interventions may be provided, depending on the needs of the particular patient.

- Airway (excluding intubation or advanced airway management)
- Suction
- Supplemental oxygen delivery devices
- Pain medications or intravenous fluids
- Bleeding control
- Patient positioning or
- Other therapies deemed necessary to provide comfort care or to alleviate pain

D. Revocation

These regulations shall not authorize any qualified health care personnel to follow a Durable DNR Order for any patient who is able to, and does, express to such qualified health care personnel the desire to be resuscitated in the event of cardiac or respiratory arrest.

If the patient is a minor or is otherwise incapable of making an informed decision, the expression of the desire that the patient be resuscitated by the person authorized to consent on the patient's behalf shall so revoke the qualified health care personnel's authority to follow a

Durable DNR Order or other DNR Order.

The expression of such desire to be resuscitated prior to cardiac or respiratory arrest shall constitute revocation of the Order; however, a new Order may be issued upon consent of the patient or the person authorized to consent on the patient's behalf.

E. Documentation

When following a Durable DNR Order or other DNR Order for a particular patient, qualified health care personnel shall document in the patient's medical record the care rendered or withheld in the following manner:

- Use standard patient care reporting documents (i.e. patient's chart, prehospital patient care report)
- Describe assessment of patient's status
- Document which identification (Durable DNR Order Form or other DNR Order or alternate form of identification) was used to confirm Durable DNR status and that it was intact, not altered, not canceled, or not officially revoked.
- Record actual Durable DNR Order Number and name of patient's physician.
- If the patient is being transported, keep the Durable DNR Order with the patient.

F. General Considerations

The following general principles shall apply to implementation of Durable DNR Orders:

- If there is misunderstanding with family members of others present at the patient's location or if there are other concerns about following the Durable DNR Order, contact the patient's physician or EMS medical control for guidance.
- If there is any question about the validity of a Durable DNR Order, resuscitative measures should be administered until the validity of the Durable DNR is established.
- When treating cardiac arrest victims who possess "living wills" or advanced directives (other than a valid DNR order), resuscitative efforts should be initiated and Medical Control consulted as quickly as possible regarding the continuation or termination of treatment. Be prepared to review the reason(s) why resuscitation efforts may not be indicated (i.e. terminal illness).
- If resuscitation efforts were discontinued at the scene per Medical Control, document the time and physician's name on the PPCR form.

NOTE: When EMS terminates resuscitation efforts in the field (Code Gray), they do so after receiving an order from the on-line Medical Control physician. Because this is a direct physician order and is not part of the standard PEMS protocols, PPCR reports for these runs should be cosigned by the physician that gave the Code Gray order. This should apply to all Code Gray orders regardless of whether ALS interventions were initiated.

- Document physical findings and patient history on the PPCR form.

- If the patient is DOA or resuscitation efforts were ended before transport from the scene, follow local protocols concerning the notification of law enforcement and / or medical examiner.
- Be attentive to the emotional needs of any family members or bystanders present.

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EMS OPERATIONS

SOP#: EMS 7.00

Title: Failure to Comply with
Regional Protocols

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

Operational Medical Director

**FAILURE TO COMPLY WITH
REGIONAL PROTOCOLS**

I. PURPOSE

To provide guidance in reporting ,
remediation, and disciplinary action
following errors made in regional
protocols

This SOP is not all-inclusive and cannot
encompass all situations that may be
encountered.

II. APPLICABILITY

All career and volunteer personnel

III. REPORTING PROCEDURES

- Upon realization of an error in patient care, the Attendant in Charge shall notify the receiving hospital and their shift supervisor as soon as possible.
- A written report will be produced by all personnel involved in patient care at the time of the error to the Shift Supervisor.

- The Shift Supervisor will notify the Administrative Staff and EMS Officer immediately and provide written documentation of the incident as soon as it is available.
- The EMS Officer will notify the OMD as soon as all the report and the written incident reports have been received.

IV. REMEDIATION

- A Departmental “In-Service” training session will be required for each incident.
- The Fire Chief, Deputy Fire Chief, EMS Officer and OMD will review each incident and may require a re-evaluation period, during which the involved personnel will not practice as the Attendant in Charge.
- During the re-evaluation period, each provider being evaluated will be assigned **one** preceptor. Progress reports will be written by the assigned preceptor at the end of each work cycle and forwarded to Fire Administration.
- These progress reports will be reviewed by the Fire Chief, Deputy Fire Chief, EMS Officer and the OMD and a decision will be made to continue the re-evaluation or release the employee to practice. The OMD will retain the **final** approval for the employee to be released as an Attendant in Charge again.

V. DISCIPLINARY ACTION

- Prior to disciplinary action, the employee may request, in writing, to meet with the Fire Chief, the Deputy Chief, the OMD and the EMS Officer for a formal review.

- Disciplinary action will be administered as per the City of Poquoson Personnel Policy Manual Section 28: Inaccurate work, failure to comply with standard procedures, recurrent errors, and carelessness.
- Disciplinary action will be filed in all responsible personnel's Fire Department employee folder.

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EMS OPERATIONS

SOP#: EMS 8.00

Title: BLS Preceptorship Program

Effective Date: 11/30/2008

Revised Date: 11/30/2008

Fire Chief's Signature

City Manager's Signature

Operational Medical Director

BLS PRECEPTORSHIP PROGRAM

I. PURPOSE

The purpose of this policy is to assure that all newly certified EMT-B's have spent an adequate amount of time providing patient care under the supervision of an attendant-in-charge to qualify them to individually be responsible for patient care provision.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All career and volunteer personnel

III. POLICY

It shall be the policy of the Department that prior to promotion to Attendant In Charge all personnel shall have demonstrated a specified combination of training and hands-on experience.

Basic Training Requirements

All of the following must be completed:

- Possess a current American Heart Association Basic Life Support for Health Care Providers card.
- Possess a current Commonwealth of Virginia Office of Emergency Medical Services Emergency Medical Technician – Basic certificate.

All EMT-B's wishing to be made an Attendant in Charge must perform a minimum of 5 emergency calls in which they act as the Attendant in Charge under the supervision of a released BLS or ALS provider and a minimum of 5 emergency calls in which they assist with BLS patient care on an ALS call.

During the preceptorship, the EMT-B shall complete the BLS preceptor packet under the supervision of a released BLS or ALS provider.

Standby's, DOA's and patient refusals do not count toward the minimum of their 10 emergency calls.

Failure to complete these criteria within six (6) months will require the applicant to start this process again, from the beginning.

A file shall be set up in the EMS Office on each EMT-B that is currently involved in training and/or a preceptorship.

There will be 3 personnel assigned to the unit while the EMT-B is being precepted. If due to low manpower, the EMT-B is the only available driver, those calls will not count towards their minimum requirements. It will not be acceptable to precept an EMT-B with only 2 personnel assigned to the unit.

During the course of the preceptorship, the EMT-B shall interact with the Preceptor, who will interact with the EMS Officer, who will interact with the Operational Medical Director. At no time during the preceptorship shall the EMT-B approach the O.M.D. on matters involving his/her preceptorship without going through the aforementioned channels.

At the conclusion of the preceptorship, the Preceptor shall provide to Fire Administration either a written recommendation for release of the trainee or written documentation for extending the preceptorship.

The EMT-B shall meet with the EMS Officer to review and finalize any details of the preceptorship. At this time, the EMS Officer and the Training Officer shall meet and make the decision whether to release the EMT-B on probationary status or to extend the preceptorship. This will allow the EMT-B to begin practicing as an AIC while awaiting the next available meeting with the OMD.

The EMS Officer shall then meet with the Operational Medical Director and make the decision whether to release the EMT-B or to extend the preceptorship. The Operational Medical Director, the EMS Officer and the Preceptor shall meet with the EMT-B and discuss the course of action decided upon.

RECIPROCITY

A Poquoson Fire/Rescue member who is a released EMT-B or equivalent in another agency may apply for reciprocal privileges as a released EMT-B in Poquoson. This should be done in the form of a written request. Each request will be evaluated on a case by case basis by the Operational Medical Director and the EMS Officer. The person applying for reciprocity may be required to complete part or all of the preceptorship program.

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EMS OPERATIONS

SOP#: EMS 9.00

Title: Drug Box Procedures

Effective Date: 11/30/2008

Revised Date: 11/30/2008

Fire Chief's Signature

City Manager's Signature

Operational Medical Director

DRUG BOX PROCEDURES

I. PURPOSE

The purpose of this policy is to provide prompt and efficient exchange of drug boxes with regional exchange hospitals and to maintain security of drug boxes in the pre-hospital setting.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All career and volunteer personnel

III. POLICY

It shall be the policy of the Fire/Rescue Department to maintain drug boxes in a serviceable and secure condition.

Peninsulas Emergency Medical Services (PEMS) regional drug boxes may be exchanged at regional facilities participating in the exchange program. The "P" designation indicates a PEMS region box.

Drug boxes shall be exchanged after each use or two weeks prior to expiration.

Any used items; trash and or biohazards must be removed prior to exchange. The Attendant-In-Charge is responsible for the condition of the exchanged drug box.

All boxes brought to the pharmacy for exchange following medication use shall be accompanied by a copy of the Pre-Hospital Patient Care Report signed by the physician indicating which medications were ordered to be administered to that patient. The Pre-Hospital Patient Care Report must legibly include the patient's name, date, EMS agency and personnel.

Narcotics must be accounted for upon box exchange. Any wastage should be witnessed and documented accordingly on the Pre-Hospital Patient Care Report and/or the hospital Drug Exchange Log. The narcotics must be wasted in the Emergency Room and an RN must witness and sign the PPCR with the Attendant in Charge prior to taking the drug box to the pharmacy.

Used sharps shall be removed prior to drug box exchange.

Significant packing problems discovered by EMS personnel shall be documented on a PEM Pre-Hospital Drug Box and IV Incident Report. A copy of the form shall be left with the drug box upon exchange and the original shall be forwarded to the EMS Officer.

Non-PEMS drug boxes should not be accepted for exchange. Contact the EMS Officer if the exchange hospital does not have a PEMS drug box. If the EMS Officer is unavailable for contact, the medic crew should go to the next closest hospital to exchange the drug box.

Drug boxes are to be maintained under lock and key for security reasons. Crew members with keys shall maintain them in a secure location.

Damaged drug boxes shall be removed from service and returned to a participating hospital pharmacy for exchange. Complete a PEMS Pre-Hospital Drug and IV Incident Report. Leave a copy of the report with the drug box and forward one copy of the report to the EMS Officer.

In the event of any discrepancies with the drug boxes, the EMS Officer shall be notified immediately and the PEMS Pre-Hospital Drug and IV Incident Report completed.

If the drug box discrepancy involves missing or stolen narcotics, notify the appropriate local police agency and the State Police Narcotics Division Task Force.

Check the drug box at the beginning of each shift to verify that it is present and to verify that the box is not within two weeks of the expiration date. A drug box within two weeks of expiration should be exchanged at the earliest convenience.

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EMS OPERATIONS

SOP#: EMS 10.00

Title: ALS Engine Response

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

Operational Medical Director

ALS ENGINE RESPONSE

I. PURPOSE

Provide Dispatch/Response Guidelines for ALS Medical Emergencies for the Poquoson Fire/Rescue Department.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All career and volunteer personnel

III. PROCEDURE

The following medical emergencies will receive a response of a fire suppression unit **along with** the medic unit.

- Cardiac or respiratory arrest
- Near drowning
- Chest pain
- Difficulty in breathing
- Second or third degree burns covering major portions of the body, especially the head and face
- All Electrical Burns
- Serious blunt or any penetrating injuries

- Patients with altered levels of consciousness
- Cerebral vascular accident (stroke)
- Imminent or post childbirth, including miscarriages or complications relating to the pregnancy or labor
- Shootings
- Stabbings
- Cuttings/lacerations with significant blood loss
- Repeated or extended seizing, first time seizure, febrile seizure
- Any severe orthopedic emergency (spinal injuries, pelvic fractures, multiple fractures, etc.)
- Excessive body temperatures with convulsions or deliriums including heat related disorders (exhaustion or heat stroke)
- Possible DOA
- Auto accident described as:
 - Car/pedestrian
 - Car/bicycle
 - Motorcycle and/or car/motorcycle
 - Serious in nature (car rolled over, person trapped, etc.)
- Any child under 18 months exhibiting any of the above and/or:
 - Dehydration
 - Hypothermia/hyperthermia
 - Poor muscle tone

In the event there is no medic unit available in district when any medical emergency occurs, a fire suppression unit will respond and render treatment until the next closest medic unit arrives.

The fire suppression unit may be cancelled en route or released from the scene at the discretion of the senior medical personnel on scene, the EMS Supervisor or the Officer in Charge on scene.

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EMS OPERATIONS

SOP#: EMS 11.00

Title: Quality Assurance/Quality Improvement

Effective Date: 06/06/2008

Revised Date: 06/06/2008

Fire Chief's Signature

City Manager's Signature

Operational Medical Director

**Quality Assurance/Quality
Improvement**

I. PURPOSE

The purpose of this policy is to define the mission and composition of the Quality Assurance/Quality Improvement Program of the City of Poquoson Fire/Rescue Department.

II. APPLICABILITY

All Career and Volunteer Personnel

III. POLICY

It shall be the policy of the Quality Assurance/Quality Improvement QA/QI Committee to meet no less than 6 times per year to review a random sampling of Pre-hospital Patient Care Reports.

IV. PROCEDURES

The QA/QI Committee shall consist of 6 members. The Operational Medical Director, the EMS Officer, and a Chief Officer shall maintain permanent positions on this committee. The 3 remaining positions shall be held by active field personnel (each shift will be represented) and shall be requested by Fire Administration to serve for one calendar year. Service is not mandatory.

The Committee shall meet every other month (January, March, May, July, September, and November) at a minimum. Additional meetings may be scheduled at the discretion of the OMD, EMS Officer, or a Chief Officer.

Reports for the QA/QI Committee to review shall be determined by the following criteria and will be pulled from the two months prior to the current meeting.

- Every 20th report (at random)
- Every call in which a drug box is opened or medication administered (excluding oxygen).
- 5 to 10 random reports dealing with a specific topic determined at the previous meeting. Examples include shortness of breath, chest pains, etc.

After each meeting, the EMS Officer shall provide the Fire Chief with a list of the Committee's findings. Each Shift Officer shall also be provided with a list of the Committee's findings which pertain to their shift.

This is not meant to be a punitive process and should be viewed as an opportunity to improve the quality of EMS care throughout the City of Poquoson. These reviews are meant to address any training issues before an incident can occur in the field.

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EMS Operations

SOP#: EMS 12.00

Title: Patient Transport

Effective Date: 06/06/2008

Revised Date: 05/09/2014

Fire Chief's Signature

City Manager's Signature

Operational Medical Director

Patient Transport

I. PURPOSE

The purpose of this policy is to provide guidance with patient transport decisions for EMS calls handled by Poquoson Fire/Rescue.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All Career and Volunteer Staff

III. POLICY

It shall be the policy of Poquoson Fire/Rescue Department to transport EMS patients to any of the local service area Peninsula hospitals requested by the patient, family, or physician. These hospitals include:

- Sentara Careplex Hospital
- Riverside Regional Medical Center
- Mary Immaculate Hospital
- VA Medical Center (Hampton)

In the event that a patient, patient's family, or physician request that the patient be transported to a facility outside of the Peninsula hospitals listed above (i.e.: Norfolk General or Sentara Williamsburg) the Attendant In Charge of that EMS unit (or EMS Supervisor) will be responsible for contacting the Shift Battalion to request transport out of our service area. Should the Battalion approve it, then either Sentara Careplex or Riverside Regional should be contacted to consult with Online Medical Control. It will be Medical Control's final decision as to whether the patient may be transported outside of our service area. The Attendant In Charge should be sure to document the Medical Control physician's name on their PPCR.

In the event that a TDO (Temporary Detention Order) has been issued for a patient's transport, the EMS crew must abide by this legal order. The TDO **must** be invoked for the EMS crew to follow it. If the TDO is invoked to compel the patient to be transported, a law enforcement officer must accompany the patient now considered to be in protective custody. If the patient agrees to a voluntary transport, then the TDO does not apply and the patient may be transported to any of our local service area hospitals capable of providing the appropriate care.

Special Consideration for VAD (Ventricular Assist Device) Patients – In the event that a patient has an implanted VAD and the symptoms could indicate a problem with the VAD, the VAD Coordinator at Norfolk General Hospital should be contacted. The 24 hours emergency phone number is 757-388-2831. Staff should choose option 6 for the Heart Nurse or ask for the Heart MD for Transplants. This number has been programmed in the cell phone assigned to each Medic unit. Examples would include chest pains, difficulty breathing, syncope, stroke symptoms, altered LOC. This patient should be transported via **air ambulance** to Norfolk General Hospital for treatment unless otherwise instructed by the VAD Coordinator.

Should any questions arise regarding this policy, the Shift Battalion should contact the EMS Officer immediately to help ensure proper care and transport of the patient.

Patient Transport

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EMS OPERATIONS

SOP#: EMS 13.00

Title: EMS Certifications

Effective Date: 07/01/2009

Revised Date: 07/01/2009

Fire Chief's Signature

City Manager's Signature

Operational Medical Director

EMS CERTIFICATIONS

I. PURPOSE

The purpose of this policy is to provide guidance with the recertification procedures in the department.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All Career and Volunteer personnel

III. POLICY

It shall be the policy of the Fire/Rescue Department that the basic and advanced life support providers maintain the EMS certifications required by their position in the department.

It shall be the provider's responsibility to ensure that their certifications and continuing education hours are maintained and up to date.

IV. PROCEDURE

Definitions:

BLS for Healthcare Provider (BLS for HCP): This is mandatory for all providers. A recertification class is offered every 2 years prior to expiration at no charge to the provider.

Advanced Cardiac Life Support (ACLS): This is mandatory for all ALS providers. A recertification class is offered every 2 years prior to expiration at no charge to the provider.

Pediatric Advanced Life Support (PALS): This is optional for all ALS providers. If an provider wishes to further their education and acquire or maintain this certification, assistance will be provided if training funding is available and on an individual basis.

Basic Trauma Life Support (BTLS/ITLS): This is optional for all ALS providers. If an provider wishes to further their education and acquire or maintain this certification, assistance will be provided if training funding is available and on an individual basis.

EMS Certifications:

EMT-Basic: This certification is mandatory for all providers as a minimum. Those providers not required to maintain an advanced certification must maintain EMT-Basic and recertify every 4 years. EMT-Basic providers must receive 36 hours of CEU training and a current BLS for HCP card before recertification. 2 months prior to expiration, the EMT-Basic must have a Virginia EMS Certification Application (Blue Form) completed and turned in to the EMS Officer.

EMT-Enhanced/Intermediate/Paramedic: This is mandatory for all personnel hired as/or required to obtain an ALS provider certification.

- **EMT-Enhanced:** Requires 36 hours of CEU training, current BLS for HCP, and successful completion of the PEMS Regional Protocol Test. As soon as the provider **successfully** completes the protocol test, a Virginia EMS Certification Application (Blue Form) must be completed and turned in to the EMS Officer.
- **EMT-Intermediate:** Requires 48 hours of CEU training, current BLS for HCP, and current ACLS as well as successful completion of the PEMS Regional Protocol Test. As soon as the provider **successfully** completes the protocol test, a Virginia EMS Certification Application (Blue Form) must be completed and turned in to the EMS Officer.
- **EMT-Paramedic:** Requires 72 hours of CEU training, current BLS for HCP, and current ACLS as well as successful completion of the PEMS Regional Protocol Test. As soon as the provider **successfully** completes the protocol test, a Virginia EMS Certification Application (Blue Form) must be completed and turned in to the EMS Officer.

National Registry Certifications: These are optional certifications and are not required by the City of Poquoson Fire Department. They can be recertified with the same hours required for the state forms. If the provider wishes to recertify their National Registry, the paperwork must be turned in to the EMS Officer at the same time as the Virginia forms to be signed by the OMD. After receiving the OMD signature, the EMS Officer will return the form to the provider for the provider to send to National Registry.

After receiving the recertification forms from the providers, the EMS Officer will contact the OMD to have the recertification forms signed. After being signed, the forms will be kept at Fire Administration.

After the provider receives **all** of their CEU hours and receives a recertification eligibility letter from the state, they must bring a copy of that letter to the EMS Officer or his/her designee. Upon receiving this letter, the provider's recertification form will be mailed during the first week of the provider's expiration month to allow time for processing.

After receiving their new certification card, it is the provider's responsibility to ensure that a copy of their card is given to the Deputy Chief for placement in their training file.

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EMS Operations

SOP#: EMS 14.0

Title: Minimum Acceptable Training

Effective Date: 04/19/2011

Revised Date: 05/25/2011

Fire Chief's Signature

City Manager's Signature

Operational Medical Director

Minimum Acceptable Training

I. PURPOSE

The purpose of this policy is to provide the minimum acceptable training for a career or volunteer member to ride on an OEMS licensed transport vehicle.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All Career and Volunteer Staff

III. POLICY

It shall be the policy of Poquoson Fire/Rescue Department to require a minimum level of training for any persons wishing to ride on an OEMS licensed transport vehicle as a member of either the Career or Volunteer organizations.

The minimum acceptable training for any members wishing to ride on an OEMS licensed transport vehicle shall be as follows:

Driver/Operator:

- BLS for the Healthcare Provider
- Documented training in Medical/Legal (to include HIPPA and confidentiality) and Infection Control/Bloodborne Pathogens
- VAOEMS approved Emergency Vehicle Operator Course
- Approved to drive medic units by the Deputy Chief per department training policy
- **A member serving as Driver/Operator who does not meet one of the below categories should NOT be involved in patient care.**

Student:

- BLS for the Healthcare Provider
- Documented training in Medical/Legal (to include HIPPA and confidentiality) and Infection Control/Bloodborne Pathogens
- Must be enrolled in a VAOEMS approved Emergency Medical Technician (EMT) course
- **May only perform under the direct supervision of a released provider.**

Certified Provider:

- BLS for the Healthcare Provider
- Documented training in Infection Control/Bloodborne Pathogens
- Current VAOEMS certification as an EMT, EMT-Enhanced, Advanced EMT, Intermediate, or Paramedic

It shall be the responsibility of the Officer in Charge or the Attendant in Charge to ensure that any persons on an OEMS licensed transport vehicle meet these minimum requirements.

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**City of Poquoson
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EMS Operations

SOP#: EMS 15.0

Title: Regional Protocol Testing

Effective Date: 04/19/2011

Revised Date: _____

Fire Chief's Signature

City Manager's Signature

Operational Medical Director

Regional Protocol Testing

I. PURPOSE

The purpose of this policy is to provide uniform guidelines regarding the PEMS Regional Protocol Test

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All Career and Volunteer Staff
All EMT-B Police Officers

III. POLICY

It shall be the policy of Poquoson Fire/Rescue Department to require any members affiliated with this organization to successfully complete the PEMS regional protocol test once per calendar year.

IV. PROCEDURE

Every provider affiliated with Poquoson Fire/Rescue through the State Office of EMS shall successfully complete the PEMS Regional Protocol Test each calendar year. The following schedule will be used.

DATES	INVOLVED PERSONNEL
January and February	A shift
March and April	B shift
May and June	C shift
July and August	Administration
September and October	Volunteers/Police
November and December	Make-up Testing

Additionally, any personnel precepting with the department must successfully complete the Regional Protocol Test prior to being released as an AIC. Police Officers with the City shall also successfully complete the Regional Protocol Test prior to being recognized as an EMT-Basic with the department. Scheduling for personnel to take the test must be coordinated with the EMS Officer. Persons responsible for this scheduling are as follows:

- Career Personnel - Battalion Chief
- Volunteer Personnel - Volunteer President
- Police Officers - Police Training Officer
- Administration - Administration

Should a provider not successfully complete the Regional Protocol Test, the following remediation steps shall be taken:

After 1 st failed attempt	Re-test 7 days to 14 days after failed attempt and self study
After 2 nd failed attempt	Re-test 7 days to 21 days after failed attempt. 10 hours study documented and signed by supervisor.
After 3 rd failed attempt and greater	Re-test 7 days to 21 days after failed attempt. 40 hours study documented and signed by supervisor. Progressive discipline to be determined by Administration per Poquoson Personnel Manual (Fire personnel only). All personnel may be subject to temporary loss of incentive pay and inability to practice EMS pending successful completion of the test.

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EMS ROUTINE TRANSPORT

SOP#: EMS 16.0

Title: EMS Routine Transport

Effective Date: 07/01/2010

Revised Date: 07/01/2010

Fire Chief's Signature

City Manager's Signature

EMS ROUTINE TRANSPORT

I. PURPOSE

The purpose of this policy is to provide guidance for handling non-emergency requests for transport.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All Career and Volunteer Personnel

III. POLICY

It shall be the policy of the City of Poquoson Fire/Rescue Department to perform routine transports for citizens if adequate manpower is available. Emergency transports will be handled immediately as the Department is made aware of them.

IV. DEFINITIONS

- Routine Transport – Any request for transport received through a non-emergency call, to Fire Administration or a Fire Station, to a destination other than an Emergency Room. Examples include private physicians office or nursing home.
- Emergency Transport – Any 911 dispatched call. Also any request for transport, received through a non-emergency call to Fire Administration or a Fire Station, to an Emergency Room.

V. PROCEDURES

- If the Department receives a request for Emergency Transport as defined above, the appropriate staff and equipment shall immediately respond as per EO 10.00. Should the caller or patient request transport at a later time or date, a Patient Refusal should be obtained as per local protocol. The patient or patient's family should be directed to contact the Department again when they wish transport to be made.
- If the Department receives a request for Routine Transport as defined above, the following information should be obtained:
 - Name of patient
 - Name of person making request
 - Callback number
 - Location of patient and destination address
 - Date/Time of requested transport

An effort should be made by the Battalion Chief to find a volunteer crew to handle the call. If a volunteer crew is unavailable, career personnel may handle the call if adequate staffing is available. The determination of adequate staffing will be the decision of the on duty Battalion Chief.

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EMS OPERATIONS

SOP#: EMS 17.0

Title: Mandatory Reporting

Effective Date: 04/19/2011

Revised Date: _____

Fire Chief's Signature

City Manager's Signature

MANDATORY REPORTING

I. PURPOSE

The purpose of this policy is to provide guidance for situations in which EMS personnel are mandatory reporters.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All Career and Volunteer Personnel

III. POLICY

It shall be the policy of the City of Poquoson Fire/Rescue Department to report all situations or events as required by law to the proper authorities.

IV. DEFINITIONS

- Adult Abuse – Suspected sexual abuse, death, serious bodily injury or disease believed to be the result of abuse or neglect. Applies to an adult 60 years of age or older or an adult 18 years of age or older who is incapacitated and is being abused, neglected or exploited. This will also include any other criminal activity involving abuse or neglect that places the adult in imminent danger of death or serious bodily injury.
- Child Abuse - Suspected sexual abuse, death, serious bodily injury or disease believed to be the result of abuse or neglect. Applies to a child 17 years of age or younger. This will also include any other criminal activity involving abuse or neglect that places the child in imminent danger of death or serious bodily injury.

V. PROCEDURES

For any situation, in which a provider feels it should be reported under the mandatory reporting regulations, the following actions should occur:

- Immediately notify the EMS Officer of the situation. The EMS Officer will then be responsible for notifying Fire Administration. Should the EMS Officer be unavailable for any reason, the Deputy Fire Chief shall be notified.
- Notify the accepting **physician** or **PA** of the provider's suspicion. This notification should be documented in the narrative portion of the PPCR and a signature from the physician or PA should be obtained.

Further notification of Adult Protective Services, Child Protective Services, or the Community Services Board will occur through the EMS Officer and Fire Administration.

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EMS OPERATIONS

SOP#: EMS 18.00

Title: Release of Confidential Information

Effective Date: 04/27/2012

Revised Date: _____

Fire Chief's Signature

City Attorney

City Manager's Signature

**RELEASE OF CONFIDENTIAL
INFORMATION**

I. PURPOSE

The purpose of this policy is to provide guidance for situations in which a request to release confidential information has been received.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All Career and Volunteer Personnel

III. POLICY

It shall be the policy of the City of Poquoson Fire/Rescue Department to release confidential information only in adherence to state and federal law.

IV. DEFINITIONS

Confidential Information – Confidential Information (or Protected Health Information) shall be defined as information, including demographic information collected from an individual, and is created or received by a health care provider, health plan, employer, or health care clearinghouse, and relates to the past, present, or future physical or mental health or condition of an individual; the provision of health care to an individual; or the past, present, or future payment for the provision of health care to an individual; and that identifies the individual or there is a reasonable basis to believe the information can be used to identify the individual (taken from Section 1171 of Part C of Subtitle F of Public Law 104-191: Health Insurance Portability and Accountability Act of 1996).

V. PROCEDURES

All requests for Confidential Information must be received through the Department's Privacy Officer. Should any other member of the department receive a request for protected information, this request should be referred to the Privacy Officer immediately.

After a request for the release of information has been received by the Privacy Officer, an Authorization to Release Confidential Records form must be completed and returned to Fire Administration along with one of the following forms of identify proof:

- Driver's License
- Social Security Card
- Durable General Power of Attorney
- Medical Power of Attorney
- Written authorization from patient
- Subpoena (will be released to whomever is appointed by subpoena)
- Birth Certificate (for minor)
- Insurance Card (for minor)
- Immunization Records (for minor)

- Income tax form showing minor is a legal dependant
- Court Order of Appointment as Guardian
- Written request from physician's office (for minor, records will be sent directly to the physician's office)

Once the Authorization to Release Confidential Records form and acceptable proof has been received, the records may be released to the appropriate party. A Release Receipt form shall be completed and maintained at Fire Administration for no less than 5 years from the date of release.

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GENERAL ADMINISTRATION

SOP#: EMS 19.00

Title: Incident Infection Control

Effective Date: 10/17/2014

Revised Date: _____

Fire Chief's Signature

City Manager's Signature

INCIDENT INFECTION CONTROL

I. PURPOSE

To establish guidelines for personal, patient and community protection when responding to, evaluating and/or treating patients with potential or suspected infectious and/or communicable diseases. This policy will also provide general infection control guidelines for department personnel.

These guidelines are based on guidance/recommendations provided by the Centers for Disease Control and Prevention, the Virginia Department of Health Peninsula Health District, standard infection control practices and available epidemiologic information regarding the transmission of various infectious/communicable diseases, illnesses and/or viruses.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICATION

All career and volunteer personnel

III. PROCEDURES

Risk Factors to Consider

Because patients with and/or developing a suspected infectious/communicable disease may present with differing signs and/or symptoms, infection control precautions should be instituted immediately for patients who meet the specific criteria for a known infectious/communicable disease, illness and/or virus. These signs or symptoms include, but are not limited to: fever, nausea, vomiting or respiratory symptoms. These risk factors will be relevant to the particular infectious/communicable disease, illness and/or virus for which additional information will be released by the department as it becomes available.

General Precautions and Considerations

When responding to, assessing, treating and/or transporting a patient(s) with a potential/suspected infectious/communicable disease, illness and/or virus, department members shall take any and/or all infection control precautions detailed below as applicable to the incident:

- Limit the number of persons having contact with the potential patient to only those that must assist with patient assessment, treatment and/or transport.
- A surgical mask, N95 mask or non-rebreather mask should be placed on potential patients as soon as possible during the triage/assessment process.
- Notify the Shift Supervisor and consider requesting additional manpower to assist in preparing the medic unit to receive and transport a patient with a potential/suspected infectious/communicable disease. These preparations will vary with each suspected disease but may include such examples as covering the interior of the patient compartment with plastic leaving only the necessary patient care equipment available to the AIC and covering the access between the patient

compartment and the cab of the medic unit.

- Patients shall not be loaded into the medic unit until it has been prepared for the receipt of a potential/suspected infectious/communicable disease patient.
- The Shift Supervisor should consider making contact with the York County Battalion Chief. York County has the ability to provide on duty MMRS team members to respond and assist using Level B personal protective equipment and Powered Air-Purifying Respirator. The MMRS team members can take over patient care and transport if this level of personal protective equipment is determined to be necessary.
- The York County or Newport News Regional Haz-Mat team may also be considered to respond and assist using Level B and/or Level A personal protective equipment. The Haz-Mat team members can begin to isolate and quarantine the residence and/or any department equipment, as necessary.
- Department members should consider the use of Self-Contained Breathing Apparatus in emergency situations.
- The AIC shall contact Medical Control as soon as possible to determine the transport destination.
- The Shift Supervisor shall consider notifying the Virginia EOC to contact the Regional Haz-Mat Officer if necessary. The Shift Supervisor shall also consider notifying the Peninsula Health District.

General Infection Control Precautions

- Two-pair of gloves should be worn when assessing, treating, and/or transporting a patient with a potential/suspected infectious/communicable disease.
- Eye-protection (faceshield) should be worn when assessing, treating, and/or transporting a patient with a

- potential/suspected infectious/communicable disease.
- A minimum of an N-95 respirator shall be worn by department members during patient assessment, treatment and/or transport of a patient with a potential/suspected infectious/communicable disease.
 - Gowns, taped Tyvek suits, booties and/or other appropriate splash protection should be considered as PPE when assessing, treating and/or transporting a patient with a potential/suspected infectious/communicable disease.
 - Suspected patients with a potential/suspected infectious/communicable disease should be transported using the minimum number of department members and without other patients and/or passengers in the vehicle.
 - Receiving facilities must be notified prior to arrival of a patient with a potential/suspected infectious/communicable disease.
 - Any positive pressure ventilation should be performed using a resuscitation bag-valve mask.
 - Avoid aerosol-generating procedures, such as airway placement, administration of nebulized medications, tracheal suction, CPAP, etc. If it is necessary to perform these procedures, do so after the unit pulls to a safe location and stops and after donning the appropriate PPE including the N95.
 - If possible, avoid starting IV access during transport. IV access should be obtained after the unit pulls to a safe location and stops. Careful attention should be taken with the disposal of all sharps in the sharps container.

Detailed Guidelines for Medic Unit Patient Compartment Preparation

Medic unit preparation will be done with the purpose of segregating the cab from the patient compartment and covering the cabinetry/shelving, ceiling, seating and floor with an impermeable barrier.

Supplies located on each Medic Unit:
Plastic Sheeting
Large plastic garbage bags

Duct tape
Shears

All sheeting should overlap prior sheets of plastic by at least 1 inch. All seams should be sealed by Duct Tape.

1. Cover the ceiling of the patient compartment with plastic sheeting and affix with duct tape.
2. Place sheeting on the floor of the patient compartment and affix to bench seat, jump seat and walls.
3. Place plastic sheeting over the walls by affixing it to the edges of the sheeting for the ceiling and floor with duct tape to enable any flow of fluid to be captured on the sheet on the floor.
4. Wall sheeting should overlap with the upper portion over the lower portion to prevent any body fluid from leaking between sheets by gravity.
5. The stretcher locking mechanisms will need to be accessible through the plastic sheeting for safe transport. Seal these openings generously with duct tape so that all fluids flow to the sheeting on the floor.
6. DO NOT COVER ventilation ports. These are necessary for proper airflow and exchange.
7. Continue to overlap sheeting down and over seating to the floor. Cover rear doors with plastic sheeting and duct tape.
8. Cover the stretcher mattress with plastic or large garbage bags, sealing with duct tape.

Crew Preparation

Operator – if potentially exposed, a third non-exposed operator shall drive the medic unit to the hospital and the original crew (AIC and operator) shall remain in the isolated area in the back of the truck. If the crew is originally a three person crew, the operator will assume no patient contact nor enter the patient compartment.

Prior to patient contact, each patient caregiver will don the PPE while the third crewmember assists by both checking for integrity issues or exposed body parts. Additional manpower may be requested for this task.

If additional responders are suspected to have been exposed/potentially exposed, they **shall not** return to their apparatus or station. In these cases, those personnel shall accompany the patient in the isolated patient compartment to the receiving hospital. If the number of cases is more than the medic unit can safely transport, an additional unit shall be requested, isolated and used to transport the personnel to the same receiving hospital.

Facility Arrival

The Operator will notify the receiving facility of arrival and don PPE. Throughout movement of the patient into the facility, the patient care crew will take steps to prevent secondary contamination of any surfaces, such as avoiding touching door handles with contaminated gloves.

- The Operator should take all precautions to remain a safe distance from the patient to avoid contamination. The Operator may assist by opening doors and clearing the path for patient movement.
- The Operator will take a decontamination and disposal sheet and place it on the ground at the rear of the unit with a change of shoe coverings and gloves available for the patient crew.
- Any body fluid contamination on stretcher wheels will be disinfected with a commercial disinfectant or a 1:10 bleach solution.
- Patient crew will unload patient and then remove current shoe covering and outer gloves and put on clean ones so as not to track potential contamination into the receiving facility. Dispose of PPE in Biohazard bags.
- The patient will be transferred into hospital by patient crew at the direction of hospital staff.
- Patient crew will remove and dispose of PPE in the hospital isolation area at the hospitals direction following infection control procedures or on the decontamination sheet at the rear of the unit.
- The stretcher and all equipment will be considered potentially infectious and handled with the appropriate PPE until properly

decontaminated.

- The decontamination sheet, PPE, materials and equipment will be collected and double bagged with Red Biohazard Bags at the medic unit observing body fluid precautions and then placed in the rear of the medic unit for proper decontamination and disposal later.

Medic Unit Decontamination

If the facility requests decontamination, the medic unit should be decontaminated onsite at their direction. Otherwise, the medic unit will be driven to its station, taking into consideration segregating it from nonessential personnel and equipment. Decontamination should occur indoors to prevent contaminated materials from incidentally being blown away or protecting it from weather.

Supplies:

- Impermeable Decontamination Sheet or Plastic sheeting
- Approved Tuberculocidal Disinfectant such as Sani-Sheets or 1:10 Solution of Bleach to Water Allowed to Dry for 10 minutes.
- Disposable rags
- Red Biohazard Bags
- Red Biohazard Containers
- PPE

Decontamination and Waste Disposal Procedures

Prior to returning the unit to service, the Peninsula Health District shall be contacted for additional isolation, quarantine and/or decontamination guidance. The general procedures below may be used following treatment and/or transport of certain patients with potential/suspected infectious/communicable diseases.

The medic unit may be isolated and quarantined for a period of time in accordance with CDC recommendations and/or the Peninsula Health District Quarantine and Isolation Plan.

