



Germantown Fire Department

STANDARD OPERATING PROCEDURES

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GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: GENERAL REGULATIONS	S.O.P. 1.01
CATEGORY: PERSONNEL	PAGE: 1 OF 11
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish general rules and regulations intended for the guidance of all members of the Germantown Fire Department so they may be informed on the operations of their department, their responsibilities and the code of ethics they are expected to observe.

I. POLICY

The following rules and regulations are hereby established and shall govern the administration of the Germantown Fire Department and the conduct of all department personnel.

The Germantown Fire Department Standard Operating Procedures (S.O.P.s), policies, orders and rules and regulations are intended to augment the City of Germantown Personnel Policies and establish specific guidelines for Fire Department personnel. Personnel shall adhere to the City Personnel Policies in addition to the S.O.P.s and policies established by the Germantown Fire Department. Any conflict between any Fire Department S.O.P. or policy and a City Personnel Policy is unintended, and in such case the City Personnel Policy shall take precedence.

II. COMPLIANCE WITH REGULATIONS

Disciplinary action may be taken for, but not limited to, violations of the following provisions and/or rules, regulations, policies and orders of the Fire Department.

III. INSUBORDINATION

No member shall attempt to usurp the authority of a superior by words, actions or demeanor.

IV. PENALTY FOR VIOLATION OF DEPARTMENT REGULATIONS

Members shall obey all Fire Department S.O.P.s, rules, regulations, policies and orders. Offenses will result in a disciplinary action in accordance with City policy.

V. AID ANOTHER TO VIOLATE REGULATIONS

A. Members shall not aid, abet or incite another to violate Fire Department rules, regulations, policies or orders.

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- B. Members of the Department having knowledge of fellow fire fighters violating State or federal laws, municipal ordinances or rules, regulations or orders of the Department or disobeying orders shall report such violation to the Fire Chief.

VI. PERSONAL CONDUCT

- A. No member of the Department shall engage in any conduct, which constitutes conduct unbecoming a member of the Germantown Fire Department or the City of Germantown.
- B. All members shall maintain a loyalty to the City, the Department and their associates as is consistent with state and federal law and the rules, regulations and orders of the Germantown Fire Department.
- C. All members of the Department shall render assistance and take appropriate action toward aiding a fellow fire fighter whose personal safety is actually or potentially threatened.
- D. Members shall at all times, either on or off duty, conduct themselves in a manner that will not bring discredit to the Germantown Fire Department and City of Germantown.
- E. No member shall threaten, strike or otherwise assault any other member of the Department. Verbal and physical abuse shall not be tolerated in any manner.
- F. Members of the Department shall be courteous and civil at all times. All ranks shall be treated with respect and all officers will be referred to by rank during official duties.
- G. No member shall indulge in any type of gambling while in uniform or on duty.
- H. No member shall carry a weapon of any kind onto Fire Department property at any time. Exceptions will be made to those members who are commissioned officers, in uniform and not on duty with the Germantown Fire Department.

VII. ADHERENCE TO LAW

All members shall observe and obey all constitutions, statutes, ordinances, administrative regulations, and the official interpretations thereof, of the United States, the State of Tennessee, the County of Shelby, and the City of Germantown.

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VIII. DISOBEDIENCE OF AN ORDER

- A. No member shall willfully disobey a lawful command or order, either verbal or written, of a senior officer. Senior officer at emergency incidents shall refer to command officers designated in the command structure to direct the individual.
- B. Due to the nature of our profession, all commands, instructions and directions given by a superior during an emergency situation shall be considered orders.
- C. Willful disobedience of a direct order constitutes insubordination and is a major offense.

IX. DISCLOSURE OF INFORMATION - GENERALLY

- A. Members shall treat as confidential the official communications and business of the City and the Department.
- B. Sources of information shall not be disclosed to anyone outside the Department.
- C. Any information obtained in an official capacity shall not be disclosed, either in writing or orally, to any unauthorized person. No member will divulge any matter which is his/her duty to keep confidential.
- D. This rule is not to be construed so as to interfere with the proper cooperation with regularly constituted law enforcement agencies or such other agencies as may be assisting in an investigation.
- E. In the performance of their duties, every member of the Department shall furnish his/her name, rank and assignment to any person properly entitled to this information, except when such information would tend to jeopardize his/her personal safety or the safety of others.
- F. Members shall have their City of Germantown Fire Department identification available and shall present it to citizens upon request or when deemed appropriate.
- G. Photographs taken by on-duty personnel, or those acting in an official capacity, shall be governed by the Fire Department. They shall not be made available to the public without the approval from the Fire Chief.

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X. CRITICISM

No member shall make any public statement, written or oral, criticizing the Department or City, or any member thereof, where such expression is (a) defamatory, (b) unlawful, (c) of such a nature that it tends to impair the operation of the City or Department, or (d) made with reckless disregard for its truth or falsity.

XI. RECORDS AND REPORTS

- A. No Department record shall be removed in any case without authorization from a chief officer, proper notation being made as to the name of the person receiving it and the date it was removed.
- B. No member shall make a false statement, falsify any written or verbal report made to a superior officer, or willfully and intentionally withhold material matter from such report or statement.
- C. No member shall make a false official report or knowingly enter or cause to be entered in any Department record any inaccurate, false or improper entries or misrepresentation of facts.
- D. Also see Departmental Policy regarding records and reports.
- E. No record regarded as confidential shall be accessed without proper authorization.

XII. CARE OF PROPERTY

- A. All City property shall be used for official purposes only and in the capacity for which it was designed.
- B. No member shall damage or wrongfully dispose of any property of the City.
- C. Members shall be responsible for compensating the City for lost or damaged property where such property has been lost or damaged as a consequence of malicious or negligent conduct by the member. Such person may also be subject to disciplinary action.
- D. No member shall cause or permit any property or equipment to be modified or otherwise altered, except in accordance with maintenance and repair standards approved by the Fire Chief.

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- E. No person shall tamper with, remove equipment from, or use any equipment or other items on any apparatus without the prior approval of driver of that apparatus.

XIII. ALCOHOLIC BEVERAGES, DRUGS

- A. No member shall bring any alcoholic beverage or alcoholic beverage container or illegal drugs to any building or quarters officially occupied by the Germantown Fire Department, nor shall he/she permit the same to be brought therein.
- B. All members of the Department are strictly prohibited from consuming any intoxicating liquors or illegal drugs while on duty or in uniform.
- C. No member shall use intoxicants while off duty to the extent that there is any evidence of physical impairment or odor of alcohol on his/her breathe when reporting to his/her assigned duties.
- D. No member of the Department shall, while in uniform or on duty, enter any place where intoxicating liquors are sold (excluding those establishments holding a liquor license for a restaurant, or a market selling food products holding a liquor license), except when required in the performance of his/her duties.
- E. No member shall consume any drugs, narcotics or other like substance except as permitted by law, and shall report to his/her immediate supervisor any prescribed drug which may impair an employee from performing his/her normal duties. A physician's statement may be required indicating whether or not an employee can perform his/her regularly assigned duties.

XIV. PERSONAL APPEARANCE

- A. Personnel shall maintain their uniforms in a neat and serviceable condition and shall, by their appearance, set an example of neatness and strict conformity with established standards of personal appearance.
- B. Members shall maintain personal habits of cleanliness and hygiene.

XV. HEALTH

- A. Each member of the Department shall keep himself/herself in such physical and mental condition as will enable him/her to readily perform his/her duties.

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- B. When a member's condition is such that he/she cannot effectively perform those duties, it shall be his/her duty to notify his/her immediate supervisor.
- C. Each supervisor shall be responsible for assuring that their personnel are capable of performing their duties.
- D. Each member shall agree to submit to psychological and physical examinations as directed by the Chief.
- E. No member of the Department shall feign illness or otherwise abuse sick leave.

XVI. ABSENT WITHOUT LEAVE

No member of the Department shall absent himself/herself from work without proper authorization.

XVII. PUNCTUALITY

Members of the Department shall be punctual in all situations where time is specified or expected.

XVIII. FINANCIAL OBLIGATIONS

Members shall fulfill their financial obligations. It shall be their responsibility to pay in good faith all just debts and legal liabilities incurred by them.

XIX. ENDORSEMENTS, ADVERTISEMENTS

- A. No member of the Department shall permit the use of a photograph of himself/herself which identifies him/her as a member of the Fire Department in connection with any testimonial or advertisement of any commodity or commercial enterprise, without prior approval the of the Fire Chief.
- B. No member of the Department shall endorse or subscribe to any such testimonial or advertisement or authorize the use of his/her title, rank or identification with the Department in this connection, without prior approval of the Fire Chief.

XX. SOLICITATION

No member of the Department, while representing the Department or city, shall under any circumstances solicit subscriptions, sell tickets, or collect donations for any purpose whatsoever without prior written approval of the Fire Chief.

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XXI. SUGGESTIONS FOR IMPROVEMENT

Any member who wishes to make suggestions for improvement shall have the privilege of communicating in writing to the Fire Chief, Assistant Chief or other appropriate person. Chain of command should be followed whenever possible.

XXII. NEGLECT OF DUTY

- A. Each member, because of both position and assignment, is required to perform certain duties and assume certain responsibilities. Failure to properly function in either or both of these areas constitutes neglect of duty.
- B. A member with supervisory responsibility shall be held in neglect of duty whenever he/she fails to properly supervise subordinates. A pattern of continued or serious neglect of command or supervisory duties will be cause for removal from a position of responsibilities and possible reduction in rank.
- C. Members shall maintain themselves in proper condition, location and readiness to immediately respond to calls and other assignments.
- D. A member who abandons his/her post shall be guilty of neglect of duty.

XXIII. PUBLICATION OF ARTICLES

All members of the Department shall obtain permission from the Fire Chief to publish articles as official representatives of the Fire Department.

XXIV. FIRE DEPARTMENT BULLETIN BOARDS, MAIL BOXES AND MEMO BOOKS

Members shall familiarize themselves daily with official information posted on the Fire Department bulletin boards, their personal mailbox and in the departmental memo books. Personal mailboxes shall be kept neat, clean and orderly and shall not be used for storage.

XXV. UNIFORM RESTRICTIONS WHILE OFF DUTY

Off-duty members are restricted in the use of their uniforms as follows:

- A. They may wear their full uniform when going to and from work.

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B. Portions of the uniform shall not be worn with street clothes.

Exception: Germantown Fire Department t-shirts or golf shirts. Also, for the purpose of identification, a member may wear the uniform jacket alone while reporting to, or returning from, a fire station if they have been called in on alert duty because of a working incident.

C. The uniform shall not be worn while a member is under disciplinary suspension.

D. The uniform may be worn when acting as a member of the Fire Department.

XXVI. PERSONAL USE OF UNIFORMS AND EQUIPMENT

Personnel shall not convert to personal use any money, vehicles, equipment, buildings or property belonging to the City. This specifically prohibits unauthorized use of City equipment without prior approval of the Deputy Chief, Assistant Chief, or the Fire Chief.

XXVII. ALTERATION OF VEHICLES OR EQUIPMENT

No member of the Department shall make any alteration to any vehicles, equipment, buildings or property belonging to the City of Germantown without the prior approval of the Deputy Chief, Assistant Chief, or the Fire Chief.

XXVIII. USE OF FIRE DEPARTMENT FACILITIES

No social event, club, group, or business meeting shall be held in any Germantown Fire Department building or facility without the specific permission of the Fire Chief.

XXIX. SMOKING PROHIBITED

A. Per City Policy, smoking shall be prohibited in all Fire Department and other City buildings. Smoking is prohibited on or in any city vehicle. Smoking shall include the use of any tobacco products, including chewing tobacco, snuff, and dip.

B. Members shall not smoke during fire and/or emergency calls (except when permitted by the Incident Commander), during inspections, while operating Fire Department apparatus, or during public education presentations.

C. For additional restriction on smoking, refer to the City Smoking Policy.

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XXX. UNAUTHORIZED PERSONS

Unauthorized persons shall not accompany Germantown Fire Department members on official business. Unauthorized persons shall not be provided access to facilities, areas, information, or materials that require authorization.

XXXI. VEHICLE OPERATIONS

- A. All personnel shall be approved by their Battalion Chief or other chief officer prior to driving any Fire Department vehicles under routine or emergency conditions. Requirements for specific apparatus are detailed in other S.O.P.s.
- B. Seat belts shall be worn by all occupants any time the vehicle is in motion. Failure to wear seat belts is a major offense.

XXXII. TELEPHONES

- A. City Telephones:
 - 1. When answering the City telephones in fire stations, personnel shall state the fire station number or fire department name and their last name. For example "Station One, Smith" or "Germantown Fire Department, Smith".
 - 2. Personal telephone calls shall not be accepted during class time, except for emergency calls.
- B. Long Distance Telephone Calls:
 - 1. Personnel shall not accept personal collect calls on City telephones, except in an emergency. Personnel must reimburse the City for all personal calls so received.
 - 2. Personnel shall not make personal long distance telephone calls on City telephones.
 - 3. Personnel shall not make personal long distance telephone calls on the private wall phones charged to the wall phone, except in an emergency. In such case the member must notify the member handling the wall phone bills by written memo.

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C. Telephone at Residence:

1. All personnel shall maintain an operable phone by which they can be reached at their residence while off-duty.
2. A current telephone number shall be maintained in Administration and a phone list provided to each station and staff officer.
3. Telephone numbers shall be kept confidential; they shall not be given out to non-department personnel.

D. Cell Phones and Personal Communication Devices:

1. Personal cell phones, pagers, PDAs, and other communication devices shall not be used while personnel are engaged in work or out in public. Examples included but are not limited to being engaged on emergency responses, on inspections, flushing plugs, testing hose, in any type of training, in any meeting, etc.
2. Fire personnel cannot use their personal communication devices while riding to or returning from an emergency response or while riding in fire apparatus going to and from somewhere, such as the shop or another fire station.
3. Personal cell phones and communications devices may be used at the fire stations so long as they are not engaged in a work or training activity and the use does not interfere with Fire Department operations. Cell phones shall be placed in silent/vibrate mode during training, inspections, and similar activities so as to not interfere.

XXXIII.STATION SECURITY

The station Lieutenant is responsible for the security of each station during the shift. Stations shall be locked and secured whenever left unattended or during bedtime. When responding on calls, the doors shall be locked and bay doors shall be lowered after the apparatus leaves the bay, unless other personnel remain at the station.

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XXXIV.WORK SCHEDULE

- A. Personnel shall work the schedule as designated by the Fire Chief.

- B. The regular work period for suppression/EMS personnel shall be between 0700 hours and 1400 hours on Monday through Friday. Sleeping may be permitted by the Station Lieutenant after this time, if the required work duties have been completed.

- C. Between 0700 hours and 2100 hours each day whenever the station is staffed, at least one member shall be available to monitor the vocal alarm system and City telephones in the station and greet visitors to the station.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: CRITICAL INCIDENT STRESS MANAGEMENT	S.O.P. 1.02
CATEGORY: PERSONNEL	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide professional intervention after significant incidents in order to minimize stress-related problems to Fire Department personnel.

I. THE CRITICAL INCIDENT

Any incident faced by Fire Department personnel that causes them to experience a distressing emotional reaction may qualify for a Critical Incident Stress Debriefing (CISD). Although different incidents may create different reactions, the following are some examples of incidents that may be appropriate for debriefing:

- A. The serious injury or death of a department employee or other emergency personnel working at an incident or en route;
- B. Mass casualties;
- C. Suicide or unexpected death of a crewmember;
- D. Serious injury or death of a civilian resulting from department operations, e.g., collision of emergency units responding to a call;
- E. Death of and/or violence to a child;
- F. Loss of life following extraordinary and prolonged expenditures of physical and emotional energy during rescue efforts by department personnel;
- G. Incidents that attract extremely unusual or extensive media coverage;
- H. Incidents in which circumstances are unusually bizarre and/or trigger profound emotional reactions.

II. CRITICAL INCIDENT STRESS DEBRIEFING TEAM

The Tennessee Critical Incident Stress Management Association, Inc. provides CISD to the Germantown Fire Department as needed. This service is provided at no charge. The Memphis Area CISD Team may be requested 24-hours a day through Memphis MedCom at (901) 545-8181.

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CISD is most effective when held within a few days of the occurrence of the event. A debriefing usually lasts from one to three hours. Participants should, preferably, be off-duty and not reporting on-duty immediately after the CISD meeting. Participants should plan to stay for the entire meeting and are asked not to leave the room during the debriefing.

III. ON-SITE MANAGEMENT

Minimizing prolonged exposure of personnel to these critical incidents decreases the likelihood of stress-related problems developing. Command officers can reduce this exposure by rotating personnel and/or by removing initial and unnecessary personnel from the scene as soon as possible.

For critical incidents of extreme magnitude, on-site consultation by members of the CISD team is available by contacting Communications.

Debriefing team members will serve as advisers to the Incident Commander. The debriefer will be alert for acute stress reactions; provide support, encouragement, and consultation; and be available to assist resting personnel in dealing with stress reactions.

IV. ACTIVATION OF THE DEBRIEFING PROCESS

Supervisors or company officers shall be aware of the possible need for a debriefing following a significant incident. Any department employee may request a debriefing through his/her supervisor or company officer. Supervisors or company officers shall forward requests to the battalion chief as soon as possible after the incident. The battalion chief or his/her designee shall then contact the Tennessee Critical Incident Stress Management Association, via MedCom, to schedule a CISD. The CISD Team Leader is responsible for coordinating the debriefing process. Under special circumstances, debriefings may include non-department personnel, such as other city employees involved in the incident. The Battalion Chief shall notify the Assistant Chief in the event of a debriefing.

If any personnel have questions about the need for a debriefing, a debriefing team member can be contacted for consultation. Any department employee who feels that an individual, confidential debriefing would be valuable may notify his/her supervisor or contact the CISD team directly. If confidential, personal counseling is desired, any individual may also arrange for this with the Fire Department Chaplain or the City Personnel Department.

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V. 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 their feelings and reactions in order to reduce the stress resulting from exposure to critical incidents. During the debriefing, participants are encouraged, although not required, to ventilate their actions, reactions, thoughts and feelings related to their roles in the event. A debriefing is **not** a critique of department operations at the incident, nor will performance be discussed. Management personnel may be present if involved in the event or their presence is accepted by all of the participants.

Debriefings are preferably conducted in small groups of not more than 25 people; however, they may include any number of personnel or also occur on an individual basis. All debriefings shall be strictly confidential. The debriefing team usually includes mental health professionals and two or more peer debriefers.

The type of debriefing conducted depends upon the circumstances of a particular incident. The following is a listing of the debriefings most commonly utilized, singularly or in combination:

- A. On-Scene Debriefing: See On-Site Management, Section III.
- B. Initial Defusing: This debriefing, which is conducted shortly after the incident, is a spontaneous, non-evaluative discussion often with no designated leader. It is primarily informational, often including an update and status report on the incident and related injuries. This debriefing may be done with the assistance of a CISD Team or may involve department personnel involved with the incident.
- C. Formal Debriefing: This debriefing is conducted within 72 hours of a critical incident. It is a confidential, non-evaluative discussion about involvement in the incident, thoughts and feelings, and stress reactions. A debriefing usually lasts from one to three hours. Participants should plan to stay for the entire meeting and are asked not to leave the room during the debriefing. All units and personnel in attendance are off-duty or out-of-service during this debriefing and, preferably, should not be returning to duty during that day.
- D. Follow-up Debriefing: This informal debriefing, which occurs weeks or months after the incident, is concerned with delayed or prolonged stress reactions.
- E. Individual Consultation: These one-to-one counseling sessions are available at any time, as needed, for any concerns related to critical incidents.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: DEPARTMENT PROCEDURE FOR JOB RELATED PROBLEMS	S.O.P. 1.03
CATEGORY: PERSONNEL	PAGE: 1 OF 4
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To outline informal and formal procedures in which Fire Department personnel may voice job related problems or communication misunderstandings.

I. PREFACE

Fire Department personnel will address job related problems following these guidelines. No member shall be discriminated against for availing himself/herself of his/her rights under these procedures.

II. GRIEVANCE DEFINED

A grievance is a complaint by an employee(s) concerning unfair treatment. Grievances may be based on the handling of personnel actions, such as selection, reassignment, promotion, disciplinary action or separation. A grievance is a work-related complaint by an employee. An employee may file a grievance to identify inequitable or poor management practices.

III. GRIEVANCE PROCEDURES

It is the intention and responsibility of the Germantown Fire Department to provide equitable and fair treatment of all personnel. It is to the department's benefit that employees deal with grievances rather than allow them to remain a problem. Any personnel with a grievance are encouraged to avail themselves of these procedures and any other means provided by the City and/or Fire Department. Supervisors shall assure that the grievance procedure is equally available to all personnel and shall assure that any employee presenting a grievance shall be treated fairly and not discriminated against.

The following steps should be followed by any employee having a grievance. It is recognized that in some cases, such as a grievance against a supervisor, that variations may be necessary in the grievance procedures.

- A. **Step 1: Supervisor Level.** The aggrieved employee should meet and discuss the grievance with his or her supervisor. This must be done within 10 calendar days of the date on which the grievant became aware of the incident causing the grievance. The supervisor will attempt to adjust the grievance and should render his/her decision within 14 calendar days of the date the grievance was presented to him/her, unless a longer period is mutually agreed upon between the parties such as in cases requiring extensive research and/or investigation. In the event the

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supervisor has no authority to adjust the grievance, he/she may forward such grievance to a level of authority that does have the authority to adjust the grievance.

If the immediate supervisor fails to adjust the grievance to the satisfaction of the grievant, the grievant should meet and discuss the grievance with the next level of supervision (following chain of command) up to, but not including, the position of Assistant Chief. The grievant shall have 10 calendar days from the receipt of a decision from a supervisor to take the grievance to the next level of supervision. At each level, the officer shall provide a decision to the grievant within 14 calendar days, unless a longer period is mutually agreed upon between the parties.

- B. Step 2: Assistant Chief Level. If the grievant is not satisfied with the decision(s) provided in Step 1, and the grievant wishes to carry his/her grievance further, the grievant must present the grievance in writing, with a full statement of particulars to the Assistant Chief within 7 days of receipt of a decision rendered in Step 1. The Assistant Chief shall review the grievance and issue a written response within 14 calendar days of the date the grievance was presented by the grievant to the Assistant Chief if there is no meeting between the parties, or if there is a meeting, within 14 calendar days thereafter. Extensions to this time period may be allowed if mutually agreed between the grievant and the Assistant Chief, such as in cases requiring extensive research and/or investigation.
- C. Step 3: Employee Relations Committee. If the grievant is not satisfied with the decision(s) provided by the Assistant Chief, and the grievant wishes to carry his/her grievance further, the grievant must present the grievance in writing, with a full statement of particulars, along with a copy of the written decision rendered by the Assistant Chief, and any other supporting information, to the Chairman of the Employee Relations Committee (E.R.C.) within 7 days of receipt of a decision rendered by the Assistant Chief. The E.R.C. shall review the grievance in accordance with the E.R.C. guidelines contained herein and render a decision to the Assistant Chief and grievant within 21 calendar days of receipt of the grievance, unless a longer period is mutually agreed upon between the grievant and the Chairman of the E.R.C. Once a decision has been determined by the E.R.C., it shall be rendered in writing to the appropriate Assistant Chief and the grievant. If the Assistant Chief is in agreement with the decision, the Assistant Chief shall notify the grievant and make the adjustment or correction.
- D. Step 4: Fire Chief. If either party, the Assistant Chief or grievant, disagrees with the decision of the E.R.C., they may appeal the decision in writing to the Fire Chief within 7 calendar days of the decision being rendered by the E.R.C. The

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appeal shall contain full documentation of the grievance, including a full statement of particulars, along with a copy of the written decision rendered by the Assistant Chief and E.R.C. and any other supporting information. The Fire Chief shall reevaluate the decision of the E.R.C. and Assistant Chief and issue a written response to the grievant and Assistant Chief within 10 calendar days of the date the grievance was presented by the grievant to the Fire Chief if there is no meeting between the parties, or if there is a meeting, within 10 calendar days thereafter. Extensions to this time period may be allowed if mutually agreed between the grievant and the Fire Chief, such as in cases requiring extensive research and/or investigation. The Fire Chief is the only Fire Department person who can overrule the decision of the E.R.C.

- E. Step 5: City Administrator. If the grievant is unsatisfied with the decision rendered by the Fire Chief, he/she may appeal the decision to the City Administrator within 10 days of the decision rendered by the Fire Chief, in accordance with the City's Open Door Policy.

IV. EMPLOYEE RELATIONS COMMITTEE

The Germantown Fire Department shall have an Employee Relations Committee. The purpose of this Committee will be to review grievances of personnel. The Committee may also review concerns and suggestions of employees that, while they may not actually be a grievance, involve departmental handling of personnel issues.

The Employee Relations Committee (E.R.C.) shall consist of 7 members, composed of 2 members of each suppression/emergency medical shift and 1 member at large. The at-large member shall be rotated between the shifts at each election. Each shift will elect their representatives to the E.R.C. Only non-exempt personnel (below rank of Battalion Chief) shall serve on the E.R.C. and no more than 1 officer per shift shall serve on the E.R.C. Members of the E.R.C. shall be determined through confidential vote of all Department personnel. Members of the E.R.C. shall serve 3-year terms, although members may serve multiple terms. Members of the E.R.C. shall serve on a voluntary basis, but once they accept this position, they shall serve and attend hearings as directed by the Chairman of the E.R.C. Members of the E.R.C. will have required reading relating to grievances and disciplinary action to prepare them to best fulfill their responsibilities.

The members of the E.R.C. shall select one member to serve as the Chairman of the E.R.C. The Chairman of the E.R.C. shall direct any necessary research and investigation as necessary. The Chairman of the E.R.C. shall have full authority through the Fire Chief to obtain necessary information and assistance from any personnel on the department,

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including conducting investigative hearings and reviewing documentation from previous investigations. The Chairman may also obtain assistance from the other members of the E.R.C.

All information obtained by the E.R.C. shall remain strictly confidential and any members releasing confidential information shall be subject to disciplinary action.

V. EMPLOYEE RELATIONS COMMITTEE HEARING

Once adequate information is obtained, the Chairman of the E.R.C. shall convene a hearing of the E.R.C. to review the grievance. The E.R.C. may call the employee, supervisors or any other members as witnesses. The E.R.C. hearing is an administrative rather than a judicial proceeding, yet the grievant may have his/her supervisor or a representative from the City Personnel Office present if desired. Any member of the E.R.C. that supervises the grievant shall abstain from participating in the hearing as a member of the E.R.C. The Chairman of the E.R.C. shall assure that appropriate procedures are followed. Following the E.R.C. hearing, the E.R.C. shall vote to either make a decision or to conduct further investigation and hold another hearing. A decision by the E.R.C. shall require a simple majority vote of the members.

VI. SUGGESTIONS TO THE EMPLOYEE RELATIONS COMMITTEE

At times, employees may recognize a need for improvements in the department's operations, such as relating to employee relations. Examples may be station assignments, poor management approaches, or communications problems. In most cases, this can, and should, be handled through the normal chain of command. However, in cases when the normal chain of command is inappropriate, an employee may submit a suggestion in writing to the Chairman of the E.R.C. The Chairman shall review the suggestions to determine if the suggestion is appropriate for the E.R.C. to review. If the Chairman decides that it is inappropriate for the E.R.C. to review the suggestion, the Chairman shall notify the submitter and recommend the appropriate methods for submittal of the suggestion. If the Chairman decides that the E.R.C. should review the suggestions, the Chairman shall schedule a meeting of the E.R.C. to review the suggestion and make a recommendation if appropriate to the Assistant Chief. The submitter shall also be notified of this recommendation. If, after review, the E.R.C. does not feel that any recommendation for change is warranted, the Chairman shall notify the suggestion submitter of such. This process should be completed within 30 calendar days of submittal to the E.R.C., unless a longer period is mutually agreed upon between the parties such as in cases requiring extensive research.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: DISCIPLINARY ACTION	S.O.P. 1.04
CATEGORY: PERSONNEL	PAGE: 1 OF 4
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide uniform guidelines for disciplinary action to insure fair and equitable treatment to employees who may violate rules, regulations, laws, or otherwise be guilty of misconduct.

I. INTENT AND GUIDELINES

- A. It is the responsibility of each employee to be thoroughly familiar with all city and department rules and policies. Personnel shall follow the chain of command.
- B. Counseling should precede disciplinary action and an employee who commits a sufficiently severe offense shall receive discipline immediately upon completion of the investigation.
- C. Supervisors should be aware of the degree of disciplinary action that is fair in regard to the offense. The degree of discipline should increase with each subsequent sustained action that is similar in nature.
- D. Discipline, to be fair and reasonable, must be supported with facts and decisions made on a justifiable basis of fact. Such discipline will receive firm support and have constructive results. Discipline and suspensions shall be the initial responsibility of supervisors at the appropriate level in the chain of command.
- E. The supervisor should consider the following factors:
 - 1. Seriousness of the violation.
 - 2. Mitigating circumstances, if any.
 - 3. Length of service and previous record of the employee.
 - 4. Reasonable consistency in applying similar penalties to similar offenses.
 - 5. The prospect that disciplinary action may play a rehabilitative role.
 - 6. Attitude and conduct of the employee throughout investigation, hearing and final disposition.
- F. Discipline is applied in a progressive fashion with more severe penalties following successive violations. This is particularly true when relatively minor

SUBJECT: DISCIPLINARY ACTION	S.O.P. 1.04
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offenses occur. The most significant consideration is for the penalty to be in proportion to the violation. Serious offenses, particularly life threatening, will call for appropriately serious penalties.

G. Disciplinary action shall be corrective in nature and shall involve the following progressive measures, except that major violations may proceed directly to more severe actions which could include termination, based upon the level of violation:

1. Oral reprimand.
2. Written reprimand.
3. Probation with conditions
4. Suspension, documented in writing.
5. Demotion.
6. Termination.

II. PROCEDURE

A. All disciplinary action shall be initiated with a written statement of charges. The statement of charges shall contain sufficient details about the alleged infraction of city or department rules, regulations, or standard operating procedures. The statement shall cite the city or department rules, policy or procedures that are alleged to have been violated. The statement of charges shall be signed by the person bringing those charges forth. A copy of the written statement of charges will be given to the employee so charged.

B. Supervisors shall initiate disciplinary action commensurate with the violation and consistent with their authority, as follows. Beyond these levels, the supervisor shall recommend the disciplinary action to their supervisor.

Lieutenant - up to suspension of 24 hours.

Battalion Chief - up to and including 72 hours suspension.

Deputy Chief - up to termination.

Assistant Chief - up to termination.

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Fire Chief - up to and including termination.

- C. When a violation occurs and the investigative process requires the necessity of a hearing, appropriate letters attesting to the facts must be obtained. The hearing is the opportunity for the employee to impart information pertinent to the facts to justify the actions in question or attempt to answer the charges. When appropriate, such as during extensive investigations or major violations, the employee shall be given an appropriate prior notification of the hearing. Hearings shall be carried out within 30 days of the violation, unless mutually agreed upon by both parties.
- D. During a disciplinary hearing, the employee may request that his/her supervisor, the City Personnel Director or a member of the Employee Relations Committee participate in the hearing to provide guidance and support to the employee. However, this person shall not speak on behalf of the employee.
- E. Once the hearing is complete and all possible facts are examined, appropriate recommendations to the Fire Chief are the responsibility of the supervisor at whose level the hearing was held.
- F. Officers may administer oral and written reprimands without prior approval of the Fire Chief. Copies of the oral and written reprimands shall be forwarded to the Fire Chief for review.
- G. With the exception of the Fire Department's run late policy (SOP 1.09), the Fire Chief shall review all recommendations of suspension before such action is taken. Officers will adhere to the run late SOP when dealing with violations of that policy.
- H. The employee will be informed in writing by a Disciplinary Action Form, as soon as is reasonably possible, the results of the hearing and the degree of discipline involved. If this cannot be done within 7 calendar days of the disciplinary hearing, the employee shall be advised of the extenuating circumstances. Copies of all Disciplinary Action Forms will be placed in the employee's permanent record.
- I. To be effective and fair, disciplinary action shall be applied immediately. Only the Fire Chief may waive this requirement.
- J. Ultimate responsibility for the administration of all discipline rests with the Fire

Chief. The Fire Chief will review all disciplinary action taken. The Fire Chief may alter any disciplinary action taken based upon the facts and with justifiable cause. To ensure fair and equitable treatment, such modification of disciplinary action will require review and approval of the City Administrator.

- K. In order to ensure the fair and equitable treatment of all personnel, the Fire Chief shall provide copies of all disciplinary action to the Personnel Department and the City Administrator.

III. APPEALS

Employees may appeal disciplinary action above verbal reprimands in accordance with the Fire Department's Department Procedure for Job Related Problems S.O.P. and the City's Open Door Policy.

IV. ACTIVE STATUS OF DISCIPLINARY ACTION

- A. Written documentation which is required to be placed in an employee's personnel file shall remain in place in either an ACTIVE or INACTIVE status.
- B. Documents that are listed as being in an ACTIVE STATUS shall be considered during any employee appraisal periods and during any promotional process.
- C. The following guidelines will be used as the time these particular documents will remain active:

Verbal Reprimands/Counseling Forms	12 months
Written Reprimands	24 months
Suspensions	36 months

- D. Documents that are listed as being in an INACTIVE STATUS will remain in the personnel file but shall not be considered during any employee appraisal periods or during any promotional process. At no time will these types of documents be removed from any personnel file within the fire department.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: LIGHT DUTY	S.O.P. 1.05
CATEGORY: PERSONNEL	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines and provisions for light duty in the event that personnel are physically unfit for full duty.

I. PREFACE

Light duty is a temporary job assignment for an employee who cannot perform regular duties. Light duty assignments are available, on a limited basis, to employees with medical disabilities as a result of job-related injuries or illnesses.

II. PROCEDURES FOR LIGHT DUTY ASSIGNMENTS

A. Occupational Disabilities:

1. Any employee being treated for a job-related injury shall explain the full scope of his/her duties to the physician and request a release to light duty when it is reasonable.
2. Any employee being treated for a job-related injury shall notify his/her supervisor immediately when he/she is released for light duty during the course of treatment. If the supervisor is unavailable, the employee shall notify the next supervisor in line following the chain of command.
3. Light duty assignments shall follow the treating physician's guidelines, in conjunction with State, City and department personnel regulations and workers' compensation laws.
4. Any employee reporting for light duty shall provide a release to light duty from the treating physician to the Assistant Chief before light duty can be assigned.

B. Non-Occupational Disabilities:

Individuals unable to work due to a non-job-related injury or illness that is expected to exceed 14 calendar days may utilize the following procedure:

1. The individual shall submit a written request to work light duty to the Assistant Chief. Included with the request shall be a medical release from the treating physician, complete with sufficient information for a light duty assignment to be made. This shall include the projected length of

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disability, work restrictions, physical limitation, and a brief description of the injury or illness.

2. A determination to make a light duty assignment shall be based on:
 - a. The type(s) of jobs(s) available.
 - b. The medical condition of the individual.
 - c. The benefit to the department and the citizens of Germantown.
 - d. The individual's prior work habits, abilities, and prior leave management (specifically sick leave).
3. The individual shall be informed of the decision at the earliest available time.
4. The department is not under any obligation to provide light duty assignments for individuals who have non-job-related medical disabilities. Decisions may be appealed to the Fire Chief.
5. It shall be the individual's responsibility to provide medical updates from his/her physician to the Assistant Chief as the updates become available.

III. PROCEDURE FOR PERSONNEL ASSIGNED TO LIGHT DUTY

- A. Personnel assigned to light duty shall report to the assigned location at the dates and times assigned by the Assistant Chief. Failure to report as assigned shall be subject to disciplinary action as described in departmental regulations.
- B. Personnel assigned to light duty shall wear their normal work uniform, unless notified otherwise.
- C. Vacation and other time off may be granted per normal procedures. Any vacation or time off already approved for the period of time that the employee is expected to be on light duty shall be reported to the Assistant Chief when the employee first reports for light duty.
- D. Personnel assigned to light duty due to job-related injury/illness shall not be granted injury leave without a physician's statement that the leave is due to the job-related injury/illness. A release to light duty from a physician must be presented to the Assistant Chief before light duty can be reassigned.

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- E. Personnel assigned to light duty shall notify their respective Battalion Chief.
- F. Personnel assigned to light duty shall keep the Assistant Fire Chief and their Battalion Chief updated regarding their work status.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: PERSONNEL FILES	S.O.P. 1.06
CATEGORY: PERSONNEL	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To describe the contents and use of personnel files and the restrictions for access to them.

I. PREFACE

The Department maintains a departmental personnel file on each active and inactive member of the Fire Department. The Fire Department Administrative Secretary shall organize, oversee and control department personnel files. These files are considered 'working' files, and the official personnel records are maintained in the City Personnel Office. The purpose of the department personnel files is to consolidate and retain relevant documentation of occurrences, accomplishments, and personnel actions initiated during an individual's career. The file, therefore, serves as one tool to accurately verify and evaluate an employee's employment history. Personnel files are considered confidential, and information released from them shall be in compliance with privacy regulations and ordinances, etc.

II. PURPOSE OF FILES

Personnel files may be used as part of an assessment of an employee's suitability for promotion, transfer, discipline, assignment, etc. Consequently, it is desirable for the file to contain pertinent material only. Additional information regarding each individual's status and background will be maintained. This shall include current name, address, and telephone number.

III. CONTENTS

Official personnel actions, employee evaluations and all documentation relative to the employee's history shall remain a permanent part of the file. This shall include all disciplinary actions, commendations, certificates of completion of special training, classes and certifications.

IV. CHANGE OF ADDRESS AND TELEPHONE NUMBER

A. Department and City personnel files shall also contain the current name, address, telephone number, etc of each individual. All members shall submit a completed Change of Address Report to the Administrative Secretary within 24 hours after any changes.

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- B. Changes in marital status, beneficiary or dependents shall be reported directly to the City Personnel Office without delay.

V. ACCESS

- A. Access to Departmental individual personnel files shall be restricted to chief officers, Training Officer, and the Administrative Secretary. Battalion Chiefs may request to obtain access to files of personnel on their shift by notifying the Administrative Secretary. Access by any other Fire Department individual must be approved by the Deputy Chief, Assistant Chief, or Fire Chief. Requests for information from outside the department shall be in writing and accompanied by a release signed by the affected employee. Personnel files may be removed from the Administrative offices only by the Administrative Secretary or a chief officer.
- B. An individual employee may request to review their department personnel file by contacting the Administrative Secretary to schedule an appointment to do so. Following the review, an employee may request, consistent with this procedure, that items be removed from their file. Requests to remove items shall be submitted to the Deputy Chief for approval.
- C. An individual employee may request to review their personnel file in the Personnel Office during normal office hours with the permission of their Battalion Chief or the Fire Chief. No permission is necessary if the employee wishes to visit the Personnel Office on his/her own time.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: PREGNANT FIRE DEPARTMENT MEMBERS	S.O.P. 1.07
CATEGORY: PERSONNEL	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To ensure the safety and well being of an employee who is an expectant mother, as well as that of her unborn child.

I. PREFACE

It is the policy of the Fire Department to provide equal employment opportunities to all members. At the same time, employment and assignment decisions will consider aspects of employment that may prove detrimental to the health, welfare and safety of any member or the public.

II. DETERMINATION BY PHYSICIAN

Although it may be difficult to exactly determine the effects of various factors on the physical well-being of the pregnant member, and the safety of co-workers and the public, it is reasonable to establish a time-frame indicating when the member will either be assigned to a non-hazardous position or take authorized leave. The determination as to when the member should be reassigned or go on leave will be based on medical advice and the member's present assignment.

Upon being informed by a physician that the member is pregnant, the member must contact her immediate supervisor, indicating the expected date of delivery. In addition, the pregnant member shall consult with her physician as to eligibility for work. Before returning to work, the pregnant member should obtain a written release to work from her physician, along with an expected date of delivery. The physician shall determine when the pregnant member should not be permitted to participate in hazardous duties, such as fire suppression or emergency medical services.

III. WORK STATUS OF PREGNANT MEMBERS

The primary determination of duty assignments for pregnant members will be safety. The critical nature of emergency incidents makes it essential that each member be able to perform the full range of their position's duties. A pregnant member assigned to a suppression/emergency medical services position can present a high risk for injury to herself, other members, the public and the unborn child.

Upon advisement from the physician, or at the voluntary request of the pregnant member, the Fire Department will immediately assign them to non-hazardous or light duty, when available. An employee who is regularly assigned to 'strenuous' or 'hazardous' duties may be temporarily reassigned to administrative duties or similar non-hazardous duties if

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qualified, when possible. The employee shall remain reassigned to administrative or non-hazardous duties until her physician specifies in writing that she can safely return to normal duty, after the end of the pregnancy.

IV. LEAVE

Maternity leave shall be in accordance with the City of Germantown personnel policies.

V. UNIFORMS

The employee may continue to wear her official uniform until the uniform becomes uncomfortable or does not fit neatly. At that time, the employee may change from the official uniform to maternity clothing.

VI. RETURN TO WORK

An employee shall return to full, unrestricted duty at such time as she has been granted permission, with written documentation, from her physician.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: PROMOTIONAL PROCESS	S.O.P. 1.08
CATEGORY: PERSONNEL	PAGE: 1 OF 6
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide information and guidelines as to the normal promotional process and minimum qualifications for promotions through the level of Battalion Chief for the Germantown Fire Department.

I. PROCESS

The following process will be followed to fill an open supervisory position.

- A. Notice of Promotional Process. A notice will be send out via departmental memo announcing the opening and requesting persons who desire to apply for the position to submit such notice in writing by the deadline stated in the memo. A minimum of fourteen (14) calendar days shall be provided from the date of the departmental memo for personnel to respond.
- B. Promotional Scores: The promotional process shall consist of five (5) areas. These areas are the promotional exam, the practical/scenario exercise, the oral interview, training and education, and continuous fire service experience with the Germantown Fire Department. The total score for the promotional process shall be a maximum of 100 points, with each area providing a specific percentage of the 100 points as specified in this S.O.P.
- C. Applicant Submittal. All applicants meeting minimum qualifications and desiring to participate in the promotional process shall submit a letter of intent to the person designated in the departmental memo. Résumés are required and should be attached to the letter of intent. The letter of intent shall include the following.
 - 1. The applicant’s intent on applying for the position.
 - 2. Why the applicant considers that he or she is ready to be promoted.

Each candidate shall also submit a summary list of his or her training and education qualifications, along with documentation of such training and education. This documentation can be copies of certificates, transcripts, or official letterhead from organizations. This material will be used to determine the total points awarded for training and education. Refer to below for additional information. The Fire Chief shall have the final authority of awarding points pertaining to training and education.

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- D. Promotional Exam. All candidates shall take a promotional exam. At least seven (7) days advance notice shall be given prior to the exam. The exam will be based upon those areas necessary for the position that the applicants are applying for, including supervision. Primary sources of materials that the test will be based upon include Germantown Fire Department S.O.P.s, City of Germantown policies, LXR fire service examination test banks, the Commercial Inspection Program Handbook, and IFSTA Manuals applicable to the position that they are currently in and the position they are applying for. Each of the listed sources of materials shall be the latest edition or version available through the LXR test bank.

The exam will be 100 questions in length. Two (2) hours will be allowed to take the exam. Personnel taking the exam shall not be on-duty. Persons scheduled to be on-duty during the test must make arrangements to be off. Applicants shall bring two (2) pencils and any notepaper they desire with them, along with any other materials instructed. Applicants failing to take the exam on the date scheduled shall not be permitted to continue further in the promotional process unless permission is granted in exceptional cases by the Fire Chief for a make-up exam. Such applicant should make a written request to the Fire Chief within 24 hours of the test date, asking for permission to take a make-up exam and stating the reason why the scheduled exam was missed.

Upon completing the written exam, the candidate shall place the exam in an envelope and seal and sign the envelope. This envelope shall be forwarded to the Personnel Department. The Personnel Director shall designate someone in the Personnel Department to open and grade the exams. The scores will be kept confidential until the entire selection process has been completed.

In the event that a person has taken a promotional exam for the same position within the past twelve (12) months, that person may use the score from the previous exam, if desired, or use the higher score of multiple tests taken. The exam is worth 35% of the total promotional process score. Candidate shall be awarded points for the written exam based upon their score up to a maximum of 35 points. Points awarded shall be computed by multiplying the number of questions answered correctly by 0.35 (35%).

- E. Practical/Scenario Exercise. Candidates shall participate in a practical/scenario exercise. The exercise will be conducted by an exercise panel designated by the Fire Chief. There shall be at least 3 people on the panel, and they shall be from outside the Germantown Fire Department. Depending upon the open position, candidates may be asked to complete practical or hands-on tasks, complete an in-basket exercise, participate in role-play scenarios, respond to various written tactical scenarios, or complete a combination of these tasks. Each panel member will score each candidate to a maximum of 100 points. Upon completing the practical/scenario exercise, each panel member shall place their

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score sheet in an envelope and seal and sign the envelope. This envelope shall be forwarded to the Personnel Department. The Personnel Director shall designate someone in the Personnel Department to open the envelopes. The scores of all panel members will be averaged. The average score will be multiplied by 0.175 (17.5%) to determine the points awarded for the practical/scenario exercise. The scores will be kept confidential until the entire selection process has been completed.

In place of the exercise panel, the Department may use an outside commercial testing agency to develop a practical scenario. In such case, the outside testing agency will evaluate and grade the scenario, and the results will be forwarded to the Personnel Director for security and safekeeping until all parts of the process are complete.

- F. Interview. Candidates shall participate in an oral interview. This interview will be conducted by a Promotional Interview Board designated by the Fire Chief. The membership of the Promotional Interview Board shall consist of:
1. One (1) member from outside the Fire Department holding a position equal to, or higher than, the position being considered.
 2. One (1) member of the Fire Department administrative staff.
 3. Three (3) shift personnel, one (1) from each shift, with at least one (1) equal to the position being considered.
 4. One (1) representative from the Germantown Personnel Department.

Before the interview, the interview board shall review each candidate's letter of intent, résumé, and both work record and history. The interview will include questions that may deal with the candidates work record, job performance, experience, and goals and objectives. Depending upon the position, the questions may be of both an emergency and daily management nature. The questions will cover topics that would be expected of the position the candidates are applying for and/or that they currently hold. Each candidate will be faced with identical questions. The Promotional Interview Board shall determine the candidate's score by assessing the candidate's response to the questions, review of any written material submitted by the candidate, their work record, work experience, and potential for the position.

Each interview board member will score each candidate to a maximum of 100 points. Upon completing the oral interviews, each interview board member shall place their score sheet in an envelope and seal and sign the envelope. This envelope shall be forwarded to the Personnel Department. The Personnel Director shall designate someone in the Personnel Department to open the

envelopes. The scores of all interview board members will be averaged for each candidate. The average score will be multiplied by 0.175 (17.5%) to determine the points awarded for the oral interview portion. The scores will be kept confidential until the entire selection process has been completed.

- G. Training and Education. The training and education for each candidate shall be recognized in the promotional process. The total percentage for training and education shall be 20 percent of the total promotional score. Recognition shall be given to the candidate's current position and the requirements to attain such position. The breakdown for the candidate's current position and requirement is listed below:

Driver

PAY SCALE LEVEL	PROMOTIONAL POINTS
Firefighter II	0 (minimum requirements)
Firefighter III/Paramedic III	2
Firefighter IV/Paramedic IV	4
Firefighter V/Paramedic V	6

Fire Lieutenant

PAY SCALE LEVEL	PROMOTIONAL POINTS
Firefighter IV	0 (minimum requirements)
Firefighter V	2
Driver II/Paramedic V	4
Driver III	6

EMS Lieutenant

PAY SCALE LEVEL	PROMOTIONAL POINTS
Paramedic V	2

Any remaining points, up to the maximum of 20 for this section, shall be awarded to candidates who have exceeded the minimum requirements for the position he or she holds. These points shall be awarded based on the following criteria and conditions. Points shall not be awarded for simply meeting the minimum requirements. Points shall not be awarded if the training or certification is required for the position.

- State Fire Fighter Certification = 2 points for each certification above minimum required for the position being applied for.
- TN EMT Intermediate License = 2 points
- TN Paramedic License = 7 points
- Hazmat Technician = 2 points
- Hazmat Specialist = 4 points, 2 points if Hazmat Tech is required.
- National Fire Academy Classes = 1 point for each 40 hours
- College Courses directly related to the Fire Service = 1 point for each 3 semester

SUBJECT: PROMOTIONAL PROCESS	S.O.P. 1.08
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hour class

College Courses NOT directly related to the Fire Service = .25 point for each 3 semester hour class not related to the fire service

Other certificated or specialized training, non-college level, that is directly related to the Fire Service = 1 point for each 80 hours

Degrees: Associate, directly related = 10 points

Associate, not directly related = 5 points

Bachelor, directly related = 15 points

Bachelor, not directly related = 10

Masters, directly related = 20

Masters, not directly related = 15

Credit shall not be given for multiple degrees. For example, if a person has an associate's degree and a bachelor's science degree, and both are directly related, the candidate shall be awarded only 15 points for the Bachelor's Degree.

Credit shall not be given for training and education points for courses used to attain degrees if the degree points are used. This would award double points, which is not allowed.

If a degree or other training and education are required for the position the candidate is applying for, the candidate shall not be given credit for such requirements.

Points for training and education will not be awarded for routine training, such as in-service, EMS recertification, seminars, and shift level training.

The Training Officer shall calculate the total points to be awarded, based upon the above criteria. The Fire Chief has the final authority to determine the points awarded.

- H. Length of Service. The on-going fire service experience for each candidate shall be recognized in the promotional process. This will be based on continuous full-time service with the Germantown Fire Department upon the date in the announcement. The total percentage for length of service shall not exceed ten (10) points of the total promotional score. The candidate shall be awarded one-half point (0.5) for each year of service after his or her fifth full year of service. Example: 5.0 to 5.99 years of service equals one-half (0.5) point, 6.0 to 6.99 years of service equals 1 point, etc., up to a maximum of 10 points.
- I. Selection. The Personnel Director will tally each candidate's individual scores for the written exam, training and education, fire service experience, practical/scenario exercise, and oral interview, and will calculate the overall score for each candidate. The Personnel Director will forward these scores directly to the Fire Chief. The Fire Chief may decide to meet with the Promotional

SUBJECT: PROMOTIONAL PROCESS	S.O.P. 1.08
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Interview Board to review the scores. No scores will be revealed to any member of the Promotional Interview Board until every candidate has completed the interviews. Individual scores will not be released to any candidate until every candidate has completed all portions of the selection process. The Fire Chief will select the candidate(s) to be promoted. The Fire Chief may require an administrative oral interview with one or more of the candidates before selecting the candidate(s) to be promoted. The candidates shall be notified of the outcome of the selection process prior to the official announcement.

The candidates shall be notified of his or her total promotional score and their ranking among the other candidates. Rankings of candidates may be used for future promotions up to twelve (12) months from the interview date, except in unusual circumstances or changes in employee status that require reconsideration of the rankings.

The Fire Chief shall have the final authority in all promotions.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: RUN LATE POLICY	S.O.P. 1.09
CATEGORY: PERSONNEL	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide a uniform policy concerning what actions are to be taken and what steps are to be followed when a Fire Department employee reports to duty late.

I. SHIFT CHANGE

Shift change shall occur at 0700 hours daily for full-time suppression/EMS personnel. The Station Lieutenant shall immediately notify the Battalion Chief of any employee failing to report to duty at the designated time.

II. ENFORCEMENT

Battalion Chiefs will enforce this policy immediately when a person fails to report to duty on time. The time that elapsed from the start of the shift and the moment the person reports in will be deducted from the person's pay at the proper dock rate.

III. FIRST RUN LATE

The first time an employee runs late within a twelve (12) month period, the employee will receive a verbal warning and, a note attesting this fact will be placed in the employee's file.

IV. SECOND RUN LATE

The second time an employee runs late within a twelve (12) month period, the employee shall receive a written reprimand. The written reprimand will remind the employee of this policy and warn him/her that if he/she runs late again in this twelve (12) month period he/she will be subject to Step V of this policy.

V. THIRD RUN LATE

The third time an employee runs late within a twelve (12) month period, the employee shall be suspended from duty for twelve (12) hours, to be scheduled at the Battalion Chief's discretion. A written reprimand will be given to the employee and a copy placed in the employee's file.

SUBJECT: RUN LATE POLICY	S.O.P. 1.09
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VI. FOURTH RUN LATE

The fourth time an employee runs late within a twelve (12) month period, and Steps IV and V of this policy have been followed, the employee shall be suspended from duty without pay for twenty-four (24) hours. A meeting with the Chief will be arranged to decide on further disciplinary action or dismissal.

VII. SHIFT CHANGE STANDBYS

A member may have another qualified person standby in their place at the beginning of their shift until they are able to report for duty. Shift change standbys shall not exceed 30 minutes. Shift change standbys for suppression/EMS personnel will require the approval of the On-duty Battalion Chief. All shift change standbys of suppression/EMS personnel shall be logged in the respective Station Log and Station 3's Log. Shift change standbys will be limited to two (2) in a twelve (12) month period.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: SECONDARY EMPLOYMENT	S.O.P. 1.10
CATEGORY: PERSONNEL	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To avoid any problems which may be associated with Fire Department members who participate in outside, off-duty employment.

I. PREFACE

All provisions in the City Policy on Secondary Employment apply and are referenced herein.

II. POLICY

- A. The Fire Department must be concerned with the ability of its members to do full fire duty at all times and can not permit outside or self-employment which in any way interferes with this need or City policy.
- B. Employees engaged in secondary employment, whether outside or self-employment, are required by City Policy to notify their Department Head as to the nature and extent of such secondary employment. All Fire Department members shall complete a Notice of Secondary Employment Form and submit the form to the Fire Chief.
- C. No member shall engage in outside or self-employment while off on sick or family leave time.
- D. Members shall not utilize the Fire Department name or the name of the City of Germantown or their position within the Fire Department to further their outside business or employment.
- E. Members shall not conduct any outside business, employment, or transactions while using City fax machines, computers, or telephones.
- F. Fire Department equipment and facilities shall not be used to conduct or support any outside business or employment engaged in by any members. No work shall be performed on-duty, during working hours, that is related to off-duty employment.
- G. Employee will not be granted paid sick leave as a result of injury or illness sustained during secondary employment.
- H. Employees are not guaranteed all benefits as a result of illness or injury or occupational illness sustained during secondary employment.

SUBJECT: SECONDARY EMPLOYMENT	S.O.P. 1.10
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III. TERMINATION OF SECONDARY EMPLOYMENT

Whenever a member terminates his employment with the secondary employer for whom he/she works, he/she shall submit a memorandum to the Fire Chief stating the date of termination, the employer's name, and the nature of the business.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: HARASSMENT	S.O.P. 1.11
CATEGORY: PERSONNEL	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To assure all employees of the Fire Department a work environment that is free from any type of intimidation and harassment.

I. PROVISIONS

- A. The City prohibits any physical, verbal or other forms of harassment. An employee who believes he/she has witnessed or been subject to harassment must report it to his/her immediate supervisor, Fire Chief or the Personnel Office (following the proper chain of command). Such reports shall be kept as confidential as possible while still allowing the City to conduct a proper investigation. No one will be retaliated against for reporting harassment or participating in the investigation of a complaint. Any violation of this policy may result in discipline up to and including termination.
- B. Supervisors who witness harassment or receive complaints of harassment must report such incidents immediately to either the Personnel Director or the City Administrator who, together with the City Attorney, will conduct a prompt and thorough investigation. The Complaining party will be advised of the outcome of the investigation. If a decision is made to impose discipline, the Fire Chief will be notified.

II. DEFINITION OF SEXUAL HARASSMENT

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature or based on a person's sex, when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect to unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. Sexual harassment can include remarks, jokes or stories with sexual overtone as well as physical contact such as patting, pinching or deliberately brushing against another's body.

II. EXAMPLES OF SEXUAL HARASSMENT

Based upon the EEOC's definition of sexual harassment, the courts have identified as sexually harassing behavior a range of verbal and physical conduct including:

- A. Improper questions about a worker's private life, or explicit propositions.
- B. Discriminatory ridicule or insults, Undesired, intentional touching (e.g., embracing, patting, pinching)
- C. Threat of rape, or attempted or actual sexual assault.

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- D. Repeated sexually explicit comments or obscene and suggestive remarks that are objectionable or discomforting to the recipient
- E. Offers of employment benefits in exchange for sexual favors, or threats or reprisals for negative responses to sexual advances.
- F. Jokes, Graffiti, and posters. Telling “off-color” jokes does not necessarily constitute sexual harassment, but they contribute to a hostile or offensive work environment and should be stopped.
- G. Behavior at off-site social events. If a supervisor approaches a worker at an employer-sponsored event and the work accedes to the sexual advances, either through fear of losing the job or in hope of career advancement, the foundation is sexual harassment.
- H. The use of signs, pictures, slogans or excerpts of periodicals or any other items affects the employee's work environment.

III. STATEMENT OF RESPONSIBILITY

- A. All supervisors, acting supervisors and employees shall maintain a working environment that is free and secure from occupational hazards including harassment. Any intrusion into the work location of any element which can cause an undue interference to an employee's performance of assigned duties shall not be tolerated.
- B. All employees shall strive to maintain a workplace free of harassment, including sexual harassment to and from non-employees, such as the public. Employees are required to report instances of harassment, whether they are involved or not, and to cooperate in an investigation of harassment.
- C. Individuals who are offended by the behavior of employees should make it clear to the offending person or his/her supervisor. If the problem is not corrected it should be brought to the attention of the Assistant Chief or Chief.

IV. PROCEDURES

- A. The Supervisor shall notify his Battalion Chief, followed by the Fire Chief, upon notification of any type of complaint of harassment along with the provisions of the City's policy manual.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: SHIFTS AND SHIFT CHANGE

S.O.P. 1.12

CATEGORY: PERSONNEL

PAGE: 1 OF 2

APPROVED BY:

DATE:

Chief, Germantown Fire Department

July 1, 2009

PURPOSE: To establish tour of duty requirements for suppression/EMS (Operations Division) personnel.

I. SHIFTS

- A. The Fire Department Operations Division shall operate on a three-shift basis. Each shift (tour of duty) for full-time suppression/EMS personnel shall be composed of 24 hours each.
- B. Shifts shall begin at 0700 hours on the tour date and last until 0700 hours of the next date.
- C. Shifts shall operate on the schedule as directed by the Fire Chief.

II. SHIFT CHANGE

Shift change shall occur at 0700 hours each day. The off-going shift shall be awake by 0630 hours and relay all pertinent information to the on-going shift. Off-going supervisors shall not leave the station until they have relayed all pertinent information to the on-coming supervisor. The following information shall be relayed:

- A. Equipment out of service.
- B. Changes to apparatus and equipment.
- C. Fire and emergency calls during the previous shift that may affect the next shift.
- D. Streets closed.
- E. Any other pertinent information that may affect or hinder the operations of the Fire Department.

III. SHIFT STAFFING

The off-going Battalion Chief is responsible for assuring that the on-coming shift is adequately staffed before releasing the off-going shift. Station Lieutenants shall be responsible for reporting staffing shortages at their station.

- A. The off-going or on-coming Battalion Chief shall hold over off-going shift personnel and/or call in off-duty personnel as necessary to assure adequate staffing of the on-duty shift.

SUBJECT: SHIFTS AND SHIFT CHANGE	S.O.P. 1.12
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- B. In the event that a volunteer is unavailable from the off-going shift and a person is needed for the on-coming shift, then the person of the lowest seniority that is qualified for the position needed shall be required to work overtime.
- C. Personnel should not be required to work more than 36 consecutive hours, except in the event of an emergency. Therefore, if they have worked a 24-hour shift, they can only be required to work an additional 12 hours. In such as case, a person from the next shift may be required to work the second 12 hours of the shift.
- D. **FIRE OFFICER STAFFING:** The Battalion Chief should assure that no more than 2 fire officers (Fire Lieutenants and/or Battalion Chiefs) are off at a time. In the event of more than 2 officers off from the shift, the Battalion Chief shall bring in fire officers as needed to assure no more than 2 off duty.
- E. **PARAMEDIC STAFFING:** The Battalion Chief shall assure at least 2 Paramedics on duty at all times. Priority staffing for Paramedics shall be Rescue 41 and Engine 93. Paramedics in the position of Fire Fighters, Drivers or Lieutenants may count towards this minimum Paramedic staffing level.

IV. TURNOUTS

The on-coming shift will have their turnouts on the equipment by 0700 hours, be in proper uniform, and be fully prepared to respond immediately to emergencies. The off-going shift shall remove their turnouts from the apparatus at the end of their shift and shall store their turnouts properly before leaving.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: SHIFT TRANSFER REQUEST	S.O.P. 1.13
CATEGORY: PERSONNEL	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To standardize the method for requesting a shift transfer.

I. PROCEDURE

An individual requesting a transfer from one shift (or assignment) to another shall use the following procedures:

- A. A written request for transfer shall be submitted to Assistant Chief with the a copy of the request given to their Battalion Chief.
- B. To limit any hardships and improve the chances for approval of a transfer request, two persons of equal rank and qualifications on separate shifts may request a swap between their shifts.
- C. In the event of position vacancies, qualified incumbent personnel may request a transfer to the vacant position.
- D. Transfers may be granted when they do not create an unnecessary hardship on personnel or the department.
- E. Shift transfer shall be reviewed by the Fire Chief prior to approval.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: SICK LEAVE AND INJURIES	S.O.P. 1.14
CATEGORY: PERSONNEL	PAGE: 1 OF 6
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To assure the proper and fair use of employee sick leave and other absences due to illness or injury.

I. CITY POLICY

This Fire Department SOP is intended to support the City's policy on sick leave and disability. In the event of a conflict between this SOP and City policy, the City policy shall take precedence.

II. SICKNESS NOTIFICATION

A. A Fire Department member must notify Dispatch that he/she will not be in for duty at least one hour before his/her designated report time. Dispatch will be responsible for notifying the Battalion Chief that the Fire Department member will not report for duty because of sickness. If notification of sickness is not given by the required time, the employee's pay shall be docked the time from the beginning of his/her shift to the time that notification was actually given plus one hour. The member may also be subject to disciplinary action.

Absences due to non-work-related illness or injury that is not covered by sick time, compensatory time, vacation time or short-term or long-term disability shall be docked from the member's regular pay.

B The member shall report to the respective on-duty Battalion Chief, as soon as possible, unforeseen cases of accidents or illness that may occur after the one-hour deadline.

III. EXTENDED ILLNESS OR INJURY

A fifty-six (56) hour employee who is absent due to an unconfirmed illness or injury and such illness or injury extends to the second work day, may be required to submit sufficient proof of illness or injury, such as a doctor's written statement. A forty (40) hour employee who is absent due to an unconfirmed illness or injury, and such illness or injury extends to the third work day may be required to submit sufficient proof of illness or injury, such as a doctor's written statement.

In the case of either of the above defined employees, the physician's statement confirming illness or injury shall be followed up by a physician's release to work or duty BEFORE the employee will be allowed to return to work. The physician's release to

SUBJECT: SICK LEAVE AND INJURIES	S.O.P. 1.14
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duty will be presented to the member's Battalion Chief prior to the member's return to duty. A copy of the release shall also be given to the Administrative Secretary.

IV. OFF-DUTY INJURIES

- A. Off-duty injuries are those injuries that occur while a member is not on official duty and inhibit the member from performing his/her official job functions and duties.
- B. For off-duty injuries that affect the employee's ability to perform all essential job functions, and at the earliest possible time, the member shall notify their Battalion Chief of the injury and circumstances in detail. The injured member or a designated agent will duly sign all correspondence. The City and Fire Department will comply with all HIPAA requirements for confidentiality of this information.
- C. Members shall report to their immediate supervisor, or if not possible, to the on-duty Battalion Chief or his designee whenever it is necessary for a member to enter or leave the hospital and such hospitalization affects the employee's ability to perform all essential job functions. The immediate supervisor or on-duty Battalion Chief will, in turn, notify the Battalion Chief on the member's shift. The City and Fire Department will comply with all HIPAA requirements for confidentiality of this information.
- D. Members on sick leave for off-duty injuries may not engage in activities that may aggravate or prolong the condition that caused them to be off-duty, nor may they engage in other employment activities while on sick leave.

V. ON-DUTY ILLNESS OR IMPAIRMENT

Members who become ill or impaired while on duty shall notify their supervisor. They shall be relieved of duty when, in the judgment of the immediate supervisor, they are unable to perform their assigned duty.

VI. NOTIFICATION OF WHEREABOUTS WHEN ON SICK LEAVE

When off duty on sick leave, members shall remain at their residence during their normally scheduled shift. Members, when on sick leave, shall report temporary absences from their residence to the on-duty Battalion Chief, or Dispatch, if the Battalion Chief cannot be reached. If the member is not going to stay at his/her residence, then the member must leave a phone number and location of the place he/she is staying. This requirement is only on the sick member's duty days. Notification of whereabouts is not required in cases of prolonged off-duty illness or injury, when such illness or injury has

SUBJECT: SICK LEAVE AND INJURIES	S.O.P. 1.14
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been medically verified and approval has been received from the member's Battalion Chief.

VII. SICK LEAVE ABUSE

Absenteeism and lost time resulting from the abuse of this policy has serious operational and cost consequences and is, therefore, of utmost concern to the department. When employees abuse sick leave, it spreads additional workload on fellow employees, it adversely affects productivity, it results in additional costs related to lost time, work not being performed as well, unnecessary staffing and excessive overtime costs, and it damages the morale of those employees who do not abuse this benefit. The department maintains the control of sick leave and the enforcement of the provisions of this policy. The department may,

- A. Deny sick leave benefits if the employee does not meet the criteria outlined within this policy;
- B. Require medical documentation on demand, which supports claims for sick payment;
- C. Subject a suspected abuser to an examination by a physician selected and paid for by the City;
- D. Administer disciplinary action up to and including suspension of benefits or termination based on a given occasion, incident and/or pattern of abuse;
- E. Administer disciplinary, action up to and including termination, for falsification of records to include medical documentation;
- F. Verify the employee's convalescent location;
- G. Telephone or visit a sick employee's home or location to verify illness.

VIII. SICK CALLS

The Battalion Chief, or other designated officer acting as an official agent of the department, will periodically call on members on their duty day who are on authorized sick leave with pay during the course of the member's confinement. Sick calls by the aforementioned designated officer shall be made with a multi-purpose objective, namely,

- A. To aid and/or assist the stricken member,
- B. To determine the severity of illness or injury, and

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C. To ascertain the probable duration of the illness or injury.

IX. ON-DUTY INJURY

- A. An on-duty injury is defined as an injury incurred while engaged in or participating in any activity that is required by the City of Germantown or covered under the Heart and Lung Act.
- B. Work-related injuries requiring treatment shall be referred to an approved City physician. Injured employees shall use a physician from the list of those physicians approved by the City for work-related injuries. In the event of a critical injury requiring medical treatment, they shall be taken to a hospital emergency room. In the event of an injury to an on-duty member that involves physician treatment or loss of work time, the Assistant Chief shall be notified as soon as possible.
- C. Members injured during the course of duty hours shall be relieved of duty, when in the judgment of their physician or Battalion Chief, they are unable to perform normal duties.
- D. Members shall secure a release in writing from their physician when injuries are considered healed. This will cause a member to be placed on full-duty status and that particular injury will no longer warrant off-duty benefits.
- E. The City needs a release for each injury in the event of multiple injuries or recurring injuries. In sustained, recurring, or aggravated cases, a member may be examined and evaluated by a physician or physicians of the City's choosing, at the City's expense.

X. ON-DUTY INJURY FORMS

- A. The member's immediate supervisor shall complete a City of Germantown Supervisor's Report of Accident and a Tennessee Employer's First Report of Work Injury form, and forward them to the Battalion Chief, or appropriate Chief via the chain of command. The injured employee shall not complete these forms.
- B. A TFIRS Incident Report and Fire Service Casualty Report shall be completed on all on-duty injuries. Therefore, Dispatch will need to be notified so that an incident number can be assigned.
- C. The Battalion Chief shall review these reports for completeness and accuracy.

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- D. The Supervisor's Report and Tennessee Employer's First Report of Work Injury forms, when completed, shall be forwarded to the Administrative Secretary. The Administrative Secretary shall fax a copy of the preliminary Tennessee First Report of Work Injury Form to the City Safety Coordinator. The forms shall then be forwarded to the Assistant Chief for review and then to the Fire Chief for his signature.
- E. The completed Supervisor's Report and Tennessee Employer's First Report of Work Injury forms shall then be copied and forwarded to the City's Personnel Office for handling.
- F. The Tennessee Employer's First Report of Work Injury shall be completed and forwarded to the Personnel Office as soon as possible. If the injury occurs after normal city business hours, the completed form shall be forwarded to the Personnel Office by 0900 hours of the day after the injury.
- G. The TFIRS Fire Service Casualty Report shall be sent to the Fire Prevention Secretary following the same procedures as EMS Reports.

XI. INVESTIGATION OF ON-DUTY INJURIES

- A. The Fire Department shall initiate and complete an investigation on all on-duty injuries. The investigation has several purposes, including insuring that the employee receives appropriate care and support, the identification of dangerous conditions, and the prevention of future occurrences of the same injury.
- B. Regardless of when the injury occurs, the on-duty Battalion Chief is responsible for seeing that the Technical Services/Safety Officer (TS/SO) is notified promptly of all on-duty injuries. Depending upon the severity of the injury and other circumstances, the TS/SO may initiate and complete an investigation into the injury, or may request that the Battalion Chief initiate and complete the investigation.
- C. If the injury occurs during regular city business hours, the on-duty Battalion Chief is responsible for seeing that the City Safety Coordinator in the Personnel Office is notified promptly of the on-duty injury. If the injury occurs after regular city business hours, the TS/SO shall decide if the City Safety Coordinator needs to be notified. If the TS/SO is not available, the Battalion Chief shall investigate.
- D. In cases of severe or life-threatening injuries, the on-duty Battalion Chief shall notify the Assistant Chief and Fire Chief as soon as possible under the circumstances.

SUBJECT: SICK LEAVE AND INJURIES	S.O.P. 1.14
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XII. RETURN TO DUTY

For the safety and welfare of the employee, and to insure the ability to provide emergency services, it is vital that the Fire Department determine that employees who have incurred an injury to a major body part or limb, or suffered a major illness, are fit to return to duty and perform all the essential functions of their job. Employees shall take a copy of their job description and a copy of the physical ability test to their doctor and explain to the doctor the nature of their work. The doctor shall indicate on the release to duty that the doctor has seen a copy of the job description and physical ability test and that the employee is released to duty as being capable of performing the essential job functions and of taking the physical ability test.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: TIME OFF (VACATION, SUBSTITUTE PERSONNEL, ETC.)	S.O.P. 1.15
CATEGORY: PERSONNEL	PAGE: 1 OF 5
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines regarding the use of vacations, substitute personnel, school swaps, and all other time-off.

I. RESPONSIBILITIES

The Battalion Chief is responsible for assuring the proper manning of the shift and stations.

II. ACCRUED PAID LEAVE

- A. Accrued paid leave includes vacation time, holiday time, compensatory time, bonus days, and other accrued paid leave with the exception of sick leave. All parties concerned must approve the use of accrued leave.
- B. Requests to use accrued leave must be approved by the Battalion Chief seven (7) days before the date to be taken off. It may be necessary to start the request process before seven (7) days to ensure that all signatures can be obtained. The Battalion Chief may waive the seven-day requirement in special circumstances.
- C. The employee must have enough accrued paid leave available to cover the entire amount of time off requested.
- D. Order of signing:

Parties requesting time off or swap shall sign the request and submit it to the proper supervisor following the appropriate chain of command. For shift personnel, after approval, the Battalion Chief or proper supervisor shall record the time off in the Master Time Off Log and file the request.
- E. Scheduled time off shall be arranged so that the established minimum staffing level will be maintained. Request for time off that will place the shift below minimum shall not be approved.
- F. Acting Battalion Chiefs may approve requests for time off that are submitted during the absence of the regular Battalion Chief, although it is recommended that the request should be handled by the regular Battalion Chief if time permits.

SUBJECT: TIME OFF (VACATION, SUBSTITUTE PERSONNEL, ETC.)	S.O.P. 1.15
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III. SUBSTITUTE PERSONNEL

- A. When two employees agree to swap a shift, a request form will be filled out properly noting the date and hours requested to be exchanged. Substitute personnel shall be qualified to substitute for the regular employee. Swaps and substitutions shall not result in any additional cost to the city such as out-of-rank pay or overtime.
- B. When swapping, Paramedic Fire Fighters will need to swap with another Paramedic Fire Fighter. A Driver Paramedic or Lieutenant Paramedic will need to swap with an equally qualified Paramedic only when this is necessary to maintain the minimum level of Paramedic staffing for the Shift.
- C. A Shift Change Request will be signed by both parties and submitted to the Battalion Chief for approval at least two (2) days prior to the swap date.
- D. When both parties sign the request and it is approved, the substitute person assumes all responsibility for working in the regular person's position on the shift. The substitute person shall accept all responsibilities the same as if it were his/her regularly assigned duty shift. The regular employee shall receive the regular compensation for this time, the same as if no substitution had occurred.
- E. Reserve fire fighters shall not substitute for regular paid fire fighters.
- F. Substitute personnel shall arrange for compensation from the regular employee for whom he/she is substituting.
- G. The use of substitute personnel should be on a limited basis, as this can affect the regular employee's work performance. An exception may be for special situations, such as school swaps.
- H. The Battalion Chief shall monitor substitutions to assure that they do not interfere with the employee's job performance or the operation of the department.
- I. The ability to swap time is a privilege that may be suspended or revoked for abuse.
- J. The Fire Chief may suspend the privilege to swap shifts in circumstances where the efficient and effective operation of the department is affected.

IV. EXTENDED PERIOD SWAP TIME (I.E. SCHOOL SWAPS)

- A. A letter of explanation indicating all dates and times shall be signed by all parties concerned and submitted to the Battalion Chief(s).

SUBJECT: TIME OFF (VACATION, SUBSTITUTE PERSONNEL, ETC.)	S.O.P. 1.15
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- B. Upon the approval of the appropriate Battalion Chief(s), the letter shall be submitted to the Assistant Chief for approval. Substitute personnel shall adhere to the same rules as outlined in Section III of this policy.

V. FAILURE TO COMPENSATE PAY BACK ON SWAP DAYS

- A. If the substitute employee reports off sick due to illness or injury, the substitute employee shall lose sick leave to cover the absence and the employee has to pay the day back on a day scheduled by the fire department.
- B. An employee shall lose the privilege to swap shifts for 12 months for the second offense of failing to pay back a swap or substitution due to illness.
- C. An employee who fails to report to duty on a swap shall be considered absent without leave and may be subject to disciplinary action up to and including termination. If some circumstance occurs that prevents the employee from reporting to duty, it is in the employee's best interest to use all means possible to notify the Fire Department before the start of the swap or be considered absent without leave.
- D. In the event of a termination of an employee, any outstanding swap approvals shall be considered null and void. The primary employee shall be responsible for the time.

VI. STANDBY PERSONNEL

- A. Substitute personnel may work for personnel when properly approved by the Battalion Chief.
- B. Substitutions of four (4) hours or less may be made with the verbal approval of the Battalion Chief.
- C. In an extraordinary situation, a substitute may work for more than four (4) hours with verbal approval of the Battalion Chief.
- D. Regular substitutions of more than four (4) hours shall follow Section III above.

VII. TRAINING TIME OFF

- A. Personnel attending required training shall be provided time off as needed. Required training does not include courses taken under the educational assistance policy, with the exception of the Paramedic course as defined below. The Fire Chief has the final determination on what is considered a required course.

SUBJECT: TIME OFF (VACATION, SUBSTITUTE PERSONNEL, ETC.)	S.O.P. 1.15
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- B. Personnel attending voluntary training such as brief seminars, the Fire Department Instructor's Conference, hazmat and radiological training courses, National Fire Academy courses, EMS conferences, etc. may be given paid time off as approved by the Assistant Chief or Fire Chief. This time off shall not bring the shift staffing to below minimum; therefore, time off will normally be on a day-by-day basis.
- C. Personnel requesting time off for training shall submit a time off request in accordance with Section II.
- D. 56-hour shift personnel, upon returning from training, shall return to work, if it is their regular duty day.

Exception: In situations where adequate personnel are available to staff the shift without overtime and without the return of the employee, employees are not required to return to work following out of town training that exceeds three consecutive calendar days.

- E. Personnel attending out-of-town training courses shall return to Germantown on the day the course is completed. No department time or travel funds shall be provided to extend the period the employee is out-of-town unless returning on the same day is impossible or impractical. For example, an employee may not be able to get a flight out following the completion of training until the next day, or the driving distance may be too great to cover in 8 hours. When driving, employees are expected to return to Germantown if the distance to be covered can be driven in 8 hours or less if one employee is on the trip or only one employee can drive, and 10 hours or less if two or more employees are on the trip and can alternate driving.
- F. Personnel off on training time shall be guaranteed their minimum pay rate. For the purposes of determining overtime pay, duty time shall normally be calculated at eight (8) hours per day of training while the person is in class, unless verification is given that class time exceeded eight hours. Travel time shall also be considered for duty time. The total duty time consisting of the employee's regular scheduled work and the training duty time shall be used to determine if the employee is eligible for overtime pay.
- G. Personnel attending Paramedic school may be granted department education time to attend class on their duty day under the following guidelines:
 1. The shift cannot be at minimum staffing.
 2. Only one (1) person may be off for Paramedic school at a time.

SUBJECT: TIME OFF (VACATION, SUBSTITUTE PERSONNEL, ETC.)	S.O.P. 1.15
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3. If more than one (1) person on the same shift is attending Paramedic school, then the opportunity to use department time will be rotated among those individuals.
4. Approval to use department time will be granted by the end of the shift day (0700) immediately preceding the next work shift (example: you worked Monday and need to attend Paramedic school Wednesday. Your request to use department time will be approved by 0700 Tuesday morning before you go home).
5. The use of department time must not require the use of, or anticipated use of, overtime funds. Overtime may be used to cover an unexpected vacancy (example: an employee was approved as above for department time, and on the next day someone calls in sick. Overtime will be used to allow the employee to attend school), or to bring in a qualified person if no such on-duty person is available.
6. The time the employee is off is restricted to travel directly to and from school, and class time. The time off shall not be used for any other purpose. The employee shall return to work immediately after class is over.

VIII. MILITARY LEAVE

The City of Germantown complies with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Military leave will be granted under the provisions of City policy. The request shall be submitted on a regular Shift Change Form as soon as the member is aware of the need for military leave. A copy of the training orders should be attached to the request. If a copy of the training order is not available when the request is submitted, the employee shall provide a copy upon their return to duty.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: TREATMENT OF PERSONNEL CHARGED WITH COMMISSION OF A CRIME	S.O.P. 1.16
CATEGORY: PERSONNEL	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To determine the procedures to be followed when a Fire Department employee or paid on call member is charged with commission of a crime.

I. ARRESTS OR COURT ACTIONS INVOLVING EMPLOYEES

- A. Shift personnel shall notify their Battalion Chief within 6 hours in the event they are arrested or court action is initiated. In the event that they are unable to contact their respective Battalion Chief, they may contact the on-duty Battalion Chief. The Battalion Chief will then notify the Assistant Chief.
- B. Non-shift personnel shall notify their respective supervisor.
- C. When an employee is arrested for a felony offense, they shall be placed on Administrative Suspension with Pay until an investigation can be completed and further action taken. An exception may be made by the Fire Chief, such as if the proposed offense may not have any affect on the employee's work or the Fire Department.
- D. Under no circumstances shall disciplinary action be taken until an internal investigation has been completed.

II. INTERNAL INVESTIGATION

- A. An internal investigation shall be conducted by the Assistant Chief.
- B. If the investigation indicates sufficient cause for disciplinary action, regardless of court outcome, the employee can be disciplined, in accordance with City of Germantown Personnel Policy.
- C. If the investigation is inconclusive as to whether sufficient cause for disciplinary action exists, but it is undesirable for the employee to continue his/her present duties, the employee can be temporarily assigned other duties or placed on leave without pay pending final court decision.
- D. If the investigation indicates that there are sufficient mitigating circumstances, the employee can be returned to full duty.

SUBJECT: TREATMENT OF PERSONNEL CHARGED WITH COMMISSION OF A CRIME	S.O.P. 1.16
	PAGE 2 OF 2

- E. A final decision on disciplinary action will be made after the receipt of the court decision.
- F. A court decision of not guilty does not necessarily preclude termination or disciplinary action, if circumstances so warrant.
- G. It should be noted that disciplinary action less serious than termination might be appropriate in some cases.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: OUT-OF-RANK QUALIFICATIONS	S.O.P. 1.17
CATEGORY: PERSONNEL	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide information and guidelines as to the normal and accepted minimum qualifications for personnel to ride as acting Driver, Fire Lieutenant, and Battalion Chief.

I. SELECTION OF PERSONNEL

Each Battalion Chief shall be responsible for selecting personnel to ride out of rank in the event of vacancies. The Battalion Chief shall rotate out-of-rank opportunity between qualified personnel as much as appropriate for proper staffing of the shift. The Battalion Chief has the right to refuse a person from riding out of rank if he or she believes they are not ready.

II. MINIMUM QUALIFICATIONS

The minimum promotional requirements, as identified in S.O.P. 11.05, Career Development Program, shall serve as the minimum out-of-rank qualifications.

- A.** Fire Driver – A Fire Fighter II or above may ride out-of-rank as a Driver, and is qualified for promotion to Driver, so long as he or she meets all requirements specified for Driver I.
- B.** Fire Lieutenant – A Fire Fighter IV or above may ride out-of-rank as a Fire Lieutenant, and is qualified for promotion to Fire Lieutenant, so long as he or she meets all requirements specified for a Fire Lieutenant I.
- C.** Battalion Chief – A Fire Lieutenant III may ride out-of-rank as a Battalion Chief and is qualified for promotion to Battalion Chief, provided he or she meets all requirements for Battalion Chief.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: USE OF TITLES OF RANK	S.O.P. 1.18
CATEGORY: PERSONNEL	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide a guideline for addressing fire department personnel.

I. TITLE AND RANK

- A. The following are the guidelines on how to address fellow members of the fire department when in the public. Although titles of rank may span different positions, this does not mean that the individuals in those positions are qualified to fill other positions referred to by the same rank. The fire department promotional policies and job descriptions determine who is qualified to fill any given position regardless of the equivalent rank associated with that position.
- B. When an individual is addressed verbally, the rank to be used shall be listed under the heading Rank to Be Used below. All written correspondences should be addressed as per their position, rather than the verbal title.
- C. Uniform insignias and descriptions are addressed in the fire department SOP 3.06 Dress Code. Members are not to display a title or insignia on uniform apparel unless it is their proper position.

II. PROPER TITLE

<u>POSITION</u>	<u>RANK TO BE USED</u>
Fire Chief	Chief
Assistant Fire Chief	Chief
Deputy Fire Chief	Chief
Fire Marshal	Chief
Battalion Chief	Chief
Chief of Reserves	Chief
Assistant Chief of Reserves	Chief
Technical Services/Safety Officer	Captain
Training Officer	Captain
Reserve Captain	Captain
Fire Lieutenant	Lieutenant
Reserve Lieutenant	Lieutenant
EMS Paramedic	Lieutenant
Driver	Driver
Reserve Driver	Driver
Fire Fighter I	Private
Fire Fighter II	Private

SUBJECT: OUT OF RANK QUALIFICATIONS	S.O.P. 1.17
	PAGE 2 OF 2

II. PROPER TITLE (Cont'd)

POSITION

Fire Fighter III
Fire Fighter Recruit
Reserve Fire Fighter
Fire Explorer

RANK TO BE USED

Private
Private
Private
Explorer



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: SUBSTANCE ABUSE POLICY	S.O.P. 1.19
CATEGORY: PERSONNEL	PAGE: 1 OF 18
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: The purpose of this Substance Abuse Policy is twofold. First, to institute and maintain a work force free of drug and alcohol abuse for the safety and security of our employees and the general public, so that our employees may perform their work in a safe, effective and efficient manner. Second, to provide a workplace for our employees that is free from alcohol and controlled substance abuse and the illegal manufacture, distribution, dispensation, possession, sale and/or use of illegal drugs.

I. SCOPE

- A. This policy applies to all full-time employees of the Germantown Fire Department and Reserve Fire Fighters while on-the-job, and to situations where an employee’s off-the-job or off-duty conduct impairs work performance or undermines the public confidence in, or harms the reputation of, the City of Germantown or the Germantown Fire Department. Henceforth in this policy, full-time employees will be referred to as “employees.”
- B. This policy is in addition to, and not a substitute for, the substance abuse policy applicable to all employees of the City of Germantown. Fire Department employees remain subject to the rules and policies of the City of Germantown.
- C. Although the Germantown Fire Department has no intention of intruding into the private lives of its employees, it recognizes the involvement with alcohol or other drugs off-the-job eventually takes its toll on job performance and compromises employee safety. The concern is to assure that employees report to work in condition to perform their duties safely and efficiently in the interest of their fellow workers and citizens as well as themselves.
- D. Compliance with this substance abuse policy is a condition of employment. The failure or refusal by an employee to cooperate fully by signing necessary consent forms or other required documents or the failure or refusal to submit to any test or any procedure under this policy in a timely manner will be grounds for disciplinary action up to and including termination.
- E. It is the policy of the Fire Department to annually random test for drugs a minimum of fifty (50) percent and to random test for alcohol a minimum of twenty-five (25) percent, of the total number of all full-time employees involved in emergency response. The

- F. intention of this policy is to randomly test all full-time employees involved in emergency response operations on an annual basis, but it is recognized that time and logistical restrictions exist and a full fifty (50) percent, and/or twenty-five (25) percent, may not be tested in any given year.

The selection of employees is made on a computer-based random number generator that is matched with employee's social security numbers or payroll identification numbers. Each employee will have an equal chance of being tested each time selections are made.

- F. This procedure is not intended to, nor does it, confer legal rights or impose legal obligations.

II. DEFINITIONS

- A. The term *illegal drug* means drugs and controlled substances, the possession or use of which is unlawful, pursuant to Federal, State and local laws and regulations in the United States. Drugs and controlled substances that are not legally obtainable or that are legally obtainable but have not been legally obtained are considered to be illegal drugs. Examples include (but are not limited to) street drugs such as cocaine, heroin, marijuana, and phencyclidine, and controlled substances such as amphetamines, methamphetamine and barbiturates.
- B. The term *controlled substance abuse* includes prescribed drugs not being used for prescribed purposes or in a prescribed manner.
- C. The term *alcohol* refers to ethyl alcohol and is the intoxicating element in whiskey, wine, beer, and other fermented or distilled liquors. Alcohol abuse refers to reporting to work under the influence of alcohol, or off-duty use of alcohol that affects job performance.

III. POLICY OBJECTIVES

The Germantown Fire Department values its employees and recognizes their need for a safe and healthy work environment. Establishment of a substance abuse policy is consistent with the Germantown Fire Department's desired culture and is in the best interests of the City of Germantown, the Germantown Fire Department, and its employees. The abuse of alcohol, the use of illegal drugs, and controlled substances abuse, on or off duty, is inconsistent with law-abiding behavior expected of all citizens. In addition, Fire Department employees occupy safety sensitive positions of the highest degree of civic trust. Employees who use illegal drugs or engage in alcohol or controlled substance abuse on or off duty, are not acceptable in such positions. For these reasons,

SUBJECT: SUBSTANCE ABUSE POLICY	S.O.P. 1.19
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the Germantown Fire Department will not tolerate illegal use, sale, distribution, possession, or alcohol or controlled substance abuse by its employees.

IV. POLICY STATEMENT

- A. Germantown Fire Department employees perform inherently dangerous work that requires that a high degree of safety be maintained at all times. The Germantown Fire Department is committed to providing members of the general public with a physically and mentally fit work force with sound judgment and the highest degree of integrity and character. Drug and alcohol abuse can considerably undermine this commitment and compromise employee safety. The goal of this Substance Abuse Policy is to ensure that the employees of the Germantown Fire Department perform their work in a safe, effective and efficient manner. Engaging in prohibited and/or illegal conduct may lead to disciplinary action up to, and including, termination of employment.
- B. All random drug and alcohol test results will be reported to the City of Germantown Medical Review Officer. The Medical Review Officer (MRO) is a licensed physician with knowledge of substance abuse disorders who reviews and evaluates the results of all drug testing (under this policy) and files testing information transmitted by the testing laboratory.
- C. Employees who are required to take prescription drugs may not go on duty if that medication inhibits their ability to safely and efficiently perform their duties.
- D. All employees will be required to make information concerning what prescription drugs they are taking available solely to the Medical Review Officer, but only after a positive test result has been obtained.

V. PROHIBITIONS

Employees who violate the following prohibitions will be subject to disciplinary action up to and including termination:

- A. Engaging in the sale, use, possession or transfer of illegal drugs or controlled substances while on or off duty; or who offer to buy or sell such substances while on or off duty; reporting for duty under the influence of alcohol and/or drugs; abusing alcohol or prescribed drugs while on or off duty.
- B. Refusing or failing a drug or alcohol test administered under this policy; for providing an adulterated, altered, substituted or inadequate amount of specimen for testing; for engaging in conduct that clearly obstructs the testing process; for

testing positive for illegal drugs, alcohol or controlled substances without a legal basis.

- C. Storing any illegal drug or alcohol in a locker, desk, automobile (personal or City owned), bag or other repository that is on or within City property. All City of Germantown property is subject to inspection at any time without notice. There is no expectation of privacy in or on such property. Property includes, but is not limited to: City vehicles, offices, desks, lockers, containers, and files. Upon probable cause, personal vehicles may be searched with the owner's permission or as allowed by law.

Employee's assigned lockers that are locked by the employee are also subject to inspection by the employee's supervisor in the presence of the employee after reasonable advance notice, unless such notice is waived by the Fire Chief and/or the City Administrator.

- D. Use, possession, sale or distribution of alcohol or being under the influence of alcohol while on-duty or while on-call for duty or being in or operating a City-owned vehicle, whether on-duty or off-duty.
- E. Indictment or conviction under any criminal drug statute (including pleas of *nolo contendere*) for a violation occurring in the U. S. or abroad. Employees are required to provide written notification to the Fire Chief of any indictment or conviction under any criminal drug statute within five (5) working days of the event.
- F. Failing, when requested to do so, to enroll in any alcohol or drug treatment or counseling program and failing to adhere to the requirements of the treatment or counseling program.
- G. Refusing to furnish pharmaceutical documentation to the Medical Review Officer when requested to do so after a positive test result.

VI. PROHIBITED DRUGS/SUBSTANCES

A. PROHIBITED SUBSTANCES LISTED

1. Amphetamines and Methamphetamine, or analog
2. Cannabonoids (Marijuana), and derivatives
3. Cocaine
4. Opiates, or analog
5. Hallucinogens (LSD), or analog
6. Alcohol

7. Barbiturates
8. Inhalants

Refer to Appendix C for the 1994 Drug and Alcohol Test Standards for these substances.

B. ADDITIONAL SUBSTANCES

The testing may include any additional substances listed under the Tennessee Drug Control Act of 1989, or substances that may be declared as illegal drugs or substances after the adoption of this policy.

VII. TESTING BASED ON REASONABLE SUSPICION

- A. A drug or alcohol test is required for each employee where there is reasonable suspicion to believe that the employee is using or is under the influence of drugs and/or alcohol.
- B. The decision to test for reasonable suspicion must be based on a reasonable and articulate belief that the employee is using or has used drugs or abused alcohol. This belief should be based on recent physical, behavioral, or performance indicators of possible drug use or alcohol abuse.
- C. After observing suspicious behavior, and before any drug or alcohol test is administered based on these observations, the supervisor making the observations shall meet with the Personnel Director and/or the Fire Chief to report on his/her observations. The Personnel Director and/or Fire Chief shall then make a decision on whether or not to test the employee.
- D. Supervisory personnel making a determination to subject any employee to drug testing based on reasonable suspicion shall document their specific reasons and observations in writing to the Personnel Director within twenty-four (24) hours of the decision to test and before the results of the drug and/or alcohol tests are received by the City.

VIII. POST-ACCIDENT/POST-INCIDENT TESTING

Following any workplace accident (incident) determined by Germantown Fire Department supervisory personnel to have resulted in significant property or environmental damage or in significant personal injury, including but not limited to a fatality or human injury requiring medical treatment, each employee whose performance either contributed to the accident (incident) or cannot be discounted as a contributing

factor to the accident (incident) and who is reasonably suspected of possible drug use as determined during a routine post-accident (post-incident) investigation or who receives a citation for a moving violation arising from the accident will be required to take a post-accident (post-incident) drug test.

Post-accident (post-incident) testing shall be carried out within 32 hours following the accident (incident). Urine collection for post-accident (post-incident) testing shall be monitored and observed by same-gender collection personnel at the established collection site(s). In instances where post-accident (post-incident) testing is to be performed, the City of Germantown reserves the right to direct the medical review officer to instruct the designated laboratory to perform testing on submitted urine specimens for illegal substances. Any testing for additional substances listed under the Tennessee Drug Control Act of 1989 as amended shall be performed at the urinary cutoff level that is normally used for those specific substances by the laboratory selected.

- A. Post-Accident (Post-Incident) Testing for Ambulatory Employees. Following all workplace accident (incidents) where drug testing is to be performed unless otherwise specified by the Fire Chief, affected employees who are ambulatory will be taken by a supervisor or designated personnel of the City of Germantown to the designated urine specimen collection site within 32 hours following the accident (incident).

In the event on an accident (incident) occurring after regular hours, the employee(s) will be taken to the testing site within 32 hours. No employee shall consume drugs prior to completing the post-accident (post-incident) testing procedures.

No employee shall delay his/her appearance at the designated collection site(s) for post-accident (post-incident) testing. Any unreasonable delay in providing specimens for drug testing shall be considered a refusal to cooperate with the substance abuse program and shall result in administrative action up to and including termination of employment.

- B. Post-Accident (Post-Incident) Testing for Injured Employees. An affected employee who is seriously injured, non-ambulatory, and/or under professional medical care following a significant accident (incident) shall consent to the obtaining of specimens for drug testing by qualified, licensed attending medical personnel and consent to the testing of specimens. Consent shall also be given for the attending medical personnel and/or medical facility, including hospitals, to release to the medical review officer (MRO) of the City of Germantown appropriate and necessary information or records that would indicate only whether or not specified prohibited drugs, and in what amounts, were found in the

employee's system. Consent shall be granted by each employee at the implementation date of the substance abuse policy or upon hiring following the implementation date.

Post-Accident (Post-Incident) urinary testing may be impossible for unconscious, seriously injured, or hospitalized employees. In this case, certified or licensed attending medical personnel shall take and have analyzed appropriate specimens to determine if drugs were present in the employee's system. Only an accepted method of collecting specimens will be used. Any failure to do post-accident (post-incident) testing within 32 hours must be fully documented by the attending personnel.

IX. RANDOM SELECTION AND TESTING

A. NOTIFICATION OF SELECTION FOR TESTING:

The random selection (computer generated) and testing is administered by the Personnel Director for the City. The testing will be accomplished as non-intrusively as possible. The testing will be unannounced with unpredictable frequency. Depending on the random selection process, some employees may be tested more than once in a year while others may not be tested at all. The Personnel Director will notify the Fire Chief, or his designee supervisor, of the randomly selected employee(s). The Fire Chief, or his designee, will contact the selected employee and have him/her report immediately to the Chief's office or his/her supervisor's office. Once the employee has reported to the supervisor's office, the employee will then be notified that he/she has been randomly selected for a drug or alcohol test. The supervisor will be responsible for presenting the Consent form (see item B, below and Appendix A) to the employee, fully explaining the Consent form to the employee, and obtaining the appropriate signatures. The supervisor will also be responsible for escorting and transporting the selected employee(s) to the Specimen Collection Center selected by the City of Germantown. A minimum of fifteen (15) minutes and a maximum of two (2) hours will be allowed between notification of an employee's selection for random testing and the actual presentation for testing at the Specimen Collection Center. If an employee is unavailable (i.e. vacation, sick day, regular day off, bonus day, comp. day, etc.) to be tested on the date random testing is scheduled, the Fire Chief and the Personnel Director may elect to omit the employee from the random testing or await the employee's return to work. If the decision is made to await the employee's return to work for testing, then the appropriate supervisor will be notified to make contact and notify the employee, as described above, upon the employee's return to duty.

B. CONSENT FORM:

Before a drug or alcohol test is administered, employees will be asked to read and sign a Consent form authorizing the test and permitting the release of test results from the laboratory to the Medical Review Officer, the Personnel Director or his/her designee, and the Fire Chief. The Consent form shall provide space for employees to acknowledge that they have been notified of the Fire Department's substance abuse policy.

1. The Consent form shall set forth the following information:
 - a. The procedure for confirming and verifying an initial positive test result
 - b. The consequences of a verified positive test result
 - c. The consequences of refusing to undergo a test
2. The Consent form provides authorization for certified or licensed attending medical personnel to take and have analyzed appropriate specimens to determine if drugs or alcohol were present in the employee's system.

C. DRUG TESTING PROCEDURE:

1. SPECIMEN COLLECTION PROCEDURE

Once the employee reads and completes the Consent form, his/her supervisor will be responsible for escorting and transporting the employee to the specimen collection center. Upon arrival at the collection center, the employee will be asked to present a copy of his/her Consent form for the random drug test. No urine samples will be taken from the employee until a copy of the Consent form is provided. Authorized medical personnel will then take a urine sample from the employee, in privacy, unless grounds exist to believe that the specimen may be altered or substituted. The urine sample will be examined by the authorized personnel at the center who check for signs of alteration, adulteration and/or substitution. The sample will then be sealed, by the collection center personnel, in a secure container to preserve chain of custody. The employee will be required to complete a Chain of Custody form (provided by the collection center) that accompanies the employee's sample to the selected testing laboratory. The collection center then assumes custody of the specimen and is responsible for transporting and delivering the specimen to the selected testing laboratory. The supervisor will then transport the employee back to the Fire Department Headquarters and the employee may return to duty, home, etc.

2. LABORATORY STANDARDS AND PROCEDURES

- a. All collected urine samples will be sent to the City's selected laboratory, which is certified and monitored by the Federal Department of Health and Human Services (DHHS).
- b. Drug testing under this policy will be conducted using “split specimen” procedures. Each urine specimen is subdivided into two bottles labeled as a “primary” and “split” specimen. Both bottles are sent to the laboratory by the collection center. Only the “primary” specimen is opened and used for the urinalysis at the laboratory. The “split” specimen remains sealed and is stored at the laboratory. All test results will be sent to the Medical Review Officer for review and interpretation.
- c. If the analysis of the “primary” specimen confirms the presence of illegal drugs, the employee has 72 (seventy-two) hours to request that the “split” specimen be sent to another Federal Department of Health and Human Services certified laboratory for analysis. Any additional test(s) will be paid for by the employee.

3. DRUG TEST REPORTING AND REVIEW

- a. The City of Germantown has a designated Medical Review Officer (MRO) who receives, evaluates, documents, and files the testing information that is submitted by the laboratory. The MRO is a licensed physician with knowledge and training in substance abuse disorders. The testing laboratory will report results only to the designated MRO. The MRO will examine each report in accordance with accepted guidelines and the procedures adopted by the Fire Department and the City of Germantown. The reports to the MRO from the laboratory shall be in writing and sent by mail or by fax. The MRO, the testing laboratory and the collection center shall maintain security over all the testing data and limit access to such information to the following: the employee, the Personnel Director, and the Fire Chief. Neither the City of Germantown, the laboratory nor the MRO can release or disclose any drug test results to any other person or entity except under written authorization from the affected employee, unless requested by court order.

- b. If the MRO evaluates a positive test result, the MRO will notify the employee and the Personnel Director. The Personnel Director will notify the Fire Chief, or his designee. Written documentation will be obtained from the MRO that substantiates the positive test result. The employee will be required to report to the Fire Chief's office as soon as possible. At this meeting, the employee will be informed of the positive test result and will be given an opportunity to submit information explaining or contesting the result. Employees wishing to submit information explaining or contesting a positive result, or to request a test of the split specimen by another lab, should do so in writing no later than 72 hours after the meeting with the Fire Chief.
4. The Germantown Fire Department will establish and maintain any and all additional testing programs and requirements that may be necessary or appropriate to comply with applicable rules and regulations of all Government agencies.

D. ALCOHOL TESTING PROCEDURES

All breath alcohol testing conducted for the City of Germantown shall be performed using evidential breath testing (EBT) equipment and personnel approved by the National Highway Traffic Safety Administration (NHTSA). Alcohol testing is to be performed by a qualified technician as follows:

1. Step One

An initial breath alcohol test will be performed using a breath alcohol analysis device approved by the NHTSA. If the measured result is less than 0.02 percent breath alcohol level (BAL), the test shall be considered negative. If the result is greater or equal to 0.04 percent BAL, the result shall be recorded and witnessed, and the test shall proceed to Step Two.

2. Step Two

- a. Fifteen (15) minutes shall be allowed to pass following the completion of Step One above. Before the confirmation test or Step Two is administered for each employee, the breath alcohol technician shall insure that the evidential breath-testing device registers 0.00 on an air blank. If the reading is greater than 0.00, the breath alcohol technician shall conduct one more air blank. If the reading is greater than 0.00, testing shall not proceed using that instrument. However, testing may proceed on another instrument.

Then Step One shall be repeated using a new mouthpiece and either the same or equivalent, but different, breath analysis device. The breath alcohol level detected in Step Two shall be recorded and witnessed.

- b. Any breath level found upon analysis to be between 0.02 percent BAL and 0.04 percent BAL shall result in the employee's removal from duty without pay for a minimum of 24 hours. In this situation, the employee must be retested by breath analysis and found to have a BAL below 0.02 percent before returning to duty.
- c. If the lower of the breath alcohol measurements in Step One and Step Two is 0.04 percent or greater, the employee shall be considered to have failed the breath alcohol test. Failure of the breath alcohol test shall result in administrative action up to and including termination.
- d. All breathe alcohol results shall be recorded by the technician and shall be witnessed by the tested employee and by a supervisory employee of the City of Germantown or the Germantown Fire Department.
- e. The completed breath alcohol test form shall be submitted to the Personnel Director.

X. CONSEQUENCES FOR VIOLATING THE SUBSTANCE ABUSE POLICY

- A. Violation of this policy may result in severe disciplinary action, including termination, at the Fire Department's sole discretion. Employees testing positive for illegal drugs or alcohol will be immediately suspended from duty without pay pending his/her meeting with the Fire Chief.
- B. The City of Germantown and the Fire Department reserves the right and sole discretion to refer employees to participate in an education, treatment and counseling program approved by the City of Germantown Employee Assistance Program as an alternative to or in addition to disciplinary action.
- C. Employees who are undergoing or have completed treatment or counseling for drug or alcohol abuse, whether voluntary or required by the Fire Department, are subject to immediate termination for a subsequent positive drug or alcohol test.
- D. All employee treatment and counseling will require, at a minimum, that the employee immediately cease any illegal drug use, alcohol abuse, or controlled

substance abuse, and that the employee be subject to periodic unannounced testing for a twelve (12) month period following enrollment in the program. Follow up testing may be extended for up to sixty (60) months following return to duty.

- E. The privacy of the employee will be protected regarding the substance abuse policy.

XI. EMPLOYEE EDUCATION, TRAINING AND ASSISTANCE PROGRAMS

- A. To assist employees in understanding and avoiding the perils of illegal drug use and alcohol and controlled substance abuse, the Germantown Fire Department will provide a comprehensive Drug-Free Awareness Program. The Fire Department will use this program in an ongoing educational effort to prevent and eliminate illegal drug use and controlled substance abuse. The Drug-Free Awareness Program is administrated primarily through the City Personnel Office and will inform employees about:

1. The dangers of illegal drug use, alcohol abuse, and controlled substance abuse
2. The Germantown Fire Department's Substance Abuse Policy
3. The availability of treatment and counseling for employees who voluntarily seek such assistance
4. The sanctions the Germantown Fire Department will impose for violation of its Substance Abuse Policy

- B. During the training, each employee will receive information that includes:

1. Information material on the effects of drug and alcohol abuse
2. Available alcohol and drug counseling, rehabilitation, and employee assistance programs for employee assistance including access to an existing community services hotline number
3. The City of Germantown drug and alcohol policy and the substance abuse policy and procedure for the Fire Department
4. The penalties that may be imposed upon employees for drug or alcohol abuse violation(s) that violate the policy

- C. Fire supervisors will receive additional training in drug and alcohol abuse recognition, and the Germantown Fire Department procedures for handling and assisting employees who are subject to the effects of illegal drug use, alcohol abuse or controlled substance abuse.

XII. VOLUNTARY DISCLOSURE AND ASSISTANCE IN OVERCOMING ILLEGAL DRUG, ALCOHOL AND/OR CONTROLLED SUBSTANCE ABUSE

- A. Early recognition and treatment of illegal drug use, alcohol abuse or controlled substance abuse is important for successful rehabilitation, return to productive work, and reduced personal, family, and social disruption. The City of Germantown encourages the earliest possible diagnosis and treatment for illegal drug use, alcohol abuse, or controlled substance abuse. The Germantown Fire Department supports sound treatment efforts. Whenever feasible, and subject to the limitations described here, the Germantown Fire Department will assist employees in overcoming illegal drug use, alcohol abuse, or controlled substance abuse. However, the decision to voluntarily seek diagnosis and accept treatment for illegal drug use, alcohol abuse, or controlled substance abuse is primarily the individual employee's responsibility and is not considered voluntary after a "positive" random drug or alcohol test and/or indictment or conviction under any criminal statute, or selection for testing.
- B. *Self-Referral.* Employees with personal drug, alcohol or controlled substance abuse problems should request assistance from the City of Germantown Personnel Department or Employee Assistance Program. Assistance will be provided on a confidential basis, and each employee will be referred to the appropriate treatment and counseling services.
- C. *Fire Department Referral.* Employees who test positive for drugs or alcohol and who may be referred, either voluntarily or at the Fire Department's request, for counseling or treatment will be limited to one occurrence for counseling or treatment to cease the alcohol abuse or use of illegal drugs. A second positive test for drugs or alcohol will result in immediate termination. Employees terminated for this reason will be ineligible for rehire.
- D. *Other Referral.* Employees who are referred for any other reason, at the Fire Department's request, for counseling or treatment will be limited to one occurrence for counseling or treatment to cease the alcohol abuse or use of illegal drugs. Any positive test for the use of illegal drugs following treatment and counseling will result in immediate termination. Employees terminated for this reason will be ineligible for rehire.

- E. *Special Considerations.* All employee treatment and counseling will require, at a minimum, that the employee immediately cease any illegal drug use, alcohol abuse, or controlled substance abuse and that the employee be subject to periodic unannounced testing for a twelve (12) month period following enrollment in the program. Follow up testing may be extended for up to sixty (60) months following return to duty.
- F. *Status and Assignment after Referral:* The Personnel Department will notify the Fire Chief in instances of self-referral. The Personnel Department and the Fire Chief will confer with the employee, the Medical Review Officer and the Employee Assistance Program administrators in determining the status and/or assignment in regards to the affected employee. Each case, whether self-referral or Fire Department referral, will be considered on an individual basis.
- G. Prior to any return-to-duty consideration of an employee following substance abuse treatment, the employee shall test free of drugs or alcohol and obtain a return-to-duty recommendation from the Substance Abuse Professional of the City of Germantown. The Substance Abuse Professional, a designee of the Employee Assistance Program, may suggest conditions of reinstatement of the employee that may include after-care and return-to-duty conditions and additional testing requirements. The Fire Chief will consider each case individually and set forth final conditions of reinstatement to active duty. These conditions of reinstatement must be met by the employee. Failure of the employee to complete treatment or follow after-care conditions, or subsequent failure of any drug or alcohol test under this policy, will result in administrative action up to and including termination of employment. After successful completion of all requirements of this section, the employee will again be subject to the random testing program applicable to all employees. The Fire Chief, or his designees, shall determine whether an employee referred for illegal drug use, alcohol abuse, or controlled substance abuse treatment or counseling should be reassigned to another position.
- H. Employees who volunteer for treatment, or who are required to undergo treatment for alcohol or drug abuse, are eligible for leave for such treatment. The employee must first use all vacation, sick, and compensatory time available. Such leave will be considered family and medical leave to the extent the employee is eligible for such leave. Employees who have no accrued paid time available and are not eligible for family and medical leave are entitled up to thirty (30) consecutive calendar days of unpaid leave for such treatment.
- I. This policy does not apply to possession, use, or provision of alcohol and/or drugs by employees in the context of authorized work assignments. In all such cases, it

SUBJECT: SUBSTANCE ABUSE POLICY	S.O.P. 1.19
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is the individual employee's responsibility to ensure that job performance is not adversely affected by the possession, use, or provision of alcohol.

XIII. IMPLEMENTATION AND MODIFICATION OF POLICY

- A. The initial implementation of this substance abuse policy will take effect 60 days after the date that appears at the top of the policy. During this 60-day period, Fire Department employees will be given copies of the substance abuse policy and will receive training on the policy. After such training, each employee will be required to sign a form acknowledging the receipt of a copy of the policy and their understanding of the policy. This form is found in Appendix B.
- B. Potential employees will be informed that the City of Germantown and the Germantown Fire Department have substance abuse policies, and be told what the policies require. New employees will be subject to the provisions of this policy beginning with their first day of work.
- C. This statement of policy may be revised by the Fire Department at any time to comply with applicable Federal and State regulations that may be implemented, to comply with judicial rulings, to meet any changes in the work environment or changes in the drug and alcohol testing policy of the City of Germantown and the Fire Department.

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APPENDIX A

**City of Germantown
Fire Department**

**CONSENT AND ACKNOWLEDGEMENT FORM
SUBSTANCE ABUSE POLICY - DRUG/ALCOHOL TESTING**

INSTRUCTIONS TO EMPLOYEE: READ THIS DOCUMENT CAREFULLY BEFORE SIGNING IT.

As an employee with the City of Germantown, I hereby consent to and acknowledge that I am scheduled to undergo drug and/or alcohol testing. A test for drugs will involve an analysis of a urine sample, which I will provide at a designated site. A test for alcohol will involve a breath analysis test. The purpose of the test(s) will be to screen for the presence of the following substances: amphetamines, marijuana, cocaine, opiates, PCP, alcohol, and/or any additional drugs listed in the Tennessee Drug Control Act. I authorize qualified personnel to take and have analyzed appropriate specimens to determine if drugs and/or alcohol are present in my system. I acknowledge that the drug/alcohol screen test results will be made available to the testing laboratory, Medical Review Officer (MRO), the Personnel Director, and the Fire Chief. As an employee, I am aware that a confirmed and verified positive test result or any refusal to submit to testing may lead to disciplinary action up to and including immediate dismissal.

I acknowledge that the City has a designated MRO who receives, evaluates, documents and files the testing information that is submitted to the laboratory. The testing laboratory will report results only to the designated MRO. The MRO will examine each report in accordance with accepted guidelines and procedures adopted by the Germantown Fire Department Substance Abuse Policy and the City of Germantown.

I acknowledge that if the MRO evaluates a positive test result, the MRO will notify the Personnel Director and the Fire Chief. The Fire Chief, or his designee, will obtain written documentation from the MRO that substantiates the positive test result and, at that time, contact the affected employee. The employee must report to the Chief's office as soon as possible. Employees testing positive for illegal drugs or alcohol will be immediately suspended from duty without pay pending his/her meeting with the Chief. At this meeting the employee will have an opportunity to submit information explaining or contesting a positive test result. Employees wishing to submit information explaining or contesting a positive test result, or to request a test of the split specimen by another lab, should do so in writing no later than 72 hours after the meeting with the Chief. I will present a copy of this form to the collection site when I report for my schedule drug/alcohol test.

Employee name: _____ SSN: _____

Employee signature: _____ Date: _____

Witness signature: _____ Date: _____

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APPENDIX B

**City of Germantown
Fire Department**

**EMPLOYEE ACKNOWLEDGMENT FORM
SUBSTANCE ABUSE POLICY**

As an employee of the City of Germantown, my signature below acknowledges that the Germantown Fire Department has provided me with a copy of its Substance Abuse Policy. I have read the policy, had any questions answered that I may have had about the policy, understand the policy, and accept it as part of the terms of my employment.

I understand that this policy does not constitute a contract of employment, and the Fire Department has the right to change or discontinue all or part of this policy at any time.

I understand and am aware that I may be required to undergo drug and/or alcohol test(s), that I will be informed prior to the drug and/or alcohol test(s), and that I may be subject to immediate dismissal if I refuse to take the test(s).

I understand that the original of this form will be kept in my personnel file in the City's Personnel Department, and that I will be provided with a copy for my records.

Employee name: _____ SSN:

Employee signature: _____ Date:

Witness signature: _____ Date:

cc: Personal file (Fire Department)

SUBJECT: SUBSTANCE ABUSE POLICY	S.O.P. 1.19
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APPENDIX C

1994 DRUG AND ALCOHOL TEST STANDARDS

Drug	Cutoff Level Screen (ng/ml)	Cutoff Level Confirmation (ng/ml)
Amphetamine (speed) Amphetamine Methamphetamine	1,000.00	500.00 500.00
Cannabinoid (marijuana)	50.00	15.00
Cocaine (benzoylecgonine)	300.00	150.00
Opiate Codeine Morphine	300.00	300.00 300.00
Phencyclidine (PCP)	25.00	25.00
Alcohol	0.04 percent BAL	0.04 percent BAL



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: COMMUNITY SERVICE WORKERS	S.O.P. 2.01
CATEGORY: ADMINISTRATION	PAGE: 1 OF 4
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To identify the department's guidelines as related to handling the Community Service Program, including through Shelby County Juvenile Court and the Germantown Court System.

I. PREFACE

The Germantown Fire Department occasionally receives juveniles and young adult offenders that need to perform community service in restitution for their offenses. This is normally done through the Germantown Court System, Shelby County Juvenile Court, or other probation services, including adult probation services. Other juveniles may voluntarily perform community service, such as through their school or church.

II. RESPONSIBILITY

- A. The Assistant Chief shall oversee the Community Service Program for the Germantown Fire Department. All Community Service Workers (C.S.W.s) shall be scheduled and coordinated through the Assistant Chief. In the absence of the Assistant Chief, or his/her designee, the Deputy Chief may handle these responsibilities.
- B. The Battalion Chief shall oversee C.S.W.s assigned on their shift day and notify the Assistant Chief of any problems, including poor attendance or performance.
- C. The station Lieutenants shall direct the operations of the C.S.W. assigned to their station. Lieutenants should try to arrange their schedule to allow them to be at their station whenever a C.S.W. is assigned to work at their station. They should provide the C.S.W. with guidelines to follow in the event that they must leave the station, such as for calls. The Lieutenant may assign another member to directly assign and supervise the C.S.W.

III. PROCEDURE

- A. The C.S.W. will report to the Assistant Chief as scheduled to arrange a schedule, obtain a Time Sheet, and be provided with the rules and regulations that they must follow. At the completion of this meeting, the Assistant Chief will provide a memo to the Battalion Chiefs identifying the C.S.W.'s work schedule. If the C.S.W. will be working at a station other than Station 3, the Assistant Chief shall also provide a copy of this schedule to the respective Station Lieutenants.

SUBJECT: COMMUNITY SERVICE WORKERS	S.O.P. 2.01
	PAGE 2 OF 4

- B. Normally, C.S.W.s will be assigned to work at Fire Station #3.
- C. The C.S.W. shall report to work at the station and time as scheduled. The station personnel shall sign them in on their Time Sheet and the Station Log. The station personnel will direct the C.S.W. as to work duties to perform.
- D. The C.S.W. should be supervised at all times while working at the station. Rest periods should be limited to those necessary.
- E. This program allows C.S.W.s to provide restitution to the community for their actions and allows them to develop a sense of responsibility. Personnel should try to work with these persons and assist them in recognizing the need for positive development. C.S.W.s should be treated respectfully and fairly. They should never be harassed or belittled.
- F. If a C.S.W. is injured while working, it shall be reported to the Battalion Chief. They should contact their parents to come get them and provide medical treatment for them. A report of the injury shall be submitted by the Station Lieutenant through the chain of command to the Assistant Chief within 24 hours of the incident.
- G. Following completion of the C.S.W.s work, the station personnel shall sign them out on their Time Sheet and note this in the Station Log.

IV. C.S.W. RULES AND GUIDELINES

C.S.W.s shall adhere to the following guidelines, which are provided to them upon entering the Germantown Community Service Program:

- A. Each C.S.W. will be given an assigned number of hours to work ~~by Juvenile Court~~. The C.S.W. must complete a minimum of 16 hours per week if not in school or employed full-time, or a minimum of 8 hours per week if in school or employed full-time.
- B. C.S.W. shall arrive at work promptly on the date and time scheduled, and work the entire work schedule. Any changes in the schedule must be pre-approved by the Assistant Chief. Minor, temporary modifications in work times shall be approved by the on-duty Battalion Chief.
- C. The Germantown Fire Department assists with the community service program as a community service. A C.S.W. may be terminated at any time that the Fire Department does not feel that it is appropriate for the C.S.W. to be working there.

SUBJECT: COMMUNITY SERVICE WORKERS	S.O.P. 2.01
	PAGE 3 OF 4

- D. Any C.S.W. failing to report to work as scheduled, reporting to work late more than 2 times or failing to meet any other requirements may be immediately terminated from the C.S.W. Program, without prior notice. The station Lieutenant shall notify the Assistant Chief in the event that a C.S.W. fails to report to work. The Lieutenant may contact the C.S.W. by phone to ascertain the reason for the failure to report.
- E. C.S.W.s will report to Station 3, unless informed otherwise by the Assistant Chief or Battalion Chief. Upon arrival to work, the C.S.W. will report to the Station Lieutenant. If no personnel are at the Station upon their arrival, such as when they are on a call, the C.S.W. should begin any routine cleaning that they have already been instructed to do, or they shall wait in the lounge until the arrival of the station personnel. C.S.W.s will not be allowed to work prior to 0800 hours or past 1900 hours.
- F. C.S.W.s shall wear work type clothes during work time. Suggested clothes are: jeans, sneakers, T-shirts, sweat shirts and pants. Clothes may not display any obscene or non-approved writing, pictures, etc. and shall be in acceptable condition. Earrings should not be worn.
- G. The C.S.W. shall maintain a C.S.W. Time Sheet and have all work times recorded on this time sheet. This sheet will be filled out and signed by the Station Lieutenant, or designee, at each work session. Breaks, such as for lunch, will be permitted for work details of over 6 hours. This break will be recorded in the time sheet and the C.S.W. will not be credited for the time that he/she is on meal break. The Time Sheet is the only record of their time worked, so it is vital that this sheet not be lost. If desired, they may make copies periodically in case their sheet is lost.
- H. The C.S.W. shall perform duties as directed by the station Lieutenant or other person designated to oversee the C.S.W. The C.S.W. shall advise this person as soon as the assigned duties have been completed. The C.S.W. shall not go into other areas of the fire station unless advised to.
- I. C.S.W.s shall not operate any fire department radios, vocal equipment or other equipment (unless authorized). C.S.W.s shall not be permitted to operate any fire department vehicle.
- J. Juvenile C.S.W.s are not permitted to smoke or chew tobacco or bring it on the premises. Adult C.S.W.s may smoke outside in approved areas; but should have this break time deducted from the work time.

SUBJECT: COMMUNITY SERVICE WORKERS	S.O.P. 2.01
	PAGE 4 OF 4

- K. In the event that a C.S.W. fails to perform duties properly or report as scheduled, they shall be terminated and directed back to their community service program for handling.
- L. Upon completion of the hours worked, the C.S.W. shall return the C.S.W. Time Sheet to the Assistant Chief. The Assistant Chief shall then provide a report indicating their completion of community service work.

V. SUGGESTED WORK ASSIGNMENTS

The C.S.W.s assigned by Juvenile Court will normally be under the age of 18, although some will be 18. Those that are under the age of 18 may not perform dangerous work, such as lawn mowing or working at high heights. The Lieutenant should assure that the C.S.W. has a full assignment of duties to perform when they are working. C.S.W.s should perform duties, such as cleaning station and equipment and similar work. There are a lot of items that can be done besides the routine, such as periodic heavy duty cleaning of bathroom walls and floor, bay walls, shower floors, toilets, etc. The following are some suggested items for C.S.W. work assignments:

- A. Scrub bathrooms real well.
- B. Scrub bay walls and floors real well.
- C. Scrub painted cinder block walls in Station.
- D. Wax apparatus.
- E. Clean all station windows and blinds real well.
- F. Clean out storage rooms, etc.
- G. Weed grass and work on flowerbeds.
- H. Dust and polish all furniture, including back office.
- I. Assist Administration with projects as needed.
- J. Vacuum cloth seats on couches and chairs.
- K. Scrub plastic chairs real well.
- L. Thoroughly clean pumpers and other vehicles, including cab, behind jumpseats, under booster reel, and clean light lens.
- M. Clean ceiling tile runners.
- N. Clean cobwebs out of the corners.
- O. Organize Fire Prevention literature cabinet.
- P. Clean kitchen real well, including kitchen cabinets, refrigerator and freezer, and behind stove and refrigerator.
- Q. Steam clean carpets.
- R. Wash boot lockers and repair any minor problems, such as loose dividers.
- S. Clean light covers, especially the fluorescent lights.
- T. Clean trash around fire station and city buildings.

It is suggested that each Lieutenant develop a standard list of duties that they want each C.S.W. to do and use this as a guide when a C.S.W. is assigned to their station.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: DAILY ROSTERS	S.O.P. 2.02
CATEGORY: ADMINISTRATION	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide a daily record of personnel and equipment status for each shift. This can be used for administrative and emergency operations, including accountability at emergencies.