If the unit is not quarantined, the following

decontamination/disinfection procedures should be followed:

1. Don necessary PPE.
2. Compressed air that might re-aerosolize infectious material should not be used for cleaning the vehicle or equipment.
3. Lay impermeable sheet or plastic sheeting on the ground at the back of the medic unit and side doors and have Red Biohazard Containers available.
4. Clean up any body fluids and double bag (Red Biohazard Bags) cleaning materials, placing those materials into Biohazard Containers.
5. Red Biohazard Containers should be labeled "Class A Infectious Waste" and maintained separate from other red bag waste.
6. Double bag all disposable materials/equipment and place into Red Biohazard Containers.
7. Place equipment such as stretcher locks onto decontamination sheet for proper disinfecting.
8. Remove any contaminated materials from equipment and disinfect equipment using recommended disinfectant and place on clean sheet for drying.
9. Double bag all contaminated rags/wipes into properly labeled Red Biohazard bags.
- 10 Remove impermeable barriers from unit and double bag, placing those into Red Biohazard Containers.
- 11 Fold decontamination sheet and double bag, placing those into Red Biohazard Containers.
- 12 Place new contamination sheets out.
- 13 Wipe down all surfaces inside medic unit and outside door handles with recommended disinfectant and double bag materials, placing them in Red Biohazard Containers.
- 14 Remove PPE and place PPE in double bags, then place in Red Biohazard Containers
- 15 Using gloves, fold decontamination sheets, place in double bag, then place in Red Biohazard Containers.
- 16 Wash outside of medic unit in normal fashion and location using PPE.

Follow-up of Members who Assess, Treat and/or Transport Patient With a Potential/Suspected

Infectious/Communicable Disease

- Members who assess, treat and/or transport patients with potential/suspected infectious/communicable disease shall contact the department's Designated Infection Control Officer and complete an Infection Control Exposure Report. The Peninsula Health District and receiving facility staff shall be notified immediately by the DIO.
- Members who assess, treat and/or transport patients with potential/suspected infectious/communicable disease and develop symptoms during the post-exposure period should be directed to seek immediate medical evaluation and should be reported to Peninsula Health District and receiving facility staff shall be notified immediately by the DIO.
- Members who assess, treat and/or transport patients with potential/suspected infectious/communicable disease may receive initial and follow-up testing, be placed in quarantine and/or placed in isolation in accordance with Virginia Department of Health and the Peninsula Health District Quarantine and Isolation plan.

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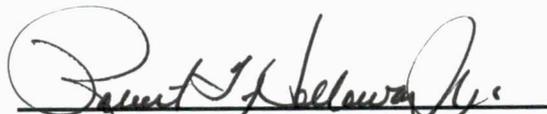
EMS OPERATIONS

SOP#: EMS 19.1

Title: Hemostatic Agents

Effective Date: 03/01/2016

Revised Date: _____



Fire Chief's Signature



City Manager's Signature



Operational Medical Director

HEMOSTATIC AGENTS

I. PURPOSE

The purpose of this policy is to provide guidance in the usage of hemostatic agents in the prehospital setting.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All career and volunteer personnel

III. POLICY

It shall be the policy of the Fire/Rescue Department to use hemostatic agents as directed by the manufacturer to control exsanguinating hemorrhage.

Handwritten scribbles or faint text, possibly illegible.

IV. INDICATIONS

Hemostatic agents can be used to control exsanguinating hemorrhage when use of direct pressure and tourniquets fail. This is most likely to involve wounds of the axilla, groin, neck, face, or scalp.

V. CONTRAINDICATIONS

- Minor bleeding
- Bleeding that can be controlled by direct pressure.
- Bleeding that can be controlled by application of a tourniquet.
- Open abdominal or chest wounds.

VI. PROCEDURE

1. Each provider must be trained to use the hemostatic agent approved by the medical director. Documentation of this training will be placed in each provider's training file.
2. Follow the manufacturer's user instructions for proper technique.
3. Pack the wound with the chosen hemostatic agent.
4. Apply direct pressure over the wound for a minimum of 3 minutes or until bleeding stops.
5. Apply pressure dressing over wound and hemostatic agent.
6. Advise receiving hospital personnel of use of a hemostatic agent.
7. Documentation must include at a minimum the time of application, reason for usage, location/extent of injury, and other interventions performed prior to hemostatic agent usage.

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EMERGENCY OPERATIONS

SOP#: EO 1.00

Title: Incident Management System

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

INCIDENT MANAGEMENT SYSTEM

I. PURPOSE

To provide a systematic method of managing emergency incidents based on nationally recognized standards

Adopting the National Incident Management System (NIMS) as the basis for all Emergency Incidents, thereby following the City of Poquoson Resolution 3310.

This SOP is not all-inclusive and cannot encompass all situations which may be encountered.

II. APPLICABILITY

The Incident Management System shall apply to all career and volunteer fire and emergency medical personnel involved in emergency operations.

III. INTRODUCTION

An effective Incident Command System standard operating procedure is essential for the successful outcome of all operations

quantity of department resources committed to mitigate or stabilize the situation, the Incident Command System must be utilized on every incident. As an incident rapidly intensifies, more supervision, command and control, and support functions are required. At incidents with complicated or rapidly changing situations, early operations may be accompanied by considerable confusion and excitement. The goal of this process is to prevent confusion and excitement.

The Incident Command System provides a management tool to enable fire officers to effectively command any incident, from a first alarm fire to a major disaster (e.g. hurricane). In order to effectively command members, manage resources, and provide for the safety and welfare of all personnel assigned to the incident, we always operate with the Incident Command System parameters at each emergency incident. The “Incident Commander” title applies equally to a Company Officer or the department’s Chief, regardless of the incident.

The Incident Command System has proven to be an effective means of organizing the on-scene resources at any incident. In reviewing case studies of past incidents that have been effectively managed, it is clear the primary reason for the success has been that Command was clearly established early and maintained throughout the incident.

Command and control of an incident cannot and must not be left to chance. With the arrival of the first member or Company Officer, Command procedures must begin. The analysis and handling of an incident must follow these Incident Command System procedures. The Incident Command System provides the needed toolbox to Command any incident and coordinate the resources assigned to that incident.

IV. OPERATIONAL DESCRIPTION

The Poquoson Fire/Rescue Department responds to a variety of emergency incidents. The Incident Command System is designed to:

- Fix the responsibility for Command on a specific individual through a standard identification system, depending upon the arrival sequence of members, companies, and chief officers.
- Ensure that a strong, direct, and visible Command presence will be established from the beginning of an incident to its conclusion. Whether single or unified command is used, this provides for one incident command "voice" and **NOT** multiple Incident Commanders.
- Establish and implement an effective incident organization defining the activities and responsibilities assigned to the Incident Commander (IC) and to other personnel operating within the Incident Command System.
- Provide a system to process information to support incident command planning and decision-making.

V. INCIDENT MANAGEMENT PROTOCOL

This shall be applicable for those incidents within the city to which this department initially responds and has primary responsibility involving:

- Fires
- Emergency Medical Emergencies
- Hazardous Materials
- Aircraft Emergencies
- High Rise Buildings
- Elevator Emergencies
- Technical Rescues of Any Nature

- Multiple Vehicle Accidents
- Natural Emergencies (i.e., hurricanes, storms, etc.)
- Weapons of mass destruction, terrorism (consequence management)
- Any incident at which the potential for, or imminent threat of fire, explosion, or release of hazardous materials exists (Virginia State Code #27-15.1)
- Maritime Emergencies

When command has been established by another agency or jurisdiction and the Fire/Rescue Dept. assists them, it shall be the responsibility of the senior responding Fire/Rescue Dept. individual to notify the Incident Commander, Liaison, or Staging Area Manager upon the arrival of Poquoson Fire/Rescue unit(s).

Fire Dept. personnel shall use the Incident Management System to protect and account for its personnel during those incidents where other Agencies or jurisdictions are responsible for the command function. However, in those situations where Poquoson Fire/Rescue resources are utilized contrary to safe and accepted incident management practices, supervisors shall have the authority and responsibility to limit Fire Dept. involvement and/or remove resources from the incident scene.

The Incident Command System shall be used at all incidents that are comprised of the following five components.

- Command (strategy level)
- Operations Section (tactical level)
- Planning Section (technical assistance and planning)
- Logistics Section (service and logistical support)
- Administration/Finance Section (procurement of outside services, documentation, financial matters, and efforts to recover operational costs)

VI. RESPONSIBILITIES OF COMMAND

The Incident Commander is responsible for the completion of incident priorities. The incident priorities are:

- Remove endangered occupants and treat the injured
- Stabilize the incident and provide for life safety
- Conserve property (loss stopped)
- Provide for the safety, accountability, and welfare of members operating at the incident. **This priority is ongoing throughout the incident.**

The Incident Command System is used to facilitate the completion of the tactical priorities. The Incident Commander is the person who drives the Incident Command System towards that end. The Incident Commander is responsible for building a command structure that matches the organizational needs of the incident to achieve the completion of the tactical priorities for the incident.

The Incident Command System offers a flexible, modular-based organizational structure containing the functions necessary to manage the resources at an emergency incident. The organization emanates from the Incident Commander downward, with responsibility for Command placed initially on the first-arriving Company Officer. The Incident Commander is responsible for the Command of all incident activities including the development and implementation of strategic goals. The roles of Safety Officer, Liaison, and Information Officer remain a Command function at all times.

As the need for additional resources, including apparatus, personnel, and supervision arises, the Incident Commander shall activate additional components of the Incident Command System or the entire system, as necessary to meet Command objectives.

VII. RISK MANAGEMENT

This guideline complies with NFPA 1500 (Fire Department Occupational Health And Safety Program - 2007 Edition) and NFPA 1561 (Fire Department Incident Management System - 2008 Edition). The Incident Commander has the ultimate responsibility for the safety of all Fire Dept. personnel operating at an incident and all other persons whose safety is affected by Fire Dept. operations.

The Incident Commander shall integrate risk management into the regular functions of Incident Command. Risk management provides a basis for:

- Standard evaluation of the situation
- Strategic decision-making
- Tactical planning
- Plan evaluation and revision
- Operational command and control

The Incident Commander shall evaluate the risk to personnel with respect to the purpose and potential results of their actions in each situation. The concept of risk management shall be utilized on the basis of the following principles:

- Activities that present a significant risk to the safety of personnel shall be limited to situations where there is a potential to save endangered lives.
- Activities that are routinely employed to protect property shall be recognized as inherent risks to the safety of personnel, and actions shall be taken to reduce or avoid these risks.
- No risk to the safety of personnel shall be acceptable where there is no possibility to save lives or property.
- The Incident Commander shall evaluate the risk to personnel with respect to the purpose and potential results of their actions in each situation. In situations where the risk to Fire Dept. personnel is excessive, as

defined above, activities shall be limited to defensive operations.

- The minimum risk analysis for a structure fire shall consider the following:

Building Characteristics

- Construction type and size
- Structural condition
- Occupancy and contents

Fire Factors

- Location and extent of fire
- Estimated time of involvement
- What are the smoke conditions telling us?

Risk to Building Occupants

- Known or probable occupants
- Occupant survival assessment

Fire Fighting Capabilities

The risk to Fire Dept. personnel is the most important factor considered by the Incident Commander in determining the strategy to be employed in each situation. The management of risk levels involves the following factors:

- Routinely evaluating risks in all situations
- Well-defined strategic options
- Standard operating procedures
- Effective training
- Full protective clothing and equipment
- Effective Incident management and communications
- Safety procedures and Safety Officers
- Back-up crews for rapid intervention

- Adequate resources
- Rest and rehabilitation
- Regular re-evaluation
- Pessimistic evaluation of changing conditions
- Experience based on previous incidents
- Effective benchmarking of incident priorities

A risk/benefit analysis shall be conducted by the Incident Commander during the initial size-up and as part of incident action planning. When effective benchmarks are met (i.e., primary search complete, all clear) and/or changes in tactical objectives are made, the Incident Commander must continually re-evaluate this process.

VIII. PERSONNEL ACCOUNTABILITY SYSTEM

The purpose of this guideline is to provide a safe, accurate, and efficient system of accounting for all fire personnel during any emergency incident. This system is designed to complement and interface with the IMS policies of other Tidewater jurisdictions. Nothing in this policy should preclude or inhibit personnel from taking those emergency actions deemed necessary to prevent injury to Department personnel or civilians.

This guideline will enhance the way we conduct business at fires and other emergency incidents. It is designed to track and account for all emergency personnel at an emergency scene. It complies with NFPA 1500 (Fire Department Occupational Health and Safety Program - 2007 edition) and NFPA 1561 (Fire Department Incident Management System - 2008 edition).

Operational Overview

Professional fire ground management structure requires both good communication and means to easily identify fire apparatus and assigned personnel. This system will give the Incident Commander (IC) an effective means to accomplish both objectives. Additionally, the tactical assignments of companies can be tracked and reported in

conjunction with personnel accountability reports (PAR). Personnel will be required to frequently communicate and give precise information. This should not be viewed as a detriment to communication, but as a vehicle to transmit vital information for making informed decisions and maintain incident control.

One of the main features of the accountability system is to have supervisors give a true account of all personnel assigned on each unit. This will be done through a PAR. A PAR will be given in specific situations and in conjunction with certain tactical benchmarks. In giving these reports, supervisors will be required to physically account for all members under their command. Properly used, the Personnel Accountability System allows for positive control of personnel on the fire ground from the beginning of an incident until its conclusion.

The first arriving apparatus, unless command is transferred, will assume command and begin the accountability process. As command is transferred and/or the level of the incident escalates, so does the dynamics of the accountability system.

This system is effective in managing personnel and units at the scene of an emergency incident. The success of the system is dependent upon achieving the following objectives:

- All personnel shall become part of the accountability system and work for the Incident Commander or division. **Freelancing** (the performance of a task without the knowledge of the supervising officer) **is prohibited**.
- Each supervisor shall have a clear understanding of the position and function of each person assigned to them.
- Each supervisor shall understand and be able to function within the framework of the system.
- All personnel should go in together, stay together, and come out together.

System Components

The Accountability System uses helmet shields, nametags, passports, status boards, command status boards, and make-up kits to account for and identify companies and individuals on the incident scene. All personnel are responsible for ensuring that the passports always remain current (up-to-the-minute) and intact.

a. **Helmet Shields**

Each helmet shall be equipped with a magnetic helmet shield permanently attached to the sides of the helmet. A magnetic shield with the unit or company identifier will be attached at that point. Personnel shall use only that shield which corresponds with their present assignment. Shields will be stored on each unit for assigned personnel. When personnel are reassigned or are going off-shift, the shield **will be left on the apparatus.**

b. **Name Tags**

All members of the Poquoson Fire and Rescue Department shall be issued four (4) plastic nametags (1/2" x 2") with Velcro backing, containing the first initial and last name of each firefighter or officer. The company officer shall keep one name tag of each firefighter assigned to him/her in a readily available location at the station should a full set of name tags be lost.

The nametag shall be placed on the passport and the designated fixed point of the unit the firefighter or officer is currently assigned to ride. Personnel leaving a unit shall remove their nametag from the unit's passport and place it under the brim of the helmet with their spare nametags. The nametags shall be color-coded as follows:

Chief Officers:	Black with white letters
Company Officers:	Red with white letters
Firefighters:	Green with white letters
Volunteers:	Yellow with black letters
Blank Tags	White

c. Passports

Passports are 2" x 5" strips of Velcro attached back-to-back. Three removable unit nametags are attached to each passport. The front side of each passport is used to hold the nametags of current personnel riding the particular apparatus. The backside of the passport adheres to the Velcro strips on the unit's status board. Name tags should be placed on the PASSPORT in the following order:

Driver (upside down)
Jump Seat Personnel

d. Status Boards:

Status Boards are used to hold multiple Passports during an incident. Space is available to write specific assignments given, the time in and out of hazardous areas, and other comments. There are two (2) types of status boards; Unit Status Boards and Command Status Boards.

- (1) Unit status boards are 8" x 12" with Velcro on both sides. This board will hold the apparatus passport and can be used as a passport collection point during working incidents.
- (2) Command status boards are 12" x 24" with Velcro strips on only one side. These boards shall be kept in the shift supervisor's vehicle. Command status boards should be used by the Incident Commander or his/her designee to

manage working incidents. They can also be used to manage a large number of passports at specific points of entry, such as high-rise fires, technical rescues, hazardous materials, etc.

e. Make-Up Kits

These kits shall be kept in the shift supervisor's vehicle. They are to be used when other Agencies assist Poquoson or when teams of volunteers, and/ or off-duty personnel are formed at the incident scene. The kits contain the following:

- (1) Blank passports
- (2) Blank nametags (white in color)
- (3) Markers/grease pencil for writing
- (4) Status boards and command status boards
- (5) Sets of double hook or double loop Velcro strips
- (6) Blank shields for helmet

Personnel at the incident that are not assigned to a specific engine, ladder, rescue or medic shall be formed into teams. Each team leader, chosen by the Incident Commander or his/her designee, should be provided with a portable radio and use the designation to identify the team by radio.

Example: "Team 1 to Command-Salvage and overhaul of the third floor complete."

IX. LEVELS OF ACCOUNTABILITY

The Accountability System shall operate at one of two levels during emergency incidents.

1. Level 1

This level of accountability is established once units have arrived on scene or are assigned a task at an emergency incident. Level I accountability will be formally initiated when more than two (2) units are dispatched to the same incident and/or a hazard zone has been established. This will be the normal level of accountability for minor incidents or while in the investigation mode. The following shall take place during Level 1 accountability:

- a. The personnel and passports of all staged companies will remain with their unit if not requested.
- b. When personnel are needed at the scene, the company officer shall bring the passport to the first arriving unit (collection point) and place it on the Unit Status Board. The company officer shall repeat the task, give a PAR, and carry out the assignment.
- c. When units are assigned a position remote from the collection point, the first unit at a remote entry point should be the collection point for that side of the incident. The passports and tracking of those units should be delegated as soon as possible. Confirmation of a remote entry point shall be acknowledged by the Incident Commander.

2. Level II

This level of accountability is initiated during working incidents once a fixed command has been established. The following actions should take place during Level II accountability.

- a. When a fire officer takes command of the incident, the Unit Status Board and passports shall be utilized at the command post (vehicle)

- b. When practical, the Incident Commander shall assign personnel to manage accountability at a working incident. This will allow the Incident Commander to more effectively manage the incident.
- c. If divisions, groups, or branches are assigned, the passports of those units working within the specific division, group, or branch are assigned to an officer or senior personnel closest to that assignment without being in the hazardous area. The Incident Commander should then keep the removable unit tag for use at the command post.

X. PERSONNEL ACCOUNTABILITY REPORTS (PAR) AND TACTICAL BENCHMARKS

Just as an Incident Management System has benchmarks (reference points) during an incident (fire safety, incident stabilization, and property conservation), the accountability system also has timely benchmarks when roll calls – PAR – of all personnel should be completed. PAR's should be given face-to-face within the team included the number of personnel; and should be required in the following situations:

- After marking on the scene
- When the Incident Commander feels there is a need to confirm the location and assignment of any team at an incident.
- At 20 minutes elapsed time of a working incident and every 20 minutes thereafter until Commander advises the incident is stabilized. Communications shall advise Command of the elapsed time.

Example: “Communications to Yorktown Command, your elapsed time is now 20 minutes.”

- By any team receiving an initial task assignment. PAR will be given after repeating assigned task.
- By any team after completion of each task
- By any team completing a primary or secondary search
- Any report of a missing or trapped firefighter or officer
- When an evacuation is ordered.
- Any change from an offensive to transitional or defensive mode of operation.
- Any sudden hazardous event at the incident (flashover, backdraft, explosion, or collapse.)
- By any team exiting the hazardous area or reporting to rehab.

1. Rapid intervention Teams (RIT)

Rapid Intervention Teams (RIT) provides personnel committed to the search and rescue of fire personnel during all working incidents. The Incident Commander shall evaluate each incident based upon a risk/benefit analysis and assemble a Rapid Intervention Team(s), as needed. This Team shall normally be assigned to the Incident Commander at the Command Post. In the initial stages of an incident during deployment of the initial attack team, the rapid intervention crew shall include two persons outside the hazardous area ready to offer rescue assistance as necessary. No person shall be assigned to a RIT if he/she is performing a critical task that, when abandoned to perform rescue, would clearly jeopardize the safety and health of any firefighter working the incident.

Once a second crew is committed to the attack, designated, dedicated rapid intervention crew shall be assigned. Rapid intervention crews

shall consist of at least 2 persons, fully equipped with protective clothing, protective equipment, SCBA, and any specialized rescue equipment that might be needed to perform the rescue. An attack line shall be dedicated for RIT use.

The Incident Commander shall provide one or more rapid intervention crews commensurate with the needs of the situation.

2. Missing or Trapped Personnel

An absent member of any team should automatically be presumed missing or trapped in the hazardous area until otherwise determined to be safe. Personnel shall immediately report any absent member to the Incident Commander through the appropriate supervisor. The Incident Commander shall immediately request a PAR of all personnel operating at the incident to locate missing or trapped personnel and to verify that other personnel are not missing.

Any personnel missing or trapped shall take the following actions to alert others of the need for immediate help:

- Activate the Red Emergency Button on the radio.
- The term MAY DAY shall be used to alert others of this dangerous situation. MAY DAY shall only be used when personnel believe they are in danger and need to be rescued from a potential life-threatening situation.
- Personnel giving the MAY DAY shall identify their unit (with PAR), provide their location, fire or hazard conditions, and the entry point used.
- PASS (Personal Alert Safety System) devices shall be turned to the ON position to provide rescuers with an audible signal for locating the position of the missing or trapped personnel.

When notified of missing or trapped personnel, the Incident Commander and all other personnel on the scene shall focus their efforts in an attempt to protect and rescue those missing or trapped. The following actions shall be taken:

- A minimum of one additional alarm shall be requested by the Incident Commander to reinforce the efforts of those already performing rescue, in addition to the

personnel needs due to serious potential for fire or hazard extension.

- Radio messages shall be restricted to emergency traffic only. With this in mind, those involved in the rescue operation should be assigned the tactical channel used by those needing rescue. Other operations shall be assigned different channels.
- A Rapid Intervention Team (RIT) or Teams shall immediately be assigned to the rescue operation. A hose line or lines shall be provided for this effort.
- Hand lines and master streams (fog at 30-60 degrees) shall be carefully directed toward the position of the missing or trapped personnel in an effort to protect them from the effects of the fire or hazard if appropriate. This action shall be coordinated by the Incident Commander.

In the event of a situation where personnel not at the incident hear a **MAY DAY** transmission and realize that those on the incident scene have not heard it, it shall be the responsibility of personnel who heard such a message to immediately alert the Incident Commander that a **MAY DAY** has been transmitted and provide any essential information.

At the conclusion of an incident involving missing or trapped personnel, the Incident Commander shall notify all units operating on the scene of a return to normal operations and the elimination of emergency radio restrictions.

3. Evacuation

When a hazardous condition is found at an incident requiring the immediate evacuation of personnel, all personnel shall remove themselves from the hazardous area to a designated location or vehicle and provide a PAR to their Incident Commander. The following procedures shall be followed:

- The Incident Commander shall advise all units on the scene that an evacuation is taking place.

Example: “Wythe Creek Command to all personnel-Evacuate the structure and meet at Engine 207 in front of the building!”

- The Incident Commander shall have all apparatus drivers signal with rapid, continuous blasts of the vehicle air horn as a second means of alerting personnel to leave the hazardous area.
- The Incident Commander shall advise Communications on the Fire Command channel of the evacuation.

Example: “Wythe Creek Command to Communications-I’ve ordered an evacuation of the structure at 868 Wythe Creek Road.”

4. Emergency Traffic

There will be times when important information needs to be heard by personnel at an incident. When personnel need to provide a critical message (other than a MAY DAY) to the Incident Commander, dispatcher or others, the term “Emergency Traffic” shall be used. The following procedures should be followed:

- Personnel requesting Emergency Traffic shall identify themselves to Communications or the Incident Commander.
- Communications shall restrict radio traffic for the specific personnel.
- The personnel requesting Emergency Traffic shall proceed with the message.
 - The message shall be repeated by the Incident Commander. Normal radio traffic shall then resume if allowed by the Incident Commander.

Example: Engine 2: Engine 2 to Command-Emergency Traffic!

Command: Wythe Creek Command to all units-Clear the air for Emergency Traffic. Go ahead

Engine 2: All units be advised the overhead on Side C about to collapse. All units stay clear.

Command: Command to all units-Per Engine 2, the overhead on Side C is about to collapse. All units stay clear. All units, resume normal radio traffic.

5. Point of Entry Control

Point-of-entry control shall be established at any incident when the Incident Commander feels the need for more stringent accountability. This may include high-rise fires, technical rescues, HazMat incidents, or other situations which may create the need for tighter control of access to a hazardous area.

Passports should remain with designated personnel at the point-of-entry to the hazardous area. A team shall give its passport to point-of-entry personnel when entering and collect their passport when leaving the hazardous area. Status boards at this point-of-entry shall only contain passports of those in the hazardous area.

Teams exiting at a location different than the original point-of-entry shall immediately notify point-of-entry personnel. The passport shall be retrieved as soon as possible. When it becomes impossible to

retrieve the passport immediately and the team is reassigned, a Make-Up Passport shall be made by the new team officer.

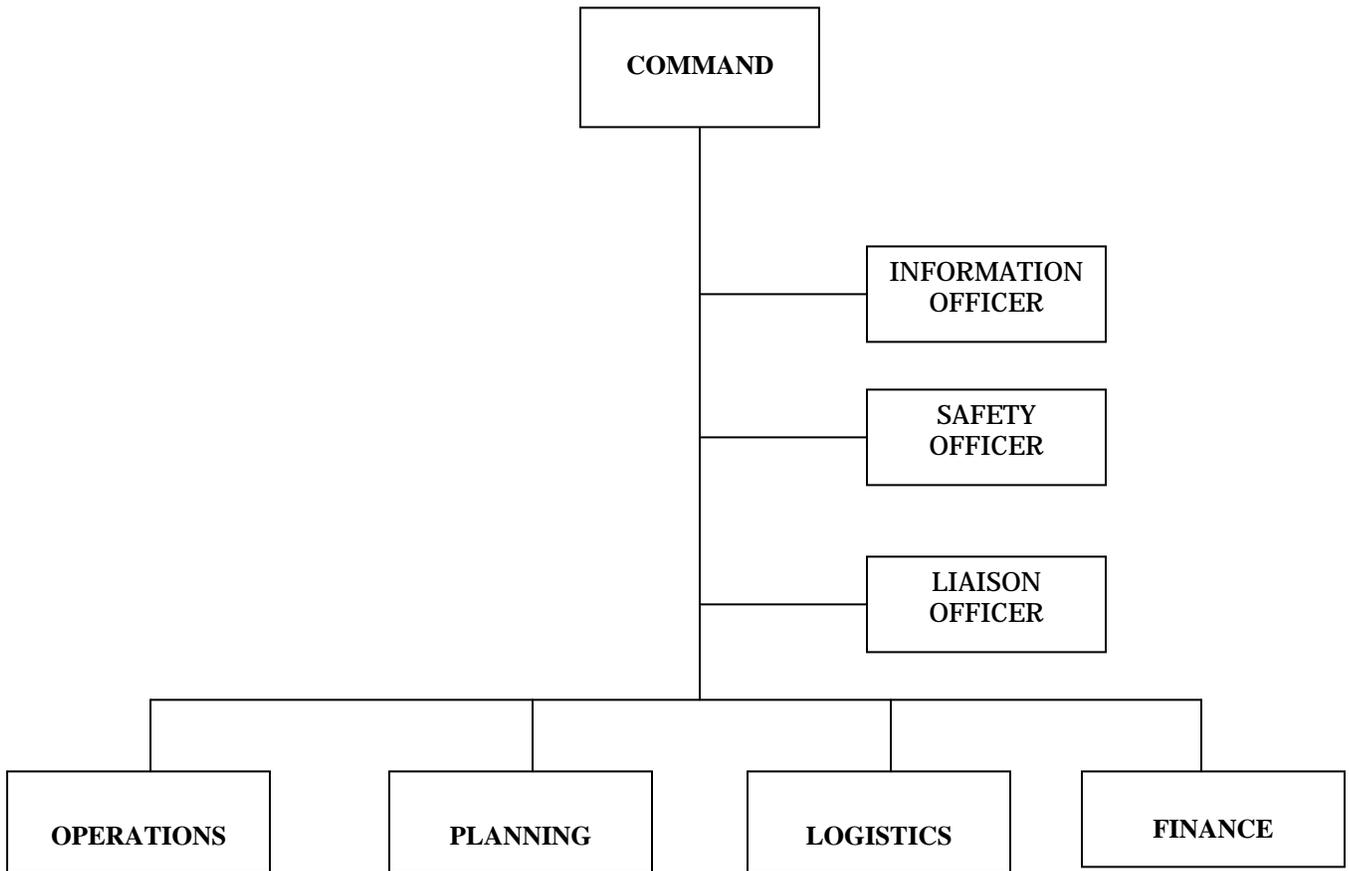
6. Volunteers

Volunteers are subject to the same requirements for accountability as career personnel. Qualified volunteers are eligible to receive nametags and helmet shields and will wear the unit identifier of the unit to which they are assigned.

Volunteers arriving at a scene by POV shall identify themselves to Command before receiving an assignment. Once assigned to a unit or team at an incident, volunteers shall remain with that team until released by the Incident Commander.

XI. MAJOR FUNCTIONAL AREAS

The major functional components of the Incident Command System are Command Staff (Command, Safety, PIO, and Liaison) and General Staff (Planning, Logistics, Operations, and Administration/Finance).



The Command component of the Incident Command System is responsible for the overall management of incident operations. Implementation of the Incident Command System shall begin with the initial tactical operations and continue through the necessary build-up phases, depending on the size and complexity of the incident. The objective is to develop the Command organization in order to effectively manage assigned resources. The term “Command” refers to both the person and the function. The Command component of the system is designed to:

- Assign the responsibility and duties for Command to designated individuals, ensuring strong visible Command as early as possible, through the use of the Fire Department Incident Command System procedures.
- Provide effective, efficient, and easily identifiable Command as early as possible on an incident.
- Establish the strategic goals necessary to overcome the incident.

XII. COMMAND STAFF

Command staff positions are established to assume responsibility for key activities that are not part of the line organization. Three specific staff positions are identified: the Information Officer, Safety Officer, and Liaison Officer. Additional positions may be required depending upon the nature and location of the incident or requirements established by the Incident Commander.

1. Information Officer

The Information Officer is responsible for developing accurate and complete information regarding incident cause, size, current situation, resources committed, and other matters of general interest. The Information Officer shall be the point of contact for the media and other agencies desiring information directly from the Incident

2. Safety Officer

The function of the Safety Officer is to assess hazardous and unsafe conditions and to then develop measures for assuring personnel safety. The Safety Officer keeps the Incident Commander informed about present and potential hazards and offers suggestions about how to minimize risks.

The Safety Officer has full authority to “alter, suspend, or terminate operations” as defined by Virginia Occupational Safety and Health Administration (VOSHA) when personnel are determined to be in imminent danger. The Safety Officer shall inform the Incident Commander of any corrective actions taken.

On incidents that require additional alarms, the Incident Commander needs to consider appointing Assistant Safety Officers to ensure for the safety and health of all members operating at the incident.

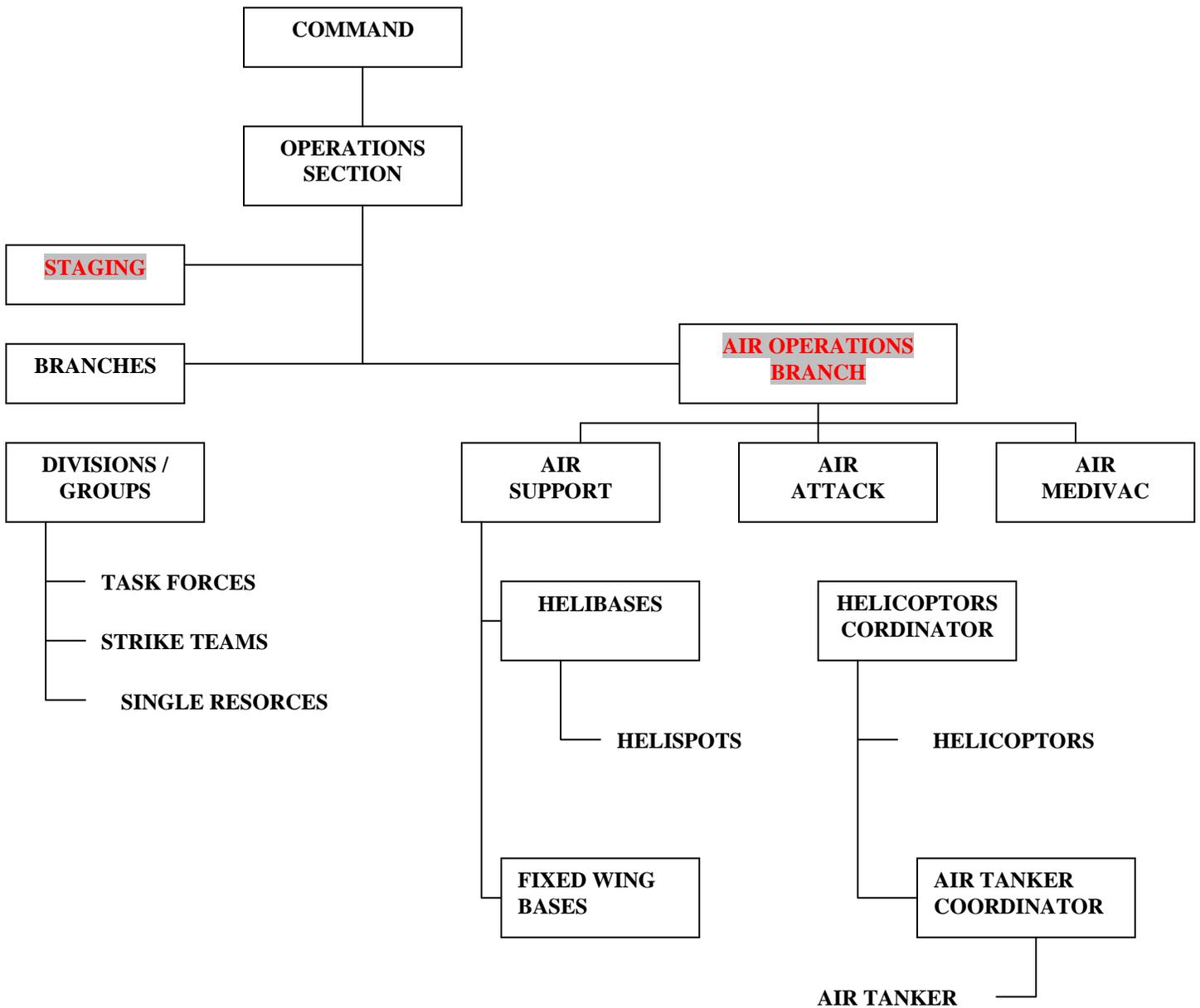
3. Liaison Officer

The Liaison Officer shall be the point of contact for representatives from other agencies. The Liaison Officer provides the line of authority, responsibility, communication, and coordination to the Incident Commander for other agencies and acts as a diplomat for agency representatives assigned to an incident. Representatives should have the authority to speak on all matters related to their agency.

XIII. GENERAL STAFF

1. Operations Section

The Operations Section, when established, is responsible for the direct management of all incident tactical activities and should have direct involvement in the preparation of the Incident Action Plan for the period of responsibility.



Roles and Responsibilities

- Manage all tactical activities
- Coordinate activities with the Incident Commander
- Implement the Incident Action Plan
- Assign resources to tactical levels based upon tactical objectives and priorities
- Build an effective organizational structure through the use of Divisions, Groups, and Branches
- Provide tactical objectives for Divisions and Groups
- Responsible for Staging and Air Operations
- Provide for life safety
- Determine needs and request additional resources
- Consult with and inform other Sections and the Incident Commander as needed

a. Staging

Staging is the function/location designated at the incident which is used to position uncommitted resources that are **immediately available** for assignment (within two minutes). The incident scene can quickly become congested with personnel and equipment if not managed effectively.

During incidents when companies are involved in investigative operations or when companies have not yet been assigned, additional responding equipment will normally stage one block from the incident in the direction of travel. This will provide more flexibility in the use/clearing of resources at an incident.

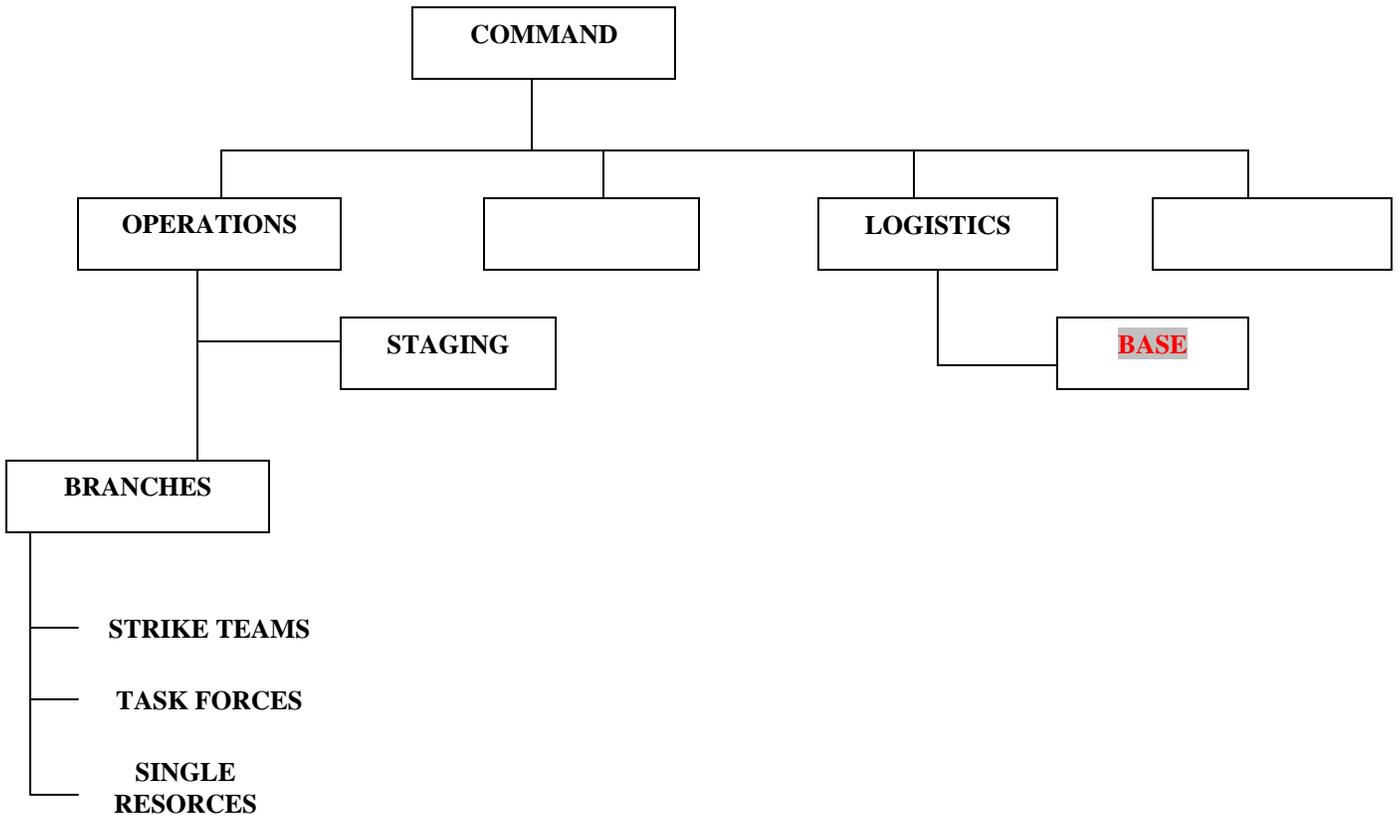
Staging will normally report to the Incident Commander. In the expanded organizational structure, all resources within staging will be under the direct control of the Operations Section Chief.

For complex incidents with multiple casualties, a separate EMS Staging should be established. In this instance, EMS staging would

report directly to the Transportation Group Supervisor. This application of staging facilitates the effective use of ambulance resources used for patient transportation.

b. Air Operations

When the incident requires the use of aircraft for transportation of victims from a multi-casualty incident, high-rise rooftop rescue, water rescue, or woods fire, the Operations Section Chief should establish an Air Operations Branch. The size, organization, and use of Air Operations will depend primarily upon the nature of the incident and the availability of aircraft



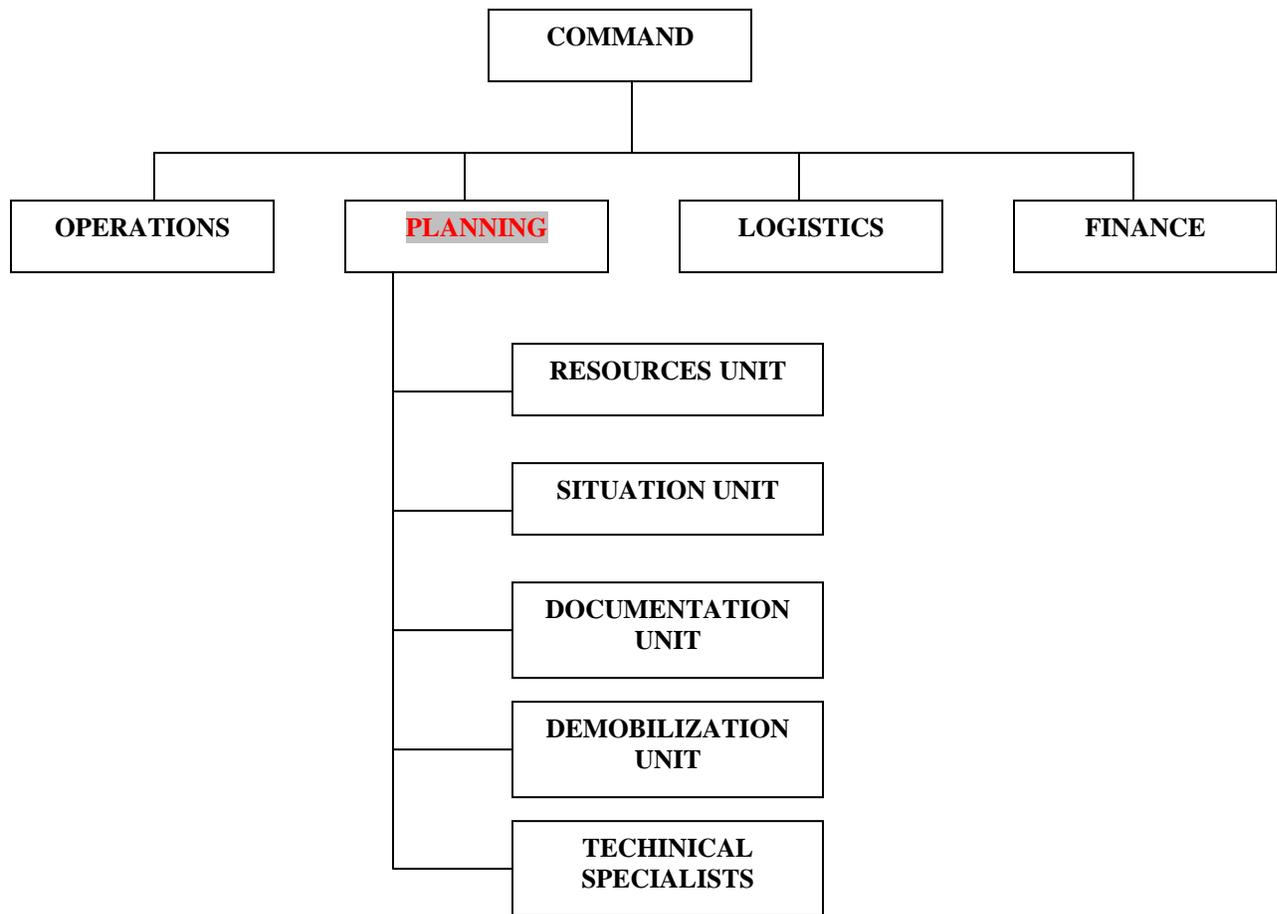
c. Base

Base is the location at which primary support activities are performed, including all equipment and personnel support operations. It is also designated as the initial gathering point for resources **not immediately available** for assignment. Base will most commonly be used during incidents involving high-rise, hazardous materials, and wildland incidents. The fire officer or firefighter managing Base reports to Command unless the Logistics Section has been established. The term "Base" is used for its radio designation.

2. Planning Section

The Planning Section is responsible for gathering, assimilating, analyzing, and processing information needed for effective decision-making. Information management is a full-time task at large and complex incidents. The Planning Section serves as a "clearing-house" of information for the Incident Commander. This allows the Incident Commander to receive concise information instead of having to deal with dozens of information sources.

Critical information should be immediately forwarded to Command. Information should also be used to make long-range plans. The goal of the Planning Officer is to plan ahead of current events and to identify the need for resources before they are needed.



Roles and Responsibilities

- Maintain resource status and situation status (personnel accountability)
- Evaluate the current strategy and incident action plan with the Incident Commander
- Refine and recommend any needed changes to plan with input from the Operations Section (if utilized)
- Gather, update, improve, and manage situation status using a standard systematic approach
- Evaluate tactical priorities, specific critical factors, and safety
- Forecast possible outcomes
- Evaluate future resource requirements

- Maintain incident records
- Plan for incident demobilization
- Coordinate with any needed outside agencies for planning needs
- Utilize technical assistance as needed

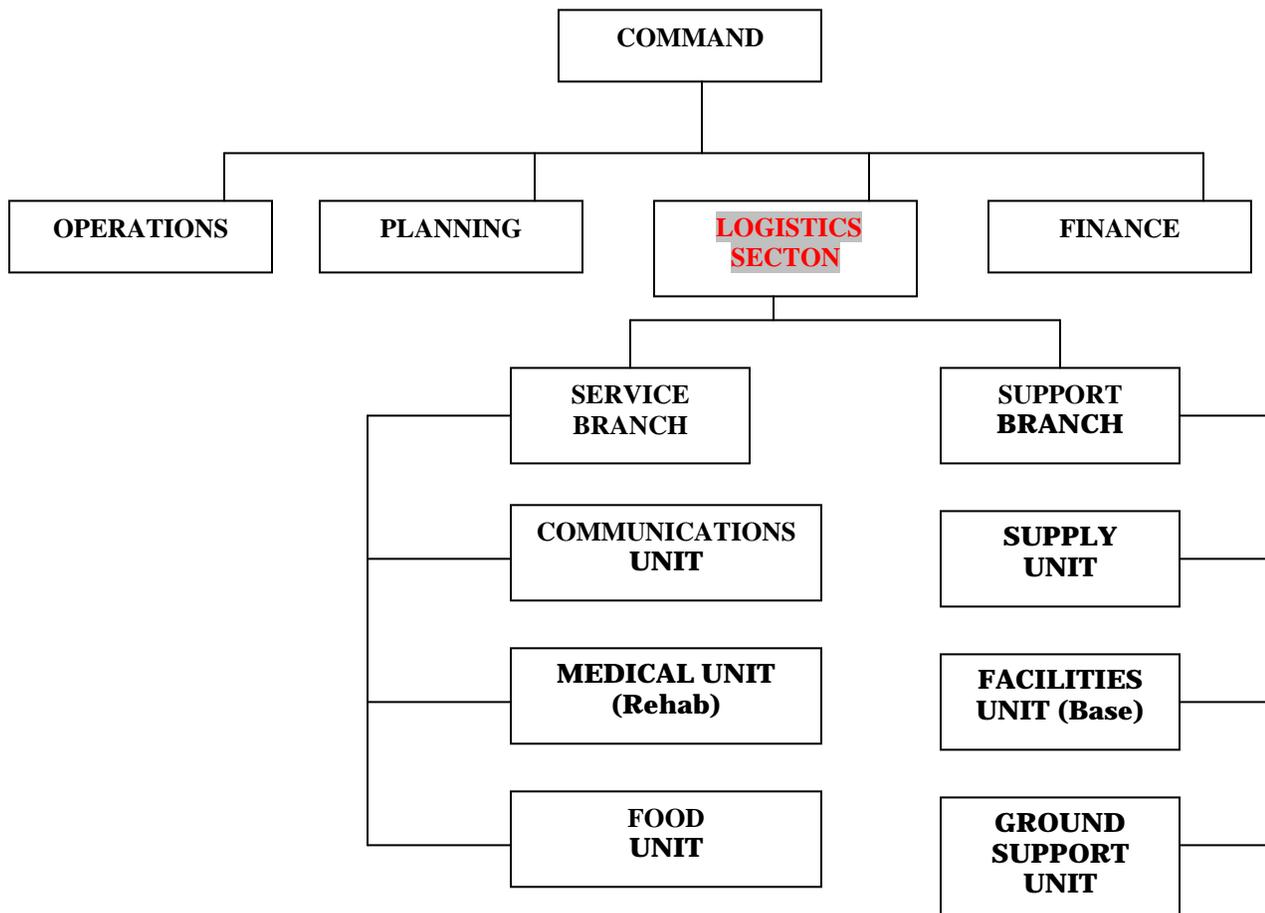
3. Logistics Section

The Logistics Section is the logistics function for the organization. When implemented, logistics provides the service and support systems needed for an incident, including communications, medical services for personnel (Responder Rehabilitation), feeding of personnel, supplies, facilities (Base), equipment maintenance, fueling, and transportation.

The Logistics Section provides for two branches within its area of responsibility: the Service Branch and the Support Branch

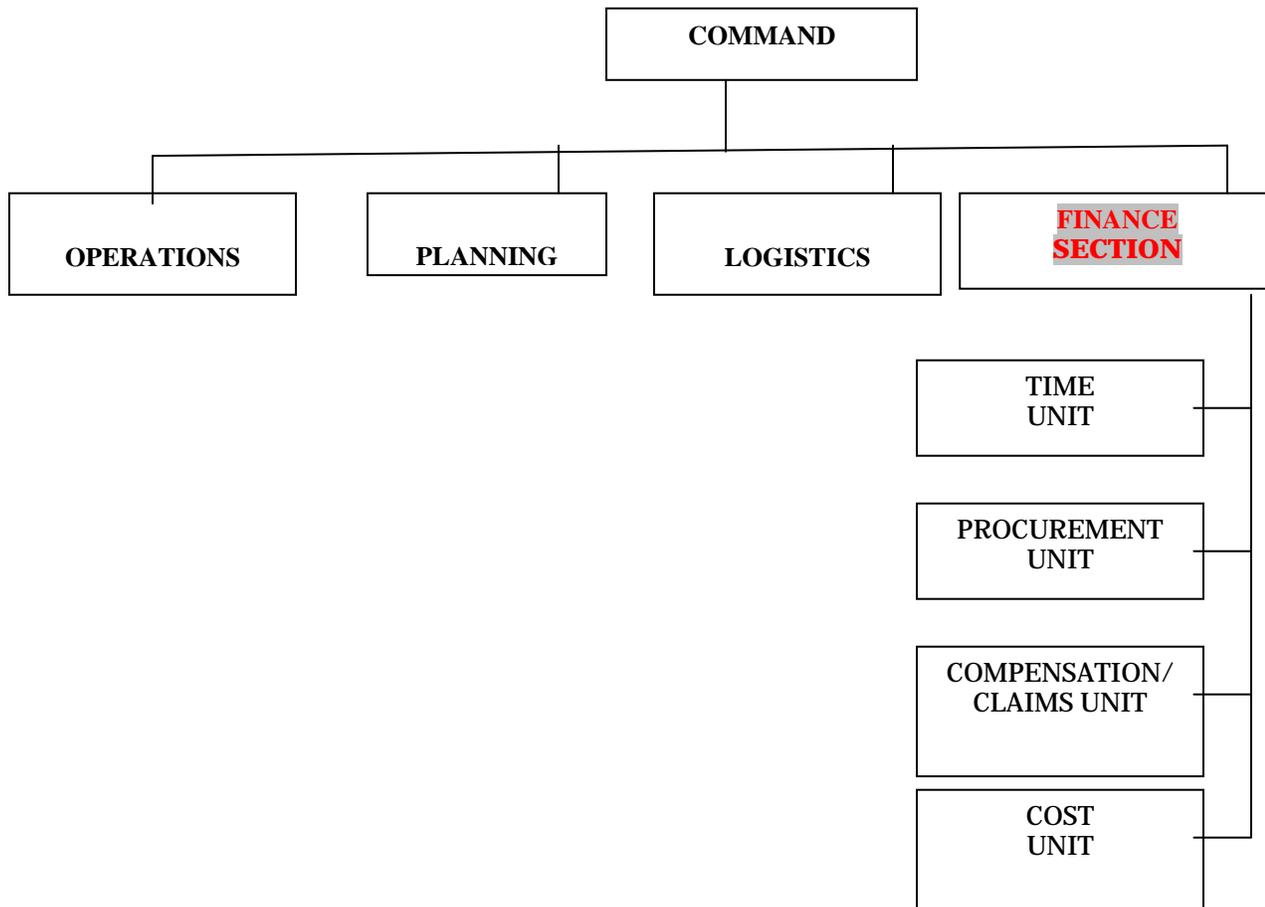
Roles and Responsibilities

- Forecast and obtain future resource needs (coordinate with the Planning Section)
- Provide for a communications plan and any needed communications equipment
- Provide for medical aid for incident personnel and manage Responder Rehab
- Coordinate immediate critical incident stress debriefing function
- Provide food and associated supplies
- Provide and manage any needed supplies or equipment
- Secure any needed fixed or portable facilities
- Obtain specialized equipment or expertise per Command
- Provide fuel and needed repairs for equipment
- Provide any other logistical needs as requested by Command



4. Administration/Finance Section

The Administration/Finance Section is responsible for all costs and financial considerations of an incident and is established on incidents when the agency or agencies involved have a specific need for financial services. Not all agencies will require the establishment of a separate Administration/Finance Section. A representative from the city's Department of Finance could be used to coordinate/manage this Section.



Roles and Responsibilities

- Document for possible cost recovery involving services provided and overtime incurred by emergency personnel
- Procure of services and/or supplies from sources within and/or outside the Fire Department or the City of Virginia Beach as requested by Command (coordinates with Logistics)
- Document of any injuries or fatalities related to an emergency incident due to the possible costs involved
- Document all financial costs of the incident

XIV. FUNCTIONS OF COMMAND

The functions of Command are standard activities performed by the Incident Commander to achieve the tactical priorities. The functions of Command include:

- Assume, confirm, and position Command
- Rapidly evaluate the situation (size-up)
- Initiate, maintain, and control communications
- Identify the strategy and develop an Incident Action Plan
- Develop an effective incident organization
- Review, evaluate, and revise (as needed) the Incident Action Plan
- Provide for the continuity, transfer, and termination of Command

The Incident Commander is responsible for all of these functions. As Command is transferred, so is the responsibility for these functions. The first five functions should be addressed immediately from the initial assumption of Command.

XV. ESTABLISHING COMMAND

The **first** fire division unit/company to arrive at the scene shall assume command of the incident. The initial Incident Commander shall remain in command until command is transferred or the incident is stabilized and terminated.

The first unit/company on the scene shall initiate whatever parts of the Incident Management System needed to effectively manage the incident scene. A single company incident (trash fire, single patient EMS incident, etc.) may only require that unit or company acknowledge their arrival on the scene, "In Command."

For incidents that require the commitment of multiple companies, the **first** unit or company on the scene shall establish and announce

“In Command,” and develop an incident management structure appropriate for the incident.

In certain situations, it may be advantageous for the first-arriving Company Officer to transfer (pass) Command to the next officer on the scene. This is indicated when the first arriving officer must immediately commit to an operational task. However, Command responsibility rests with the initial arriving officer until the officer, who will assume Command, arrives on scene. “Passing” Command to the next arriving officer not on the scene creates a gap in the Command function. **THE COMMAND POSITION CANNOT BE TRANSFERRED TO AN OFFICER WHO IS NOT ON SCENE.** In situations where Command is passed from the first arriving officer, the transfer shall be confirmed by both officers via the radio.

The first arriving unit or company shall activate the command process by giving an initial radio report. This report shall include:

- Unit designation (i.e., “Engine 109 on scene.”)
- A brief description of the incident situation (building size, occupancy, HazMat release, multi-vehicle accident, etc.)
- Obvious condition (working, HazMat spill, multiple patients, etc.)
- Brief description of action taken
- Declaration of strategy (applicable for structures fires)
- Any obvious safety concerns
- Assumption, identification, and location of command
- Request or release of resources as required

This brief initial report allows other arriving units to be better prepared to take action on arrival. It also allows other units and chief officers to pre-think the usual tactics that may be required of their units for this specific situation.

A “working fire” shall be an addition to the initial report given by the first-arriving fire company. The term “working fire” will be added to the fire conditions and will be the basis for emergency operations.

This radio transmission may be given in the initial report or later in the follow-up. Giving the “working fire” transmission indicates that the full assignment will probably be required for fire control and that units will be committed for an extended time.

Key considerations when sizing up an incident are:

- What is the problem (e.g., What is the situation in front of you [the big picture])?
- Where is the problem?
- If this is a fire incident, where is the fire going?
- Who or what is in danger because of this incident?
- Safety considerations

Smoke or fire showing transmissions without a “working fire” transmission will indicate uncertainty about the extent of the incident. Command should follow-up these transmissions with additional information, indicating either a working fire or other information as to the extent of the incident. Standard notifications for a working fire may include the following:

- Police for traffic control
- Codes Compliance (structure only)
- Off-duty Chief (if needed)
- On-call Safety Officer
- On-Call Fire Investigator/Fire Marshal (if needed)
- Virginia Power and/or Virginia Natural Gas (if needed)
- PIO (if needed)

The radio designation “Command” shall be used along with the geographical location of the incident. This designation will not change throughout the duration of the incident and shall remain with the officer currently in command.

Based upon the initial size-up, the Incident Commander should establish **OBJECTIVES** at fires within the following areas:

- Rescue
- Exposures
- Confinement
- Extinguishment (loss stopped)
- Overhaul
- Ventilation and Salvage

Factors affecting establishment of objectives at mass casualty incidents would be:

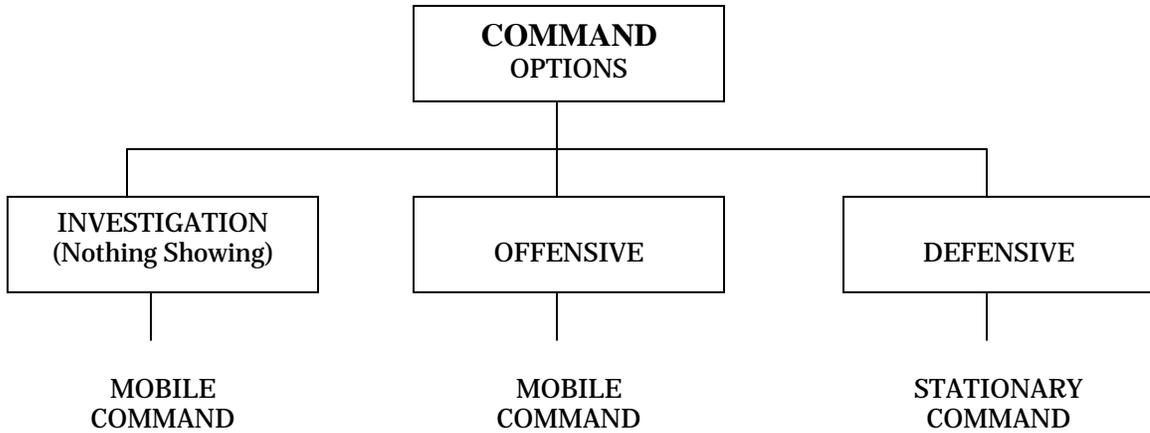
- Severity of injuries
- Access to the patients\ victims
- Number of patients
- Location
- Weather
- Accessibility to the scene

In conducting the initial size-up and setting operational objectives, the Incident Commander must be concerned with the possibility of incident acceleration (increased seriousness or complexity) and shall formulate an Incident Action Plan to meet this potential. When acceleration occurs, the Incident Commander shall activate additional component functions of the Incident Command System as required. **SAFETY AND ACCOUNTABILITY OF MEMBERS SHALL BE GIVEN PRIORITY ON EVERY INCIDENT.** This system will allow the Incident Commander to use available resources most effectively to accomplish the primary operational objectives.

XVI. COMMAND OPTIONS

When the first-arriving unit or company establishes command at an incident, there are several options available, depending on the

situation. If a Chief Officer or other unit without tactical capabilities (T-5, C-1, etc.) takes command, the establishment of a command post should be a top priority. At most incidents, the first Incident Commander will be a Shift Supervisor. The following command options define the Shift Supervisor’s direct involvement in tactical activities and modes of command that may be utilized



Investigative Mode (Nothing Showing)

These situations generally require investigation by the first-arriving company while other units remain staged a block away in the direction of travel. The officer will go with the company to investigate while utilizing a portable radio to command the incident.

Example: Commercial fire alarm: “Engine 2 and Medic 2 are on the scene of a two-story office building. Investigating.”

Fast Attack Mode (Offensive)

Prior to implementing an interior offensive attack, officers shall ensure the following:

- The officer or acting officer has made a determination that a rescue is imminent or that the potential for a rescue exists. (Occupants are or may still be in the structure)

- If no rescue is imminent or the potential for a rescue does not exist, officers shall ensure that the “2 in/2 out” procedures established by the department are followed

These are situations that require immediate action to stabilize and cannot be accomplished without the 's direct involvement in the fire attack or, in the case of a multi-casualty incident, triage and treatment of victims. In these situations, the Shift Supervisor goes with the team to provide the appropriate level of supervision while utilizing the portable radio to command the incident. Examples of these situations include:

- Offensive fire attacks (especially in transitional situations)
- Critical rescues which must be achieved in a compressed timeframe
- Any incident where the safety and welfare of the firefighters is a major concern
- Obvious working incidents that require further investigation by the shift supervisor.

Where fast intervention is critical, using the portable radio will permit the company officer to be involved in the attack without neglecting command responsibilities. The offensive mode should not last more than a few minutes and will end with one of the following:

- The situation is stabilized
- The situation is **not** stabilized and the company officer will need to withdraw to the exterior and establish a command post. At some point, the company officer must decide whether or not to withdraw the remainder of the company, based on their capabilities, experience, safety issues, and availability of portable radios. No company shall remain in a hazardous area without a portable radio.

- Command is passed to another company officer (see passing command) or transferred to a higher-ranking officer. When a chief officer assumes command, the company officer may be returned to his/her company or assigned to the Incident Commander

Command Mode (Defensive)

Certain incidents, by virtue of their size, complexity, or potential for rapid expansion, require immediate, strong, direct, and overall command. In such cases, the company officer will initially assume an exterior, safe, and effective command position until command is transferred to a higher-ranking officer. The tactical worksheet shall be used to assist in managing this type of incident.

If the company officer selects the command mode, the remaining company personnel can be assigned by utilizing the following options:

- The company officer takes command and places the company into action with the remaining personnel, using a firefighter to serve as the acting company officer. This will depend on staffing, experience, and portable radio availability.
- The company officer may assign company personnel to work under the supervision of another company officer. In this situation, the company/Incident Commander shall advise the second company officer indicating the addition of personnel to the second company.
- The company officer may elect to assign company personnel to perform staff functions to assist the Incident Commander.

The company officer assuming command has a choice of modes and degrees of personal involvement in the tactical activities but continues to be fully responsible for the command functions. The initiative and judgment of the company officer is of critical importance. The modes identified are guidelines to assist the company officer in planning appropriate actions.

XVII. TRANSFER OF COMMAND

In certain situations, it may be advantageous for the first-arriving company officer to pass command to the next company on the scene.

“Passing command” to a unit or company that is not on the scene creates a dangerous gap in the command process and compromises incident management. To prevent this gap, **COMMAND SHALL NOT BE PASSED TO AN OFFICER WHO IS NOT ON THE SCENE!** It is preferable to have the first-arriving company officer continue to command in the fast attack mode until command can be passed to an on-scene company.

When a chief officer arrives at the scene at the same time as the first-arriving company, the chief officer shall assume command of the incident.

Command is transferred to improve the quality of the command organization within the chain of command. Transfer of command is **NOT** to be **ASSUMED** due to the arrival of a higher ranked officer. The actual transfer of command shall be regulated by the following procedure:

- **COMMAND SHALL NOT BE TRANSFERRED TO AN OFFICER WHO IS NOT ON THE SCENE!**
- The first Fire Department member or company arriving on scene will automatically assume Command. This will normally be a Company Officer, but could be any Fire Department member up to and including the Fire Chief.
- The second arriving Company Officer will assume Command after the transfer of Command has been completed (assuming an equal or higher ranking officer has not already assumed Command).

- The first arriving chief officer should assume Command of the incident following transfer of Command procedures.
- The second arriving chief officer should report to the Command Post for assignment.
- Later arriving, higher-ranking chief officers may choose to assume Command or assume advisory positions. Assumption of Command is discretionary for the Assistant Fire Chief or the Fire Chief.

Within the chain of command, the actual transfer of Command shall be regulated by the following procedures:

- The officer assuming command shall communicate with the person being relieved by radio or face-to-face. Face-to-face is the preferred method of transfer command.
- The person being relieved will brief the officer assuming command, indicating at least the following:
 - Incident conditions (fire location and extent, HazMat spill or leak, number of patients, etc.)
 - Incident action plan
 - Progress toward completion of tactical objectives
 - Safety considerations
 - Assignments of operating companies and personnel
 - Appraisal of need for additional resources

The person being relieved of command should review the accountability board and/or the tactical work sheet with the officer assuming command. This worksheet provides the most effective framework for command transfer as it outlines the location and status of personnel and resources in a standard form.

The person being relieved of command will be assigned by the Incident Commander as the needs of the incident dictate.

XVIII. TERMINATION OF COMMAND

Once command is established, it is imperative Command is terminated before leaving the scene. The Transfer of Command downward during demobilization demands the same degree of importance as was placed on the original escalation.

The last officer on the scene is responsible for notifying the dispatcher Command is terminated and if a tactical channel was assigned, advise it is no longer needed.

XIX. RELEASE OF PROPERTY

When the Incident Commander or the Fire Investigator determines the structure or area involved in an incident can be returned to the control of a responsible party, the following procedures shall be followed:

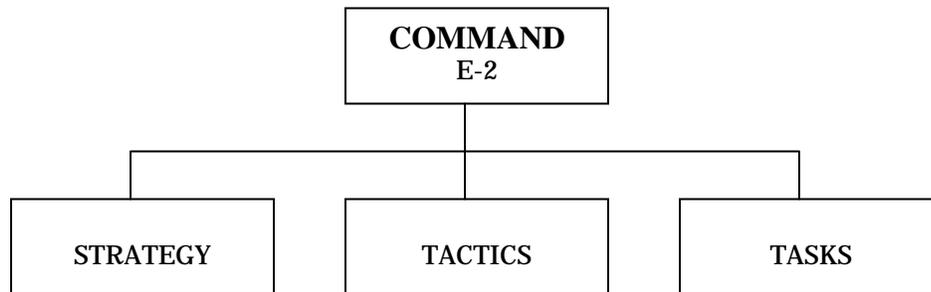
- The fire scene shall be inspected to ensure that all department equipment not required for safety or protection has been removed.
- All equipment and materials left shall be inspected to ensure any potential hazards are minimized.
- Appropriate markings shall be provided to identify hazards. Materials such as streamers on rope or plastic fire line tape should be used.
- Should a structure, in the opinion of the Incident Commander or deemed to be a safety hazard by the Building Inspector, the building shall be posted with an "Unsafe or Unfit for Occupancy Notice.
- Prior to the release of the structure or area, the individual receiving control shall be briefed on all known safety hazards and this person's name, address, and phone number included on the Fire Incident Report.

XX. COMMAND STRUCTURE

It is the responsibility of the Incident Commander to develop an organizational structure, based on standard operational guidelines, to effectively manage the incident. The development of this structure should begin with the implementation of the initial tactical priorities and may grow, depending on the size and complexity of the incident.

The command organization must develop at a pace which stays ahead of the tactical deployment of personnel and resources. Building a command organization is the best support mechanism the Incident Commander can utilize to achieve the balance between managing personnel and incident needs.

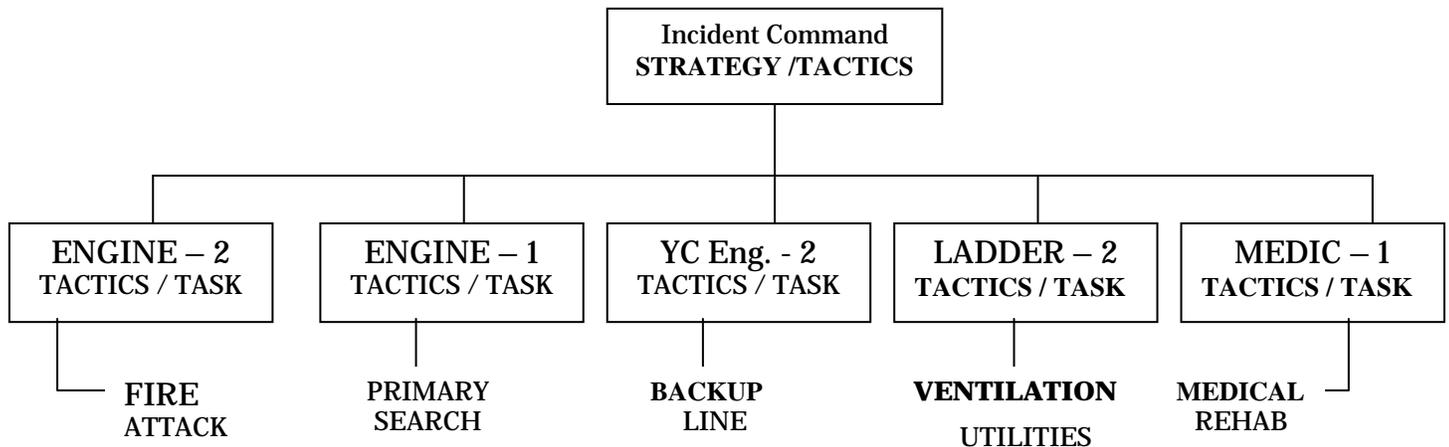
The command organization is designed to include three basic levels- strategic, tactical, and task.



The most basic command structure combines all three levels. The company officer on a single engine company response to a dumpster fire determines the strategy and tactics and supervises the firefighters doing the task.

The basic structure for a “routine” incident involving a first alarm assignment requires only two levels of the command structure. The role of command shall normally combine the strategic and tactical levels. Companies report directly to the Incident Commander and operate at the task level, although many company officers may be given tactical orders.

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While responding to multi-company incidents involving the use of a tactical radio channel, the senior responding officer shall initiate a roll call on the tactical channel by order of response and challenge any units not answering. This will ensure that all responding units are working on the same tactical channel at an incident.

Strategic Level

The strategic level involves the overall Command of the incident. The Incident Commander is responsible for the strategic level of the Command structure. The Incident Action Plan should cover all strategic responsibilities, all tactical objectives, and all support activities needed during the entire operational period. The Incident Action Plan defines where and when resources will be assigned to the incident to control the situation. For most incidents, the Incident Action Plan will be verbal. When an incident moves to multiple alarms, the Incident Action Plan will be developed and written by the Planning Officer. This plan is the basis for developing a Command organization, assigning all resources, and establishing tactical objectives.

The strategic level responsibilities include:

Offensive or Defensive (Establish overall incident objectives)

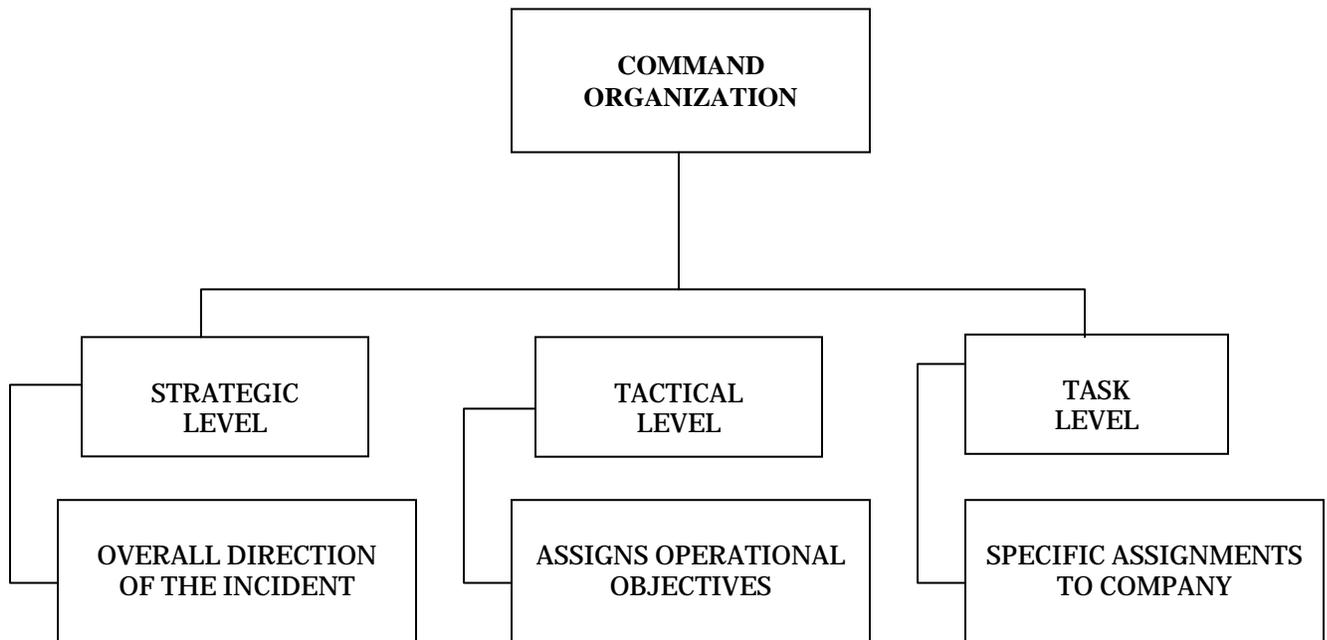
- Setting priorities
- Developing an Incident Action Plan
- Obtaining and assigning resources
- Predicting outcomes and planning
- Assigning specific objectives to tactical level units

Tactical Level

The tactical level directs operational activities toward specific objectives. Tactical level officers include branch directors, division, and group supervisors who are in charge of grouped resources. Tactical level officers are responsible for specific geographic areas or by function and supervising assigned personnel. A tactical level assignment comes with the authority to make decisions and assignments within the boundaries of the overall Incident Action Plan and safety conditions. The accumulated achievements of tactical objectives should accomplish the strategy as outlined in the Incident Action Plan.

Task Level

The task level refers to those activities normally accomplished by individual companies and specific personnel. The task level is where the work is actually done. Task level activities are routinely supervised by Company Officers. The accumulated achievements of task level activities should accomplish tactical objectives.



XXI. OPERATIONAL DESCRIPTION OF THE ICS COMPONENTS

A standard system shall be used to identify the critical parts of the incident. These include sides, exposures, floors, divisions, subdivisions, and groups.