I. PROCEDURE

- A. Each day, the Battalion Chief shall prepare a Daily Roster in a format as approved by the Assistant Chief that identifies the following:
1. Assignments of personnel at stations and position.
 2. Status of personnel on leave, etc.
 3. Apparatus assignments at stations.
 4. Apparatus out of service.
 5. Any important information pertaining to the shift staffing.
 6. Anticipated personnel assignments for the next shift work day.
 7. Assignments of Ambulance personnel assigned to GFD stations.
 8. Medical capabilities of each apparatus, ALS or BLS
 9. The names of Paramedics will be in bold print
- B. The Battalion Chief shall distribute, normally electronically, a Daily Roster to the following by 0900 hours:
1. Fire Chief
 2. Assistant Chief
 3. Deputy Chief
 4. Administrative Secretary
 5. Dispatch

SUBJECT: DAILY ROSTERS	S.O.P. 2.02
	PAGE 2 OF 2

6. All Fire Stations
 7. Fire Prevention Office
 8. Collierville FD Battalion 31
 9. SCFD Battalion 21
- C. A copy of the current Daily Roster shall be retained in the Battalion Chiefs' vehicle for that shift.
- E. In the event of personnel or equipment status changes, the Daily Roster shall be updated. Dispatch shall be notified of the changes. An updated Daily Roster shall be provided to the Administrative Secretary.
- F. The Administrative Secretary shall maintain a copy of all Daily Rosters on file.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: ELECTION DAY PROCEDURES	S.O.P. 2.03
CATEGORY: ADMINISTRATION	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for operations of suppression/E.M.S. shifts and stations during election days.

I. PREFACE

The Shelby County Election Commission utilizes Station 2 to hold elections on election days. Fire Department personnel assist the Election Officials as necessary. In addition, the Fire Department encourages shift personnel to exercise their right to vote and makes provisions for personnel to do this if assigned to work during Election Day.

II. STATION PROCEDURES

- A. The Fire Stations, especially apparatus bay, restrooms, and public areas, shall be thoroughly cleaned the day before the elections.
- B. Election machines, tables and chairs will normally be delivered several days prior to the election. Station personnel shall provide a location for these items to stay until Election Day, normally the bay, and assure that they are not tampered with.
- C. The shift working the day before the election shall be awake at 0600 hours the day of the election. The off-going Lieutenant shall meet the Election Officials and coordinate efforts until the arrival of the on-coming Lieutenant.
- D. During Election Day, generally between 0600 hours and 2000 hours, the Election Commission will hold elections in the apparatus bay at Station 2. Station personnel shall assist Election Officials and citizens, as necessary, with these operations:
 - 1. The Lieutenant should coordinate activities with the senior Election Commission Official at the location. Any conflicts should be handled through the chain of command. Station personnel shall never be disrespectful or rude to Election Officials or citizens.
 - 2. Election Officials shall be permitted to use city telephones and electrical outlets as needed.

SUBJECT: ELECTION DAY PROCEDURES	S.O.P. 2.03
	PAGE 2 OF 2

3. A restroom shall be available to Election Officials and citizens. It is recommended that this restroom be marked. Election Officials may also make arrangements with the Station Lieutenant to use kitchen facilities, cooking appliances, refrigerator, and ice machines as long as it does not interfere with the shift operations.
4. On-duty personnel shall park their vehicles in the appropriate locations and secure the parking area, if deemed necessary.
5. Apparatus and other unnecessary items shall be moved out of the apparatus bay during the elections. First-out apparatus should be parked at the front of the station apron to assure that the apparatus can leave easily to respond to calls. Station personnel should assure that no vehicles are parked in a manner that will prohibit them from responding.
6. Election Officials and citizens should not be permitted throughout the private living areas or other unnecessary areas of the station.
7. Station personnel should arrange to remain in their station as much as possible to watch over the operations.
8. Station personnel shall try not to disrupt or disturb the election operations. Apparatus running should be limited, especially near the election area.

III. PERSONNEL VOTING

The Battalion Chief shall make provisions to allow time for on-duty personnel to vote at their assigned voting locations. Personnel are encouraged to participate in early voting prior to Election Day. An Early Voting site is generally available within the City of Germantown. When possible, personnel that will be scheduled to work on the regular election day may be given time to vote early while on duty, especially at an Early Voting Location within the City of Germantown. Personnel unable to vote early that will need time to vote on their duty day shall notify their Battalion Chief at least 1 shift day prior to Election Day so that accommodations can be made.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: FIRE DEPARTMENT SAFETY AND HEALTH PROGRAM	S.O.P. 2.04
CATEGORY: ADMINISTRATION	PAGE: 1 OF 5
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide a program to enhance the overall job safety and health of fire department personnel.

I. POLICY STATEMENT

It is the Fire Department's responsibility to prevent the loss of lives and property. Each member also has an inherent responsibility to perform his/her duties in the safest manner possible and maintain safe work conditions. Management shares in this responsibility, including making every effort to provide safe work environment, equipment and tools, and to train and prepare personnel to perform their duties in a safe manner. The fire service is an inherently dangerous occupation and each employee must recognize these hazards and strive to reduce to risk of injury to themselves, their fellow members and the public.

II. PREFACE

All fire department personnel shall make constant observations, and be well informed of safe operations in the engine house, fireground, training ground and other work areas. The Germantown Fire Department is supportive of safety and health for its personnel and strives to meet the objectives defined in the National Fire Protection Association standard 1500, "Fire Department Occupational Safety and Health Program". Most safety practices are defined in various S.O.P.s relating to specific operations. The following sections provide additional general safety guidelines to be followed.

III. HEALTH AND SAFETY PROGRAM

A. Safety Officer.

The Germantown Fire Department shall strive to provide a safe, healthy work environment for its members. The Technical Services Safety Officer will serve as the Fire Department Safety Officer.

At emergency incidents, an Incident Safety Officer shall be designated in accordance with the Incident Command System S.O.P.

SUBJECT: FIRE DEPARTMENT SAFETY AND HEALTH PROGRAM	S.O.P. 2.04
	PAGE 2 OF 5

B. Safety Committee.

A Fire Department Safety and Health Committee shall be established and shall serve in an advisory capacity to the Fire Chief. The Committee shall include representatives of various levels of the Fire Department, as well as the Fire Department Safety Officer. The purpose of this Committee shall be to conduct research, develop recommendations, and study and review matters pertaining to occupational safety and health within the Fire Department. The Committee shall hold regular meetings at least once every 6 months to review safety matters, discuss safety concerns, and review recent accidents and injuries for possible operational improvements.

- C. The Fire Department shall maintain records of all Fire Department accidents and injuries, training records, medical records, occupational exposures (including infectious disease and hazardous materials exposures), and inspection and maintenance records of fire apparatus.

IV. SAFETY IN THE STATION

- A. All fire department personnel shall ensure proper maintenance in the station house, including assuring equipment and facilities are in good condition.
- B. While conducting any physical fitness training, i.e. weight lifting, aerobics, etc., personnel should use proper techniques to prevent strains, sprains, and other related injuries as stated in the physical fitness manual.
- C. All personnel should use extreme caution when working on wet floors.
- D. Smoke detectors shall be provided and maintained in all sleeping areas of the stations.
- E. All apparatus shall be run outside unless connecting to the station vehicle exhaust system.
- F. Smoking shall be in accordance with City and Department policies on smoking. Personnel shall assure that residual smoke does not enter public, living or work areas of the station.
- G. All fire stations shall be inspected each month by each Battalion Chief. A copy of the "Fire Station Inspection Report" shall be maintained in the Station Inspection Log in the Battalion Chief's Office.

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V. VEHICLE OPERATIONS

- A. The driver of any fire department vehicle shall insure that all fluid levels, i.e. oil, transmission fluid, are at proper levels, and that all equipment is in safe operative condition. Refer to Equipment Check S.O.P.
- B. The Vehicle Maintenance Log will be kept up-to-date. Refer to Vehicle Maintenance Log S.O.P.
- C. All personnel riding on, or driving, fire department vehicles shall have seat belts secured at all times the vehicle is in motion. Personnel shall not be permitted to ride on tailboard or running boards, or other unsecured locations. Drivers shall not move Fire Department vehicles until all persons on the vehicle are seated and secured with seat belts. See Vehicle Operations S.O.P.
- D. All fire pumps, aerials, and fire suppression equipment shall be maintained at peak condition.
- E. Any vehicle found unsafe will be placed out of service and reported to the station Lieutenant. The station Lieutenant will immediately notify the Battalion Chief.
- F. All personnel should use hearing protection while riding on apparatus, when operating near apparatus, and in other areas involving high volume sound.
- G. Personnel reporting for emergency call-out in personal vehicles shall adhere to local traffic laws and regulations.

VI. ON-SCENE OPERATIONS

- A. All fire department personnel shall follow department policies and S.O.P.s to insure safety for fire personnel during any emergency incident.

B. Fire Scene:

All fire department personnel must be alert and aware of on scene conditions around them in order to relay this information to others. Any unsafe condition or action should be relayed to the Incident Commander or designated Safety Officer immediately.

- 1. No personnel shall be permitted to participate in interior fire suppression operations until they have completed all requirements to be classified as a Fire Fighter.
- 2. All department personnel will follow the Structure Fire S.O.P.

SUBJECT: FIRE DEPARTMENT SAFETY AND HEALTH PROGRAM	S.O.P. 2.04
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3. Full protective gear shall be worn as outlined in Protective Clothing and S.C.B.A. - Mandatory Use S.O.P.s.
 4. The Incident Command System shall be used as outlined in S.O.P. This is to insure safety on the scene and the location of all personnel working on the scene. Command officers shall be aware of the location of all personnel working under their command.
 5. A rehab station will be set up, when needed and monitored by fire department personnel.
 6. All personnel must have a thorough working knowledge of the S.C.B.A. and emergency procedures. No personnel shall be permitted to participate until they have completed approved training on S.C.B.A. use.
 7. Personnel Alert Safety Systems (P.A.S.S.) devices shall be worn and operating whenever personnel enter a structure involved in fire.
 8. All personnel working on aerial ladders or portable ladders over 28' in height shall secure themselves to the ladder with a life belt at all times, except when climbing. It is also recommended that personnel be secured when working from ladders at any height.
- C. Personnel working in roadways or other similar hazardous traffic areas shall wear their turnout coat or a reflective vest.

VII. EMERGENCY MEDICAL SERVICES

- A. All fire department personnel will wear all recommended personal protective equipment (P.P.E.) when treating patients on Emergency Medical Calls, as designated by the Infection Control S.O.P.
- B. The S.O.P. on Motor Vehicle Accidents shall be followed on all motor vehicle accidents (M.V.A.).

VIII. HAZARDOUS MATERIALS INCIDENTS

- A. Hazardous Material S.O.P.s shall be followed whenever responding to or handling possible hazardous materials incidents.
- B. When responding to hazardous material calls, insure that companies respond and position uphill and upwind.
- C. When responding, obtain as much information as possible.

SUBJECT: FIRE DEPARTMENT SAFETY AND HEALTH PROGRAM	S.O.P. 2.04
	PAGE 5 OF 5

D. Avoid placing personnel or apparatus near or in spills or leaks.

IX. MEDICAL

A. All full-time personnel shall be examined and certified by a physician as being medically and physically fit prior to becoming a member.

B. Personnel shall assure that they remain medically and physically fit for duty. Any member that becomes unfit for duty shall notify their supervisor.

C. Personnel shall meet the requirements detailed in the Physical Fitness S.O.P. and are encouraged to utilize all health and fitness programs offered through the City and Fire Department.

D. Personnel are encouraged to receive periodic medical examinations by a physician as provided through the City Health Plan.

E. All personnel that are issued a SCBA face piece shall have respirator fit test performed annually.

F. All Haz-Mat Technicians shall have a physical examination every two (2) years.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: FIRE INSURANCE INQUIRIES	S.O.P. 2.05
CATEGORY: ADMINISTRATION	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To assist personnel in answering inquiries for fire insurance forms.

I. PREFACE

Fire Department personnel will often receive inquiries from citizens or insurance companies pertaining to fire protection for insurance purposes. Many people moving into the area receive forms that must be completed by the property owner. Instructions on the form may direct the owner to contact the fire department for assistance.

II. PROCEDURES

To assist personnel in giving uniform answers to the questions most frequently asked, guidelines for replying are listed below:

A. Personnel should assure that the address is within the Germantown City limits and, if not, refer them to the appropriate fire department.

B. What is the I.S.O. Class for Germantown?

The City of Germantown currently has a Class 3 rating from the Insurance Services Office (I.S.O.). The I.S.O. provides ratings of departments between 1 and 10, with 1 being the best. People may just ask what our rating is.

C. What is the distance from the nearest fire department?

Personnel should approximate the mileage based upon a measurement from a standard City of Germantown map. The great majority of homes in Germantown will be within one (1) mile of a fire station.

D. What is my fire district?

Not applicable. Germantown does not have fire districts such as found in many areas of the country. Fire districts, as referred to in insurance forms, do not refer to our run territories.

E. Distance from hydrant?

The citizen must step this off in their own area, as the department is unable to be specific in relation to their home. The importance here is that, per the Fire Code,

SUBJECT: FIRE INSURANCE INQUIRIES	S.O.P. 2.05
	PAGE 2 OF 2

the building should be within 500 feet of a hydrant if it is a single-family residential occupancy, and 300 feet if it is a commercial or multi-family residential (i.e. apartment or condominium) occupancy.

F. The name of the fire department?

Give Germantown Fire Department and first-in station number, if requested.

G. Is the fire department volunteer or paid?

Germantown Fire Department is a combination of paid and volunteer with 24 hour staffing of all first out apparatus by full-time personnel.

Should there be other questions on subjects that personnel are unable to answer, it would be best to refer them to their insurance agent or the Fire Marshal's Office.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: LOCK BOX MANAGEMENT SYSTEM	S.O.P. 2.06
CATEGORY: ADMINISTRATION	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish criteria for management of the Knox Box Fire Department Access Key Box System.

I. PREFACE

The Germantown Fire Department has selected the Knox-Box Fire Department Access Key Box System to provide emergency access into buildings and to maintain proper security of the structure upon leaving the scene. The company officer is responsible for the security of the key in that apparatus.

II. PROCEDURE

The following procedures shall be used to manage lock boxes and keys:

- A. The Fire Prevention Office (FPO) shall coordinate and oversee the authorization, installation and approval of key boxes on all buildings in accordance with standard FPO procedures. All persons interested in providing a Knox Box for their building shall be referred to the FPO.
- B. The FPO shall maintain up-to-date files on locations of all Fire Department Access Key Boxes and their contents. A current list of all buildings provided with a Knox Box shall be provided to Communications and the Police Department and distributed through departmental memo.
- C. All Knox Box access keys shall be secured in the Sentraloks provided on apparatus or secured by the Fire Marshal. Access keys shall not be removed from the Sentralok except for official purposes.
- D. Upon determining the need for the use of the access key, the company officer, or other officer with this authority shall request that Communications encode the necessary tones for the Sentralok, referencing the number found on the front of the Sentralok. Once the proper radio tone is received by the Sentralok, the red light shall illuminate briefly. At that time the security key (lower key) shall be turned clockwise and held while the Knox Box access key (upper key) is turned clockwise and removed from the Sentralok.

SUBJECT: LOCK BOX MANAGEMENT SYSTEM	S.O.P. 2.06
	PAGE 2 OF 2

- E. Some Sentraloks do not require a key to operate, but rather an individual pass code. Members have been assigned pass codes. These pass codes shall be kept private. In the event that a member opens a Sentralok with a pass code, they shall notify Dispatch via radio of such.
- F. Upon completion of use of the Knox Box access key, the key shall be re-secured in the Sentralok and Communications notified by radio that it has been re-secured.
- G. Communications shall record all uses of Knox Box access keys in the radio log. With the exception of the Fire Marshals vehicle where the Knox Box key is key pad access and is recorded, via the Knox Key Pad Access, each time the key is removed.

III. ALARM MONITORS

- A. All Knox Box Fire Department Access Key Boxes are monitored by an UL listed Central Station. Opening or tampering with the Key Box shall result in a supervisory signal being received by the monitoring company.
- B. Upon receipt of a Supervisory signal from a Key Box, the monitoring company will have the alarm investigated by the Germantown Police Department, as this is a security problem rather than a fire problem, unless they are already aware that the fire department is accessing the box, such as during an emergency response. If requested by the Police Department, the Fire Department shall provide technical assistance to the Police Department in this instance.

IV. KEY MANAGEMENT

- A. All non-emergency entries into a Knox Box to change the keys contained in the box shall be witnessed by an officer or directed by the Fire Marshal or Chief Officer, and a building representative. A standard inspection form shall be completed to record the change in keys.
- B. The officer shall notify the FPO immediately of the changes of the Knox Box key.
- C. Any missing Knox Box key shall be reported immediately through the chain of command to the Fire Marshal and Deputy Chief.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: NEWS MEDIA	S.O.P. 2.07
CATEGORY: ADMINISTRATION	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide Fire Department personnel with guidelines to follow concerning requests for information by the news media.

I. POLICY

- A. At incident scenes, news media personnel shall be referred to the senior command chief, Incident Commander, or the Public Information Officer, if designated.
- B. The Chief of the Department will be the department spokesperson in all other matters.
- C. The Chief of the Department may refer the news media to any specific officer who may have particular expertise in a certain field.
- D. Under no circumstances shall any information be released to the news media, which might potentially jeopardize the successful completion of any case that has not been finally adjudicated.
- E. Under no circumstances shall any information be released to the news media that might violate HIPAA or someone's right to privacy.

II. RELEASE OF BASIC INCIDENT INFORMATION BY COMMUNICATIONS

In the event that Communications is contacted by the news media regarding information, they may provide the following information:

- A. Address of call.
- B. Whether it was a fire call or E.M.S. call.
- C. Time of call.
- D. Companies responding to the call.
- E. If a fire, they can inform them that it was a working fire.
- F. If units are still on the scene.

SUBJECT: NEWS MEDIA	S.O.P. 2.07
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Dispatchers are not required to provide this information if they are too busy with calls. In such a situation, the person calling should be advised that the dispatcher is busy handling calls and that they should call back at a later time to obtain the information. If further information is desired, refer them to a chief officer.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: REPORTING OF TRAFFIC HAZARDS	S.O.P. 2.08
CATEGORY: ADMINISTRATION	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for Fire Department personnel to assist with limiting traffic hazards within the City of Germantown.

I. PROCEDURE

In the event that Fire Department companies or personnel notice any traffic hazards, such as missing or damaged street signs, unguarded potholes, missing manhole covers, malfunctioning traffic signals, etc., they shall be reported to Communications. Communications shall notify the City's Traffic Engineer or other appropriate agency of the problem. If the hazard provides an immediate danger, Fire Department personnel shall take measures to eliminate or control the hazard until it can be corrected. If necessary, assistance may be requested from the Public Services Department or other department/agency to assist with, or eliminate, the problem.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: STATION LOG	S.O.P. 2.09
CATEGORY: ADMINISTRATION	PAGE: 1 OF 4
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide a written record of all pertinent information and activities of the daily operations of the Fire Department at each fire station.

I. STATION LOG

A written record of all pertinent information and activities for each shift day shall be recorded in the station log at each fire station. The Station Three station log shall also contain the personnel status for all stations.

II. RESPONSIBILITY

- A. It shall be the responsibility of the driver of the first out engine at each station to record information and activities for his/her shift in the station log.
- B. Each Lieutenant and driver shall review the station log upon reporting to work to review all activities since their last day worked.

III. DAILY REPORTS

The daily report in the station log shall start at 0700 hours. Information and activities shall be entered as soon as they occur. The log shall be updated before retiring for the night and the log shall be completed as soon as possible after shift change. All entries shall be in chronological order (as they occur). Whenever pertinent factual information, such as streets obstructed, equipment out of service, fire protection systems out of service, etc., is given by another person that the person completing the log, such as the dispatcher, this person shall be noted along with the entry. No entries shall be removed, such as with correction fluid.

IV. FORMAT

The following format shall be used when entering data in the station log:

- A. A report shall be made for each shift day. The report shall begin at the beginning of the shift at 0700 hours and be completed at the end of the shift at 0700 hours on the following day.
- B. Date and shift at top of page.
- C. On-duty personnel and their stations should be recorded next.

SUBJECT: STATION LOG	S.O.P. 2.09
	PAGE 2 OF 4

- D. Stations that have Rural Metro Units assigned are to note the personnel assigned to those units during that tour of duty in the station log.
- E. Times are to be recorded to the left side of the double red lines on the left side of the page.
- F. Letters signifying type of activity shall be entered between the red lines on the left side of the page. The following letters shall be used:

F = Fire Call I = Inspection
E = Emergency Call R = Reinspection
S = Service Call P = Public Education Presentation
T = Training

Only these letters shall be entered. They shall be entered between the red lines on the left side in the body section of the report.

- G. All other entries shall be to the right side of the left side double red lines.
- H. The signature of the person completing the report shall be entered at the end of the report.

V. CONTENTS

The following shall be recorded in the station log:

- A. Date, day and shift.
- B. All on-duty shift personnel. Changes in the regularly assigned personnel and reason shall be noted also.
- C. All pertinent station activities, including:
 1. Report for duty time.
 2. Vocal, Radio Alerting System and radio checks (note whether all is operating properly).
 3. Training (note times).

SUBJECT: STATION LOG	S.O.P. 2.09
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4. Equipment found or placed out of service and/or placed back in service (note repairs that were made).
 5. Apparatus and personnel transfers.
 6. Daily maintenance.
 7. Reserve and off-duty personnel riding at the station.
 8. Community Service Workers working at the station.
 9. Personnel changes.
 10. Hydrant and equipment maintenance.
- D. Weather conditions.
- E. Equipment damaged.
- F. Personnel injuries.
- G. Hydrants placed out of service or back in service. Note the following:
1. Time.
 2. Location.
 3. Problem.
 4. Who placed it out of service.
- H. All fire, emergency and service calls. The following shall be recorded:
1. Times: call time, scene time, control time (if applicable), and in-service time.
 2. Location.
 3. Nature.
 4. Apparatus and administrative personnel responding.

SUBJECT: STATION LOG	S.O.P. 2.09
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5. The incident number assigned by dispatch to a respective call is also noted in the call information in the station log.
- I. All inspections and reinspections. The following shall be recorded:
 1. Times: time in and time out.
 2. Type (inspection or reinspection).
 3. Address.
 4. Occupancy Number (as assigned by Fire Prevention Bureau).
 5. Occupancy Name.
 6. Personnel or station making the inspection or reinspection.
 7. Any imminent or special hazards found that other personnel should be aware of.
 - J. Public Education Programs. Note the following:
 1. Time and location.
 2. Type of program (presentation, tour, etc.).
 - K. Signature of person completing the shift entry.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: VEHICLE LOCATION AND STATUS	S.O.P. 2.10
CATEGORY: ADMINISTRATION	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To maintain status of vehicles and their location and to assure their availability in their district.

I. PROCEDURES

- A. Officers shall strive to keep their units within their first-in response district and limit the time out of the area, such as for training or inspections. The officer shall get approval from the Battalion Chief to be out of their first-in district for extended periods (generally over 30 minutes). This shall be recorded in the station logbook. When a unit must be out of their first-in area for an extended time, the Battalion Chief should arrange for another unit to swap districts with the unit to assure that all districts are fully protected.
- B. All fire apparatus are considered to be in their first due engine company district and available for calls unless Dispatch is otherwise informed.
- C. Dispatch must be notified when apparatus changes district from their first due engine company district except when returning in service after an incident. . All units are expected to return directly to their first due district unless Dispatch is otherwise advised. When companies are on the air routine and change districts, they are to notify Dispatch which district they are changed to for apparatus tracking purposes. Example: “Engine 92 in 3’s district”.
- D. When the availability of a unit changes, Dispatch must be promptly advised of the revised status.
- E. When it becomes necessary for one or two units to leave their first due district, a quartile arrangement shall be used to assure that each quarter of the city is protected. For instance, when the northeast and/or southwest engine company leaves district, they should assure that the northwest and southeast engine companies are in their district. Similarly, when the northwest and/or southeast engine company leaves district, they should assure that the northeast and southwest engine companies are in their district. This will allow engine companies to train and meet, etc. with engine companies horizontal or vertical to them.
- F. Times in which an engine company is out of district, except for calls, shall be recorded in the station log.

SUBJECT: VEHICLE LOCATION AND STATUS	S.O.P. 2.10
	PAGE 2 OF 3

II. MOVE-UP

During major fires or other incidents when companies will be unavailable for extended periods, Dispatch should locate (move-up) engine companies in districts to provide optimal coverage, similar to the guidelines in Section I. The recommended priority of district staffing should be as follows:

- A. Station 3
- B. Station 4
- C. Station 1
- D. Station 2

For example, if Stations 1 and 3 were out on a house fire, it would be advisable to move Station 2 up to cover Station 3 to provide optimal coverage.

III. RESERVE STATUS

In the event that a company is on limited availability, where they may not be able to respond immediately to a call, such as during field training, they shall notify Dispatch that they are on "Reserve Status". Companies placing themselves in Reserve Status shall assure that adequate companies are available in accordance with Section I, above. When the company has completed their assignment and are immediately available for a call, they shall notify Dispatch that they are "In Service". In the event that a call is dispatched and other companies are responding, the company on Reserve Status should return itself to In Service status, so they are available to respond to additional calls.

Reserve Status will let Dispatch know that in the event of a response in which that company is normally assigned, they should dispatch another company in their place to assure the quickest response. In the event that a company on Reserve Status must be dispatched on the initial call, such as a three-company response, the company on Reserve Status should not be considered the first-in company. Whenever it is deemed necessary for the proper protection of the community, Dispatch may direct a company to return to In Service status or advise them not to go to Reserve Status.

SUBJECT: VEHICLE LOCATION AND STATUS	S.O.P. 2.10
	PAGE 3 OF 3

IV. RESPONSES WHEN OUT OF QUARTERS

When a company is "on the air" and is to be dispatched on a call, Dispatch will contact the company or unit and advise them the following:

- A. Where they are responding.
- B. What type of call.
- C. Any other companies or units that will be responding with them.

When a company is out of quarters or other location that they are special at and they receive a call, they shall advise Dispatch the location that they are responding from upon reporting responding. For example, "Engine 1, Check, responding from Germantown and Cross Village."

In the event of a response to a structure fire, refer to Protective Clothing S.O.P. pertaining to donning protective clothing before responding on the call.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: VEHICLE OPERATIONS	S.O.P. 2.11
CATEGORY: ADMINISTRATION	PAGE: 1 OF 5
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish a policy governing the operation of Fire Department vehicles.

I. GENERAL OPERATIONS

- A. Vehicles and equipment shall be operated in a safe and cautious manner in obedience to law and established procedures.
- B. Drivers of fire department vehicles shall be directly responsible for safe and prudent operations of the vehicle under all conditions.
- C. Wheel chocks shall be placed at the tires of pumpers and trucks whenever they are parked outside of a fire station.
- D. Response routes of vehicles shall follow the quickest, optimal route for the situation.
- E. Care shall be taken in the operations of vehicles to protect vehicle and personnel from damage. Care must be taken to assure that tires do not come in contact with curbs during driving. Any damage to a vehicle, including tire contacting curb, shall be recorded in the Vehicle Maintenance Log. When apparatus tires come in contact with any curbing, either during normal routine operations or an emergency response, the vehicle should be stopped in a safe location and the contacting tire (s) should be inspected by both the driver of the apparatus and the company officer. If it is determined the tire is unsafe, the apparatus is placed out of service and the company officer will notify the Battalion Chief. A memo will be submitted through the proper chain of command detailing how the tire(s) were damaged and why the company was placed out of service. The Battalion Chief will investigate and report his findings and actions to the Assistant Chief.
- F. Officers are responsible for the personnel and equipment on the vehicles assigned to them.

II. TRAFFIC RULES AND REGULATIONS

- A. Persons who operate Fire Department vehicles are responsible for the equipment and safety of all personnel. Both the operator and officer in charge are responsible to see that traffic laws are abided by. The operator shall adhere to state and local traffic laws.

SUBJECT: VEHICLE OPERATIONS	S.O.P. 2.11
	PAGE 2 OF 5

- B. **STOP LIGHTS OR SIGNS:** Drivers of emergency vehicles responding emergency status when approaching an intersection shall slow down and check the intersection to assure right of way before proceeding past a red or stop signal or stop sign. The operator and officer in charge shall check visually and audibly to secure clearance before proceeding through the intersection. Caution shall be used when proceeding through an intersection with a green light. The use of the Opticom traffic preemption system does not relieve the driver or officer of using due regard for the safe operation of the apparatus or vehicle
- C. **SCHOOL BUS:** Drivers of emergency apparatus approaching a school bus that has red warning lights flashing shall stop until the driver of the bus has cleared the roadway of all children, turned off the red warning lights and motioned the emergency vehicle to pass. The emergency vehicle is to proceed past the stopped school bus in a slow and safe matter (5-10 mph) until the apparatus length has completely cleared the length of the stopped school bus. Drivers and company personnel also need to keep a clear visual after passing any stopped school bus as other children may have already exited the bus and could be standing either in the roadway or along street curb areas.

III. ACCIDENT NOTIFICATION

- A. Any member who is involved in an accident while operating a City vehicle shall immediately notify the Battalion Chief.
- B. The Battalion Chief shall immediately notify the Safety Officer, Deputy Chief, Assistant Chief and the Fire Chief.
- C. Any member involved in an accident while operating a City vehicle shall also submit in writing a report of the accident on the proper form to the Investigating Officer.

IV. WARNING EQUIPMENT

All audible and visual warning equipment shall be used when responding emergency status. (See Fire Department policy regarding responses).

V. BACKING

All visual warning lights shall be used when backing fire apparatus, excluding fire cars and pickups.

SUBJECT: VEHICLE OPERATIONS	S.O.P. 2.11
	PAGE 3 OF 5

- A. The operator or Lieutenant shall assign crew members to assist in backing and directing traffic. Fire apparatus shall not be backed without a person directing the operator from the rear.
- B. The operator should monitor rear and side view mirrors.
- C. The operator should signal with horn and lights to warn emergency personnel, motorists, and pedestrians.
- D. The operator shall roll down the operator's window to assure that audible contact is maintained with the person assisting him/her in backing the apparatus.

VI. UNAUTHORIZED OPERATION

- A. Only authorized and qualified personnel shall operate any Fire Department vehicle.
- B. Personnel shall not allow any non-member or unauthorized person to operate any vehicle of this department without permission of the Assistant Chief or Fire Chief.

VII. UNAUTHORIZED PASSENGERS

Personnel shall not allow unauthorized passengers to ride in any vehicle of this department without permission of the Battalion Chief, Assistant Chief or Chief.

VIII. SAFETY

- A. Seat belts, safety bars and all other safety equipment shall be used at all times.
- B. No personnel shall ride on the tailboard, aerial turntable or other location not allowing for personal seating, security and safety.
- C. It is the responsibility of the Lieutenant to be certain that all company members are properly clothed and in a seated position before the apparatus leaves the engine house.
- D. The Lieutenant, or other person in charge of that apparatus, shall be responsible for the safety of the personnel on that apparatus.
- E. Pumper drivers should not operate the warning siren or lights or the radio while in motion. This should be done by the officer or other passenger.

SUBJECT: VEHICLE OPERATIONS	S.O.P. 2.11
	PAGE 4 OF 5

IX. VEHICLE CLEANLINESS

The vehicle operator is responsible for keeping the vehicle clean. Vehicles shall be cleaned at the beginning of the shift and after calls as necessary. Support and Administrative vehicles will be kept clean by shift personnel. Vehicles assigned to staff shall be the direct responsibility of the staff officer.

X. PARKING IN SUNLIGHT

When possible, apparatus will not be parked out of the bays in direct sunlight for extended periods of time. All apparatus will be kept in the bays as much as possible when not in use.

XI. HEADLIGHTS

Headlights and mark lights shall be on at all times the apparatus is in motion or parked on a public or private road or way, unless the apparatus is in a marked or otherwise designated parking space or area.

XII. OFF ROAD USE

Pumpers or the Platform aerial truck shall not be taken off approved, all-weather roadways unless specifically directed to by the Incident Commander or chief officer. Brush trucks, rescue squads, staff cars and similar vehicles should not be taken off approved, all-weather roadways except after the roadway has been evaluated for suitability for supporting the vehicle, with consideration being given to the off-road capabilities of the vehicle and the general benefit to be gained compared to the risk to the vehicle.

Approved, all-weather roadway shall generally refer to paved roads or heavy compacted roadways using asphalt cement sealer.

XIII. PLACING PUMPS INTO PUMP GEAR

- A. All manufacturers' recommendations should be followed when placing apparatus equipped with fire pumps into pump gear.
- B. The parking brake shall be set.
- C. The pumper shall be chocked prior to being shifted into or out of pump gear. This includes when the pumper is inside the apparatus bay.

SUBJECT: VEHICLE OPERATIONS	S.O.P. 2.11
	PAGE 5 OF 5

- D. The apparatus transmission should be placed into neutral and allow the RPMs to go to idle. The transmission oil pressure should stabilize.
- E. Shift pump lever into pump position, allow time for the transmission to shift. On apparatus equipped with warning lights, the first pump warning light should light.
- F. Shift transmission to the DRIVE position. On apparatus equipped with warning lights, the second pump warning light should light.
- G. On apparatus equipped with warning lights, both lights should be lit before leaving the cab. On apparatus not equipped with warning lights, the speedometer should indicate 10 to 30 MPH to further attest that the pump is in gear.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: VISITORS TO FIRE DEPARTMENT	S.O.P. 2.12
CATEGORY: ADMINISTRATION	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish guidelines concerning visitors to the fire stations and Fire Department facilities.

I. PREFACE

Personnel should strive to provide the highest level of professional and courteous service to the community. Visitors shall be allowed in Fire Department facilities subject to guidelines established within this policy. This policy is intended to:

- A. Allow visitors in the fire stations.
- B. Insure visitors receive cordial treatment in a manner that reflects positively upon the Fire Department and City of Germantown.
- C. Insure that members of the department are not unnecessarily inconvenienced or privacy violated by excessively long visits by unauthorized non-department members.

II. RESPONSIBILITY

- A. It is the responsibility of each member to conduct themselves with proper manners that reflect in a positive way when visitors are in the station. Each Lieutenant is responsible to insure that this policy is followed.
- B. The Lieutenant shall have the authority to make decisions regarding all activities in the engine house and shall exercise this authority, according to departmental policy, when necessary.

III. GUIDELINES

- A. All members shall receive visitors in all Fire Department facilities in a courteous and businesslike manner. Visitors should be met at the door courteously and promptly, and assisted as needed.
- B. Lieutenants shall assign a company member to the duty of escorting visitors about the premises. Children must always be accompanied by an adult.
- C. Unauthorized loitering in and about fire stations and Fire Department facilities is prohibited.

SUBJECT: VISITORS TO FIRE DEPARTMENT	S.O.P. 2.12
	PAGE 2 OF 2

- D. Visitors are not allowed in the station without a specific reason for being there.
- E. All visitors shall remain in the place designated by the Lieutenant and shall not be involved in, nor interrupt, activities of the personnel, including work assignments, training, eating meals, sleeping, or any other activity, except in emergencies. Members shall be aware that failure to maintain acceptable standards of conduct shall subject themselves to disciplinary action.
- F. Cordial visits should not be permitted inside the building between 2200 hours and 0700 hours, except in an emergency.
- G. No visitors are allowed in the private living quarters (bed hall, locker room and private restrooms) of the station, except in official capacities as approved by the Lieutenant, such as for group tours.
- H. No unauthorized personnel shall be in the apparatus area unless accompanied by a member of the Fire Department.
- I. Visitors are allowed only in public areas of the stations, except in official capacities as approved by the Lieutenant, such as for tours. The bed hall, locker room, and private personnel restrooms are not public areas.
- J. The Fire Station, in this policy, includes the parking lot and all property around the fire station.
- K. Stations shall be kept properly secured to assure no unauthorized or unknown persons in the station.
- L. When visitors enter the station seeking any type of assistance, personnel will provide that assistance within the realm of their authority and responsibility. Once assistance has been given, personnel are to document the assistance on the station activity ledger which is maintained at the watch desk of the station.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: WRITTEN DEPARTMENT COMMUNICATIONS	S.O.P. 2.13
CATEGORY: ADMINISTRATION	PAGE: 1 OF 5
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To describe the various written department communications and the procedures relating to them.

I. PREFACE

The guidelines pertaining to established rules, regulation, policies, operating procedures, and related information are contained below.

II. STANDARD OPERATING PROCEDURES (S.O.P.S)

A. Purpose of S.O.P.s:

Standard Operating Procedures (S.O.P.s) define the normal procedures that shall be followed in a specific situation. This will allow for consistency, efficiency and coordination of activities.

B. Adherence to S.O.P.s:

An S.O.P. establishes a procedure that shall be followed by all department personnel. Deviations from S.O.P.'s shall not be permitted except under extreme circumstances. It is realized that each emergency situation will have variations and that it is impossible to address all situations that may be involved, thus operational variations may be necessary to properly handle the situation. However, any variations from emergency operational S.O.P. must be fully justified. Regulations and non-emergency S.O.P.s, on the other hand, are more concrete and shall be strictly followed. Violations of departmental S.O.P.s shall be handled as a disciplinary issue.

C. Preparing an S.O.P.:

1. Employees of the department who see a need for the establishment, revision or modification of a current S.O.P. or procedure may submit the suggested S.O.P. or procedure to their Battalion Chief. Employees shall advise the Battalion Chief if the new procedure can or cannot be included in an existing S.O.P. The Battalion Chief shall review the initiator's draft for content and need. If necessary, the draft shall be revised and returned to the initiator for review or further work.
2. Draft S.O.P.s should be prepared in the standard S.O.P. format.

Preferably, the draft S.O.P. should be prepared in an electronic format. Each S.O.P. shall begin with a clear, concise purpose. S.O.P.s should be as brief as possible to meet their purpose.

3. The Battalion Chief shall then forward copies of the proposed procedure to the other Battalion Chiefs and the Assistant Chief for concurrent review and comments. Battalion Chiefs shall be responsible for ensuring that their Lieutenants review any new or revised procedures.
4. The Battalion Chiefs and the Assistant Chief shall review for content and consistency, and return their comments to the initiating Battalion Chief for consideration and/or revision.
5. The originating Battalion Chief shall then submit the reviewed and revised S.O.P. draft to the Assistant Chief for review and edit, and consideration. If it requires corrections or modification, it shall be returned to the originating Battalion Chief for revisions and then submitted back to the Assistant Chief.
6. The proposed S.O.P. shall then be submitted to the Command Staff for review and comment.
7. If the S.O.P. is recommended by the Command Staff and/or Assistant Chief, it shall be submitted to the Fire Chief for approval.

D. Distribution and Maintenance of S.O.P.s:

1. Copies of new or revised S.O.P.s shall be maintained in the S.O.P. Manual at each Fire Station. Fire Department personnel shall be notified of the new S.O.P.
2. A Master S.O.P. Manual shall be maintained by the Administrative Secretary. This Master S.O.P. Manual shall contain the original S.O.P. forms.
3. An electronic version, such as PDF, of the S.O.P.s may also be made available on the Server.
4. Distribution of a new or revised S.O.P. automatically cancels the existing issue of the same S.O.P. or document, and is identified by a new issue date. Existing S.O.P.s in the manual that have been revised shall be removed from the Manual and shall be replaced with the new/revised version. S.O.P.s removed from the Manual shall be destroyed at all department levels except the Administrative Secretary, who shall retain such copies in a separate file. Introduction, cancellation, and revision of S.O.P.s shall be done in writing and issued by the Fire Chief.

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E. Personnel Responsibilities:

All department personnel shall be responsible for:

1. Familiarizing themselves with, and maintaining a constant awareness of, the S.O.P. documents contained in this manual.
2. Making suggestions for new and/or revised S.O.P.s and procedures they feel are necessary.

F. Supervisory Personnel Responsibilities:

All supervisory personnel are responsible for compliance by subordinate personnel with applicable S.O.P.s and procedures. It shall be the responsibility of the Lieutenants to assure that procedures affecting their personnel are brought to their attention and it is the responsibility of the Reserve officers to see that procedures affecting Reserve personnel are brought to their attention.

Lieutenants shall assure that their Station S.O.P. Manual is kept up-to-date.

G. Battalion Chief Responsibilities:

Battalion Chief shall also be responsible for:

1. Assuring that all shift personnel are familiar with these S.O.P.s.
2. Reviewing all suggestions for new and revised S.O.P.s submitted to them by subordinate personnel and transmitting these proposals for approval as appropriate.
3. Reviewing and commenting on all other draft S.O.P.s in a timely fashion.
4. Reviewing draft S.O.P.s for consistency and compatibility with existing documents.

H. Administrative Staff Responsibilities:

Administrative Staff shall be responsible for:

1. Reviewing draft S.O.P.s for consistency and compatibility with existing documents.
2. Compiling proposed S.O.P. into final format.
3. The Assistant Chief shall be responsible for editing, determining the

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appropriate category, finalizing, and assigning an S.O.P. number to new or revised procedures.

4. Updating numerical and subject indexes.

III. DEPARTMENTAL MEMOS

- A. A Departmental Memorandum (Departmental Memo) is a directive to all personnel that tells one or more persons, either by name or by class/group, to take some specific action. The memo shall be in effect for a specific time span, and thus shall have implied or stated starting and ending dates. Failure to comply with a General Order shall be handled as a disciplinary issue.
- B. All Departmental Memos must be initiated by a Chief Officer holding the rank of Fire Marshal or above and prepared in standard departmental memo format. Due to the time frame for the development of an S.O.P., a Departmental Memo may be issued until an S.O.P. can be completed to assure that the directive is issued promptly in matters of urgency.
- C. Departmental Memos shall be numbered with the year followed by the consecutive issue number. This number will be placed on the top right corner of the front page of the memo.
- D. Each fire station shall have a Departmental Memo Book. When a Departmental Memo is issued, it will be distributed to each station by placement in the station mailbox. The on-duty Lieutenant shall be responsible for assuring that the Memo is placed in the Departmental Memo Book by the end of the shift and assuring that there are no Departmental Memos missing from the Station Memo Book. The on-duty Battalion Chief shall assure that each Lieutenant receives the Departmental Memo for their station.
- E. Departmental Memos will normally not be issued to all department personnel. All personnel shall be responsible for knowing the contents of the Station Memo Books, as applicable. Therefore, full-time personnel should check the Station Memo Book each work day for any new memos and Reserve personnel should check the Station Memo Book periodically and each time reporting for standbys, training or to ride-out.

IV. INFORMATIONAL MEMOS

Informational memos are published for the general knowledge of the recipients. Any department personnel can initiate an informational memo; however, they shall be in standard memorandum form used by the department. The informational bulletin shall be submitted through the chain-of-command for approval by the appropriate supervisor. For example, if the memo is for one shift only, the memo should be submitted to the shift's Battalion Chief. If the memo is for all shifts, it should be submitted to the Assistant

SUBJECT: WRITTEN DEPARTMENT COMMUNICATIONS	S.O.P. 2.13
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Chief.

V. GENERAL MEMOS

All memorandums shall be prepared in the standard memorandum form used by the department. All memorandums shall be properly typed, unless a handwritten memo has been approved. Official memorandums shall be signed or initialed by the sender. Electronic mail (email) shall not be acceptable for official Memorandum.

VI. TRAINING BULLETINS

- A. Training bulletins are issued to serve as references with regard to tested and approved methods of performing tasks.
- B. Employees of the department can and are encouraged to submit proposed training bulletins. These shall be submitted through chain of command to the Training Officer for approval and issuance.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: SAFELY SURRENDERED BABY LAW	S.O.P. 2.14
CATEGORY: ADMINISTRATION	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish a policy and checklist for the guidance of all members of the Germantown Fire Department so they may comply with State law concerning the voluntary surrendering of a newborn child

I. POLICY

The City Attorney has reviewed and approved the checklist contained in this policy. Fire department personnel shall follow this policy and execute the checklist if a mother voluntarily delivers a newborn to a fire station with the intent to surrender the child under Tennessee’s safely surrender baby law.

1. Take immediate possession of the child.
2. Contact the Dispatch Office and advise that someone has drop off an unwanted baby and request a police officer to make the scene.
3. Request that the Battalion Chief also make the scene.
4. Initiate a Fire Department EMS incident to document the medical evaluation of the child and request that Dispatch assign an NFIRS incident number.
5. Fire Department medical personnel will evaluate the child for any life threatening medical conditions or immediate medical needs and provide care as appropriate.
6. Using the “Voluntary delivery of newborn by mother at facility premises employee onsite checklist,” Fire Department personnel will ask the mother about the date and time of birth, medical history of the newborn and seek the identity of the mother, infant, or father to facilitate any future adoption of the child. Fire personnel shall inform the mother that she is not required to respond to these questions, but that such information will facilitate the adoption of the child. If the mother refuses to respond, do not provoke a confrontation.
7. Any information obtained concerning the identity of the mother, infant or other parent shall be kept confidential and may only be disclosed to the Department of Children’s Services.
8. Fire Department medical personnel will accompany the baby and be transported by the police officer to the nearest medical facility unless medical personnel determine that ambulance transport is required.
9. Fire department personnel shall turn the baby over to hospital staff for further evaluation. The on-duty Battalion Chief shall contact the Department of Children’s Services as indicated on the checklist.
10. Fire department personnel may return to service once the receiving hospital has accepted responsibility for the welfare of the child.

SUBJECT: SAFELY SURRENDERED BABY LAW	S.O.P. 02.14
	PAGE 2 OF 3

**CITY OF GERMANTOWN
VOLUNTARY DELIVERY OF NEW BORN BY MOTHER AT FACILITY PREMISES
EMPLOYEE ONSITE CHECKLIST**

This checklist is to be completed by City of Germantown emergency personnel at a fire department or law enforcement facility that is staffed twenty-four hours a day. This checklist should be completed immediately upon delivery of the infant. This checklist has been created to ensure compliance with applicable Tennessee law regarding the voluntary delivery of infants as provided by Tenn. Code Ann. § 68-11-255, 36-2-318, and 36-1-142.

Please mark “x” or initial the designated area preceding each statement to indicate your understanding and/or completion of each task.

- _____ 1. I am an employee of the City of Germantown fire department or law enforcement facility staffed twenty-four hours a day.
- _____ 2. The delivered infant was born within a seventy-two-hour period (3 days) prior to delivery, as determined within a reasonable degree of medical certainty (i.e. visual and physical inspection and inquiry).
- _____ 3. Based upon visual and physical inspection, I have determined that the new born was delivered in an unharmed condition.
- _____ 4. The infant has been delivered by an individual who purports to be the child’s mother and who does not express any intention of returning for the infant.
- _____ 5. I have informed the mother that she is NOT required to respond to the following questions, but that any information gathered will be used to the adoption of the child. Any information obtained concerning the identity shall be kept CONFIDENTIAL and may only be disclosed to the Department of Children’s Services. If the mother consents to responding, I will inquire as to:
 - _____ The medical history of the mother;
 - _____ The medical history of the newborn;
 - _____ The identity of the mother;
 - _____ The identity of the new born; and
 - _____ The identity of the infant’s father

SUBJECT: SAFELY SURRENDERED BABY LAW	S.O.P. 02.14
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_____ 6. I have provided the mother with contact information regarding relevant social service agencies and encouraged the mother to involve the Department of Children’s Services (DCS) in the relinquishment of the infant.

DCS contact person for Shelby County:
Susan Adams
1407 Union Avenue, Suite 1300
Memphis, Tennessee 38104
(901) 543-4600

_____ 7. I have informed the mother that pursuant to Tennessee law, Tenn. Code Ann. § 36-1-142 and §36-2318, her failure to seek contact with the infant for a period of thirty (30) days after delivery shall be a basis for termination of parental rights. If available, I have also provided the mother with a physical copy of both laws.

_____ 8. By law and AFTER the mother leaves the facility, I understand that I am to notify the Department of Children’s Services as soon as reasonably possible and NO LATER THAN 24 hours after taking possession of the infant.

To be executed by emergency personnel:

Print Name

Signature

Date



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: BUILDING MAINTENANCE AND REPAIR REQUESTS	S.O.P. 3.01
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish the procedures for requesting building maintenance repairs.

I. PREFACE

Daily minor maintenance and repairs shall be handled by the on-duty shift within their ability. Building maintenance and repairs beyond the scope and abilities of the shift personnel shall be requested by supervisors in accordance with the following guidelines.

II. NON-URGENT REPAIR REQUESTS

- A. The station Lieutenant shall forward a written request for non-urgent building maintenance to the Technical Services/Safety Officer (TSSO).
- B. The TSSO shall evaluate the request and forward it to the City's Building Maintenance Supervisor. Copies of the request shall be retained in the Station Inspection Book for six (6) months and then sent to the Administrative Secretary for filing.

III. URGENT REPAIR REQUESTS DURING NORMAL WORKING HOURS

- A. All urgent repair requests, such as no water, overhead door problems, air conditioning or heat problems, shall be made by the station Lieutenant to the TSSO. If the TSSO cannot be located, the Administrative Secretary will forward the problem to Building Maintenance. Documentation of this request shall also be placed in the Station Inspection Book.
- B. The Battalion Chief shall also notify the Assistant Chief if the problem affects operating capabilities.

IV. URGENT REPAIR REQUESTS AFTER NORMAL WORKING HOURS

- A. All urgent, after-hours repair requests, such as heating, air conditioning, and electrical problems, shall be made by the station Lieutenant to the Battalion Chief. The Battalion Chief shall contact the TSSO. If not available, they will contact the Deputy Chief. Once the Appropriate Chief has been contacted, he will evaluate the situation and decide whether to contact the on-call Building Maintenance Representative and advise them of the problem and request their assistance. It may be necessary for the Building Maintenance Representative to contact the

SUBJECT: BUILDING MAINTENANCE AND REPAIR REQUESTS	S.O.P. 3.01
	PAGE 2 OF 2

Battalion Chief for full information. Documentation of this request shall also be placed in the Station Inspection Book.

- B. The Battalion Chief shall advise the Deputy Chief in writing if repaired or verbally if not repaired of the situation prior to the end of the shift. The Battalion Chief shall also notify the Assistant Chief if the problem affects operating capabilities.

V. GUIDELINES

- A. Employees are not allowed to work on appliances located in the buildings.
- B. All requests made to Building Maintenance will be followed by a City of Germantown Work Order. This work order will be given to the Fire Department Secretary to log into the system and then forward to Building Maintenance.
- C. Employees are to assist building maintenance only when specifically requested by Building Maintenance.
- D. Building Maintenance employees shall not be supervised by Fire Department Members.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: CITY FUEL SYSTEM	S.O.P. 3.02
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide the proper procedures for dispensing fuel into the cities Petroleum powered equipment and maintain the fuel dispensers at the fire stations.

I. GENERAL

- A. Underground fuel (gasoline, diesel and bio-diesel [Station 2 only]) tanks with dispensing systems are provided at Fire Stations 2 and 3 for City use. Fuel tanks are also available at the Public Service Complex. The dispensers for these systems are computerized and require the use of a fuel system access key for operation.
- B. Fuel from these systems shall only be used for City vehicles, and equipment uses. Fuel from these systems shall never be used for personal use.
- C. City Vehicles shall be issued a fuel system Key. The key shall be stored in the vehicle at all times.
- D. Station 2 and station 3 shall be issued a fuel system key also this key will be used for miscellaneous equipment.
- E. Any Full time fire fighter with the rank of Driver or above will be issued a fuel system PIN (personal identification number) number that will allow access to the fuel system. This number is not to be given out to other individuals. The number is to only be used by the person to whom the card is issued.
- F. The City Vehicle Maintenance Superintendent oversees the operation and maintenance of the fuel dispensing system.
- G. Fire Department personnel shall assist with the daily checking of the fuel system and report all problems to the Vehicle Maintenance Superintendent.

II. PROCEDURES FOR DISPENSING FUEL

- A. Insert Key into key slot, Hold key in for a minimum of 1 second.
- B. Remove Key.
- C. Enter PIN number, press Enter.

SUBJECT: CITY FUEL SYSTEM	S.O.P. 3.02
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- D. Enter mileage from vehicle, press Enter. .
- E. Reinsert Key and hold in for 1 second and remove.
- F. Select pump hose number and press enter then begin fueling vehicle.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: COLD WEATHER OPERATIONS	S.O.P. 3.03
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish procedures that will ensure the safe and efficient operation of personnel, fire apparatus, and equipment during cold weather operations.

I. PROTECTION OF EQUIPMENT

- A. Pressurized Water Fire Extinguishers - Between November and March of each year, all pressurized water extinguishers shall be filled with one half gallon of antifreeze to a two and a half gallon water mixture. After filling up the extinguisher and pressurizing it, the mixture needs to be squirted up into the valve assembly to avoid freezing.
- B. Pumps, Drains, and Booster Lines on Apparatus - In extreme cold weather (below 35° F.), drain all pumps, drain valves and booster lines. The booster lines can be drained by disconnecting the hose at each end on the reel and then use air pressure from an S.C.B.A. air cylinder to force the remaining water in the booster line out.

II. TIRE CHAINS

While most of the first out apparatus have automatic snow chains, some vehicles still require regular snow chains when operating in adverse winter conditions. These guidelines apply to vehicles that require standard snow chains. Snow chains should be checked before a weather event requires usage. This is to ensure proper operations for each apparatus and/or giving time for needed repairs.

- A. The Battalion Chief shall monitor weather conditions and order all companies to place chains on tires when deemed necessary. Dispatch should assist by obtaining road condition updates from the Police Department when necessary.
- B. Tire chains shall be applied in the following manner. Chains shall be applied to first-out apparatus first, if not equipped with Auto-Chains and then to reserve apparatus.
 - 1. Use a step block, as provided in each station, by backing the engine onto the block with the inside dual tire. This should provide enough clearance with the outside rear tire to put the chains on.
 - 2. Air pressure in the tires can be temporarily lowered for easier application of the chains.

SUBJECT: COLD WEATHER OPERATIONS	S.O.P. 3.03
	PAGE 2 OF 2

3. Connect the chains around tires with buckles and fasteners facing out to avoid damage to tires.
 4. Bungee cords are then hooked on the outside of the tires to maintain a secure fit.
 5. Remember to inflate tires to required pressures after applying chains. An S.C.B.A. air bottle with air regulator and chuck can be used to fill high-pressure tires when the Vehicle Maintenance Shop is not available.
- C. Tire chain runners, consisting of sections of old hose without butts, shall be placed on the apparatus bay floor where the tires will be driven to protect the floor and tires from damage.
- D. When driving apparatus with tire chains, reduced speeds (no greater than 25 m.p.h.) is a must. Be sure to maintain control of the apparatus. Special care should be taken to reduce the possibility of damage to the tires or road surface.

III. FROZEN PIPES

During extreme freezing weather, the fire department will be called out to turn off water in private homes and businesses with burst water pipes. Refer to the S.O.P. on Burst Water Pipes for guidelines on handling this. During severe situations, a large number of burst water pipes may exist and personnel may have to secure the premises and limit assisting with water removal. It will be up to the Incident Commander to initiate water removal and clean up efforts depending on the call load. Basic operations will involve 1) locating the shut off, 2) turn the water off and 3) inspect for any fire danger in the electrical system and safety dangers with waterlogged ceilings. The electrical system should be shut off in areas exposed to water.

IV. SAFETY

During freezing weather, personnel will encounter extreme situations that will pose additional safety hazards to personnel. Personnel should take extra care during operations to assure safety to themselves, fellow fire fighters and equipment. Movements, including walking and driving, on frozen ground should be slow and secure, with short steps. Company officers should also monitor their personnel for physical problems and exhaustion. For long operations, apparatus cabs, ambulance, and/or Comm 41 can be used as rehab stations.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: DEPARTMENT COMPUTERS	S.O.P. 3.04
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for the proper usage and maintenance of Fire Department computers.

I. FIRE DEPARTMENT COMPUTERS

- A. The Fire Department has computer equipment installed at all fire stations, and some computers are assigned to various staff personnel and/or operations.
- B. The Deputy Fire Chief shall oversee the Fire Department's computer operations.
 1. All software programs shall be approved by the Deputy Chief prior to being loaded onto a computer.
 2. Any computer modifications shall be approved by the Deputy Chief.
- C. Fire Department computers shall only be used for Fire Department related use.
- D. Each computer shall be specifically assigned to a person or function. The person, or the person supervising that function, shall be responsible for, and oversee the use of that computer, including controlling the use of and data being stored on the computer. Only person(s) authorized by the responsible person for a computer may use it. For example:
 1. Staff personnel shall be responsible for those computers assigned to them.
 2. The Battalion Chiefs shall be responsible for the computer(s) assigned to them.
 3. Station Lieutenants shall be responsible for those computers assigned to their station.
 4. Any other personnel that have computers assigned to them shall be responsible for those computers.

II. MAINTENANCE AND REPAIRS

The Deputy Chief is responsible for the maintenance and repairs of Fire Department computers. Personnel shall not attempt repairs outside their scope of authorization and capabilities.

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III. COMPUTER FILE STORAGE

- A. All files and documents containing pertinent information should be backed up onto a floppy disk or backup tape.
- B. Files shall be removed from the hard disk drive as soon as they are no longer needed on the hard drive. The computer hard drive shall not be used to store files. Any data or document files over 6 months old may be removed from the computer without warning.
- C. Personnel, other than the person(s) that a computer is assigned to, shall not store files on the hard disk drive, unless directed otherwise by a Battalion Chief or command officer. These files shall be maintained on a floppy drive.
- D. Personnel shall not access data files of other persons without authorization.
- E. Personnel should be cautious when deleting data files to assure that vital data is not destroyed.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: DISPLAY OF AMERICAN AND TENNESSEE FLAGS	S.O.P. 3.05
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide a policy for the respectful display of the American and Tennessee flag.

I. PREFACE

All stations will fly the American and Tennessee flag daily, weather permitting.

II. RESPONSIBILITY

Station Lieutenants will be responsible for the proper display of the American and Tennessee flag.

- A. American flags will be flown with the blue field at the peak (top) of the pole. The Tennessee State flag shall be flown with the two (2) stars on top; where the star closest to the pole is on top. The American Flag shall be flown above the Tennessee State flag and any other flags.
- B. Flags shall be displayed from 0800 to 1700 hours, except during inclement weather. They shall be raised briskly and lowered ceremoniously.
- C. On Memorial Day, they shall be flown at half-staff until Noon, and then displayed at peak.
- D. When flown at half-staff, the flags should first be hoisted to the peak, and then lowered to half-staff. Before lowering for the day, the flags should first be raised to the peak, and then lowered ceremoniously.
- E. The flags will only be lowered to half-staff upon notification of a Chief Officer, exception being (3) above.
- F. In the event of a line of duty death of a fire fighter and/or police officer within Shelby County, or in accordance with federal guidelines such as death of a present or former president, station personnel by direction of the Battalion Chief will be permitted to lower flags to half mast. Flags will normally remain at half mast until the day following the person's funeral unless directed otherwise.
- G. The American and Tennessee State flags shall always be handled and treated with respect. They should never be permitted to touch the ground.

SUBJECT: DISPLAY OF AMERICAN AND TENNESSEE FLAGS	S.O.P. 3.05
	PAGE 2 OF 2

III. PROCEDURE FOR RETURNING FLAGS FROM HALF MAST

The following procedure will be followed when lowering flags from half mast at the end of the day:

- A. Station personnel will assemble at the flagpole location in uniform shirts.
- B. The company officer will order personnel to attention.
- C. When the person lowering the flag is ready, the company officer will give the order to salute.
- D. Once both flags are lowered, the company officer will then give the verbal command "To". Personnel will lower their salute and stand at attention. The company officer will then dismiss personnel.

IV. SALUTE PROCEDURE

A proper salute is important to showing respect for the Flag and personnel being honored. When saluting, personnel will salute with their right arm with the right hand flat and fingertips placed at the brim of the uniform hat, or where the brim of the uniform hat would be if wearing the hat. The right upper arm will be parallel to the ground and the right elbow will be in-line with the body. This salute will be prompt. When lowering a salute, it should be brought down slower in a somber manner.

V. DISPOSAL OF TATTERED FLAGS

When the given flag becomes unserviceable (torn, tattered, etc.), it is to be reported to the Battalion Chief. Battalion Chiefs shall secure a replacement flag from the Deputy Chief. The old flag shall be given to the Deputy Chief for disposal.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: DRESS CODE	S.O.P. 3.06
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 12
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide uniformity in dress and ensure a neat, professional, well groomed appearance of all Fire Department personnel at all times, to instill a degree of personal discipline and pride among members, and to ensure that clothing and hair styles will not be detrimental to safety or job performance.

I. PREFACE

The following policy shall apply to all uniformed Fire Department personnel. All uniform items shall be as identified in the annual uniform allotment or as approved by the Fire Chief.

II. FOOTWEAR

Shoes and boots shall be black in color. Shoes shall be of the type specified in the Fire Department's uniform allotment or as specifically approved by the Fire Chief. All visible portions of socks shall be black or navy blue for all shoes that do not rise above the ankles. Shoes shall be cleaned and shined when wearing the uniform. Footwear may not be worn in an untied or unzipped fashion.

III. PANTS

Pants shall be navy blue uniform pants as approved on the Uniform Requisition or specifically by the Fire Chief.

IV. BELT

Black with basket weave pattern or garrison style belt as approved on the Uniform Requisition.

V. SHIRT

A. Personnel with the rank of Lieutenant or above will wear white shirts. Shirts shall be cotton or a blend of Dacron and cotton. Shirts made of 100% polyester or similar materials shall not be worn.

Exception: Lieutenants shall wear dark blue golf-style shirts.

B. All other personnel will wear dark blue uniform shirts. Shirts shall be cotton or a blend of Dacron and cotton. Shirts made of 100% polyester or similar materials

SUBJECT: DRESS CODE	S.O.P. 3.06
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shall not be worn.

- C. Short sleeve or long sleeve shirts may be worn at the individual's discretion, unless specified otherwise by his/her supervisor, such as for special events.
- D. The uniform shirt with badge or uniform golf shirt shall be worn while out in public doing such activities as driving apparatus, responding to EMS calls, and at the station when not involved in manual work. Only the uniform shirt with badge shall be worn on inspections, on public fire safety education presentations during Fire Prevention Week, and other similar events.
- E. The uniform with G.F.D. T-shirt or G.F.D. sweatshirt may be worn while training, working at the station, while on hydrant detail, and on fire calls.

VI. BADGE

A Blackinton B-38 badge will be worn on the left side of the shirt above the pocket in the badge slot provided on each uniform shirt. Officers' and supervisors' brass will be gold; all others will be silver. Refer to Class A uniform description for badge descriptions. For badges worn on uniform shirts, the members badge number will be engraved on the badge. For badges worn on Class A uniform jackets, the abbreviation TN for Tennessee will be engraved instead of the badge number.

VII. NAME PLATE

The nameplate will be worn on the right side of the shirt just above the pocket with the base line of the nameplate just above the top of the pocket flap. Officers' and supervisors' nameplates will be gold; all others will be silver. Lettering shall be black.

VIII. COLLAR INSIGNIA

Collar insignia shall be worn approximately one (1") inch above the tip of the collar with the centerline of the insignia aligned with the line bisecting the point of the collar (angled towards the point). Officers' and supervisors' collar insignia will be gold; all others will be silver. Collar insignia shall be as such:

- Fire Fighters – “G.F.D.” insignia
- Lieutenants – 1 bugle
- Training Officer, TSSO, and Assistant Fire Marshal – 2 parallel bugles
- Battalion Chiefs – 2 crossed bugles

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- Fire Marshal and Deputy Chief – 3 crossed bugles
- Assistant Chief – 4 crossed bugles
- Fire Chief – 5 crossed bugles

IX. PINS, MEDALS, AND RIBBONS

Only pins, medals and, ribbons approved by the Fire Chief may be worn with the uniform. All pins, medals, and ribbons shall be related to the fire department or fire department participating organizations such as USAR Ribbons shall be worn centered above the nameplate. Pins shall be worn on the shift pocket flap. Pins shall not be worn with the Class A uniform unless specifically authorized by the Fire Chief. Medals shall only be worn on the Class A uniform. Medals shall be worn on the upper part of the left breast pocket flap.

X. TIE

Navy blue ties shall be worn by all personnel during formal meetings, public education presentations and similar events and when required by their supervisor. Only approved, fire service or City of Germantown related, tie clasps or tacks may be worn.

XI. JACKET

- A. Approved 5-11 yellow uniform jacket for all shift personnel. Administrative personnel may wear the navy dress jacket with flag on left sleeve and Germantown Fire Department patch on right sleeve.
- B. The uniform jacket with the Fire Department patch will be worn only with the uniform, with one exception as noted below. Jackets will not be worn with “street clothes” with the following exception. Off-duty personnel responding to a callback for a working incident may wear the uniform jacket only while they are en route to the station or while working at the station or while on fire or EMS calls as a result of the callback. This is to help identify off-duty personnel as Germantown Fire Department members when reporting back to duty as the result of a callback and when working in an official GFD capacity.

XII. HATS

Only approved hats shall be worn with the uniform. A navy blue baseball hat with the Germantown Fire Department patch sewn on the front is authorized for optional use for certain functions. The hat may be worn during physical fitness activities, at off-duty events sanctioned by the Department, during rehab, at emergencies or other times

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approved by a chief officer. The hat shall not be worn inside buildings or during public events, such as fire inspections or public education activities.

XIII. FACE

- A. The face must be clean-shaven and moustaches must be neatly trimmed and not drop below one-half (½) inch below the corner of the mouth. Handlebar or other stylish moustaches shall not be permitted.
- B. Beards or goatees will not be permitted.

XIV. HAIR

- A. Hair must be off the collar in the back when the head is held in a natural upright standing position.

Exception: Female members shall have conservative hairstyle that does not interfere with operations or uniform. Hair must be able to be completely concealed in a nomex hood and turnouts, and should not hamper the wearing of a firefighting, rescue, or bike helmet.

- B. Hair on the sides of the head shall not extend downward more than one-half the length of the ear.
- C. Sideburns shall be neat and trimmed, and they shall not extend downward beyond the lowest part of the earlobe.
- D. No part of the hair shall hamper the use of any safety device or pose a safety hazard.
- E. Fad type hairstyles, such as "Mohawks", shall not be permitted.
- F. Hairpieces or wigs worn on duty shall be of good quality and fit, present a natural appearance, not interfere with the proper performance of duty, not present a safety hazard, and conform to the grooming standards set forth in these regulations.

XV. EARRINGS, PIERCINGS, AND TATTOOS

- B. Male members shall not wear earrings while on duty or in uniform. Female members may wear conservative, "stud" type earrings that do not interfere with the proper performance of duty or pose a safety hazard. No visible Piercings shall

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be permitted with the exception of females allowed to wear stud style earrings.

- C. Tattoos shall not be visible while on duty. An exception being existing personnel with existing tattoos that are not offensive or unprofessional and displayed on the arms or legs may be permitted. The display of any unprofessional or offensive tattoo or brand (nudity or violence, sexually explicit or vulgar art, words, phrases; profane language, symbols to incite negative reactions, initial or acronyms that represent criminal or oppressive organizations) regardless of its location, while members are in uniform, is prohibited.

XVI. WEARING OF THE UNIFORM

- A. All members are expected to maintain a neat and clean appearance at all times.
- B. All personnel shall wear one of the three different uniforms designated to be worn on the Germantown Fire Department while on duty or functioning in an official capacity. All crew members shall wear the same uniform including pants, shirts, jackets, job shirts, and shorts,
- C. Personnel shall be in the appropriate uniform by the beginning of their duty shift and remain so for the entire shift.
- D. For work in the station and daily maintenance on equipment, appropriate coveralls may be worn. A uniform shirt with badge, uniform golf shirt, uniform with G.F.D. T-shirt or G.F.D. sweatshirt may be worn for this also.
- E. A uniform shirt with badge or uniform golf shirt will be worn when personnel are not engaged in physical training, practical training evolutions, work in the station, and daily maintenance on equipment, especially in the lounge area, and while making fire or emergency calls.
- F. Uniform shirts and T-shirts shall remained tucked in at all times
- G. G.F.D. athletic shorts may only be worn during fitness and similar training and as sleep attire and shall not be worn in public (except for physical fitness training).
- H. The Class A uniform will be worn only on special occasions as designated by the Chief of the Department.
- I. The uniform will be worn completely and neatly in public. Personnel may wear an approved navy blue sweater with V-neck at the station instead of a jacket. The

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sweater shall not be worn as the outer layer when out of quarters. Administrative personnel have the option of wearing business clothes in place of the uniform.

- J. When uniform shirts with long sleeves are worn, the sleeves shall remain buttoned at the wrist during all activities in public. During training and station activities, the long sleeve shirtsleeve may be rolled up; however it shall not be rolled where the elbow is exposed.
- K. Job shirts may be worn when the T-shirt or golf shirt is permitted. All crew members must be wearing the job shirt and the job shirt must be in good condition. Faded or torn job shirts will not be permitted.
- L. On-duty shift personnel shall maintain a change of uniform clothes at the station to allow changing in the event of an incident in which their uniform becomes soiled and in need of changing.

XVII. VIOLATIONS

Personnel in violation of this dress code will be relieved of duty pending compliance. Infractions occurring while on duty will result in personnel being placed off duty without pay until they comply with this policy. Violations may also result in disciplinary action.

XVIII. UNIFORM OWNERSHIP

- A. All uniforms and their components are, and remain, the property of the City of Germantown. Uniforms shall be turned in to Fire Administration when a member terminates employment. The City reserves the right to recover the cost of uniforms that are not turned in.
- B. Upon promotion of a member to a higher rank, any uniforms or uniform components of the lower rank must be turned in to Fire Administration.

XIX. ITEMS LOST OR STOLEN

Items lost, stolen or damaged due to neglect (as determined by the Chief) will be replaced at the individual's expense. The individual may replace items through his/her own effort, or have the Department obtain it for him. All items obtained by the individual will be the same brand, material, etc. as that which was issued. Items obtained by the Department will be paid for by the employee.

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XX. CLASS A DRESS UNIFORM

The Class A uniform shall consist of the following:

A. **SHIRT AND TIE, ALL RANKS:** Arrow 400 Bard, long sleeve “career” dress shirt with conventional collar, white, to be worn with navy blue four-in-hand neck tie. No insignia shall be worn on the Class A shirt. Uniform shirts with insignia (or collar holes) and button-down shirts shall not be worn with the Class A Uniform.

B. **DRESS COAT, ALL RANKS:** Fechheimer model 38800, modified. Four (4) button, single breasted, notch lapels, inside breast pockets. Four (4) pleated dummy pocket flaps. Fully lined body and sleeve, inner vitals. No shoulder straps. Badge tab. Navy. Collar insignia for all ranks to be worn on lower lapel straight across the lapel.

C. **DRESS COAT TRIM, FIRE FIGHTER:** Nickel “FD” buttons, no band markings. One small silver Maltese cross on right sleeve four (4) inches from cuff for each five (5) years of full-time service. Silver 3/8” “GFD” collar insignia and Blackinton B-38 badge as follows: silver finish, safety catch, black lettering, block letters.

LINE 1: FIRE FIGHTER
 LINE 2: GERMANTOWN
 CENTER: A3028 (red enamel)
 LINE 3: FIRE DEPT.
 LINE 4: TN

D. **DRESS COAT TRIM, DRIVER:** Nickel “F.D.” buttons, one 1/4” silver band on left sleeve four (4) inches from cuff. One small silver Maltese cross on right sleeve four (4) inches from cuff for each five (5) years of full-time service. Silver 3/8” “G.F.D.” collar insignia, and Blackinton B-38 badge as follows: silver finish, safety catch, black lettering, block letters.

LINE 1: DRIVER
 LINE 2: GERMANTOWN
 CENTER: A3028 (red enamel)
 LINE 3: FIRE DEPT.
 LINE 4: TN

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- E. DRESS COAT TRIM, EMS LIEUTENANT: Gold “single bugle” buttons, one 1/4" gold band on left sleeve four (4) inches from cuff. One small gold Maltese cross on right sleeve four (4) inches from cuff for each five (5) years of full-time service. Gold single bugle Blackinton style A2909 collar insignia, and Blackinton B-38 badge as follows: gold finish, safety catch, black lettering, block letters.

LINE 1: EMS LIEUTENANT
LINE 2: GERMANTOWN
CENTER: A3025 (red enamel)
LINE 3: FIRE DEPT.
LINE 4: TN

- F. DRESS COAT TRIM, LIEUTENANT: Gold “single bugle” buttons, one 1/4" gold band on left sleeve four (4) inches from cuff. One small gold Maltese cross on right sleeve four (4) inches from cuff for each five (5) years of full-time service. Gold single bugle Blackinton style A2909 collar insignia, and Blackinton B-38 badge as follows: gold finish, safety catch, black lettering, block letters.

LINE 1: LIEUTENANT
LINE 2: GERMANTOWN
CENTER: A3025 (red enamel)
LINE 3: FIRE DEPT.
LINE 4: TN

- G. DRESS COAT TRIM, BATTALION CHIEF: Gold “double crossed bugle” buttons, one 1/4" gold band on left sleeve four (4) inches from cuff and one 1/2" gold band 3/16" above the 1/4" band. One small gold Maltese cross on right sleeve four (4) inches from cuff for each five (5) years of full-time service. Gold two crossed bugle Blackinton, style A2908 bugle collar insignia and Blackinton B-38 badge as follows: gold finish, safety catch, black lettering, block letters.

LINE 1: BATTALION CHIEF
LINE 2: GERMANTOWN
CENTER: A2994 (red enamel)
LINE 3: FIRE DEPT.
LINE 4: TN

- H. DRESS COAT TRIM, TRAINING OFFICER, TSSO, AND ASST. FIRE MARSHAL: Gold “double straight bugle” buttons, one 1/4" gold band on left sleeve four (4) inches from cuff and one 1/2" gold band 3/16" above the 1/4" band. One small gold Maltese cross on right sleeve four (4) inches from cuff for each

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five (5) years of full-time service. Gold two straight bugle Blackinton, style A2997 bugle collar insignia and Blackinton B-38 badge as follows: gold finish, safety catch, black lettering, block letters.

LINE 1: ASST. MARSHAL
LINE 2: GERMANTOWN
CENTER: A2997 (red enamel)
LINE 3: FIRE DEPT.
LINE 4: TN

- I. DRESS COAT TRIM, FIRE MARSHAL: Gold “three crossed bugle” buttons, one ½" gold band and two ¼" gold bands on left sleeve four (4) inches from cuff with ½" gold band to be above the three ¼" gold bands, 3/16" spacing between bands. One small gold Maltese cross on right sleeve four (4) inches from cuff for each five (5) years of full-time service. Gold three crossed bugles collar insignia and Blackinton B-38 badge as follows: gold finish, safety catch, black lettering, block letters.

LINE 1: FIRE MARSHAL
LINE 2: GERMANTOWN
CENTER: A2991 (red enamel)
LINE 3: FIRE DEPT.
LINE 4: TN

- J. DRESS COAT TRIM, DEPUTY FIRE CHIEF: Gold “three crossed bugle” buttons, one ½" gold band and two ¼" gold bands on left sleeve four (4) inches from cuff with ½" gold band to be above the three ¼" gold bands, 3/16" spacing between bands. One small gold Maltese cross on right sleeve four (4) inches from cuff for each five (5) years of full-time service. Gold three crossed bugles collar insignia and Blackinton B-38 badge as follows: gold finish, safety catch, black lettering, block letters.

LINE 1: DEP. CHIEF
LINE 2: GERMANTOWN
CENTER: A2991 (red enamel)
LINE 3: FIRE DEPT.
LINE 4: TN

- K. DRESS COAT TRIM, ASSISTANT FIRE CHIEF: Gold “three crossed bugle” buttons, one ½" gold band and three ¼" gold bands on left sleeve four (4) inches from cuff with ½" gold band to be above the three ¼" gold bands, 3/16" spacing

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between bands. One small gold Maltese cross on right sleeve four (4) inches from cuff for each five (5) years of full-time service. Gold four crossed bugle collar insignia and Blackinton B-38 badge as follows: gold finish, safety catch, black lettering, block letters.

LINE 1: ASST. CHIEF
 LINE 2: GERMANTOWN
 CENTER: A2988 (red enamel)
 LINE 3: FIRE DEPT.
 LINE 4: TN

- L. DRESS COAT TRIM, FIRE CHIEF: Gold “five crossed bugle” buttons, two ½" gold bands and three 1/4" gold bands on left sleeve four (4) inches from cuff with both ½" gold bands to be above the three 1/4" gold bands, 3/16" spacing between bands. One small gold Maltese cross on right sleeve four (4) inches from cuff for each five (5) years of full-time service. Gold five crossed bugle collar insignia and Blackinton B-38 badge as follows: gold finish, safety catch, black lettering, block letters.

LINE 1: FIRE CHIEF
 LINE 2: GERMANTOWN
 CENTER: A2963 (red enamel)
 LINE 3: FIRE DEPT.
 LINE 4: TN

- M. TROUSERS, ALL RANKS: Eleven and one-half (11-1/2) ounce 100% Dacron polyester, serge weave, quarter top pockets, 3/4" wide belt loops, tab left hip pocket, regular width bottoms, navy.

- N. BELT: Black smooth leather trouser “dress” belt, 1-1/4" wide, with tongue buckle.

- O. SHOES: Plain Blucher oxford shoe, smooth leather, leather wrapped cushion insole with arch pad, neoprene sole, black. Worn with black or navy blue socks.

- P. CAP, FIRE FIGHTER: Keystone style 147 bell top Fire Fighter cap, navy blue serge with black visor. Silver “FD” buttons on side of hat to hold silver cloth hatband.

Hat badge to be Blackinton B-39, same lettering as respective breast badges, red enamel center A3029.

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- Q. CAP, DRIVER: Keystone style 147 bell top Fire Fighter cap, navy blue serge with black visor. Silver “F.D.” buttons on side of hat to hold silver cloth hatband.

Hat badge to be Blackinton B-39, same lettering as respective breast badges, red enamel center A3029.

- R. CAP, EMS LIEUTENANT: Keystone style 147 bell top Fire Fighter cap, navy blue serge with black visor. Gold “F.D.” buttons on side of hat to hold gold cloth hatband.

Hat badge to be Blackinton B-39, same lettering as respective breast badges, red enamel center A3026.

- S. CAP, LIEUTENANT: Keystone style 147 bell top Fire Fighter cap, navy blue serge with black visor. Gold “single bugle” buttons on side of hat to hold gold cloth hatband.

Hat badge to be Blackinton B-39, same lettering as respective breast badges, red enamel center A3026.

- T. CAP, BATTALION CHIEF: Keystone style 147 bell top Fire Fighter cap, white leatherette top with navy blue bottom; gold bullion with red flames visor. Gold “two bugle” buttons on side of hat to hold gold cloth hat band.

Hat badge to be Blackinton B-39, same lettering as respective breast badges, red enamel center A2995.

- U. CAP, TRAINING OFFICER, TSSO, AND ASSISTANT FIRE MARSHAL: Keystone style 147 bell top Fire Fighter cap, navy blue serge with black visor. Gold “two straight bugle” buttons on side of hat to hold gold cloth hat band.

Hat badge to be Blackinton B-39, same lettering as respective breast badges, red enamel center A2997.

- V. CAP, FIRE MARSHAL: Keystone style 147 bell top Fire Fighter cap, white leatherette top with navy blue bottom; gold bullion with red flames visor. Gold “three crossed bugle” buttons on side of hat to hold gold cloth hatband.

Hat badge to be Blackinton B-39, same lettering as respective breast badges, red enamel center A2992.

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- W. CAP, ASSISTANT FIRE CHIEF: Keystone style 147 bell top Fire Fighter cap, white leatherette top with navy blue bottom; gold bullion with red flames visor. Gold “three crossed bugle” buttons on side of hat to hold gold cloth hatband.
- Hat badge to be Blackinton B-39, same lettering as respective breast badges, red enamel center A2989.
- X. CAP, FIRE CHIEF: Keystone style 147 bell top Fire Fighter cap, white leatherette top with navy blue bottom; gold bullion with red flames visor. Gold “five crossed bugle” buttons on side of hat to hold gold cloth hatband.
- Hat badge to be Blackinton B-39, same lettering as respective breast badges, red enamel center A2964
- Y. NAME PLATE: The nameplate will be worn on the right side of the coat just above the pocket with the base line of the nameplate approximately 1/4 inch above the top of the pocket flap. Officers' and supervisors' nameplates will be gold; all others will be silver. Lettering shall be black. Only the members name shall be on the nameplate.
- Z. WEARING THE CLASS A UNIFORM: The Class A Uniform shall only be worn when designated by the Chief of the Fire Department. The following guidelines shall be followed when wearing the Class A Uniform:
1. The coat shall be completely buttoned whenever in public.
 2. The hat shall be worn whenever outside, unless hat has not been designated. The hat shall not be worn inside unless specifically directed.
 3. When the hat is worn, the front of the brim should be approximately level with the bottom rear of the hat.
 4. No other clothing or attachments shall be worn with the Class A Uniform unless designated by the Fire Chief.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: EQUIPMENT CHECKS	S.O.P. 3.07
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 6
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide uniform guidelines for the daily inspection and maintenance of fire apparatus and equipment.

I. DRIVERS

- A. A driver shall be assigned to each fire apparatus, excluding administrative vehicles, by the Lieutenant.
- B. The driver of each apparatus shall be responsible for the inspection and maintenance of the respective apparatus during the tour of duty.

II. DAILY EQUIPMENT CHECKS

Each fire apparatus shall be inspected following each shift change, after returning to service from repairs, etc., and after major fires. Daily equipment checks shall be completed by 0800 hours each day, except during extreme circumstances. An Apparatus Driver's Mechanical and Inventory Report shall be used and completed during each daily check and placed in the Vehicle Maintenance Log. The following items shall be checked each day:

- A. All units.
 - 1. Visual inventory of all equipment and materials.
 - 2. Visual inspection of apparatus.
 - 3. Fuel levels shall be maintained at three-fourths level at all times.
 - 4. Starter.
 - 5. Lights.
 - 6. Sirens.
 - 7. Windshield wipers and washer fluid level.
 - 8. Instrument panel.
 - 9. Coolant level.

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10. Oil level.
11. Steering fluid.
12. Batteries (all sets).
 - a. Batteries shall be checked daily for fluid level, corrosion and tightness of clamps and connections.
 - b. Batteries shall be filled as necessary.
 - c. Corrosion will be removed immediately.
 - d. All clamps and connections will be tightened as necessary. All broken cables and clamps will be immediately replaced by the shop.
13. Parking brake(s).
14. Air pressure of tires: Air pressure on tires shall be kept within 5 psi of the rated tire pressure.

B. Engines:

1. Pump gears.
2. Water level.
3. Pump oil (checked on the first day of each month and after pumping at a fire).
4. Priming oil.
5. Bleed all air tanks.
6. Hydraulic fluid on F-136.
7. Have the Shop check the hydraulic fluid on the aerial ladders on the first Monday of each month.

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III. FIRST DAY BACK CHECKS

- A. All motorized equipment or operating tools shall be operated, tested and checked by the on-duty shift during the first day of their three-day set.
 - 1. Gas powered equipment on fire apparatus such as positive pressure fans (P.P.V.), Hurst tools, generators, chain saws, and Stihl saws, shall be started and run for at least 5 minutes and fully operated to assure their proper operation. They shall also be checked for any damage and proper fuel and oil.
 - 2. Operating tools, such as extrication tools, air bags, air chisels, nozzle shut-off valves, wye gate valves, ladders, and resuscitators shall be service tested and inspected to assure proper operation and condition.
 - 3. Electrical appliances and tools, such as electric fans, lights, extension cords and adapters, shall be service tested and inspected to assure proper operation and condition.
 - 4. Battery powered equipment shall be service tested and inspected. The batteries shall be completely drained and recharged.

IV. ADMINISTRATIVE VEHICLES

Each Monday, all administrative vehicles shall be checked by the on-duty shift. An Apparatus Driver's Mechanical and Inventory Report shall be completed and maintained in accordance with the S.O.P. on Vehicle Maintenance Log. Administrative vehicles shall also be washed and the interior cleaned each Monday as coordinated by the Battalion Chief. (If we are going to keep this, then we need to start doing it. An option would be to just do support vehicles that aren't assigned full-time to a staff officer.)

V. EQUIPMENT INVENTORY

- A. The driver of each apparatus shall be responsible for the inventory of equipment on the apparatus during the tour of duty. No other personnel shall access an apparatus without notifying the driver.
- B. An inventory of equipment shall be done as part of the daily (or first-day back for administrative vehicles) equipment check.
- C. Any discrepancies in assigned equipment and available equipment shall be noted,

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investigated to determine reason for variance, and reported to the supervisor for further investigation and handling.

- D. In the event that equipment is found to be missing during the daily equipment check and this variance is not identified in the Vehicle Maintenance Log, the driver shall submit an Equipment Lost or Damaged Report to the Lieutenant. Basically, in such an instance, the missing equipment will be the responsibility of the previous shift's Driver. The on-duty Lieutenant shall submit the report to the Battalion Chief, who shall then submit a copy of the report to previous shift's Battalion Chief. The previous shift's Battalion Chief shall investigate the location of the equipment and take any necessary actions, including disciplinary action.
- E. An inventory form should be used during major fires or other incidents where equipment will be used from the apparatus. The driver should utilize the inventory form to maintain track of all equipment taken off the vehicle. A full inventory of equipment shall be made following any major fires. Any equipment not returned, such as tarps left at the scene, shall be noted in the Vehicle Maintenance Log and reported to the following shift via an Outstanding Equipment Report. This report shall be maintained in the equipment section of the Vehicle Maintenance Log and completed when the item is returned to the apparatus. Tarps and similar items left at a scene to protect property should be picked up by the shift that left them by their second duty day back.

VI. REPAIRS, PROBLEMS

- A. All necessary repairs or corrections shall be made to apparatus following or during the check. Station personnel shall make all repairs within their capability and authority. These repairs should be made as soon as possible, generally during the shift the item was found damaged. See Tools - Maintenance S.O.P.
- B. Any major repairs to tools shall be handled in accordance with Tools - Maintenance S.O.P.
- C. Any major repairs to apparatus or vehicles shall be referred for repair in accordance with Vehicle Maintenance Log S.O.P.
- D. The Battalion Chief coordinates repairs of apparatus and motorized equipment with the Vehicle Maintenance Shop on a daily a basis. The Deputy Chief shall oversee major repairs with the Vehicle Maintenance Supervisor.
- E. Any vehicle found to be unsafe shall be placed out of service until repaired. The

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Battalion Chief shall be informed immediately of any vehicle being placed out of service. Dispatch and the Deputy Chief shall be informed when any in-service company is placed out of service and unable to respond. An orange "Out of Service" tag shall be placed on the steering wheel noting such. After being repaired, the driver shall fully inspect and test the vehicle before being placed back in service.

F. Whenever an outside agency works on any vehicles, such as warranty work by the manufacturer, the driver shall notify the Vehicle Maintenance Supervisor, preferably at the time of the work.

VII. RUNNING OF APPARATUS INDOORS

Except in inclement weather, all fire apparatus shall be out of doors when the engines are running if the exhaust system is malfunctioning or inoperable. In such cases, apparatus shall be checked and tested on the aprons in front of the stations

VIII. SPECIALTY APPARATUS AND EQUIPMENT

Specialty apparatus and equipment includes other than fire engines, trucks, and other staffed apparatus. This shall include the following:

- Haz-Mat 41
- Squad 41 (Air Truck)
- Comm 41
- EMS Gator
- EMS Bikes
- Trailers (Other than EMA and CERT)

Specialty equipment shall be inspected and inventoried monthly. This shall include fully testing and running all equipment. The EMS Bikes and Gator shall also be checked prior to any special event in which they will be used. Trailers that have security seals shall have a new seal placed on them after the inspection. This inspection should be done near the beginning of the month on the following schedule:

<u>MONTH</u>	<u>SHIFT</u>
January	B
February	C
March	A
April	B
May	C

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June	A
July	B
August	C
September	A
October	B
November	C
December	A

IX. EMS EQUIPMENT INVENTORY

- A. All EMS Equipment and supply kits shall be inspected and inventoried on the Monday of each week.
- B. All Drug boxes will be inventoried on the first Monday of each month.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: FIRE HYDRANT MAINTENANCE	S.O.P. 3.08
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 4
APPROVED BY: Chief, Germantown Fire Department	DATE: July 8, 2009

PURPOSE: To establish a procedure for inspecting and testing fire hydrants and getting them repaired.

I. INSPECTION AND TESTING

All fire hydrants shall be checked twice a year in April and October. The Deputy Chief shall schedule and assign hydrant territories. The Deputy Chief may assign a person to coordinate this with the shifts. Hydrant inspection and testing shall follow the following steps:

- A. Hydrant testing shall always be done by two (2) or more persons; never alone.
- B. All City of Germantown hydrants should open in a clockwise direction. The caps should open in a counterclockwise direction.
- C. Make sure the hydrant is turned off before checking.
- D. Always make sure that caps on openings not being used are on tight. Check all caps and threads for proper operation. If the hydrant cap is hard to remove, tap on the topside of the cap with the hydrant wrench or use the hydrant wrench on the cap nut. An extension handle may also be used if necessary. Do not stand or jump on the hydrant wrench. Grease threads on all hydrant caps.
- E. Always stand in back of the hydrant when opening. Do not stand in front of the discharges, as caps may come off under pressure.
- F. Open the hydrant and allow the water stream to flow a minimum of 4 feet from the opening before stream hits the ground. Flow hydrant until the water runs clear a minimum of 2 minutes. The water will normally start clear turn cloudy and return to clear.
- G. If the hydrant fails to open, do not use an extension handle on the hydrant wrench. Place the hydrant out of service and notify Communications.
- H. Make sure the hydrant is shut off completely after use. All hydrants should be closed slowly. Never close the hydrant tightly. Assure that the hydrant drains properly. If water does not stop, report the problem to the dispatcher.

- I. Report all out of service hydrants to the dispatcher as soon as possible. If the hydrant can be kept in service but requires work, notify Communications upon returning to the station.
- J. No one shall use unapproved hydrant wrenches on hydrants, unless it is needed for emergency situations.
- K. Record all inspections and tests on the Hydrant Inspection Form. The date of inspection and the inspectors name shall be documented for each hydrant along with the problem. If a hydrant has a problem or is in need of repair a Fire Hydrant repair work request form shall be filled out for each hydrant that has a problem.

II. HYDRANT OBSTRUCTIONS

- A. During the inspections and any other times, the hydrants should be checked to assure that they are not obstructed. Hydrants should have three (3') feet clearance around the hydrant for access and be visible from the roadway.
- B. If a hydrant is obstructed by a vehicle (within 15'), advise Communications to notify the Police Department.
- C. If a hydrant is obstructed by bushes, plantings or other items belonging to the property owner, the following should be done:
 - 1. A "Hydrant Obstruction Notice," available from the Fire Marshal, should be completed, copied and mailed to the property manager requesting the obstruction be cleared. The copy shall be submitted the Fire Marshal.
 - 2. The hydrant shall be checked after seven (7) days following mailing of the notice.
 - 3. If the problem is not corrected, the Fire Marshal should be notified. Normally the Fire Marshal will contact the Environmental Service Department, who will clear the obstruction and bill the property owner for the cost thereof.

III. PAINING

All fire hydrants shall be painted silver when they are placed in service and as needed during normal inspections.

SUBJECT: FIRE HYDRANT MAINTENANCE	S.O.P. 3.08
	PAGE 3 OF 4

IV. PLACING HYDRANTS OUT OF SERVICE

The following procedures shall be followed when placing a fire hydrant out of service:

- A. Immediately notify Communications. The dispatcher shall log this in the communications log, with the date, time and name of the reporting member, and notify all stations so that they can log the information in the station logbook and notify all on-duty drivers.
- B. The fire hydrant out of service shall be noted on the chalkboards or bulletin boards at the fire stations.
- C. Communications shall complete a Fire Hydrant Out of Service Report and record it in the computer file. This note should contain the following information: problem, date, shift, person making report, and time the problem occurred.
- D. The person placing the hydrant out of service shall paint the bonnet of the hydrant black. Communications shall be notified that the hydrant has been painted when placing the hydrant out of service.
- E. Communications will fill out and send a City Work Order to the Water Department for repairs, if necessary.
- F. In the event that an out of service hydrant is privately owned, such as hydrants in commercial or apartment complexes, Communications shall notify the Fire Marshal. The Fire Marshal shall contact the owner or manager of the property to make the repairs.
- G. Communications will be responsible for keeping up-to-date records on all out-of-service hydrants. Communications should send an up-to-date Hydrant Out-Of-Service List to each station and the Fire Marshal at least once a month; sooner if necessary.
- H. Communications shall keep shift personnel informed of the status of fire hydrants and water supply problems. Communications shall notify the Fire Chief and Deputy Chief of any critical water supply problems.
- I. If a fire hydrant is picked up by the Engine Company or shift during normal work hours, it will be taken to the City Warehouse. Normally the Water Department can be requested to pick up the hydrant. If a hydrant is picked up after normal hours, it should be carried back to the engine house and Communications will be notified. Communications should notify the Water Department of this in the City Work Order.

SUBJECT: FIRE HYDRANT MAINTENANCE	S.O.P. 3.08
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J. When a hydrant is returned back to service by the Water Department, they will notify Communications so that the Hydrant Out of Service List can be updated and the stations notified.

V. RECORDS

A. Each hydrant shall be assigned a specific number by the Fire Department. Records shall be maintained on the inspection and testing of each hydrant.

B. Following each hydrant inspection and testing, the inspector of the fire hydrant shall enter the inspection activity into Firehouse software under the appropriate area. The Battalion Chief shall verify that all hydrants on their shift have been inspected and the activity entered into Firehouse by May 15 and November 15. Once all verification are completed the Battalion Chief shall forward all hydrant inspection forms along with any fire hydrant repair forms to the Deputy Chief or his/her designee. This information will be forwarded to the appropriate departments for repair.

C. Communications shall maintain an up-to-date list of hydrants out of service.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: FIRE HOSE	S.O.P. 3.09
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 7
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish procedures for the use, care, maintenance and testing of fire hose.

I. GENERAL

- A. All new hose shall be marked in accordance with this S.O.P. before being placed in service.
- B. After each use, all hose shall be cleaned and dried in accordance with this S.O.P.
- C. Only clean, dry hose shall be placed in service. Wet hose accelerates mildew and rusting.
- D. If the hose on a pumper gets wet at any time, it shall be changed out and dried.
- E. Hose couplings shall be checked prior to placing on apparatus, being tested or returned to service after repairs to insure that the proper gaskets are present.
- F. When hose is handled, care shall be taken not to drag or drop hose or butts. If hose butts are out of round, they shall be repaired or placed out of service.
- G. Vehicles shall not be driven over hose lines unless the hose is bridged.

II. MARKINGS

- A. Each section of hose shall be marked (numbered) in order to properly identify the hose. Each section of hose will be marked with the letters "GFD" followed by a 5-digit numeral/letter in the following manner:
 - 1. The first two digits after "GFD" shall be the last two digits of the year that it was received.
 - 2. The next two digits will be the assigned hose number based upon the hose size and year it was received. Each different size of hose starts with 01 each year. For instance, if the hose is the third section of a certain size of hose received in a year, it will be numbered 03.

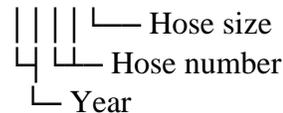
SUBJECT: FIRE HOSE	S.O.P. 3.09
	PAGE 2 OF 7

3. The last letter will indicate the size hose in accordance with the following breakdown:

- Blank = 2 ½" hose
- A = 1 ½" hose
- B = 1 ¾" hose
- C = 5" hose
- S = soft suction hose
- D= trash line

4. An example of the complete hose marking is as such: GFD9203A refers to the third section of 1 ½" hose received in 1992.

In summary: GFD9203B



B. Hose shall be marked two feet from each end of the hose with two-inch numerals and letters, applied with the proper stencil equipment. *Do not* use petroleum-based paint.

III. HOSE LOADS

Specific hose loads to be carried on apparatus shall be indicated on the Apparatus Inventory Form. Standard arrangements shall be as such:

- A. The rear hose bed on all pumpers shall consist of a minimum of 1066 feet of 5-inch hose, 500 feet of 2½-inch hose.
- B. 2 ½ inch: The hose shall be loaded in an accordion load with a 2½-inch playpipe with tips attached at the end in the left hose bed.
- C. 5 inch: The hose bed on the right end shall be loaded with 1066 feet of 5 inch hose. The hose shall be loaded in a flat lay firetown (butts in front of bed, towards cab) load. The 66-foot section will be the last section loaded and will have a Storz 5 inch to hydrant adapter attached at the end.
- D. The pumper shall also have two 200 feet crosslay preconnects. These shall be loaded with a triple layer load. Each crosslay preconnect bed shall have a 5 foot section of 1¾ inch hose line leader connected between the discharge and the first

SUBJECT: FIRE HOSE	S.O.P. 3.09
	PAGE 3 OF 7

section of hose, to allow for quick connection such as for a foam eductor. One preconnect shall have a 1¾ inch fog nozzle and the other shall have a straight tip nozzle attached at the end. The last two sections will be High Combat.

IV. HOSE ROTATION

- A. All hose shall be rotated on all equipment twice a year. The first rotation shall be in March during the annual hose test and the second rotation shall be in September.
- B. Whenever possible, the hose shall be swapped with hose from storage. If hose is not available from storage, the last 200 feet of hose off of the bottom shall be placed on the top of the hose load when rotated out.
- C. Care should be taken to assure that the folds occur at different positions.

V. SERVICE TEST PROCEDURES

- A. All in-service fire hose, with the exception of booster hose and hard suction hose, shall be tested annually in March, unless directed otherwise, and prior to returning to service after possible damage or repairs. The Deputy Chief shall coordinate division of hose to shifts for testing and maintaining records on all hose tests.
- B. Hose shall be tested using the fire department hose tester. In the event that the hose tester is unavailable, permission may be obtained from the Deputy Chief to use a pumper to conduct the hose tests. Additional information can be found in NFPA 1962, "Care, Use and Service Testing of Fire Hose including Couplings and Nozzles".
 - 1. Each length of hose shall be inspected to see that they are free of debris and no evidence of mildew, rot or damage by chemicals, burns, cuts, abrasions or vermin.
 - 2. The hose shall be connected so that the total length of any hose line in the hose test shall not exceed 300 feet. The hose layout shall be straight without kinks or twists.
 - 3. Record identifying numbers or hose tested on a "Hose Test Report."
 - 4. The hose to be tested shall be connected to the hose tester. A shut-off nozzle shall be attached to the other end of the line. Secure this nozzle to

SUBJECT: FIRE HOSE	S.O.P. 3.09
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avoid uncontrolled reaction.

5. The hose shall be gradually filled to 45 psi. Clear the air from the line by opening the nozzle. Once the air has been removed the 1 ½” intake valve on the tester shall be closed allowing the bypass hose to continue filling the lines.
6. Then check for leaks and all couplings tightened as necessary. Each hose shall then be marked at each end of the coupling with a crayon or pencil to determine, after the hose has been drained, if the coupling has slipped during the test.
7. All personnel shall clear the area other than those persons required to do the test.
8. The pressure shall then be slowly raised to the test pressure marked on the hose.
9. The test shall be witnessed at all times during the test to immediately shut down the pump in the event of hose bursts.
10. Inspect for coupling leaks or pinholes. Personnel should keep a distance of at least 15 feet from the hose, except as necessary to inspect couplings.
11. When test is completed, reduce engine to idling speed, close water source, disengage pump, and open nozzle slowly to relieve pressure and close pump gate valves.
12. When test is completed, observe marks placed on couplings to determine if any couplings have slipped.
13. All hose failing the test shall be tagged, placed out of service and sent for repairs in accordance with this S.O.P. Out of service shall be rolled with the male end on the outside.
14. All hose shall be properly cleaned, drained and dried before being placed for storage.
15. After the completion of each hose test, a Hose Test Report shall be completed. All hose numbers shall be placed on the hose test form and also placed in the drivers log at Station Three.

SUBJECT: FIRE HOSE	S.O.P. 3.09
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VI. BOOSTER AND HARD SUCTION HOSE

Periodic examination of booster and hard suction hose shall be made for defects, such as chafing or cracking of the cover.

VII. CLEANING OF HOSE

A. After each use, all hose shall be cleaned in the following manner:

1. Hose shall be washed with cold water by laying the hose flat on the hose wash rack on the east side of Station 3 and washing both sides.
2. If hose has dirt that cannot be removed by water pressure, a soap and water mixture and soft brushes or brooms may be used.
3. Hose shall be thoroughly rinsed to assure that all dirt and soap has been removed.
4. After washing, hose shall be loaded in the tower by lifting it with the winch from the middle of the hose, rather than the butts (to prevent damage at connections), and securing the hose over the wood hose blocks.
5. Helmets shall be worn by personnel at all times in the hose tower while working with hose or when hose or other objects are suspended.
6. Personnel working at the top of the tower should assure that they are secured.
7. Hose shall be allowed to completely dry before being removed for use (except in an emergency). Drying period will vary depending upon the weather conditions, especially temperature and humidity, and other factors, but should not be less than 48 hours. Remember that just because the outside of the hose feels dry does not indicate that it is completely dry throughout.
8. Once the hose is dry, it shall be removed from the hose tower and rolled and placed in service, or on equipment if needed. When removing hose from the tower, it should not be dropped in a manner that the butts will strike the tower floor. Hose should be lowered by the winch or dropped

SUBJECT: FIRE HOSE	S.O.P. 3.09
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onto a padded surface, such as a tarp or other hose.

9. In-service hose shall be rolled in donut fashion with the female butt on the outside.
10. Out of service hose shall be handled in accordance with the guidelines provided in section VIII.

- B. If during use, the hose has been exposed to hazardous materials, it shall be decontaminated by the approved method for the contaminate.

VIII. HOSE REPAIR PROCEDURES

- A. Any defective hose shall be taken out of service for repairs.
- B. All out of service hose shall be cleaned, dried and rolled with the male butt on the outside before being sent for repairs.
- C. Out of service hose shall be tagged with an Out of Service Tag that describes the defect.
- D. Out of service hose shall be sent to Station 2 and placed in the Out of Service hose rack for repairs.
- E. Hose repairs shall be made by those persons properly trained and qualified in hose repair procedures.

IX. HOSE RECORDS

The Deputy Chief shall oversee hydrant records. A computerized record of each section of hose, including purchase date and test reports, shall be maintained. Following each hose test, placing out of service or repairs made to hose, the hose records shall be updated to indicate the condition of each length of hose. The written hose test report shall be placed in the department file.

X. SAFETY TIPS

- A. Never disconnect a hose coupling under pressure, including idle water pressure.
- B. Do not stand in the hose area while the test is underway. Remember that if a hose bursts, it will probably break what it hits.

SUBJECT: FIRE HOSE	S.O.P. 3.09
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- C. Use a small diameter hose for the supply line to the hose tester.
- D. Personnel shall wear helmets when working with hose in the hose tower.
- E. Secure personnel working at the top of the hose tower.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: KEYS, DEPARTMENT

S.O.P. 3.10

CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES

PAGE: 1 OF 2

APPROVED BY:

DATE:

Chief, Germantown Fire Department

July 1, 2009

PURPOSE: To provide guidelines for the issuing, maintenance and security of department keys issued to specific personnel.

I. PREFACE

The Fire Department issues various keys to specific members as needed to perform their duties.

II. ISSUANCE OF KEYS

The Deputy Chief shall oversee the issuance of all department keys. Keys will be issued to personnel as needed, including:

- A. Grand master keys shall be issued to the Chief Officers, Fire Marshal and Administrative Secretary. These keys provide access to stations, offices and storage rooms.
- B. Master keys shall be issued to the Battalion Chiefs. These keys provide access to the stations, certain offices and storage rooms.
- C. Paramedic keys shall be issued to certified Paramedics. These keys access the E.M.S. storage room and drug boxes.
- D. Station keys shall be placed on all Fire and EMS Apparatus. These keys provide access to the stations. (Note: The Collierville Fire Department Battalion Commander also has a station key for use when providing mutual aid.)
- E. Other various keys may be issued to personnel as needed.

III. RESPONSIBILITY

- A. Personnel receiving department keys shall be responsible for the security of these keys and assure that they are not available to unauthorized personnel.
- B. Personnel receiving department keys shall be responsible for having the keys available when needed.

SUBJECT: KEYS, DEPARTMENT	S.O.P. 3.10
	PAGE 2 OF 2

- C. Any lost, stolen or damaged keys shall be reported immediately to the individual's supervisor. A Broken and Damaged Equipment Report shall be completed and submitted to the Deputy Chief. The Deputy Chief will determine the appropriate action to be taken.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: LIFE SAFETY ROPES	S.O.P. 3.11
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish procedures for the proper maintenance, storage and record maintenance of life safety rescue ropes used by the Germantown Fire Department.

I. PREFACE

The Life Safety Ropes used by the Germantown Fire Department are static kernmantle. The core is called the kern and the outside sheath is called the mantle. They are made of nylon, with block creel construction, which means that the inside fibers are run continuously from one end to the other. This type of construction gives the rope an overall higher strength and quality. The diameter of these ropes is 1/2 inch and the tensile strength is over 9000 pounds. This rope has an outside treatment called Rhino-Kote, which makes it slightly stiff and helps to protect the mantle.

All Life Safety Ropes and hardware (carabiners, harnesses, etc.) used by the Germantown Fire Department shall comply with the National Fire Protection Association (N.F.P.A.) Standard 1983.

II. MARKING

Each Life Safety Rope shall have permanently assigned number. The number will be on each end of the rope along with the length of the rope.

III. RECORDS

A Rope Log shall be maintained on each life safety rope. This Rope Log shall be used to record the usage, testing, maintenance and service of the rope. This record will be kept in the Special Operations (SORT) trailer. Each time that the rope is used, tested or serviced, it shall be recorded on the Rope Log.

IV. MAINTENANCE

A. When new rope is received, it shall be inspected in its entire length for abrasions, imperfections in the mantle and any other problems. If it passes inspection, the rope shall be assigned a number and placed into service.

B. Life Safety Ropes shall be carried on each primary engine and truck company. Truck 41 will carry the necessary equipment to be able to quickly deploy a mainline and belay line.

SUBJECT: LIFE SAFETY ROPES	S.O.P. 3.11
	PAGE 2 OF 2

- C. Ropes and hardware shall be inspected to assure that they are clean and dry and free from damage as dictated by the Equipment Check S.O.P. and after any use, such as for training or rescue. Such inspection will include stretching rope completely out and visually checking the entire length.
- D. Ropes that are found to be soiled, shall be hand washed in a mild soap solution, such as Ivory or Woolite, and hung in the hose tower to dry. Do not use bleach. Bags may be hand washed or washed in commercial washing equipment and machine dried.
- E. Harnesses and etriers will be cleaned in the same manner as the rope. Metallic hardware will be checked and cleaned as needed.
- F. Ropes that are defective will be turned over to truck company Lieutenant for further handling.
- G. Since our department uses tag lines, Life Safety Ropes may be downgraded to tag line as opposed to destroying them. In such case, the rope I.D. shall be clearly marked "TAG LINE" and the number shall be removed from the end along with a notation in the rope log that the rope has been retired from service as a life safety rope.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: LOG BOOKS FOR EMERGENCY GENERATORS	S.O.P. 3.12
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide documentation of mechanical conditions of the emergency powered generators located at each fire station.

I. PROCEDURE

To maintain a written record of important fluid levels, temperatures, pressures and other items essential to the maintenance of the generator engine and to spot potential problems so they can be corrected early, the following procedures shall be followed:

- A. This logbook is to be used to record engine conditions as indicated on the panel gauges and fluid levels as indicated by visual inspection.
- B. Check the gauges on the control panels to see if the readings are within the normal limits as defined by each gauge.
- C. Conditions are to be checked every Wednesday in conjunction with the automatic test exercising of the generators by the built-in timer.
- D. Personnel will record the date, all required information and their initials on the lines indicated. When the page is full, contact the Battalion Chief.
- E. The fuel level of the emergency generator at Station 4 must be checked following the weekly test. It should be kept at 3/4 full. It has a 100-gallon tank that must be filled from portable containers.
- F. In the event of any abnormal readings or conditions, the station lieutenant shall notify the Vehicle Maintenance Supervisor and then inform the Battalion Chief.
- G. The log book shall remain:
 - Station 1 = Near the transfer switch located in the equipment room.
 - Station 2 = Inside the generator cabinet located in the electrical power room off of the hallway.
 - Station 3 = Near the generator information panel in the mechanical room.
 - Station 4 = Above the generator cabinet in the electrical room off the apparatus bay.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: LOST OR DAMAGED PROPERTY, EQUIPMENT	S.O.P. 3.13
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide a system of reporting, tracking, investigating, and replacing lost or damaged property or equipment belonging to the City and under the control of the Germantown Fire Department.

I. PREFACE

All Fire Department personnel will adhere to the following guidelines for reporting lost or damaged property or equipment. This shall not apply to normal wear on equipment that can be referred through normal channels. The care and responsibility of property is outlined in General Regulations S.O.P.

II. NOTIFICATION

- A. Personnel shall notify the Battalion Chief or other appropriate supervisor (such as Sr. Dispatcher), via chain of command, immediately when a piece of equipment or property is damaged. If the loss or damage occurs on the fire ground, the Battalion Chief is to be notified as soon as is appropriate. In any case, loss or damage occurring on the fire ground shall be reported to the Battalion Chief no later than the end of station and equipment cleanup operations after the fire.
- B. Battalion Chiefs and staff officers finding or causing loss or damage shall report it to the Technical Services Safety Officer (TSO) according to the above-mentioned guidelines. If the loss or damage pertains to a shift or shifts, the Battalion Chief shall initiate the investigation using the appropriate form.

III. INVESTIGATION

- A. All reports of loss or damage shall be completely investigated. The Battalion Chief (or other appropriate supervisor) shall begin most investigations and shall submit his/her findings on the form specified in Section IV. The Chief Officer responsible for the equipment involved shall review all reports of loss or damage and shall comment as appropriate on the specified form. The Fire Chief reserves the right as to the final disposition.
- B. When the loss or damage is of such a nature that it is inappropriate for the Battalion Chief to begin the investigation, the Assistant Chief shall begin the investigation and the Fire Chief shall submit the final disposition.

SUBJECT: LOST OR DAMAGED PROPERTY, EQUIPMENT	S.O.P. 3.13
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IV. REPORT OF EQUIPMENT, PROPERTY LOST OR DAMAGED FORM

All reports of lost or damaged equipment for all items, except vehicles involved in motor vehicle accidents, shall be made on the Report of Equipment, Property Lost or Damaged Form. No other form is to be used. Vehicle accidents will be reported on the Report of Accident involving Fire Department Vehicle Form. The Report of Equipment, Property Lost or Damaged Form shall be filled out in the following manner:

- A. Check the type of equipment and disposition in the boxes on the left. Do not check the box denoting the outcome until the investigation is complete.
- B. Fill in the complete description of the item, all serial numbers; assignment information; and location, time and date at which damage occurred.
- C. The person who discovered or caused the loss or damage should complete the narrative on the front page of the form. Be specific, use dates, names, etc. to account for the loss or damage. Sign and date the report at the end of the narrative.
- D. The Battalion Chief or other designated supervisor shall review the report. The Report should then be forwarded to the TSO to schedule repairs as needed and shall make his/her statement as appropriate on the back.
- F. If the report involves equipment that must be referred to the Vehicle Maintenance Shop or Building Maintenance for repair, a copy of the report shall be sent to the supervisor.
- G. The Fire Chief shall review the report if necessary and shall make his/her final disposition as appropriate on the back.
- H. The cost and action taken to replace/dispose of the item shall be noted on the back and the appropriate box shall be checked on the front.
- I. All preventative measures shall be noted in the appropriate space on the back of the form.
- J. Completed forms shall be retained in the Fire Department files.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: BREATHING AIR COMPRESSOR	S.O.P. 3.14
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 5
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for the use and maintenance of the breathing air compressor.

I. PREFACE

The Fire Department has a Scott Hush Air electric air compressor with a LE-5000 control unit located at Station 2 for supplying compressed breathing air to the fixed fill station and Squad 41's mobile air system. This compressor is capable of providing over 6000 psi. Only authorized and qualified personnel shall operate the air compressor and/or air cascade system.

II. OPERATION OF COMPRESSOR

- A. The compressor is left in the Automatic Mode at the LE-5000 controller. The Compressor will automatically start when the supply air pressure drops below 5500 psi. to start the compressor, press the RUN button on the Controller. The compressor will start if the air pressure is below maximum pressure. Once Started the LE5000 display will show discharge temperature, carbon monoxide concentration, and dew point level of the discharge air.
- B. Monitor the compressor at all times during operation. When the Compressor reaches 200psi adjust the Flow Control to obtain a 50/50 red/green reading. This will provide the correct sample flow rates to the carbon Monoxide monitor.
- C. The compressor system performs an automatic condensate dump every 15 minutes of operation. The manual dump should be operated after the flow control is adjusted for the first time during each operation. During high humidity conditions the manual dump should be activated every few minutes.
- D. System shutdown, the system will shutdown when it reaches the maximum pressure. To shut down the system prior to reaching maximum pressure push the STOP button located below the LCD panel. Air will be heard escaping from the automatic moisture traps and drains, and all stage pressure gauges should return to a zero reading. If the pressures do not return to zero contact the Technical service Officer.
- E. The compressor is equipped with a Co monitor, should the alarm sound while the compressor is operating the unit will be shut down and placed out of service, and the proper personnel notified.

SUBJECT: BREATHING AIR COMPRESSOR	S.O.P. 3.14
	PAGE 2 OF 5

- F. The System is equipped with an Emergency Stop that should only be used in case of an Emergency.

III. REPAIRS

All repairs, fluid level checking and major maintenance shall be done by authorized personnel. This person shall ensure regular maintenance in accordance with the manufacturer's guidelines.

IV. FIXED FILL STATION & CASCADE SYSTEM

The fixed cascade system consists of four A.S.M.E. cylinders filled to a pressure of 6000 psi with a gauge for each cylinder and a condensation drain at the bottom of each. The fill station consists of a cabinet that will hold two cylinders at a time at a registered pressure.

- A. Cylinder valves should not be operated on the cascade cylinders unless there is a problem with that particular cylinder.
- B. Condensation drains should be operated periodically by the air mask personnel to insure the air quality.
- C. S.C.B.A. cylinders should be filled from the cascade system so as to replenish the air supply.
- D. When filling two cylinders, both cylinders must be of the same pressure.
- E. All cylinders information will be placed in the fill log prior to filling the cylinder.
- F. All connections are FINGER TIGHT ONLY. NO WRENCH IS TO BE USED.
- G. To fill a cylinder, place the cylinder into the fill station and attach the appropriate fill line, close the bleed valve off with finger tight pressure. Open the cylinder valve. Open the cascade bottle that you plan to use, normally #1. Adjust the regulator to the cylinder working pressure. Slowly open the supply valve that matches the cylinder hole that you are using. Cylinders shall be filled slowly at a rate that would take approximately 5-7 minutes to fill a cylinder. Once the cylinder is full, shut down the cylinder supply valve and the cascade supply valve. Now shut down the cylinder valve. Adjust the regulator back to zero, and remove the cylinder from the holder.
- H. If the cascade system has fallen below 4000 psi, you need to refill the system.

SUBJECT: BREATHING AIR COMPRESSOR	S.O.P. 3.14
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V. MOBILE FILL STATION & CASCADE

- A. Squad 41 is equipped with a mobile cascade system consisting of 12 - 509 cubic foot DOT bottles filled to 6000 PSI. The vehicle is also equipped with a Scott Revolve Air charging chamber.
- B. Caution should be taken when operating the Revolve Air Filling system due to the rotating chamber. Never place any part of the body especially the fingers on the ends of rotating housing they could get smashed or amputated while chamber is in motion.
- C. The cascade system is comprised of four three bottle systems. If only filling a few bottles turn on one bottle in each cascade bank. On the revolve air control panel open the valve for the first cascade bank then adjust the variable pressure regulator until it reads 4500 PSI.
- D. Open and close the bleed valve on the charging panel to relieve pressure on the panel if needed. Place one or two bottles in the Revolve Air Charging Chamber if only filling one bottle a plug must be placed in the charge adapter to prevent air discharge. Open the bottles one turn lower the handle located on the right side of the chamber to unlock the chamber and rotate the Revolve Air turntable placing the bottles inside the chamber. Lift the fill handle to fill the bottles the door is locked when the yellow bar is visible above the door frame.
- E. If the cylinders being charged are the first set in a series, open the Fill Control valve 1/8 to 1/2 turn counterclockwise. Otherwise proceed to the next step.
- F. The cylinders will begin charging. Check Breathing Air Cylinder gauge on the control panel for the pressure reading of the cylinders being charged. Recommended fill rate is 1500 psi/minute it should take about 3 minutes to fill a bottle.
- G. While the breathing air cylinders are being filled inside the charge chamber, mount the second set of cylinders on the rigid adapters on the outside of the charge chamber. Be sure to hand-tighten the bleed valve and to open the cylinder valves.
- H. When the Breathing air cylinder pressure gauge reaches 4500 PSI open the

SUBJECT: BREATHING AIR COMPRESSOR	S.O.P. 3.14
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chamber lock by lowering the operating handle to stop the cylinder charging process.

- I. Push down on the chamber lock handle to release the turntable to access the breathing air cylinders inside the chamber.
- J. Close the valves on the mounted cylinders and slowly open the bleed valve just enough to vent the air lines to the cylinders. If air does not stop venting, check to see that the cylinder valves are closed.
- K. Hold the cylinder in place and turn the charge adapter clockwise to remove the cylinder.
- L. Replace the charge adapter plug after all bottles have been filled and turn off all cascade bottles.
- M. Cascade bottles should be filled when one bank is lower than 5000 PSI.

VI. CHARGING BREATHING AIR CYLINDERS USING A CASCADE SYSTEM

- A. Always begin the charging process using stored air from the lowest pressure cylinder. To access air from the cylinder, turn the appropriate Fill control valve counterclockwise.
- B. Monitor the selected Storage Cylinder gauge, located on the Cascade Control Panel. Compare the stored air pressure reading to the Breathing Air Cylinder gauge.
- C. If the pressure reading equalizes, the air pressure has balanced and there is not enough stored air to completely charge the cylinder. In this case, turn the selected Fill Control valve clockwise to close the spent cylinder. Turn the valve for the second lowest pressurized storage cylinder counterclockwise to release compressed air.
- D. Continue to monitor the stored air and breathing air cylinder. Use the valves to open and close the air storage cylinders as needed.
- E. If stored air in the final cascade bank is too low to fill the cylinder use the booster pump to fill the cylinder to the needed pressure.
- F. When the breathing Air Cylinder pressure gauge reaches the pre-set charge

SUBJECT: BREATHING AIR COMPRESSOR	S.O.P. 3.14
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pressure, open the charging station door by lowering the operating handle. This will automatically stop the cylinder charging process.

- G. Before locking the door and filling the next breathing air cylinders, close the last storage valve and open the lowest pressure bank.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: PARKING OF PERSONAL VEHICLES	S.O.P. 3.15
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To identify areas permitted for the parking of personal vehicles at the fire stations.

I. PREFACE

To assure that visitors and staff personnel have adequate access to parking areas and to identify the areas intended for parking of on-duty personnel at fire station. At no time shall personal vehicles be parked in front of the bays.

II. STATION 3

- A. On-duty Fire Department personnel shall not park their personal vehicles in the designated parking spaces located along the east property line of Station 3. This is reserved for visitors.
- B. Parking of personal vehicles shall be permitted in the rear Parking Lot of Station 3. Generally, the full row of parking spaces on the south side of the Parking Lot will be for Fire Department personnel and the 2 parking rows on the north side of the Parking Lot will be for Police vehicle. Parking of personal vehicles will also be permitted on the west side of Station 3 alongside Farmington Boulevard as space permits.
- C. On Monday through Friday between 8:00 a.m. and 6:00 p.m., parking on the north (rear) side of the station along the building shall be reserved for fire administration and visitors to fire administration. Personal vehicles (with the exception of the secretary and the on duty Battalion Chief) and other non-administrative vehicles, including utility trucks, shall not be parked in this area.
- D. Personal vehicles shall not be parked on the wash rack area on the east side of the building.

III. STATION 1

- A. Personal vehicles of on-duty personnel shall not be parked in the parking spaces located in front of the fire station.
- B. Parking of personal vehicles shall be permitted in the East parking lot areas.

SUBJECT: PARKING OF PERSONAL VEHICLES	S.O.P. 3.15
	PAGE 2 OF 2

IV. STATION 2

- A. Parking of personal vehicles shall be permitted in the west parking lot.
- B. On-duty personal vehicles shall not be parked at the front or east side.
- C. Personal vehicles shall not be parked on the wash rack.

V. STATION 4

- A. Parking of personal vehicles shall be permitted in the parking spaces on the north side and the west side of the building.
- B. Personal vehicles shall not be parked on the front (east) side in front of the front entrance.
- C. Personal vehicles should not be parked in the Germantown Community Theatre parking lot without approval.

VI. PARKING OF TRAILERS

- A. All Fire Department trailers are to be stored as directed by chief officers.
- B. Personal trailers normally will not be permitted at the Fire Stations. Daily parking of personal owned trailers may be permitted in the southwest corner of the Fire Training grounds behind Station 4 during that member's duty day, as long as it does not interfere with training or other activities. These shall not be stored here for more than a shift day. Any other exceptions must be approved by the Assistant Chief or Fire Chief.
- C. Personnel may request approval from their respective Battalion Chief to bring their personal trailer to their duty station on weekends and after normal business hours on a case-by-case basis. In such case, personal owned trailers shall be limited to no more than 1 at a fire station.
- D. In special circumstances, a personal trailer may be permitted at the fire station with the approval of a command chief officer on a case-by-case basis, such as to support special projects.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: PROTECTIVE CLOTHING	S.O.P. 3.16
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 9
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines concerning the care, maintenance and responsibility for Germantown Fire Department issued turnout clothing.

I. PREFACE

This policy refers to protective clothing intended for fire fighting and similar use, commonly referred to as Turnouts. It does not refer to protective clothing for hazardous materials use or other uses.

II. PROTECTIVE CLOTHING

- A. Members engaged in fire fighting shall be issued protective clothing necessary for their personal protection. Protective clothing shall be issued only by the Deputy Chief, or the Assistant Chief in the absence of the Deputy Chief.
- B. The description and numbers of such issued clothing shall be reported to the Deputy Chief on the appropriate form. The identification number shall not be removed or changed intentionally in any way.
- C. Articles of protective clothing shall include:
 - 1. Helmet.
 - 2. Turnout coat with liner.
 - 3. Turnout (bunker) pants with liner.
 - 4. Knee boots.
 - 5. Fire fighting gloves.
 - 6. Fire fighting hood.
 - 7. Face mask and bag.
 - 8. Safety Goggles (if issued)

All protective clothing shall be approved by the Germantown Fire Department and meet the respective National Fire Protection Association standard.