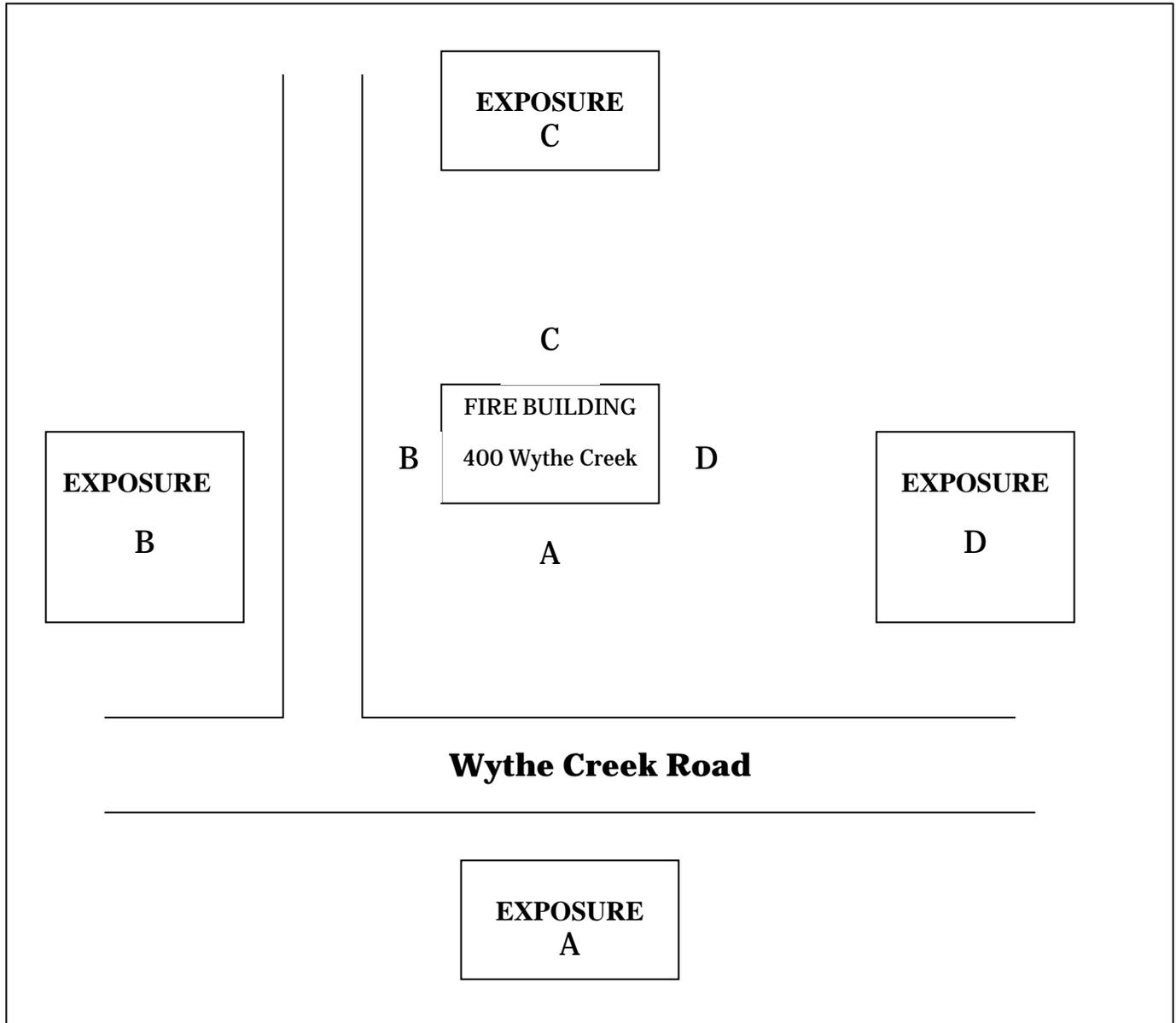
Sides and Exposures

Each exterior side of a structure shall be given a letter designation. The side of the structure facing the street (front) will normally be

designated Side A (Alpha). The remaining sides will be designated clockwise as B (Bravo), C (Charlie), D (Delta), as shown in the example. The use of phonetics may assist with identification when a lot of background noise makes communicating on the scene more difficult. Structures or properties that are threatened by fire or other hazards shall be designated as an Exposure. Exposure designation shall correspond to the same side of the incident as indicated.

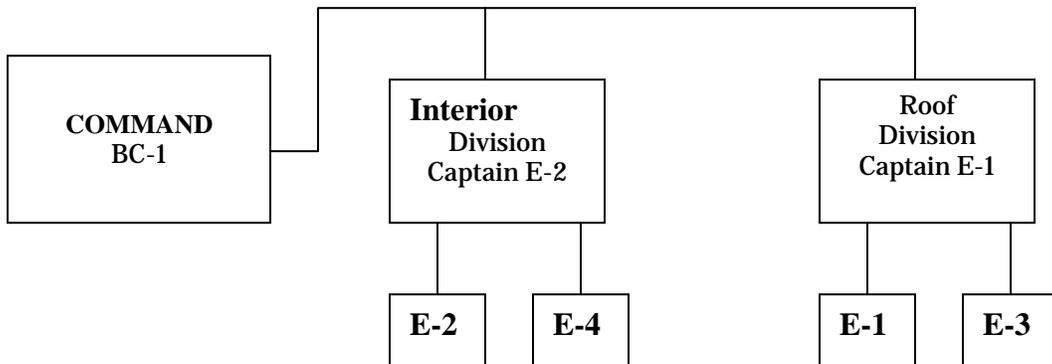
GUIDELINES FOR IDENTIFICATION OF ALL SIDES

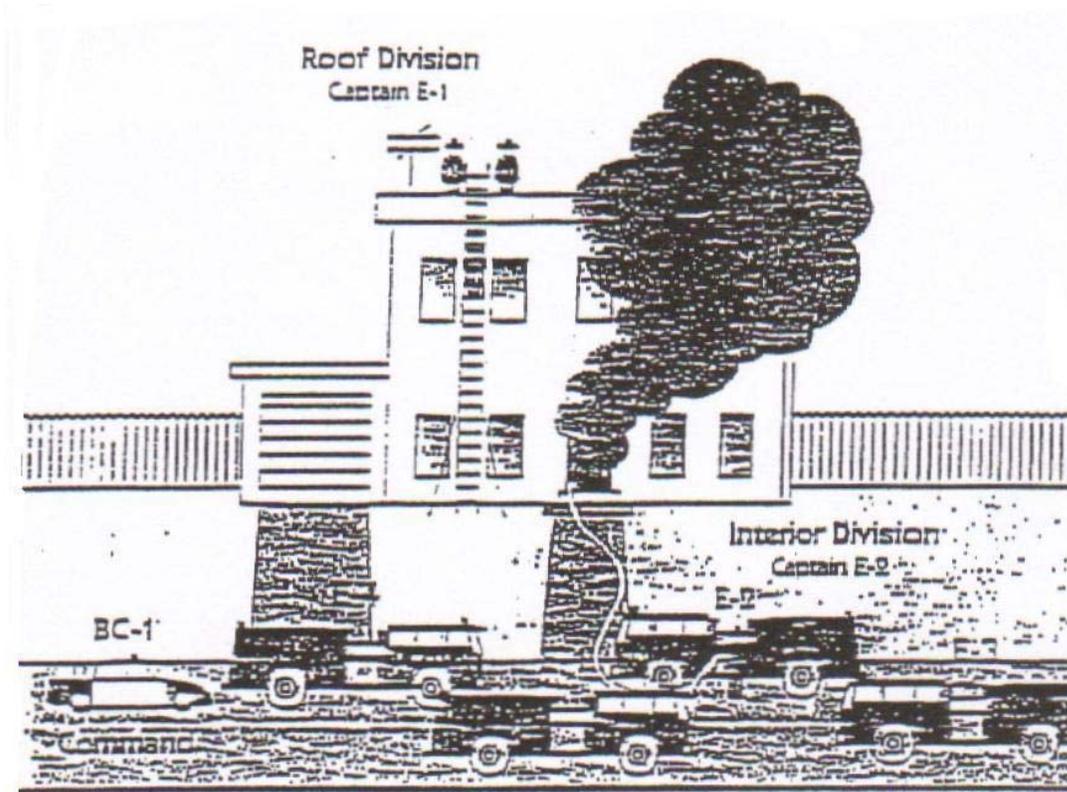
1. Determination of building's exterior sides
 - a. Side (A) Alpha: The side of the building that is utilized as the building address. In most instances this would be the side that includes the main entrance or foyer.
 - b. Side (B) Bravo: The left side of the building when facing side "Alpha".
 - c. Side (C) Charlie: The opposite of side "Alpha" .
 - d. Side (D) Delta: the right side of the building when facing side "Alpha".



2. In those situations where the building location or configuration is unusual, the Officer shall designate the side of the building using a landmark (e.g., parking lot, swimming pool, etc.)

3. All radio transmission shall reflect the appropriate side or exposure. (e.g., “Command is located on Side Alpha”, “Engine 4 on the scene, heavy smoke on Side Charlie”)
4. When it is necessary to place a unit at the corner of the building in order to maintain clarity, denote the corner by using the intersection of the two building sides. (e.g., “Ladder 9, set up on the Bravo/Charlie corner”) Facing the building this would be the left rear corner where Sides Bravo and Charlie intersect.
5. When occupancies are joined, such as townhouse, and multiple exposures are identified, they shall be identified as B1, B2, D1, D2, etc.
6. Exposures: Structures or properties that are threatened by fire or other hazard shall be designated as an Exposure. Exposures shall correspond to the same side of the incident as shown above.
7. Divisions: A Division is the organization level responsible for operations within a defined geographic area. In residential structures, the most common Divisions are Interior and Roof Divisions.





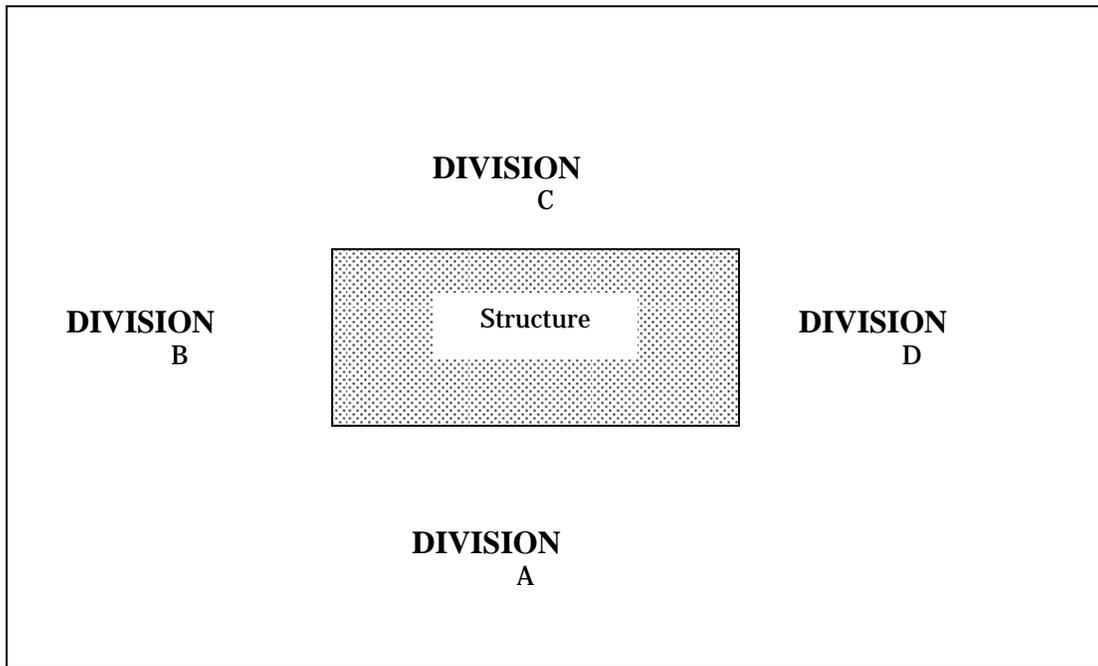
In multi-story occupancies, the term “floor” is used when noting a company’s location within a multi-story building. When Divisions are created at a multi-story building incident, they will be indicated by floor number (i.e., Division 6 = sixth floor). When operating in levels below grade, the use of sub-divisions is appropriate (Sub-Division 1 = one floor below grade).

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EO 1.00

Division 6	<input type="checkbox"/>								
Division 5	<input type="checkbox"/>								
Division 4	<input type="checkbox"/>								
Division 3	<input type="checkbox"/>								
Division 2	<input type="checkbox"/>								
Division 1	<input type="checkbox"/>								
Subdivision 1	<input type="checkbox"/>								
Subdivision 2	<input type="checkbox"/>								

When Division boundaries are established around a structural or non-structural incident for use by multiple companies, a letter designation (Division A, B, C, D, etc.) shall be used. In addition, specific boundaries shall be assigned. This is particularly important during non-structural incidents.



XXII. COMMAND

Command is charged with the responsibility for overall management of an incident. Command must ensure that incident goals are established, strategies are selected, planning activities are accomplished, and available resources are effectively used and tracked.

Operational Description of IMS Components

A. Command

1. Staff positions (Public Information Officer, safety, and liaison) may be implemented as needed to assist in managing the incident. Personnel assigned to these functions shall report directly to the Incident Commander to assist in fulfilling the requirements of the command position. The command staff reports directly to the Incident Commander and works out of the Command Post.
2. The Incident Commander is solely responsible (within the limits of his/her authority) for establishing goals for the overall command and control. The strategy and tactics for mitigating an incident shall be the responsibility of the Incident Commander and the Operations Officer who shall report directly to the Incident Commander. Once an Operations Officer is in place and functioning, the Incident Commander must focus on the strategic issues, overall tactical planning, and other components of incident command.
3. Command staff positions are established to assume responsibility for key activities that are not part of the line organization. There are normally three positions in this staff: Public Information Officer, Safety, and Liaison; however, the Incident

Commander may elect to expand this staff to include other functions depending upon the need.

B. Sections

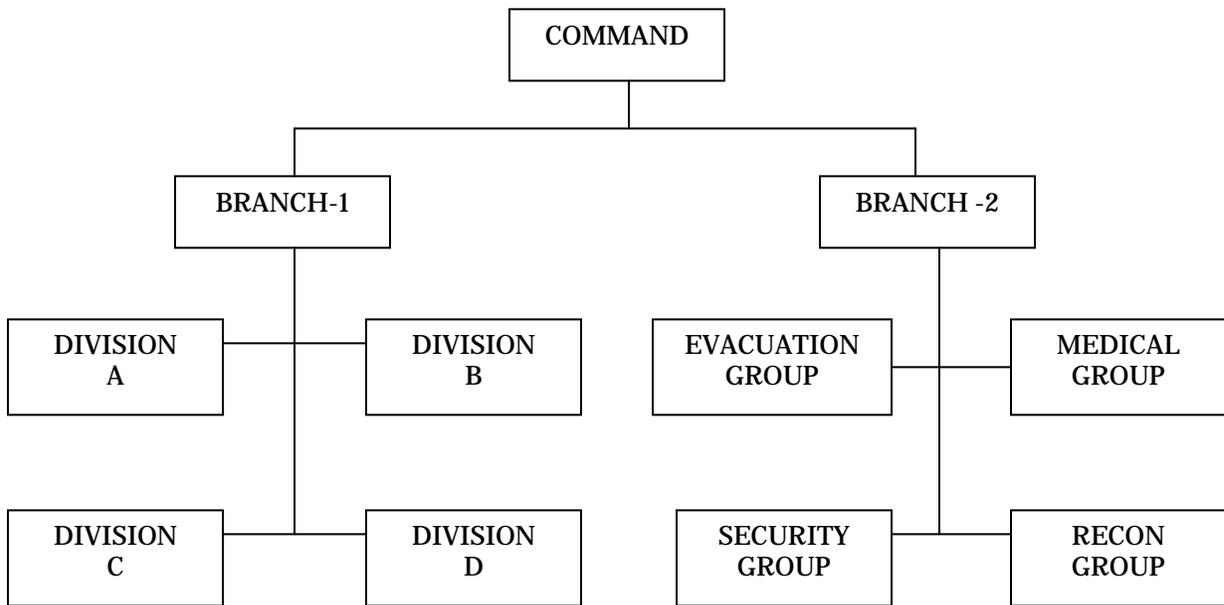
The section level is organizationally between branch level and the Incident Commander. This management level is a member of the Incident Commander's general staff and is responsible for managing a primary segment of incident operation such as operations, planning, logistics, or administration.

C. Branches

1. Depending on the magnitude and/or type of incident, the operational functions may require further division into smaller segments for efficient use of resources. However, they are not always essential to the organization of the operations section.
2. When the number of sectors exceeds the recommended span-of-control for the operations section, a multi-branch structure should be put in place and the sectors allocated within those branches. The branches are generally known as fire suppression, hazardous materials, EMS, and technical rescue.
3. Branch Officers should be located at operational locations and may be assigned names or numerical designations. Branch Officers communicate directly with the Section Officer under whom they are assigned to operate.
4. In some cases the span-of-control can grow beyond the ability of Division and Groups to handle it efficiently. As the incident expands, it involves two or more distinctly different components (i.e., fire,

EMS, law enforcement, etc.) or when multiple jurisdictions have a role in an incident, the organization can be divided into Branches.

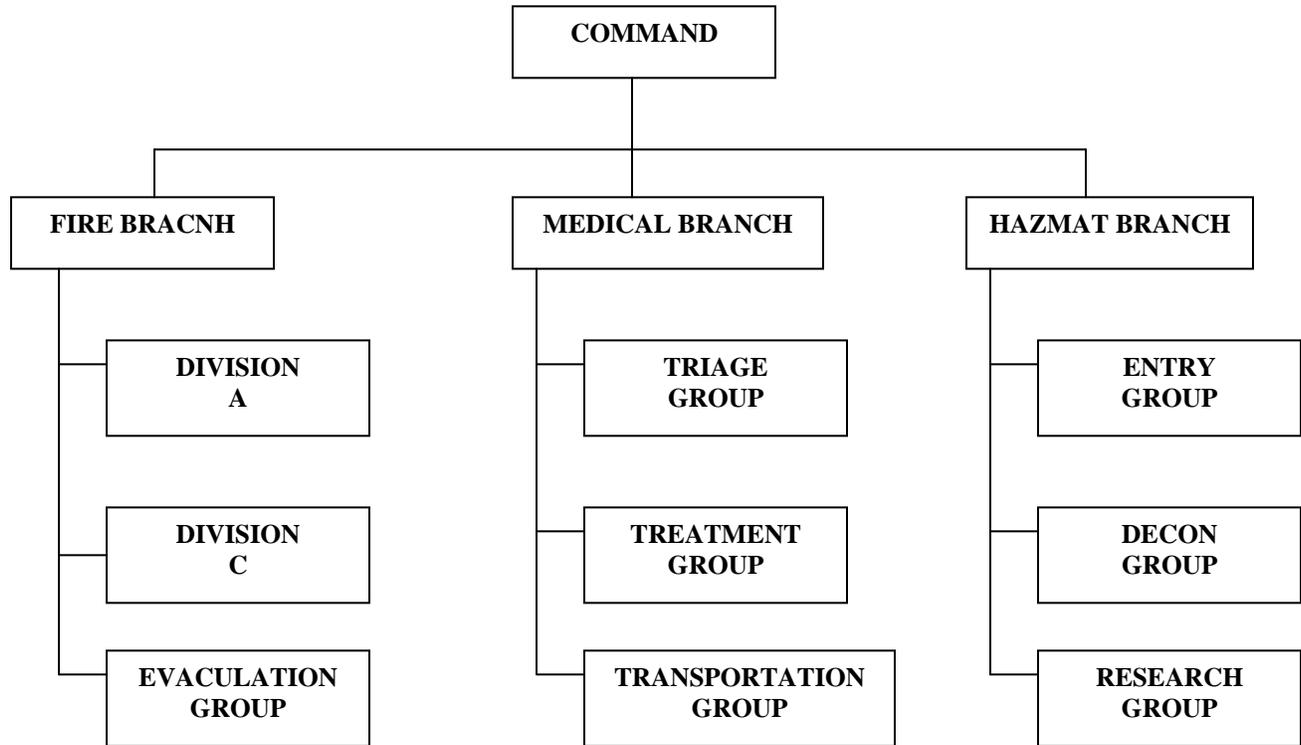
Span of Control After Multi-Branch Structure



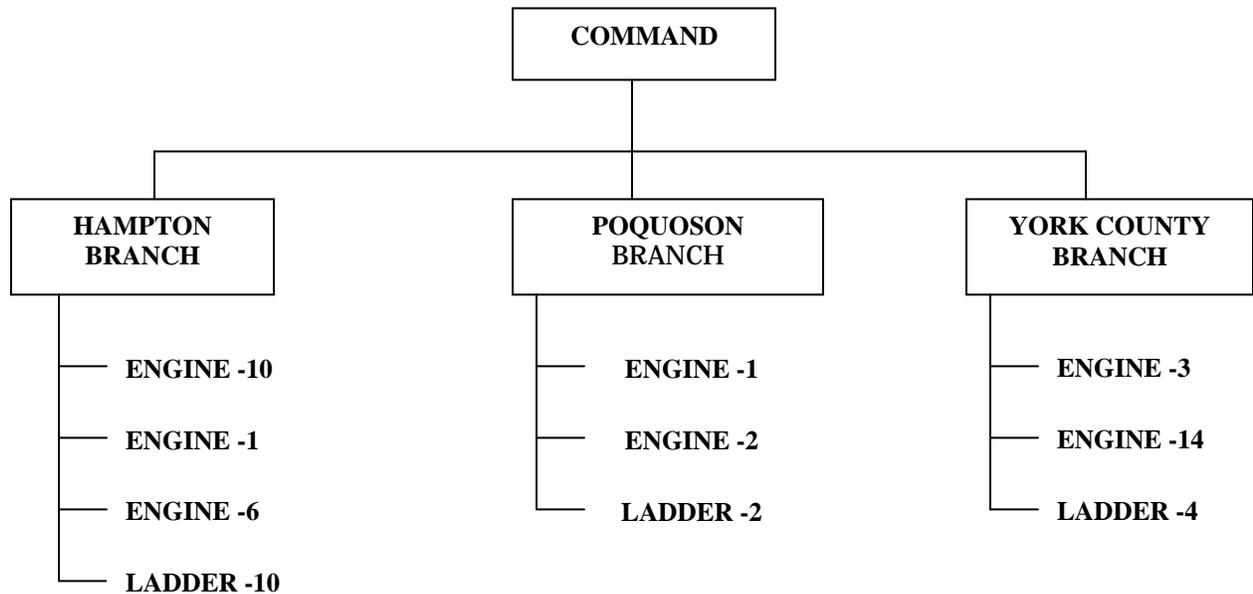
D. Divisions/Groups

Divisions or Groups are organizational units responsible for the management and command for specific geographical areas or functions of an incident scene. Individual units are assigned to Divisions or Groups under the command of a sector officer as needed to accomplish the tactical objectives of the incident. Division or Group officers shall be assigned to operate in areas where they can properly oversee the accountability of units under their supervision

Functional Branch Structure



Multi-Jurisdictional Structure



E. Positions and Responsibilities of Command Staff

Incident Commander

The Incident Commander is responsible for the overall management of incident activities, including the development and implementation of strategies. The Incident Commander manages the Command Post.

Duties

- Obtain briefing from Incident Commander being relieved
- Assess incident conditions and develop Incident Action Plan
- Brief personnel on incident
- Activate elements of Incident Command System
- Authorize implementation of Incident Action Plan
- Determine information needs and brief Public Information Officer
- Coordinate staff activity
- Manage incident operations
- Authorize release of information to the new media

Public Information Officer

The Public Information Officer is responsible for formulation and release of information to the news media about incidents. The Information Officer develops accurate and complete information regarding incident cause, size, current situation,

resources committed, and other matters of general interest for release to the media. The Information Officer shall normally be the point of contact for the media and other governmental agencies that desire information directly from the incident. In either a single or unified command structure, only one Information Officer is designated. However, assistants may be assigned from other agencies or departments involved.

Duties

- Obtain briefing from the Incident Commander
- Establish area to meet with news media personnel
- Release information about the incident according to department guidelines
- Meet with the news media at regular intervals

Safety Officer

The Safety Officer is responsible for monitoring the incident scene for safety hazards and unsafe situations. The Safety Officer shall report unsafe conditions directly to the Incident Commander.

The Safety Officer ensures personnel safety and has emergency authority to prevent or stop unsafe acts and to remove personnel from imminent danger.

Duties

- Obtain briefing from Incident Commander
- Identify unsafe conditions associated with the incident and develop measures to ensure personnel safety
- Prepare report of findings at close of incident

Liaison Officer

The Liaison Officer is the point of contact for assisting and cooperating with other agencies (such as Police, Red Cross, Public Works, etc.). The representatives from assisting agencies shall coordinate through the Liaison Officer (e.g., Fire Department Liaison Officer getting information from a chemist on a hazardous materials incident). Agency representatives assigned to an incident should have the authority to speak on all matters for their agency.

Duties

- Obtain briefing from Incident Commander
- Provide contact point for assisting agencies
- Assist Incident Commander in meetings with assisting agency representatives

XXIII. FUNCTIONAL POSITION DESCRIPTIONS AND OPERATIONAL GUIDELINES**Operations Section**

The Operations Section Officer reports to the Incident Commander. In conjunction with the Incident Commander, the Operations Officer implements the Incident Action Plan and is responsible for the management of all incident tactical activities. The Operations Officer develops tactical objectives to accomplish strategic goals and supervises operations to ensure adherence to the plan. The Operations Officer requests or releases resources as needed. The Operations Officer may establish branches, divisions, and/or sectors as needed to manage suppression, hazardous materials, technical rescue, EMS functions, or other appropriate disciplines. An

Operations Officer shall be designated for each operational period (change of shifts) with the officer having a direct involvement in the preparation of the action plan for the period of responsibility.

1. Branches

- The branch level of the command structure is used to provide coordination between command, tactical, and task level resources. Depending on the magnitude and/or type of incident, the operational functions may require further division into smaller segments for efficient use of resources. However, they are not always essential to the organization of the operations section.
- When the numbers of sectors exceed the recommended span-of-control for the operations section, then a multi-branch structure should be put in place and the sectors allocated within those branches. The branches are generally known as fire suppression, hazardous materials, emergency medical services, and technical rescue. Branch Officers should be located at operational locations and may be assigned names or numerical designations. Branch Officers communicate directly with the Sections Officer under whom they are assigned to operate.

2. Divisions or Groups

- Division or Group establishment provides a system to divide an incident into manageable geographical or functional areas. Division or Group is responsible for achieving tactical objectives. Divisions or Groups reduce the overall need for incident radio communication. Most routine communications inside a division or group can be accomplished in a more effective face-to-face mode. This eliminates most tactical information exchanges from the radio.

- Safety and accountability of Fire and Rescue personnel is a major reason for establishing divisions or groups. Division/Group commanders must have the ability to communicate with command and control the function of their division/group.
- Divisions or Groups give the Incident Commander the capability of dividing an incident into more manageable work areas and functions. By dividing the incident and delegating tactical responsibilities, the Incident Commander can concentrate on the overall strategy while remaining at the Command Post.
- Because Divisions or Groups are assigned based on the needs of an incident, Division or Group tasks can be performed by anyone on the incident, within the limitations of their apparatus and special training. This includes the assignment of officers as Division or Group commanders, wherever and whenever needed. Establishment of Divisions or Groups may be either geographical area or functional operations. The method of establishing Divisions or Groups shall be based on the needs of the incident as determined by the Incident Commander.

THESE FACTORS SHOULD BE GIVEN CONSIDERATION WHEN DETERMINING THE NEED FOR DIVISIONS OR GROUPS:

- The situation has the potential for growing beyond the ability of Command to directly control incident resources
- When companies are operating from tactical positions with which Command has little or no direct control
- When companies are involved in complex operations

- When the situation is hazardous and close control of operating resources is needed, Section Officers must be in a position to ensure the safety and accountability of the resources assigned to them

3. Guidelines and Duties for Positions in the Operations Section

a. Operations Section Officer

Duties

- Obtain briefing from Incident Commander
- Develop operations portion of Incident Action Plan
- Brief and assign Fire and Rescue personnel involved in operation
- Supervise all incident operational functions (i.e., suppression, Haz Mat, EMS, etc.)
- Determine resource needs and request or release resources as required
- Track status of units assigned to incident
- Report changes in incident conditions to Incident Commander on a regular basis
- Establish branches, divisions, and sectors as required

b. Staging Officer

Duties

- Establish staging area
- Establish check-in procedure
- Respond to requests for resources from Operations Officer or Incident Commander
- Maintain required resources in staging area

- Request food, water, shelter, and fuel, if required
- Maintain accountability of resources assigned to Staging

c. **Water Supply Officer**

The Water Supply Officer reports to and obtains briefing from the Operations Officer. The Water Supply Officer also collects and validates information on water needs and resources for the incident.

Duties

- Identify available water supplies
- Establish requirements of water needs to combat incident, compare Incident Action Plan to available water resources, and report inadequacies to Fire Suppression Officer
- Handle requests for information about water supply
- Develop and monitor water supply operations

d. **Supply/Support Officer**

The Supply Officer shall be responsible for securing and distributing supplies and equipment necessary to keep resources functioning on a major incident (i.e., high-rise or mall).

Duties

- Report to and obtains briefing from Operations Officer
- Determine personnel and resources needed to fulfill task
- Arrange to obtain needed items
- Receive and distribute required items

e. Base Officer

The Base Officer shall be responsible for stockpiling and cataloging resources (personnel and equipment) necessary for immediate deployment into incident operations.

Duties

- Reports to and obtains briefing from Operations Officer, and selects location for base area
- Works with supply/support to get needed resources to the base area
- Receives and distributes required resources as needed

f. Branch Officer

The Branch Officer, when activated, is utilized to provide management of a complex operation involving more than one of the major operational components (i.e., suppression, hazardous materials, technical rescue and/or EMS). This officer reports directly to the Operations Officer. He/she makes changes in the action plan as required to combat the incident, requests or releases resources as needed, and reports changes to the Operations Officer. However, branches are not limited to the operations section. Any of the Section Officers may recommend the implementation of branches within their section with the approval of the Incident Commander. Branches may be named to reflect their operational objective or given a numerical designation.

Duties

- Reports to and obtains briefing from Section Officer
- Briefs and assigns resources, and supervises assigned section operations; determines and requests needed additional resources
- Reports information on changes, progress, and needs to operational officer

g. Emergency Medical Services Control Officer
(Branch Officer)

The EMS Control Officer shall report to the Operations Officer and is responsible for the development of the emergency medical plan for the incident and shall direct all aspects of EMS operations. This includes obtaining medical treatment and transportation of injured Fire personnel and civilian casualties at an incident.

Duties

- Obtains briefing
- Determines EMS needs, develops plan, and advises Operations Officer of needs and plan
- Manages all EMS operations
- Assigns appropriate EMS management positions to subordinates (e.g., triage, treatment disposition, transportation)

h. Suppression (Branch Officer)

The Suppression Officer reports directly to the Operations Officer. The Suppression Officer makes changes in the Incident Action Plan as required to

control and extinguish the fire, reports changes, and requests or releases resources as necessary through the Operations Officer.

Duties

- Reports to and obtains briefing from Operations Section
- Briefs and assigns resources and supervises fire suppression operations; determines need for and requests additional resources
- Provides Operations Section Officer with information on changes and progress of incident operations

i. **Hazardous Materials (Branch Officer)**

The Hazardous Materials Officer reports directly to the Operations Section Officer and is responsible for overseeing the actions of those resources assigned to mitigate any hazardous materials situation at the incident.

Duties

- Reports to and obtains briefing from the Operations Section Officer
- Briefs hazardous materials personnel on the action plan
- Assigns tasks to the hazardous materials unit
- Gives situation reports and updates to the Operations Section Officer
- Requests additional or releases unneeded hazardous materials resources through the Operations Section Officers
- Prepares needed documentation for the Incident Commander

j. Technical Rescue (Branch Officer)

The Technical Rescue Officer reports to the Operations Section Officer and is responsible for the technical rescue operations at the incident.

Duties

- Reports to and obtains briefing from the Operations Section Officer
- Briefs and assigns technical rescue resources, determines need for and requests additional resources through the Operations Officer
- Provides information on the status of technical rescue operations to the Operations Officer
- Prepares needed documentation for the Incident Commander

k. Triage Officer

The Triage Officer coordinates the assessment of patients according to severity of injuries. He/she is responsible for assessing all patients' injuries and for directing them to an area for proper care.

Duties

- Report to and obtains briefing from EMS Control Officer
- Establishes triage area
- Ensures patients are assessed and reevaluated as necessary
- Coordinates patient care and treatment

l. Treatment Officer

The Treatment Officer is responsible for overseeing the emergency treatment of patients. This includes coordinating activities with the Triage Officer and the Disposition Officer.

Duties

- Reports to and obtains briefing from EMS Control Officer
- Establishes communications with Triage Officer
- Determines needs and locates treatment area to provide patient care
- Requests needed personnel and medical treatment supplies through the EMS Control Officer
- Secures processing of treated patients through Disposition Officer

m. Disposition Officer

This position coordinates patient routing to medical facilities and works with the Treatment Officer and Transportation Officer responsible for communicating with hospitals

Duties

- Reports to and obtains briefing from EMS Control Officer
- Establishes work area and requests needed communications
- Coordinates activities with Treatment Officer and Transportation Officer

- Contacts hospitals, determines capacity, and advises of number of patients en route
- Makes patient assignments
- Gives assignments to Transportation Officer
- Maintains required records

n. **Transportation Officer**

This officer is responsible for the coordination of patient transportation to various medical facilities. He/she arranges for vehicles to move patients from the incident scene to medical facilities and works in concert with the Disposition Officer.

Duties

- Reports to and obtains briefing from EMS Control Officer
- Determines needs
- Establishes evacuation plan
- Requests needed resources
- Coordinates activities with Disposition Officer
- Maintains required records

o. **Division or Group**

The Division or Group Commander, when activated, shall report directly to the next higher level of supervision. The Division or Group Commander is responsible for implementation of the assigned portion.

Duties

- Obtains briefing prior to assuming command of the assigned Division or Group
- Briefs Company Officers on operational plan

- Assigns tasks to units
- Reports to next level of supervision when the action plan is changed, additional resources are needed, or the resources are available for reassignment
- Gives situation status reports as required and tracks assigned resources
- Maintains the accountability Passports for all units assigned to his/her Division or Group
- Provides written summary of functions as required to the Operations Officer

Planning Section

The planning section is responsible for collecting tactical information about the incident. This section maintains information about the incident and provides technical specialists to assist the Incident Commander in formulating the overall plan for managing the incident. The technical specialists report to the Planning Section Officer.

Command of this component will generally be assigned to a senior-level staff member of the Fire Department's staff.

This section shall assemble information to assist in planning future incident operations. This function will evaluate resource needs, tactical priorities, and gather and update information about the incident.

1. General Guidelines and Duties for Positions in the Planning Section

a. Planning Section Officer

Duties

- Reports to and obtains briefing from Incident Commander

- Participates in the development of the Incident Action Plan
- Assembles information on alternative strategies
- Identifies need for specialized resources
- Performs operational planning jointly with operations functions
- Predicts incident potential
- Compiles incident status information and documents all incident activity for permanent historical record of incident
- Secures technical specialists as required by Incident Commander
- Maintains information on status of various resources at the incident

b. **Technical Specialists**

Technical Specialists are advisors with special skills needed to support incident operations. Technical Specialists may report to the Planning Section Officer, may function within an existing unit (e.g., hazardous materials unit), or be reassigned to other parts of the organization (e.g., operations section)

Logistics Section

The Logistics Section shall provide for all service and support needs of an incident. This component secures all resources that are not a normal requirement of the Fire and Rescue Department (e.g., supplies, fuel, food, facilities, and equipment maintenance), including support resources unique to the particular incident.

1. **General Guidelines of Duties for Positions in the Logistics Section**

a. Logistics Section Officer

Duties

- Reports to and obtains briefing from Incident Commander
- Assembles needed resources
- Identifies service and support functions needed on the incident
- Maintains log of requests for and of, any materials received and used

b. Rehabilitation Officer

The Rehabilitation Officer is responsible for providing an organized response for the physical well being of emergency personnel operating on an incident. To accomplish this task, it may be necessary to establish rehabilitation areas and appoint Rehabilitation Sector Officers to supervise these operations. The safety and well being of emergency personnel is the paramount objective of this position.

Duties

- Obtains briefing from the Logistics Officer
- Determines the rehabilitation needs for emergency personnel
- Establishes Rehabilitation Sector when ordered to do so and appoints a Sector Officer if required (as outlined in rehabilitation sector section).
- Coordinates with Logistics Officer to obtain food, fluids, medical evaluation and protection from the elements
- Secures, as needed, area of refuge for emergency personnel requiring rehabilitation

- Provides personnel in rehabilitation with:
 - 1) Medical evaluation upon entering the rehabilitation area and every 15 minutes until they are within acceptable guidelines
 - 2) Fluids (ensure at least 8 oz. for every 20 minutes of work)
 - 3) Food
 - 4) Rest

c. **Welfare Officer (Civilian)**

The Welfare Officer is responsible for providing an organized response for the physical well being of civilian evacuees on an incident. To accomplish this task, it may be necessary to establish refuge areas and/or evacuation centers.

Duties

- Obtains briefing from the Logistics Officer
- Determines the welfare needs for civilian evacuees
- Establishes refuge area and/or evacuation center
- Coordinates with Logistics Officer to obtain food and fluids
- Works through Liaison Officer to obtain assistance from outside agencies (e.g., Red Cross, Salvation Army, Canteen Unit)

d. **Communications Officer**

The Communications Unit Officer, under the direction of the logistics Section Officer is responsible for planning for effective incident communications. This position is responsible for securing and overseeing the operation of needed communications equipment and personnel.

Duties

- Obtains briefing from Logistics Section Officer
- Determines the communications equipment and personnel needs
- Oversees the set-up and supervises the operation of an incident communications center
- Maintains a record of the operation of the communications unit

e. Supply Unit Officer

The Supply Unit Officer is primarily responsible for ordering supplies and equipment, receiving and storing all supplies for the incident, maintaining an inventory of supplies, and servicing non-expandable supplies and equipment.

Duties

- Obtains briefing from Logistics Section Officer
- Determines the type and amount of supplies needed and/or en route to the incident and orders additional supplies as needed to support incident operations.
- Arranges for receiving supplies
- Maintains inventory of supplies
- Maintains adequate record of all supplies ordered and used on the incident

f. Equipment Maintenance Officer

The Apparatus and Equipment Maintenance Officer is responsible for the proper maintenance of all apparatus and equipment used in incident operations

Duties

- Obtains briefing from Logistics Section Officer
- Requests required maintenance support personnel and assigns duties
- Obtains supplies, tools, and equipment needed to maintain equipment operating at incident scene

Administration Section

The administration section evaluates and manages the financial aspect of an incident. This section documents all financial costs of incident operations and is responsible for all records necessary in any cost recovery efforts.

1. General Guidelines of Duties for Positions in the Administration Section

a. Administration Section

Duties

- Obtains briefing from Incident Commander
- Assembles needed resources
- Documents and records incident activities for cost recovery efforts
- Handles documentation needed for potential cost recovery efforts
- Manages financial needs for securing assistance from outside agencies

b. Cost Recovery Unit

The Cost Recovery Unit Officer is responsible for collecting all cost data, performing cost effectiveness analysis, and providing operation cost estimates for the incident

Duties

- Obtains briefing from Administration Section Officer
- Coordinates cost reporting procedures
- Obtains and records all expense data
- Maintains accurate cumulative incident cost records
- Provides report of incident cost to Administration Section Officer at close of incident

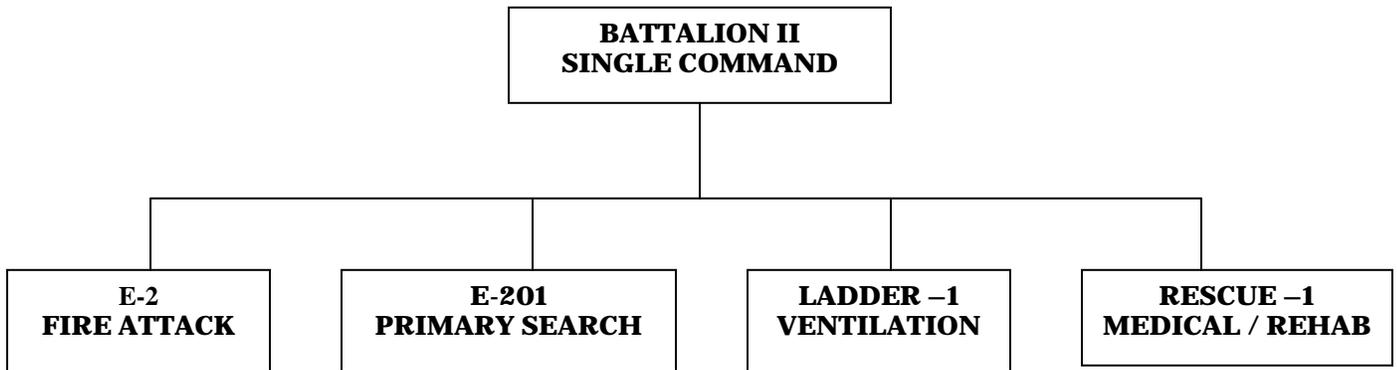
XXIV. COMMAND

Command is responsible for overall management of the incident. Command also includes certain staff functions. The command function within the Incident Management System may be conducted in three ways.