- D. All protective gear shall be used in the manner it was intended and not modified without approval. Inner liners shall not be removed, switched or altered without approval of the Deputy Chief
- E. Certain gear is intended to be used only with related items. For example, many shorter turnout coats must be worn with the appropriate pants designed as a set to

SUBJECT: PROTECTIVE CLOTHING	S.O.P. 3.16
	PAGE 2 OF 9

provide proper protection of the individual. Personnel shall use the appropriate gear in accordance with the manufacturer's guidelines. If in doubt, check with the Deputy Chief

- F. Members shall be responsible for all articles of protective clothing that they are issued. Any loss or damage to protective clothing shall be reported promptly to the member's immediate supervisor. Any articles lost or damaged through negligence will be replaced at the expense of the responsible party. The cost will be prorated based on the expected life of the article.
- G. Protective clothing that has been issued shall be stored in assigned stations when not in use except when carried in the member's vehicle for transfer to another station, or carried in the member's vehicle. Reserve Firefighters will normally keep their turnouts at their assigned station, unless approved otherwise. Staff personnel shall be allowed to carry their assigned protective clothing in their assigned city vehicle.
- H. Members shall not use protective clothing of other members without the expressed permission of the other member and for a short period only.
- I. Turnouts shall not be used for any reason other than to protect the wearer while performing his/her assigned duty or for other approved assignments, such as Fire Prevention Week presentations.
- J. Supervisors shall assure that their personnel are fully trained in the proper donning, care and use of protective gear assigned to them.
- K. Personnel desiring to use personally owned protective clothing shall assure that the item(s) meet the minimum standards established by the Fire Department and the National Fire Protection Association standards. The Deputy Chief must inspect and approve any and all personally owned protective clothing prior to utilization of said items by any member of the Fire Department.

III. REQUIRED USE DURING EMERGENCY RESPONSE

- A. All suppression personnel are required to wear full protective clothing (helmet, turnout coat, pants, boots) when responding to emergency incidents on fire apparatus.

Exceptions:

SUBJECT: PROTECTIVE CLOTHING	S.O.P. 3.16
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1. Drivers shall not be required to wear protective clothing during the response; however, they shall have the complete protective clothing with them on the apparatus.
 2. Officers and drivers riding in enclosed apparatus cabs are not required to wear helmets during their response.
 3. Fire suppression personnel shall not be required to wear the turnout coat or pants enroute to a medical emergency or public service call where a hazardous condition or exposure is not expected, however, all personnel shall have the complete protective clothing with them on the apparatus.
 4. Personnel responding to a suppression related incident in a vehicle other than a fire engine or truck may delay donning their protective clothing until after their arrival at the scene.
- B. When fire apparatus is required to make an emergency response while away from quarters, such as during inspections, training or other field activities, the apparatus shall pull off the main roadway, stop in a safe position, and allow the personnel to properly don all of their protective clothing. After this action is completed, the unit may then respond.
- C. At no time should donning of personal protective clothing interfere with or violate the Department's S.O.P. 2.13 regarding seat belt use or NFPA 1500. Drivers shall not move fire apparatus until all persons on the vehicle are seated and secured with seat belts in approved riding positions, other than as specifically allowed in this chapter.

IV. FIREGROUND AND EMERGENCY INCIDENT USE

- A. Full protective clothing shall be worn by all personnel when they are engaged in fire suppression activities or encounter any hazardous conditions (i.e. gas leaks, auto accidents, hazardous materials incidents, vehicle extrications, etc.)
- B. During certain incidents or when operating during hot weather conditions, the Incident Commander may allow personnel to remove protective clothing when it is deemed appropriate.
- C. When operating during water rescue incidents, the protective clothing shall not be used. Standard work uniforms and personal flotation devices are recommended.

SUBJECT: PROTECTIVE CLOTHING	S.O.P. 3.16
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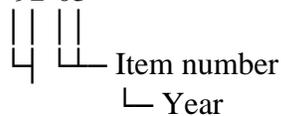
D. During an incident, the Incident Commander may establish a safe zone in which protective clothing may be removed for rehab, medical and other operations. This area must be outside the hazardous operations area.

V. TURNOUT MARKING

A. Each helmet, turnout coat, pants and pair of boots shall be marked (numbered) before issuing in order to properly identify them. They will be marked with a four-digit number in the following manner:

1. The first two digits shall be the last two digits of the year that it was received. This will be followed by a hyphen.
2. The next two digits will be the assigned item number based upon the type of item (helmet, coat, pants, boots) and year it was received. Each item starts with 01 each year. For instance, if the coat is the third coat received in a year, it will be numbered 03. Since this number is specific for the type of item, it is possible that a two different items will have the same number, such as a helmet and a coat having the same number if they were received the same year.
3. An example of the complete item marking is as such: 92-03 refers to the third item received in 1992.

In summary: 92-03



4. Existing items that were not numbered shall be marked with "GFD" followed by the number of the item for tracking purposes.
5. Helmets shall be numbered with an engraver under the back brim.
6. Turnout coats shall be numbered on the inside of the front left storm flap with permanent marker.
7. Turnout pants shall be numbered on the inside of the front storm flap with permanent marker.

SUBJECT: PROTECTIVE CLOTHING	S.O.P. 3.16
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8. Rubber turnout boots shall be numbered on the outer side of the boot along the yellow or white band with a permanent marker. If necessary, it may also be marked on the inside liner.
- B. No other permanent marking shall be placed on helmets, coats, pants or boots, except as directed by the Deputy Chief.
- C. Personnel may write their name or radio number on issued fire fighting hoods, gloves and suspenders to identify them.
- D. Turnout Coat Name Patches: Some turnout coats are provided with removable name patches. These patches shall be properly maintained and remain on the coat assigned to the individual.
- E. Helmet Marking:
 1. Reflective marking provided on the helmet by the manufacturer or the fire department shall not be removed.

Exception: Marking on the back brim may be removed to allow reflective lettering to be placed on the back brim in accordance with these guidelines.
 2. No additional, unnecessary reflective marking shall be added unless needed to bring the reflective marking up to necessary standards.
 3. The member's last name may be placed on top of the back brim of the helmet. Letters should be reflective, preferably Scotchlite, lime-yellow and approximately 1 1/4" in height. Nicknames, etc. shall not be used.
 4. A star of life emblem may be placed on the helmet of E.M.T.s and Paramedics.
 5. The member's company number may be placed on the sides of the helmet.
 6. Rocker emblems, such as Paramedic, Fire Fighter or Vol. Fire Fighter, may be placed on the side of the helmet. If a company number is included, it shall be placed below the rocker.
 7. Any other markings or modifications shall be approved by the Deputy Chief.

SUBJECT: PROTECTIVE CLOTHING	S.O.P. 3.16
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VI. MAINTENANCE

- A. Each member is responsible for the care, maintenance and security of all items of turnout clothing issued to them.
- B. Lieutenants shall be responsible for assuring that their personnel are equipped with proper and acceptable gear. Lieutenants shall inspect the protective clothing assigned to their personnel at least monthly.
- C. Minor repairs may be referred to the designated turnout clothing repairperson at Station 2.
- D. Turnout clothing that may be unfit for service shall be examined by the Deputy Chief for condemnation and handling.
- E. Protective clothing will be exposed to many different conditions. To preserve the quality and life of the garment, necessary care must be provided.
 - 1. Wet gear shall be thoroughly dried by allowing it to hang in open area or in turnout rooms using drying and ventilation systems. Do not fold or store (except in turnout rooms) garments while wet.
 - 2. Gear that has smoke, soot, oil, grease, or other contaminants shall be cleaned after use.
 - 3. Gear that has smoke, soot, oil, grease, or other contaminants shall not be permitted to be placed in the bedhall, locker rooms or other living areas until it has been completely cleaned.

VII. CLEANING

- A. Protective clothing should be cleaned as soon as possible to avoid setting of soils or stains.
- B. Turnout coats and pants, gloves and hoods shall be cleaned in the following manner:
 - 1. Hand washing:
 - a. Place coat on a hard surface, such as a clean apparatus bay floor or wash rack, with the lining side down.

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- b. Using detergent and hot water (not over 140 degrees), clean coat with a soft brush or cloth.
 - c. Rinse thoroughly and hang to dry in an open area with adequate circulation or turnout room with dryer/ventilation on.
2. Machine washing:
- a. Wash separately from other garments.
 - b. Fasten all hooks and dees and turn the garment inside out to avoid damage to the washtub.
 - c. Place turnouts in gear washer and follow the machine operating instructions as listed below: (NOTE: It is not necessary to add soap, machine dispenses soap automatically - DO NOT USE BLEACH OR FABRIC SOFTENER ON TURNOUT GEAR)
 - 1. Turn Power Switch to “on” position.
 - 2. Select wash cycle (WARM/NORMAL)
 - 3. Hold “start” button down until green light comes on.
 - d. Hang to dry in an open area with adequate circulation or turnout room with dryer/ventilation on. Do not use an automatic dryer.
3. Spot Cleaning and Pre-treating:
- a. Spot clean heavily soiled areas with a detergent, non-flammable spot removed or other approved cleaner.
 - b. Garment may be pretreated by applying liquid detergent directly to soiled areas and rubbing with a soft brush or cloth for about 1 1/2 minutes. Repeat and then wash as usual.
4. Never use chlorine bleaches as it can greatly reduce the protection capability of the garment.
5. Do not dry clean as it can damage moisture barriers and reflective trim.
6. Do not use fabric softeners as they are oil based and can contribute to fabric flammability.

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7. Do not use hot water (over 140 degrees F.) as it may cause shrinkage.
8. Do not use automatic dryers as they may cause damage to the moisture barriers and reflective trim.
9. Suggested cleaning products:
 - a. Cleaning: Liquid Wisk, Liquid Tide, Liquid Cheer, and Liquid Fab. Non-butyl, All-Purpose Orange Cleaner concentrate can be used by mixing with water at a ratio of 20:1.
 - b. Oxygenated Bleaches: Liquid Clorox 2, Liquid Vivid.
 - c. Spot Cleaning and Pre-treating: Liquid Spray and Wash, Liquid Shout, Liquid Tide, Liquid Dishwashing Detergent.
- C. Helmets shall be cleaned with soap and warm water and a soft cloth. Do not use firm brushes on lens. Rinse well. Wipe dry inside well.
- D. Boots shall be cleaned with soap and warm water and a cloth or soft bristle brush. Rinse well. Boots can be dried by hanging upside down, but they should be stored upright to minimize creasing.

VIII. DECONTAMINATION

- A. Blood and/or Body Fluids:
 1. Protective clothing that is contaminated must be placed in bags in accordance with the Infection Control S.O.P.
 2. Personnel handling and washing contaminated clothing shall wear proper personal protective equipment as identified in the Infection Control S.O.P.
 3. Small stains from blood or body fluids may be spot cleaned, as detailed above, and then disinfected with an approved disinfectant.
 4. Protective clothing that is contaminated by large amounts of blood or body fluids shall be cleaned in accordance with the guidelines detailed in Section VII and disinfected with an approved disinfectant.
 5. After cleaning, clothing shall be rinsed well and completely air-dried.

SUBJECT: PROTECTIVE CLOTHING	S.O.P. 3.16
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6. Contaminated clothing must not be laundered at home.
7. After cleaning, the cleaning area shall be cleaned with an approved disinfectant or 1:100 bleach/water solution. Laundry machines shall be run a complete cycle with hot water and bleach before being used again.
8. Refer to the Infection Control S.O.P. for additional guidelines.

B. Hazardous Materials:

1. If possible, obtain Material Safety Data Sheet (M.S.D.S.) on contaminant.
2. If contaminant is known, consult manufacturer to determine proper decontamination methods.
3. If contaminant is not known, it will need to be sent out to be tested to determine the contaminant and whether it can be decontaminated.
4. If necessary, contaminated protective clothing can be referred to the manufacturer of the clothing or other decontaminating facility for decontamination.
5. Protective clothing that cannot be decontaminated shall be disposed of in accordance with standard hazardous materials contaminant guidelines.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: PUMPS TESTS	S.O.P. 3.17
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To test all pumpers on the department in an organized and timely manner.

I. ANNUAL PUMP TESTS

All fire pumpers shall have a pumper service test conducted annually in the spring, and after any major work to the pump. These tests shall be in accordance with the National Fire Protection Association standard No. 1911, Acceptance and Service Test of Fire Department Pumping Apparatus. The Deputy Chief may designate a person to coordinate these tests with each shift. Assignments of pumpers shall be coordinated between the Battalion Chiefs.

II. PROCEDURES

The Battalion Chief shall assign pumper service tests to the shift Lieutenants. The Lieutenants shall organize all pumper service tests as assigned and assure that the appropriate forms are completed and submitted. A Pumper Service Test Form shall be used and filled out during each pumper service test. If at any time during the pumper service test, any malfunctions or abnormalities occur, the test shall be halted and the apparatus checked. The pumper service test shall be conducted in the following manner:

- A. Place pumper to be tested on the lake in the rear of Station 3, or other location designated. Set up pumper and equipment in the following manner:
 - 1. Set brakes and set wheel chokes.
 - 2. Hook up the 20' hard suction (or other approved hard suction) to the 4" intake on the driver's side.
 - 3. Assure that a suction strainer is placed on the intake side of the hard suction. The dry hydrant at Municipal Lake has strainers already connected at the ends.
 - 4. Use a flotation device to hold the tip of the hard suction off the bottom of the lake, so that foreign material will not be pulled into the pump causing damage to the pump.
 - 5. Lay out two 2 1/2" hose lines, both being 50' long, and hook into two discharges. Connect the two hose lines to a detached multiversal and anchor the appliance to the ground.

SUBJECT: PUMP TESTS	S.O.P. 3.17
	PAGE 2 OF 3

- B. Place in pump gear, using the safety locks.
- C. Prime the pump by pulling a vacuum on the compound gauge.
- D. 50% Rated Capacity Test:
 - 1. Attach a 1 1/2" smooth bore tip on the multiversal.
 - 2. Adjust the throttle so the discharge gauge reads 250 psi.
 - 3. Gate back discharge handles as required to maintain 58 lbs. pitot pressure and adjust throttle to maintain 250 psi.
 - 4. Once these pressures are obtained, note the time and engine R.P.M. Maintain these pressures for ten (10) minutes.
- E. 70% Rated Capacity Test:
 - 1. Attach a 1 3/4" smooth bore tip on the multiversal.
 - 2. Adjust the throttle so the discharge gauge reads 200 psi.
 - 3. Gate back discharge handles as required to maintain 60 lbs. pitot pressure and adjust throttle to maintain 200 psi.
 - 4. Once these pressures are obtained, note the time and engine R.P.M. Maintain these pressures for ten (10) minutes.
- F. 100% Rated Capacity Test:
 - 1. Attach a 2" smooth bore tip on the multiversal.
 - 2. Adjust the throttle so the discharge gauge reads 150 psi.
 - 3. Gate back the discharge handles as required to maintain 72 lbs. pitot pressure at the multiversal outlet while maintaining 150-psi pump pressure.
 - 4. Once these two pressures are obtained, note the time and engine R.P.M. Maintain these pressures for twenty (20) minutes.

SUBJECT: PUMP TESTS	S.O.P. 3.17
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At the completion of the tests, return all equipment to service. Record all times, pressures and engine R.P.M.s on the Pumper Service Test Form and submit it to the Deputy Chief. This report will be retained in the file for that apparatus. Any problems shall be reported to the Vehicle Maintenance Supervisor.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: REPAIR OR REPLACEMENT OF EYEGLASSES	S.O.P. 3.18
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish the guidelines for requesting reimbursement for replacement and/or repair of prescription eyeglasses, contact lens and false teeth.

I. PREFACE

Prescription eye glasses, contact lens and false teeth shall be replaced or repaired only if damaged while engaged in fire fighting, emergency medical care or other types of emergency situations.

II. PROCEDURES

- A. Immediate notification must be made to the supervisor of the individual suffering such loss. The Battalion Chief shall be notified prior to the end of the shift.
- B. A detailed report outlining all particulars, such as the location of the incident, type of emergency, date time, witnesses and how the loss occurred, etc., must be submitted to the Assistant Chief within 48 hours of the loss occurring.
- C. Reimbursement shall be made to the individual suffering the loss when the paid doctor's statement (doctor and/or optician, etc.) is received by the Assistant Chief.
- D. Reimbursement for the repair or replacement of prescription eyeglasses and contact lens shall be made to the individual for the actual cost of such repair or replacement.
- E. Reimbursement for the repair or replacement of false teeth shall be the actual cost for repair or replacement as indicated on a statement from the dentist or dental lab.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: REQUESTING NEW OR ALTERING EXISTING EQUIPMENT	S.O.P. 3.19
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish the procedure for requesting research, testing and approval to use new or to modify existing equipment in order to assure that potential improvements in the Fire Department are examined for use and benefit.

I. PREFACE

- A. Existing equipment shall not be altered without the approval of the Deputy Chief, Assistant Chief, or Fire Chief.
- B. New equipment and alterations to existing equipment or clothing shall be researched, tested and approved before being placed into service. The research and testing shall be a cooperative effort between the department unit that will be using the proposed equipment change and staff.
- C. Innovation is recognized as being in the interest of not only improving the delivery of fire and emergency medical services to the community, but also in assuring the protection and effectiveness of the personnel who must ultimately deliver that service, often in dangerous emergencies. Innovation in our fire and emergency medical service is always welcome.
- D. Employees closest to the delivery of fire and emergency medical services in the field are often the first to experience equipment problems in fire and emergency medical service, and they have the professional experience to recognize solutions and opportunities for innovation.

II. RESPONSIBILITIES

- A. Department fire fighters, emergency medical service personnel, officers and staff shall be responsible for identifying potential problems and innovations that they encounter in the course of their professional duties. Department personnel shall make written requests to the appropriate Battalion Chief for testing changes in equipment or methods to deal with the problems and opportunities that may be encountered.
- B. The Battalion Chief shall submit the request to the Assistant Chief. The Assistant Chief shall determine the appropriate method to handle the request. This may include research, field testing, and approval of new items or methods, or referring to a committee that handles this area, such as the turnout committee.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: SALVAGE COVERS	S.O.P. 3.20
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To define the procedures for the use and maintenance of salvage covers used by the Germantown Fire Department.

I. STORING SALVAGE COVERS

- A. Salvage covers shall be folded in the "two person" fold to provide a compact bundle and insure speed when covering items. This is made in the following manner:
1. Two persons pick up the cover at the center grommet on opposite sides of the cover.
 2. The cover is lifted and all wrinkles shaken out.
 3. Swing to one side and drop to the floor, to bring the cover to a half-fold.
 4. Each person grasps the open edges with hand nearest to them.
 5. Place the foot nearest the open edges on the center.
 6. Fold the open edges over the folded edges. This is to be done with a whipping motion to clear the cover of any wrinkles. This completes the lengthwise fold.
 7. One or both persons grasp one end of the folded cover (the lengthwise fold) and fold over and onto the other end, then fold the open end back and forth until the cover is in a compact fold, approximately 15" x 44" in size.
- B. Salvage covers shall be stored dry and kept dry.

II. MAINTENANCE

- A. Repairs should be referred to the Technical Services Safety Officer. Fill out proper broken and damage report and place OOS tag on the cover.
- B. Salvage covers that may be unfit for service shall be examined by the Technical Services Safety Officer for condemnation and handling.
- C. Cleaning: Salvage covers that have been used or become wet and/or dirty shall be

SUBJECT: SALVAGE COVERS	S.O.P. 3.20
	PAGE 2 OF 3

thoroughly cleaned and dried as soon as possible before being returned to service. Salvage covers shall not be left folded wet. Salvage covers shall be cleaned in the following manner:

1. Place cover on a hard surface, such as a clean apparatus bay floor or wash rack.
2. Using detergent and water (hot, if necessary), clean cover with a brush or cloth.
3. Rinse thoroughly and hang to dry in an open area with adequate circulation, such as the hose tower.
4. Spot clean heavily soiled areas with a detergent, non-flammable spot removed or other approved cleaner.
5. Covers that have become contaminated by blood and/or body fluids should be cleaned and decontaminated in accordance with the procedures detailed in the Protective Clothing S.O.P.

III. USE OF SALVAGE COVERS

- A. Salvage covers should be used to protect contents of a building as soon as possible. Whenever possible, this should be done along with suppression operations.
- B. When covering contents, the contents should be grouped together in a central location in the room.
- C. Place valuables and small objects in furniture drawers.
- D. Pictures, lamps and other fragile articles should be arranged on a bed, sofa, or similar types of furniture and then covered with clothes, drapes, curtains, etc.
- E. Throw the salvage cover(s) over the furniture and contents.
- F. Salvage covers can also be used to form catch-alls and chutes to collect and remove water.
- G. Salvage covers may be used, when necessary, to temporarily cover holes in roofs. Personnel should avoid damaging covers when securing them.

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- H. Additional information regarding the use of salvage covers and salvage operations can be found in the "I.F.S.T.A. Essentials" Manual.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: S.C.B.A. – INSPECTION, MAINTENANCE, AND REPAIR	S.O.P. 3.21
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 4
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To outline the requirements and procedures governing the inspection, maintenance and repair of self-contained breathing apparatus (SCBA).

I. EQUIPMENT

Only approved breathing apparatus will be used in Germantown Fire Department operations, and only by those who have been appropriately trained. The Germantown Fire Department uses Draeger brand SCBA

II. REQUIRED INSPECTIONS

All SCBA will be checked in the following manner during the morning equipment check at the beginning of each shift and after each use.

A. Face piece Inspection:

1. Check for overall cleanliness.
2. Check face piece and face piece straps for dry rot or other damage.
3. Check LDV (Lung Demand Valve, sometimes referred to as the face piece regulator) for proper connection to face piece.
4. Check exhalation valve for leaks and proper function.
5. Check for an airtight seal with breathing tube connected to the face piece.

B. Cylinder Inspection:

1. Check cylinder for damage and date of hydrostatic test.
2. Check cylinder gauge pressure.
3. Check tightness of high-pressure line connection.

C. Regulator Inspection:

1. Check exterior of regulator and high-pressure line for damage.

SUBJECT: S.C.B.A. – INSPECTION, MAINTENANCE, AND REPAIR	S.O.P. 3.21
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2. Check doffing lever is in the proper position.
3. Check by-pass valve to ensure that it is released.
4. Open the cylinder valve fully and ensure operation of the whistle alert.
5. Check cylinder pressure gauge.
6. Open by-pass valve, check for proper operation and close.
7. With cylinder valve open check the shoulder gauge to insure that this gauge and the cylinder gauge are within 200 psi \pm .
8. Close the cylinder valve and slowly release the air. Assure that the whistle alert operates at approximately 1150-1250 psi until the gauge reads 0 psi.
9. Return all valves to the closed position for future use. If the SCBA fails at any time, remove it from service, tag and send for repair work.

D. Harness Inspection:

1. Check straps for damage.
2. Check to see that shoulder straps are not twisted and adjusted to the fully extended position.
3. Ensure that the waist strap is not twisted and is adjusted to the proper extended position.
4. Check to see that the cylinder is properly in place and secured with its bracket.

IV. CLEANING

SCBA must be inspected and cleaned after each use. Cleaning will consist of:

- A. When cleaning the facepiece, remove the BAcomm and other electronics before cleaning.
- B. Scrub the face piece assembly with a soft cloth or soft brush, using soap and warm water. Do not use a hard bristle brush or harsh soap on lens.

- C. Rinse the face piece by flushing water through all parts of the face piece.
- D. Disinfect the face piece by sponging it with Air Chem-33 sanitizing solution.
- E. Rinse and allow to air dry completely.
- F. Damp-sponge dirt from the rest of the equipment.
- G. If the harness is especially dirty, it can be removed to allow for thorough washing.
- H. Never allow water to get inside the regulator.
- I. Replace SCBA in bracket or carrying case, making sure all components are thoroughly dry.

V. FILLING AIR CYLINDERS

- A. All breathing air cylinders will be refilled only from a cascade system that has been set up for this purpose. A cascade system consists of appropriate large air cylinders interconnected to allow for refilling the smaller, individual cylinders. Station 2 has a large cascade system supplied by a breathing air compressor. This compressor is equipped with a carbon monoxide (CO) monitor that will sound an alarm at high CO levels.
- B. Mobile units that have cascade systems will carry filling stations to hold cylinders being filled. Personnel shall use these filling stations to hold bottles being filled.
- C. Only fully trained and authorized personnel will fill cylinders from station or mobile cascade systems.

VI. ANNUAL TESTING

- A. All SCBA shall be operationally tested in accordance with OSHA and NFPA standards. This shall be done on an annual basis.
- B. All fire fighters shall complete a successful SCBA face piece fit test annually to assure proper fit. This shall also be performed whenever the fire fighter experiences any significant changes that might affect the SCBA facepiece fit, such as significant weight loss.

VII. HYDROSTATIC TESTING

- A. Every cylinder will be hydrostatically tested before the appropriate time period from the latest hydrostatic test date has elapsed. All steel cylinders must be tested every five years. All composite cylinders must be tested every three years.

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Composite cylinders must be removed from service 15 years from date of manufacture.

- B. Any cylinder that has been exposed to extreme conditions such as dropping, excessive heat, or accident will be hydrostatically tested before it is used again.

VIII. REPAIR

All repairs to SCBA will be handled by approved SCBA repair technicians. The Germantown Fire Department has a certified Dräger repair technician and a repair shop at Station 2. Under no conditions shall unauthorized personnel make any repairs. Parts will not be supplied to any non-repair personnel for repairs other than minor items such as “O” rings, face piece harness and regulator diaphragm. Cylinders will not be adapted to or any adaptors used to change threads on any equipment other than that provided from the manufacturer. When repairs are required, all SCBA components, including the harness and face piece, will be sent to Station 2 for repairs.

If water gets inside the regulator diaphragm, it must be cleaned and dried as soon as possible.

IX. NUMBER OF SCBA UNITS ON APPARATUS

Each piece of apparatus will carry the appropriate number of SCBAs. Generally, on fire engines and fire trucks, an SCBA will be provided for each seat, whether the SCBA is mounted in the seat or stored in cabinets, such as for the driver. This will be reflected in the Apparatus Mechanical and Inventory Report. Additional vehicles, such as the Battalion Chiefs vehicle, Rescue 41, and staff cars, will also be provided with an SCBA unit. Each SCBA will be in a mounting bracket or in the manufacturer's carrying case. Spare SCBA air cylinders will be in mounting brackets or approved storage racks or compartments. There will be one spare cylinder for each complete SCBA carried on fire apparatus.

X. RECORDS

Records shall be maintained on each SCBA and air cylinder. These records shall include type of apparatus, purchase dates, hydrostatic dates and repairs made. Any repairs or changes made to SCBA shall be reported to the Technical Services and Safety Officer for record update. The Deputy Chief shall monitor the records and insure that they are properly maintained to state and federal standards.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: STATION MAINTENANCE SCHEDULE	S.O.P. 3.22
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 6
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide for the daily and weekly maintenance of the fire stations and equipment by establishing a uniform daily work schedule for Fire Department.

I. WORK SCHEDULES

- A. The work schedules are the direct responsibility of the station Lieutenant. The Battalion Chiefs shall oversee and coordinate the work assigned to their shift.
- B. Shift personnel shall perform the duties outlined herein in timely fashion. When there is a need for alteration, it shall be reported to the Battalion Chief.

II. STATION INSPECTIONS

- A. **MONTHLY:** The on-duty Battalion Chief will conduct a formal and thorough inspection of all fire stations as assigned to him/her by the monthly inspection schedule. This formal inspection shall include station and apparatus maintenance, documentation, records, inventory, training and department-issued manuals, and personal protective equipment. The inspection shall be documented using the approved monthly inspection form.
- B. **DAILY:** The on-duty Battalion Chief will conduct an informal walk-through inspection of all fire stations each day. This informal inspection should be focused on the completion of the daily cleaning duties and the additional duties assigned by day of week. A follow-up on quarterly and monthly duties is also expected.
- C. **MONTHLY:** Each Battalion Chief shall conduct a formal inspection of each fire station each month. A Station Inspection Report shall be completed for each inspection. The original copy of this form shall be placed in the Fire Station Inspection Manual. A copy of this form shall be submitted to the Administrative Secretary for filing. Items noted on the form are to be completed by the respective station personnel on the date of issuance. Items that require additional work shall be coordinated between the shifts. The Battalion Chief shall confirm completion of the improvements during the following daily inspections.

III. DAILY

The station and apparatus shall be clean and orderly, and all beds made prior to the end of the shift. The following duties shall be initiated each day:

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- A. Sweep and mop floors. The floors shall be mopped with warm water only, no detergents or cleaners.
- B. Empty all trash (including offices).
- C. Make beds prior to end of shift. The oncoming shift shall straighten beds and bedhall.
- D. Thoroughly clean all rest rooms, including sinks, toilets, mirrors and floors.
- E. Clean fire equipment and maintain clean throughout the shift.
- F. Clean locker room.
- G. Clean kitchen. Keep kitchen straightened throughout the day.
- H. Clean all offices.
- I. Clean glass doors and windows as needed.
- J. Other duties as required, including those specified in other S.O.P.s, such as the Equipment Checks S.O.P.

IV. APPARATUS CLEANING

All fire apparatus shall be cleaned each morning and throughout the day as needed, including after calls and training. The following guidelines for apparatus washing should be followed:

- A. Rinse off heavy dirt with gentle water spray,
- B. Mix vehicle cleaner in bucket with water,
- C. Apply with clean, soft clothe or sponge in a circular motion,
- D. Rinse off thoroughly, including under wheel wells,
- E. Wipe off with a chamois.
- F. Avoid using high water pressure (it can get compartments wet, and damage striping and lettering) or abrasive detergents.

SUBJECT: STATION MAINTENANCE SCHEDULE	S.O.P. 3.22
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V. MONDAY

The following duties shall be initiated each Monday in addition to the daily duties.

- A. Clean the ground outside of the engine houses.
- B. Clean around the outside trash containers.
- C. Clean bays and parking lots.
- D. Clean windows and glass doors.

VI. TUESDAY

The following duties shall be initiated each Tuesday in addition to the daily duties.

- A. Clean storage rooms and mop rooms.
- B. Clean workrooms.
- C. Dust desks and furniture.

VII. WEDNESDAY

The following duties shall be initiated each Wednesday in addition to the daily duties.

- A. Clean and dry all compartments on all first out apparatus and equipment, including the cabs.
- B. Clean, dry and inspect all tools and equipment on all first out apparatus.

VIII. THURSDAY

The following duties shall be initiated each Thursday in addition to the daily duties.

- A. Clean and dry all compartments on all reserve apparatus and equipment, including the cabs.
- B. Clean, dry and inspect all tools and equipment on all reserve apparatus.

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IX. FRIDAY

The following duties shall be initiated each Friday in addition to the daily duties.

- A. Clean the inside of all kitchen cabinets, refrigerator/freezer and stove/oven.
- B. Change all engine house lights that are burned out.
- C. Water plants.

X. SATURDAY

The following duties shall be initiated each Saturday in addition to the daily duties.

- A. Monitor Outdoor Emergency Warning Sirens at noon and report status to Dispatch.

XI. MONTHLY

- A. **FLOOR WAXING:** The tile floors in the stations shall be waxed every month. Duties shall be rotated between the stations and shifts as such:

<u>MONTH</u>	<u>STATION 1</u>	<u>STATION 2</u>	<u>STATION 3</u>	<u>STATION 4</u>
January	A	B	C	A
February	B	C	A	B
March	C	A	B	C
April	A	B	C	A
May	B	C	A	B
June	C	A	B	C
July	A	B	C	A
August	B	C	A	B
September	C	A	B	C
October	A	B	C	A
November	B	C	A	B
December	C	A	B	C

SUBJECT: STATION MAINTENANCE SCHEDULE	S.O.P. 3.22
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- B. **WINDOW BLINDS:** The window blinds in the stations shall be cleaned every month. Duties shall be rotated between the stations and shifts as such:

<u>MONTH</u>	<u>STATION 1</u>	<u>STATION 2</u>	<u>STATION 3</u>	<u>STATION 4</u>
January	B	C	A	B
February	C	A	B	C
March	A	B	C	A
April	B	C	A	B
May	C	A	B	C
June	A	B	C	A
July	B	C	A	B
August	C	A	B	C
September	A	B	C	A
October	B	C	A	B
November	C	A	B	C
December	A	B	C	A

XII. QUARTERLY

- A. **CARPET:** Carpet in the stations will be steam cleaned every four months, in February, June and October. This duty shall be rotated between the shifts as such:

<u>MONTH</u>	<u>SHIFT</u>
February	B
June	C
October	A

- B. **WAXING:** Apparatus shall be waxed every four months, in March, July and November. Wax should be lightly applied and softly buffed. Avoid rubbing hard over striping and lettering. Duties shall be distributed between the shifts as such:

<u>MONTH</u>	<u>SHIFT</u>	<u>APPARATUS AND SHIFT</u>
March	A	All pumpers.
March	B	Truck, brush truck and rescue squad.
March	C	Utility vehicles, trailers, and staff cars.
July	B	All pumpers.
July	C	Truck, brush truck and rescue squad.
July	A	Utility vehicles, trailers, and staff cars.

SUBJECT: STATION MAINTENANCE SCHEDULE	S.O.P. 3.22
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November	C	All pumpers.
November	A	Truck, brush truck and rescue squad.
November	B	Utility vehicles, trailers, and staff cars.

XIII. ECONOMY

Strict economy in the use of electricity, fuel, water and cleaning supplies should be practiced.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: SUPPLY ROOM PROCEDURES	S.O.P. 3.23
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish and maintain an effective distribution and supply network for daily supplies and maintenance equipment for the fire stations.

I. PREFACE

The department shall maintain a supply room at Station 3. Daily station supplies shall be kept in the supply room and issued out to stations and personnel as needed.

II. SUPPLY LIAISONS

Each shift shall designate a person to serve as shift Supply Liaison. One person may be designated by the Deputy Chief to coordinate the supply room operations between the shifts. The Supply Liaisons shall maintain the supply room, including a minimum inventory of daily use supplies. The Supply Liaison shall log out all distributed items and log in new supplies received in a Supply Inventory Log, be responsible for periodic inventory counts and discrepancies, and assume responsibility of, and initiate an investigation for, all missing or unaccounted items. Unapproved persons shall not check-in or issue equipment from the Supply Room.

III. REQUEST PROCEDURES

A. Supplies:

Persons needing supplies shall request supplies from the Supply Liaison. The distribution of supplies shall be coordinated by the Supply Liaison. The Supply Liaison shall log the following information in the Supply Inventory Log:

1. Date item(s) was issued,
2. Shift that received item(s),
3. Station that received item(s),
4. Quantity of item(s) issued,
5. Description of item(s) issued,
6. Signature of person receiving item(s), and
7. Signature of liaison or other person issuing item(s).

B. Equipment:

Equipment used periodically, such as maintenance tools and backup fire fighting tools, will also be kept in the supply room for temporary issuing. Fire fighting

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tools can be checked out to replace an item broken or missing until it can be permanently replaced; however, the Supply Liaison cannot issue the tool until a Broken or Damaged Report has been completed. In order to check equipment out of the supply room, the requesting person must contact the Supply Liaison. The person checking out the equipment will be responsible for the proper care and use of the equipment, and returning it to the Supply Liaison in clean, good working condition. The following information will be filled out in the equipment section of the Supply Inventory Log:

1. Date equipment was issued,
2. Shift that received equipment,
3. Station that received equipment,
4. Quantity of equipment issued,
5. Description of equipment issued,
6. Signature of person requesting equipment, and
7. Signature of liaison or other person issuing equipment.

Equipment checked out from the Supply Room shall be returned promptly following the completion of their use. If the item is to be used for longer than that day, the Supply Liaison shall be notified. When recording the return of the equipment, the Supply Liaison shall note whether the equipment was returned in proper condition or not. The Supply Liaison shall notify the Battalion Chief of any equipment not properly returned or returned in poor condition.

IV. INVENTORY MAINTENANCE

The Supply Liaisons shall determine a minimum inventory level (generally a week's usage) and assure that this minimum is maintained. The Supply Liaison shall coordinate obtaining those supplies available from the City Warehouse to maintain inventory in the Department's Supply Room. When supplies are needed for purchase, the Supply Liaison shall submit a requisition to the Assistant Chief. Purchases should be done in quantities to obtain quantity discounts when feasible.

A. Whenever supplies are received, the following information shall be recorded in the Supply Inventory Log:

1. Date item(s) was received,
2. Quantity of item(s) received,
3. Description of item(s) received,
4. Signature of liaison or other person receiving item(s).



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: TOOLS - MAINTENANCE	S.O.P. 3.24
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 4
APPROVED BY: Chief, Germantown Fire Department	DATE: July 8, 2010

PURPOSE: To establish guidelines for the inspection, testing, maintenance, cleaning, repairing and marking of tools, appliances and equipment.

I. PREFACE

Emergency operations are very demanding of personnel and equipment. Tools and equipment must be in top notch working condition to assure that they meet the demands of the emergency situation. An aggressive inspection and maintenance program is vital. The Battalion Chief shall oversee the daily inspection and maintenance of tools and equipment. The Technical Services Safety Officer shall coordinate all repairs outside the realm of capabilities of the station personnel. Marking of tools will allow for quick recognition of assignment during incidents when various tools are being used.

II. GENERAL

It shall be the direct responsibility of each apparatus driver to assure that all equipment on the apparatus is maintained in good, clean, operable condition. Each station Lieutenant shall assure that tools and equipment are properly maintained, including assigning additional station personnel to assist with tool maintenance.

III. INSPECTION AND TESTING

All tools shall be inspected and tested periodically as detailed in Work Schedule S.O.P., in accordance with the following guidelines:

A. Hand Tools:

1. Inspect the overall condition and operation of the tools.
2. Check wood and fiberglass tools for cracks, especially around head of tool.
3. Look over tools for cracks or other damage that might cause harm to the person using the tool or others problems that could cause injury.
4. Check for loose heads or handles on tools. If loose tighten it or send it out for repair.

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5. On metal tools, inspect for rust, cuts, cracks, or other problems that could cause injury.
6. When rust is found on the metal part of the tools, sand the spot and repaint the tool.
7. Do not paint wood, as it tends to hide cracks and damage to the tool.
8. Check finish on wood to see if the water repellent of the finish is still there. If not, re-varnish the wood with a light coat of clear varnish.
9. Check all tools on apparatus to make sure that they have the proper color code.

B. Power Tools:

1. Inspect and test mechanical tools in accordance with the manufacturer's guidelines. Check all oil, fuel and hydraulic fluid levels.
2. Power tools should be operated in normal use condition for at least 5 minutes to fully check the operation.
3. Inspect power tools for any signs of cracking, rust or damage.
4. Check blades on fans by tapping ends of blades to check for vibrations. If a blade is cracked, it will sound "dead," since it isn't fully connected.

IV. CLEANING

- A. All tools shall be kept clean and dry.
- B. Tools shall be cleaned and dried periodically as defined in the Work Schedule S.O.P. and after each use.
- C. Power tools shall be cleaned in accordance with manufacturer's guidelines.
- D. When cleaning all hand tools, use warm soapy water to clean and then thoroughly dry the tool. Apply oil to moving parts where needed.

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- E. After cleaning, tools and compartments shall be thoroughly dried. Bare metal tools and compartments should be wiped clean with a rag or paper towel and then air-dried.

V. REPAIRS

- A. Whenever a tool or equipment is found to need repair, it shall be removed from service, promptly repaired and returned to service.
- B. Station personnel shall repair all tools or equipment needing repair when it is within their ability. This should be done during the shift that the tool or equipment is found in need of repair.
- C. Whenever a tool or equipment is repaired or placed out of service, it shall be noted in the Apparatus Maintenance Log.
- D. Hand tools, appliances and similar items that cannot be repaired by station personnel shall be placed out of service with an orange Out of Service Tag and placed in the Out of Service Area at Station 2.
- E. Trained personnel shall make advanced repairs to tools and equipment. The Technical Services Safety Officer shall oversee the repair of hand tools and appliances.
- F. Power tools and equipment, such as rescue saws, chain saws, generators and fans, shall be sent to the Vehicle Maintenance Shop for repair.
- G. Specialized tools requiring repair by the manufacturer or authorized repairperson shall be sent to such. This shall be coordinated by the Technical Services Safety Officer.
- H. Whenever a tool is found to be broken, damaged or missing, a Broken and Damaged Equipment Report shall be completed and an investigation begun by the station Lieutenant to determine the cause and any possible action necessary.
- I. Whenever a tool is placed out of service, the person placing it out of service should check with the Shift Supply Liaison to ascertain if a spare tool is available

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in the Supply Room to use until the original tool is returned to service. In such case, the loaned tool shall be returned to the Shift Supply Officer for return to the Supply Room as soon as the original tool is returned. If a spare tool is not available in supply, they should check with the Technical Services Safety Officer.

VI. MARKING

All Hand tools and appliances on apparatus shall be marked to designate the apparatus it is assigned to. This marking shall be done by two colored stripes of approximately one (1") inch each. These stripes shall be tape or paint, when approved. The first stripe shall be a royal blue stripe to signify that the tool belongs to the Germantown Fire Department and the second stripe shall be the color designated for the specific apparatus. The following are the specific colors for the tools on the various equipment.

<u>Apparatus</u>	<u>Color of 2nd Stripe</u>
F-127	Red/Yellow
F-136 (Telesqrt)	Orange
F-139	Green
F-141 (Rsv. Quint)	Red/White
F-142 (Brush Truck)	Light Blue
F-148	Red
F-149 (Platform)	White
F-156	Black/Gold
F-159	Black/White
F-164 (Quint)	Gold



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: UNIFORM PURCHASING	S.O.P. 3.25
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide a proper way of requesting, filling and obtaining the uniform requisition and uniforms.

I. RESPONSIBILITIES

- A. Each member of the Germantown Fire Department, whether they are full-time or Reserve status, will familiarize him/herself with the approved uniform worn by the Germantown Fire Department. For additional information, refer to S.O.P. on Dress Code.
- B. Each member will keep abreast of the allotted money that has been allocated to them for the year.
- C. No member will willfully submit a requisition for more money than is allocated.
- D. Each member will be solely responsible for his/her uniform upkeep.

II. REQUISITIONS

The following procedures shall be followed by personnel desiring to obtain uniforms through their allotment:

- A. The member shall determine that they have sufficient funds available in their allotment for the items that they need. The Fire Department Administrative Secretary can assist, if needed.
- B. Complete a Uniform Requisition Form and return it to the Deputy Chief. This must be completed properly and accurately. Assistance can be obtained from supervisors.
- C. The Deputy Chief will review the requisition and assure that sufficient funds are available in the person's allotment.
- D. The requisition will be submitted to the Deputy Chief for approval and then submitted to the City's Purchasing Department.
- E. A City Purchase Order will be returned from Purchasing to the Fire Department. Personnel should allow 2 weeks to receive this Purchase Order. The Purchase Order will be issued to the person a) by placing it in their department mailbox for

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	PAGE 2 OF 2

operations personnel or, b) Reserve personnel shall pick up their purchase order from the Administrative Secretary.

- F. When a Purchase Order has been issued it shall be filled by the member at the proper vendor within one (1) month of the date on the Purchase Order, with the exception of items back ordered. This will normally be done on the member's time.
- G. Changes to the Purchase Order shall not be made. There will be no swapping of items with the vendors without approval from the Deputy Chief. Failure to comply will result in disciplinary action up to and including termination.
- H. Each time that any items are received on a Purchase Order, the member shall return the vendor receipt to the Administrative Secretary so that the City may pay for the purchase. This must be done within two (2) works days of receipt of the items. If this receipt is lost, the member shall notify the Secretary as to such and what was received. This shall also apply to items back ordered. It is vital that the Administrative Secretary be kept updated with status of all Uniform Purchase Orders.
- I. All uniform items are the property of the City of Germantown and shall be returned upon separation from the Fire Department.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: VEHICLE MAINTENANCE LOG	S.O.P. 3.26
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 4
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To specify the procedures for the vehicle maintenance log.

I. PROCEDURES

All Fire Department vehicles shall carry a "Vehicle Log" notebook marked with the vehicle identification number on the front cover. This log will be maintained daily by the operator or person responsible for inspecting the vehicle. The log will be a three-ring notebook kept in the cab of the vehicle. The log shall be a permanent legal record of the vehicle similar to the station logbook. The following sections shall be maintained:

- Section "A" Mechanical and Inventory Reports
- Section "B" Equipment Deficiencies
- Section "C" Preventive Maintenance Log
- Section "D" Blank Equipment Complaint Report Forms
- Section "E" Completed Equipment Complaint Reports
- Section "F" Apparatus Fuel Log
- Section "G" Vehicle Maintenance Log S.O.P.
- Section "H" Hose Load Form

II. SECTION "A" - MECHANICAL AND INVENTORY REPORTS

A continuous daily log will be maintained of the inspections and checks performed on the vehicle. The Apparatus Mechanical and Inventory Report will be used for this purpose and maintained in the following manner:

- A. Retain in vehicle logbook for 30 days. Upon the first day of each month, those reports that are over 1 month old shall be removed by the Lieutenant and given to the Fire Department secretary to be transferred to department files for a period of one year.
- B. Record date of each inspection.
- C. Sign inspector's full name. No initials permitted.
- D. The company officer shall review and sign The Apparatus Mechanical and Inventory Report.

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III. SECTION "B" - EQUIPMENT DEFICIENCIES

A chronological log of deficient or missing equipment shall be permanently maintained in Section "B". The vehicle number and the page number shall be recorded in the appropriate space in the upper right corner. The log shall be maintained in the following manner:

- A. Record date of entry.
- B. Briefly describe the item and deficiency or repair needed. Include the suspected cause of the problem, if possible, and actions taken (such as sent to shop for repairs). Use blue or black ink only.
- C. Sign the entry with your name and rank.
- D. Indicate when the equipment deficiency is corrected by drawing a single red line through the original entry, sign and date your entry.
- E. Retain all completed notebook pages in vehicle logbook indefinitely.

IV. SECTION "C" - PREVENTIVE MAINTENANCE LOG

A chronological log of preventive maintenance performed on the apparatus will be permanently maintained in Section "C". The vehicle F number, date, miles or engine hours, type of preventive maintenance performed and person performing the maintenance will be recorded when work is completed. Each entry shall be initialed by the person making the entry. The log shall be maintained in the following manner:

- A. Record date of entry.
- B. Briefly describe the preventive maintenance taken. Use only blue or black ink (no pencils).
- C. Initial the entry.
- D. Retain all completed Preventive Maintenance Log sheets in the logbook indefinitely.

Examples of work to be included are:

- Repairs on replacement of lights, lens
- Change oil filter

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- Change fuel filter
- Change air filter
- Add engine oil
- Add transmission oil and filter
- Add rear end oil
- Add generator engine oil and filter
- Add pump transfer case oil
- Exterior wax
- Chassis lubrication
- Engine steam cleaning
- Other (list work performed; example - clean, lubricate, and inspect aerial ladder; etc.)

V. SECTION "D" - BLANK EQUIPMENT COMPLAINT REPORT FORMS

Each vehicle will retain a minimum of six blank Equipment Complaint Report Forms in Section "D".

VI. SECTION "E" - COMPLETED EQUIPMENT COMPLAINT REPORTS

Equipment Complaint Reports shall be completed on all problems needing to be repaired by the Vehicle Maintenance Shop. This report shall be completed by the driver or other person in charge of the vehicle. The company officer shall also be notified on the deficiencies. The Equipment Complaint Report Form shall be filled out in the following manner:

- A. Record date of entry and the mileage (or hours, if necessary).
- B. Briefly describe the complaint. Be as defined as possible so that they will know what is wrong if you are unavailable.
- C. Initial the entry.
- D. A copy shall be made of the Equipment Complaint Report and the original sent to the Vehicle Maintenance Supervisor, for scheduling the apparatus for repairs.
- E. If the problem is critical and places the apparatus out of service, the Battalion Chief shall be notified immediately. The Battalion Chief will then contact the Vehicle Maintenance Supervisor to schedule immediate repairs.

SUBJECT: VEHICLE MAINTENANCE LOG	S.O.P. 3.26
	PAGE 4 OF 4

- F. Once the item has been repaired by the Vehicle Maintenance Shop, they shall redline through the entry in the Vehicle Maintenance Log and the repairing technician shall date and initial it.
- G. Copies of the Equipment Complaint Report forms for the last year months will be kept in Section "E". They will be removed after this period and stored in the apparatus file for one year.
- H. Hose Load Form records the numbers last loaded onto any given engine.

VII. SECTION "F" - APPARATUS FUEL LOG

The fuel log shall be used to keep a chronological record of fuel intake for all vehicles. Each entry shall be filled out in the following manner:

- A. Record the date.
- B. Record the miles and hours, if available.
- C. Record the number of gallons taken.
- D. The person using their fuel card to access the fuel pumps shall place their initials on the side.

VIII. SECTION "G" - VEHICLE MAINTENANCE LOG S.O.P.

A current copy of the Vehicle Maintenance Log S.O.P. shall be kept in Section "G".



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: VEHICLE MODIFICATIONS	S.O.P. 3.27
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish guidelines for the modifications of apparatus and associated equipment.

I. PREFACE

Fire Department vehicles shall not be modified or altered without appropriate approval.

II. REQUESTS

The following procedures will be used to accommodate requests for modifications to department apparatus and associated equipment.

- A. A memo of intent must be forwarded to the Battalion Chief from the Lieutenant that includes the following:
1. A detailed description of the planned change, modification or fabrication.
 2. A detailed justification for the change or modification.
 3. A sketch of the proposed modification/fabrication, if applicable, including dimensions and weights where applicable.
- B. The Battalion Chief will then:
1. Process the request for compliance to vehicle specifications, capabilities, etc.
 2. Review the request with the other Battalion Chiefs.
 3. If deemed appropriate, submit the request to the Assistant Chief for approval.
 4. Reply to the submitting person(s) with a decision.
 5. Schedule any approved changes, fabrications or modifications with the appropriate agencies.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: WATER COOLERS ON APPARATUS	S.O.P. 3.28
CATEGORY: BUILDINGS, EQUIPMENT AND SUPPLIES	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish guidelines for ensuring that sanitary drinking water is available to operations personnel away from quarters.

I. PREFACE

This procedure is designed to provide for a sanitary source of drinking water for personnel operating where drinking water may not be available. This will provide a basis for fluid replenishment, thus lessening the risk of heat-related injuries.

II. PROCEDURE

- A. Each staffed engine and truck company shall carry a water cooler. These shall be a 5 or 10 gallon cooler.
- B. The water cooler shall be emptied and refilled with fresh ice and drinking water each morning to ensure sanitary conditions. It may be necessary to refill it more often during extremely hot weather.
- C. The water cooler shall be cleaned monthly on the first day of each month and after each time it is used with a drink mix, such as squencher, or coffee, with a 1:10 bleach/water solution, particularly around the dispenser (inside and outside) and lid opening. This will help eliminate and prevent bacterial growth.
- D. When appropriate at major incidents, a thirst quenching drink mix may be added to the water.
- E. An adequate number of drinking cups and drink mix, i.e. squencher, shall be carried on the apparatus with the water cooler.
- F. Water or drink mix shall be dispensed into cups only. Removing the lid to reach the water or ice and dispensing directly into a person's mouth shall be prohibited.
- G. Additional coolers and rehab. supplies will be carried on Squad-41 (Air Truck) and other apparatus. When needed at major incidents, these can be filled with ice and water or drink mix, or coffee if the cooler is made for hot liquids, and transported to the scene when rehab. is requested.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: ALARM RESPONSE PROCEDURES	S.O.P. 4.01
CATEGORY: GENERAL EMERGENCY OPERATIONS	PAGE: 1 OF 5
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish operational guidelines and procedures for effective and efficient emergency responses.

I. PREFACE

The following provide emergency response guidelines. Actual responses will be determined by Dispatch.

II. EMERGENCY RESPONSES

The Germantown Fire Department shall respond emergency status to the following incidents:

- A. All types of fires (including unauthorized burns).
- B. All medical emergencies (unless advised otherwise by proper authority).
- C. Traffic accidents.
- D. Hazardous material incidents (spills, leaks, etc.).
- E. Electrical emergencies (fire, wires down, transformers, manhole emergencies).
- F. Natural gas emergencies.
- G. Smoke investigation.
- H. Sprinkler system water flow and other types of automatic and manually activated fire alarms.
- I. Public assist calls with possible fire/life hazards (floods, broken pipes, etc.).
- J. Odor checks.
- K. Bomb threats when notified by Police (see policy on bomb threats).
- L. Elevator emergencies.

SUBJECT: ALARM RESPONSE PROCEDURES	S.O.P. 4.01
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- M. Carbon Monoxide detector sounding, with or without reported occupant medical distress.

III. ROUTINE RESPONSES

The Germantown Fire Department shall respond routine status to the following incidents:

- A. Persons locked out of building (only when approved).
- B. Invalid assists (non-emergency).
- C. Move ups.
- D. Wash-downs (non-hazardous substances).
- E. Damaged or opened fire hydrants.
- F. Helicopter standby at the Hospital.
- G. Other non-emergency situations.

IV. INITIAL RESPONSE - ONE ENGINE

The Germantown Fire Department shall respond one engine company on the following incidents:

- A. Public assists.
- B. Traffic accidents when requested ((T41 will respond if on major streets)
- C. Odor checks.
- D. Automobile fuel leaks.
- E. Wash-downs.
- F. Trash fire, brush fire.
- G. Vehicle fire (unless structure is threatened).
- H. Electrical emergencies (unless structure fire or large electrical problem).

SUBJECT: ALARM RESPONSE PROCEDURES	S.O.P. 4.01
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- I. Flammable fuel leaks (unless determined to be large quantity).
- J. Mutual aid responses.
- K. Carbon Monoxide detector sounding, no medical distress. Rescue 41 and an ambulance shall also be dispatched if the caller reports people are in medical distress.
- L. As determined by Dispatch.

V. INITIAL RESPONSE - TWO ENGINES

The Germantown Fire Department shall initially respond two engine companies to the following incidents:

- A. Gas filled structures.
- B. Explosions in structures.
- C. Bomb threats. (Only when requested by the Police Dept.)
- D. Other situations as determined by Dispatch.

VI. INITIAL RESPONSE - TWO ENGINES AND ONE LADDER COMPANY

The Germantown Fire Department shall respond two (2) engine companies and one (1) truck company to the following incidents:

- A. Structure fires, single family.
- B. Commercial structure fires, with the exception of those determined to require other response.
- C. All multi-family dwellings.
- D. All hotels and motels.
- E. Those occupancies specified on the specials list as requiring two (2) engine companies and one (1) truck company.

SUBJECT: ALARM RESPONSE PROCEDURES	S.O.P. 4.01
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VII. SAFETY

- A. Multiple responding units should communicate with one another when approaching common intersections.
- B. Should emergency lights or sirens malfunction enroute to an alarm, the unit should notify the dispatcher and proceed to the alarm in routine response status, observing extra safety precautions.
- C. Seat belts and safety bars shall be fastened at all times on all responses, routine and emergency, and when returning to quarters.
- D. At railroad crossings without an electric signal all emergency equipment shall come to a complete stop. Emergency equipment shall yield and proceed with caution at railroad crossings with an electric signal that is not indicating an approaching train.
- E. Riding personnel on tailboard is strictly prohibited in all situations.

VIII. RESPONSE CODES

- A. Emergency:
 - 1. Urgent initial response on emergency incidents.
 - 2. All emergency warning lights and headlights on.
 - 3. Audible warning devices on and in use at all times.
 - 4. Proceed expeditiously but in full control to insure public safety.
 - 5. Adhere to all statutes governing emergency vehicle response.
 - 6. When 1st arriving unit reports non-urgent situation, i.e. nothing showing, patient breathing, or the responding units are for additional alarms, the emergency response shall be a cautious response using all emergency warning devices, allowing for reduced speed and risks.
- B. Routine:
 - 1. Non-emergency response without warning devices.

SUBJECT: ALARM RESPONSE PROCEDURES	S.O.P. 4.01
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2. Proceed normal road speeds observing all traffic laws.
3. Headlights on.
4. Adhere to all statutes governing motor vehicles.

IX. SPEED RESTRICTIONS

- A. Fire equipment shall endeavor to maintain a desired response time by utilizing their best judgment as to speed consistent with existing traffic, weather conditions and State Laws
- B. Fire apparatus shall not exceed cautionary speed limits. Cautionary speed limits are displayed on warning signs.

X. MULTIPLE VEHICLE RESPONSES

- A. The first vehicle out should completely clear the driveway before the second vehicle pulls out.
- B. Two or more vehicles traveling in the same direction shall maintain a 500 ft. distance between vehicles.
- C. If several emergency vehicles are approaching the scene of an emergency from different directions, extreme caution should be taken to avoid collisions at an intersection. Lieutenants should communicate with other responding units when approaching common intersections. Having the Opticom Light does not exempt the driver from yielding at a controlled intersection.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: BURST WATER PIPES	S.O.P. 4.02
CATEGORY: GENERAL EMERGENCY OPERATIONS	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish guidelines when responding to calls involving burst water pipes.

I. PROCEDURE

- A. Identify if there is an electrical hazard associated with the water leak. If so, turn power to the area of the building effected as needed. At times, it may be necessary to shut off the electricity to the entire building.
- B. After locating the water leak, determine if there is a cut off between the main cutoff and leak. If this can be done, this will allow the owner to have some water until the broken water pipe is repaired.
- C. If there isn't a cutoff between the meter and leak, utilize the outside cutoff. In some multi-family and commercial occupancies, it may be necessary to shut off the water to the entire building due to limited sectional valves. The property management may be able to assist with this.
- D. If time permits, assist with removal of standing water.
- E. If the leak is upstairs, try to drain water off in to some type of container. You may have to poke a hole in the floor/ceiling to prevent the ceiling from falling.
- F. Assist as needed to prevent additional dollar loss.
- G. If a hot water tank has ruptured, the water supply to the tank can be shut off at the tank itself and the rest of the structure's water supply should be able to maintain pressure and operate.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: ELECTRICAL SAFETY	S.O.P. 4.03
CATEGORY: GENERAL EMERGENCY OPERATIONS	PAGE: 1 OF 5
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide basic knowledge to assist emergency personnel when responding to electrical emergencies and establish basic guidelines and procedures in the handling of incidents involving electrical hazards.

I. PREFACE

The handling of an electrical hazard or emergency can be as critical and/or potentially deadly as any emergency the fire department will respond to. Although most emergencies require quick action to mitigate the incident, electrical hazards require prompt, but well planned actions. All actions should be carried out with extreme caution, so that emergency personnel and/or apparatus do not come in contact with any electrical hazard.

II. ELECTRICAL LINES DOWN

- A. Prior to, or during the response of engine companies, Dispatch should attempt to ascertain if the lines are service entrance conductors connected to a building (600 volts or less) or Memphis Light, Gas and Water (M.L.G.& W.) primary service conductors (usually 12,000 or 23,000 volts) that run between poles. As soon as possible, notify the responding companies whether the downed line is attached to a building or a run from pole to pole.
- B. Upon arrival, if the downed lines are M.L.G.& W. primary service conductors, M.L.G.& W. should be notified immediately and given the approximate location. All apparatus will stop a minimum of one pole span away from the downed lines. The Incident Commander shall report the identification number of the nearest pole to Dispatch for notification to M.L.G.& W.
- C. A safety zone of one (telephone pole) span beyond the effected pole(s) in either direction will be maintained because other wires may have been weakened and may fall at a later time. Responding units shall stop at this point. The Police Department shall be requested to assist with scene security as needed.
- D. In the event of damage to a pole, the safety zone of two (telephone poles) span beyond the affected pole in either direction should be maintained if at all possible. This would result in personnel having at least two (2) undamaged poles between them and the damaged pole.
- E. On wide roads or other locations that permit it, apparatus and personnel shall

SUBJECT: ELECTRICAL SAFETY	S.O.P. 4.03
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remain on the opposite side of the road from the damaged poles/lines to keep outside of the possible collapse area in the event that the damaged pole(s) collapses.

F. If there is no immediate life threatening danger, all companies on the scene shall take no further action other than monitor the scene until the situation is mitigated by M.L.G.& W. All entry to the area shall be denied other than authorized personnel. Arcs from primary lines can produce fireballs in excess of 40 feet in diameter. The Fire Department shall standby on the scene until M.L.G.& W. arrives and no longer needs our services.

G. If there is a life-threatening hazard, the companies will initiate the proper actions and techniques to eliminate the threat to life safety and/or rescue to victims. In the event that there is no other option and a power line must be moved for immediate life rescue, the following procedures shall be followed:

1. Person must be wearing full turnouts with eye protection, and electrical gloves (both insulated gloves and outside liner).
2. Person should use the electrical "hot stick".
3. Person should be standing on a dry, non-conductive surface.
4. Staying as far away as possible, grasp electrical line with hot stick and move line out of way.
5. Leave hot stick attached to electrical line until removed by M.L.G.& W.

This is a last resort, when there is no time to wait for M.L.G.& W. It should not be done unless the risk is warranted to protect life.

H. For no reason should personnel come in contact with an energized vehicle or vehicle with wires on them until the power has been shut off to the lines or the wires have been removed from the vehicle. If people are in the vehicle with wires on it, advise them to stay in the vehicle until the wires have been removed. If for any reason a person must leave an energized vehicle make, sure that they jump completely clear before touching the ground, so as not to be in contact with the ground and the energized vehicle at the same time.