1. Single Command Structure

Within a jurisdiction in which an incident occurs and when there is no overlap of jurisdictional boundaries involved, a single Incident Commander will be designated by the jurisdictional agency to have overall management responsibility for the incident.

The Incident Commander will prepare incident objectives which, in turn, will be the foundation upon which subsequent action planning will be based. Incident Commander will approve the final action plan and approve all requests for ordering and releasing of primary resources.

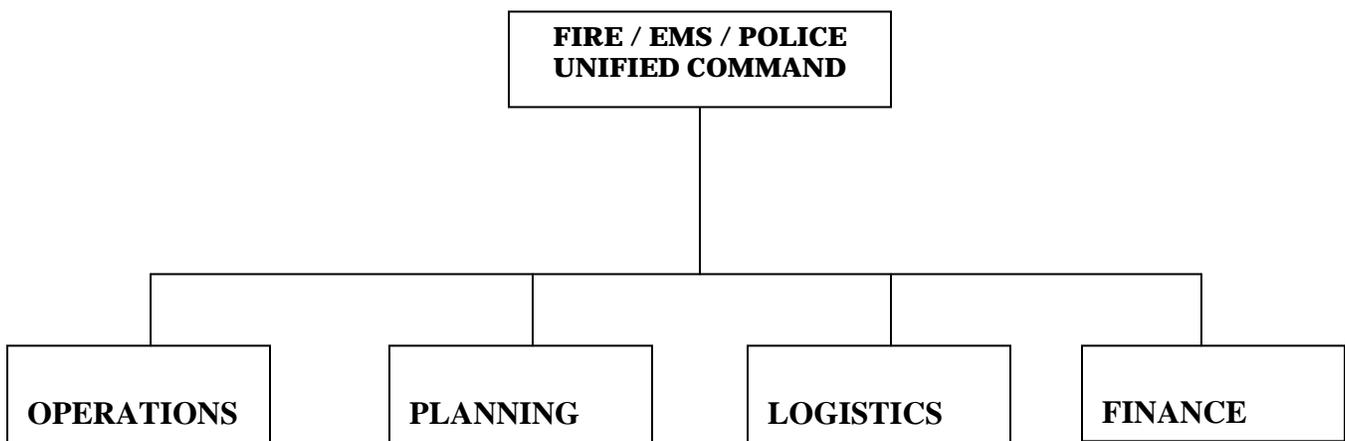


2. Unified Command Structure

A Unified Command structure is called for under the following conditions:

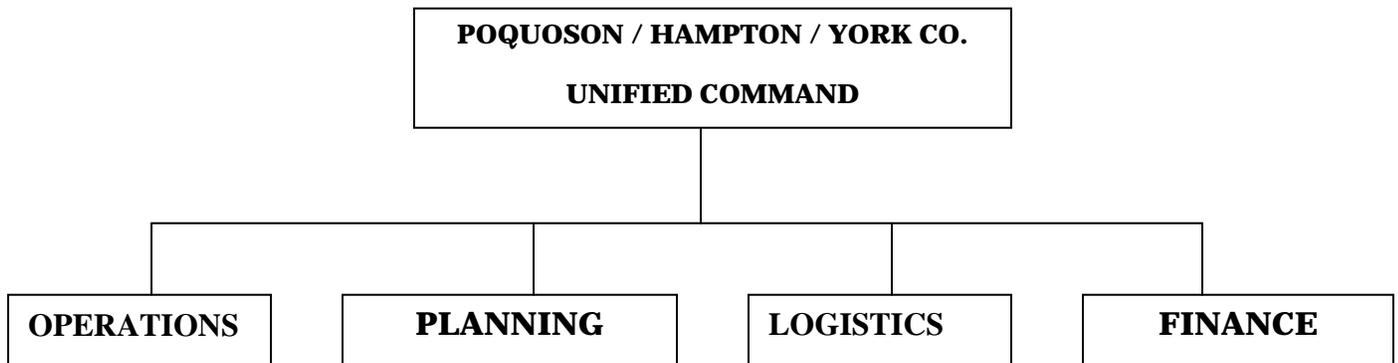
- a. Single Jurisdiction/Multi-Agency

The incident is totally contained within a single jurisdiction, but more than one Department or Agency shares management responsibility due to the nature of the incident or the kinds of resources required, i.e., a passenger airliner crash within a residential neighborhood. Fire, EMS, and Law Enforcement all have essential, but different, objectives.



b. Multi-Jurisdictional

The incident is multi-jurisdictional in nature when it involves more than one municipality, i.e., natural disaster or a major incident involving mutual aid response.



3. Single/Unified Command Differences

In a Single Command structure, a single Incident Commander is solely responsible, within the confines of their authority, to establish objectives and overall management strategy associated with the incident. The Incident Commander is directly responsible for follow-up, ensuring that all functional area actions are directed toward accomplishment of the strategy. The implementation of planning required to effect operational control will be the responsibility of a single individual, the Incident Commander or an Operations Section Chief if assigned.

In a Unified Command Structure, the individuals designated by their jurisdictions or by Departments within a single jurisdiction shall jointly determine strategy, objectives, and priorities. In many of these incidents, the Operations Section Chief will be responsible for implementing the

strategic plan. The determination of which Agency or Department the Operations Chief represents must be made by mutual agreement of the Unified Command. It shall be done on the basis of greatest jurisdictional involvement, number of resources involved, statutory authority, or by mutual knowledge of the individual's qualifications.

APPENDIX

Incident Management System

GLOSSARY

Accountability	The responsibility of the Incident Commander and all personnel to account for each other at an emergency incident.
Accountability System	A guideline and procedure used to track the location and assignment of personnel operating at an emergency incident.
Base	That location at which the primary logistics functions are coordinated and administered. As differentiated from staging, resources in Base are not generally ready for immediate deployment. This element is typically staffed at large scale incidents such as high-rise fires where non-essential resources are staged. Base is a Logistics function.
Branch	The organizational level having functional/geographic responsibility for major segments of incident operations. This functional level falls between Section and Division/Group.
Brief Initial Report	The initial status report that includes all the information necessary to establish the operations at an incident.

Brief Progress Report	Periodic information on the status of an incident designed to keep interested parties informed as to the progress of the incident.
Chief	Incident Management System title for individual responsible for command of the functional Sections: Operations, Planning, Logistic, and Finance/Administration.
Collection Point	The location where passports are collected and placed on a status board. This can be at an engine, ladder, or Command Post.
Command	That section of the General Staff responsible for the overall management of incident activities, especially responsible for assessing incident priorities; developing goal and objectives; developing and implementing incident action plans; developing appropriate command structure; resource management; incident scene safety; liaison with outside agencies; and release of appropriate information to the media.
Command Post	A fixed location at which primary COMMAND functions are executed.
Command Staff	The collective functions of Safety, Liaison, and Information that report directly to the Incident Commander.

Command Status Board	A large board used at emergency incidents. It contains the tactical worksheet and has Velcro strips on both sides, which are used to collect passports during an emergency incident.
Communications Unit	Functional unit within the Service Branch of the Logistics Section responsible for the incident communications plan, the installation and repair of communications equipment, and operation of the incident communications center.
Company	A ground vehicle providing specified equipment capability and personnel. (Engine Company, Truck Company, Rescue Company, etc.)
Company Officer	The individual responsible for command of a company. This designation is not specific to any particular fire department rank (may be a Firefighter, Lieutenant, Captain or Chief officer, if responsible for command of a single company).
Compensations/ Claims Unit	Functional unit within the Finance/Administration Section responsible for financial concerns resulting from injuries or fatalities at an incident.
Cost Unit	Functional unit within the Finance / Administration Section responsible for tracking costs, analyzing cost-saving measures.

Division	An organizational level having responsibility for a geographic area.
Emergency	A situation involving the use of fire department personnel Incident and equipment in order to provide life safety, incident stabilization, and/or property conservation.
Group	An organizational level having responsibility for a specific function.
Helmet Shield	A reflective, magnetic strip which attaches to the fire helmet. This shield shall show the unit assignment of fire department personnel.
Incident	The fire department member in overall command of an Commander emergency incident.
Incident Site Pass	A laminated, numbered card used to allow specialized personnel such as Virginia Natural Gas, Virginia Power, EPA, etc., into the hazardous area to perform a supervised function. Others, such as government officials, the media, etc., shall be given a site pass when allowed on the emergency scene by the Incident Commander.
Make-Up Kit	A kit used to create teams of personnel or to replace missing accountability items at an emergency incident.
Make-Up Passports	A passport made up at an emergency incident when personnel have not been assigned to a company or when personnel have been reassigned to a

location remote to the original assignment.

Name Tag

A color-coded plastic tag, backed with Velcro that identifies personnel by last name and first initial.

Passport

Strips of Velcro attached back-to-back which are designed to hold the name tags of personnel assigned to a particular engine, ladder, etc. The passport can be attached to a status board and is used for tracking companies and personnel at an emergency incident.

Personnel

A person or persons, career or volunteer, who are certified by the fire department to perform the duties and responsibilities involved at an emergency incident.

**Personnel
Accountability
Report**

A report given by company officers to the Incident Commander during an emergency incident that all (PAR) personnel under the officer's supervision are accounted for. The number of personnel shall be included in this report.

Point-of-Entry

The establishing of a specific entry point or "gate" when Control the Incident Commander feels the need for more stringent control of accountability.

Remote Entry Point

A location distant to a passport collection point because of distance, hazard, or building construction. This

point becomes another entrance to the hazardous area.

Roll Call

The procedure used by the Incident Commander to confirm that personnel working in a hazardous area are safely accounted for.

Sector

An organizational level having responsibility for either a geographic area or specific function at an emergency incident.

Shall

Indicated mandatory requirement.

Should

A recommendation or that which is advised but not required.

Staging

A function and location where personnel and equipment are assembled near or at an incident scene and are immediately available or assignment.

Supervisor

A fire department member who has authority and responsibility over other members.

Team

Personnel formed at an incident who have not been assigned to a specific company.

Unit

A name for a single fire vehicle.

Unit Status Board

A plastic board (8" x 12") placed on the passenger side of all engines and ladder trucks which holds the passports of a particular company. This board can be used to collect multiple passports during an emergency incident.

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**City of Poquoson
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830 Poquoson Ave.
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EMERGENCY OPERATIONS

SOP# EO 2.00

Title: Emergency Operation in
Atmosphere Immediately Dangerous
to Life and Health

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

**Emergency Operations in
Atmosphere Immediately
Dangerous to Life and Health**

I. PURPOSE

To establish standard procedures for conducting emergency operations in interior spaces where atmospheres are considered to be immediately dangerous to life and health (IDLH) as established by provisions of the Virginia Occupational Safety and Health regulations.

This SOP is not all inclusive and cannot encompass all situations which may be encountered.

II. APPLICABILITY

All career and volunteer personnel

III. SCOPE

This policy applies to all emergency incident operations where members could be trapped or disabled in confining or hazardous environments including, but not limited to, structure fires and

hazardous material responses. This policy is in accordance with NFPA 1500 Standard of Fire Department Occupational Safety and Health Programs 2007 Edition / Chapter 8 Emergency Operations.

IV. POLICY

A. Buddy System

Operations in hazardous atmospheres shall not be conducted unless there are a minimum of two (2) personnel present to operate as a team. Team members shall have constant communication with each other while operating in the hazardous area. Communication between team members must consist of voice, visual, or tethering with a signal line. In addition, the team shall maintain contact with the Incident Commander, Sector Commander, or other designated representative. Team members will be in close proximity to each other to provide assistance in case of emergency.

B. Rapid Intervention Team

1. Before initiating any operation in an atmosphere where conditions are considered to be IDLH, the Incident Commander shall first assemble a Rapid Intervention Team (RIT). The purpose of the RIT is to monitor and maintain constant communication, primarily via the radio system, with personnel entering into the hazardous atmosphere and to affect an immediate rescue should they become distressed, disoriented, or incapacitated. The RIT shall be fully equipped with protective clothing, SCBA, and specialized rescue equipment which may be needed to affect a rescue. The Incident Commander shall locate the RIT near the Command Post or at an assigned sector location.
2. The RIT will remain in service until the Incident Commander has determined that an incident is under control and no longer

requires the use of SCBA. Care should be given not to prematurely eliminate the use of the RIT during overhaul operations, which could potentially involve equally dangerous environments for firefighters to work in. The RIT shall not be deployed or used for fire suppression unless a replacement team is immediately provided.

3. As an incident expands, the Incident Commander shall deploy additional teams depending upon the number of interior teams which are operating and/or the complexity of the physical arrangement of the property.

C. Life-Saving Rescue – Exemption for the Use of the RIT

Incident Commanders may set aside the use of the RIT and initiate interior operations in an IDLH atmosphere only if there is an immediate life threat present on the scene which would require a life-saving rescue.

V. PROCEDURES

A. General

1. The Incident Commander shall establish a RIT before interior operations are initiated on a working structure fire. The RIT must be placed in a location where they can be immediately deployed to provide search and rescue of firefighters who may be lost, disoriented, or incapacitated.
2. RIT is a separate and exclusive assignment and is used primarily for the rescue of trapped or endangered firefighters. In a situation where all other resources are being utilized on the fire ground and crews inside the building identify additional

victims to be rescued, the IC can deploy the RIT to assist in the rescue operation. A replacement RIT shall be immediately established.

3. Units on scene shall only engage in exterior suppression operations until sufficient personnel are on the scene to provide a RIT.
4. Incident Commanders or Driver Operators, actively engaged in pumping operations, should not be deployed as RIT members when such service would remove them from their principal responsibilities and jeopardize the life and safety of other firefighters operating on the scene.
5. The IC shall assign a RIT tactical talk-around channel to the incident for the sole purpose of direct communications with the RIT. The RIT Leader shall ensure that one portable radio is monitoring the primary tactical channel assigned to the incident, and that the other portable radio is tuned to the RIT tactical talk-around channel assigned by the Incident Commander
6. RIT assignments shall be continuous and ongoing through the overhaul phase of the event or until the IC and the Safety Officer determine that RIT is no longer needed.
7. The RIT Leader shall ensure that the team has obtained the necessary equipment to perform the task of RIT, conducted a recon of the structure, neutralized the utilities, and provided secondary assess/egress if not already completed by other members operating on the fire ground.
8. Upon assignment RIT shall:
 - Don full protective equipment including SCBA
 - Have the following equipment readily accessible where the RIT is staged:
 - RIT pack and/or spare SCBA
 - Two (2) portable radios
 - Forcible Exit/Entry Tools (Halgan & Axe)
 - Hand light for each team member

- Thermal Imaging Camera (TIC)
- RIT shall also have a hose line available that is dedicated specifically to the rescue effort. Consideration should be given to supplying this hose line from a secondary pump and water supply.

B. Personnel Lost or Trapped

The following procedures are to be employed if fire personnel are found to be lost, missing, or trapped:

1. When fire personnel are suspected or known to be missing or trapped, an emergency “May Day” shall be given over the radio. The unit issuing a “May Day” shall immediately provide the Incident Commander and all other units on the scene pertinent information and details concerning the missing team’s last known whereabouts and location inside the structure. The Incident Commander will announce over the radio the specific problem and information known about the condition of the missing personnel to all units operating on the scene.
2. When a “May Day” is issued, the Incident Commander shall maintain essential suppression operations, if possible, to control the incident. All suppression operations around the missing team shall be suspended. All units should be prepared to engage in search and rescue, if necessary. A Personnel Accountability Report (PAR) should be conducted if the identity of the missing team is unknown. The PAR may be suspended if the identity of the missing teams is confirmed.
3. When an emergency “May Day” is issued, all units City-wide on the radio channel shall maintain radio silence until an “All Clear” is issued by the Incident Commander, with the exception of the members directly engaged with the rescue operation.
4. The RIT is to be immediately activated by the Incident Commander and put into an operational mode. The RIT shall make a coordinated entry for rescue with direction from the

Incident Commander and assistance from the other units on the scene as necessary.

5. When a RIT is placed into a rescue mode, another RIT shall be formed from units on the scene and placed in service to back up the RIT operating on the interior of the structure.
6. One person at the Incident Command Post shall be designated to communicate directly with the RIT. This person shall keep the Incident Commander apprised of the situation until resolved.
7. When the “May Day” situation has been completed, the Incident Commander shall advise all units of an “All Clear” and that the RIT rescue intervention operation has been terminated.
8. A RIT shall be reorganized after a rescue attempt and be maintained until the Incident Commander determines that an IDLH no longer exists.
9. When a RIT is deployed, a written report shall be prepared by the Incident Commander detailing the events and particulars surrounding the event. The report must be forwarded to the Fire Chief within 48 hours of the incident.

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EMERGENCY OPERATIONS

SOP#: EO – 3.00

Title: Safe Apparatus Positioning

Effective Date: 02/01/2009

Revised Date: 02/01/2009

Fire Chief's Signature

City Manager's Signature

SAFE APPARATUS POSITIONING

I. PURPOSE

Identifies parking practices for Fire Department apparatus and vehicles that will provide maximum protection and safety for personnel operating in or near moving vehicle traffic.

Also identifies several approaches for individual practices to keep firefighters safe while exposed to the hazardous environment created by moving traffic.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All career and volunteer personnel

III. POLICY

It shall be the policy of the Poquoson Fire/Rescue Department to position apparatus and other emergency vehicles at an emergency incident in a manner

that best protects the incident scene and the work area. Such positioning shall afford protection to fire department personnel, law enforcement officers, tow service operators and the motoring public from the hazards of working in or near moving traffic.

IV. PROCEDURES

Fire Scene Positioning

- The first arriving engine company at a fire should normally proceed just past the front of the fire, laying a supply line if necessary. Driving past the structure this way will enable the crew to see three sides of the fire building.
- Position the engine to use its deck guns, floodlights, and etc. Take care to leave room for the truck company or other support apparatus. If the building has wide frontage, position the engine at the entrance that provides the best access to the fire.
- Unless otherwise directed, the first engine company at a working fire should provide a water supply.
- If nothing is showing, the second arriving engine company should stage at the nearest hydrant and await orders if the first in engine company did not lay a line.
- Additional arriving companies should stage at least one block away and await orders from the incident commander in a uncommitted position that will not congest the incident site. Upon arrival, the company shall notify the incident commander of their location and the number of personnel (PAR count).
- Do not park too close to another emergency vehicle. Allow sufficient room to deploy hoselines and to remove stretchers, ladders, and other equipment from the vehicle.

- When charged lines will be utilized, position the apparatus so that the pump panel is “down stream”, on the opposite side of on-coming traffic. This will protect the pump operator.
- Be aware of overhead power lines.
- Do not become trapped. Allow adequate room to reposition the vehicle if necessary.
- Do not park in such a manner as to make the emergency vehicle an exposure.

Medical Incidents/Auto accidents

- Positioning of large apparatus must create a safe parking area for EMS units and other fire vehicles. Operating personnel, equipment and patients should be kept within the “shadow” created by the blocking apparatus at all times.
- When blocking with apparatus to protect the emergency scene, establish a sufficient size work zone that includes all damaged vehicles, roadway debris, the patient triage and treatment area, the extrication work area, personnel and tool staging area and the ambulance loading zone.
- Use fire apparatus to block at least one additional traffic lane more than that already obstructed by the crashed vehicle(s).
- When practical, position apparatus in such a manner to protect the pump operator position from being exposed to approaching traffic.
- Ambulance should be positioned within the protected work area with their rear patient loading door area angled away from the nearest lanes of moving traffic.

- Command shall stage unneeded emergency vehicles off the roadway or return these units in service whenever possible.
- At all intersections, or where the incident may be near the middle lane of the roadway, two or more sides of the incident will need to be protected.
 - Police vehicles must be strategically positioned to expand the initial safe work zone for traffic approaching from opposing directions. The goal is to effectively block all exposed sides of the work zone. The blocking of the work zone must be prioritized, from the most critical or highest traffic volume flow to the least critical traffic direction.
 - Provide specific directions to the police officers as to exactly what your traffic control needs are. Ensure that police vehicles are parked in a position and location that provides additional protection of the scene.
- Traffic cones or flares shall be deployed from the rear of the blocking apparatus toward approaching traffic to increase the advance warning provided for approaching motorists. Cones identify and only suggest the transition and tapering actions that are required of the approaching motorist.

General safety guidelines while operating in or near moving traffic

- Never trust approaching traffic
- Avoid turning your back to approaching traffic
- Personnel shall place cones and flares and retrieve cones while facing oncoming traffic.
- Traffic cones shall be deployed at 15 foot intervals upstream

of the blocking apparatus with the furthest traffic cone approximately 75 feet upstream to allow adequate advance warning to drivers

- Turn off all sources of vision impairment to approaching motorists at nighttime incidents including vehicle headlights and spotlights.

- Protective clothing, Class III safety vest, and helmet must be donned prior to exiting the emergency vehicle.
 - During normal daylight lighting conditions, don helmet and class III safety vest or structural PPE and Class III vest when operating in or near moving traffic.
 - During dusk to dawn operations or when ambient lighting is reduced due to inclement weather conditions, don helmet, full protective clothing and Class III vest.

- Always look before opening doors and stepping out of apparatus or emergency vehicle into any moving traffic areas. When walking around fire apparatus or emergency vehicle, be alert to your proximity to moving traffic.
 - Stop at the corner of the unit, check for traffic, and than proceed along the unit remaining as close to the emergency vehicle as possible.

- Personnel arriving in crew cabs of fire apparatus should exit and enter the apparatus from the protected side, away from moving traffic.

- Placing flares, where safe to do so, adjacent to and in combination with traffic cones for nighttime operations greatly enhances scene safety. Where safe and appropriate to

do so, place warning flares to slow and direct approaching traffic.

V. STAGING

- Level I Staging.
 - First two engines and truck on scene.
 - Additional apparatus one block away.
 - Privately owned vehicles (POVs) shall park at least one block away, not blocking the street, driveways, or hydrants.
- Level II Staging: Large scale incidents.
 - The incident commander designates the staging area and assigns a member the position of staging officer.
 - All subsequent responding apparatus and personnel report to the designated staging area and await assignment.
 - The staging officer is to maintain a log of personnel and apparatus available in the staging area.

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EMERGENCY OPERATIONS

SOP#: EO 4.00

Title: Ventilation

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

VENTILATION

I. PURPOSE

To provide a uniform guideline for Fire Department Personnel to safely and effectively initiate ventilation.

II. SCOPE

This standard applies to incidents involving structures and confined spaces where the prompt removal of smoke, heat, and other products of combustion is necessary to quickly and safely extinguish the fire.

III. GENERAL

- Prompt and efficient ventilation is necessary to mitigate the potentially harmful effects of smoke, heat, and other contaminants within structures and confined spaces.
- If unchecked, smoke and heat will contribute to property damage and can injure and kill those who become trapped.

- Smoke and heat also hinder firefighters in their efforts to perform search and rescue operations as well as suppression.
- Therefore, it is the policy of this Department to provide prompt and proper ventilation in all buildings and confined spaces in which smoke, heat, or other products of combustion are present unless otherwise ordered by the incident commander.

IV. PROCEDURES

- Ventilation shall always be performed whenever:
 - Heat, smoke, and other products of combustion are present.
 - Hose crews cannot effectively make an interior attack due to excessive heat and poor visibility.
 - Heat, smoke, and other products of combustion block escape routes for the occupants of the structure.
- When performing ventilation, the following safety precautions should be observed:
 - Read the smoke. Observe conditions that might indicate that the potential for flashover or backdraft is present.
 - NEVER direct charged hose streams into ventilation openings.
 - Always have charge hoselines in place prior to beginning ventilation.
 - Maintain communications.
 - Wear full protective clothing including SCBA.

- Always consider structural soundness.
- Exercise caution whenever using power saws, axes, and other sharp instruments.
- Secure a lifeline to any firefighter who is on a potentially weakened roof.
- Remember that improper ventilation techniques may contribute to fire spread.

V. Types of Ventilation

Natural: Accomplished by making use of wind currents. Open the building on the leeward side to allow smoke to escape, then open the windward side to provide fresh air.

Mechanical: Use of electric or gasoline-powered fans or blowers to evacuate smoke from a building or confined space.

- Negative pressure: Exhaust smoke from the building.
- Positive pressure: Blow fresh air into the building to force the smoke out.

Horizontal: Generally inflicts less damage to the building than vertical ventilation since it is typically accomplished through available portals such as doors and windows.

Vertical: May also take advantage of natural building features, such as skylights, shafts, and rooftop stairways. Many times, the only option is to cut ventilation openings into the building itself.

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EMERGENCY OPERATIONS

SOP#: EO 5.00

Title: Radio Communications

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

RADIO COMMUNICATIONS

I. PURPOSE

To provide a uniform guideline for communications among dispatch and field personnel in emergency and non-emergency incidents.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

Efficient radio communication is critical for effective emergency scene management for the transfer of vital information and provides an avenue to account for personnel operations in hazardous environment.

Proper radio etiquette and providing concise and timely information hastens the overall outcome of the operation and provides for scene safety for all personnel.

III. TALK GROUPS

Talk Group A:

CH-1	Poquoson Fire Dispatch
CH-2	Tac 1
CH-3	Tac 2
CH-4	YCFD Dispatch 1
CH-5	YCFD Tac 1
CH-6	YCFD Tac 2
CH-7	YCFD Tac 3
CH-8	YCFD Tac 4
CH-9	Regional Fire Tac 1
CH-10	Regional Fire Tac 2
CH-11	Poquoson PD
CH-12	Poquoson PD Investigations
CH-13	PPD Tac 1
CH-14	PPD Tac 2
CH-15	Blank
CH-16	Poquoson 911

Talk Group B:

CH-1	JCCFD Dispatch
CH-2	NNFD Mutual Aid
CH-3	NNFD Dispatch
CH-4	NPSPC Calling
CH-5	NPSPC 1
CH-6	NPSPC 2
CH-7	NPSPC 3
CH-8	NPSPC 4
CH-9	Simplex 1
CH-10	Simplex 2
CH-11	Simplex 3
CH-12	Poquoson Public Works
CH-13	Poquoson Vehicle Maintenance
CH-14	Poquoson Parks & Recreation
CH-15	Poquoson Emerg. Management
CH-16	Poquoson 911

Talk Group C:	CH-1	CMD 1
	CH-2	CMD 2
	CH-3	Law 1
	CH-4	Law 2
	CH-5	Ops 1
	CH-6	Ops 2
	CH-7	Ops 3
	CH-8	Ops 4
	CH-9	Stage
	CH-10	EMS 1
	CH-11	EMS 2
	CH-12	EMS 3
	CH-13	Planning
	CH-14	Logistics
	CH-15	Administration
	CH-16	Poquoson 911

IV. GENERAL GUIDELINES

Emergency Scene Operations

To maximize the capabilities of the Motorola XTS 2500 radio, it is vital that department personnel are intimately familiar with the operational procedures associated with the unit including normal use, scanning talk groups, private line calling, trunked phone access capabilities and the “emergency” call feature.

- 911 Emergency Communications Center (ECC)
 - Apparatus will be dispatched on the primary fire dispatch Talk group.
 - Talk group A is continuously monitored and recorded by the 911 ECC.
 - Talk group B - C are recorded when in use.
- Initial Arrival
 - The first arriving unit will report their arrival to the 911 ECC and assume command of the incident utilizing

established guidelines set forth by the City of Poquoson Fire/Rescue Department Incident Management System Procedures.

- The Incident Commander (IC) will provide an initial scene assessment to the 911 ECC and additional responding apparatus.
- All personnel will remain on the primary fire dispatch Talk group unless directed to an alternative channel by the IC.
- The IC will direct companies to the appropriate tactical channel **“ONLY”** when he can monitor the primary fire dispatch and the assigned tactical channel **simultaneously** using a mobile radio and a portable radio or two portables.
- The IC will instruct arriving personnel to switch to a tactical channel to free up the dispatch channel if the incident is a “working” incident or a prolonged incident.
- The tactical channel will be assigned based on the district location of the incident. Example: “Station #1 switch to Tac 1 upon arrival.’
- Staff operating on scene will turn all radios to the assigned tactical channel. The IC will be notified of unit ID and PAR on the assigned tactical channel. Example: “Engine 109 on Tac 1, Par 3”

Radio Traffic

The Incident Commander requires concise and timely information in order to ensure assigned tasks are completed and to address the resource needs of the situation. The following radio traffic is considered essential to the initiation and evaluation of strategic and tactical objectives.

- Each unit announces arrival on scene and gives PAR
- If assigned a task, identify your unit, repeat assignment and give your PAR (ex. Eng-207 to conduct primary search on Division 2 – PAR 3).

- When entering or exiting the hazard area, notify the Incident Commander of such and give your PAR.
- When moving through major geographical areas within the hazard area.
- Communicate to the Incident Commander when assignment is complete including PAR.
- If PAR call is made during operations - indicate your unit ID, PAR, location and assignment (ex. Eng-109 is PAR 4 on Division 3 for ventilation).
- Notify the Incident Commander of any additional resource requirements needed to complete your assigned task.

Emergency Request for Assistance

- If the radio operator feels that they or the crew is in personal danger, the orange button located on top of the XTS 2500 is an “emergency” call to the ECC. Be aware that if this button is depressed you will return to the primary dispatch channel.
- The telecommunicator will be able to identify the specific radio transmitting the “emergency” call and attempt to reach the operator.
- If the “emergency” transmission was an error, the operator hold the orange button down for approx. 10 seconds after advising dispatch of the error. Dispatch will confirm the alert has been reset to normal mode.
- If the “emergency” transmission was intentional, no response is necessary and the telecommunicator will inform the IC.

- If the “emergency” transmission is pressed on anything other than a fire scene, the telecommunicator will dispatch the police to respond to your last known location.
- The ECC must be notified if a portable radio is taken out of service and replaced with a spare in order to track the radio identification and associate it with a specific operator.

Standard Radio Language

Responding – This means that you are reacting with urgency and purpose in the emergency mode (i.e., *using lights and sirens*) to a call for assistance.

En route – This means that you are traveling to an incident, location, etc. in a non-emergency mode, *without the use of lights and sirens*, such as frequently occurs when medic unit is transporting a stabilized patient to the hospital or a unit is investigating a burning complaint.

On Scene – This means that you have arrived at the location of an incident. In general we do not use “arriving” in place of “on scene.”

Gathering Information – This means that you are on the scene of an incident where emergency services are no longer needed and you are obtaining information for reports, etc. and will be leaving the scene shortly.

Out At – This means that you are out of the vehicle and continuing to monitor the radio at locations such as at a hospital or at a business or some location *other than at the scene of an incident*.

Available – This means that you are available for the next call/assignment, after being unavailable, *usually as a result of a commitment to a previous call/assignment.*

In Service – This means that the unit has been placed back in service after being “*out of service*” *usually as a result of mechanical problem, repairs and/or maintenance.*

Committed – This means that you are *busy and not available* for a call.

In Quarters – Location of assigned station.

Code Blue – Means you are working a Full Arrest. Communicate that you are “working a Code Blue” immediately.

Code Gray – Deceased person

Portable Radio Communications

When communicating on a portable radio (handheld), you are to identify your self to dispatch and/or personnel on scene by rank and name, i.e. Firefighter Jones, Lt. Smith, etc. The use of numbers will no longer be an acceptable method of identifying personnel as it has a tendency to cause confusion.

Contacting the Coast Guard/Maritime Response

Contact with the Coast Guard is accomplished using the Marine VHF radio on the Fire/Rescue vessel. Channel 16 is the hailing channel used to initiate contact with the Coast Guard. The Coast Guard will advise the caller to move to an alternate channel, usually VHF channel 22, for on scene operations.

Mutual Aid

In the event the City of Poquoson Fire/Rescue Department is called for assistance in another jurisdiction, personnel will mark en route, on Poquoson Fire Dispatch and switching to the appropriate jurisdiction's main channel.

In the event Poquoson Fire/Rescue is called for assistance in the City of Hampton, personnel will have in their possession a Hampton portable radio which is located in the radio room at Poquoson Station #2. The same format, as stated above, will be used for communications.

Standard Operating Procedures Manual
City of Poquoson Fire and Rescue



**City of Poquoson
Fire and Rescue**

830 Poquoson Ave.
Poquoson, VA 23662
757-868-3510
F757-868-3514

EMERGENCY OPERATIONS

SOP#: EO 6.00

Title: First To Arrive Duties

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

FIRST TO ARRIVE DUTIES

I. PURPOSE

To provide a uniform guideline for determining strategic and tactical goals when evaluating an emergency incident for first arriving apparatus.

II. SCOPE/APPLICABILITY

This policy shall pertain to all Fire Department personnel responding to emergency scenes.

III. OBJECTIVE

The objective of this policy is to provide a clear outline of duties to be performed by the first arriving emergency unit. Consistent use of these guidelines will enable the establishment of the IMS and alert incoming apparatus to conditions and assignments on the emergency scene.

IV. GENERAL GUIDELINES

Response: Upon arrival or while en-route, should it be determined that no emergency exists or that immediate intervention is not required, it shall be the

first due company or responding Officer's responsibility to downgrade the response of additional units to a non-emergency status.

Staffing and Deployment: Upon arrival the first member must assess the needs of the emergency incident in terms of staffing and apparatus. Immediate consideration to incident priorities such as rescue, fire attack and control, and property conservation require the following: initial commitment, sustainment activities, RIT, and property protection. Consider your initial and ongoing requirements and request the appropriate resources early in the incident.

RECEO: Many departments utilize the RECEO method for evaluating an emergency incident. This is a useful acronym to remember when formulating strategic and tactical goals:

- Rescue
- Exposures
- Confinement
- Extinguishment/Control
- Overhaul

Since fire fighting is not the only type of emergency problem handled, the term "control" may be used in place of "extinguishment".

Other arriving units: As additional units arrive, they will be expected to make the incident commander aware of their presence and will receive assignments from the IC. All units should work together while maintaining their assignments to bring the incident under control.

V. POLICY

A dependable water supply is essential to success and should be established as a primary function. It is the policy of the Poquoson Fire/Rescue Department that:

When smoke or fire is visible, the first due fire apparatus will establish water supply.

Other responsibilities of the first arriving unit are listed below. More detailed information related to obtaining water supply may be found in the "Water Supply" portion of the SOP's.

V. PROCEDURES

If smoke and/or fire are indicated during dispatch or visible enroute, the first arriving engine will secure water supply.

UPON ARRIVAL

- Transmit a brief and concise initial radio report to include:
 - Unit number and "on the scene"
 - Height of building in stories
 - Type of building (dwelling, apartment, commercial, etc)
 - Conditions on arrival
 - Officer in charge, identified by name and rank of the officer, not the unit number

- Evaluate resource needs and request additional resources if needed

- Assume command of the situation and remain in command until formally relieved by a superior officer

- Size up the emergency situation utilizing the "RECEO" Method

- Determine the primary objective(s) based on priorities

- Determine strategy based on objective(s)

- Develop plan of action based on objective(s) and strategy

- Assign other arriving companies and units until relieved of command.
- Communicate to the next in command the current situation and plan of action.
- Whenever the incident is obviously beyond the capabilities of the first arriving company it may be better for the first in officer to initially set up a command post rather than become involved directly in operations.

LIFE SAFETY

- If there is a life hazard or potential life hazard, then life safety will become the number one priority. All actions on the scene, by fire personnel, will be directed toward minimizing the life hazard.
 - Sometimes, an aggressive, quick attack on the problem will alleviate the life hazard.
 - Life safety includes the life safety of the public and of fire personnel.
 - Fire personnel should not be placed in precarious positions or take unnecessary risks.

CONFINEMENT

- Every effort should be made to contain the problem to the smallest area possible.
- Confinement also involves preventing an emergency problem from becoming more complex.
- Confinement of an emergency problem is second only to life safety as a priority consideration.

EXTINGUISHMENT/CONTROL

- Control relates to those activities engaged in by fire personnel which directly reduce or abate an emergency problem.
- Many times control efforts such as a direct attack on a fire can accomplish life safety, confinement, and control simultaneously.
- Control operations are utilized with an offensive strategy.

OVERHAUL

- Once the problem has been brought under control, overhaul will be utilized to identify any possible continuing hazards and renders the emergency scene both safe and under control to the greatest extent possible given the nature of the incident.
- Properly effected overhaul may reduce the amount of overall damage at an emergency scene.

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EMERGENCY OPERATIONS

SOP#: EO 7.00

Title: Engine Company Operations

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

ENGINE COMPANY OPERATIONS

I. PURPOSE

To inform Fire Department Personnel of the functions of the engine company.

II. APPLICABILITY

To career and volunteer personnel

III. OBJECTIVE

To provide a clear outline of duties to be performed by crews assigned to the engine company at the emergency scene. The engine company is the primary unit in the City of Poquoson Fire/Rescue. Consistent use of these guidelines will assure the IC that the initial tasks required to mitigate the particular emergency are put into action immediately upon arrival of the engine company.

IV. GENERAL GUIDELINES

The Incident Commander and Company Officers operating at multiple companies and/or multiple agency emergencies shall coordinate and integrate their efforts, tasks, and functions so as to produce **harmonious, effective, and efficient operations.**

Incident Commanders shall endeavor to utilize the various fire companies to their best advantage within the scope of their various standard functions, but may, if the need arises, utilize companies for any function, which may be required.

Fire companies must maintain a level of flexibility, which will ensure their ability to perform the functions of other types of companies (limited to available equipment and apparatus) as the situation demands.