I. Be cautious when approaching vehicle accidents. Check for downed wires if poles are involved with the situation. If vehicles have contacted poles or wires

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report the problem to M.L.G.& W. via Dispatch.

- J. If electric lines are on the ground near a working structure fire or other incident, they must be protected, such as marking off the area and designating as person to watch over the line(s) to assure that personnel do not accidentally come in contact with the energized lines.

III. TRANSFORMER AND CAPACITOR FIRES

- A. As soon as it is confirmed that a transformer or capacitor is involved in fire or other hazardous situation, have Dispatch notify M.L.G.& W. of the location of the transformer failure. If there is no immediate life threatening hazard, protect exposures as necessary, including establishing a safety zone around the transformer, and monitor the situation until M.L.G.& W. arrives. Once the power has been removed, extinguish the fire using the proper extinguishing agents, preferably CO2.
- B. Capacitor banks and transformers have large volumes of oil. It is important to wear full protective equipment, along with SCBA, when exposed to fires or fumes. Be careful of explosions and leaking oil. The best measure is to keep personnel clear of the hazards.

IV. STRUCTURE FIRES

- A. Always contact M.L.G.& W. when there is a problem with electrical wiring in a structure. Never turn the electricity back on once it has been turned off or has tripped a breaker.
- B. In the event of a working structure fire, Dispatch shall automatically request M.L.G.& W. to send an electrical crew to the scene to secure the electricity, in accordance with the Incident Command S.O.P.
- C. The electric power shall be disconnected as soon as possible upon arrival at a structure fire. The Germantown Fire Department does not pull electrical meters, except as a last resort. Power should be shut off at the breaker box. If the breaker box is on fire or the fire prevents access to breaker center, then the meter should be pulled. If possible, wait for M.L.G.& W. to arrive on the scene and shut off the power by securing the meter. Remember that not all meters will cut off all electric service to the building.
- D. In the event an electric meter must be pulled, the following guidelines shall be

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followed:

1. Person must be wearing full turnouts with eye protection. Electrician's gloves (both insulated gloves and outside liner) should be used if available.
 2. Person should be standing on a dry, non-conductive surface.
 3. Remove metal band or cover from around electric meter with caution to avoid breaking the glass cover.
 4. Place one hand on top and the other on the bottom of the glass cover. Remove the meter with a smooth, quick motion by moving it up and down while pulling towards you.
 5. Place the meter on the ground below the meter socket.
 6. Check electrical appliances in building to determine if electricity has been disconnected.
 7. Never replace an electric meter that has been removed.
- E. All electricity should be turned off to equipment that has been involved in a fire or exposed to water if other damage.

V. EMERGENCY POWER

Some buildings, especially large commercial buildings, such as hospitals, have emergency electric power back up supplied by a generator. At times, such as during structure fires, it may be necessary to shut down the emergency power, also. However, it is necessary to evaluate what emergency systems, such as fire pumps, fire alarms and emergency lighting, may be placed out of service if the emergency power is shut down.

To stop the emergency power from coming on when shutting down the normal power, shut off the electric transfer switch. The transfer switch is the panel that automatically starts the emergency generator in the event of normal power outage. If the power is already out and the generator has already started, the generator must be shut off manually. There is normally a manual shut off located on the control panel on the generator to allow this.

VI. AC HOTSTICKS

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The AC Hotstick may be used to verify the existence of unshielded energy, such as in a downed power line. The AC Hotstick provides an alarm that becomes louder as it approaches unshielded electrical energy. This can be used to determine whether electrical lines are energized. This evaluation tool can assist during incidents involving numerous downed power lines to allow the responding company to evaluate the need to remain on scene to secure the area until M.L.G.&W. arrival.

VII. GENERAL SAFETY PRECAUTIONS

- A. Consider all electric wires to be energized, unless you are absolutely certain that they are de-energized.
- B. Avoid body contact, direct or indirect through conductive materials, with all electrical wires, whether bare or covered.
- C. Request assistance from M.L.G.& W. as soon as possible, providing accurate information about the situation and any necessary pole numbers or addresses.
- D. Never direct a stream of water, especially solid, to electric lines.
- E. Leave handling of electrical lines and equipment to M.L.G.& W. whenever possible. Assist them as needed.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: EMERGENCY CALL-OUT	S.O.P. 4.04
CATEGORY: GENERAL EMERGENCY OPERATIONS	PAGE: 1 OF 4
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To constantly provide a high level of fire and E.M.S. protection to the community by providing a means for calling back full-time or Reserve personnel when needed to assist with emergency situations and to assure proper shift staffing.

I. PREFACE

All fire department personnel are subject to emergency call-out. Regardless of home address, fire department personnel are required to respond to the call to duty when notified.

If conditions warrant (extremely large fire, natural disaster, etc.), the Fire Chief may call any or all off-duty personnel back to duty. All personnel called back to duty will be compensated with overtime or straight time as provided for in City policy and explained herein.

II. MINIMUM MANNING

The following procedure shall be used to secure personnel to maintain minimum manning:

A. The Battalion Chief is responsible for calling in appropriate manpower to cover the desired minimum manning level. When the Battalion Chief determines that additional manpower is needed to maintain desired shift strength, off-duty paid personnel will be called using the call list in this order. Fire Fighter Applicant Trainees and Reserve personnel (unless qualified as temporary full time) shall not be used in place of needed full-time personnel. The maximum amount of continuous hours an employee can be required to work during a callback, holdover or swap is thirty-six (36) hours.

1. Fire fighters on four (4) days off who are on the two (2) middle days of their four (4) days off. They will be called in to work a 24-hours shift.
2. Fire fighters on four (4) days off who are due to work the next day. They will be given the option of working a split shift (0700-1900) or (1900-0700) hours. If they elect to work a split shift, then the Battalion Chief will utilize the call list to secure manpower for the portion of the shift not covered by the call-in employee.
3. Fire fighters going off duty who are due to work the next day may be

SUBJECT: EMERGENCY CALL-OUT	S.O.P. 4.04
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given the option of working a split shift (1900-0700) provided the Battalion Chief has been able to secure an off-duty person to fill the first half of the shift. If an off-duty person cannot be found under item 1 or 2, an on-duty person will be held over to provide adequate staffing for the oncoming shift. The employee will be held over until such time that an off-duty person under item 1 or 2 can be located to relieve holdover personnel. The maximum amount of time an employee can be held over is 12 hours. Every effort shall be made by the on-duty Battalion Chief to locate relief personnel. Upon notification, relief personnel are to report to duty within one hour from time of contact.

4. Temporary full time personnel may be called in to work providing they are qualified for the position to be filled.
 5. Fractional Shifts: If a fire fighter must leave during his tour of duty (illness, family emergency, etc.), then the Battalion Chief will use the call list and call in an off-duty paid fire fighter to work a fractional shift.
- B. The Battalion Chiefs shall be responsible for maintaining records to assure that call outs are rotated fairly between all personnel. Personnel specifically desiring to be called out should be given preference.
 - C. The personnel called out shall be qualified to fill the personnel need of the shift. For instance, a Lieutenant should be called out to work when more than two (2) officers are off.
 - D. When contacted fire fighters who refuse to report to duty unless out of the region, ill, a death in the family, personnel with children at home while their spouse is at work, or other family emergency precludes them from responding, will be subject to disciplinary action as provided for in city policy and department S.O.P., up to and including dismissal.

III. SECONDARY EMPLOYMENT

- A. Germantown fire fighters, in accordance with city policy and department S.O.P., shall not engage in secondary employment that would in any way adversely affect the employee's job performance with the city. The Fire Chief must be notified of all outside employment. All fire department personnel are subject to emergency call-out.
- B. Appropriate secondary employment phone numbers, or other such phone numbers, or other means of notification must be made available to the Fire Chief,

SUBJECT: EMERGENCY CALL-OUT	S.O.P. 4.04
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so that the employee may be contacted for emergency call-out at his secondary employment.

- C. Fire fighters who refuse because of secondary employment to report to duty, including emergency call-out when off-duty, will be subject to disciplinary action. Depending on circumstances, the employee may be informed by the Fire Chief that they must terminate either their secondary employment or employment with the City of Germantown. Fire fighters who refuse to comply with directives may be terminated as provided for in City policy on secondary employment or as decided by the Fire Chief.

IV. OVERTIME/COMP TIME

As per City policy, overtime/comp time, one and a half times the regular rate of pay will be paid in overtime cash or comp time accrual (employer's discretion) for all hours worked over 212 hours in a 28 day work period. All provisions in city personnel policies will be used to calculate the employee's overtime for a 28-day work period. Paid leave time will not count towards calculating overtime. Only actual hours worked will count towards overtime.

V. UNAUTHORIZED RESPONSE

Off-duty full-time personnel who respond to fire calls without being officially requested to do so by the fire department will not be compensated.

VI. ALERT TEAMS

- A. Upon request from the Incident Commander, Battalion Chief or a chief officer, Dispatch shall tone out the requested Alert Team. An Alert Team may consist of Fulltime and Reserve personnel but shall consist of the following:

- 1 Qualified Officer
- 1 Qualified Driver
- 2 Fire Fighters

- B. Additional Alert Teams may be requested as needed. In the event that numerous personnel are needed, such as a major incident, an "All Call" can be requested. An "All Call" shall be used to request that all off-duty personnel report to Station 3 or other location as ordered.

SUBJECT: EMERGENCY CALL-OUT	S.O.P. 4.04
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- C. The Alert Team shall consist of the first personnel arriving at Station 3, or other location as ordered, to fill these positions. Personnel that are qualified for more than one position may fill any position that they are qualified for. For example, a Lieutenant that is a qualified Driver may fill the position for Lieutenant, Driver or Fire Fighter, depending upon which position is available and needed.
- D. . Once all the positions of the Alert Team have been filled, they shall staff a Reserve Fire Engine. The officer shall then notify Dispatch. Dispatch shall then report to the Incident Commander on the radio that the Engine Company is staffed.
- E. The requirements for an Alert Team may be modified by a chief officer, if deemed necessary, but shall not disqualify any person previously qualified in accordance with this system. Personnel comprising the Alert Team shall assure that a "Non-Scheduled Additional Hours" form is completed by the on-duty Battalion Chief and submitted to the Administrative Secretary. Personnel comprising the Alert Team shall be paid either non-scheduled additional straight time or overtime, depending upon the number of hours worked in the 28-day cycle.
- F. Fire fighters who fail or refuse to report for Alert Duty when notified will be subject to disciplinary action up to and including dismissal.

VII. PARAMEDIC CALL-OUT

In the event that a Paramedic is needed to provide coverage for minimum staffing, during a working fire, or emergency incident the Battalion Chief or other chief officer may direct that the call list be used to call-in an off-duty Paramedic for Emergency Call-Out. That Paramedic will be compensated per Section IV.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: EVACUATION OF PERSONNEL	S.O.P. 4.05
CATEGORY: GENERAL EMERGENCY OPERATIONS	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish a systematic procedure of notifying personnel to evacuate an unsafe structure or area immediately.

I. PROCEDURE

- A. Should it become necessary to evacuate operating personnel immediately from an unsafe structure or other dangerous area, the following evacuation procedure shall be initiated:
1. The Incident Commander shall immediately be notified of the unsafe condition/situation.
 2. The Incident Commander shall advise, over the operating channel, for all personnel to evacuate the specific area and request confirmation from all command officers working in the area.
 3. The Incident Commander shall advise the primary operating apparatus in the vicinity to sound the Evacuation Signal, which will consist of 3 long blasts of the air horns, approximately 10 second each. Following the Evacuation Signal, the Incident Commander shall again announce that all personnel are to evacuate the building or area. A PAR shall be initiated to assure that all personnel are aware of the Evacuation and are evacuating.
 3. If the Incident Commander cannot verify that all personnel are evacuating the building or area, they shall then advise Dispatch to make an evacuation announcement giving concise but explicit information if necessary. Dispatch shall announce "clear the channel for emergency traffic" over the operating channel(s). Dispatch shall then activate an alert tone for 15 seconds and announce for all personnel to evacuate the specified area. This shall then be repeated over the Primary fire department channel.
 4. All officers on the incident shall be responsible for accounting for their personnel and reporting PAR to the Incident Commander when requested. If sectors have been established, this information shall be relayed to the Incident Commander through the sector officer.
 5. The Incident Commander shall request another PAR to confirm that all personnel have evacuated the structure.

SUBJECT: EVACUATION OF PERSONNEL	S.O.P. 4.05
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6. The Incident Commander shall initiate a search for any personnel who are not accounted for. This search shall continue until such time as their whereabouts are determined.
7. Personnel shall not re-enter the structure or evacuated area until being given the "all clear" signal by the Incident Commander.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: INCIDENT COMMAND SYSTEM	S.O.P. 4.06
CATEGORY: GENERAL EMERGENCY OPERATIONS	PAGE: 1 OF 21
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To assure the efficient and effective management of operations at incident scenes, while assuring safety of emergency personnel, by providing procedures and guidelines for incident management.

I. PREFACE

The Incident Command System shall be used at all fire department emergency incidents to which fire department equipment and personnel respond and fire department authority for command and control is utilized. The last section of this policy contains an appendix in which the I.C.S. concept is summarized.

II. NIMS

The Germantown Fire Department shall adhere to the Federal Emergency Management System (FEMA) National Incident Management System (NIMS). Germantown Fire Department personnel shall obtain NIMS training as necessary for their position, including ICS-100, ICS-200, IS-700, and IS-800 for all personnel; ICS-300 for Chief Officers and those qualified to ride out of rank as Battalion Chief; and ICS-400 for all senior command level Chief Officers. Resource identification shall follow the FEMA NIMS Resource Typing.

III. CONFIRMATION OF COMMAND BY FIRST ARRIVING OFFICER

On all responses, the first arriving officer will assume command of the incident by transmitting a brief summary of the conditions and designation of himself/herself as the Incident Commander. In designating command, the officer will also identify the incident command by using the street name, business name, or geographic name. Such identification will be retained by all succeeding Incident Commanders who assume command of the incident. For example:

“Dispatch, Engine 92 scene, large one-story, wood frame residential, fire showing Division 1 Bravo, 50% involvement, I have Bracton Command.”

IV. COMMAND DESIGNATION

The person in charge of an incident will be designated by the term “Command” with the incident identified preceding it; i.e. “Bracton Command,” or “West Street Command.” By using this method, the fire department can have multiple incidents working within the City and Dispatch should be able to keep track of which incident is being referenced. When the

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Incident Commander communicates on the GFD Primary radio frequency, he/she will use the identifier with the term “Command” to identify himself/herself.

When communicating to on-scene personnel on the Fireground radio frequency, the Incident Commander will not need to use the identifier. He/she need only refer to himself/herself as “Command.”

V. DISPOSITIONS

Upon arrival, the Incident Commander shall provide a disposition of the incident. Dispositions may also be provided by later arriving companies or officers if the situation has changed from the initial disposition. The Incident Command should also give periodic updates on the disposition as the situation changes. Dispositions should include:

A. FIRES:

1. Size of structure.
2. Number of stories of the structure.
3. General type of construction, such as wood frame (remember that most brick exteriors are only a brick veneer on wood frame) or masonry.
4. Type of occupancy, such as:
 - a. Residential,
 - b. Multi-family, or
 - c. Commercial (if possible provide further description, such as school, restaurant, church, mercantile, office building, etc.)
5. Status of incident, such as nothing showing, smoke showing, fire showing, amount (% of structure involved, 25% 50%, 75%) of fire, and well involved (generally refers to fire that is no longer confined to one room).
6. Which Division the smoke or fire is seen coming from. (Division 1, 2, 3, 4, Alpha, Bravo, Charlie, Delta)
7. Statement “I have Command.”

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B. E.M.S. CALLS:

1. Incident overview, such as 2-car accident (minor or serious).
2. Quick assessment of patients, such as single patient, multiple patients, minor injuries.
3. A more accurate disposition shall be provided as soon as personnel have provided an initial patient survey, such as patient conscious and alert or full arrest.

VI. AUTOMATIC SWITCHING TO FIRE GROUND RADIO CHANNEL

Once a formal Incident Command has been established, all on-scene units shall utilize the Fireground Channel to communicate. Upon arrival on the scene, all units shall advise Dispatch that they are on the scene and then switch to the Fireground Channel. All scanning radios, such as on the apparatus, shall have the scan mode turned off, unless directed otherwise by the Incident Commander. Afterwards, the only on-scene unit to normally communicate with Dispatch shall be the Incident Commander, Paramedics asking for doctor's orders, and units returning to service. Dispatch shall remain on GFD Primary to communicate with the Incident Commander. Units arriving on the scene after command has been designated shall advise Dispatch that they are on the scene and shall then switch to the Fireground channel to report to the Incident Commander-or Staging Manager, if one has been designated. Upon termination of the incident the IC shall switch to Primary and advise Dispatch of which companies will be returning to service. The Company Officer will switch to Primary to return the company to service.

Portable radios should be kept on the Primary Channel while in the apparatus and switched to the Fireground Channel once on the company arrives on the scene.

VII. COMMANDING INCIDENTS

The Incident Commander is responsible for the effective administration of the incident command functions of planning, operations, logistics, and finance. All emergency incidents require the management of the first three functions: planning, operations, and logistics. The finance function is required when incidents involve agency participation from outside the fire department.

In most incidents, the Incident Commander will manage all functions throughout the incident. Only in large incidents will the Incident Commander begin the process of delegating the various ICS functions to other command officers. Such delegation is

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necessary because large incidents exceed the span of control of the Incident Commander to the extent that he/she can no longer command effectively. The design of the I.C.S. dictates that the span of control of command officers should not exceed five (5) subordinates.

The Incident Commander may remain mobile while commanding an incident provided that the number of responding companies is three (3) or less or the situation dictates the need for a stationary command. The Incident Commander should assume a stationary position from which to command the incident when the number of responding companies exceeds three (3) (except the initial Lieutenant who assumes initial command) or the situation requires a stationary command. If a stationary position is established, it shall be referred to as the "Command Post" and Dispatch and on-scene units shall be notified of its location i.e. "Dispatch this is Farmington Command, the Command Post is located in the Alpha Division." The Incident Commander will still be referred to as "Command."

The command post must be a location where the Incident Commander can think, plan, and document the incident and be protected from adverse weather. When the Incident Commander does not assume a stationary command position, the functions of planning, operations, and logistics suffer a loss of effectiveness, which, in turn, can result in additional loss of life and property. This also causes inefficiencies of operations as the Incident Commander becomes less accessible and becomes less able to oversee the entire operation.

In all significant working incidents, including working fires and major medical incidents, the Incident Commander shall be responsible for maintaining a written tactical worksheet and accountability ledger which shows an accurate accounting of company personnel, assignments, positions, and situation and resource status (see Tactical Worksheet section).

The following command procedure is established for emergency incidents:

- A. The initial arriving fire officer will assume command of all emergency response incidents and "name" the incident.

Once command is established, the Incident Commander is considered the highest-ranking officer of the incident, regardless of rank. Once command is established, the Incident Commander and all units on the scene shall switch to Fireground radio position. Upon arrival on the scene, all subsequent units shall advise Dispatch of such and then switch to Fireground position. The unit shall then report to Command on Fireground.

- B. Later arriving Chief Officers of higher rank (Battalion Chief, Deputy Chief, Assistant Chief and/or Fire Chief) may take time to make an initial incident

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assessment prior to assuming command.

- C. Later arriving Chief Officers of higher rank MAY NOT assume any subordinate function (Operations, Division Officer, etc.) without being designated to that position by the Incident Commander.
- D. Later arriving Chief Officers of higher rank may not transmit radio messages in regard to Incident Command prior to assignment as an incident subordinate or Incident Commander, except to transmit "Emergency Traffic". Other Chief Officers may communicate with Dispatch in regards to support activities, but they are not to conduct Incident Command activities without coordinating such with the Incident Commander.
- E. Later arriving Chief Officers of higher rank may, at their discretion, assume command of the incident only after transfer of command procedures have been completed.
- F. Once incident command is assumed by a Command Officer, the Officer must remain in command until the incident is "under control" or transferred to a higher-ranking Chief Officer.
- G. Later arriving Chief Officers must report to the Incident Commander upon their arrival. Command Officers shall not issue orders without first being assigned a subordinate command position by the Incident Commander or without assuming Command.
- H. UNITY OF COMMAND MUST BE MAINTAINED AT ALL INCIDENTS.

VIII. UNIFIED COMMAND

In the event of a large incident in which multiple agencies, such as fire and police, have an incident commander, a Unified Command shall be established. Through the Unified Command, these incident commanders will coordinate activities of their agencies, including establishing a common set of incident objectives and strategies. Each Incident Commander will still retain operational control of their agency.

IX. TRANSFER OF COMMAND

When a higher-ranking Officer wishes to assume command, the transfer of command will occur ONLY after the following procedures are carried out:

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- A. Information Transfer: Transfer overall strategic goals and tactical objectives. Include the positioning of fire companies, the extent of the emergency (fire extent, victims, etc.), actions in process (mutual aid requested, lines being extended) and additional needs (more companies, personnel, units, etc.). What have you got? What are you doing? What do you need?
- B. Confirmation of Transfer: The Officer who assumes command must confirm his status with the phrase, "I have Command" to the preceding Incident Commander.
- C. Transfer Process:
 - 1. Command is passed from Lieutenant to another Lieutenant or a Command Officer (Command Officers = Battalion Chief rank or higher): may pass command to a subordinate level officer providing the incident is under control. Passing may be accomplished either by radio or face-to-face meeting.
 - 2. Transfer of Command between Command Officers: Transfer MUST be accomplished through face-to-face meeting ONLY. Transfer must include the tactical worksheet.
- D. Whenever Command is transferred the new Incident Commander shall notify Dispatch and all on-scene officers that he/she is the new Incident Commander.

X. TACTICAL WORKSHEET\ACCOUNTABILITY LEDGER

With the arrival of the first Chief Officer on the scene of a major working fire or E.M.S. incident, a tactical worksheet and accountability ledger should be constructed and maintained throughout the incident. The worksheet and ledger shall contain a listing of the companies, their locations and status, an incident address, radio requests made (fire investigator, light man, etc.) and a diagram of the incident with company locations. This worksheet and ledger shall be exchanged to the higher-ranking officer, should command be transferred.

XI. INITIAL INCIDENT COMMANDER RESPONSIBILITIES - COMMUNICATE!

The initial Incident Commander can be anyone within the Fire Department, but will usually be the Lieutenant. The initial Incident Commander MUST identify the command and assume his role to begin the effective management of the incident. He/she must manage through clear, concise communication and never hesitate to act. In the event that the initial arriving officer fails to establish Command, Dispatch may advise the officer to establish

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command.

- A. **FIRE SITUATIONS:** The Incident Commander must assume command, determine the proper mode (offensive, defensive), develop the action plan, determine strategies and make Division/Group assignments.
- B. **HAZ-MAT SITUATIONS:** The Incident Commander must assume command, determine proper approach, establish staging for other incoming companies, secure the area, initiate evacuation if needed, begin material identification, prepare for handling and authorize decontamination. Expand the ICS structure as needed.
- C. **ACCIDENTS/E.M.S. SITUATIONS:** The Incident Commander must assume command, secure the scene, coordinate victim removal, treatment, and transport with the Paramedic(s), and initiate stabilization of the incident. When an officer is present, an officer shall assume command. However, all patient care shall be under the supervision of the senior Paramedic or E.M.T. (in the absence of a paramedic) and coordinated through the command officer. In the absence of an officer, the senior Paramedic or E.M.T. shall assume command.

XII. UNITY OF COMMAND

The management principle of "Unity of Command" means that every employee answers to one supervisor. That means for any action whatsoever, an employee should receive orders from only ONE supervisor. In the event of a violation of this Unity of Command, an employee should refer the person to their supervisor.

NOTE: Emergency radio transmissions are the ONLY radio transmissions that may violate unity of command. In such case, "Emergency Traffic" procedures must be used. The Safety Officer may also supersede the unity of command in the event of an imminent danger.

XIII. COMMAND OPERATIONAL OBJECTIVES

From the command perspective, there are three (3) operational objectives (Tactical Benchmarks):

1. Rescue,
2. Incident Control, and
3. Property Conservation.

Each of these objectives shall be accomplished and confirmed by the Incident Commander

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according to the following benchmarks. Dispatch shall document the times of the rescue and incident control benchmarks.

- A. **RESCUE:** Rescue is complete when the secondary search is completed. Rescue is accomplished through the primary and secondary search. "Primary Search, All Clear" and "Secondary Search, All Clear" (in cases of structural fire), and "Rescue, All Clear" (in cases of trapped victims) must be transmitted to the Incident Commander by the officer responsible for this operation. The Incident Commander must transmit this to Dispatch to indicate that the Rescue benchmark has been reached.
- B. **INCIDENT CONTROL:** Fire control is accomplished through "Fire under control" and "Fire knocked down" radio messages, which also must be transmitted to Dispatch after the Incident Commander has been advised of this by the Officer(s) responsible for this operation. "Incident Under Control" and "Incident Stabilized" shall be used during Haz-Mat and other non-fire incidents.
- C. **PROPERTY CONSERVATION:** Property conservation is complete when the salvage operations are complete. The radio message "Salvage Complete" is transmitted from the Officer responsible for the salvage operation to the Incident Commander. The Incident Commander DOES NOT transmit anything regarding salvage to Dispatch.

XIV. INCIDENT STATUS REPORTING

The Incident Commander shall report the status of the incident to Dispatch by using the following radio transmissions:

RADIO TRANSMISSION	DEFINITION
"(Incident Name) Command"	Use on city-wide radio transmissions.
"Command"	Use at the scene between operating units.
"Fire Under Control"	No additional resources needed.
"Fire Knocked Down"	Main fire is out and spread prevented.
"Primary Search All Clear"	Primary search complete.
"Secondary Search All Clear"	Secondary search complete.
"Rescue Complete"	Trapped victims are rescued.
"Incident Stabilized"	Haz Mat or non-fire incident is controlled.
"Emergency Traffic"	Clear the radio channel for an emergency message.

NOTE: The Incident Commander should also report any other pertinent incident information.

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XV. HOSE LAID - STATUS REPORTING BY DRIVERS

The status reports of hose laid will be the responsibility of the Driver of the apparatus from which the hose line has been laid. It is the responsibility of the Division supervisor to lay any needed hose lines; it will also be the responsibility of the division supervisor to determine the appropriate size hose and from which apparatus. It is preferred that hose lines be laid from a single pumper whenever possible to limit committing additional pumpers to the incident. In the event of a hose line being laid, the Driver shall notify the Incident Commander and then the Incident Commander will switch to the Primary Radio Channel to inform Dispatch. If for any unforeseen reason a driver should have to switch to a frequency other than the one used to run the incident they should notify the Incident Commander first or make an alternate means for monitoring the Fireground frequency.

XVI. INCIDENT STATUS REPORTS

Most fire emergencies will require a routine sequence of reported information by the Incident Commander. Of course, the Incident Commander should report any information that is pertinent to the incident in addition to the normal required information. The normal sequence of command events communicated by the Incident Commander during most fire emergencies shall be:

- A. DISPOSITION (Size and type building, amount of involvement).
- B. CONFIRMATION OF COMMAND (Designated by Street name, etc.).
- C. PRIMARY SEARCH - ALL CLEAR (or victims located).
- D. SECONDARY SEARCH - ALL CLEAR (or victims located).
- E. FIRE UNDER CONTROL (No additional resources required).
- F. FIRE KNOCKED DOWN (Main fire is out, spread prevented).

NOTE: Search and fire attack may occur simultaneously, but must be reported when completed. Also, the sequence may vary according to the situation; the secondary search may not be completed until the fire is knocked down.

XVII. AUTOMATIC DISPATCHING OF POLICE AND UTILITY COMPANY

- A. POLICE: Dispatch shall automatically notify the Police on all structure fires in

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which a preconnect hose line or larger is used and E.M.S. incidents involving serious injuries, vehicle accidents, fatalities, or violent scenes.

- B. **UTILITY COMPANY:** The utility company (Inside Light Man) shall be dispatched on all structure fires in which a preconnect hose line or larger is used. The Incident Commander must request an Inside Light Man (structural electrical representative), Outside Light Man (electrical service supply, poles, etc.), or Gas Man (natural gas representative), if needed.
- C. The Incident Commander should call for Police and the utility company on all other incidents in which they are needed and ask Dispatch to disregard anyone not needed.
- D. Dispatch may dispatch the police or utility company at any time that they may deem it necessary and shall notify the Incident Commander of such.

XVIII. COMMAND STRUCTURE OPERATIONAL LEVELS

All emergency incidents will include three (3) basic operational levels through which the incident will be structured. Such structuring allows for the effective, efficient functioning of both command and operating personnel.

- A. **STRATEGIC LEVEL:** This level is operated by the Incident Commander. It involves coordination of the major I.C.S. functions of Command, Planning, Operations, Logistics, and Finance. This level is responsible for overall operational control, setting of priorities, approval of incident objectives, and allocation of incident resources.
- B. **TACTICAL LEVEL:** This level is operated by Group and Division Supervisors assigned to specific subordinate functions by the Incident Commander or his Subordinate. The Tactical Level is responsible for the tactical deployment of resources assigned, evaluation and status communication with the Incident Commander. Such functions include Operations, Planning, Logistics, and Finance. Divisions include many areas including fire attack, ventilation, rescue, medical, and others.
- C. **TASK LEVEL:** This level is operated by fire companies. The Task Level is responsible for evolution-oriented activities required to control and neutralize the emergency incident.

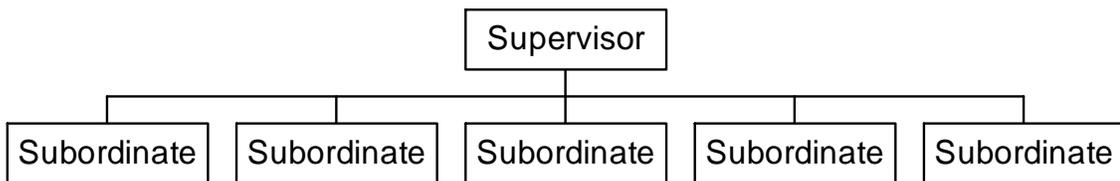
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To develop effective incident control, management of emergency incidents must begin from the Task Level and build upward to the Strategic Level.

XIX. SPAN OF CONTROL

A fundamental rule of management is that supervisors maintain an effective supervisory role over a limited number of subordinates. The number of Subordinates assigned to a specific supervisor is called the supervisory "Span of Control." The design of the I.C.S. limits the Span of Control of all supervisors and of the Incident Commander to five (5) or less. Should the incident require an expanded level of resources, the I.C.S. is also expanded to accommodate the resources while limiting the span of control to five (5) or less.

EXAMPLE OF SPAN OF CONTROL:



XX. OPERATIONAL TEAMS

Personnel operating at fire scenes shall work in teams of two or more persons at all time. Each team shall have radio contact to the Incident Commander, either directly or via the supervisor.

XXI. I.C.S. STRUCTURE - ROUTINE 1ST ALARM INCIDENTS

The normal operating organizational structure for 1st alarm incidents (no extra calls for equipment) shall be as follows:

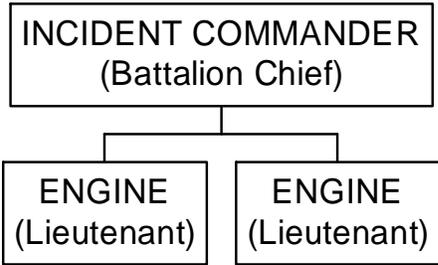
- A. **TASK LEVEL:** Engines, trucks and rescue units shall operate according to Standard Operating Procedures and special objectives defined by the Incident Commander. They shall answer directly to the Incident Commander unless specifically assigned to a Tactical Level Subordinate status (answering to the Operations Officer).
- B. **TACTICAL LEVEL** - Command functions such as Operations, Planning, Logistics, Finance, etc. shall not normally be implemented until the span of control of the task

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level exceeds five (5). In 1st Alarm incidents, the Tactical Level Officer (Battalion Chief) may either serve as Incident Commander (if not relieved) or other command officer. In such case, the Incident Commander will likely utilize the Battalion Chief as a Command Officer or as a mobile advisor to keep the Incident Commander aware of the progress and safety of the incident operations.

- C. **STRATEGIC LEVEL** - An Incident Commander shall be designated at all Fire Department incidents. In single-company responses, the highest-ranking officer, generally the Lieutenant, shall be the Incident Commander. The Incident Commander shall be responsible for all I.C.S. functions until such time as he/she implements an expanded I.C.S. command structure. Should the Incident Commander decide to expand the I.C.S. structure, he/she must advise all operating companies at the Task Level that they are being assigned to Subordinate Functions under a Tactical Level Officer (normally the Operations Commander). When fire companies are assigned to a subordinate function, they will call their immediate supervisor by the function title: "Operations", "Interior", "Division A", "Division 2", etc.

ROUTINE 1st ALARM INCIDENT STRUCTURE - SAMPLE

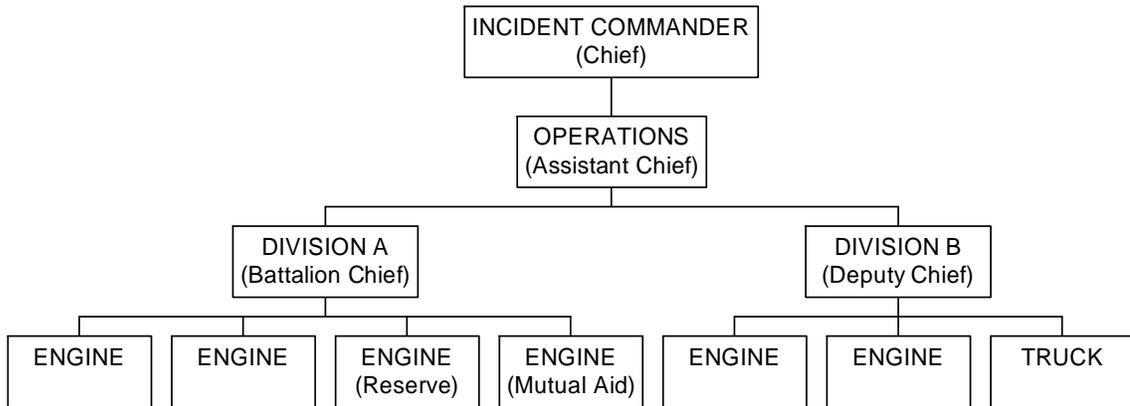


XXII. I.C.S. STRUCTURE - EXPANDING INCIDENTS

As emergency incidents expand beyond the normal optimal Span of Control (5 or less), the Incident Commander will expand the I.C.S. to meet the tactical management needs of the incident. In such cases, Command Officers will be assigned to subordinate command functions and divisions to manage the Tactical Level. Extra companies and Command Officers may be requested in order to fill the expanding resource needs of the incident.

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LARGE INCIDENT - SAMPLE:

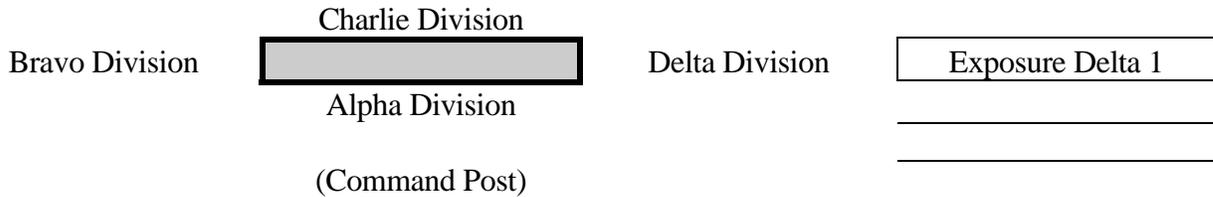


XXIII. DIVISION LETTER DESIGNATIONS

When an incident requires dividing into divisions and the assignment of Division Command Officers, the following System shall apply:

- A. For simple buildings, Divisions may be designated by the Incident Commander based upon geographic location, such as Interior, Exterior, Roof, Front, Rear, Upstairs and Downstairs, Floors 1, 2, 3, 4, etc.
- B. The positioning of the Command Post (Command Vehicle or location) shall designate the "Alpha" side, Division, of the incident, unless altered by the Incident Commander. Normally, the Alpha side will be the front of the building. See illustration below.
- C. Division lettering shall proceed in a clockwise direction around the incident from Division "Alpha, Bravo, Charlie, Delta".
- D. Exposures shall be identified according to the designated letter to which they are adjacent. The subsequent exposures shall be identified by using a progress number for each exposure adjacent to the Division. Example: Delta, Exposure Delta 1, Exposure Delta 2, Exposure Delta 3, etc.

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- E. Floors of a multi-story structure shall be identified according to their level (story). The ground level shall be First Floor Division, 2nd floor shall be Second Floor Division, etc. Basements shall be numbered sequentially from below the ground floor downward - Basement (or Basement 1), Basement 2, Basement 3, etc. For simple buildings see A, above.

XXIV. APPARATUS SEATING LETTER DESIGNATION

- A. The Officer in-charge of will always have the designation of “A.” Example: 92-A will always be the Officer no matter what shift is working.
- B. The firefighter riding directly behind the officer will have the designation of “B.” Example: 91-B will always be the firefighter riding behind the officer no matter which shift is working.
- C. The firefighter riding directly behind the Driver will have the designation of “C.” Example: 93-C will always be the firefighter riding behind the Driver no matter which shift is working.
- D. The Driver of an Engine will always have the designation of “D.” In two person units, such as Rescue 41, or if there are two personnel responding in BT-1 the driver will have the designation of “B.”
- E. In situations where the number of personnel exceeds 4, the Officer will assign a letter designation to each person. This information must be passed to the Duty Battalion Chief immediately.
- F. The letter designation is done for accountability purposes and to reduce confusion of personnel working on different shifts. There will be situations when the letter designation will be replaced with a group or crew designation (if assigned as a group or crew leader)

Example: 94A will be the Officer in-charge of E-94, however, if assigned as the attack group supervisor then his\her title switches to “Attack.”

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93D will be the Driver of E-93 during inspections, but if E-93 lays a preconnect on a house fire then 93D would answer as Engine 93.

XXV. DIVISION \GROUP SUPERVISOR RESPONSIBILITIES

The I.C.S. will utilize various division designations to manage an incident. Officers who are assigned to division responsibilities will perform the following command functions:

- A. Monitor work progress from a command position.
- B. Redirect activities within the division as needed.
- C. Coordinate division activities with related division activities.
- D. Monitor safety and welfare of division personnel.
- E. Request additional resources as needed from superior.
- F. Communicate with superior as necessary.
- G. Reallocate resources within his division.

XXVI. COMMUNICATIONS WITHIN DIVISIONS OR GROUPS

In order to maximize the use of radios, Division\Branch\Group Supervisors should communicate to their respective Division\Branch\Group Companies by face-to-face communication rather than through the use of the radio. It is understood that the outside command positioning of Division\Branch\Group Commanders will necessitate the use of the radio in many cases to communicate with interior operating companies; however, such communication should be minimized.

Division\Branch\Group Supervisors must communicate the conditions that they are experiencing. In order for appropriate strategies\tactical judgments the following information needs to be reported: Conditions good or bad, will or will not be able to accomplish task, additional resources needed, task completed, need rehab in 10-15 minutes, ready for reassignment, emergency traffic. When Division/Branch\Group supervisors believe the working area is "under control" they should say so, or when they believe the fire is out "fire knocked down." This should be relayed to the Incident Commander through the command structure. Communicate face-to-face when possible.

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XXVII. DIVISION AND GROUP PROGRESS REPORTS

Periodic progress reports may be required of Division\Group Supervisors at emergency incidents. In such case, the appropriate ICS functional Chief requesting the information shall make his request known by using the term 'Status' indicating immediate need for the status of the Division\Group progress. For example:

"Attack this is Command, Status"

or

"Operations this is Command, Status."

In responding to a status request, the Division\Group shall communicate 1) his current operating position within the structure, 2) conditions good\bad, 3) will or will not be able to accomplish task, 4) additional resources needed, 5) task completed, and 6) #of companies needing rehab in 10-15 minutes.

"Operations this is Attack, we are in Division 2 Charlie Delta and have the fire knocked down. Send me another Company to check the attic."

or

"Command this is Ventilation, we have completed our task and are ready for reassignment.

XXVIII. INCIDENT COMMANDER REQUEST FOR ADDITIONAL EQUIPMENT

The Incident Commander may request additional equipment in any of the following ways:

- A. Request a Second Alarm assignment
- B. Request reserve personnel, either assigned to an apparatus or as a crew (without operational apparatus).
- C. Request mutual aid assistance from another department.
- D. Request additional engines, trucks, Command Officers, etc. by asking for specific types of equipment.

NOTE: When requesting additional equipment at major incidents, the Incident Commander should identify a staging area and assign a Staging Manager to supervise the staging area. In smaller incidents, if necessary, the Incident Commander may assign an Officer on the dispatched equipment to manage, and possibly identify, the staging area. For example:

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XXIX. I.C.S. RADIO CALL SIGNS

The following radio call signs shall be used when communicating by radio when using the I.C.S.:

<u>RADIO CALL SIGN</u>	<u>DEFINITION</u>
"(Incident Name) Command"	Incident Commander (Use on all city-wide transmissions)
"Command"	Incident Commander (Use at incident scene)
"Planning"	Planning Chief
"Operations"	Operations Chief
"Logistics"	Logistics Officer
"Branch"	Branch Director
"Medical"	Medical Supervisor
"Finance"	Finance Chief
"Safety"	Safety Officer
"Information"	Information Officer
"Liaison"	Liaison Officer
"Evac"	Evacuation Supervisor
"Rehab"	Rehabilitation Supervisor
"DeCon"	Decontamination Supervisor
"Air Truck"	Air Truck Driver
"Water"	Water Supply Supervisor
"Triage"	Medical Triage Unit Leader
"Treatment"	Medical Treatment Unit Leader
"Transport"	Medical Transportation Unit Leader
"Morgue"	Morgue Leader
"Medical Support"	Medical Support Leader
"Staging"	Staging Manager
"Rescue"	Rescue Supervisor
"Ventilation"	Ventilation Supervisor
"(Section name)"	Section Chief
"Division (name)"	Division Supervisor
"Attack"	Attack Supervisor
"Air Ops"	Air Operations Supervisor
"Unit"	Unit Leader
"Task Force"	Task Force Leader
"Ground Support Branch"	Ground Support Branch Director
"Service Branch"	Service Branch Director
"Supply"	Supply Unit Leader

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“Facilities”	Facilities Unit Leader
“Dispatch”	Dispatch Unit Leader
“RESTAT”	Resource Status Unit Leader
“SITSAT”	Situation Status Unit Leader
“Demobilization”	Demobilization Unit Leader
“Tech Support”	Technical Support Unit Leader

XXX. I.C.S. TITLES AND DESIGNATIONS

Once Officers are assigned to a functional position, they will no longer use their assigned number to communicate by radio. When assuming a function at the scene, they will become known as the appropriate I.C.S. title (Operations, Attack, Rehab, etc.). Engine and truck companies will retain their usual number designations since they are task level groups, unless assigned to a specific function in which case they may assume the name of the function. Examples: ventilation, rescue, attack, evacuation, etc.

XXXI. OFFENSIVE \ DEFENSIVE \ TRANSITIONAL MODES OF OPERATIONS

Offensive operations are generally defined as interior attack. Defensive operations are generally defined as exterior application and usually include master streams, although not necessarily. Transitional is defined as an operating mode that is in between both offensive and defensive, for example: Holding the fire in check until enough resources arrive to place enough volume of water to completely extinguish it. Or in an Offensive mode initially while setting up for Defensive operations. **OFFENSIVE AND DEFENSIVE OPERATIONS SHALL NOT BE COMBINED.** Exterior and interior streams may only be combined when the Incident Commander can positively assure that no harm will be done to firefighting personnel. If a fire becomes defensive, the Incident Commander must announce it by radio and get confirmation from all Divisions/Groups. The Incident Commander must also announce the defensive mode to Dispatch on the Primary radio frequency. During defensive operations, operating companies will automatically reposition outside the collapse zone of the structure and will not reenter that zone for the duration of or until the mode is judged safe by the Incident Commander and changed back to offensive. A defensive mode necessarily assumes the building is too dangerous and the incident too unstable to attack via the interior.

XXXII. TRANSFERRING COMMAND

The Incident Commander may "transfer " command to a subordinate officer ONLY after the incident is under control (fire knocked down, Haz Mat neutralized, victims rescued, etc.), unless the officer is needed to respond to another incident. Passing of command can also be done between officers of the same rank. Example: The first arriving company officer

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realizes he\she must rescue and advises the second due officer of the situation and advises he\she assume command while he\she is Rescue Group Supervisor. Passing of command must only occur in order to allow the Command Officer to return to in-service status or perform a function that will seriously inhibit his\her ability to effectively command the incident. The Incident Commander shall initiate passing of command by stating to the receiving officer, "I am passing command to you." The completion of the passing of command shall be affirmed by the receiving officer who shall state, "I have command". After the passing of command, the receiving officer shall utilize all I.C.S. terminology when communicating by radio, including advising Dispatch that the officer has command.

XXXIII. TERMINATING COMMAND

All incidents shall be terminated when the last Incident Commander returns to in-service status. Whenever the Incident Commander terminates command, he/she must advise all other companies not yet in service that Command has been terminated. To terminate command, the Officer will use the identifier name for the incident and state his/her intent to terminate command. For example:

Dispatch this is Poplar Pike Command, we had a kitchen fire, scene has been secured and turned over to the owner, Engine 92 is still picking up hose and will be returning to service shortly. I am terminating Poplar Pike Command. Battalion 41 in-service."

XXXIV. MEDICAL FUNCTION

The Medical Branch (Radio call "Medical") is established when an incident requires the expanded medical care of incident victims and incident fire service personnel. Such care may include rehabilitation, triage, treatment, morgue and/or transportation to medical care facilities.

The Medical Branch Director shall report to the Incident Commander under the I.C.S. structure or to the Operations Chief, if established, and coordinate the medical needs of incident victims and incident personnel. He/she shall be responsible for establishing the subordinate functions of Rehabilitation, Triage, Treatment, Transportation and Morgue as needed. The Medical Branch Director shall be responsible for the effective coordination through the incident supervisor (Incident Commander or Operations) of medical activities with other operating resources such as extrication, fire suppression, Haz Mat, etc. Requests for additional Medical resources (personnel, equipment) must be made through the Medical Branch Director's supervisor (Incident Commander or Operations).

The Medical Branch Directing the need for a Critical Incident Stress Debriefing (C.I.S.D.) for personnel operating at the incident. The C.I.S.D. will follow S.O.P. guidelines and shall

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be initiated through command approval.

The Medical Branch Director shall be responsible for establishing and maintaining the Rehabilitation unit for personnel operating at the incident.

- A. **TRIAGE:** The Triage Unit Leader (radio call "Triage") when appointed by the Medical Section Officer is responsible for the extrication coordination, primary treatment, medical sorting and tagging of incident victims as to their classification for treatment by the Treatment Section.
- B. **TREATMENT:** The Treatment Unit Leader (radio call "Treatment") shall administer the immediate and delayed treatment of incident victims and incident personnel prior to transport to medical care facilities.
- C. **TRANSPORTATION:** The Transportation Unit Leader (radio call "Transportation") shall be responsible for the transportation of incident victims and fire personnel requiring medical facility care.
- D. **MORGUE:** The Morgue Unit Leader (radio call "Morgue") shall be responsible for establishing the morgue area. Incident victims who have died will be temporarily located in the morgue area until arrangements can be made for transport.

Refer to the Mass Casualty Incident S.O.P. for mass casualty incidents and specifics about detailed operations of the various functions of the Medical Branch.

XXXV. REHABILITATION SECTION

The Rehabilitation Unit Leader (radio call "Rehab") is responsible for the effective coordination of the rehabilitation area at emergency incidents. The Rehab area is the area in which fire personnel receive rest, fluids and medical monitoring prior to returning to incident operations. The Rehab area will be established and operated in accordance with Rehabilitation of Personnel S.O.P., including automatic response of Rescue 41 to establish Rehab.

XXXVI. INCIDENT MANAGEMENT TEAMS

In the event of a large emergency or disaster, an Incident Management Team (IMT) may be brought in to assist with the incident command. IMT's include personnel trained in advanced incident command operations and can assist with the various positions needed for an incident, especially the Command and General Staff positions. These members will serve in roles as approved by the Incident Command/Unified Command.

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XXXVII. COMMUNICATIONS UNIT LEADER

During larger multi-agency responses, it may be necessary to assign a Communications Unit Leader (COML) to coordinate the radio communications function, including defining what radio frequencies all of the responders will be using for the incident. This is especially important if a radio gateway (interconnect) is used to allow agencies on disparate radio systems to communicate directly with each other.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: MUTUAL AID RESPONSES	S.O.P. 4.07
CATEGORY: GENERAL EMERGENCY OPERATIONS	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for the response of Germantown Fire Department personnel to other jurisdictions on mutual aid and for receiving mutual aid from other jurisdictions.

I. PREFACE

The Germantown Fire Department has mutual aid agreements with several other jurisdictions, primarily the other fire departments in Shelby County, to provide and obtain emergency assistance when needed.

II. PROCEDURE

- A. When mutual aid is requested from other jurisdictions, Dispatch shall dispatch the appropriate unit(s) as detailed in the Dispatch Procedures Manual. Normally, a mutual aid fire response will include 1 engine company and the Battalion Chief.
- B. Whenever a company or unit is dispatched to a mutual aid call, Dispatch shall also dispatch the Battalion Chief, unless the Battalion Chief is committed elsewhere.
- C. Truck 41 and Rescue 41 will not respond out of the City limits unless specifically requested by the requesting agency and approved by the Battalion Chief. The Chief Officers shall be promptly notified when any of these units responds out of the City on mutual aid.
- D. If a request has been made for more than 1 engine company, only one company shall be initially dispatched and approval shall be obtained from the Battalion Chief to send further companies.
- E. Communications: Units responding to other jurisdictions shall follow standard communications and operations procedures. Upon responding, the responding unit(s) shall switch to the appropriate frequency to notify the requesting agency that they are responding. Unless designated otherwise, the following procedures shall be used for mutual aid responses to the following departments:
 - 1. Shelby County Fire Department: Companies shall use the 800 MHz radio and report to Shelby County Fire Department on the assigned channel, unless advised otherwise. While on-scene, the GFD commander (i.e. Battalion Chief) shall monitor the assigned tactical channel on the 800 MHz radio and relay critical information to other GFD personnel on their

SUBJECT: MUTUAL AID RESPONSES	S.O.P. 4.07
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VHF radios.

2. Collierville Fire Department: Companies shall use Collierville F-1 channel on their VHF radio. Collierville Fire Department will provide a patch between this channel and their Primary (UHF) channel or their Fireground channel as appropriate, unless advised otherwise. It may be necessary to have Dispatch, or the Battalion Chief via the UHF radio, remind Collierville Dispatch to provide this patch.
 3. Bartlett Fire Department: Companies shall use the 800 MHz radio and report to Bartlett Fire Department on their Primary channel, unless advised otherwise. While on-scene, the GFD commander (Battalion Chief) shall monitor the assigned tactical channel on the 800 MHz radio and relay critical information to other GFD personnel on their VHF radios.
 4. Gateways: A gateway device, such as ACU-T or ACU-1000, may be used to provide a “patch” between the disparate radio channels, such as between an 800 MHz and VHF channel. This would allow communications to operate similar to using the same radio channel. An ACU-T is available on the Battalion Chiefs’ vehicle. An ACU-1000 is available on Comm 41. Other agencies also have these gateways.
- F. Upon arrival at the other agency or scene, the units should switch back to Germantown Fire Department Primary briefly to notify Dispatch that they are on the scene and provide a disposition.
- G. Whenever an engine company becomes committed to suppression operations, they should inform Dispatch of such. If the units will be committed on the scene for any significant period, Dispatch shall notify the Assistant Chief.
- H. If the company is moving up to another department's station, they shall be respectful of the other department's facilities. If possible, a representative from the other agency may be requested to be utilized to ride with the company for assistance.
- I. The Incident Command System shall be used at all times on mutual aid responses. Overall control and direction of operations remains with the agency having jurisdiction. Germantown companies and personnel shall work within the structure of the jurisdiction's command structure. Companies reporting to an incident out of jurisdiction shall stay together and operate under the direction of the Incident Commander. Germantown Fire Department shall not serve as the

SUBJECT: MUTUAL AID RESPONSES	S.O.P. 4.07
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Incident Commander unless no officer from the responsible mutual aid agency is on-scene, or as requested by the mutual aid agency.

- J. Germantown units should assist as needed, but should strive to return to service and district promptly.
- K. Upon returning to service, the unit(s) shall notify Dispatch of such, return to Germantown Fire Department frequency and return to district.
- L. When other departments provide mutual aid response to Germantown, the Germantown Fire Department shall maintain incident command unless there are no Germantown fire officers qualified to assume command or the Germantown Fire Department has designated someone to serve as incident command.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: REHABILITATION OF PERSONNEL AT INCIDENTS	S.O.P. 4.08
CATEGORY: GENERAL EMERGENCY OPERATIONS	PAGE: 1 OF 4
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To ensure that the physical and mental condition of members operating at the scene of an emergency or a training exercise does not deteriorate to a point that affects the safety of each member or that jeopardizes the safety and integrity of the operation.

I. PREFACE

A Rehabilitation (Rehab) Sector is an area established during an incident where personnel receive necessary mental and physical rest; medical evaluation, treatment and monitoring; food and fluid replenishment; and relief from extreme climatic conditions. Rehab can ensure that personnel are properly ready for another work cycle, when needed. Rehab is necessary for the effective safety monitoring of personnel. It may also be used for replacing and refilling S.C.B.A. air bottles and preparing personnel for further operations.

II. PROCEDURE

A Rehab Group should be established at all emergency operations and training exercises where strenuous physical activity or exposure to heat or cold exists. The Incident Commander will determine when a Rehab Sector is needed during other incidents. Rescue 41 personnel will normally initiate rehab operations. This should be done automatically during major working fires (preconnect or more). In the event of major working fire, the Rescue 41 personnel shall prepare Rehab items and report to the scene to establish Rehab. Dispatch shall be advised that they are enroute to establish the Rehab Group. Squad 41, normally staffed with Reserve personnel, may also assist with Rehab operations, including air service. Upon arrival, they shall notify the Incident Commander and coordinate the location of the Rehab Group.

III. RESPONSIBILITIES

A. Incident Commander.

The Incident Commander shall consider the circumstances of each incident and make adequate provisions early in the incident for the rest and rehabilitation for all members operating at the scene.

B. Supervisors.

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All supervisors shall maintain an awareness of the conditions of each member operating within their span of control and ensure that adequate steps are taken to provide for each member's safety and health. The incident command structure shall be utilized to request relief and the reassignment of fatigued crews.

C. Personnel.

During periods of hot weather or physical activity, members are encouraged to drink fluids throughout the workday. During any emergency incident or training evolution, all members shall advise their supervisor when they believe that their level of fatigue or exposure to heat or cold is approaching a level that could affect themselves, their crew or the operation in which they are involved. Members shall also remain aware of the health and safety of other members of their crew.

IV. REHAB. GROUP OPERATIONS

- A. The personnel assigned to Rescue 41 will normally be placed in charge of the Rehab Group and shall be known as the Rehab Officer, with the radio designation of "Rehab".
- B. The Rehab Officer shall coordinate the location of the Rehab Group with the Incident Commander. Some site considerations include:
1. The location should be far enough away from the scene to allow personnel to remove protective gear and S.C.B.A. but close enough to limit travel time between the Rehab Group and operations area.
 2. It should provide protection from the environmental conditions, including weather and fumes from apparatus. The Air Truck, Hazmat 41, Comm 41, or other vehicles can be used to provide a controlled area for rehab of personnel, especially during extreme weather conditions.
 3. The area should be easily accessible for E.M.S. units.
 4. The Rehab Group can be placed in safe areas of large buildings, such as different floors or fire zones from the operations.
- C. The Rehab Officer shall secure all necessary resources and supplies required to properly conduct rehab operations. When additional resources are needed, such as the Air Truck, ambulances, or manpower it should be requested through the Incident Commander. Supplies should include:

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1. Fluids, such as water, Power-Aid, or coffee.
2. Food, when necessary.
3. Medical supplies, as needed.
4. Other items, such as fans, tarps, blankets, flood lights, traffics cones, fireline tape, and spare S.C.B.A. cylinders.
5. Misting fans, including small misting fans or large misting fan systems for larger incidents.

D. During long incidents when advanced Rehab resources are needed, a request can be made through the Incident Commander to Dispatch for the American Red Cross to send a Rehab unit to the scene. This is especially beneficial during large incidents or incidents involving citizens needing assistance.

V. REHAB OF PERSONNEL

A. Rest Intervals.

Personnel should be instructed to rest (Rehab) at approximately 30-minute intervals, or more often if necessary. Rehab time should be at a ratio of at least one for one (Example: 30 minutes working - 30 minutes rest). Personnel should limit themselves to use of no more than 2 S.C.B.A. air bottles between rehab. The Rehab Officer shall keep status of all personnel in Rehab, including which personnel are ready to return to operations.

B. Medical Evaluations.

All personnel entering the Rehab Group should have an Initial Patient Survey (I.P.S.) performed by the Paramedics before returning to work. This may include vital signs, heart monitoring and other medical assessment or procedures as deemed necessary. The Rehab Officer shall inform the Incident Commander if a person should be prohibited from returning to operations.

C. S.C.B.A. Refilling.

During structure fires or other incidents requiring the use of S.C.B.A., the Rehab Group shall also provide servicing and refilling of S.C.B.A., including

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maintaining sufficient full bottles available. When necessary, the Rehab Officer shall request Squad 41 (Air Truck), to assist with air bottle refilling on scene. This shall be coordinated with the Incident Commander. Rehab personnel shall arrange the Rehab area to allow for separate areas for fresh air bottles, location for replacing bottles for personnel, area for empty bottles needing refill and packs needing to be returned to service, and a location for refreshing and monitoring personnel.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: S.C.B.A. – MANDATORY USE	S.O.P. 4.09
CATEGORY: GENERAL EMERGENCY OPERATIONS	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for the use of self-contained breathing apparatus (S.C.B.A.) by fire department personnel for their protection and safety.

I. GUIDELINES FOR MANDATORY USE OF S.C.B.A

- A. No individual or company may enter any hazardous building, enclosure or area, or any hazardous materials incident for size up or control without full S.C.B.A. being worn and in use. S.C.B.A. will be worn by all personnel until the Incident Commander has evaluated the extent of the hazard and determined that S.C.B.A. is no longer required.
- B. No individual or company may enter an area in a structure that is exposed to fire, smoke or other products of combustion, or has the potential to become exposed to these elements.
- C. S.C.B.A. use is not normally required on grass or brush fires. However, when fires involve dumps or dumping sites, S.C.B.A. shall be worn as a precautionary measure.
- D. Chief Officers are not required to wear S.C.B.A. when operating at the command post, staging area, or similar area if these areas are outside of buildings or structures unless conditions require the protection of S.C.B.A. If Chief Officers leave their automobiles to enter the building, enclosure, or structure, they will conform to this directive. Division supervisors will always have their S.C.B.A. immediately available. Pumper drivers and drivers of other equipment normally will not be required to wear S.C.B.A.s unless they are exposed to smoke, hazardous materials or other toxic atmospheres.
- E. S.C.B.A. will be worn during overhaul and only removed after CO readings are compiled and the CO is determined to be below 35 ppm or until such time as the Incident Commander determines that the building, enclosure or structure is well ventilated and toxic elements have been removed. If there is any doubt concerning the safety of the atmosphere during overhaul, S.C.B.A.s shall be worn completely through the overhaul process.

II. RESPONSIBILITY

SUBJECT: S.C.B.A. – MANDATORY USE	S.O.P. 4.09
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- A. It is the direct responsibility of each member to assure that they properly use S.C.B.A in situations as dictated by these guidelines.
- B. It is the joint responsibility of the Safety Officer, Incident Commander, Chief Officers, Battalion Chiefs, and Lieutenants to assure that all personnel comply with this directive.
- C. The Safety Officer shall check all personnel entering or working in hazardous areas to assure that S.C.B.A. is properly donned.
- D. The Lieutenant is responsible to see that each member of their company, including pumper drivers, can completely and efficiently don the S.C.B.A. within 1 minute. Practices and drills should be conducted at the company level to help each member meet this goal.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: UNOCCUPIED BUILDINGS	S.O.P. 4.10
CATEGORY: GENERAL EMERGENCY OPERATIONS	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for handling emergency incidents at buildings that are not occupied or the occupant does not meet the Fire Department.

I. PREFACE

Due to the increasing use of alarm systems in homes and commercial buildings, the fire department will be called upon to respond to possible emergencies to buildings that are unoccupied. In such situations, the Fire Department has been summoned for a possible emergency condition and it is necessary for the department to reasonably ascertain what the emergency is, or that there is no hazard. Generally, alarm companies should have a means of notifying the emergency contacts for the building in the event of an emergency.

II. COMMUNICATIONS PROCEDURES

Upon receipt of a fire alarm call, from an alarm company, Dispatch should try to ascertain if the building is occupied. This will be more important during calls to residential homes and commercial buildings after normal business hours. Dispatch should ask the alarm company if there is someone at the building. If the alarm company is unsure or there is no one at the building, Dispatch should request that the alarm company contact their emergency contacts for the building, ask that they respond to the building and the alarm company re-advise Dispatch of this. Dispatch should advise the responding companies of this information, as it becomes available. Dispatch should also dispatch the Police Department to any calls involving buildings when it is undetermined that they will be occupied.