V. ENGINE COMPANY DUTIES

- Provide fire attack using hand lines or master streams
- Confine the emergency incident to the smallest area as safety, resources, conditions, and time will allow
- Provide search and rescue of victims of an emergency incident
- Provide forcible entry
- Provide adequate and efficient water supply in hydrant and non-hydrant areas to hose lines and other apparatus
- Provide emergency medical services to personnel and victims of emergency incidents
- Provide RIT as directed
- Provide vehicle extrication and hazard control as directed on MVA
- Provide assistance to local E.M.S. agencies on medical incidents
- Provide emergency and gross decontamination operations

- Support salvage and overhaul operations
- Support special operations team functions
- Other activities deemed necessary by the Incident Commander

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EMERGENCY OPERATIONS

SOP#: EO 8.00

Title: Ladder Company Operations

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

LADDER COMPANY OPERATIONS

I. PURPOSE

To inform Fire Department Personnel of the functions of the ladder company.

II. APPLICABILITY

To all career and volunteer personnel

III. OBJECTIVE

To provide a clear outline of duties to be performed by crews assigned to the ladder company at the emergency scene. Consistent use of these guidelines will assure the IC that the initial tasks required to mitigate the particular emergency are put into action immediately upon arrival of the ladder company.

IV. GENERAL GUIDELINES

The Incident Commander and Company Officers operating at multiple company and/or multiple agency emergencies shall coordinate and integrate their efforts,

tasks, and functions so as to produce **harmonious, effective, and efficient operations.**

Incident Commanders shall endeavor to utilize the various fire companies to their best advantage within the scope of their various standard functions, but may, if the need arises, utilize companies for any function, which may be required.

Fire companies must maintain a level of flexibility, which will ensure their ability to perform the functions of other types of companies (limited to available equipment and apparatus) as the situation demands.

V. LADDER COMPANY DUTIES

- Search and rescue of victims of an emergency incident
- Provide forcible entry and ventilation
- Provide coordinated ventilation with fire attack
- Provide elevated streams
- Operate ladder pipe
- Establish temporary standpipe system with aerial ladder when needed
- Provide on scene lighting
- Check for fire extension
- Provide emergency medical services
- Provide secondary means of egress at fire building, raise aerial and ground ladders

- Provide salvage and overhaul operations
- Perform extrication and hazard control
- Provide emergency and gross decontamination operations
- Provide RIT as directed
- Provide utility control
- Support special operations team functions
- Other activities deemed necessary by the Incident Commander

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EMERGENCY OPERATIONS

SOP#: EO 9.00

Title: Emergency Incident
Rehabilitation

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

**EMERGENCY INCIDENT
REHABILITATION**

I. PURPOSE

To establish uniform procedures for proper Emergency Incident Rehabilitation (REHAB).

This SOP is not all inclusive and cannot encompass all situations which may be encountered.

II. APPLICABILITY

All career and volunteer personnel

III. PROCEDURES

General:

REHAB provides for the health and welfare of PFD members operating at emergency incident scenes or training evolutions. The rehabilitation process shall include:

- Relief from extreme climatic conditions.
- Food and fluid replenishment
- Medical evaluation and treatment

phases of REHAB that are established for the particular emergency incident, or training evolution.

- The Company Officer will be notified by the REHAB AIC of the IC's instructions for his/her company's reassignment, once the company is rested and has been medically cleared.

C. The REHAB AIC and/or Medical Group Supervisor is responsible for providing an appropriate rehabilitation process for members operating at an emergency incident scene or training evolution. This includes relief from extreme climatic conditions, food and fluid replenishment, and medical evaluation and treatment. The REHAB AIC shall :

- Maintain a medical log (use the *REHAB WORKSHEET* form) of all members that rotate through the REHAB process.
- Advise the Accountability Officer of the companies/units that are in REHAB during an Accountability Roll Call.
- Notify the IC when a company is rested and has been medically cleared, and is ready for reassignment.
- Notify the Company Officer of his/her company's reassignment.
- Maintain the responsibility for providing all necessary resources to provide for the members' REHAB process. These resources should include:
 - Fluids - water, activity beverage, oral electrolyte solutions and ice
 - Medical Support - REHAB assessment kit, oxygen delivery equipment, cardiac monitors and intravenous solutions

- Miscellaneous - shelters, fans, blankets, towels, floodlights
- Food & Hygiene facilities for long term operations as needed.

D. Members shall be encouraged to drink water and activity beverages throughout the workday. During any emergency incident or training evolution, all members shall advise their Company Officer when they believe their level of fatigue or exposure to heat or cold is approaching a level that could affect them, their crew or the operation in which they are involved. Members shall also remain aware of the health and safety of other members assigned to their crew.

Location of REHAB

A. REHAB should be in a location that will provide physical rest by allowing the body to recuperate from the environmental demands and hazards of the emergency incident scene or training evolution. REHAB should:

- Be far enough away from the scene that members may safely remove their turnout gear/protective equipment and SCBA, and be afforded mental rest from the stress and pressure of the emergency incident scene or training evolution.
- Provide suitable protection from the prevailing environmental conditions.
 - During hot weather, REHAB should be located in a cool, shaded area.
 - During cold weather, REHAB should be in a warm, dry area.
- Be located in an area free of exhaust fumes and noise from apparatus, vehicles or equipment.

- Be of sufficient size (based on the size of the incident) to accommodate multiple companies/units.
- Be located to facilitate prompt reentry to the emergency incident scene or training evolution, upon completion of the REHAB process.

Phases of REHAB

A. Rest :

- Members having utilized two (2) full SCBA cylinders, or worked for 45 minutes, should be immediately rotated into REHAB for re-hydration, rest and medical evaluation.
- Members should (when possible) re-hydrate while SCBA cylinders are re-filled or changed.
- In all cases, the objective evaluation of a person's fatigue level by REHAB shall be the criteria for REHAB time.
- Rest shall be no less than ten (10) minutes, and may exceed thirty (30) minutes, based on the medical evaluation of the member's physical survey components.

B. Re-hydration :

- A critical factor in the prevention of heat injury is the maintenance of water and electrolytes.
 - Water must be replaced during exercise periods and at emergency incident scenes or training evolutions.
 - During heat stress conditions, members should consume at least one (1) quart of water per hour.
 - The re-hydration solution should be a mixture of

water and a commercially prepared activity beverage and administered at about 40°F.

- Re-hydration is important during cold weather operations where, despite the ambient air temperature, heat stress may occur during any strenuous activities when turnout gear/protective equipment is worn.

Note: Alcohol, caffeine, and carbonated beverages should be avoided before and during heat stress conditions. These substances interfere with the body's water conservation mechanisms.

C. Recovery :

- Members in the REHAB area should maintain a high level of hydration.
 - Members should not be moved from a hot environment directly into an air-conditioned area because the body's cooling system could shut down in response to the external cooling.
 - An air-conditioned environment is acceptable after a cool-down period at ambient temperature with sufficient air movement.
- Certain drugs impair the body's ability to perspire and extreme caution must be exercised if a person has taken antihistamines, such as Actifed® or Benadryl®, or has taken diuretics or stimulants.

D. Nourishment - Food should be provided at the scene of an emergency incident when multiple units are engaged for extended periods of time.

- A cup of soup, broth, or stew is highly recommended because it is digested much faster than sandwiches and fast food products.

- Foods such as apples, oranges, and bananas provide supplemental forms of energy replacement.
- Fatty and/or salty foods should be avoided.

E. Medical Evaluation – when members reports to REHAB, the following physical assessments shall be performed:

- Vital signs:
 - Blood pressure
 - Pulse
 - Respiration
 - Temperature (Tympanic)
- Physical examination of the skin, eyes, lungs, heart and abdomen shall be performed.
- This Medical Evaluation shall be performed when a member enters REHAB, and repeated **twice** in fifteen (15) minute intervals for any member presenting to REHAB with any Physical Survey Criteria beyond Status 0.
 - During this re-evaluation period, the member shall stay at rest while recovering and hydrating.
 - If after the re-evaluation period, the member's condition remains unchanged or worsens, the member's status shall be degraded to the next status level.

F. Physical Survey Criteria

A. Blood Pressure

- Systolic – 100 to 150 mm Hg **Status 0**
- Systolic Less Than 100 **Status 1**
- Systolic Greater Than 150 **Status 2**

- Diastolic Less Than 90 **Status 0**
- Diastolic – 90 to 100 **Status 1**
- Diastolic Greater Than 100 **Status 1**

B. Pulse

- 55 – 120 beats per minute **Status 0**
- Less Than 55 **Status 1**
- Greater Than 120 **Status 1**

C. Respirations

- 12 – 28 per minute **Status 0**
- Less Than 12 **Status 1**
- Greater Than 28 **Status 1**

D. Temperature (Tympanic)

- 97°F - 100.6°F **Status 0**
- Less Than 97 **Status 2**
- Greater Than 100.6 **Status 2**

E. Skin – Check appearance for any rash or abnormality.
Document size and location of rashes.

- Eyes - Check pupils for size and reactivity. Check eyes for appropriate movement. If any abnormalities exist
Status 2

- Lungs - Listen for wheezes, rales, rhonchi and bilateral equal breath sounds. If breath sounds are abnormal, in conjunction with a respiration criteria of Status 1
Status 2
- Heart :
 - Any Chest Pain **Status 3**
 - Any Arrhythmia **Status 3**
- Abdomen:
 - Any Abdominal Pain **Status 2**
 - Nausea and/or Vomiting **Status 2**
 - Diarrhea **Status 2**

F. Physical Survey Components (results)

- **Status 0** – No condition exists that prevents the member from performing any task on an emergency incident scene or training evolution.
- **Status 1** – A minor condition exists that will need to be re-evaluated. During the re-evaluation period, the member will stay at rest while recovering and hydrating (if appropriate). A medical evaluation will be repeated **twice** in fifteen (15) minute intervals. Should a member's condition remain unchanged or worsen, then the member will be placed into **Status 2**.
- **Status 2** – A moderate condition exists that will not allow the member to return to physically demanding or stressful assignments. These members will stay at rest while recovering and hydrating (if appropriate) for an additional re-evaluation period, during which a medical evaluation will be repeated **twice** in fifteen (15) minute intervals. Should a member's condition remain unchanged or worsen, then the member will be placed into **Status 3**.

Standard Operating Procedures Manual
Emergency Incident Rehabilitation

EO 9.00



**Emergency Incident
 Rehabilitation Worksheet**
REHAB
 This form is to be completed at all emergency incident
 scenes by the Attendant in Charge of REHAB

Incident Address:

Co/ Unit	NAME	B/P	P U L S E	R E S P	T E M P	S K I N	E Y E S	L U N G S	H E A R T	A B D O M	1 ST CHECK		2 ND CHECK		3 RD CHECK	
											T I M E	S T A T U S	T I M E	S T A T U S	T I M E	S T A T U S

Rate all members according to the status scores as listed on the reverse side.

AIC Signature: _____

Date: ____ / ____ / ____

Standard Operating Procedures Manual
EO 9.00 Emergency Incident Rehabilitation

BLOOD PRESSURE:

PULSE:

SYSTOLIC		55-100	Status 0		
100-150	Status 0	Less than 55	Status 1		
Less than 100	Status 1	Greater than 120	Status 1		
Greater than 150	Status 1	RESPIRATIONS:			
DIASTOLIC				12-28	Status 0
Less than 90	Status 0			Less than 12	Status 1
90-100	Status 1			Greater than 28	Status 1
Greater than 120	Status 2				
TEMPERATURE	96-100° F	Status 0			
	Less than 96° F	Status 2			
	Greater than 100.6 °F	Status 2			
SKIN	Check appearance for any rash or abnormality. Document size and location of rashes.				
EYES	Check pupils for size and reactivity. Check eyes for appropriate movement. If any abnormalities exist Status 2				
LUNGS	Listen for wheezes, rales, rhonchi and bilateral equal breath sounds. If any abnormalities exist Status 2				
HEART	Any chest pain	Status 3			
	Any arrhythmia	Status 3			
ABDOMEN	Any abdominal pain	Status 2			
	Nausea and vomiting	Status 2			
	Diarrhea	Status 2			

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EMERGENCY OPERATIONS

SOP#: EO 10.00

Title: Staffing and Equipment
Response

Effective Date: 07/01/2009

Revised Date: 04/19/2011

Fire Chief's Signature

City Manager's Signature

**STAFFING AND EQUIPMENT
RESPONSE**

I. PURPOSE

To provide uniform deployment of equipment and personnel to maintain adequate staffing on emergency calls to ensure the public's safety as well as the safety of our personnel. It is not the intention of this policy to circumvent the experience and judgment of the shift supervisor, but to aid the less experienced, and Dispatch, in the deployment of equipment and personnel for the safety of all.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

Given the size of our department and current staffing levels it is difficult to, if not impossible, to follow NFPA minimum staffing standards at all times. It is the intention of this department to follow these standards as closely as possible

III. PROCEDURES

- Station 1 District 1
- Station 2 District 2

Staffing

- 9 personnel on duty: 4 at Station 1 and 4 at station 2, plus Battalion 1 (Battalion 1 is home based at Station 1)
- 8 personnel on duty: 3 at Station 1 and 4 at station 2, plus Battalion 1 (Battalion 1 is home based at Station 1)
- 7 personnel on duty: 2 at Station 1 and 4 at Station 2, plus Battalion 1 (Battalion 1 is home based at Station 1)
- 6 personnel on duty: 2 at Station 1 and 3 at Station 2, plus Battalion 1 (Battalion 1 is home based at Station 1)
- 5 personnel on duty: Call 1 personnel back on duty to maintain **6** minimum.

Fire Fighting/Rescue Equipment

Medic Units

- Dist. 1 Eng. 109
- Eng. 102
- Boat 1 & Boat 2

- Dist. 2 Eng. 207
- Ladder 206
- Rescue 8

- Medic 11
- Medic 4

- Medic 10
- Medic 3

Medic Request

The following medic calls will require an engine response with the medic, all within the District if possible.

Remember, the engine can break away if needed elsewhere and still will be closer by being in the District.

- Cardiac/respiratory arrest
- Drowning
- Burns (second or third degree, all electrical burns)
- Stroke
- Childbirth
- Shootings/Stabbings/cuttings (lacerations with significant blood loss).
- Repeated or extended seizing
- Possible DOA
- Auto Accidents: (w/o Trap-in District)
(w/Trap-Eng. 109)

On scene AIC has the authority to request additional manpower as needed (i.e. elevated structures, etc.).

If a request for EMS finds the station at one personnel, the engine will respond to initiate patient care until the Medic unit from the other station arrives and relieves them.

If manpower is too low to run a medic unit from either station, an engine will respond to initiate treatment until Mutual Aid can arrive and relieve the engine.

Smell of Smoke/Smell of Smoke in Area

- Btn. 1
- Engine from District

- 2nd Engine at the Btn. Request

Chimney Fire (No smoke in Structure)

- Btn. 1
- Engine from District
- Medic from District (if possible)

Smoke in Structure

- Btn. 1
- Engine 207
- Engine 109
- Medic from opposite District (if possible)

Structure Fire/Working Fire

- Btn. 1
- Engine 207
- Engine 109
- Ladder 206 at Btn. 1's discretion can be in addition to/or in place of Engine 207
- Medic from opposite District (if possible)
- Mutual Aid at Btn. 1's discretion York Co. 1st Hampton 2nd

Motor Vehicle Fire (No Structure or other Complication)

- Btn. 1
- Engine from District

- Medic from District (if possible)
- Other response at Btn. 1's discretion

Motor Vehicle Hit Structure (No Fire/No Trap)

- Btn. 1
- Engine from District
- Medic from District

Motor Vehicle Hit Structure (With Fire and/or Trap)

- Btn. 1
- Engine 109
- Engine 207
- Medic from District
- Other response at Btn. 1 discretion

Brush Fire

Small

- Officer and Engine from District
- Other response at Btn. 1 discretion

Medium to Large

- Btn. 1
- Engine 102
- Engine 207
- Medic from opposite District, as manpower allows

- Mutual aid at Btn. 1's discretion

Alarm Activation (Private Residence)
Residential Alarm

- Btn. 1
- Engine from District
- Medic from opposite District (if possible)
- Other response at Btn. 1's discretion

Commercial/School/Nursing Home/Day Care

- Btn. 1
- Engine 207
- Engine 109
- Ladder 206
- Medic from opposite District (if possible)
- Other response at Btn. 1's discretion

Marine Incidents

Boat Fire Pier Side

- Btn. 1
- Boat 1 or Boat 2 or Mutual Aid Marine Unit, at Btn. 1's discretion
- Engine from District
- Medic from District (if possible)

Boat Fire Underway

- Boat 1

- Notify Coast Guard (CG) and request Mutual Aid
- Notify Virginia Marine Police

Medical Pier Side

- Medic from District
- Engine from District

Medical Underway

- Boat 1
- Medic from District on standby
- Notify CG and request Mutual Aid Unit, at Coxswain of Boat (COB) Discretion
- Notify the Virginia Dept. of Game and Inland Fisheries

Marine Search/Rescue

- Boat 1 (Boat 2 at COB Discretion)
- Notify CG and request Mutual Aid Marine Unit
- Notify Virginia Marine Police

Sinking Vessel Underway or Vessel in Distress

- Boat 1 (Boat 2 at COB Discretion)
- Notify CG and request Mutual Aid Marine Unit

Sinking Vessel Pier Side

- Btn. 1
- Engine from District
- Other response at Btn. 1's discretion

Request for Mutual Aid

- Medic Medic 10
- Engine Engine 207
- Ladder Ladder 206

If we are on a Poquoson call, notify Dispatch that we are not available for mutual aid until our unit is back in service.

If Dispatch makes a request that is beyond our capability, notify them immediately of your capability and what you will provide.

Remember, **ALWAYS** life over property.

Act on what is known, not hypothetical situations.

Listen to what Dispatch tells you and base your decision on the facts presented.

Standard Operating Procedures Manual
City of Poquoson Fire and Rescue



**City of Poquoson
Fire and Rescue**

830 Poquoson Ave.
Poquoson, VA 23662
757-868-3510
F757-868-3514

SPECIAL OPERATIONS

SOP#: SO 1.00

Title: Confined Space Rescue

Effective Date: 10/30/2008

Revised Date: 10/30/2008

Fire Chief's Signature

City Manager's Signature

CONFINED SPACE RESCUE

I. PURPOSE

To provide guidelines during entry and rescue operations in a confined space.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All career and volunteer personnel

III. SCOPE

This policy is designed to establish guidelines for conducting confined space rescue operations. Confined spaces include caverns, tunnels, pipes, tanks, and any other locations where ventilation and access are restricted by the configuration of the space. These factors may also apply to basements or attics. Confined space incidents may involve injured persons, persons asphyxiated or overcome by toxic substances, cave-ins or fires occurring

within the space. Pre-incident planning is an important factor in dealing with these situations.

IV. DEFINITION

A confined space is “any space which is not intended for continual occupancy, has limited means of egress,” and has the potential for physical, chemical, or atmospheric engulfment.

V. PROCEDURES

PHASE I: ARRIVE ON SCENE. TAKE COMMAND. SIZE UP.

The Poquoson Fire/Rescue Department shall assume command and control of any incident involving confined space entry and rescue within the City of Poquoson. They shall follow the guidelines set by OSHA’s Confined Space 1910.146 and NFPA CS 1670 – 1999.

Primary Assessment

- Command should attempt to secure a site foreman or witness to the accident to determine exactly what happened.
- An immediate assessment of the hazards present to rescuers should be done.
- If no witness is present, Command may have to look for clues on the scene that may indicate what has happened.
- An assessment of the victim(s) should be done.
- Command should determine how many victims have been affected.

- Command should determine how long the victims have been down, the mechanism of injury, and the survivability profile of the victim.
- **An early decision must be made as to whether the operation will be run in the rescue or recovery mode.** Ask alarm times, from Dispatch to first on-scene companies, plus reaction time.
- Establish communications with the victim as soon as possible.
- Locate confined space permit and all other information about the space.

Secondary Assessment

The Confined Space

- Command should determine what type of confined space this is. This can be done by consulting with the site foreman.
- What type of products are stored in this space.
- What known hazards are present; mechanical, electrical, etc.
- Location and number of victims affected.
- Diagram of confined space, including entry and egress locations.
- Structural stability of the confined space.
- Hazardous material size-up.
- Obtain copy of permit.

On-Scene Personnel and Equipment

- Command should determine if there is an adequate number of trained personnel on scene to do the rescue/recovery
- Determine whether a Technical Rescue Team is needed. If needed, call York County first for availability, then Newport News, then Hampton.

Note: For any rescuer to perform rescue in a confined space they must have completed the Virginia Department of Fire Program Heavy and Tactical Rescue Standard 16-hour course.

- Assure adequate air supply, bottles, request a cascade truck, if needed.
- Assure sufficient rehab area is established.
- Assure visible Incident Command and/or Operations section is established.

Make the General Area Safe

- Establish a perimeter with tape and assign police to assure an access point. Assure that an access control officer is assigned.
- Ventilate the general area if needed.
- Ventilate the space with positive pressure from Electrical Fans Only. There may be times when positive pressure will not work as needed. Continually assess the effectiveness of your ventilation process by:
 - Atmospheric monitor readings
 - Assessment of type and configuration of the space

- If possible, open all additional openings into the space to assist with the ventilation process. Monitor the opens during the operation and report any evacuee's. i.e.:
 - Manholes
 - Hatches
 - Natural openings
 - Doorways and Windows
- Assure fire control measures if needed.
- Do not allow sources of ignition on site.

PHASE II: ENTRY PREPARATION

- Assure the following has been done:
 - All fixed mechanical devices and equipment capable of causing injury shall be placed in a zero mechanical state. (ZMS)
 - All electrical equipment (excluding lighting) shall be locked out in the open (off) position with a key-type padlock.
 - The key shall remain with the person who places his/her lock on the padlock.
 - In cases where lockout is not possible, equipment shall be properly tagged and physical security provided.
 - All locked-out utilities shall also be tagged.

- Post non-essential personnel at those areas tagged.
 - Assure that all personnel who enter the site are equipped with SCBA or SABA Units. If you must remove your standard SCBA to fit in the opening or move in the space, **DO NOT ENTER!!!**
 - If you enter with standard SCBA, go no more than 25 feet from the entrance. Entrance with standard SCBA should be limited to reconnaissance only, unless the victim is easily accessible.
- Assure one qualified backup team for every entry team.
- No one shall enter a confined space alone, always work in teams (two minimum).
- No team shall enter a space with pagers or other “non-intrinsically safe devices” unless approved prior to entry, based on atmospheric monitoring.
- Each entry team shall be equipped with the following items:
 - One member shall have a communications, worn with the SCBA or SABA Unit.
 - Explosion-proof lighting or explosion-proof light.
 - Atmospheric monitor, personal units preferred.
 - Proper protective gear as deemed necessary by the Incident Commander.
 - An entry/egress line shall accompany the first entry team and be anchored at their furthest point of penetration.
 - Some form of rapid extrication/retrieval harness for a victim.
 - If the entry team must enter a vertical shaft of greater than 8 feet, each member shall wear a personal harness and be attached to a fall-arresting system upon entering.

PHASE III: ATMOSPHERIC MONITORING

- Atmospheric monitoring shall occur prior to and during all entries into a confined space. It should be stressed that the lack of positive or alarm level readings does not eliminate the requirement for proper respiratory protection!
- Atmospheric monitoring should be accomplished at high and low areas of the space.
- All atmospheres shall be tested for:
 - Oxygen deficiency
 - Oxygen excess
 - Toxicity
 - Flammability
- The following levels shall be considered as immediately dangerous to life and health (IDLH) environments:
 - Oxygen Deficient < 19.5%
 - Oxygen Enriched > 23.0%
 - Flammability at 10% of Lower Flammable Limit (LFL).
 - Toxicity shall be any limit whose numerical value exceeds the Permissible Exposure Limit (PEL).
- Atmospheric monitoring shall occur during occupancy at intervals dependent on the possibility of changing conditions, but in no case less than hourly.
- In the event that, in the opinion of the incident commander designee, the atmospheric readings become unsafe to continue operations, all entry teams shall be removed from the space immediately until such time as the atmospheric conditions are corrected.

PHASE IV: ENTRY

- Once the best method and location for entry has been determined, teams shall begin entry and reconnaissance / rescue / recovery operations in the space.
- Entry decisions shall be made based on known locations of the victims, safety of the opening, atmospheric readings, and ease of recovery points.
- If possible, attempt a two-prong attack to reach the victim (s) if their location is known or suspected.
- Prior to entry, each team member shall have his or her time of entry logged. This function shall be assigned to one technician who shall keep the IC or Operations Officer apprised of the status of each team.
- Teams shall be limited to thirty (30) minutes in any space.
- Each team shall be assigned to rehab upon removal from the space until re-hydrated and vital signs are within normal limits.
- Once inside the space:
 - Assure adequate interior team communications.
 - Assure adequate communications with the operations exterior.
 - Mark if necessary with chalk or other method entry and movement patterns to assure egress.
 - Move towards the suspected victim location as a team.
 - Beware of elevation differences and unstable footing.

- Once the victim has been located, decide:
 - Is this a rescue or recovery?
 - If rescue, can a SCBA or SABA unit be placed on the victim?
 - Can the victim be easily moved towards the opening with current equipment carried by the team?
 - Is an additional team needed to make the move?
 - Communicate your decision to the outside command.

- Once the victim has been attached to a removal device and is in the process of being rescued/recovered. Assure that if the victim is to be moved through an opening either vertical or horizontal which presents team members the only way out, that the following guidelines are followed.
 - Whenever possible, assure that all team members are stationed to the egress side of the hole/opening in the event the victim becomes lodged.
 - Always try to avoid being blocked in by a victim.
 - If this is not possible, assure the following:
 - When the move is made, assure it is made quickly and smoothly, leaving the time the space is blocked for egress as minimal as possible.
 - Assure that the exterior personnel as well as interior teams are aware of the move and a plan is agreed upon prior to blocking the space.

- Assure that all air lines and connections are clear of the victim and his movement path to assure that no air line problems develop as a result of the entangled or pinching off the lines.

PHASE V: VICTIM REMOVAL

- Once the victim is set for removal, assure the following:
 - Assure as much c-spine control as is possible based on the space and the victim's condition.
 - Use removal systems on the exterior, which are applicable to the size and weight of the victim.
 - Mechanical advantage systems are much preferred over manual hauling.
 - Do not use electric winches, etc., to remove victims; these allow little control and could result in dismemberment or additional injury.
 - Decide if the victim is to be removed head first or feet first.
 - Avoid the use of wristlets on patients with burns to the extremities.
- Once the victim is clear from the space, remove all entry team personnel and equipment.

PHASE VI: SAFETY CONSIDERATIONS

- If rigging, hauling, or use of rope hardware is needed in the space, assure only aluminum carabineers and hardware are used to avoid sparks.

- In the event of an air line failure on a SCBA, the entire team shall IMMEDIATELY leave the space insuring that the rescuer with the problem is assisted.
 - Notify the exterior immediately of the problem and identify the line and the specific problem.
 - Never leave a partner in trouble unless you must clear the way for his exit.

PHASE VII: TERMINATION

- Double check personnel list and assure all personnel are accounted for.
- Inventory all equipment.
- Place any equipment damaged or potentially unfit for further confined space use out-of-service until repaired.
- Have contractor or responsible party seal entry points to assure no additional entry.
- Remove all Lockout Tag-out systems once the area has been cleared and deemed safe and/or replace it with the Contractor or Responsible Party system.

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SPECIAL OPERATIONS

SOP#: SO 2.00

Title: Hazardous Materials Incident

Effective Date: 06/06/2008

Revised Date: 06/06/2008

Fire Chief's Signature

City Manager's Signature

**HAZARDOUS MATERIALS
INCIDENTS**

I. PURPOSE

This is to provide guidelines for engine company response to possible hazardous material incidents. Areas addressed within this guideline cover five general areas.

- Actions taken by the engine company upon receipt of and while en route to a possible hazardous materials incident.
- Actions to be taken by the engine company upon arrival at and while on the scene of a possible hazardous materials incident in transportation at fixed facilities.
- Proper response to roadway spills.
- The notification and possible response of the local Hazardous Materials Team.
- Emergency Decontamination of contaminated personnel.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICATION

All Career and Volunteer Personnel

III. POLICY

Upon receipt of a call identifying a possible hazardous materials incident, the first responding officer should use the following guidelines to assist in the initial size-up of the incident.

1. Request all available information from the dispatcher.
 - Nature of the call
 - Who requested the Fire Department / number of calls
 - Type of facility or vehicle(s) involved
 - Number of injured persons, and any outward signs and symptoms.
 - Any specific chemicals, if known

2. Obtain wind speed and direction from the dispatcher.

3. Upon arrival
 - Determine that there is a problem
 - Look for signs of an intentional act; WMD
 - Isolate area of incident, deny entry.
 - **Refer to Emergency Response Guidebook for initial actions and isolation distances.**
 - Make notifications as soon as possible, example: Police, Haz-Mat team, Hospitals etc.

Fixed Site Incidents

SAFETY OF THE RESPONDING FIREFIGHTERS IS TO BE GIVEN FIRST CONSIDERATION BEFORE ANY ACTION IS UNDERTAKEN. (It is strongly suggested that the Incident Commander, advise all responding units to stage while an initial assessment is conducted.)

Apparatus should stage **UP-HILL-AND-UP-WIND** at a safe distance from the incident.

Establish Command and gather the following information:

- Locate the person who requested the Fire Department and verify the reason for requesting assistance.
- Attempt to determine the chemicals involved.
- Obtain all available information on the health hazards of the chemicals involved.
- Determine the quantity of chemicals involved.
- Gather all available information on the physical and chemical properties of the chemicals involved. Including if the chemicals react to other products/chemicals.
- Try to obtain MSDS sheets, Bill of Laden, Cargo Manifest or Shipping Papers on the chemicals involved.

Based upon the information gathered, determine if the Engine Company is capable of providing the actions required to **MITIGATE** the hazard.

Request the Hazardous Materials Team for specialized assistance if required.

Determine if evacuation is necessary.

Transportation Incidents

Establish command and gather information.

Attempt to locate the driver of the vehicle and ascertain what products are in the shipment.

Observe the vehicle from a safe distance noting trailer style and construction.

- Box trailer
- Tank trailer and shape of the tank

LOOK FOR PLACARDS, LABELS, U.N. / N.A. ID NUMBERS ON THE TANK AND RECORD THEM.

Look for leaks or spills.

- Amount of product that has spilled or leaked.
- Potential danger of entering waterways, storm sewers, or domestic systems

Determine the type and location of damage to vehicle.

Observe vapor production and direction of the vapor plume.

Attempt to obtain the Bill of Lading if it can be done SAFELY.

- Normally located in the pouch on the driver's door or on the driver's seat when the driver is away from the vehicle.
- If two trailers are being drawn in tandem (PIGGY-BACK) the Bill of Lading of the rear trailer may be locked in that trailer and unavailable.
- Intermodal tanks will have a tube secured to the tank with papers inside.

If the vehicle is involved in fire and has liquid or vapor products burning;

- DO NOT EXTINGUISH VALVE FIRES IF CONTAINER IS PRESSURIZED UNLESS THE LEAK CAN BE STOPPED IMMEDIATELY AFTER EXTINGUISHMENT. (Consider tank cooling to prevent B.L.E.V.E.)
- DO NOT ATTEMPT TO EXTINGUISH FIRES USING FOAM UNLESS ENOUGH FOAM IS AT THE INCIDENT TO SUCCESSFULLY EXTINGUISH THE FIRE.

Roadway Spills

For a small quantity fuel spill on the highways (defined as fuels in storage tanks designed for vehicle operation), spread control should be initiated as necessary to prevent contamination of surrounding waterways. City agencies may be requested as needed for

containment supplies. Because spill quantities should be limited (review above definition), debris can be removed from the scene and transported to the proper facility.

The department of Public Works can be called to the scene with a street sweeper and clean the roadway of any remnants.

Hazardous Materials Team

The Hazardous Materials Team shall be dispatched, by dispatch, during any of the following incidents:

- Any time an Incident Commander requires technical assistance concerning hazardous materials.
- When a hazardous materials incident requires evacuation of the general public or when the incident exposes a hospital, nursing home, school, and/or day care center.
- When personnel encounter products in excess of the following amounts:
 - Poisons - any amount
 - Radioactive - any amount
 - Organic Peroxides - any amount
 - Etiologic Agents (Biomedical materials) - any amount
 - Irritants - any amount
 - Explosives or Blasting Agents - any amount except set explosive devices
 - Flammable solids - any amount
 - Flammable Liquids - in excess of 50 gallons
 - Flammable Gases - any amount
 - Corrosives - any amount
 - Oxidizers - any amount
 - Chlorine/Ammonia - any amount
 - Combustible Liquids - in excess of 50 gallons
 - All confirmed Haz-Mat incidents
 - Petroleum spills - in excess of 50 gallons
 - Flammable spills which enter a storm drain or sewer system

Emergency Decontamination

The guidelines below are to be followed in those instances where the appropriate decontamination procedures cannot be followed for reasons of lack of manpower, lack of equipment, lack of time, etc. This technique to be used by the initial engine company, without the resources of the Hazardous Materials Team.

To facilitate this work, it is recommended that a pre-assembled Emergency DECON kit be carried having at least one brush, one bucket and some soap. Failing this, water should be used in copious amounts. A pumper or other water source is required.

The steps to be followed are:

- DECON area is identified.
- Brush off dry product.
- Remove all clothing.
- Thoroughly wash and rinse the victim with soap and water using a brush and not contacting the victim.

These steps should only take a few minutes. They may be altered as necessary.

Remember that speed is of the essence and that if time or equipment deficiency requires it, thorough washing with water is considered emergency decontamination.

Emergency decontamination is to be done rapidly, but effectively. This is very important to insure that there is no product migration from the incident site, so as not to contaminate the transport ambulance or receiving hospital.

If there is a question as to whether DECON is thorough, isolate decontaminated personnel until all doubts are answered.

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SPECIAL OPERATIONS

SOP#: SO 3.00

Title: Elevator Entrapment Rescues

Effective Date: 10/30/2008

Revised Date: 10/30/2008

Fire Chief's Signature

City Manager's Signature

**ELEVATOR ENTRAPMENT
RESCUES**

I. PURPOSE

Basic procedures for the safe extrication of trapped elevator passengers.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All career and volunteer personnel

III. PROCEDURES

The Incident Commander (IC) will be responsible for the safe operation of elevators and extrication of trapped passengers. In the event of elevator extrication during a single company response, the Company Officer will assume the responsibility of Incident Command.

Assure the response of the York County or Newport News Technical Rescue Team.

ELEVATOR EXTRICATION FOR ENTRAPMENT-
HYDRAULIC

Establish communication with trapped passengers:

- They are safe
- Steps are being taken to evacuate them from the elevator
- Have passengers stand clear of the car door

NOTE: Have passengers ensure that the stop switch has not been moved into the “STOP” position

Find out if the elevator service company has been contacted, wait if possible.

Establish communication:

- By hoistway door
- By elevator controller

Shut off and maintain control of Main-Line Disconnect to affected elevator.

Access bottom landing, using hoistway door key, open hoistway door and make visual inspection of hoistway:

- Are elevator car doors open or closed?
- Inform trapped people that the elevator will be lowering
- Have trapped people stand away from the doors

Locate manual lowering valve. **MAKE SURE POWER IS OFF!**

Lower elevator by opening the manual lowering valve:

- Use visual reference (spotter standing outside the bottom hoistway door)
- Continue communication between spotter and person operating manual lowering valve
- Start closing manual lowering valve while car is still slightly above bottom landing, trying to stop car at floor level

Manually open elevator car door. Assist passengers from stalled car. Leave stalled elevator in the "OFF" position, close hoistway door, and inform Elevator Company of car location. DO NOT attempt to place the elevator back in service.

ELEVATOR EXTRICATION DUE TO ENTRAPMENT-TRACTION

Establish communication with trapped passengers:

- They are safe
- Steps are being taken to evacuate them from the elevator
- Have passengers stand clear of the car door

NOTE: Have passengers ensure that the stop switch has not been moved into the "STOP" position

Find out if the elevator service company has been contacted, wait if possible.

NOTE: Cycling the Main Line Disconnect or shaking the hoistway door at the last elevator stop may cause the car to operate.

Establish communication:

- By hoistway door closest to stalled car
- By elevator controller

Shut off and maintain control of Main-Line Disconnect to affected elevator. Secure Main for controlled elevator if using the poling method.

If possible, take control of adjacent elevator and verify stalled car location. If not possible look at the position indicator for location, or access the bottom floor landing, open hoistway door and try to visually locate stalled elevator.

Car located at or near landing:

- Attempt to open stalled elevator hoistway door by manipulating hoistway door interlock with elevator rescue tools. Use other door for reference.
- Or attempt to open stalled elevator hoistway door by poling across from controlled car to stalled car
- Open elevator car door and assist trapped passengers out

Car located within 3' of landing:

- Attempt to open stalled elevator hoistway door by manipulating hoistway door interlock with elevator rescue tools
- Or attempt to open stalled elevator hoistway door by poling up or down from controlled car to stalled car
- Once hoistway door is open, if car is located above landing, precautions must be taken to guard the hoistway opening
- Open elevator car door and have 1 firefighter enter cab to aid in passenger evacuation

Leave stalled elevator in the "OFF" position, close hoistway door, and inform Elevator Company of car location. DO NOT attempt to place elevator back in service

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SPECIAL OPERATIONS

SOP#: SO 4.00

Title: Structural Collapse Search
and Rescue

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

**STRUCTURAL COLLAPSE SEARCH
AND RESCUE**

I. PURPOSE

The purpose of this SOP is to provide Fire Department personnel with the basic information needed to effectively manage search and rescue operations at the site of a structural collapse and provide awareness of technical rescue operations that may occur at a structural collapse involving injured or trapped victims.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All career and volunteer personnel

III. PROCEDURES

Scene Preparation

- Upon arrival at a "structural collapse incident" the first arriving unit shall establish command utilizing the Incident Command System.

- Assure the response of the York County or Newport News Technical Rescue Team if person(s) may be injured or trapped.
- Assess the need for additional resources e.g., Police, EMS, Hazmat, Codes Compliance, Dominion Power, VNG, Public Works, and Public Utilities.

General Assessment

- Assure all utilities and fires are controlled.
- Assess structural stability of structures from outside.
- Recon the structure and identify types of structures, use, and possible number of victims.
- Remove surface victims first.
- Await arrival of the Technical Rescue Team.
- For a single structure secure the area within 500', allow only needed personnel in hot zone.
- For a damaged area secure area at natural landmarks allow only needed personnel inside hot zone.

The IC or the officer assigned to the Operations Section should determine the following:

1. Is the building:
 - Unframed: structure in which the weight of the floor and roof are supported by bearing walls
 - Framed: structures that are erected by constructing structural steel or reinforced

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Structural Collapse Search and Rescue

concrete skeleton made of horizontal beams and vertical columns

2. Potential for secondary collapse

- Walls out of plumb: walls that have large bows in the middle are leaning or separated from the floor.
- Smoke or water movement through bricks: at the scene of fire ground collapse.
- Buckled steel beams: after heavy fire loads, look for beams that sag or are distorted.
- Large cracks, plaster falling: large cracks that appear in walls, roofs, floors, or other structural components.
- No water run off or sagging floors: as a result of firefighting operations or as a result of weather.
- Overloading or age: look for sagging roofs, floors, or spans that (creep).
- Noise: listen for buildings that creak, moan, groan, snap, crackle or pop.

3. Void Detection

- Voids may be formed for a variety of reasons and in a variety of forms. During the search phase, survivors are most likely going to be found inside of voids. These voids may be of different sizes and shapes, and are affected by the nature in which the building collapses.

- Be able to spot certain types of collapses and identify the following types of voids:
 - Lean-to-floor collapse: occurs when one of the supporting walls fails or when floor joists break at one end. This type of collapse usually creates a large void.
 - Lean-to-cantilever: this form occurs when one end of the floor or roof section is still attached to portions of the wall. The other end will hang unsupported. **This type of collapse is extremely dangerous.**
 - V-shape-void: this occurs when heavy loads cause the floor to collapse at the center.
 - **Occupants above the trapped floor will usually be found in the bottom end of the collapse. Victims below the collapse floor will be found in voids.**
 - Pancake collapse: is the result of the total bearing wall or column failure of an upper floor causing the upper floors to pancake down on the floors below. Victims may be found between floors or in voids created by household or office furniture that supports the floors.

III. SEARCH AND RESCUE STAGES

A systematic approach to dealing with building collapse will enable the incident commander or rescue operations officer to increase efficiency and reduce injury to both rescue personnel and civilians.

STAGE I

Reconnaissance

- Provide for a general survey of the area and size up of the damage. Find out the following information:
 - Building's use
 - Number of occupants
 - Number of victims trapped and the probable location
 - Status of rescue operations underway
 - Presence of hazards
 - Gas and utilities
 - Flammables
 - Electrical
 - Flooding from burst mains
 - Plumbing and sewer distribution
 - Structural stability of adjoining buildings

Immediate Rescue of Surface Casualties

- Victims found on top of the debris or lightly buried should be removed first.
- All rescue efforts should be directed to the victims who can be seen or heard.
- Rescue efforts should also be directed to reach those victims whose location is known even if you cannot see or hear them.

Scene Organization and Management

- Working within the Incident Command System is essential to a successful operation.
- The following checklist may assist:
 - Turn off all utilities.
 - Structural integrity assured or evaluated.
 - Request a structural engineer or architect.
 - Rescue operation being directed.
 - Designate team leaders for rescue team.
 - Divide the collapse area into manageable areas.
 - Develop a contingency plan.

STAGE II

Exploration and Rescue from Likely Survival Places

- Once victim location has been identified by:
 - Rescuers
 - Search dogs
 - Victims
 - Listening devices
 - Fiber-optic video
 - Infrared detectors
- Seek out casualties by looking in places that could have afforded a reasonable chance for survival.
- Typical areas that should be searched are:
 - Spaces under stairways
 - Basement and cellar locations
 - Locations near chimneys or fireplaces

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SO 4.00 Structural Collapse Search and Rescue

- Voids under floors which are not entirely collapsed
- Un-demolished rooms where egress is barred
- Voids created by furniture or heavy machinery

Locating Casualties Using the "Hailing System"

- Use this method to determine victim locations.
 - Place rescuers in "call" and "listen" positions.
 - Have the operations officer call for silence.
 - Going "around-the-clock" each rescuer calls out or taps on something. A period of silence should follow each call.
 - All members should attempt to determine a "fix" on any return sound.
 - After a sound has been picked up, a least one additional "fix" should be attempted from another angle.
 - Once communications with the victim has been established, it should be constantly maintained.

Breaching and Shoring

- In some instances victims may be reached by breaching and shoring.
 - Initially try to avoid the breaching of walls. This may undermine the structural integrity of the rest of the building.
 - It is safer to cut holes in floors and use the shaft approach.
 - If you must breach a wall or cut a floor, cut a small hole first to assure that you are not entering a hazardous area.

- Shoring may be used to support weakening walls or floors.
 - Shores should not be used to restore the structural elements to their original positions.
 - An attempt to force beams or walls into place may cause collapse.
 - If you decide to shore, keep the following in mind.
 - Keep timber shores as short as possible.
 - The maximum length of a shore should be no more than 50 times its width.
 - The strength of a shore is dependent on where it is anchored. If anchored to a floor, it will be dependent on the strength of the floor.
 - **Shoring should be attempted only by qualified personnel or under the supervision of a practical shoring engineer (technical rescue personnel).**
 - Air-shoring may be used in the place of timbers and will provide a stronger shoring system.
 - Shoring should **never** be removed once placed.

STAGE III

Selected Debris Removal

- This stage of the rescue process will consist of reducing the size of the rubble.
- This must be accomplished based on a pre-determined plan.
- Cranes and heavy equipment may be needed to accomplish this portion of the rescue.
- Remove debris from the top down.
- Remove debris from selected areas where information suggests that victims might be.

STAGE IV

General Debris Removal

- This should be employed after all other methods have been used.
- This should be used only after the decision has been made by the Incident Commander that no other victims may be found alive.
- This basically amounts to the demolition phase.

General

- It is safer to reach entrapped victims from above.
- Diagram the building on command board.
- Assure control of all accesses to the site.
- Beware of "at will" response by volunteers or citizens.

BUILDING COLLAPSE TACTICAL CHECKLIST

- Assure all water, gas and utilities are secured.
- Provide for sufficient scene illumination.
- Provide for ventilation at site of extrication.
- Clear the area of personnel not directly involved in the search and rescue operation.

- Station a safety officer in a position to observe for unsafe conditions and the potential for secondary collapse.
- Keep apparatus and equipment away from the structure.
- Stop all traffic for 200 yards in all directions to avoid vibrations.
- Control spread of fire caused by cutting torches.
- Assure all rescue personnel wear proper personal protective equipment.
- Rescuers work in pairs, assigned to a team and frequent relief should be planned.
- Coordinate activity when there is more than one operation.
- Check for and control hazardous gases, chemicals, sewage, etc.
- Provide for atmospheric monitoring in all confined spaces.
- Prohibit smoking on site and in the hot zone.
- Watch for overzealous rescuers.
- Avoid unnecessary disturbance of loose debris.
- Do not remove natural shores and supports such as doors and beams which are fallen or supporting debris.
- Do not cut timbers that support debris.
- Work around heavy obstructions when possible instead of cutting through them.

- When working around a victim, remove debris by hand to avoid further injury.

- **IF THIS IS A LARGE CONCRETE REINFORCED STRUCTURE THAT HAS COLLAPSED, CONSIDER THE FOLLOWING:**
 - Accept the fact that you will have little control of bystanders and personnel working on the pile for a period of time.
 - Request a police response. Consider that this may well be a Terrorism Event and FBI, DEM, ME's office and other state and agencies may need to be notified.
 - Request a fencing company or the military to fence the entire perimeter of the building with chain link fence, concertina wire or other type fence to control access, and protect evidence.
 - Request the power company and have them string temporary poles and lights around the entire perimeter.
 - Once there is adequate police presence, clear the entire rubble pile and collapse site and start from scratch by assigning teams to specific areas.
 - Prepare for extended operations

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SPECIAL OPERATIONS

SOP#: SO 5.00

Title: Helicopter Assistance

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

HELICOPTER ASSISTANCE

I. PURPOSE

The purpose of this Directive is to provide criteria and procedures for coordination and landing of aircraft in a Landing Zone Area (LZ).

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

Air ambulance service shall be requested in accordance with established Peninsula EMS Council's Patient Care Protocols and Policies and Procedures, as needed, for critically ill or injured patients when time is critical to their survival.

Mutual Aid Helicopter Assistance for non-medical incidents (land and water searches, etc.) may be requested through the Emergency Communications Center (ECC).

III. PROCEDURES

- A. When requesting helicopter assistance, on-scene personnel shall provide the following information to the Emergency Communications Center:
- Type of incident (i.e., extrication, water rescue, search, etc.)
 - Exact Location of incident (including nearest cross street)
 - Unit Number
 - Number of patients/victims if applicable
 - Mutual Aid contact channel
- B. The Landing Zone Supervisor shall direct LZ operations and select and establish a Landing Zone. The Landing Zone Supervisor shall report to the Incident Command Post (ICP) or the Transportation Group of the ICP in large scale operations. The Landing Zone Supervisor shall:
- Assign personnel and a fire unit to establish a LZ
 - Ensure sufficient LZ size
 - Maintain LZ security
 - Maintain Radio Contact with incoming helicopters
 - Coordinate loading and transport of patients with the Transportation Group.
- C. Once the helicopter is airborne and within range, initial contact will be made with the LZ Supervisor. The LZ Supervisor shall be prepared to provide the following information to the flight crew BEFORE landing:
- Obstructions at and near the LZ (e.g. towers, telephone lines, etc.)
 - Wind direction and ground wind gusts
 - Hazmat patients to determine transportation capacities (if applicable)
 - Special landing considerations at Hazmat incidents (e.g., upwind)

D. The Ground Guide shall wear turnout gear and proper eye and hearing protection. Utilizing hand held directional wands from the LZ kit, the Ground Guide shall:

- Stand with his/her back to the wind and with arms raised over the head to indicate the landing direction.
- As the helicopter turns into the wind and begins descent, the Ground Guide should begin directing the approach, using the approved hand signals.
- The Ground Guide should be far enough from the touchdown area so that eye contact can be maintained with the pilot. If the pilot remains at a low hover and is turning the helicopter for a specific reason, the ground guide needs to move with the nose of the aircraft in order to remain in view of the pilot and out of harms way of the tail rotor.

E. Once landed, the LZ operations personnel will assist the helicopter crew by providing security to the helicopter, or with any other requests.

F. Fire Department personnel shall assist the helicopter crew as needed.

IV. LANDING ZONE REQUIREMENTS

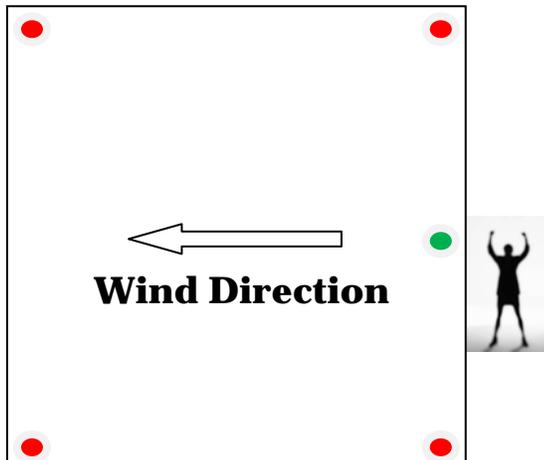
A. Establishing the Landing Zone (LZ)

- Helicopters require a minimal landing zone of 100' by 100' square, both day and night landings
- The LZ should be flat, firm and free of debris.
- The LZ and approach and departure path shall be clear of people, vehicles and all obstructions that endanger the helicopter (e.g. trees, communications tower, telephone lines, etc.).

- The LZ shall be established upwind of any potential hazardous materials.

B. Marking the Landing Zone (LZ)

- Daytime landing zone requirements are relatively simple. Attempt to set up the largest open unobstructed landing zone possible such as a field, parking lot, dual lane boulevard or median strip, preferably an area which will produce the least amount of flying debris due to prop wash.
- Nighttime landings require that the border of the zone be marked by five (5) lights. Flares are NOT to be used. A square pattern of at least 100 feet minimum is required. Place one red light in each corner of the landing zone with a green light centered on the upwind side (Fig. 2). Flood or spot lights should not be aimed up at the landing helicopter, but should illuminate the ground of the landing site. In setting up landing zones be certain that you don't place vehicles in such a manner that will obstruct the approach or departure path of the aircraft.



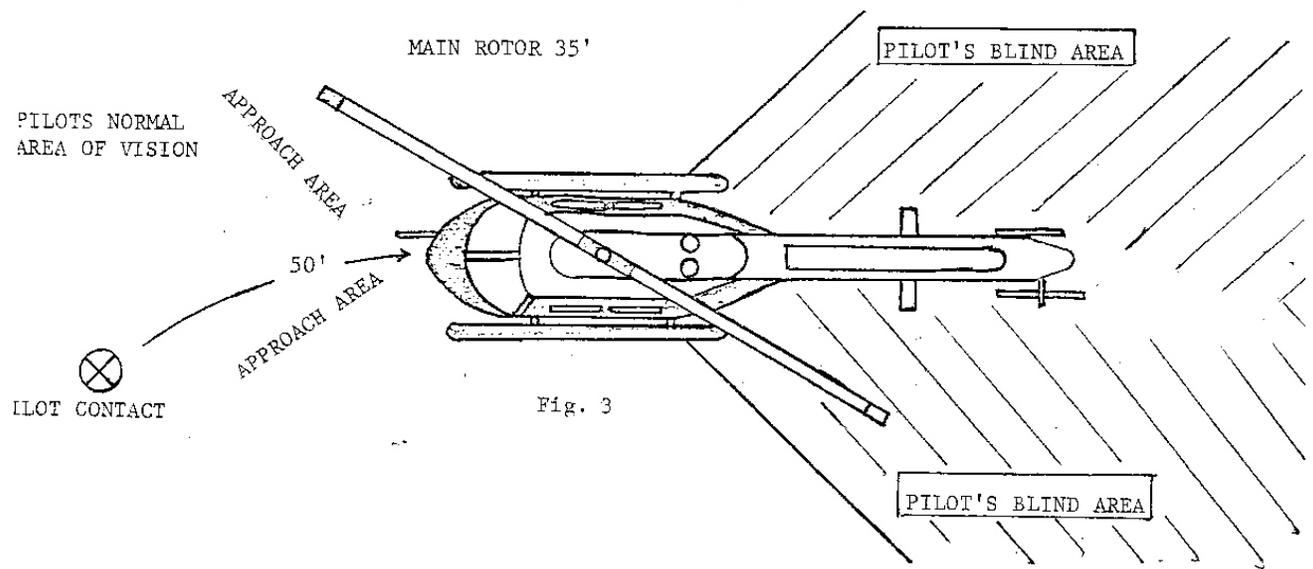
Personnel landing the aircraft should be on the upwind/windward side of the LZ.

C. Approaching the Helicopter

- DO NOT approach until instructed to do so by the crew.
- Always approach and depart a helicopter at the front to remain in view of the pilot.

D. Area security while helicopter is on the ground

- The helicopter is most vulnerable while on the ground. Fire Department personnel will secure the area and have one man in a position to observe the area around the tail rotor. Do not stare at rotor if it's turning. This person should be in a position as indicated to maintain visual contact with the pilot (Fig. 3)



- Under **NO CIRCUMSTANCE** is anyone to approach the helicopter unless directed to by the Pilot. While the helicopter is on the ground all personnel operating in close

proximity will remove all soft headgear. When available personnel should wear helmets with chin straps fastened and face shields down to protect the eyes.

E. Assistance required to load Med-Evac patient

- On occasion crew will need assistance in securing the patient on the litter, carrying him to the helicopter and loading the patient aboard. At the crews instructions, and **ONLY** the crew's instructions, will those people, designated by them, assist in this phase of the operation.

F. General Safety Considerations

- Spectators shall be kept at least 200 feet away from the LZ.
- Public Safety personnel not involved in guiding the aircraft shall remain at least 100 feet away from the LZ.
- Firefighting apparatus shall be available at the scene for fire protection.
- All public safety personnel working near the helicopter shall wear helmets, chin straps secured, hearing and eye protection.
- During incidents occurring at night, the following precautions should be considered:
 - Emergency warning lights on apparatus are useful to the helicopter crew for finding incident scenes at night and should remain on until the crew has a visual on the apparatus.
 - Once the helicopter crew has located the LZ, all non-essential white lights should be turned off. The helicopter lights will provide illumination of the LZ.

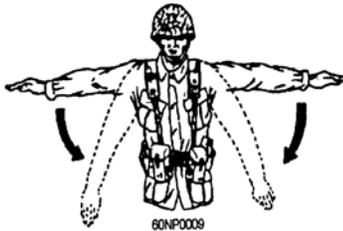
V. LANDING ZONE HAND SIGNALS

Due to the loud noise generated by a helicopter upon approach, the Ground Guide shall use the National EMS Pilots Association approved hand signals below to guide the aircraft down onto its LZ.



60NP0013

Landing Zone UNSAFE



60NP0009

Go Down



60NP0011

Go Up



60NP0008

Move Right/Left



60NP0006

Move Back



60NP0005

Move Forward



Hover



60NP0010

Landed Safely

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SPECIAL OPERATIONS

SOP#: SO 6.00

Title: Severe Weather Vehicle
Operation

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

**SEVERE WEATHER VEHICLE
OPERATIONS**

I. PURPOSE

The purpose of this policy is to establish guidelines for emergency and nonemergency response of Fire Department personnel and vehicles/apparatus during severe weather events.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

The geographical location of the City of Poquoson renders it vulnerable to severe weather events to include high winds, storm surge and flash flooding. As a severe weather event approaches and conditions begin to deteriorate, emergency response will become increasingly dangerous and, at some point, impossible to continue. The City must consider the effects of rising water and tropical storm force winds on its vehicles/apparatus, personnel and infrastructure. The effect of the debris that high winds generate must also be taken into consideration.

IMPORTANT: KEEP BAY DOORS, STATION DOORS, AND WINDOWS CLOSED AND SECURE IN THE PRESENCE OF HIGH WIND SPEEDS TO REDUCE RISK OF INJURY TO EMPLOYEES AND DAMAGE TO APPARATUS AND BUILDING.

Once sustained wind speed reaches 45 miles per hour, a risk assessment will be conducted. Based on information received, the Fire Department Command Staff and the City's Senior Management Team will make a decision regarding continued emergency response. The Senior Management Team includes the City Manager and/or the Assistant City Manager (s), the Police Chief and/or the Police Captain, the Fire Chief and/or the Deputy Fire Chief, the Coordinator of Emergency Management and/or the Deputy Coordinator.

Once sustained wind speeds reach 60 miles per hour and with the authorization of the Fire Chief/Senior Management Team, all emergency and non-emergency responses will cease.

The assessment will rely on data available from (1) the National Weather Service, (2) local historical storm data, and (3) input from field personnel.

The decision to cease emergency and non-emergency responses will be based upon conditions in the city. The effects of the severe weather may be, but is not limited to:

- High winds (45-60 mph)
- Heavy rains
- Obstructed roads
- Flooding Streets (water at running boards or higher)
- Poor Visibility
- Flying debris
- Downed power lines
- Tide Cycle

III. RESPONSIBILITIES

The City's Senior Management Team will decide when emergency responses will be terminated.

Supervisors shall ensure Department personnel operate emergency response vehicles in accordance with this SOP.

Drivers of emergency response vehicles shall operate in accordance with this SOP.

IV. PROCEDURES

Once emergency and non-emergency responses have been terminated, dispatchers will maintain a record of all requests for response and establish a priority response list.

In the event that communication systems become inoperable, Shift Supervisors and Company Officers should use their best judgment to determine when to cease operations using the guidelines in this SOP.

Upon receipt of orders to cease operations, units will complete current assignments as quickly as safety permits and return to their stations.

All stations will be notified when conditions are such that responses can resume. In the event that communication systems are inoperable, supervisors will determine when conditions are safe to resume responses.

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SPECIAL OPERATIONS

SOP#: SO 7.00

Title: Explosive Device Incidents

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

EXPLOSIVE DEVICE INCIDENTS

I. PURPOSE

The purpose of this SOP is to establish procedures governing the response to bomb threats as well as incidents involving suspicious packages, items, and/or possible explosive devices.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All career and volunteer personnel

III. POLICY

The response and investigation of bomb threats is the responsibility of the Police Department. If requested, the Fire Department will assist the Police Department in a support capacity.

IV. PROCEDURES

Upon Arrival on Scene

- Establish Command and an Incident Command Post (ICP) in accordance with the Incident Command System. The ICP should be located a minimum of 500 feet from the suspect package/item. It should be noted that this distance might need to be increased depending on the size or location of the package, or at the discretion of the Police or Bomb Squad personnel. Consideration should be given to establishing a Unified Command structure and positions expanded to meet the needs of the Incident.
- **At locations where previous threats or suspected packages have occurred, the ICP shall be established in a different location each time.**
- Fire Department units will immediately report to Incident Commander upon arrival on scene.
- **Immediately upon arrival TURN OFF ALL RADIOS AND CELLULAR PHONES within 300 feet of the scene or location of the suspected device. Utilize a regular telephone for communication purposes. Do not smoke within 300 feet.**
- Utilizing scene tape, establish a safety perimeter of 500 feet from the suspect package/item. Prohibit all citizens, and Police and Fire Personnel from entering the secured area. Buildings and/or structures within the secured area shall be evaluated to determine the need for the evacuation and safety of the occupants. The area within the 500 foot area will be considered a “hot zone”.

- If the Police Department makes the decision to evacuate, occupants should be advised not to secure rooms, close windows or doors, turn off lights etc. Rooms should be left in their existing condition. Where there is imminent danger (device is found, or the Incident Commander has sufficient evidence to believe a device does exist) evacuation shall be immediate and orderly.
- Keep EVERYONE outside of the hot zone until a Bomb or Hazardous Device Technician arrives on scene.
- Prepare for the arrival of responding Bomb Squad personnel.
- Once a device is found ONLY personnel requested by the Bomb Technician/Hazardous Device Technician will be allowed to enter the hot zone.
- A good rule of thumb when dealing with suspected devices is, “If you can see it, it can see you.” This means that you are vulnerable to injury if the device detonates.
- If an unusual device or bomb is found by fire units operating on an emergency scene, do not attempt to disarm it or move it in any manner. The area should be immediately evacuated. The explosive may contain a motion-detecting device, and should be approached **only** by explosive experts.
- If necessary, Bomb Squad personnel along with the Incident Commander (IC) shall coordinate and determine the most direct and safe route to an explosive disposal range.
- The scene should be searched for secondary devices. This shall include both the immediate area around the ICP as well as the area beyond the safety perimeter. Explosive

Detection Canine(s) should be utilized for this purpose when possible.

- Fire and Police personnel shall not move or touch the suspected package/item under any circumstances.
- If the IC determines that the incident involves Chemical, Biological, Radiological, and Nuclear (CBRN)/Weapons of Mass Destruction (WMD) materials, they shall upgrade the response and establish the appropriate WMD incident response level.

Post Blast Scene

- Hazardous Device Technicians will clear the scene of remaining explosives before anyone enters the blast area. The scale of each incident will determine how the investigation shall be handled. Any Post Blast Scene might contain any or all of the investigative teams listed below.
- Notify dispatch and appropriate Police Department Personnel to provide initial scene security. This may require several officers since a post blast scene can involve several blocks. **NOTE: The first arriving unit (s), either fire or police should be aware of secondary devices and a search of the area should be done.**

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SPECIAL OPERATIONS

SOP#: SO 8.00

Title: Natural Gas Emergencies

Effective Date: 10/30/2008

Revised Date: 10/30/2008

Fire Chief's Signature

City Manager's Signature

NATURAL GAS EMERGENCIES

I. PURPOSE

Fire Department units may encounter natural gas in a variety of situations and incident types, each presenting a different set of hazards and problems. The following guidelines present an approach which will be applicable in the majority of situations, but do not replace good judgment and experience in dealing with any particular incident. The guidelines should be used whenever situations are encountered that do not clearly indicate that a different approach is required to more safely resolve the hazard.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. GENERAL

Natural gas is much lighter than air and will usually dissipate rapidly in the outside environment. Inside buildings, however, it tends to pocket, particularly in attics and dead air spaces. The flammable limits are approximately 4% to 15% in air.

Natural gas itself is nontoxic; however, it displaces oxygen and can result in asphyxiation if in a confined space. Flammable gas ranges can only be determined by a combustible gas instrument. Consider the dispatch of a Hazardous Material Response Team and the utility company.

Burning natural gas should not normally be extinguished, since this would change the situation from a visible to invisible hazard with explosive potential. Fires should be controlled by stopping the flow.

III. PROCEDURES

A. INCIDENTS AT WHICH AN EXPLOSION HAS OCCURRED

Units arriving at the scene of a structural explosion must consider natural gas as a possible cause. Explosions have occurred in structures which were not served by natural gas. Underground leaks may permit gas to travel considerable distances before entering a structure through the foundation, around pipes or through void spaces. In these circumstances, the cause of the explosion may be difficult to determine.

- Until it can be determined that the area is safe from the danger of further explosions, evacuate all civilians and keep the number of Fire Department and/or other emergency personnel (i.e., gas company personnel) in the area, to the minimum number necessary to stabilize the situation. Take a pessimistic point of view.
- Do not rely on gas odor. Use combustible gas indicators to check all suspected areas. Both gas company personnel and the Hazardous Material Response Team have combustible gas indicators for this purpose.
- Check areas systematically using combustible gas indicators. Start outside of the area of the explosion, and move into the

area until readings indicate detectable concentration. Map the readings for the affected area.

- If a gas concentration is encountered inside, adjacent to, or underneath any building, secure all possible sources of ignition in the affected area. Cut electricity from outside the affected area to avoid arcing. Ventilate buildings where gas is found with explosion proof equipment only.
- Command shall provide for effective interaction between gas company personnel and the Fire Department. Gas company personnel are responsible for locating and eliminating leaks in the gas system. As industry specialists, they can provide Command with valuable assistance in the effective handling of these incidents. In most cases, a company officer with a portable radio will be required to supervise during on-site operations.
- Command must ensure the safety and stability of the structure. If further collapse is possible, the Trench Rescue Team/Heavy Rescue Team should be called to provide shoring, cribbing or other means of stabilizing the structure.

B. INCIDENTS INVOLVING A REPORTED GAS LEAK - NO FIRE OR EXPLOSION

Calls for "odor of gas," "gas leak," "broken gas line" and similar situations may range from minor to potentially major incidents. All of these should be approached as potentially dangerous situations.

With gas company personnel on the scene of an incident, it shall be standard procedure for the first Fire Department unit to provide effective interaction between agencies. Gas company personnel shall be responsible for locating and eliminating leak sources. Gas company personnel and/or the Trench Rescue Team/Heavy Rescue

Team shall obtain a sufficient number of gas concentration readings, using their combustible gas indicators for Command to evaluate the hazard and take appropriate action.

In all cases, Fire Department units shall take whatever actions are necessary to provide for life and property safety. A minimum number of personnel should be allowed to enter the area to size-up the situation while any additional units stage in a location out of the potentially dangerous zone.

- Evacuate any civilians in the area of escaping gas.
- Attempt to locate the source of the gas and any shutoff devices available.
- Gas leak situations within a building where the source of the leak is unknown or uncontrolled, the gas supply shall be shut off at the meter. Command shall ensure the meter is red-tagged and locked off until repairs are completed. This is most easily accomplished with the cooperation of the gas supplier at the scene.
- If there is any indication of gas accumulating within a building, evacuate civilians from the structure and control ignition sources. Check for explosive concentrations with a combustible gas indicator if there is any suspicion of accumulation within a structure. Shut off electrical power from an outside breaker. Ventilate using explosion proof blowers to pressurize if necessary.
- If gas company personnel must excavate to shut off a leak, provide stand-by protection with a charged 1-1/2-inch line and two firefighters in full protective equipment and SCBA.

C. PERSONNEL SAFETY

All personnel working in the vicinity of a known or suspected gas leak shall wear full protective clothing with SCBA's. Personnel working in a suspected ignitable atmosphere (i.e., attempting to shut off a gas line) shall be breathing air from SCBA and shall be covered by a manned protective hoseline. The number of exposed personnel will be kept to an absolute minimum at all times.

A Limited Access Zone shall be established and maintained around any suspected gas leak and "fire line" tape should be used to identify the Limited Access Zone when necessary. A sector shall be established for personnel control and accountability.

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SPECIAL OPERATIONS

SOP#: SO 9.00

Title: Carbon Monoxide Incident
Operations

Effective Date: 01/01/2009

Revised Date: 01/01/2009

Fire Chief's Signature

City Manager's Signature

**CARBON MONOXIDE INCIDENT
OPERATIONS**

I. PURPOSE

To establish standard procedures for operations at suspected carbon monoxide incidents.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. POLICY

The Poquoson Fire/Rescue Department responds to and investigates all requests concerning carbon monoxide (CO), including CO detector activations. It is important that all personnel understand procedures concerning CO and function in a safe manner.

III. RESPONSE

Carbon monoxide monitoring devices are carried on all primary response engines and the Rescue Truck.

Standard Operating Procedures Manual
SO 9.00 Carbon Monoxide Incident Operations

For all incidents involving CO, the response shall consist of the primary engine for investigation.

Additional equipment may be requested by the Incident Commander.

IV. PROCEDURES

The first arriving response unit shall establish scene control and conduct an initial assessment.

Evaluate the occupants to determine if they are exhibiting any medical symptoms consistent with carbon monoxide poisoning such as nausea, fatigue, dizziness, headache, or other flu-like symptoms.

If occupants are exhibiting any symptoms associated with carbon monoxide poisoning, the residence, apartment, etc. shall be evacuated. A medic unit shall be requested to evaluate the condition of affected occupants and transport as necessary. **No fire department personnel shall be allowed in the affected area without full protective clothing /equipment and SCBA.**

If occupants are not exhibiting any of the symptoms of carbon monoxide poisoning, fire department personnel may enter the affected area to further continue the investigation to determine if a positive carbon monoxide concentration level exists.

- Zero the meter in fresh air and comply with all other start up procedures as recommended by the manufacturer of the monitoring device.
- Testing should be taken within the occupied areas, at vent register or where otherwise appropriate. Test should be avoided in flue pipes, chimneys, heat exchangers, range vents or other places that would invalidate the test. Testing should also be performed in a smoke-free environment.

The Officer-in-Charge should note whether the structure was ventilated prior to arrival and interview occupants to determine all sources of combustion within the structure.

Based upon the test results, the following actions should be taken:

9 PPM OR LESS

If an atmospheric carbon monoxide concentration inside the affected area is 9 parts per million (PPM) or less, no carbon monoxide danger exists. Advise the occupants to check their detector per manufacturer recommendations, attempt to reset the detector, and call the fire department if it activates again.

10 PPM OR 35 PPM

If an atmospheric carbon monoxide concentration inside the affected area is found to be between 10 PPM and 35 PPM, then proceed as follows:

- Attempt to identify the cause of the carbon monoxide condition.
- If gas appliances are present, have Emergency Communications notify Virginia Natural Gas (VNG) to respond in reference to elevated carbon monoxide levels at the scene.

36 PPM OR MORE

If an atmospheric carbon monoxide concentration inside the affected area exceeds 35 PPM, then proceed as follows:

- All occupants and fire department personnel shall evacuate the affected area.
- If gas appliances are present, have dispatch notify VNG to respond due to a potentially dangerous level of carbon monoxide at the scene.

- Fire Department personnel shall re-enter the affected area to ventilate and attempt to identify the cause of the carbon monoxide condition. FIRE DEPARTMENT PERSONEL SHALL WEAR FULL PROTECTIVE CLOTHING/EQUIPMENT AND SCBA.
- Occupants shall not be allowed to re-enter the affected area until the carbon monoxide concentration level is below 36 PPM.

MAINTENANCE OF CARBON MONOXIDE MONITORING DEVICE

Carbon monoxide-monitoring devices should be operated in accordance with manufacturer's operating instructions.

- Four-gas monitors are the larger CO monitoring devices located at Stations 1 & 2 in the communication rooms.
- Mini-CO monitors are the smaller CO monitoring devices located on the Rescue Truck.

Carbon monoxide monitoring devices are calibrated once a month and after repair or replacement of parts.

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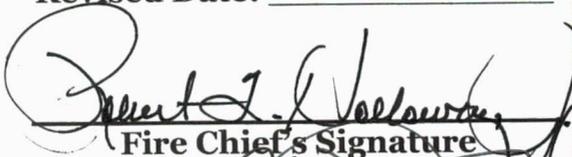
SPECIAL OPERATIONS

SOP#: SO 10.00

Title: Boat Operations

Effective Date: 06/01/2009

Revised Date: 08/12/2016



Fire Chief's Signature



City Manager's Signature

BOAT OPERATIONS

I. PURPOSE

To establish standard procedures for the operation of the Poquoson Fire/Rescue Department Boat(s).

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. RESPONSIBILITIES

The PFD boat(s) will be used for water-related emergencies within the city limits and the continuous inland and coastal waters.

They may also be responded to incidents requiring the Regional Marine Incident Response Team (MIRT) to support the Virginia Port Authority, and responded to assist other regional municipalities.

III. QUALIFICATIONS

The following criteria must be met to become a Crew Member:

- Complete an approved Virginia Safe Boating Class.
- Must complete and pass swim test listed in the City of Poquoson Fire/ Rescue Maritime Operator Task Book.
- Complete City of Poquoson Fire/Rescue Maritime Operations Task Book.
- Satisfactorily complete daytime operations scenarios as detailed in the City of Poquoson Fire/Rescue Maritime Operations Task Book.
- Satisfactorily complete night operations scenarios as detailed in the City of Poquoson Fire/Rescue Maritime Operations Task Book.
- Must obtain Shipboard Firefighter Certification or equivalent.
- Must be signed off and released by an existing boat captain and marine division supervisor.
- MUST attend and complete all assigned training.

The following qualifications and/or requirements must be met and/or obtained to become a Boat Captain for Poquoson Fire/Rescue:

- Must be released as a crew member
- Must have recommendation from two released boat captains and concurrence from the Fire Chief
- Must have Officer I
- Must be an existing pump operator.
- Must have MIRT symposium certification or equivalent.
- Must satisfactorily complete night operations scenarios as Boat Captain.
- Must satisfactorily complete daytime operations scenarios as Boat Captain.
- MUST attend and complete all assigned training.

The following qualifications and/or requirements must be met and/or obtained to become an Airboat Operator for Poquoson Fire/Rescue:

- Must be a boat operator
- Must have recommendation from two released boat captains and concurrence from the Fire Chief

- Must attend the Airboat Operators Course
- Effective January 1, 2017, all operators must conduct 10 additional hours of training under the supervision of a lead operator before being released as a lead operator

The following criteria must be met in order to maintain your status as a Boat Captain:

- Must complete 20 hrs of general boat training annually.
- Must also complete 20 hrs of training while under way annually.
- Must attend the S.A.R conference or equivalent once every two years.

IV. OPERATIONAL CHECKS

- Operational readiness checks of trailered boat(s) and the tow vehicle shall be conducted each shift. Both boat(s) and the tow vehicle shall be checked daily for all assigned equipment. Boat(s) will be operated for a minimum of 30 minutes per shift each month. After each monthly check, launch boat(s) shall be thoroughly rinsed and the engine shall be flushed with fresh water for no less than 5 minutes. This will be the responsibility of the assigned Boat Captain and his crew members on duty for the day.
- Any Department boat(s) moored in the water shall be checked daily for all assigned equipment, fluid levels checked, and appropriate vessel log entries made. All engines, pumps, and generators will be operated for a minimum of 30 minutes per shift cycle, except during extreme weather conditions in which boat(s) will be operated for a minimum of 1 hour per shift cycle. Boat(s) will be washed and rinsed after each run. This activity will be the responsibility of the Boat Captain and the assigned crew for the day.
- Preparation checks shall be completed as soon as possible at the beginning of each shift, and findings documented in the daily

check off. This activity will be the responsibility of the Boat Captain assigned to the boat for that day.

V. DISPATCH AND RESPONSE

- All boats shall respond with a minimum of 2 personnel. Minimum personnel staffing for operations shall be as follows:
 - Maintenance and Fueling Operations: Captain of the Boat (COB), 1 crew
 - Training Operations: COB, 1 crew
 - Search and Rescue Operations: COB, 1 crew (Airboat COB 2 Crew)
 - Fire Suppression Operations: COB, 2 crew
 - Dive Operations: COB, 2 crew
 - Regional MIRT Emergency Response: MIRT certified COB, 2 MIRT certified crew
 - All in water stand-by activities: COB, 1 crew

Note: The Battalion Chief, Company Officer, Officer in Charge, or the COB may supersede maximum staffing as the incident dictates.

- The COB shall be responsible for all decisions involving operational safety and is authorized by law to abort any incident where safety of personnel may be jeopardized.
- While onboard Fire Department boat(s), all personnel shall wear personal flotation devices (PFDs), and shall monitor the VHF/FM Marine Band radio and a departmental radio on all incidents.
- If receiving a phone call at the station requesting the launch of PFD boat(s), the following information must be obtained:
 - Location and type of incident
 - Name of person calling

- Phone number of person calling
- VHF channel vessel is monitoring
- Number of people on the boat or in the water
- Boat registration numbers and description of the vessel
- Longitude and Latitude of the incident, if available

V-2 AIRBOAT RESPONSE/OPERATIONS

The Airboat is a unique tool specially designed for shallow water operations. There are some special factors that need to be kept in mind while operating the vessel.

- **OUR TOP PRIORITY IS TO OPERATE WITH DUE REGARD TO SAFETY**
- Always operate the vessel in accordance with your training and skill level.
- Do not allow anybody to be in the danger areas created by the propeller.
- An airboat is extremely noisy compared to other boats, keep this in mind and utilize idle speed when possible and use appropriate hearing protection.
- You must keep in mind the potential for environmental impact. Only cross protected marshlands and private property when a life safety situation exists and there isn't another viable option.
- When operating in an urban flooding environment, be mindful of hidden dangers (posts, fire hydrants, etc.) that can badly damage the vessel.
- When operating in an urban flooding environment, remember that the fan produces an extreme amount of wind that can potentially damage structures and property always operate at the slowest safe speed possible.

VI. TOWING GUIDELINES

- Under most conditions Fire Department boat(s) shall not be utilized for towing other boats. Only if the boat in distress is in imminent danger and within the tow capabilities of the Fire Department boat(s) shall it be towed.