III. FIRE RESPONSE PROCEDURES

Upon the arrival of the first Fire Department unit, they should determine if the building is occupied or not. Once it is determined that the building is unoccupied, the following guidelines should be used:

- A. The Incident Commander should advise Dispatch that the building appears to be unoccupied and request the response of the Police Department. If necessary, the Incident Commander may ask for more information from Dispatch, including status of the response of the building representative.
- B. If the structure is a residence, the Incident Commander may check with neighbors to determine if a key is available.

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- C. Fire Department personnel should check visually through the doors and windows to see if there is any smoke or fire. The use of the thermal camera to scan the exterior of the building is a useful tool in the size up for possible hazards within the building.
- D. If fire or other hazard is evident, the Incident Commander shall take immediate steps to control the situation, including accessing the building as needed.
- E. If no fire or smoke can be seen and it appears that there is no immediate hazard, the Incident Commander may decide to await the arrival of a building representative, if available. If the response of the building representative is not adequate, as determined by the Incident Commander, the Incident Commander should make access to the building.
- F. If a representative is unavailable and access cannot be made without causing damage, and no sign or indication of a hazard exists, the incident commander may decide not to make entry if deemed appropriate, such as an expected alarm malfunction. In such cases, Dispatch shall be advised of efforts and actions taken and to notify the alarm company that access was not made and that the building representative is to be notified.

IV. EMERGENCY MEDICAL RESPONSES

It is possible that a patient may be unable to get to the door of the building due to the medical condition. If no one meets the Fire Department upon their arrival, the Fire Department shall quickly make access to the building to locate the patient, including making immediate forcible entry when necessary. The Police Department shall be requested to handle security of the premises.

V. ENTRANCE METHODS

Access to the building may be made several different ways. The Incident Commander should evaluate those methods available and determine that method that provides the timeliness required, while limiting an unnecessary damage. The following methods should be considered:

- A. Utilize an unlocked door or window that will allow access.
- B. Utilize a key provided by a neighbor or other party.

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- C. Use forcible entry. When possible, personnel should try to limit damage and allow for re-securing afterwards. For example, a window pane may be removed from an upstairs window to allow the window to be opened.
- D. While it is recommended that the Police Department be on the scene during any entry into an unoccupied building, it may be necessary for Fire Department personnel to make entry to the building prior to Police arrival.

VI. SECURING BUILDING AFTER CALL

At the completion of a call in which there are no occupants or the occupants have left, such as when they have been transported to the hospital, the Police Department shall be requested to oversee securing the building. The Fire Department shall assist as possible. Prior to leaving premises, the Incident Commander shall leave a Notification of Fire Department Access Form for the occupant in an easily found location, if no building representative is already aware of the access taken.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: VIOLENT SCENES	S.O.P. 4.11
CATEGORY: GENERAL EMERGENCY OPERATIONS	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish guidelines for response of Fire Department personnel to incident scenes involving violence, such as crime scenes, shootings, stabbings, or attempted suicides in which the person(s) may be armed.

I. PROCEDURE

- A. Upon receipt of a call to a scene involving possible violence or similar hazard to personnel, the dispatcher shall advise police units of the situation and request that those Police units responding secure the scene before the arrival of Fire Department units.
- B. Upon dispatching of Fire Department personnel, all responding units shall be informed of the extent of the situation and advised to not make the scene until advised by Dispatch that the scene has been secured by the Police Department. Dispatch shall dispatch the Battalion Chief on all incident scenes that involve violence. If the Battalion Chief is not available (i.e. on a mutual aid call, working another incident), the Assistant Chief is to be notified.
- C. Responding units shall report and stage at a location at least one full block from the incident scene until advised that the scene is secure. Upon arriving at this staging location, Dispatch shall be notified that they are staged and the location of such staging.
- D. As soon as the scene is reported fully secured by the Police Department, the responding units shall be advised of such and to proceed to the scene, if they are still needed.
- E. If staged companies receive the information directly from the Police Department that the scene is secured and to proceed to the scene, they shall notify Dispatch that they are proceeding to the scene.
- F. In the event that an incident becomes violent while Fire Department personnel are present, actions shall be taken as necessary to protect Fire Department personnel and the Police Department shall be requested to secure the scene. The Police Department shall be advised of the extent of danger. If necessary, Fire Department personnel may need to evacuate the scene until it can be secured. Dispatch shall be notified of the evacuation so that Dispatch can then notify the Battalion Chief and any on-scene or responding units.

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- G. Dispatch shall promptly notify the Assistant Chief of any call involving violence.
- H. If personnel are on the scene of an incident, and the incident becomes violent and cause of the nature you are not able to evacuate from the scene, remain calm and attempt to place yourself between the threat and the exit. This also would include other obstacles such as furnishings or areas that would provide possible cover if firearms are involved.
- I. If you are not able to talk on the radio during an incident that becomes violent, any attempt to open your mic on your radio could alert Dispatch personnel of your situation and send additional fire and police personnel. In such case, attempt to provide information over the radio through conversations with the threat, such as describing what is happening and giving information as to who is causing the threat.
- J. When it is not possible to give details about the threat, personnel may notify Dispatch of a Signal 13. Per Communications SOP, this will inform Dispatch that a threat exists that the personnel cannot describe. Actions in accordance with Communications SOP shall be taken.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: RAPID INTERVENTION TEAM (RIT)	S.O.P. 4.12
CATEGORY: GENERAL EMERGENCY OPERATIONS	PAGE: 1 OF 6
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: The purpose of the Rapid Intervention Team (RIT) is to be immediately available to assist any fire fighter who becomes trapped or is in distress.

I. POLICY

- A. The Fire Department is concerned with the safety, accountability and welfare of its members at all times, especially on the scene of emergency incidents. All personnel shall abide by this policy when operating at emergency incidents.
- B. At least one (1) Rapid Intervention Team (RIT) shall be identified and used on the scene of all working fires, and other such incidents as deemed necessary by the Incident Commander.
- C. The team shall consist of a minimum of two (2) trained and fully equipped personnel. 3 – 5 personnel are preferred and shall be used when possible. RIT personnel shall have full protective turnout gear including SCBA and PASS device, and shall have radio communication capability.
- D. At a minimum, team members shall be trained fire fighters and CPR certified. If possible, RIT members should be at least Fire Fighter I and EMT certified.
- E. Upon arriving at a fire, the Incident Commander shall determine if a RIT is needed. A RIT is required at any fire which is beyond the initial or beginning stage and which cannot be controlled or extinguished by portable fire extinguishers or small hose systems without the need for protective clothing or breathing apparatus. A RIT is required in any situation where the atmosphere is, or is thought to be, immediately dangerous to life and health (IDLH). A RIT may be required in other situations, such as, but not limited to, confined space rescue. As a general rule, if SCBA is being used, a RIT shall be available.
- F. The Incident Commander may designate a responding company to be the RIT, or may request another company to respond for a RIT assignment. The Incident Commander may form a RIT out of personnel already present on the fire ground, so long as those personnel are performing tasks that are not critical. Examples of such personnel include the Incident Commander, safety officer, or a driver who is not involved in pumping operations. Critical means that the task being performed cannot be abandoned without placing other fire fighters in danger, or inhibits their ability to assist in or perform rescue. At least one member of the RIT shall be specifically responsible for the accountability of the interior team(s). This

SUBJECT: RAPID INTERVENTION TEAM (RIT)	S.O.P. 4.12
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member shall have the authority to initiate a rescue of those fire fighters inside the structure.

- G. When an additional company is requested by the Incident Commander for the purpose of assuming RIT duties, the Dispatcher shall notify the responding company, upon dispatching them, that they are assigned as the RIT.
- H. The dispatcher shall notify the Incident Commander of the identity of the responding RIT.
- I. Interior fire fighting operations shall not be initiated, except as provided for under section V., Immediate Rescue Situations, until the RIT has been identified and is capable of performing rescue operations.
- J. When personnel on the RIT are required to enter a structure or other IDLH atmosphere for rescue purposes, they shall operate in teams of two (2) or more fire fighters. All team members shall use SCBA and shall maintain direct visual or direct voice contact with all other team members. Radio communication shall not be substituted for direct voice or direct visual communications.

II. POSITION

- A. The officer of the RIT shall, upon arrival, report to the Incident Commander and remain at the command post unless otherwise directed by the Incident Commander.
- B. The RIT shall be positioned outside of the IDLH atmosphere.
- C. The entire RIT should remain flexible from a position or function from which they can be readily deployed. At least one member of the RIT shall be specifically responsible for the accountability of the interior team(s). This member shall have the authority to initiate a rescue of those fire fighters inside the structure.
- D. At a large-scale operation, the Command Post may be the preferred location for the RIT.
- E. At large-scale or unusual operations, additional RIT teams may be positioned at additional locations as determined by the Incident Commander. If an incident escalates and accountability cannot be maintained from a single location, or if the IDLH area is large enough to require entry at different locations or levels, additional RIT teams shall be deployed.

SUBJECT: RAPID INTERVENTION TEAM (RIT)	S.O.P. 4.12
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III. DUTIES

- A. The RIT company officer shall, upon arrival, verify that the Incident Commander is aware of his company's presence and designation as the RIT team. If assigned by a superior officer to other than RIT duties, the RIT company officer shall remind such superior officer of their RIT designation.
- B. The RIT should stand-by with their equipment and be ready to take immediate action as directed by the Incident Commander. The RIT shall obtain and keep a charged handline of sufficient capability available at all times.
- C. The RIT Team shall assemble the RIT Rope Bag and RIT Pack to be immediately available.
- D. While standing-by, the RIT team shall determine the availability and location of aerial and/or portable ladders. They should also determine the location of portable lights, Hurst tools, forcible entry tools, handlines, and/or other tools and equipment which might be needed to perform their duties.
- E. The RIT shall determine the availability and location of EMS personnel at the scene.
- F. The RIT shall maintain a constant state of readiness at all times.
- G. Radio messages shall be monitored for any indication of members in distress.
- H. The RIT shall report to the Command Post with normal forcible entry/overhaul tools.
- I. Depending upon their location and/or type(s) of potential rescue situation(s), more than one charged handline may be need to be in place and readily available to the RIT.
- J. If the RIT initiates a rescue operation on their own, or from information from a source other than the Incident Commander, the Incident Commander shall be informed immediately.

IV. RESTRICTIONS

- A. The RIT shall not be used for firefighting.

SUBJECT: RAPID INTERVENTION TEAM (RIT)	S.O.P. 4.12
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B. The Incident Commander may rotate crews through RIT duty at his/her discretion. Any crews rotated into RIT duty shall be capable of performing all RIT functions and initiating a rescue operation. Crews previously involved in fire suppression operations shall be adequately rehabbed before they may be assigned to RIT duty.

C. The Incident Commander may direct member(s) of the RIT to perform duties that do not involve structural entry and that are not deemed to be critical. At least one member of the RIT shall be specifically responsible for the accountability of the interior team(s). This member shall have the authority to initiate a rescue of those fire fighters inside the structure.

V. IMMEDIATE RESCUE SITUATIONS

A. The Incident Commander may initiate interior operations without a RIT in life threatening situations or where immediate action could prevent the loss of life.

B. No exception shall be permitted when there is no possibility to save lives.

C. All actions or operations taken under this exception shall be thoroughly investigated and a written report shall be submitted to the Fire Chief.

VI. MAYDAY OPERATIONS

A. In the event of a situation in which a fire fighter(s) is in danger and may need assistance, they should call for a Mayday over the current operating radio channel (normally Fireground channel). Some examples of the need for a Mayday include:

1. S.C.B.A. running low on air, possibly unable to exit before running out.
2. SCBA complications that may prevent operation prior to exit.
3. Fire Fighter trapped.
4. Fire Fighter lost or disoriented.
5. Fire Fighter separated from crew.
6. Unaccounted Fire Fighter, including if the crew doesn't have PAR.
7. Any other dangerous situation in which assistance may be needed to assure the crews safety.

B. To call a Mayday, the Fire Fighter should follow the following steps:

1. Announce "Mayday, Mayday, Mayday" followed by pertinent information.

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2. The use of NAPS acronym is a good rule to follow:
 - N – Name of the member.
 - A – Assignment of the member
 - P – Position/Location of the Member
 - S - Situation
 3. The Mayday transmission should have all the information relayed in one transmission.
 4. Keep the transmission clear and simple.
 5. Continue repeating the Mayday until acknowledged by Command.
- C. In the event of a Mayday, the current operating channel (i.e. Fireground channel) shall become the RIT channel. The Fire Fighter calling the Mayday will remain on this channel. The RIT Team will utilize this channel for operations and to talk with the endangered Fire Fighter. The Incident Commander will have all other operational personnel not directly involved with RIT to switch to another channel, such as Special Event Direct (SPCDIR). This channel shall be used for all other operations. Personnel should limit radio traffic during a rescue to ease confusion and leave the radio channel open for communications with the fire fighter(s) in need of assistance.
- D. Fire Fighters in a Mayday situation should stay calm. They should activate their PASS after calling for the Mayday. They should try to remain as oriented as possible and give clear information to Command/RIT to assist them with rescue. They must keep RIT informed of their actions and movements. They should take steps to increase their chance of survival, including following the 4 progressive E's of personal survival:
- Escape – Size up situation, know your location, determine possible escape routes, move toward exit or RIT Team, let RIT know of your location and actions/movement.
 - Evade – Move to safer areas (breach walls or floors to move away or exit).
 - Entrench – Ventilate if possible, close doors and openings to slow fire progress to your location, remove fuel, use hose line for protection.
 - Emit – Make both audible and visual signals (Use radio, PASS, flashlight, tool through wall, pound on floor, hang something out an exterior opening).
- E. Fire Fighters in Mayday situation should help the RIT by monitoring the radio, helping to direct the search, and giving landmarks. They should also conserve air by “Skip Breathing” and limiting motion once they are entrenched.

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- F. Once a Mayday has been declared, the Incident Commander will activate the RIT to initiate rescue operations. The Incident Commander must assure that the RIT Leader has full information about the situation.
- G. Once the RIT has been activated, the Incident Commander should assemble two (2) additional RIT Teams:
- 2nd RIT Team to back up the RIT 1 Team that is conducting the rescue operations.
 - 3rd RIT Team to provide RIT for the ongoing fireground operations.
- H. The Incident Commander may assemble additional RIT Teams as deemed necessary to assist with rescue operations, such as attempting rescue from a entry different point.
- I. During RIT operations, normal fireground operations should continue to prevent the conditions from becoming worse and to retain accountability.
- J. Upon locating a downed Fire Fighter, the RIT Team (or other crew locating them) shall notify Command of the situation and any further needs they have. If the downed Fire Fighter does not have sufficient air supply, they may utilize the RIT pack to supplement their air supply. If a RIT pack is not available, this may be done by sharing a member's SCBA supply. If the RIT Team is unsure that they will be able to completely remove the downed Fire Fighter without assistance, they should request additional assistance through the Incident Commander.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: THERMAL IMAGING CAMERAS	S.O.P. 4.13
CATEGORY: GENERAL EMERGENCY OPERATIONS	PAGE: 1 OF 4
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

I. PURPOSE

- A. To establish a procedure to facilitate the most effective method for deploying the Bullard thermal image camera (TIC) in a way that provides the most protection for fire department personnel and the public.
- B. To provide a reference document to be used for training of personnel in the uses, deployment, limitations, and operation, of the Thermal Imaging Camera.

II. POLICY

It shall be the policy of this department to use thermal image cameras in every structure fire and any other situations as identified where use of the camera will enhance the safety of fire department personnel and the public.

III. PROCEDURE

- A. All front line apparatus is equipped with a thermal imaging camera. Each camera is identified with apparatus marking tape and a number, as are all of its accessories. Personnel should become familiar with the location of the TICs on the apparatus.
- B. It is the company officer's responsibility to carry the TIC into a structure when the initial response involves a full assignment regardless of initial size-up reports. Company officer's are also responsible for having the TIC in his/her possession when investigating residential fire alarm calls.
- C. When the Engine Company arrives on the scene of a fire or any other incident where smoke will or could hamper visibility, the company officer shall take it to the entry point of the structure. The company officer shall determine who will operate the TIC.
- D. When operating for search and rescue, company personnel shall use available thermal image cameras to aid in the search for victims. If operating ahead of, or separate from, a hand line, a tag line may be used once the camera crew enters the structure. The rope pack shall be secured to an anchor point just outside the entry point and the rope secured to the camera operator's SCBA harness.
- E. Subsequent cameras will be used by additional entry crews. The Rapid

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Intervention Team, when assigned, will be equipped with a TIC.

- F. If conditions warrant the use of the camera, the camera operator should direct the operation of the nozzle. Camera operators must be aware that they may have a tendency to move faster than the rest of the team who are operating in zero visibility. Crews shall coordinate their efforts in order to maintain compliance with the "Two-In/Two-Out" requirements.
- G. In moderate to heavy smoke conditions, the TIC allows a crew to quickly check a smoke filled area to determine whether or not there are victims or fire present. The camera operator must remember not to move too quickly, so that the rest of the team is not lost in the zero visibility environment.
- H. The TIC has the potential to inspire overconfidence because it allows firefighters to “see” in an environment that in reality has zero visibility. Firefighters must remember to stay low even if the camera allows them to see that the majority of the heat is at the ceiling. The possibility of a flashover in the dynamic atmosphere of a structure fire is very real. Personnel must understand that the camera could fail and an escape route must be easily located, either by following a hose line or rope tag line to safety.
- I. The camera can also serve as a tool for detecting heat during the overhaul phase of an incident. However, the TIC cannot penetrate most construction materials including drywall, plaster and lathe, concrete, glass or plastic. Also, the TIC cannot penetrate water. Because the camera has a black and white display it is sometimes difficult to differentiate between what is heat or fire trapped in a wall and what is radiant heat.

IV. THERMAL IMAGE CAMERA USES:

- A. Provides safer operations in a space where there is zero visibility due to smoke.
- B. Allows personnel to “see” in a zero visibility environment, which is a very useful addition to traditional search and rescue techniques. The time necessary for completing a primary search can be significantly reduced when using a Thermal Imaging Camera.
- C. Enables suppression crews to execute a faster, more effective interior attack. The shortest route to the fire, holes in the floor and obstacles in the structure can be determined and located efficiently.

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- D. Reduces fatigue of interior crews because efficiency in performing searches and suppression is increased.
- E. Allows Rapid Intervention Teams to quickly and efficiently locate downed firefighters.
- F. May be used to determine fluid level within a container, which may be useful during an incident involving a hazardous material.
- G. May be used as a search tool to locate lost persons in open areas.
- H. The transmission feature of the Bullard Thermal Imaging Camera allows the officer in charge to accurately observe and assess the situation as it is occurring.

V. LIMITATIONS

- A. The Thermal Imaging Camera provides a two dimensional view of a smoke filled environment. Depth perception is limited. Firefighters operating the camera should remain low to the ground, scanning the entire area before them. When scanning an area with the TIC begin at the ceiling and conclude at the floor area immediately in front of you. Walking with the TIC is discouraged as trip hazards may be overlooked.
- B. Thermal energy does not travel directly through walls. A TIC does not allow an area to be viewed that is behind a wall. If fire is present inside a wall, the camera will only be able to “see” it if the fire has increased the temperature of the wall itself. Fire inside wooden clad walls will be picked up much faster than fire on the other side of a more significant barrier such as concrete. Normal overhaul procedures must be followed in order to locate fire extension.
- C. A human being will not provide sufficient thermal energy to penetrate most standard construction materials or solid items such as furniture. While conducting a search it is extremely important for rescuers to look under/around beds, sofas and other objects where victims may have hidden to escape fire.
- D. Water, plastic and glass are all effective barriers for the TIC and may cause a reflective image. The team operating the camera must remember that the image present on the TIC's screen could be a “mirror image” of themselves or fire behind them being reflected off of glass, plastic or water. To test suspicious images, the crew should wave their arms and determine whether they are seeing their own image.

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- E. Firefighters and occupants who are wet from hose line operations could be masked from the camera's view during a search because there is a momentary imbalance of thermal signatures.
- F. Count on no more than twenty minutes of operation per battery, less in cold temperatures. Change the battery each time the operator leaves the structure to exchange SCBA bottles unless the TIC is being handed off to another crew that is completing the primary search.
- G. The image displayed by the TIC may decrease in quality as soot builds up on the lens and screen while operating on the fire ground. A soft cotton cloth should be used to clean the lens and screen periodically while operating the camera.
- H. "White Out" is a condition caused by aiming the unit at a very hot object or flame which causes the TIC's sensor to become overloaded and the display to show all white, rendering the TIC useless. To correct the problem, aim the camera away from the extreme heat source and the display should return to normal in under one minute, often within just a few seconds.

VI. DAILY INSPECTION

- A. The camera shall be checked as part of the daily equipment check of the Engine Company to which it is assigned.
- B. The camera should be inspected for cleanliness. If any part of the camera is dirty, a clean rag dampened with plain water should be used to clean the camera
- C. The camera should be turned on and checked for proper operation and then turned off.
- D. If the battery charge indicator displays more than one LED of discharge the spare battery should be placed in the unit and the discharged battery charged with the provided charging unit.
- E. When not in use the camera should be kept stored on the apparatus in its mounting bracket.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES		
SUBJECT:	PERSONNEL ACCOUNTABILITY	S.O.P. 4.14
CATEGORY:	GENERAL EMERGENCY OPERATIONS	PAGE: 1 OF 4
APPROVED BY:	Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: The purpose of this guideline is to establish a procedure for tracking and accountability of personnel at emergency incidents. The goal of this system is to track the location and assignment of crews and individual members during a fire or other incidents. The personnel accountability system will provide a mechanism for controlling ingress and egress of personnel at emergency scenes. This will enhance the safety of personnel operating in a hazardous environment.

I. PREFACE

The personnel accountability system shall be used whenever Fire Department members are required to work in an IDLH atmosphere requiring the use of an SCBA, where members may become lost, trapped, or injured due to the environment, or when determined appropriate by the Incident Commander.

II. ACCOUNTABILITY RESPONSIBILITIES

- A. No member of the Germantown Fire Department will participate in, nor be assigned to hazardous tactical duty except as a member of a crew of at least two members.
- B. Total Crew Integrity (i.e. all members assigned to an apparatus or crew and working as a unit) shall be maintained.
- C. The Incident Commander or a designee shall initiate the Tactron™ Accountability System as appropriate to the situation. The I.C. or a designee shall immediately begin tracking and logging the assignment of apparatus, crews and functions.
- D. Division and Group Supervisors must maintain an accurate awareness of resources assigned to their Division/Group, unless properly reassigned or relieved.
- E. Members must remain in contact with another member either by sight, voice or use of tag line while operating in the hazardous zone of an incident. **NO MEMBER SHALL EVER BE LEFT ALONE.** Note: Contact via radio DOES NOT meet the intent of this procedure.
- F. Incident Commanders and Division/Group Supervisors shall not direct members to operate independently while in the hazard zone.

SUBJECT: PERSONNEL ACCOUNTABILITY	S.O.P. 4.14
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- G. Task assignments shall be made through the Company Officer or Crew Leader.
- H. There shall be **NO FREELANCING** by any member operating on an emergency scene. All members shall report to the IC, unless a Staging Area Manager has been assigned. If Personnel Staging has been established, all personnel shall report to the Staging Area Manager and await assignment.
- I. When a member reports individually to an emergency incident, he/she shall provide the appropriate Incident Commander, Staging Area Manager or Company Officer with his/her name tag which in turn be reflected on the Department's Tactron™ Accountability System. **Under no circumstances shall any individual begin on-scene operations prior to being assigned to a crew or a tactical function.**

III. ACCOUNTABILITY EQUIPMENT

Personnel Accountability Tag: A color-coded plastic tag with the individual's name engraved on the front with a VELCRO® backing. This tag is to be utilized by all Department personnel. The tags will be utilized as personnel are assigned to a tactical function as well as Command Staff Function. (Planning, Logistics, etc.) This tag may also be utilized if the Incident Commander decides to form crews from personnel in staging, drivers, staff, etc to conduct a given task. The Personnel Accountability Tags are color-coded to distinguish rank as follows:

- WHITE:** Chief Officers
- YELLOW:** Captains/Lieutenants
- BLACK:** Firefighters
- BLUE:** Paramedics.

Apparatus Accountability Card: A VELCRO® card with the apparatus assignment engraved on the top of the card. There shall be two (2) Apparatus Accountability Cards placed inside the apparatus. The Company Officer will be responsible for overseeing that all personnel assigned to him/her, have attached their Personnel Accountability Tags to the Apparatus Accountability Cards. This shall be done at shift change (0700) as well as anytime personnel are reassigned to them during a given shift. Upon arrival at an emergency scene, the Company Officer or Driver should assure that one (1) of the two (2) Apparatus Accountability Cards is given to the IC or his/her designee. As Reserve/Off Duty Firefighters are called for support, the reserve apparatus' Apparatus Accountability Cards should be completed by the OIC that is assigned to that apparatus. Apparatus Accountability Cards are color-coded as follows:

- RED:** Engines
- ORANGE:** Truck 41
- GREEN:** BT-41, SQ-41, HM-41, BC-41, Comm-41, Support
- BLUE:** Rural-Metro Ambulances

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WHITE: Staff
BLANK: (*Assigned as needed.*)

Tactron™ Accountability System: A commercially manufactured accountability system used to aid in accountability of personnel operating on an emergency scene. A Tactron™ Accountability System will be placed in the Battalion Chief's vehicle and Comm 41. This system identifies all apparatus and personnel on magnetic labels, currently on Germantown Fire Department. Additional "blank" labels will also be available for mutual aid companies.

IV. PERSONNEL ACCOUNTABILITY REPORT (PAR)

The Personnel Accountability Report (PAR) involves a roll call of all personnel assigned to crews and divisions that are working in the hot zone. The PAR is a confirmation that all members are accounted for and have an adequate exit air supply. For the Division/Group Supervisor, a "PAR" is an accounting for all crewmembers of all companies assigned to his/her division/group. For the Company Officer, a PAR is an accounting of all crewmembers assigned to his/her company. PAR Reports should be conducted face-to-face within the Division/Group or company whenever possible.

A Personnel Accountability Report (PAR) is required for the following situations:

- Any report of a missing or trapped firefighter
- Any change from offensive to defensive operations
- Any sudden hazardous event at the incident – flashover, back draft, collapse, MAY DAY, etc.
- As companies report an all clear
- As companies report fire under control
- At every 30 minutes of elapsed time
- Any time Command feels it is necessary

The Company Officer operating in an IDLH atmosphere shall relay to the IC his/her crew's location and the lowest air supply reading of his/her crew at the time the PAR is called. (Example: "Command, Interior Attack, Alpha Division 2nd floor, 1500psi")

V. ACCOUNTABILITY OFFICERS

Accountability Officers may be Drivers, Staff or other personnel specifically assigned to serve as Accountability Officers by the IC. Depending on the number of personnel operating on the emergency scene or the geographical area or size, an Accountability Officer(s) may be assigned.

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VI. FIRE INVESTIGATION

The Fire Investigator arriving on the scene shall report to the IC for a face-to-face report. The Fire Investigator operating on the scene shall be reflected on the TactronTM Accountability System. If the investigation requires the Fire Investigator to remain on the scene to continue the investigation after fire suppression operations have been completed, at least one fire department member shall remain on the scene to assist him/her. If the duration of the investigation exceeds one hour, the investigator or his/her assistant shall contact Dispatch and advise that the investigation is ongoing. This should be done on an hourly basis. The Fire Investigator or his/her assistant should notify Fire Dispatch upon the termination of the investigation. If the Fire Investigator(s) needs to return to the scene at a later date and time, Fire Dispatch should be notified and the same procedures followed as previously stated.

VII. TERMINATION OF ACCOUNTABILITY SYSTEM

Personnel accountability shall be maintained until the termination of the incident or the Incident Commander determines there is no further need. Once the IC makes the decision to terminate the accountability system, a final PAR should be called to assure every member is accounted for. Before leaving the scene, the Driver of each apparatus should assure that all Apparatus Accountability Cards are retrieved and placed back on the assigned apparatus.

VIII. TRAINING

The Personnel Accountability System shall be utilized in all training evolutions which involve live fire or multi-company evolutions within the training building or acquired structure.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: BACKDRAFT	S.O.P. 5.01
CATEGORY: SUPPRESSION	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: The purpose of this standard operation procedure is to reduce the risk of firefighter injury due to entering a backdraft situation. Further, to provide a guideline by which to follow in the event a backdraft situation is discovered.

I. BACKDRAFT

Backdrafts occur when the fire conditions within a room or area enter the smoldering phase. The oxygen concentration is below 15%; there is little flame but high heat in excess of 1000 degrees, and high fuel concentrations. With these conditions, the sudden introduction of oxygen can cause an extremely rapid burning that it virtually explodes in a backdraft.

II. PREFACE

Firefighters responding to a confined fire that is late in the free burning phase or in the smoldering phase risk causing a backdraft or smoke explosion if the science of fire is not considered in opening the structure. Proper ventilation procedures must be followed in order to release smoke and hot unburned gases from the upper levels of the room or structure. If ventilation is performed improperly a dangerous supply of oxygen could be introduced, therefore, providing the missing link and causing a devastating backdraft.

III. PROCEDURE

Firefighters should watch for the signs of a backdraft, including smoke and heat pouring out of a building in high volumes for a time and then suck back into the building. This is sometimes followed by a hissing sound, traveling near the ceiling. Once it has been determined that a possible backdraft situation exists, the following guidelines should be followed:

- A. **Ventilate:** The ventilation tactics should be determined by the Incident Commander, however, the following method is recommended:

Provide a 4' x 4' hole in the roof directly over the fire. Personnel making the ventilation hole should be supported by ladder placed on the roof or externally supported aerial ladders.

- B. As ventilation is being established, a TIC should be used to determine the heat value from the exterior and the extent of the interior active fire area. As the fire is being actively ventilated from the roof, the TIC can be used to monitor the

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reduction of heat within the structure to better time the induction of positive pressure ventilation into the building. If high heat still exists on the fire floor, additional roof ventilation may be required.

- C. Once the fire is adequately ventilated, set up a positive pressure ventilation (P.P.V.) fan to assist in the further removal of gases, smoke and heat.
- D. Once the Incident Commander determines that the threat of backdraft has been limited, an attack team should be sent in on the positive side of the P.P.V. airflow to extinguish the fire.

IV. SAFETY

- A. On-scene companies and the Incident Commander need to be constantly aware of the changing conditions regarding a building or structure with a backdraft condition present. Backdraft can occur at anytime and without warning. Companies preparing to ventilate and lay hose lines can be caught in the impending explosion and fire as a result of a full back draft occurrence.
- B. Partial or full structural collapse of the structure is also possible and collapse zones should be considered during backdraft operations.
- C. Partial backdrafts can occur while companies are operating inside a fire structure. Company officers need to be constantly aware of their surroundings and communication between the company officers and the Incident Commander are essential.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: BOMB THREATS	S.O.P. 5.02
CATEGORY: SUPPRESSION	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To assure a safe, effective work environment for personnel during incidents involving bomb threats.

I. RESPONSE

Bomb threats are under the jurisdiction of the Police Department. The Germantown Fire Department shall not respond to a bomb threat unless requested by the Police Department or there have already been life or property injuries.

II. ON-SITE MANAGEMENT

- A. Units responding shall stage one block from the location, or other location as designated. Fire Department equipment will not respond to the actual scene.
- B. The Fire Department Incident Commander should establish a Unified Command with the Police Department commander on scene.
- C. Fire Department personnel will not be involved in the evaluation or search of any type of device.
- D. Fire Department personnel, including the Incident Commander, are to remain at least 1500 feet from the bomb threat location, unless advised otherwise by the Incident Commander, such as for evacuation of occupants.
- E. Ensure all resources, such as transportation, medical and Hazardous Materials Response Team, are put on standby to anticipate potential needs early.
- F. Communications should be limited to the Command Post area only, and only after approval from the Incident Commander, due to the possibility of triggering the device with radio transmissions. Radios and portable phones should not be used within 1500 feet of the bomb threat location.

III. EVACUATION OF OCCUPANTS

- A. If requested by the Police Department, the Fire Department Incident Commander can assign limited personnel to assist police personnel with the evacuation of occupants. Assignments of areas should be made prior to entering building since radio communication will not be available.

SUBJECT: BOMB THREATS	S.O.P. 5.02
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- B. The Incident Commander shall notify Dispatch as to which companies will be involved with evacuation. Personnel conducting evacuation should be limited to only those necessary, preferably no more than half of the on-scene personnel. In the event that an immediate evacuation of Fire Department is necessary, the evacuation signal consisting of the sounding of the air horns on all fire apparatus shall be done in accordance with the S.O.P. on Evacuation of Personnel.
- C. Personnel conducting evacuation shall wear full protective gear, including turnout coat, pants, and helmet. S.C.B.A. will not be required.
- D. Locations for housing civilian personnel, such as the Civic Center, Churches, or schools, should be considered. Transportation should be made available at the time of evacuation. Busses, such as from MATA, can also be used for short term sheltering of people.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: CHIMNEY FIRES	S.O.P. 5.03
CATEGORY: SUPPRESSION	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide a procedure for handling chimney fires properly.

I. PROCEDURE

Initial arriving companies should quickly check for fire that has spread from the fire box/chimney area. Any fire outside the chimney shall be handled as a structure fire. The following procedures shall be followed when handling confirmed chimney fires:

- A. The first-in engine company should take in a dry chemical and a pressurized water extinguisher, salvage tarp, salvage tub and salvage scoop. The salvage tarp is laid in front of the fireplace to collect loose ashes. The salvage tarp should be made of canvas and not vinyl. The fire in the firebox is then extinguished with the pressurized water extinguisher, being careful to limit water usage that may cause further damage to hot masonry. The logs and ashes are then removed from the firebox with the salvage scoop and put into the salvage tub. The contents of the salvage tub are placed outside in a safe location and wet down further. The flue should then be checked for any further fire.
- B. If there is fire in the flue, the truck company shall ladder the chimney and carry a canvas chimney tarp up the ladder with them.
- C. The first-in company then prepares to put the fire out in the flue from the firebox at the base of the chimney with the dry chemical extinguisher. The Lieutenants will coordinate spraying the dry powder into the flue and tarping the top of the chimney immediately after the dry powder is sprayed to stop the powder from escaping at the top of the flue. Once the dry powder is sprayed into the flue, the first-in company puts the tarp inside over the opening of the firebox. The tarps inside and outside stay on the openings for at least thirty seconds. The truck company then lifts their chimney tarp at the top to look down the chimney for any remaining fire. If fire remains, these steps are repeated.
- D. Do not use water to extinguish chimney fires unless the procedure above does not work. Water tends to crack the mortar in the chimney and cause more damage than necessary.
- E. The first-in company removes their tarp after the truck company advises that there is no further fire in the flue. Chimney fires will usually cause damage to the chimney liner. Therefore, after removing the tarps and assuring there is no further fire danger, the Incident Commander should advise the homeowner to have the

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chimney cleaned and inspected before having another fire in their fireplace.

- F. After the chimney fire has been extinguished, personnel must check for any further hidden fire extension, such as upstairs, in the attic and in the walls near the chimney. If heat exists in the walls, it should be evaluated if it is hot enough to indicate a hidden fire. If questionable, they can monitor the heat for a short period to see if it subsides. If it appears that there is possibly fire in the wall, the wall must be opened to extinguish it and assure that there is no further fire spread.
- G. A Thermal Imaging Camera can be used to check for hidden fire extension. As stated in section F, residual heat from the firebox and flue can give the operator of the thermal camera a reading of high heat in the wall when it most likely will be residual heat. This is why it is best to monitor the area for a period of time. The exception would be if smoke is present either in the upper floors or attic areas. In such case, companies should take a more aggressive approach to searching for other fire locations within walls and hidden concealed spaces.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: DUMPSTER FIRES	S.O.P. 5.04
CATEGORY: SUPPRESSION	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To insure that proper safety precautions and investigation procedures are followed when attempting to suppress or investigate a dumpster fire.

I. PREFACE

Due to the tremendous variety of products produced and the wide spectrum of potential toxins given off when garbage is burned or decomposing, extreme care must be taken when fighting a dumpster fire.

II. SUPPRESSION

Upon arriving on the scene of a "Dumpster Fire" the following procedures shall be followed:

- A. The apparatus shall be parked a sufficient distance away so as not to be effected by radiant heat, exploding pressurized containers, or flying embers. If possible, apparatus should be positioned upwind and uphill from the dumpster location. If the dumpster contains any hazardous materials, runoff from the dumpster can be a potential factor in mitigating the incident.
- B. The attack crew shall wear complete turnouts and SCBA's.
- C. The fire officer shall assure that bystander's are kept back.
- D. The fire officer may use the extinguishment method of his/her choice provided it is sufficient to do the job.
- E. If the fire is threatening an exposure, a preconnect shall be pulled.
- F. If the fire has spread to the exposure, the fire officer shall call for a full structure fire assignment and treat the situation as a structure fire.
- G. The fire should be properly overhauled to assure no rekindle. During overhaul, the use of S.C.B.A. is advised to protect personnel from toxic smoke and fumes. Contents of dumpsters are mostly unknown; therefore, it should be treated with the highest level of protection. Also every attempt needs to be made to identify what materials were disposed of in the dumpster prior to the fire in determining if runoff from the dumpster needs to be contained.

SUBJECT: DUMPSTER FIRES	S.O.P. 5.04
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- H. After the fire is knocked down and there is no possibility of rekindle, the drain plug should be pulled in order to avert further damage. If there is suspicion that the dumpster contained hazardous waste, Hazmat 41 should be requested and the on-scene Incident Commander should make contact with the owner of the dumpster.

III. INVESTIGATION

Investigation of dumpster fires shall be in accordance with S.O.P. on Investigation of Fires. The following are helpful guidelines specific to dumpster fires.

- A. The fire officer shall investigate the cause of the fire.
- B. The fire officer shall question any bystander as to the cause of the fire and potential suspects (if arson is suspected).
- C. If arson is suspected the fire officer shall notify Dispatch that the fire is of a suspicious nature and request the Battalion Chief.
- D. If suspects are apprehended or the same dumpster or dumpsters in the area have been set on fire in recent days, the fire officer shall call for the Battalion Chief or the Fire Marshal to investigate.
- E. Once the fire has been extinguished Dispatch shall be notified as to who is the owner of the dumpster.
- F. Dispatch shall notify the owner of the dumpster and inform them of the fire and its location.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: ELEVATOR FIRE SERVICE	S.O.P. 5.05
CATEGORY: SUPPRESSION	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide information and guidelines for the use of elevators during fire and other emergency operations.

I. PREFACE

Elevators can be dangerous in fire situations. For this reason, most are designed with smoke and/or heat detectors in the lobbies outside the elevator that in the event of a fire, the elevator will be recalled to the normal floor of exit from the building. If that floor is the floor indicating a possible fire, the elevator will go to an alternate floor, such as below the normal floor. The doors will open and let passengers out.

Elevators with fire service features allow the Fire Department to utilize the elevator for emergency operations. The elevator is controlled manually, rather than automatically, to allow for safer use. Elevators may be equipped with a phone that allows for communication from inside the elevator.

II. FIRE SERVICE OPERATIONS

In the event of a fire or other emergency in which the Fire Department would like to use the elevator for operations, the following guidelines should be used:

- A. Before using any elevator to move personnel between floors, the Fire Department must ascertain that each elevator lobby at each floor is controlled and safe. Personnel shall never use an elevator to go to a floor that they are unsure whether the lobby is secured.
- B. To use the Fire Service on an elevator provided with such, the Fire Service Key must be obtained and placed in the appropriate key switch. This key may be in a specified location or available from the building maintenance or security personnel.
- C. When the elevator is operating by Fire Service, the controls will be manual. For example:
 - 1. The open and close controls must be held completely to open the door and close it completely. Letting off of the control will stop the motion.
 - 2. The doors should not open or close automatically at each floor, but rather will need to be opened manually at the controls by the Fire Fighters.

SUBJECT: ELEVATOR FIRE SERVICE	S.O.P. 5.05
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3. The elevator will not move to different floors unless directed to by the operator in the elevator car. To move to a different floor, push the floor button and the elevator will go to that floor, but it will not open until the open button is pushed.
 4. To keep the elevator at the floor you are on, turn the Fire Service Switch to "Hold" and it will remain at this floor until you turn the switch back to the "on" or "off" position.
 5. To return the elevator to normal operations, turn the Fire Service Switch to the "Bypass" position for 10 seconds, then back to the "off" position. This will return the elevator to normal position.
- D. Remember that these are general guidelines for use of elevators with Fire Service on them. Normal elevators will not operate this way and could be dangerous in the event of a fire. Different brands of elevators may have Fire Service capabilities somewhat different from these, but most (if not all) in Germantown should operate in this manner. Personnel using Fire Service on an elevator should test some of the Fire Service operations before using the elevator for emergency operations to ascertain the exact operations.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: FIRE ALARM SYSTEMS	S.O.P. 5.06
CATEGORY: SUPPRESSION	PAGE: 1 OF 4
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for handling fire alarms systems under fire and non-fire situations.

I. DEFINITIONS

Annunciator Panel. A panel connected to the alarm control panel to provide an indication of the status of the alarm system, such as alarm zones. This panel is usually located in a readily accessible location and rarely has any controls, such as silence or reset.

Central Station. An alarm monitoring station (company) listed by Underwriters' Laboratories as meeting specific requirements for capabilities and competencies. Alarm systems in Germantown that are required to be monitored, must be monitored by a listed Central Station.

Fire Alarm Control Panel. The unit with the control circuits necessary to a) furnish power to the alarm system, b) receive signals from alarm initiating devices and transmit them to audible alarm indicating appliances, and c) electrically supervise the system wiring and power. The Control Panel usually has the controls necessary to silence the system. It also will also usually show the various alarm zones. Actual alarm signals are normally indicated by a red light and trouble signals are normally indicated by a yellow light.

Fire Alarm Signal. A signal activated by a fire alarm-initiating device such as a manual fire alarm box, automatic fire detector, waterflow switch, or other device in which activation is indicative of the presence of a fire or fire signature. This shall be handled as an emergency.

Initiating Device. A manually or automatically operated device, the normal intended operation of which results in a fire alarm from the control panel. Initiating devices include:

- Sprinkler flow or pressure switch.
- Smoke detectors, including ventilation duct smoke detectors.
- Heat detectors.
- Manual pull stations.
- Other fire protection systems, such as kitchen suppression systems and halon systems may also be connected to the alarm system.

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Supervision. Refers to monitoring of the circuit, switch, or device in such a manner that a trouble signal is received when a fault occurs.

Supervisory Signal. A signal indicating the need for action in connection with the fire alarm or suppression systems, or the maintenance features of related systems.

Trouble Signal. A signal initiated by a system or device indicative of a fault in a monitored circuit, system, or component.

II. GENERAL LAYOUT AND OPERATION OF A FIRE ALARM SYSTEM

The purpose of fire alarm systems shall be primarily to provide notification of fire alarm, supervisory, and trouble conditions; to alert the occupants; to summon aid; and to control fire safety functions.

- A. An initiating device is activated by a possible emergency condition, such as smoke. The initiating device initiates an alarm to the fire alarm control panel.
- B. The fire alarm control panel:
 - 1. Sets off any internal evacuation and/or local alarms,
 - 2. Sends an alarm to any monitoring locations, such as a central station or other alarm company, or the fire department,
 - 3. Sends a signal to the annunciator panel.
received\
- C. Alarm company, if provided, notifies the fire department. Sometimes, they will also try to contact the emergency contacts for the building. Depending on the alarm system, the alarm company may identify the zone and/or type of alarm, or may only advise that it is a general fire alarm, although they may be able to inform what type(s) of initiating devices are monitored by the fire alarm system.

III. PROCEDURES

- A. Upon arrival on the scene, the first-in engine company should check the annunciator panel or fire alarm control panel for the status and location of the alarm. If the building is vacant, also refer to Vacant Buildings S.O.P.
- B. After checking the annunciator or control panel, advise other responding companies of the situation and location of the alarm.

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- C. Personnel shall locate the initiating device that activated causing the alarm condition. It may be necessary to check all initiating devices if the location of the device is not identified at the FACP.
- D. The Fire Department shall not leave the premises until the cause for the alarm has been determined and the initiating device has been identified.
- E. Smoke detectors and some heat detectors should have an indicator light that stays lit solid when indicating an alarm. Locate the detector that has tripped. Determine if there is any emergency condition that has caused the detector or other device to activate.
- F. If a manual pull station is activated, locate the specific pull station, if applicable the person who initiated the pull station, and the reason for the notification (whether false or not). If a pull station has been maliciously activated, an investigation by the Company Officer or the Incident Commander will be needed to determine who activated the alarm and report the information to the Fire Marshal's Office.
- G. If the reason for the fire alarm is due to the activation of a water flow switch associated with a sprinkler system, check the sprinkler system to determine if water is flowing. If it has been determined that the sprinkler system is "tripped" refer to S.O.P. 5.11, Operations in Sprinkled Buildings
- H. The Fire Department has the responsibility to handle emergency situations, but not the responsibility to repair alarm systems, although we should assist property managers as possible within our scope of ability and responsibility.
- I. Fire Department personnel cannot and must not reset a fire alarm system. Nor can Fire Department Personnel place a sprinkler system "back in service". This includes but is not limited to, the opening of a control valve to return the sprinkler system to service or replacing a sprinkler head that has been damaged or activated. The Company Officer or the Incident Commander may request the property owner or manager to call for service from the appropriate service company. This information shall be corresponded to the Fire Department Dispatch office and noted on the TIFIR.

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- J. If the alarm has malfunctioned, have the owner request the alarm company send out a representative to check and repair the system. The Incident Commander shall advise Dispatch of this. This shall be noted on the incident report. Dispatch shall notify the Fire Marshal's Office whenever there is a need for immediate follow-up by the FMO or a property has had multiple false alarms due to an alarm malfunction or negligence within a 3-month period.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: FIRE PUMP OPERATIONS	S.O.P. 5.07
CATEGORY: SUPPRESSION	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To specify the procedures for managing fire pumps in fire and non-fire situations.

I. FIRE PUMPS

The fire pump and its associated components is an automatic means of supplementing the water supply for sprinkler systems and standpipes. They are primarily used in Germantown to provide sufficient pressure for standpipe operations. The fire pump control panel activates the pump when it detects a loss of pressure. When operating, the pump boosts the pressure and if working correctly can even negate the need for a fire engine to supply the pump-in. These pumps can be either electrical or diesel operated.

Many of the fire pumps currently operating in Germantown have a booster pump or what is typically known as a jockey pump. These smaller pumps are used to maintain the pressure in the system much like an air compressor for dry sprinkler systems and prevent the main fire pump from constantly operating.

II. NON-FIRE SITUATIONS

After determining an incident is a non-fire situation, Fire Department personnel shall shut off the fire pump. It is critical for the fire officer or incident commander to assure there is no fire before shutting off the fire pump. If water is not flowing fire pumps and jockey pumps will shut off automatically when required pressure is sustained. All fire pumps should have an on/off or stop switch or button. The stop button should be activated on the transfer switch and pump control panel.

III. FIRE SITUATIONS

In an incident involving a working fire and the fire pump has activated, it is imperative NOT to turn off the pump until advised by the Incident Commander or fire officer

When operating correctly, the fire pump should provide adequate pressure to contain or extinguish the fire. If the fire pump is not working, out of service, or is insufficient, the fire department connection shall be used to boost the systems pressure.

The system is designed to allow the fire pump to be bypassed when the fire department connection is in use.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: FIRE SCENE INVESTIGATION	S.O.P. 5.08
CATEGORY: SUPPRESSION	PAGE: 1 OF 4
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To insure the investigation of all fires occurring within the City of Germantown by providing a system of fire investigation that begins at the company level and progresses to higher organizational levels as necessary based on the situation.

I. PREFACE

It is the policy of the Germantown Fire Department to make every effort to determine the cause and origin of all fires within its jurisdiction. The Fire Marshals' Office shall oversee the Fire Department's Cause and Origin Program.

II. POLICY

- A. Incident Commanders shall initiate the investigation of those fires that they respond to within their jurisdiction.
- B. The Battalion Chief shall conduct an investigation whenever any of the following circumstances exist. If the Battalion Chief is not on the scene, the Incident Commander shall request the Battalion Chief through Dispatch.
 - 1. Children playing with matches,
 - 2. Grass fires of suspicious cause,
 - 3. Vehicle fires of undetermined cause,
 - 4. Dumpster fires of suspicious origin,
 - 5. Non-working fires of undetermined cause,
 - 6. Fires requiring a TFIRS Casualty Report, in which the casualty involves minor burns or injuries to civilians or fire personnel not requiring hospitalization,
 - 7. All other situations in which the Incident Commander determines a need for investigation by the Battalion Chief.
- C. The Fire Marshals' Office shall conduct an investigation whenever any of the following circumstances exist. If a representative from the Fire Marshal's Office is not on the scene, the Incident Commander shall request a representative from

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the Fire Marshals' Office make the scene. This shall be done through Dispatch, by requesting a Fire Investigator.

1. All working structure fires of unknown origin,
 2. Suspicion of incendiary fires,
 3. Fatality fires,
 4. Fires requiring a NFIRS Casualty Report, in which the casualty involves a burn or injury to a civilian or fire personnel requiring hospitalization,
 5. Fires of undetermined cause not listed above,
 6. False alarms in which there is a possible suspect,
 7. Fire Code violations involving an immediate life safety hazard,
 8. Bomb threats and explosions in which the Germantown Fire Department has been called, and
 9. All situations in which the Incident Commander determines a need requiring immediate investigation by a Fire Investigator.
- D. When a representative from the Fire Marshals' Office has been requested by the Incident Commander and dispatch is unable to locate same, the Incident Commander shall request the response of the Battalion Chief, Deputy Chief, Assistant Chief, or the Fire Chief; in said order respectively.
- E. Only the Chief, Assistant Chief, Deputy Chief or Fire Marshal shall have the authority to request assistance from any outside agencies.
- F. At any time during an investigation, of a fire incident, the Investigator or Incident Commander determines that the fire is suspicious in nature, the scene shall be secured and the Germantown Police Department shall be notified through Dispatch. The on scene Fire Investigator shall request a Germantown Police Detective make the scene.

III. RESPONSIBILITY

- A. It is the overall responsibility of the Incident Commander to initiate an on-scene

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fire investigation.

- B. Incident Commanders or Battalion Chiefs who may be conducting the investigation are responsible for requesting a representative from the Fire Marshals' Office or a Battalion Chief, if not on the fire scene, for investigation whenever such circumstances may exist as described under this policy.
- C. It is the responsibility of all Fire Department personnel to be alert for any evidence of incendiarism or other suspicious causes and to preserve such evidence until it can be properly documented and collected.
- D. An investigation report shall be completed and filed with the Fire Marshals' Office for all incidents listed in Section II above. Battalion Chiefs who may be conducting an investigation shall submit a completed investigation report to the Fire Marshals' Office within five (5) days of completion of the investigation, but no later than ten (10) days after the incident, unless the Fire Marshal has been notified.

IV. ON-SCENE PROCEDURES

- A. During firefighting operations be alert for conditions that may be incendiary in nature.
- B. Begin fire investigation procedures as soon as possible. Investigation should be requested as soon as a need is determined.
- C. First attempt to determine the point of origin.
- D. Second, make an effort to determine the cause of the fire.
- E. Conduct overall operations with care as directed by the Incident Commander. It may be necessary for the fire investigator to recreate the scene.
- F. Preserve all possible evidence that may be found.
- G. Secure the fire scene minimizing fire suppression and overhaul activities that could destroy important information regarding the origin and cause of the fire.
- H. Request a fire investigator via Dispatch as per departmental policy as soon as need is determined.

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- I. Only authorized fire and police personnel shall be permitted in the building until permitted by the investigator.
- J. No information concerning the fire shall be released, except location, time of call, number of personnel and number of apparatus responding, until authorized. The fire shall be classified as "under investigation" until other information is released by the authorized Fire Department official.
- K. Only the Chief, Assistant Chief, Deputy Chief or Fire Marshal may release the cause of the fire. .

V. JUVENILE FIRESETTERS

When an incident has been determined to involve a juvenile playing with or setting fires, an investigation report shall be given to the Fire Marshals' Office referring the juvenile to the Juvenile Firesetter Program. The on-scene investigator shall discuss this program with the juvenile's parents or guardians and refer them to the Fire Marshals' Office. .



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: FIRES IN BUILDINGS WITH WOOD TRUSS ROOFS	S.O.P. 5.09
CATEGORY: SUPPRESSION	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish guidelines for fighting fire in truss construction buildings, including establishing a ten (10) minute time frame on interior attacks when truss construction is involved in fire.

I. PREFACE

In recent years the building construction industry has been using a form of construction referred to as "truss". Truss construction involves supports placed at angles to the bottom and top chords (joists). These supports, which are referred to as "web members", are normally joined by nails or "gusset" plates. Truss construction can consist of wood or steel materials, although wood is the most common truss material found in Germantown. Truss construction is generally used for roof support, but is becoming more popular for floor/ceiling assemblies. Trusses are usually manufactured as a full unit at the factory and sent to the job site for erection. Most of the time when roof trusses are used, the floor joists are also constructed of trusses.

II. DANGERS

The primary concept of truss construction is that it is a support system in which each piece provides an interlocking support for the system, thereby reducing the overall size of the supports. Because of the reduced mass of the materials, the truss is less fire resistant than heavier, more traditional supports. Failure of one part (support) of the system can result in failure of the entire system. The gusset plates are also known to provide limited support in a fire situation as they can come out, often due to twisting or poor installation, and result in failure of the entire truss system. The metal gusset plates can also act as a heat collector, increasing the speed at which the joints may fail.

In recent years, many fire fighter fatalities have resulted from the failure of truss construction. Trusses involved in fire will generally fail quicker than ordinary construction, resulting in collapse. In summation, truss construction is an adequate support for normal, daily use, but it is inadequate for fire situations. Therefore, fire fighters must be familiar with this construction and take measures to reduce the risk posed by it, including limiting operational times above or below this construction when involved in fire.

III. FIRE FIGHTING OPERATIONS

A. When fighting a fire in truss construction buildings, the Incident Commander

SUBJECT: FIRES IN BUILDINGS WITH WOOD TRUSS ROOFS	S.O.P. 5.09
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(I.C.) must size up the scene to determine if rescue is necessary.

- B. When rescue is not a factor, the I.C. should estimate how long the fire has been burning. If it is determined that the fire has been burning ten (10) minutes or more in the truss area, an exterior attack should be made on the fire. Keep in mind that the ten-minute limit starts from when the fire started, not ten minutes after the Fire Department arrives on the scene.
- C. The ten-minute limit should also be used on roof operations. Ventilation crews shall use a roof ladder for support when working on truss roofs. When roof operations are necessary after the ten minutes, they should be performed from an external supported platform, such as the aerial Platform or the Quint.
- D. The time factor should be kept up with very closely especially during an interior attack. As with any other structure fire, the roof should also be closely monitored for any signs of impending collapse, such as sagging or softness. Communications must be accurate and frequently updated by the I.C. and company officers.
- E. An exterior attack is often the best and safest way to handle a fire involving truss construction buildings. After blacking out the fire from the outside, finish from the interior when it is determined safe by the I.C.
- F. The use of thermal Imaging cameras when dealing with fires in truss roof construction is a valuable tool. During size-up, heat conditions can be assessed in the truss area to determine the fire condition above the ceiling line. Entering the fire building and gaining quick access to the attic area, personnel can further assess the attic area with the thermal camera to better size-up the condition.

IV. SAFETY TIPS

- A. Limit interior attack to the first 10 minutes of the fire. Use exterior attack if fire appears to have burned in the area of the trusses for longer than 10 minutes.
- B. When working on roofs, use roof ladders or externally supported (aerial) ladders.
- C. Remember that a roof or floor/ceiling collapse is hazardous to both those above and below the roof or floor/ceiling assembly.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: FLASHOVER	S.O.P. 5.10
CATEGORY: SUPPRESSION	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines to reduce the risk of fire fighter injury due to a flashover situation.

I. FLASHOVER

Flashover occurs when a room or other area becomes superheated to the point that contents immediately ignite and flames flash over the entire surface area.

II. PREFACE

Firefighters responding to a confined fire that is late in the free-burning phase or in the smoldering phase risk causing a flashover if the science of fire is not considered in ventilating the structure. Proper ventilation procedures must be followed in order to release smoke and hot unburned gases from the upper levels of the room or structure. If ventilation is performed improperly or not soon enough the combustibles within the fire area will reach their flash point simultaneously, causing a devastating flashover. Firefighters must be aware that with recent technological advancements in turnout gear and construction material and designs, it may be much more difficult to sense the signals of an impending flashover.

III. PROCEDURE

- A. Personnel should remain aware of excessive heat situations, and all other abnormal fire behavior indications. The company officer should assess the fire and heat conditions with the aid of the Thermal Imaging Camera. If heat conditions are in excess of 500 degrees, attack companies should call for ventilation and hold in a safe position until proper ventilation is established. If any abnormal fire behavior is found it must be immediately reported to the IC, so that appropriate action can be initiated. Personnel should be evacuated from a potential flashover area until the hazard can be limited.
- B. Once it has been determined that a potential flashover situation exists, ventilation should be initiated to mitigate the hazard. The ventilation tactics should be determined by the Incident Commander, however the following methods should be considered:
 1. Make an exhaust opening opposite the fire. Set up the positive pressure fan(s) and coordinate a hose team attack from the positive side of the airflow.

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2. Provide a 4' x 4' hole in the roof at the highest point above the fire.
3. Thermal Imaging cameras should be deployed with attack crews to monitor and assess heat conditions and fire spread.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: OPERATIONS IN SPRINKLERED BUILDINGS	S.O.P. 5.11
CATEGORY: SUPPRESSION	PAGE: 1 OF 4
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish procedures for the use and operation of fire sprinkler systems in fire and non-fire situations.

I. FIRE OPERATIONS

- A. In the event of an actual fire in a sprinklered building, the engine company assigned to support the sprinkler system shall connect two 2 1/2" hose lines to the sprinkler system pump-in (fire department connection) and obtain a water supply from a hydrant to the pumper. The engine company shall check the status of the sprinkler system, including water supply pressure and all necessary valves are open, unless the valve is tag "Closed for Repairs". The fire pump should be checked to assure that it is operating properly. This information, including if any valves are found to be closed, shall be relayed to the Incident Commander. If the residual water supply is low, generally below 80 psi, or if directed by the Incident Commander, the engine company shall provide a minimum supply of 150 psi at the pump-in, unless ordered differently by the Incident Commander. The engine company shall notify the Incident Commander of these actions.
- B. All operations in sprinklered buildings shall be directed by the Incident Commander and coordinated to prevent a premature shut down of the sprinkler system.
- C. The sprinkler system shall be monitored by at least one person from the assigned engine company, or other person if designated otherwise by the Incident Commander, at all times until the fire has been completely extinguished. This person shall have radio communications with the Incident Commander.
- D. When the fire is determined to be extinguished, the engine company assigned to the pump-in shall, at the Incident Commander's direction, discontinue the water supply to the sprinkler system pump-in, shut down the sprinkler system and open the main drain to limit further water damage. If necessary, the Incident Commander may direct companies to stop any open sprinkler heads with sprinkler stops. If the system is a combination sprinkler/standpipe system, it may be necessary to keep the system charged to allow continued used of standpipe hose lines during overhaul. It is recommended that a person with a radio stay at the sprinkler controls during overhaul in case activation is needed.
- E. The supply lines from the pumper to the sprinkler system pump-in may be disconnected following the completion of overhaul.

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- F. See S.O.P.s on Fire Pumps and Standpipe Systems for additional information.
- G. Notify the Fire Marshal of any fire involving a building with automatic sprinklers.

II. NON-FIRE OPERATIONS

A. Broken Pipes or Sprinkler Heads:

Whenever a sprinkler system is flowing water in a non-fire situation, the primary objective is to stop the water flow to limit damage. It is imperative, though, to assure that there is no fire situation. The following basic steps should be followed to shut the sprinkler system down:

1. Shut of the sprinkler control valve, such as the outside stem and yoke (O.S. & Y.) or post indicator valve (P.I.V. or W.P.I.V.). Whenever possible, sectional control valves inside the building should be used to allow for part of the system to remain in service.
2. Open the main (2") drain and any other drains, such as the inspector's test, that will assist with removing water from the system.
3. Place sprinkler stops in any open sprinkler heads that are still flowing water. This should be done as soon as possible after the system has been shut off, although it can be done prior if necessary.
4. Shut off the fire pump, if necessary. Refer to Fire Pump S.O.P.
5. If the water flow cannot be satisfactorily stopped immediately, provisions to catch and remove the water can be used, such as a catch-all or using a hose line over the pipe or sprinkler head to move the water out of the building.
6. Once the system is shut down, notify the responsible party for the building that the system has been placed out of service and that it needs to be repaired immediately. Virtually all sprinkler systems in Germantown are monitored, therefore, if the responsible party cannot be contact, Communications can notify the alarm company to notify the responsible party.