- Imminent danger/distress shall be defined as any condition, which endangers the health, safety, welfare or life of the occupants of the vessel involved. Examples of these types of situations may include but are not limited to:
 - Person(s) in the water or vessel taking on water
 - Leaking fluids or any situation that may harm the environment
 - Medical threats for persons on board
 - Threat of hazardous weather conditions
 - The vessel poses a hazard to navigation

- If the boat in distress is in imminent danger and cannot be towed, the occupants of the boat shall be transferred to Fire Department boat(s) while the crew attempts to mitigate the situation. Under no circumstances should the occupants be allowed to re-board the boat in distress once they have been transferred to a Fire Department boat.

- If the boat in distress meets all of the below listed criteria, the responding MIRT officer or senior team member may contact the distressed boat operator's choice of marine tow services.
 - There are no emergency conditions present.
 - The vessel has the required Coast Guard safety equipment on board
 - Life jackets for all personnel on board
 - The vessel has an anchor that is capable of holding the vessel in position.
 - The vessel and/or operator have 2 ways of communicating should water conditions change.
 - Cell phone with a strong battery and functioning VHF radio
 - The vessel has functioning navigation lights if tow response will last 1 hour before sunset or later.

- If the above listed criteria are not met, the distressed boat and its personnel may not be left unattended. The on scene MIRT

officer or senior MIRT member, must decide what resource(s) is/are necessary to tow and/or secure the vessel. The following considerations must be taken into account:

- Commercial tow services should be utilized whenever possible.
- If tow response will exceed 1 hour, consider towing the boat and meeting the tow service.
- If fire resources are used to tow a vessel, it will be towed to the closest safe harbor, marina, or ramp suitable for the vessel.
- The Coast Guard and Virginia Marine Police have resources that can assist with the boat while FD personnel treat life hazards.
- If the boat operator is not requesting any assistance and does not want assistance, units may be made available and the VA Marine Police advised.

VII. DESIGNATIONS AND DUTIES

- **Crew Designations:** Crew designations/assignments shall be the responsibility of the company officer and shall be routinely assigned at the beginning of each shift.

Designations/assignments will be dependent upon qualifications and accomplished so that assignments are rotated in order to acquire experience and training.

- **Captain of the Boat (COB):** The COB shall be responsible for operational readiness of the boat, as well as the effective and safe deployment, employment, and operation of the boat. The COB is ultimately responsible for the safety of all departmental and non-departmental personnel aboard, the safety of any and all personnel in distress once on scene, the condition of the boat in all waters, situations, and weather conditions. The COB is responsible for the tow once lines have been passed to a vessel in distress. The COB is in charge of the boat and boat operations

necessary to perform operational duties. The COB shall report to the OIC during incidents and to the station officer if an OIC is not aboard.

Additional COB duties include but are not limited to the following:

- Safe deployment, employment, operation of the boat.
 - Anchoring of the boat.
 - Navigation, Piloting, Rules of the Road, Maritime Law.
 - Search and Rescue operations/patterns as included in the National SAR manual.
 - Communications on departmental radios, marine radios, Port Authority radios.
 - Communicating with crew, OIC, incident personnel, guests.
 - Operation and interrupting of navigational equipment (GPS, Radar, Logs, navigation lights, etc)
 - Knowledge of pertinent titles of the Code of Federal Regulations (CFRs)
 - Operation of the main drive engines, fire pumps, generators, auxiliary systems.
 - Maintaining ship's logbook and station apparatus log.
 - Daily morning pre-operation checks.
 - After operations checks and services.
 - Proper securing of boat after operations.
 - All other duties assigned by senior marine operations staff.
- Lead Operator: The lead operator shall be responsible for training airboat crews and operators, conducting mission planning and supervising maintenance of airboat and related equipment.
 - Marine Incident Response Team (MIRT) Members: Personnel assigned to the Marine Incident Response Team. Any team member not assigned as crew and under direction of the COB shall be assigned duties by the OIC so as to accomplish required mission tasks.

- Incident Personnel: Department personnel not assigned as crew who are required for a marine incident, responsible to the OIC and COB as incident indicates.
- Guest: Departmental and non-departmental personnel aboard in an official or unofficial status, responsible to the COB.

VIII. Disciplinary Actions

Operations in the marine environment can be extremely dangerous. It is extremely important that both Captains and Crew follow guidelines set forth and exercise good judgment.

At any time a Boat Captain can be relieved of his position for the following.

- Operation of any vessel in a reckless manner
- Failure to complete training as required
- Failure to exercise good judgment.
- Conviction of DUI/BUI

City of Poquoson Fire/Rescue

**Maritime Operator
Task Book**

Task Book Assigned To:	
Name	ID #
Captain - Crew member Ngxgl of ttainini tgsuitgf *cit clg+	Date Initiated
Signature of Cj igf of O at ing Qpgt ations or Training Officer	Date Completed

Hgdtuat { 2015



Maritime Fire Service Operator Signature Page

Only a certified Maritime Fire Service Operator in that specialty area may sign off the Task Book.

Attest: The information contained in this Task Book is true and correct to the best of my knowledge. I understand that a false or misleading statement on this document is subject to penalty under the personnel policy manual

<u>Maritime Fire Service Task Book Assigned To:</u>		
Signature	Printed Name	Service #
Date Initiated		
Signature of Senior Operator	Printed Name of Senior Operator	Date Completed

Maritime Fire Service Operator Evaluators: Each Evaluator must document the following information:

<u>Evaluator Certification:</u> _____ Awareness _____ Ctgy o go dgt _____ Captain			
<u>Sections of chapter signed off by Evaluator:</u> _____ Chapter 2 Awareness			
Signature of Evaluator	Printed name of Evaluator	F.D. #	Date

<u>Evaluator Certification:</u> _____ Ctgy o go dgt _____ Captain			
<u>Sections of chapter signed off by Evaluator:</u> _____ Chapter 3 Deck Hand			
Signature of Evaluator	Printed name of Evaluator	F.D. #	Date

<u>Evaluator Certification:</u> _____ Ctgy o go dgt _____ Captain			
<u>Sections of chapter signed off by Evaluator:</u> _____ Chapter 4 Basic Operations			
Signature of Evaluator	Printed name of Evaluator	F.D.#	Date

<u>Evaluator Certification:</u> _____ Captain			
<u>Sections of chapter signed off by Evaluator:</u> _____ 5 Rescue Boat Operations			
Signature of Evaluator	Printed name of Evaluator	F.D.#	Date

Evaluator Certification: _____ Captain			
Sections of chapter signed off by Evaluator: _____ 6 Fire Boat Operations			
Signature of Evaluator	Printed name of Evaluator	F.D. #	Date

Recommendation for release as Boat Captain		
Signature of Recommending Captain	Printed name of Recommending Captain	Date
Signature of Recommending Captain	Printed name of Recommending Captain	Date
Signature of Deputy Chief	Printed name of Deputy Chief	Date
Signature of Candidate accepting position of Boat Captain	Printed name of Candidate	Date

These JPRs serve as general guidelines. As such they are not intended to replace specific sequences of apparatus or equipment operation that may be outlined by manufacturer specifications. At all times, standard operating procedures of the department in which the evaluation is being conducted will govern. Departments should have available for evaluators a copy of manufacturer specifications and the department’s standard operational guidelines.

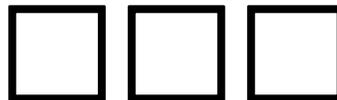
The JPRs covered in this Task Book meet or exceed all published standards for this certification level at the time of this publication.

HOW TO EVALUATE PERFORMANCE:

Each JPR has three corresponding boxes to the right in which to confirm a candidate’s success in a sequence. The evaluator shall indicate successful passing by the candidate of each JPR by initialing and dating (see example). There is no time restriction or constriction between the three evaluations, as long as they are consecutive.

Example:

2-2.1 Perform the routine tests, inspections, and servicing functions specified in the following list, given a fire department aerial apparatus, so that the operational readiness of the apparatus is verified.



TASK BOOK QUALIFICATION RECORD

FOR THE CERTIFICATION LEVEL OF

Chapter 2 – Awareness

This level represents the minimum capability of a responder who, in the course of their regular job duties, could be called upon to respond to water related activities.

Prior to service on fire department boats and/or engaging in water related activities; the personnel shall meet the following Job Performance Requirements (JPR). The evaluator shall initial and date the appropriate boxes to indicate successful completion of each. For each JPR there are requisite knowledge and skill requirements. The evaluator of the first sequence shall initial and date in the box provided to indicate the meeting of those requirements.

2-2.1 Demonstrate the donning, operation, and doffing of the Personal Protective Equipment supplied by the Fire Department.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Requisite Knowledge. Personal Protective Equipment appropriate for the operating environment as determined by department policy and procedure.

<input type="checkbox"/>

Requisite Skills. The ability to properly select and use the appropriate PPE for the environment.

<input type="checkbox"/>

2-2.2 Demonstrate self-rescue/escape techniques including floating, treading water, maneuvering, and exiting the water environment.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Requisite Knowledge. Familiarity with local response hazards and rescue devices supplied by the department.

<input type="checkbox"/>

Requisite Skills. Ability to don and use personal flotation devices and the use of rescue devices supplied by the department.

<input type="checkbox"/>

2-2.3 Demonstrate the use of emergency equipment in/on the boat related to assigned duty.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Requisite Knowledge. Location and use of fire extinguishers, emergency procedures, and basic rescue equipment in/on the boat as supplied by the department.

Requisite Skills. Ability to use fire extinguishers and basic rescue devices supplied by the department.

Crew Member Qualification Chapter 3 – Deck Hand

This level represents the requirements of personnel with assigned duties of assisting in the operation of the fire department boat.

Prior to becoming certified in this position, the Deck Hand shall successfully complete the following Job Performance Requirements (JPR) three times. The evaluator shall initial and date the appropriate boxes to indicate successful completion of each. For each JPR there are requisite knowledge and skill requirements. The evaluator of the first sequence shall initial and date in the box provided to indicate the meeting of those requirements before the Deck Hand may proceed.

3.1 Complete Poquoson Fire/Rescue swim test

3-2* Demonstrate the operation of equipment in/on the boat required for the assigned duty.

Requisite Knowledge. Understanding the fire department boat nomenclature, on-board systems, and special equipment supplied by the department and recommended or required by Federal and State laws.

Requisite Skills. Ability to use on-board systems and special equipment in/on the boat.

3-3 Perform the routine tests, inspections, and servicing functions specified in the following list, given a fire department boat, so that the operational readiness of the boat is verified.

- Batteries
- Belts
- Coolant system
- Electrical system
- Fuel

- Hydraulic fluids
- Lubrication
- Oil
- Steering system
- Tools, appliances, and equipment

Requisite Knowledge. Manufacturer specifications and requirements, department policies and procedures.

Requisite Skills. The ability to use hand tools, recognize system problems, and correct any deficiency noted according to department policies and procedures.

3-6* Describe the waterway marking system in use for navigating the local response area.

Requisite Knowledge: Uniform State Marking System for Virginia including: Port side aids, Starboard side aids, Obstruction & Junction aids, Mid-channel Fairway aids, and Special Purpose aids.

3-7* Demonstrate Docking, Mooring, and Departing of the fire department boat with the use of bumpers, lines, and poles.

Requisite Knowledge: Line handling, knots, and ground tackle involved with rigging concepts and safety practices.

3-8 Demonstrate the backing and maneuvering of department trailering equipment to transport, launch and retrieve department boat.

3-9* Demonstrate department emergency procedures for use on the fire department boat.

Requisite Knowledge. On-board fire suppression systems, visual distress signals and communication procedures for the department boat.

Requisite Skills. Local geography and hydrology.

3-10.1* Demonstrate rigging and securing of disabled vessels under stern tow.

Requisite Knowledge. Line rigging and safety practices for towing with the department boat. Department policies regarding the practice and responsibility of towing vessels.

Requisite Skills. Proper rigging for stern towing of vessels with the department boat.

3-10.2* Demonstrate rigging and securing of disabled vessels under along-side tow.

Requisite Skills. Proper rigging for stern towing of vessels with the department boat

3-11.1 Demonstrate anchoring procedures to secure and release the boat.

Requisite Knowledge. Principles of scope and anchoring techniques

Requisite Skills. Proper rigging for stern towing of vessels with the department boat.

3-11.2 Demonstrate anchoring procedures to secure and release the boat.

Requisite Knowledge. Principles of scope and anchoring techniques

Requisite Skills. Safe and proper use of anchoring devices appropriate for the department boat.

Crew Member Qualification

Chapter 4 – Basic Operations

This level represents a base level of operational capability and knowledge appropriate to operate a fire department boat

Prior to becoming certified in this position, the Operator shall successfully complete the following Job Performance Requirements (JPR) three times. The evaluator shall initial and date the appropriate boxes to indicate successful completion of each. For each JPR there are requisite knowledge and skill requirements. The evaluator of the first sequence shall initial and date in the box provided to indicate the meeting of those requirements before the Operator may proceed.

- 4-2* Demonstrate Close Quarter Maneuvering of the fire department boat following the Performance Guidelines in Appendix A for each of the following:

Approach and Depart

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Docking

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Close Quarter Maneuvering

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Side Slipping

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Requisite Knowledge: Handling characteristics of the fire department boat

<input type="checkbox"/>

- 4-3.1* Navigate a predetermined route with the normal vessel traffic that is expected to encounter within the boat response area.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Requisite Knowledge: Navigation rules in accordance with USCG M16672B within the department response area.

<input type="checkbox"/>

4-3.2 Demonstrate Planing Speed Maneuvering of the fire department boat following the Performance Guidelines in Appendix B.

Speed and Turning Radius

--	--	--

Slalom Course Maneuvering

--	--	--

High Speed Slalom

--	--	--

Requisite Knowledge: Handling characteristics of the fire department boat

--

4-4* Demonstrate Towing of a disabled boat according the fire department procedures for the fire department boat following the Performance Guidelines in Appendix C.

Coming Along Side

--	--	--

Towing Astern

--	--	--

Towing Along Side

--	--	--

Requisite Knowledge: Handling characteristics of the fire department boat

--

4-5* Navigate a designated course within the department boat response area in low visibility.

--	--	--

Requisite Knowledge: Navigational aids and limitations of the local response area.

--

Requisite Skill: Operation of navigational aids.

--

4-6* Perform the following emergency procedures in accordance with the fire department procedures for:

On-Board Fire

--	--	--

Hull Breach

--	--	--

Loss of Power

--	--	--

Loss of Steering

--	--	--

Obstructions Avoidance

--	--	--

Communication/Signaling Devices

--	--	--

Requisite Knowledge: Department policies and procedures for operating the department boat.

--

Requisite Skill: Operate onboard dewatering devices.

--

4-7 Maneuver the fire department boat to facilitate the retrieval of victims in the water following the Performance Guidelines in Appendix D.

Stopping Rescue

--	--	--

Man Overboard

--	--	--

Requisite Knowledge: Handling characteristics of the fire department boat

--

4-8 Maneuver the fire department boat to facilitate anchor deployment.

Requisite Knowledge: Anchoring systems and theory.

4-9 Maneuver the fire department boat to an acceptable beaching location and beach the boat without damage to the boat.

Requisite Knowledge: Handling characteristics of the fire department boat

Captain Qualification

Chapter 5 – Rescue Boat Operations

A technically proficient level of knowledge, ability, and experience to operate a fire department rescue boat. Rescue Boat Operator relies on the operator to meet the qualifications of NFPA 1670 Chapter 7-3 Water Rescue- Operations Level to meet the requirements of Chapter 5.

Prior to becoming certified in this position, the Rescue Boat Operator shall successfully complete the following Job Performance Requirements (JPR) three times. The evaluator shall initial and date the appropriate boxes to indicate successful completion of each. For each JPR there are requisite knowledge and skill requirements. The evaluator of the first sequence shall initial and date in the box provided to indicate the meeting of those requirements before the Rescue Boat Operator may proceed.

5-4.2 Perform a rapid primary victim search on the water representative of the fire department’s geography in a systematic and thorough application

Requisite Knowledge: Victim search techniques involving persons on the water surface, submerged and on the shores of water bodies. Working knowledge of water rescue operational and geographical terminology, and audible and visual signals.

5-4.3 Operator will safely and efficiently maneuver the boat to deploy a rescuer with or without equipment in types of water represented in the fire department response area. If the department responds to static and dynamic water types, it is expected that the Operator demonstrate this task on each.

Bow

--	--	--

Side

--	--	--

Astern

--	--	--

Requisite Knowledge: Various techniques and safety considerations for retrieving personnel as it pertains to the boat and the situation.

--

5-4.4 Operator will safely and efficiently maneuver the boat to retrieve an unconscious/incapacitated rescuer or victim with or without equipment in types of water represented in the fire department response area. If the department responds to static and dynamic water types, it is expected that the Operator demonstrate this task on each.

Bow

--	--	--

Side

--	--	--

Astern

--	--	--

Requisite Knowledge: Various techniques and safety considerations for retrieving personnel as it pertains to the boat and the situation.

--

5-4.5 Operator will safely and efficiently maneuver the boat to rescue location, and anchor the boat to support the rescue operation.

Requisite Knowledge: specialized navigational aids and equipment as they apply to rescue operations

Captain Qualification

Chapter 6 – Fire Boat Operations

A technically proficient level of knowledge, ability, and experience to operate a fire department fire boat. The Fire Boat Operator will have the required state and federal courses appropriate for the size of the fire department boat to meet the requirements for Chapter 6.

Prior to becoming certified in this position, the Operator shall successfully complete the following Job Performance Requirements (JPR) three times. The evaluator shall initial and date the appropriate boxes to indicate successful completion of each. For each JPR there are requisite knowledge and skill requirements. The evaluator of the first sequence shall initial and date in the box provided to indicate the meeting of those requirements before the Fire Boat Operator may proceed.

6-2.1 Perform the routine tests, inspections, and servicing functions specified in the following list, given a fire department boat, so that the operational readiness of the boat is verified.

- Navigation Systems
- Main Propulsion Systems
- Pumps
- Electrical Systems
- Lubrication Systems
- Firefighting Systems
- Firefighting Equipment
- Communication Systems
- Boat Operating Characteristics

6-2.2 Document routine tests, inspections, and servicing functions given maintenance and inspection forms, so that all items are checked for proper operation and deficiencies are reported.

6-3.2 Maneuver the fire department boat and dock the boat to:

Port

--	--	--

Starboard

--	--	--

6-3.3 Demonstrate Astern maneuvering around a fixed object to:

Port

--	--	--

Starboard

--	--	--

6-3.4 Demonstrate Forward maneuvering around a fixed object to:

Port

--	--	--

Starboard

--	--	--

6-3.5 Maneuver the fire department boat to keep at station at a designated location in relation to normal current and environment.

--	--	--

6-3.6 Maneuver the fire department boat, approach a fixed object and position Bow against structure with:

Current

--	--	--

Against Current

--	--	--

Cross Current

--	--	--

6-3.7 Maneuver the fire department boat, approach a fixed object and position Stern against structure with:

Current

--	--	--

Against Current

--	--	--

Cross Current

--	--	--

6-3.8 Demonstrate the approach to a fixed object using side-slipping/crabbing maneuver.

--	--	--

6-4.1 Demonstrate effective hand or master streams so that the pump is safely engaged, the rated flow of the nozzle is achieved, and the boat is continuously monitored for potential problems.

--	--	--

Requisite Knowledge: Hydraulic calculations for friction loss and flow using both written formulas and estimation methods. Safe operation of the pump.

--

Requisite Skill: Method(s) of power transfer from Jet drive mode to pump, drafting operations, and assembly of hose lines, nozzles, valves, and appliances.

--

6-4.2 Demonstrate a relay pumping evolution through a supply line of 2.5 inch diameter or larger so that the desired flow and pressure are provided to the designated pump.

--	--	--

Requisite Knowledge: Fire department relay pumping evolutions.

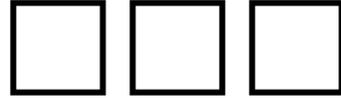
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6-4.3 Demonstrate the production of properly proportioned foam fire stream from the fire department boat.

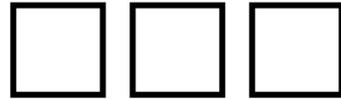
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6-4.4 Maneuver the fire boat and operate a fixed master stream on a predetermined point or object from set points of:

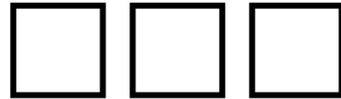
90 degrees



180 degrees



270 degrees



Appendix A

PERFORMANCE GUIDELINES

for

Crew Member 3.1

Task: Swim Test

Operator: _____

Crew: _____

TASK #	PROCEDURE	YES	NO
1.	Swim 100 Meters unassisted		
2.	Tread water 5 Minutes		
3.	Don PFD while in the water		
4.	Tow a victim wearing a PFD 100 meters while you are wearing a PFD		
5.	Free dive to a depth of at least 9 feet and retrieve an object		

Time: _____ Evaluator' Signature: _____ Date: _____

Comments: _____

Appendix A

Task 1

PERFORMANCE GUIDELINES

for
Marine Operator 4.2

Task: Approach and Depart

Operator: _____

Crew: _____

TASK #	PROCEDURE	YES	NO
1.	Approach to the object is made in a safe speed and direction.		
2.	Forward progress is effectively managed by use of reverse.		
3.	The object of contact is made safely and with little or no impact.		
4.	The target is reached with one continuous approach.		



Time: _____ Evaluator's Signature: _____ Date: _____

Comments:

Appendix A

Task 2

PERFORMANCE GUIDELINES

for

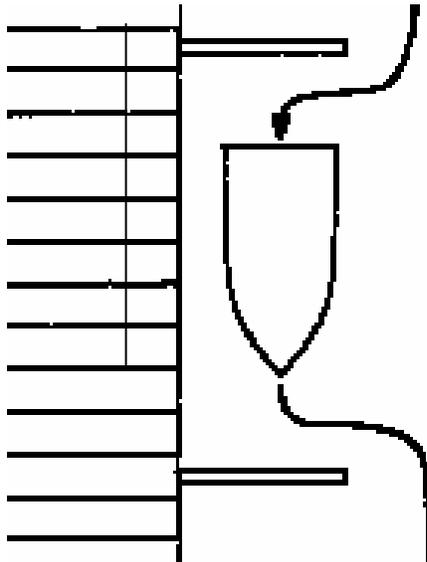
Marine Operator 4.2

Task: Docking

Operator: _____

Crew: _____

TASK #	PROCEDURE	YES	NO
1.	Approach the dock at a safe speed.		
2.	Use forward and reverse effectively.		
3.	Operator brings boat to rest within designated area.		
4.	Operator departs from the dock area effectively.		



Time: _____ Evaluator's Signature: _____ Date: _____

Comments:

Appendix A

Task 3

PERFORMANCE GUIDELINES

for

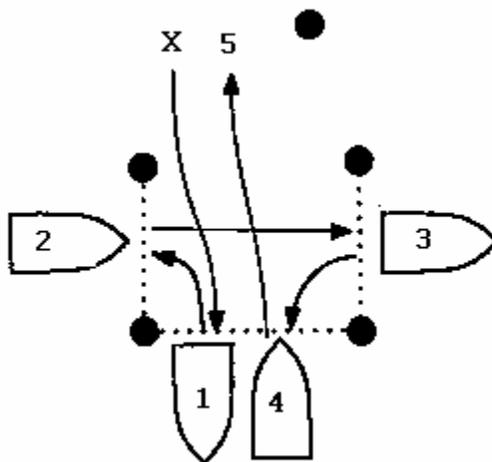
Marine Operator 4.2

Task: Close Quarter Maneuvering

Operator: _____

Crew: _____

TASK #	PROCEDURE	YES	NO
1.	Operator uses forward and reverse steering application efficiently.		
2.	Direction of travel is safely observed.		
3.	No markers are hit.		
4.	Operator effectively anticipates and controls bow drift.		
5.	Operator effectively anticipates and controls stern drift.		
6.	Entire evolution is performed without undue maneuvering.		



Time: _____ Evaluator's Signature: _____ Date: _____

Comments:

Appendix A

Task 4

PERFORMANCE GUIDELINES

for

Marine Operator 4.2

Task: Side Slipping

Operator: _____

Crew: _____

TASK #	PROCEDURE	YES	NO
1.	Operator effectively and efficiently uses forward and reverse.		
2.	The Operator avoids all buoys and stays within the proposed alley.		
3.	The entire alley is traversed with continuous parallel travel.		



Time: _____ Evaluator's Signature: _____ Date: _____

Comments:

Appendix B

Task 1

PERFORMANCE GUIDELINES

for

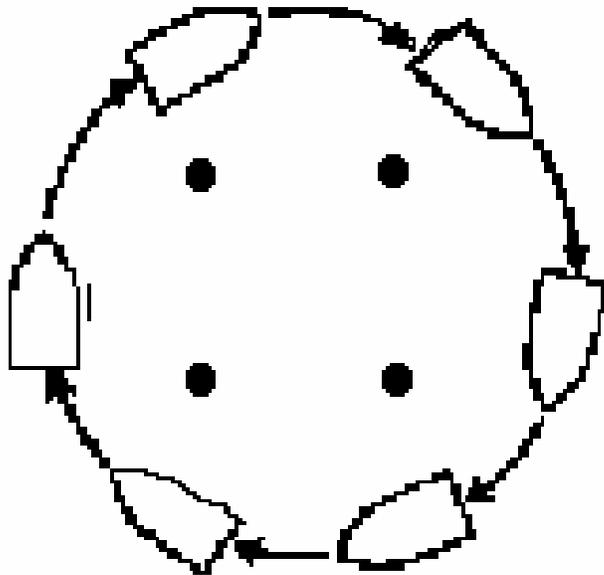
Marine Operator 4.3

Task: Speed and Turning Radius

Operator: _____

Crew: _____

TASK #	PROCEDURE	YES	NO
1.	A circular pattern is tightly negotiated around the buoys.		
2.	A safe and planning speed is maintained.		
3.	Clockwise and Counter clockwise direction is performed in forward operation.		
4.	The course is then negotiated in reverse at a safe and applicable speed.		



Time: _____ **Evaluator's Signature:** _____ **Date:** _____

Comments:

Appendix B

Task 2

PERFORMANCE GUIDELINES

for

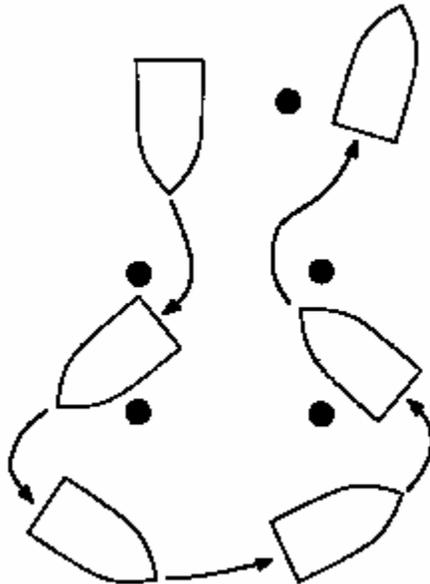
Marine Operator 4.3

Task: Slalom Course Maneuvering

Operator: _____

Crew: _____

TASK #	PROCEDURE	YES	NO
1.	The proposed course is followed turning around each marker.		
2.	A safe planning speed is maintained.		
3.	A proper lookout is maintained while negotiating turns.		



Time: _____ Evaluator's Signature: _____ Date: _____

Comments:

Appendix B

Task 3

PERFORMANCE GUIDELINES

for

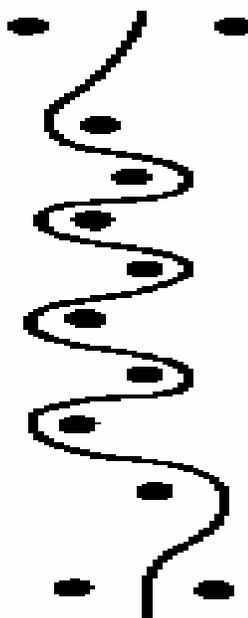
Marine Operator 4.3

Task: High Speed Slalom

Operator: _____

Crew: _____

TASK #	PROCEDURE	YES	NO
1.	Markers are negotiated on correct side per the diagram.		
2.	Adjust speed accordingly and continuously stay on plane.		
3.	Marker pattern is traversed both direction with 100% accuracy.		



Time: _____ Evaluator's Signature: _____ Date: _____

Comments:

Appendix C

Task 1

PERFORMANCE GUIDELINES

for

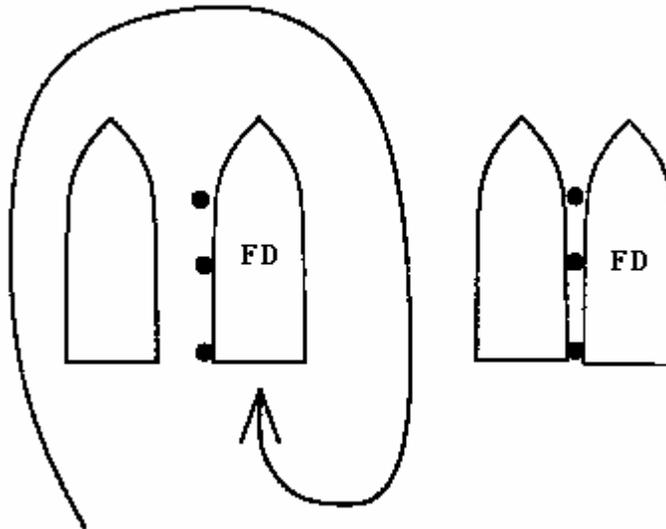
Marine Operator 4.4

Task: Coming Along Side

Operator: _____

Crew: _____

TASK #	PROCEDURE	YES	NO
1.	The operator properly positions applicable fender protection.		
2.	A docking maneuver is performed.		
3.	The operator performs or instructs an assistant to secure the boats together.		
4.	A safe boarding is performed.		



Time: _____ Evaluator's Signature: _____ Date: _____

Comments:

Appendix C

Task 2

PERFORMANCE GUIDELINES

for

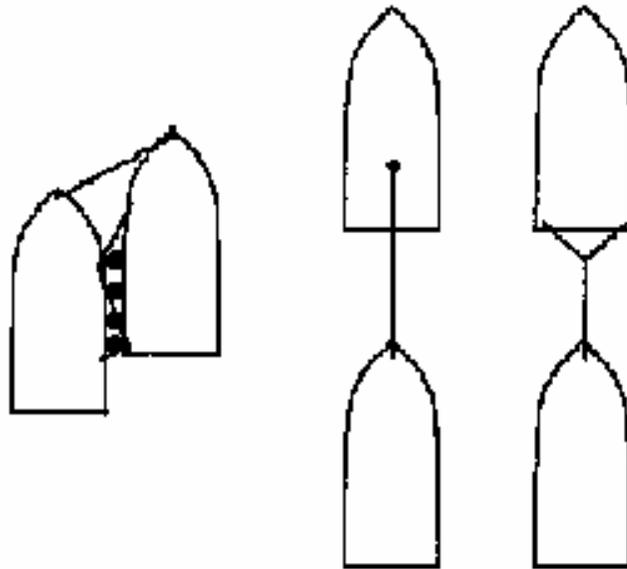
Marine Operator 4.4

Task: Towing

Operator: _____

Crew: _____

TASK #	PROCEDURE	YES	NO
1.	Secure the vessel correctly for applicable towing.		
2.	Maneuver correctly as per the towing application.		
3.	Determine correct scope and speed.		
4.	Establish a communication plan.		



Time: _____ Evaluator's Signature: _____ Date: _____

Comments:

Appendix D

Task 1

PERFORMANCE GUIDELINES

for

Marine Operator 4.7

Task: Stopping Rescue

Operator: _____

Crew: _____

TASK #	PROCEDURE	YES	NO
1.	A plane is held until the bow is opposite of the target.		
2.	The operator stops the boat in the shortest distance possible.		
3.	The operator safely and efficiently tosses the throw bag within arms reach of the target.		

1



Time: _____ Evaluator's Signature: _____ Date: _____

Comments:

Appendix D

Task 2

PERFORMANCE GUIDELINES

for

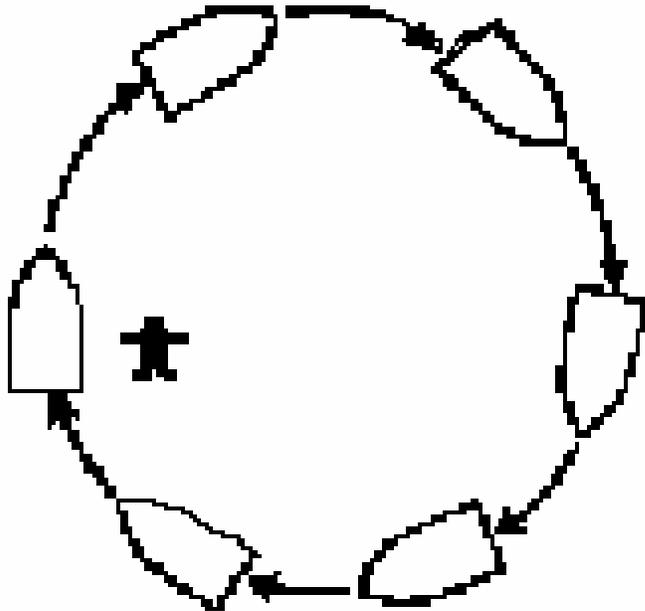
Marine Operator 4.7

Task: Man Overboard

Operator: _____

Crew: _____

TASK #	PROCEDURE	YES	NO
1.	Man overboard is deployed from boat.		
2.	Operator safely and effectively turns into the victim.		
3.	Approach is made upstream or into wind safely and effectively.		
4.	Safe area is chosen and victim is retrieved.		



Time: _____ Evaluator's Signature: _____ Date: _____

Comments:

Appendix E

- 3-2* The Deck Hand should be given all information about marine terminology, boat nomenclature, on board systems that are required by Federal or State laws or any special equipment, electronics, or communications required by the department.
- 3-4 The required and recommended equipment of this section has been included in 3-2 as Requisite Knowledge.
- 3-5 The Personal Safety requirements of this section have been demonstrated in 2-2.1 and do not need repeating.
- 3-6* Although not a tactical skill, the Deck Hand should be knowledgeable with waterway marking systems to assist the Operator in the navigation of the boat. The department must provide the Deck Hand the ability to demonstrate knowledge of the marking system in use for the local response area as well as the mutual aid response areas.
- 3-7* The Deck Hand facilitates the arrival, stationing, and departure of the boat using available equipment provided by the department. The Deck Hand should know how to use all provided equipment to keep the boat safe from damage as well as those objects that come in contact with the boat.
- 3-9* The Deck Hand should know how to perform department emergency procedures to assist the operator in mitigating the emergency and providing for the safety of all personnel on the boat.
- 3-10* The department must evaluate their liability and responsibility associated with the towing of another vessel and develop policies and procedures that the Deck Hand must be completely proficient with.
- 4-2* The Operator must be able to maneuver the boat through various situations under full control. The department must provide a series of skill performances to train and evaluate the

Operator's proficiency to safely maneuver the boat in close quarters.

4-3* The Operator must be able to maneuver the boat proficiently and follow the navigation rules set forth by the US Coast Guard. The requirements of 4-10 apply as requisite knowledge for the Operator to perform these maneuvers.

4-4* The department must evaluate their liability and responsibility associated with the towing of another vessel and develop policies and procedures that the Operator and crew must be completely proficient with.

4-5* The Operator should be able to navigate the boat in normal weather conditions for the local area which limit their visibility, with the use of navigational aids and lookouts provided by the department. The department must have policies and procedures that give the Operator final determination on the response of the boat and crew in conditions that jeopardize the safety of the boat and crew.

4-6* The department must develop emergency procedures or guidelines that provide the Operator and crew best practices based on the characteristics of the boat and the service activities related to the mission of the boat.

Chapter 5 Rescue Boat Operator relies on the qualifications of the Operator to NFPA 1670 Chapter 7-3 Water Rescue Operations Level. Because some of the skills of Chapter 5 Rescue Boat Operator have been demonstrated in the previous levels of this task book they are not repeated here.

Chapter 6 Fire Boat Operator relies on the knowledge of the local fire service policies and department operations. The Operator, at this level, has demonstrated abilities to operate the fire department boat in a superior manner. The Operator at this level will have all federal, state, and departmental training that relates to being a primary boat operator. In Chapter 6-3.1 of the standard, the Fire Boat Operator has demonstrated this maneuver previously in 4-3.1 and is not repeated here.

Standard Operating Procedures Manual
City of Poquoson Fire and Rescue



**City of Poquoson
Fire and Rescue**

830 Poquoson Ave.
Poquoson, VA 23662
757-868-3510
F757-868-3514

SPECIAL OPERATIONS

SOP#: SO 11.00

Title: Extreme Weather Emergencies &
Natural Disaster Call Back Policy

Effective Date: 08/12/2011

Revised Date: _____

Fire Chief's Signature

City Manager's Signature

**Extreme Weather Emergencies and
Natural Disaster Call Back Policy**

I. PURPOSE

The purpose of this policy is to provide guidance for career personnel with regard to severe weather call backs. It is important as ***essential personnel*** that we each understand what is expected of us during these events.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All career staff

III. POLICY

It is the policy of the City of Poquoson Fire/Rescue Department that the following procedures take place in the event of severe weather:

- **72 hours in advance of event:** ***It is your responsibility*** to make the on duty Battalion Chief aware of the phone number where you can be reached for further notifications if it will be different from the number listed on the emergency callback list.

- Continue your normal activities, but take this time to make sure that your property is secured and your family is safe. You are on alert until the event is over, this means you monitor the event and ready yourself for possible future response.
- **48 hours in advance of event:** Continue your normal activities and continue to monitor the event. Keep the on duty Battalion Chief aware of any changes in phone numbers. Keep a check on the City's website as well as checking your city e-mail for any important messages or updates.
- **24 hours in advance of event:** Make sure you have your assigned radio with you in the event phones are not working. Continue to monitor the event and **be prepared**. Be in the area for a possible call back to duty. If call backs are authorized they will take place during this period. You will be expected to return to duty if ordered to do so. For significant events, if personnel are called back for an "all hands" response all leave shall be considered cancelled. For lesser emergencies, should it become necessary to augment a shift with additional personnel; first all leave would be cancelled then overtime personnel would be used.
- It is your responsibility to take whatever steps necessary to return to duty at the requested time and place. Failure to return will be dealt with in the most severe manner under the City's Personnel Policy Manual.
- Once the EOC is activated, the Chief and the Deputy Chief will be located there.
- The on duty Battalion Chief will be in-charge of operations in the field. This responsibility will change to the next Battalion Chief with the rotation of shifts.
- Keep in mind that three shifts may be divided into two shifts and staff placed on 12 hour rotations depending on the expected duration of the event.
- If this is an extended event other Officers may be requested to pull duty in the EOC.
- Come prepared to take care of all your personal needs for 3 days/72 hours (meds, clothes, food, etc.)