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B. Pressure Surges Causing Alarm on Wet Systems:

1. From time to time a pressure surge in a water system will cause a wet-pipe sprinkler system to operate. This will usually activate the water flow alarm as water is pushed up through the alarm check valve. Most sprinkler flows on wet systems have a delay or retard that allows for a pressure surge without activating the alarm, but if the surge exceeds this delay it will activate the alarm. A pressure surge may cause a small amount of water flowing (or flowed) from the drain. Equal supply and system pressure gauges also can indicate a recent water flow.
2. Assure that the sprinkler system is no longer flowing. The system will usually reset itself, although the alarm system shouldn't reset. As always, the sprinkler system should be checked for any damage to the system. Have the responsible party notify the sprinkler or alarm company and have the system checked.

C. Tripped Dry Systems:

1. Dry-pipe systems are activated by an air leak in the system, which allows the water into the sprinkler piping. This can be due to an opening in the piping system, such as open sprinkler head or broken pipe, or a failure of the air compressor.
2. Dry-pipe sprinkler systems should be monitored for low air problems to notify the responsible party that there is a problem with the system. This will cause a trouble alarm to be sent to the alarm company, and does not necessitate the response of the Fire Department. However, if there is a failure in this system, the dry-pipe system could activate which causes and actual fire alarm condition, requiring the response of the Fire Department.
3. No water flowing: Basically, if a dry-pipe system trips, but does not flow water, it becomes a wet-pipe system and will still provide protection and can be operated the same as a wet-pipe system. The fire department will not reset the system. Dry-pipe valves must be opened by a qualified sprinkler contractor to be reset. Notify the responsible party to have the system repaired.
4. Extreme weather: Have the responsible party contact the sprinkler company to have the system drained and reset. It is important to notify them that the system could freeze if not drained. In special situations in

SUBJECT: OPERATIONS IN SPRINKLERED BUILDINGS	S.O.P. 5.11
	PAGE 4 OF 4

which freezing and probable damage are imminent, the Fire Department may shut down and drain a dry-pipe system. The responsible party must be notified of this as soon as possible.

III. RESIDENTIAL SPRINKLER SYSTEMS

The following procedures should be used for handling Residential Sprinkler Systems:

- A. Residential sprinkler systems should be handled basically the same as commercial sprinkler systems. They will often not have a sprinkler system pump-in or outside shut off valve.
- B. Since they usually run off the domestic water, the shut off valve will normally be located inside the building such as in a closet, or use the domestic shut off. Most residential sprinkler systems will use plastic piping rather than steel. It may not be possible to place a sprinkler stop in residential sprinkler heads.
- C. When it is determined that the use of the sprinkler system within the structure is no longer needed, the Incident Commander should have the domestic water shut down as stated above. If only one head is tripped and a sprinkler stop will not seal the head and catch the remaining water drainage from the system, a dry 2 ½ inch hose line can be placed over the affected head.
- D. If multiple heads are tripped, catch all's should be deployed to minimize water damage.
- E. Removal of excess water from the structure to minimize water damage will be initiated.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: PREPLANS	S.O.P. 5.12
CATEGORY: SUPPRESSION	PAGE: 1 OF 6
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To conduct preplan inspections for the purpose of collecting information about structures for the purpose of keeping Germantown Fire Department personnel informed about potential hazards, strategy and tactics that may be necessary to conduct life safety and fire suppression operations in a safe and efficient manner.

I. PREPLAN DEVELOPMENT

- A. A preplan shall be made of all commercial, multi-family, and targeted residential buildings, as determined by the Fire Department.
- B. Preplans shall include the following:
 1. **Drawing Page.** A plot plan of the entire complex to fit on standard 8 1/2" x 11" paper created the with the *Fire Zone* software utilizing the Drawing Page Template. This shall show the entire site, including buildings; access roads, fire hydrants, sprinkler shutoffs and F.D.C., and F.D. key box and various utility locations.
 2. **Information Page.** An information sheet pertaining to the entire complex to fit on standard 8 1/2" x 11" paper created the with the *Fire Zone* software utilizing the Information Page Template. This provides information about the building(s), and individual suits including emergency contacts. This contains specific information regarding responses to the building and handling emergencies at the building.
 3. **Suite Drawing (as necessary).** A drawing of each individual suite for a given address to fit on standard 8 1/2" x 11" paper created the with the *Fire Zone* software utilizing the Suite Drawing Template. This shall show the entire suite, including major partition walls, and applicable utility and firefighting information locations. If this information can be provided on the Drawing Page, then this Suite Drawing is not necessary.
- C. The Fire Marshals' Office shall assign specific preplans as well as the commercial fire inspections to each shift and station according to the Fire Inspection District Assignment for development. This list shall be distributed to each individual company in a spreadsheet format utilizing the *Microsoft Excel* program annually in January on the fire department computer network P drive, Inspection-Preplan Program, *YEAR* Inspections, *Your Shift*, *Your Company-Shift*, *Company-Shift* Inspections. For example, if you were assigned to Engine 94 on the "C" shift, you

SUBJECT: PREPLANS	S.O.P. 5.12
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would find your list at: P:\Inspection-Preplan Program\2006 Inspections\C Shift\Engine 94-C\Engine 94-C Inspections

- D. The Battalion Chief shall supervise the preplan process on their assigned shift as necessary.
- E. Symbols used on the Drawing Page and Suite Drawing shall be in accordance with the symbols approved by the Fire Department and provided in the *Fire Zone* software under GFD Symbols.
- F. During each commercial inspection of buildings, the Fire Department inspection personnel shall verify the existence of a preplan for the inspection property and verify data contained in the preplan during the initial fire inspection. The preplan shall be the sole responsibility of the company having the assigned commercial building inspection. This person is responsible for creating a new preplan if one does not already exist and verifying and/or updating information on the preplan during the initial commercial building inspection according to this S.O.P. The inspection personnel shall make the necessary changes and updates to the preplan according to this S.O.P. and submit this to their Battalion Chief within one (1) month of the initial inspection. The following process shall be utilized for creating or updating preplans:
 - 1. A PowerPoint slideshow for training on the creation and updating process of preplans is available on the fire department computer network, P drive, Inspection-Preplan Program, Preplan Training, Preplan PowerPoint Training or at P:\Inspection-Preplan Program\Preplan Training\Preplan PowerPoint Training.
 - 2. Determine if a preplan exists for each assigned commercial inspection.
 - 3. If a preplan exists, obtain a copy in order to verify the information during the initial fire inspection. If no preplan exists, obtain a blank copy of the Drawing Page, Information Page, and Suite Drawing and gather the appropriate information during the initial fire inspection.
 - 4. Verify, update, or obtain preplan information during the initial fire inspection.
 - 5. Access the latest computer version form (Drawing Page, Information Page, or Suite Drawing) of the preplan utilizing *Fire Zone* software from the fire department computer network, P drive. If no preplan exists,

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access the appropriate form Template (Drawing Page, Information Page, or Suite Drawing). *See Step F1 if necessary.*

6. Verify, update, or create the information utilizing *Fire Zone* software.
 7. To save the file, follow these instructions:
 - a. Click on “Save” (Note: You will automatically receive a “Save As...” window for security purposes) or just click on “Save As...”.
 - b. Within the “Save As...” window, next to the “Save in...” box near the top left of the window, select your appropriate file from the P drive, Inspection-Preplan Program, *YEAR* Inspections, *Your Shift*, *Your Company*, *Particular Form*. For example if you are assigned to Engine 94 on the “C” shift, you would find your file at:
P:\Inspection-Preplan Program\2006 Inspections\C Shift\Engine 94-C*Particular Form*
 - c. Within the “Save As...” window, next to the “File name” box near the bottom left of the window, type in the Street Name, Address Number, and Suite Number for the preplan. For example, if the preplan is for 3860 Forest Hill, Suite # 105 then name the file:
Forest Hill 3860-105
 - d. Click on the “Save” button near the lower right side of the “Save As...” window to enter the file.
- G. Each company will also be required to keep a record of the status of their assigned commercial fire inspections and preplans. This will be done on a spreadsheet format utilizing the *Microsoft Excel* program. The following process shall be utilized for updating inspection and preplan status on spreadsheets:
1. A PowerPoint slideshow for training on the creation and updating process of preplans is available on the fire department computer network, P drive, Inspection-Preplan Program, Preplan Training, Preplan PowerPoint Training or at P:\Inspection-Preplan Program\Preplan Training\Preplan PowerPoint Training.
 2. Access your assigned inspection spreadsheet in the fire department computer network P drive, Inspection-Preplan Program, *YEAR* Inspections, *Your Shift*, *Your Company-Shift*, *Company-Shift* Inspections.

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For example, if you were assigned to Engine 94 on the “C” shift, you would access your spreadsheet list at: P\Inspection-Preplan Program\2006 Inspections\C Shift\Engine 94-C\Engine 94-C Inspections.

3. The date of the fire inspection shall be entered in the appropriate cell under column G (Inspection Date) on the row of the appropriate inspection.
4. The date of the fire re-inspection shall be entered in the appropriate cell under column H (Re-Inspection Date) on the row of the appropriate inspection.
5. Enter “Complete” in the appropriate cell under column I (Drawing Page) on the row of the appropriate inspection when the drawing has been completed and saved in the appropriate file according to Section F of this S.O.P.
6. Enter “Complete” in the appropriate cell under column J (Information Page) on the row of the appropriate inspection when the drawing has been completed and saved in the appropriate file according to Section F of this S.O.P.
7. Enter either “Not Necessary” or “Complete” in the appropriate cell under column K (Drawing Page) on the row of the appropriate inspection when the drawing has been completed and saved in the appropriate file according to Section F of this S.O.P.
8. When a preplan is complete, and is entered as such on the spreadsheet, create a hyperlink to the preplan using the following steps:
 - a. Highlight the appropriate cell containing the word “Complete” under the appropriate column (Drawing Page, Information Page, or Suite Drawing) to create the desired hyperlink.
 - b. Press Control and K (Ctrl+K) on the keyboard to open the “Insert Hyperlink” window.
 - c. Under “Browse for:” on the right side of the window, click on “File...” to open the “Link to File” window.

SUBJECT: PREPLANS	S.O.P. 5.12
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- d. Under “Files of type:” at the bottom of the “Link to File” window, click on the down arrow and click on “All Files”.
 - e. Next to “Look in:” at the top left side of the “Link to File” window, click on the down arrow to locate the saved file you are attempting to link. For example, if you were assigned to Engine 94 on the “C” shift, and you want to link a Drawing Page to the spreadsheet, you would access your file at: P\Inspection-Preplan Program\2006 Inspections\C Shift\Engine 94-C\Drawing Page
 - f. Double-Click on the name of the file you are searching for listed on the inside the window.
 - g. The “Link to File” window will close. Click on “OK” in the “Insert Hyperlink” window.
- H. Preplans submitted shall be reviewed and approved by the originating Battalion Chief and submitted to the Fire Marshal’s Office. The Fire Marshal’s Office shall review and approve the preplan. Upon approval, the Fire Marshal’s Office shall initial and date the preplan cover form. On the first Monday of each month the Fire Marshal’s Office shall provide the on duty Battalion Chief with approved preplans for distribution.
- I. Approved preplans shall be kept in Preplan Books on all primary firefighting apparatus, Haz-Mat 41, the Battalion Chief ' vehicle, staff cars, and Communications. These books should stay on the respected equipment at all times with the exception of a fire call or for training.
- J. When a preplan is developed or updated, the updated version shall be placed in the preplan book and any outdated information removed. Any updated and/or changes in the preplan book shall be recorded in the station logbook.
- K. Personnel may make recommendations for new preplans or changes to this preplan S.O.P. through the chain of command to the Fire Marshal’s Office.
- II. TRAINING
- A. All personnel shall be responsible for a thorough knowledge of all existing preplans as well as keeping up-to-date with new entries. Lieutenants and Battalion Chief shall check the list in the front of the Preplan Book daily to determine if any new preplans have been added.

SUBJECT: PREPLANS	S.O.P. 5.12
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- B. Following approval and distribution of new or updated preplans, engine companies and Battalion Chief shall conduct on-site review and training of the preplan to assure that all personnel are familiar with the preplan and operating guidelines. This training shall be done within two (2) weeks of the distribution date.

III. OPERATIONS

Preplans are intended to provide information necessary for handling fires or other emergencies in the buildings and to provide guidelines for operations. Operations at preplanned buildings or complexes shall follow the guidelines defined in the preplan. During working fires, the Incident Commander should have a copy of the preplan out and available for reference. Variations from preplans can be made by the Incident Commander as necessary to properly handle the incident.

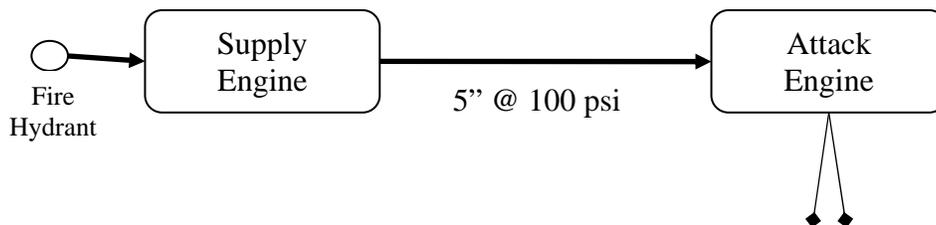


GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: PUMPER WATER SUPPLY RELAYS	S.O.P. 5.13
CATEGORY: SUPPRESSION	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide general operating guidelines for establishing water supply relays between pumpers during pumping operations.

I. GENERAL PROCEDURE

- A. Whenever it is necessary for a pumper to provide a supply line to another pumper, it should obtain an adequate water sources, preferably a hydrant, and provide the adequate supply hose to the receiving (attack) pumper. The normal supply line for the Germantown Fire Department will be the 5" inch hose line, although other lines may be used as deemed appropriate.
- B. The second-in (supply) pumper should back in to the receiving (attack) pumper and lay out to the hydrant or point at which the supply hose ends.
- C. Pumpers laying supply lines should keep the supply line along one side of the roadway, preferably the same side as the receiving (attack) pumper, to allow access to later arriving apparatus.
- D. The supplying pumper operator should notify the receiving pumper operator when he/she is ready to supply water. The supply pumper operator shall not supply water until the receiving operator advises that he/she is ready for it.
- E. When supplying water, the supply pumper should begin by providing an initial supply of 50 psi and slowly increasing it to 100 psi. Additional water supply will be provided as requested by the receiving operator. The pressure shall be increased in 20 psi increments unless specified otherwise. The following is an example of a supply line operation layout:

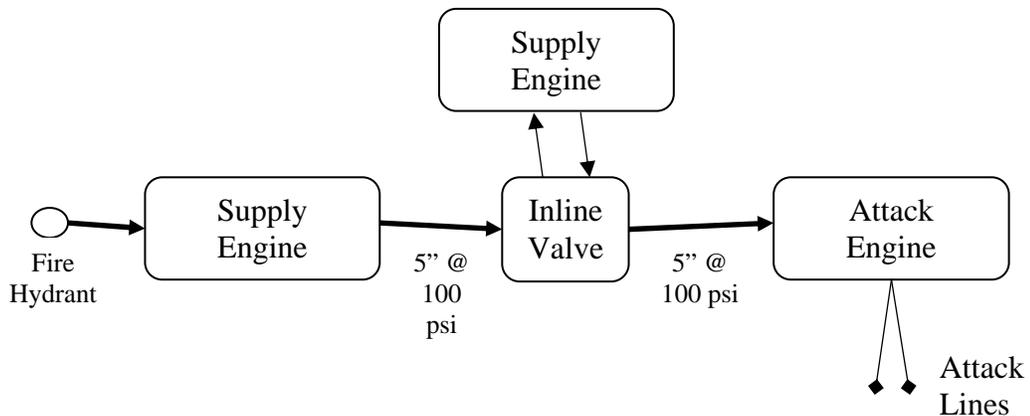


- F. When shutting down a supply line, start at the attack pumper and work back toward the supply pumper in reverse order that it was established.

SUBJECT: PUMPER WATER SUPPLY RELAYS	S.O.P. 5.13
	PAGE 2 OF 3

II. EXTENDED SUPPLY LINES

- A. Water supply lines of more than 1,200 feet will often require more than two pumpers, depending on the water and pressure availability.
- B. The second-in pumper should back in to the receiving (attack) pumper and lay out to the hydrant or point at which the supply hose ends. If necessary, additional supply pumpers shall continue this process from the previous supply pumper until the supply line reaches an adequate water source.
- C. If multiple pumpers are required to provide the water supply, they shall utilize a 5" in-line valve at their location along the supply line to boost the supply pressure. We no longer use this appliance.
- D. The supply pumper operator at the water source (hydrant) shall check with all pumpers on the supply line to assure that all connections are completed and then notify the receiving pumper operator. The supply pumper operator shall not supply water until the receiving operator advises that he/she is ready for it.
- E. When supplying water, the initial supply pumper at the water source should begin by providing an initial supply of 50 psi and slowly increasing it to 100 psi. Each supply pumper along the supply line shall then boost the output pressure through the in-line valve to 100 psi. Additional water supply will be provided as requested by the receiving operator. The pressure shall be increased in 20 psi increments at each supply pumper, unless specified otherwise. The following is an example of an extended supply line operation layout utilizing multiple supply pumpers:



SUBJECT: PUMPER WATER SUPPLY RELAYS	S.O.P. 5.13
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- F. Shut down will begin with the receiving (attack) pumper and work backwards toward the furthest pumper at the water source (hydrant).

III. SAFETY

- A. Large diameter hose will do considerable damage if uncoupled or ruptured under pressure.
- B. Always bleed off air and water pressure completely when working with couplings.
- C. Never disconnect hose couplings under pressure. Couplings on a slope can become dangerous when uncoupled even if pressure is not being applied, due to the static water pressure.
- D. Large diameter hose can uncouple if there is a twist in the line.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: STANDPIPE OPERATIONS	S.O.P. 5.14
CATEGORY: SUPPRESSION	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish guidelines for the use of standpipe systems during fire operations.

I. PREFACE

Standpipe systems are provided in many multi-story buildings to limit the need for fire fighters to extend hose lines up several floors, thereby improving fire attack times and capabilities. Although the likelihood of needing to use a standpipe system is greatly reduced by our strict fire and building codes, inspection program and aggressive sprinkler ordinance, the possibility still exists for their need. Therefore the need is there for a uniform procedure for standpipe operations. These guidelines will allow for maximum utilization of these standpipe systems.

Using standpipes in firefighting operations will increase the speed of applying water onto a fire and decrease the amount of hose laid and energy used in laying lines to attack the fire. Standpipe connections are normally provided in stairwells, although additional connections may be provided in hallways to assure adequate coverage. By utilizing a pre-existing water source to attack a fire, precious time can be saved. Instead of having to extend lines from the engine through a structure and up stairways, using a standpipe will allow quicker response and application of water to the fire.

II. STANDPIPE PACKS

- A. A prepared standpipe pack, which are sometimes referred to as hotel packs or hose packs, shall be carried on Truck 41, Engine 93, Engine 91, Engine 92 and Engine 94. Additional packs can be quickly assembled as needed.
- B. Standpipe packs consist of the following:
 - 1. 100 feet of 1 ¾",
 - 2. 1 ¾" fog nozzle,
 - 3. 2 ½" to 1 ½" reducer, and
 - 4. A universal spanner.

III. OPERATIONS

The following guidelines should be used when utilizing hose lines connected to standpipes.

- A. Connection should be made a floor below the fire floor.

SUBJECT: STANDPIPE OPERATIONS	S.O.P. 5.14
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- B. Extend extra hose up the stairs toward the floor above the fire floor.
- C. Have the line charged and ready for operation before entering the fire area.
- D. Positive pressure ventilation may be necessary in the stairway to limit smoke entering through the doorway opened for hose extension.
- E. When breaking down, use care in draining the hose to not cause more water damage.
- F. Do not use hose provided for occupant use, except in extreme emergency, as this hose is not designed for extensive fire fighter use.

IV. WATER SUPPLIES

Standpipes are designed to provide a minimum water supply of 500 gpm at 65 psi at the top standpipes connection. This large amount of water often requires that a fire pump also be provided in the building, as is found with most standpipe systems in Germantown. Due to the high pressure provided by these systems, pressure-reducing valves are often placed on standpipe outlets to limit the pressure to generally 100 psi.

Due to the provision of fire pumps with most standpipe systems, the system pressure will normally be sufficient for firefighting, but at times it may be necessary to provide additional pressure from an engine. Anytime that hose lines are extended from a standpipe, the engine assigned to the sprinkler/standpipe system shall lay two 2 ½" lines to the fire department connection (F.D.C.; pump-in). However, the lines should not be charged until ordered to from the Incident Commander.

When supplying pressure to a standpipe system, an initial pressure of 100 psi should be provided at the F.D.C. If additional pressure is needed, such as due to friction loss within the standpipe system itself, the Attack Supervisor should request it. Additional information can be found in the Sprinkler System and Fire Pump S.O.P.s.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: STRUCTURE FIRES	S.O.P. 5.15
CATEGORY: SUPPRESSION	PAGE: 1 OF 8
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish standards to be used on structural fire incidents.

I. PROCEDURES

- A. The following procedures will be used by company officers in order to ensure maximum use of personnel and to have a well-coordinated and aggressive attack. These procedures serve as guidelines to enhance efficiency of operations but may be modified as needed by the Incident Commander. Company officers are expected to make any necessary adjustments to these operating procedures to properly adapt to the particular situation. If adjusted, the I.C. will be notified of the alteration.
- B. Personnel shall don turnout gear as detailed in the Protective Clothing S.O.P. S.C.B.A. will be donned before disembarking the apparatus. The S.C.B.A. will be in use, along with wearing of all protective gear including hood and gloves, before entering a working fire area.
- C. Whenever a company begins a standard operation, such as rescue, fire attack, ventilation, salvage, etc., the company officer shall notify the I.C.
- D. All personnel operating inside fire structures shall work in groups of at least 2. No personnel shall enter a fire building alone.

II. GENERAL OPERATIONS

Normal operations at a structure fire shall involve the first arriving engine company reporting to the front of the building, or other point of fire attack, and initiating rescue and fire attack operations. The second arriving engine company shall establish water supply for the first arriving engine company when needed and assist the first arriving engine company, by initiating rescue or fire attack, depending upon which operation has not been undertaken or by supporting the operations of the first engine company. Whenever possible, all fire attack lines should be taken from the first engine.

Salvage operations shall be started as soon as possible to limit damage to contents. Following fire knock down, overhaul shall be made to assure that there is no further fire danger. The on-scene fire investigator should be involved in this phase of the operation. To ensure a well investigated incident, companies should allow the investigator time to determine what areas should be salvaged and overhauled first to protect possible evidence of the fire investigation. Burning materials should be removed from the building. If any

SUBJECT: STRUCTURE FIRES	S.O.P. 5.15
	PAGE 2 OF 8

building hazards exist at the completion of operations, the building owner or manager shall be notified. The Fire Department shall assist as possible with securing the building after operations, such as placing visquene (plastic) over holes in roof and boarding doors and windows. Often at larger fires, it will be necessary for the insurance company to send construction personnel to secure the building.

III. ASSIGNMENTS

A. 1ST ARRIVING ENGINE COMPANY:

1. If I.C. has already been designated, report to I.C. on fire ground frequency upon arrival. If command has not been designated, establish incident command.
2. Give a preliminary report of the situation.
3. If appropriate, lay a supply line.
4. Position engine in appropriate position to affect fire attack. Allow positioning for responding Truck Company.
5. Affect any necessary rescue.
6. Lieutenant assesses scene and gives second situation report upon arrival in, or at, fire area. If command has been established by other officer, this report shall be made to the Incident Commander, for the I.C. to relay to Dispatch. If the Lieutenant is I.C., this report shall be made to Dispatch.
7. Protect exposures, if necessary.
8. Initiate fire attack as appropriate.
9. Perform other engine company operations.

B. 2ND ARRIVING ENGINE COMPANY:

1. Report to I.C. on fire ground frequency upon arrival.
2. Establish water supply for the first arriving engine company if needed, unless preplan designates otherwise.
3. Lieutenant assumes command from other Lieutenant if deemed necessary

SUBJECT: STRUCTURE FIRES	S.O.P. 5.15
	PAGE 3 OF 8

by first engine company Lieutenant.

4. If first Engine Company has not made rescue, conduct primary search, unless directed otherwise by I.C.
5. Initiate fire attack if first Engine Company has been unable to, such as if they are still effecting rescue operations. Whenever possible, fire attack should utilize hose lines off first engine.

C. 3RD ARRIVING ENGINE COMPANY:

1. Report to I.C. on fire ground frequency upon arrival.
2. Establish water supply for the prior arriving engine companies if needed.
3. Position engine in most effective location, usually on opposite side of first engine, such as on rear of the building.
4. Give an on-scene situation report to the I.C. from the opposite side of the first engine company.
5. The 3rd arriving engine company will automatically be assigned to RIT unless otherwise directed by the IC. The designated RIT team shall assemble needed Rapid Intervention equipment on the Alpha (front) side of the fire building.
6. Being assigned as the Rapid Intervention Team, the team can assist the outside truck crew with utilities, laddering the fire building, or other outside task as assigned by the Incident Commander.

D. TRUCK COMPANY:

1. Report on the scene, all personnel switch to fire ground frequency.
2. Take a position on the Alpha side so the Aerial device can be utilized, unless assigned otherwise by the I.C. Refer to S.O.P. 5.18, unless notified otherwise by the I.C. If aerial will be needed for operations, position accordingly and establish water supply as needed.
3. Assure that all utilities, including electricity, gas and water, have been disconnected.

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4. Conduct ventilation efforts as directed by the I.C., including setting up the positive pressure fan(s) as needed. This may also include removing of gables, skylights, opening roof hatches, cutting holes (generally 4' x 4') in roof over fire, and removing windows as necessary. Ventilation tactics must be coordinated with the Incident Commander.
5. Assist with rescue and fire attack operations as directed by the I.C.
6. Perform salvage operations, including placement of salvage covers and water removal.
7. Perform other truck company operations.
8. Additional personnel may be placed under the direction of the truck company officer to assist with these duties.

E. EMS/RESCUE SQUAD:

1. Report to I.C. on fire ground frequency upon arrival.
2. Establish Rehab.
3. Provide medical care and monitoring of personnel.
4. Perform other EMS/Rescue Squad operations.
5. Provide other functions as needed, only when other companies are unavailable and specifically requested by the Incident Commander, including:
 - a. Conduct, or assist with, rescue operations.
 - b. Serve as Safety Officer(s).
 - c. Serve as Accountability Officer.
 - d. Assist with truck company operations, such as ventilation and cutting off utilities.
 - e. Assist with establishment of Staging Area.

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F. ADDITIONAL UNITS REQUESTED:

1. Report to Staging Area if staging has been designated. If Staging has not been designated and operational orders have not been issued by the Incident Commander, establish a staging area outside the immediate operations area in a location that will afford reasonable access to the operations area.
2. Report to I.C. on fire ground frequency upon arrival, or Staging Officer if designated, and perform duties as directed by I.C. Company officer shall advise on fireground frequency the company unit number, company officer, number of personnel on company and current location (including staging area, if designated).

V. TOOL ASSIGNMENTS

Personnel entering the structure for possible fire suppression operations should carry the following tools or equipment with them. These assignments are to be followed unless the company officer or incident Chief dictates otherwise, as deemed appropriate for the incident. In addition to the following items, all personnel shall also have a personal flashlight with them.

A. 1ST ARRIVING ENGINE COMPANY:

1. Company Officer: Portable radio, flashlight, Thermal Imaging Camera
2. Fire Fighter: Forcible entry tool and fire extinguisher or hose line.

B. 2ND ARRIVING ENGINE COMPANY:

1. Company Officer: Portable radio, flashlight, and closet hook, Thermal Imaging Camera.
2. Fire Fighter: Forcible entry tool and tool box (unless working fire).

C. 3RD ARRIVING ENGINE COMPANY:

1. Company Officer: Portable radio, flashlight, Thermal Imaging Camera
2. Fire Fighter: Forcible entry or overhaul tool (as appropriate).

SUBJECT: STRUCTURE FIRES	S.O.P. 5.15
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D. TRUCK COMPANY:

1. Company Officer: Portable radio, flashlight, Thermal Imaging Camera
2. Fire Fighter: Forcible entry or overhaul tool (as appropriate).

Personnel taking tools, equipment or appliances into a structure shall be responsible for removing that equipment from the structure and returning it to the appropriate apparatus. Except hose lines to be used some more. If the person loans the equipment to another person, the original person will still be responsible for retrieving the equipment from the other person and returning it to the apparatus. Any time a person exits a structure, he/she shall bring his or her equipment with them unless he/she has loaned it to someone else.

When removing equipment from the apparatus, personnel shall inform the apparatus driver as to the equipment that they are retrieving so that the driver may keep an accurate record of the inventory. At working fires and other incidents, the driver shall use an Apparatus Inventory Form to maintain track of all equipment taken from and returned to the apparatus. The driver will be responsible to assure that all equipment is returned following the incident.

VI. COMMERCIAL AND MULTI-FAMILY STRUCTURE FIRES

A. Preplanned Properties:

Engine companies responding to commercial and multi-family structure fires should follow the approved fire preplan for that location. Assignments should be adjusted according to the designated fire preplan.

B. Other Commercial Properties:

Responses and operations at commercial and multi-family structures that have not been preplanned shall include the following general operations. Operations at multi-family structures should place additional emphasis on evacuating remainder of building and positioning apparatus to afford attack from both sides. See section III for additional guidelines.

1. First Arriving Engine Company:

Report to the front (or main) entrance, protect exposures, locate fire, assure evacuation made, initiate rescue and suppression.

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2. Second Arriving Engine Company:

If first engine has extended hose lines, provide supply line. If first engine hasn't extended hose lines, report to the rear of the building (generally opposite side of first engine) when possible or other location that will afford balanced fire attack if necessary. Assure evacuation is complete, if necessary. Conduct rescue if first engine hasn't been able to conduct. If first Engine Company is affecting rescue, advance attack lines (preferably from first engine if the first engine is in the best location to attack the fire) to support and protect rescue operations and initiate fire suppression. Check status of sprinkler system. Assist first engine as needed.

3. Third Arriving Engine Company:

If first and second engines have extended hose lines, assure that they have supply lines. Position engine in advantageous position to assist other companies. Assume the RIT position as assigned by the Incident Commander. Apparatus Driver with engine provides support to the sprinkler and standpipe system, if needed.

If not a working fire, stage engine in advantageous position outside immediate operating area and await orders.

4. Truck Company:

If needed, position for water tower operations. If water tower not required, position truck outside immediate operating area. If working fire, perform duties as designated in section III.

If not a working fire, stage truck in advantageous position outside immediate operating area (preferably near third engine) and await orders.

5. Rescue Company:

Position rescue squad in position to set up rehab. area. It is important to avoid placing squad in a position that will not allow it to leave the scene quickly if needed elsewhere. Assure rescue (primary search) has been completed. Provide medical care as needed. Assume Safety Officer responsibility as needed. Establish and operate rehab, including air bottle refilling. Perform other duties as designated in section III.

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VII. RESIDENTIAL STRUCTURE FIRES

Responses and operations at single and double family residential structures shall include the following general operations. Due to the limited access roadways to the rears of these structures, it is often not possible to position apparatus around building. See section III for additional guidelines.

A. First Arriving Engine Company:

Report to the front entrance, protect exposures, locate fire, assure house evacuated made, and initiate rescue and suppression.

B. Second Arriving Engine Company:

If the first engine has extended hose lines, provide supply line. If first engine hasn't extended hose lines, position engine on same side of street outside immediate operating area to allow other apparatus to pass. Assure evacuation complete, if necessary. Conduct rescue if first engine hasn't been able to conduct. If first engine company is affecting rescue, advance attack lines (preferably from first engine) to support and protect rescue operations and initiate fire suppression. Assist first engine as needed.

C. Truck Company:

If needed, position for water tower operations. If water tower not required, position truck outside immediate operating area. If working fire, perform duties as designated in section III.

If not a working fire, stage truck outside immediate operating area (preferably near second engine) and await orders.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: VEHICLE FIRES	S.O.P. 5.16
CATEGORY: SUPPRESSION	PAGE: 1 OF 4
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish procedures to effectively extinguish vehicle fires in a safe and efficient manner.

I. PRIVATE PASSENGER/LIGHT UTILITY VEHICLES

The following guidelines should be followed when handling fires involving private passenger vehicles, such as automobiles, and light utility vehicles, such as pick-up trucks:

- A. Position apparatus uphill and upwind whenever possible to keep apparatus and personnel out of danger of fuel spill and toxic combustion by-products.
- B. Full turnouts and S.C.B.A. shall be worn on all vehicle fires in order to provide maximum protection in the event of fuel tank or battery rupture and to protect personnel from toxic fumes.
- C. These vehicles can generally be divided into three separate sections: 1) the engine area, 2) passenger compartment, and 3) storage or utility area. Selection of extinguishment method shall be left to the discretion of the Incident Commander, up to the point where more than 1 section (compartment) is involved. In the event that 2 sections, such as engine area and passenger compartment, are involved, a hose line of not less than 1 ¾" shall be utilized. Use of foam shall be at the Incident Commander's discretion, based upon needs.
- D. At the earliest safe opportunity, the negative battery cable shall be disconnected first. If possible, the battery should be removed from the vehicle. If the battery cannot be reached, the key shall be turned off and removed until this can be accomplished. In all cases, the battery shall be disconnected before removal of the vehicle.
- E. In certain cases, such as a vehicle with a magnesium engine or body parts, F-500 foam at a 6% setting can be used to extinguish the fire.
- F. If insufficient resources are available to mitigate the situation, or if there exists the imminent hazard of explosion or hazardous materials, personnel shall be instructed to remain outside of the 'hot' zone.
- G. If the vehicle's engine cannot be turned off by conventional methods, a CO₂ extinguisher sprayed into the intake system should accomplish this goal.

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II. HYBRID VEHICLES

Hybrid Vehicles pose additional dangers to fire personnel because of their design and being battery powered up to certain speeds. This guideline identifies recommended practices for Germantown Fire Department to address when confronted with gasoline-electric hybrid vehicle crash or incident.

- A. Personnel arriving at the scene of a fire or crash-related incident involving a gasoline-hybrid vehicle shall complete the seven (7) step hybrid vehicle “Lock Out-Tag Out” protocol as soon as practical after arrival and completion of initial scene assessment.
- B. All responders should be aware of, and fully understand the unique risks that personnel can potentially be exposed to when operating at a gasoline-electric hybrid vehicle incident.
- C. Tactical Procedures: Benchmarks are listed, based upon the Lock Out-Tag Out protocol, for the first-arriving fire department units at a gasoline-electric hybrid vehicle emergency incident. The benchmarks include:
 - 1. Identify vehicle as hybrid
 - 2. Stabilize vehicle
 - 3. Access passenger compartment
 - 4. Shift gear selector/parking brake lever
 - 5. Turn ignition OFF
 - 6. Check that dash indicator lights goes out
 - 7. Disconnect/shutdown 12V battery
- D. Incident Command Benchmarks: The Incident Commander must assure that the seven (7) critical Lock Out – Tag Out benchmarks are completed in addition to those actions necessary to effectively contain and control the additional typical challenges of a vehicle-related crash or fire incident.

III. LARGE CARGO CARRYING AND COMMERCIAL VEHICLES

The following guidelines should be followed when handling fires involving large cargo carrying and commercial vehicles, such as tractor-trailers, and similar vehicles:

- A. Position apparatus uphill and upwind. Maintain at least 150' distance between the vehicle and fire apparatus.
- B. If applicable, acquire shipping papers. If unable to do so, or if hazardous

SUBJECT: VEHICLE FIRES	S.O.P. 5.16
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materials are present, request the response of Engine 91 and Hazmat 41. Do not approach vehicle if you are unsure of contents. If haz-mat is suspected, position engine up wind.

- C. Full turnouts and S.C.B.A. shall be worn by all personnel, including drivers, until such time as a determination can be made as to the hazards involved.
- D. A hose line of a minimum of 1 3/4" with light water shall be immediately set up. If the determination is made that this is insufficient, larger lines may be utilized, but the initial foam line shall be maintained ready for instantaneous use.
- E. In the event of involvement of the cab, an attack should be initiated from 45 degrees angle from the front of the vehicle, unless is it deemed that this will unnecessarily endanger personnel or cargo. In any event, the attack should not be initiated directly from the side, due to the danger of fuel saddle tank rupture.
- F. At the earliest safe opportunity, the battery shall be disconnected, negative cable first. Removal of the batteries is recommended, but may not be possible due to placement and size. If the tractor is not damaged, this step may be bypassed. If the tractor is to be towed, the batteries will need to be disconnected. Remember that there may be more than 1 set of batteries.
- G. These vehicles are most often equipped with air systems; thus, care shall be exercised with trailer hook-ups and air tanks and brake systems. Disabling or draining of high-pressure air can render these vehicles immobile, so it is suggested that the wrecker driver or shipping company representative be consulted before any action is taken regarding these systems.

IV. RAILROAD TRANSPORTATION SYSTEMS

The following guidelines should be followed when handling fires involving trains:

- A. **LOCOMOTIVE INVOLVEMENT:**
 1. Position apparatus uphill and up wind. Maintain minimum 150' between the train and fire apparatus.
 2. Full turnouts with S.C.B.A. shall be worn.
 3. A hose line of a minimum 1 3/4" with foam shall be immediately set up. If this is deemed to be insufficient, additional 1 3/4" foam lines shall be placed in service.

SUBJECT: VEHICLE FIRES	S.O.P. 5.16
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4. These engines are essentially diesel powered electrical generators. Electrical hazard is great. Shutoffs are located on each side of the locomotive to shut off the fuel supply to the diesel engines. However, electric power may still be present, such as from other attached locomotives. The conductor should be able to shut off the electrical power.
5. The locomotives carry belly tanks, with a capacity of up to 5,000 gallons of diesel fuel under the locomotive. Attack should be initiated from 45 degrees angle from the rear of the locomotive, if possible without presenting a greater hazard to personnel.
6. Dry chemical or CO2 extinguishers may be used if the hose and foam is not indicated.

B. BOX, CONTAINER AND TANK CARS:

1. Position apparatus uphill and up wind. Maintain minimum 150' between the train and fire apparatus.
2. Full turnouts with S.C.B.A. shall be worn.
3. Acquire shipping papers and request response of Engine 91 (Hazardous Materials Response Team), regardless of contents of involved containers.
4. A hose line of a minimum 1 3/4" shall be immediately set up. The use of foam shall be at the discretion of the Incident Commander, and larger lines may be used if appropriate.
5. Tank cars can be attacked with foam, if not showing indications of B.L.E.V.E. (boiling liquid expanding vapor explosion). Unmanned monitors are recommended to limit the number of personnel near the hazard area, with a minimum flow of 1,000 gpm to cool tanks and reduce the danger of B.L.E.V.E.
6. Expose only the necessary minimum number of personnel to accomplish containment and mitigation of the situation.
7. If it is deemed that sufficient resources are not available to mitigate the incident or there is an explosion or hazards material hazard, personnel and equipment shall remain outside the safety zone.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: VENTILATION	S.O.P. 5.17
CATEGORY: SUPPRESSION	PAGE: 1 OF 5
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for the removal of the products of combustion, heat, smoke, and fire gases from a structure or confined space, and replacement with cooler, fresh air. This operation, known as "Ventilation", will aid in reducing heat, smoke and water damage as well as improving the working conditions within the structure.

I. PREFACE

Ventilation on the fire ground is essential in that it enables fire fighters to complete their mission of rescue and extinguishment faster and safer. Through a coordinated attack, ventilation will enable fire fighters to more efficiently and effectively perform their job in a hazardous environment, with reduced risk.

II. GENERAL GUIDELINES

- A. The Incident Commander shall coordinate ventilation efforts with both attack and rescue teams.
- B. The Incident Commander shall designate a certain crew to ventilate. Normally that assignment will be handled by Truck-41. From this point the person in-charge of this operation shall be referred to as Ventilation Officer ("Ventilation").
- C. The Incident Commander shall give specific ventilation instructions to the ventilation team. Instructions may include which form of ventilation, where, and when.
- D. Ventilation should occur as soon as possible in instances where there is a rescue of occupants or where there are signs of backdraft or flashover.
- E. If the Incident Commander deems that no civilians are endangered and a backdraft or flashover situation does not appear eminent, ventilation should be completed as soon as possible while maintaining a coordinated attack between all teams.
- F. Ventilation crews working in a fire area should have a charged hose line for protection. This line should not be used to extinguish the fire unless the ventilation crew needs it to ensure their safety or to ensure a means of egress or unless directed to do so by the Incident Commander. At no time will a ventilation crew indiscriminately use their safety line for any other reason except for their own safety.

SUBJECT: VENTILATION	S.O.P. 5.17
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- G. Once the ventilation crew has completed their assignments they should report to the Incident Commander that they have completed their objective and are ready for further orders.

III. POSITIVE PRESSURE VENTILATION

Positive pressure ventilation (P.P.V.) is a process of creating air pressure in a structure by forcing a high volume of air in an opening to push smoke or other products out an exhaust opening. This exhaust opening should be smaller than the size of the intake opening. By placing the intake and exhaust openings on opposite sides of the area (building), smoke or other airborne contents can be moved out.

A. During Fire Attack:

Because P.P.V. is initiated from outside the structure, fire fighters assigned as the outside truck crew can implement ventilation operations immediately, without entering the hostile environment. This can improve conditions for internal fire attack. Once the Incident Commander has determined the location of the fire or takes precautions to limit further spread of the fire, he/she can use P.P.V. in conjunction with a coordinated hose team attack following this guideline:

1. The IC must make a complete walk around the structure and determine the appropriate place to make an interior attack and the proper placement of an exhaust opening opposite the entrance.
2. Hose lines must be placed at the entrance to the interior attack route.
3. A P.P.V. fan is placed 6-10 feet from the structure at the designated point of entrance.
4. Start the fan when the interior attack team is ready to go into the structure.
5. At the same time the fan is started, or shortly after, an exhaust opening opposite the attack team (entrance opening) must be created.
6. The entrance opening must be checked to ensure a good seal prior to the hose team entering the structure.
7. If P.P.V. is not initiated at the beginning of the initial attack, it may be initiated during fire attack operations. P.P.V. must be coordinated with

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the interior attack team(s) and Interior Commander prior to and during P.P.V.

8. The P.P.V. fan should remain on until salvage and overhaul is complete or as directed by the Incident Commander. During salvage and overhaul the fans can be run at a reduced rpm. The fans should be one of the last pieces of equipment placed back on the apparatus prior to getting in-service.
9. Precaution: P.P.V. aids in removing heat and smoke from fire situations but can also increase fire intensity and movement. Care should be taken to assure that the P.P.V. does not increase the hazard or severity of the fire.

B. Non Fire Attack:

P.P.V. can also be used on various non-fire attack situations. The following are recommended guidelines:

1. The Incident Commander shall coordinate the use of positive pressure ventilation with all other teams.
2. The Ventilation officer shall decide on the proper placement of the P.P.V. fans and also where the exit opening should be.
3. Whenever possible natural ventilation should be used to augment the positive pressure ventilation process.
4. An exhaust opening must be made prior to, or shortly after, starting the fan.
5. Since P.P.V. requires the selective opening and closing of doors and windows, firefighting crew should try to keep all doors and windows closed and intact if possible, with the exception of the designated exhaust opening.
6. Whenever possible, a series of positive pressure fans should be used, either stacked or one behind the other. This will help to expedite the removal of smoke and, therefore, reduce damage. Both positive and negative pressure can be used simultaneously.
7. Gas fans should not be used inside combustible atmospheres.

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8. When ventilating hospitals, nursing homes, or supplying air to persons trapped in confined spaces, only electric fans should be used.

IV. SPECIAL SITUATIONS

A. Multi-Story Buildings:

1. When using P.P.V. on a multi-story building it is best to pressurize from the lowest effected floor to the highest.
2. Since by nature, multi-story buildings have many openings and occupants, fire fighters will have to ensure that the occupants are evacuated and do not upset the direction of air flow by unknowingly opening or closing selected doors or windows.
3. Whenever possible, ventilation crews should take advantage of the natural tendency of air to rise, including locating exhaust openings high.
4. Ventilation crews should be aware of the type of heating, ventilation and air conditioning (H.V.A.C.) system that is in the building. In certain cases, the H.V.A.C. system can augment P.P.V. efforts. In other instances, the H.V.A.C. system will spread the fire and smoke.
5. In most multi-story buildings, the stairwells and elevator shafts will serve as the main artery for pressurization and smoke travel.
6. During the P.P.V. of a multi-story building, the Incident Commander and all sector commanders must remain in close contact in order to effectively coordinate removal of smoke from the building.
7. On ventilation efforts in multi-story buildings Dispatch can supply weather information to the Incident Commander, to aid in the ventilation effort.

B. Thermal Emergencies:

1. During thermal emergencies, fans can be used to move hot or cold air to other areas of the structure depending on the situation.
2. Only electric fans should be used to cool or warm individuals, because they do not produce toxic fumes.

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V. SAFETY

- A. Never operate fans without the protective guards in place.
- B. While operating fans always ensure they are properly placed on the ground and will not fall over due to vibration or counter active force or knocked over during operations.
- C. On the gas powered fans, make sure that the rubber stops on the legs are intact. If the stops are not intact, it will cause the fan to slide around during operation.
- D. When using electric fans in hazardous areas keep the on/off switch in the off position until all of the proper connections are made. Once the connections are made then turn the fan on. By following this procedure the initial spark will be contained within the motor housing, therefore, reducing the risk of explosion.
- E. Always pick the fans up by their handles. Never carry fans by their protective guards.
- F. Keep debris clear of fans.

VI. MAINTENANCE

- A. Check the fans on a daily basis for stress fractures or cracks in the blades and the guards.
- B. Ensure that the fuel tank is full.
- C. Ensure that the oil level on the 4 cycle fans is full.
- D. Ensure that reserve fuel cans are full.
- E. Make sure that the fan runs properly and is not making any unusual noises or vibrations.
- F. Make sure there are no fuel or oil leaks.
- G. Check to assure that all rubber stops, wheels and handles are in good condition.
- H. On the electric fans, make sure the cord and plug are in good, safe working order.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: TRUCK COMPANY OPERATIONS	S.O.P. 5.18
CATEGORY: SUPPRESSION	PAGE: 1 OF 4
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To guide truck company operations during an alarm response.

I. PREFACE

The Truck Company can provide additional response capabilities for structure fires, rescues, and other emergency situations. These procedures will not apply in those situations where a predetermined setup has been designated or in those instances where company officers determine they must act independently from them due to circumstances that are unique to the situation.

II. TRUCK COMPANY POSITIONING

- A. Small Residential and Commercial Structures - The truck company will position itself so as to not block access to the building but to afford it a strategic operative advantage for the for the removal of ground ladders, tools, and equipment. Such positioning should also take into account the use of the aerial for roof access and aerial streams, if necessary. Truck positioning should not impede the attack area of the engine company.
- B. Large Residential, Apartments, and Commercial Structures - The truck company will position itself in such a manner so as to support the attack through forcible entry, ventilation strategy, and laddering. Such positioning should assume that the aerial may be used for roof access or aerial stream operations. Again, such positioning should not impede the attack area of the engine company.
- C. Elevated Master Stream - In cases where the aerial is to be positioned for use as an elevated master stream, the truck shall be located ahead of the fire travel (unburned portion of the structure). The aerial should be reasonably located outside the collapse zone of the structure, preferably at the corners of the structure.

III. STRUCTURE FIRE - OFFENSIVE OPERATIONS

Truck personnel have a number of tasks to accomplish during fire operations. By necessity, they should divide into two (2) teams – Inside and Outside.

- A. The Inside Team is composed of the Officer and 1 Fire Fighter.

SUBJECT: TRUCK COMPANY OPERATIONS	S.O.P. 5.18
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1. The first responsibility of the Inside Team must be to gain primary entry to the building for the engine company.
2. Once entry is achieved, the second responsibility of the Inside Team shall be to conduct a quick search of the fire area and adjacent areas for victims.
3. The third responsibility of the Inside Team is to assist attack teams with fire control and extinguishment by the pulling of ceilings, walls, and checking other avenues of fire travel.
4. When the fire is controlled, the Truck Officer will coordinate the task of property conservation (salvage). The Truck Officer will assure that property losses are minimized as much as possible.

B. The Outside Team is composed of the Driver and 1 Fire Fighter. In the event that the Truck does not have 4 persons assigned, the 4th person may be obtained from another company, i.e. driver from an engine not assigned to pumping. In the event that the Truck only has 3 persons the Fire Fighter can team with the driver and secure Utilities and placement of the PPV fan on the Alpha side. This is done initially upon arrival. He then can team back up with the inside crew.

1. The Outside Team's primary responsibility is ventilation. Place the PPV fan on the Alpha side, usually at the front door. If necessary, coordination with the I.C. will determine the type of ventilation to be performed in accordance with S.O.P. 5.17
2. The Outside Team's secondary responsibility is laddering of the building to provide strategic access and egress for crews working above the ground floor.
3. The Outside Team's third responsibility is the securing of the utilities in accordance with S.O.P. 4.03.
4. The Outside Team's fourth responsibility is the conservation of property (salvage). This will be done in coordination with the Truck Officer (or other officer assigned to Salvage).

IV. STRUCTURE FIRE – AERIAL OPERATIONS

A. Apparatus setup - Positioning of the truck will be coordinated with the I.C.,

SUBJECT: TRUCK COMPANY OPERATIONS	S.O.P. 5.18
	PAGE 3 OF 4

outside of the collapse zone.

1. The Driver shall secure water supply to the aerial
 2. The Fire Fighters shall set the outrigger pads, and deploy the outriggers on their respective sides.
 3. The Driver, with the assistance from one Fire Fighter, shall be responsible for operating the aerial device and/or pump.
 4. During ladder operations, a fire fighter should be positioned on the ground or other advantage point to provide guidance for ladder and hose stream positioning.
- B. Aerial Operations - The two major functions of aerial operations are rescue and offensive or defensive fire attack.
1. Aerial Rescue Priorities:
 - a. Area most severely threatened by current fire conditions
 - b. Largest number or groups of people
 - c. Remainder of people in the fire area
 - d. People in exposed areas
 2. Offensive or Defensive Attack:
 - a. For offensive attack, the water should be deflected off of the ceiling of the fire room and only be flowed long enough to blacken the fire.
 - b. For defensive attack, the water should be used to protect the unburned portion from further advancement of the fire and to quickly reduce the volume of fire.
 - c. For exposure protection, the water stream should be directed as to overlap the exposure and open space between the fire building and exposure.

SUBJECT: TRUCK COMPANY OPERATIONS	S.O.P. 5.18
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V. RESCUE

Truck 41 shall be the primary specialized rescue company. Truck 41 personnel shall be trained to a minimum of Operations Level in the following disciplines, preferably to the Technician Level:

- Vehicle Extrication
- Rope Rescue
- Trench Rescue
- Confined Space Rescue
- Structural Collapse Rescue
- Water Rescue

Truck 41 should be requested whenever any of these specialized situations exists.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: EMS ADMINISTRATION	S.O.P. 6.01
CATEGORY: EMERGENCY MEDICAL SERVICES	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide a Fire Department based Emergency Medical Services Program, which operates within the current parameters of accepted practice within the City of Germantown.

I. POLICY

- A. The Germantown Fire Department shall operate the Emergency Medical Service Program in accordance with those criteria established by the State of Tennessee Department of Health and Human Services Division of Emergency Medical Services, the Mid-South E.M.S. Council, the Germantown Fire Department's Medical Director and the Department rules, regulations and procedures.
- B. Fire Department Paramedics, Emergency Medical Technicians and Emergency Medical First Responders shall operate in accordance with State guidelines and Fire Department policy.
- C. Germantown Fire Department personnel shall endeavor to provide the highest level of care possible to patients.

II. OBJECTIVE

- A. The Fire Chief shall have the overall responsibility for the proper operation of the Emergency Medical Services Program.
- B. The Assistant Chief will oversee the Emergency Medical Services Program. The Assistant Chief will coordinate with the Fire Department member who has the administrative assignment of Emergency Medical Services Coordinator.
- C. The Emergency Medical Services Coordinator shall manage the Emergency Medical Services operation in such a manner as to ensure that current approved countywide guidelines and practices are being utilized.
- D. The Physician Medical Director Sponsor shall monitor the Emergency Medical Services operation for compliance with accepted medical practices and shall be the sole authority for providing prescription medications to the Germantown Fire Department Emergency Medical Services Program.
- E. The On-Duty Battalion Chief will oversee the daily operations of the department emergency medical services on the shift level.

SUBJECT: EMS ADMINISTRATION	S.O.P. 6.01
	PAGE 2 OF 2

- F. The Germantown Fire Department shall provide care for patients as needed, with transportation provided by an ambulance company as designated by the department. Transportation by the Fire Department in a vehicle other than an ambulance should not be done unless deemed absolutely necessary by the Paramedics for a critical patient. This decision should weigh the risks of transporting the patient in this manner with the critical urgency of the situation. Any transport by the Fire Department in a vehicle other than an ambulance shall be followed by a memo by the paramedic, documenting the justification for this transport. A copy of this memo shall be included with the Fire Department E.M.S. Patient Report. When deemed necessary for patient care, paramedics and/or other Fire Department personnel may accompany the patient on the ambulance during transport.

- G. The Senior Germantown Fire Department medical person on the scene shall be in charge of the patient care until turned over to the transporting ambulance personnel or hospital emergency department.

- H. The Incident Commander will oversee all scene operations and coordinate activities in accordance with the patients needs as defined by the medical officer in charge of patient care.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: EMERGENCY MEDICAL OPERATIONS	S.O.P. 6.02
CATEGORY: EMERGENCY MEDICAL SERVICES	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To insure that the highest caliber of pre-hospital emergency medical care is provided to all patients served by the Germantown Fire Department.

I. OBJECTIVE

- A. To provide an overview of the functional duties of paramedics, Emergency Medical Technicians (EMTs) and Emergency Medical First Responders during a pre-hospital emergency.
- B. To provide insight and guidelines for the interactions of paramedics, EMTs and First Responders to fire department personnel and the Germantown Department Emergency medical Services System as related to pre-hospital emergencies.

II. POLICY

- A. All fire department paramedics, EMTs and Emergency Medical Responders operating at incidents involving emergency medical care shall endeavor to provide such care to the best of their ability, skill and knowledge.
- B. All engine company personnel working at incidents involving emergency medical care shall endeavor to provide the necessary assistance to the paramedics and EMTs operating at the scene in such a manner as to be consistent with good team work and efficient operations.

III. SCOPE

To provide a brief explanation and clarification of paramedic, EMT and fire company roles in order to insure that teamwork, standardization and professionalism will exist in the administration of emergency medical care.

IV. PARAMEDIC DUTIES

- A. The functional duties of a paramedic providing advanced life support during a pre-hospital emergency shall be governed by the protocols and guidelines established by the Paramedic Advisory Committee of the State of Tennessee Emergency Medical Services, the Mid-South Emergency Medical Services Council's pre-hospital protocols and approved by the department's Physician Medical Director.

SUBJECT: EMERGENCY MEDICAL OPERATIONS	S.O.P. 6.02
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Briefly, those duties include the evaluation and treatment of patients within the following categories: trauma, cardiac emergencies, medical emergencies, environmental emergencies, and pediatric and obstetrical emergencies.

- B. Treatment provided to these patients by paramedics may include: basic life support, intravenous solutions, drug administration, defibrillation/cardioversion, venipuncture, and EKG monitoring.

V. EMT DUTIES

- A. The functional duties of an EMT providing basic life support during a pre-hospital emergency shall be governed by the protocols and guidelines established by the EMS Advisory Council of the State of Tennessee's Emergency Medical Services.

Briefly, those duties include the evaluation and treatment of patients within the following categories: trauma, cardiac emergencies, medical emergencies, environmental emergencies, and pediatric and obstetrical emergencies.

- B. Treatment provided to these patients by EMTs may include: basic life support, vital signs, control of bleeding, splinting, bandaging, oxygen therapy, and if properly certified, I.V./E.O.A. and Automatic Electronic Defibrillation, and providing assistance to paramedics.

VI. COMMUNICATIONS

- A. Paramedics shall communicate with the emergency department physician as needed. Refer to the SOP on Physician's Orders in regards to obtaining physician orders for patient care.
- B. Upon transport of patient, the engine company shall advise that the patient is being transported. If the patient refused transport, notify Dispatch upon returning to service.

VII. RURAL METRO DUTIES

Any employee or ambulance of the Private Ambulance Service Contractor (currently Rural-Metro Ambulance) housed in fire stations of the Germantown Fire Department must fully comply with all rules and regulations of the fire station. It is agreed and understood between the parties that the station Lieutenant at each fire station has final authority and control of the fire house and all employees of Contractor housed in these fire stations shall immediately comply with all directives. This should include sharing of

SUBJECT: EMERGENCY MEDICAL OPERATIONS	S.O.P. 6.02
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house duties, as well as attire, grooming, and hygiene, as well as promptness for responses from the station. The Lieutenant shall assure that all personnel, including GFD and Private Contractor employees, are treated fairly and properly. The Germantown Lieutenant should address any issues with the Rural/Metro personnel. If the issue is not resolved, the Lieutenant should report the issue in writing to the Battalion Chief, who will then forward this written report to the GFD EMS Coordinator. The EMS Coordinator will forward it to the Shelby County EMS Coordinator for handling or take other appropriate action to have the matter resolved.

Each station that houses an ambulance should record the names of the Rural/Metro personnel on duty in the station log. Additionally, this will be recorded on the Shift Daily Roster.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: 911 CALLS TO HOSPITAL EMERGENCY DEPARTMENTS	S.O.P. 6.03
CATEGORY: EMERGENCY MEDICAL SERVICES	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish a systematic procedure for dealing with 911 calls to a Hospital Emergency Department.

I. PREFACE

On rare occasions, 911 calls are made to Dispatch by patients who are located in a hospital emergency department. These patients may call because they are unsatisfied with their care, have psychiatric or other behavioral problems, or be frustrated with the service they are receiving in the Emergency Department. However, these patients may also be experiencing a true medical emergency and be unfamiliar with procedures to access immediate help in the hospital.

II. GENERAL PROCEDURE

Emergency ambulances are not available for inter-facility transfers, and EMS does not routinely transport patients out of an emergency department. In order to assure the safety of our patients and to maintain availability of an EMS response to an emergency, the following procedure should be followed when a call is received by Dispatch from a person already in a hospital emergency department.

- A. Calls made to 911 by hospital personnel should be honored as any other 911 or emergency call for assistance.
- B. Calls made to 911 by a patient in a hospital setting require the dispatcher to contact the hospital (floor or emergency department) on a recorded line.
- C. Ask for the charge nurse or Supervising Nurse, making them aware of the callers request for EMS.
- D. Ask the nurse to physically check on the patient to insure there is no emergency. **STAY ON THE LINE** until this is complete. When the nurse returns to the line, a decision can be made regarding the need for emergency services to respond. Document the person contacted and their need for services in the CAD.
- E. Remember, we must ensure that the patient's safety and the need for dispatch of EMS units. Hospital personnel can provide assistance if the patient wishes to obtain an ambulance for transport to another facility.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: AUTOMOBILE AIR BAGS	S.O.P. 6.04
CATEGORY: EMERGENCY MEDICAL SERVICES	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for Fire Department personnel in handling safety air bags in automobiles, when these automobiles have been involved in an emergency situations, whether the air bag has deployed or not.

I. PREFACE

In recent years, automobile manufacturers have been providing safety air bags in many automobiles. These air bags are generally located in the steering column, and sometimes the front dash. A car with air bags will generally have a large steering wheel hub with the words "Supplemental Inflatable Restraint" or "S.I.R." on the steering wheel hub. If unsure whether the car has air bags, assume that it does have air bags, particularly if it is a late model car. Air bags are designed to deploy upon frontal impact to provide a cushion to the driver and front seat passenger to protect them from the impact. These units are sensitive and can become a hazard during emergency operations.

II. RESIDUE

Following air bag deployment, a quantity of white dust may be found on the front of the victim or on the floor. This dust is predominantly cornstarch or talcum powder, and is intended to lubricate the bag when it deploys. A small quantity of sodium hydroxide may be mixed with this powder to keep the bag from sticking together while stored. Inhalation or contact with this powder may cause some irritation to the mucous membranes, and watery eyes.

III. HAZARDS

Accidental deployment of air bags can occur while treating or extricating a victim due to a short circuit or when the triggering mechanism reaches a temperature of 300 degrees or higher. The negative battery cable should be disconnected from the battery. Because of an energy reserve feature, it is also recommended that the air bag connector at the base of the steering column, beneath the instrument panel, be disconnected whenever a rescue will be made from the car. This can usually be found behind a plastic panel underneath the instrument panel near the base of the steering column.

IV. RESCUE OPERATIONS

A. If the air bag has deployed, the only actions necessary are to move the air bag out of the way as necessary for victim treatment, and to treat the victim for any injuries, including minor rub burns from the air bag and removing and residue

SUBJECT: AUTOMOBILE AIR BAGS	S.O.P. 6.04
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dust.

- B. No attempt should ever be made to cut, drill or disassemble a non-deployed air bag system. If circumstances permit, wait for the system to be fully deactivated before attempting to remove the victim. It is not necessary to delay patient medical treatment, as long as personnel do not place their body or any object on the air bag module or in what would be the path of the air bag. If the patient must be removed at once, extrication efforts should be performed from the side of the entrapped victim and away from the potential deployment path of the air bag. Do not mechanically displace or cut through the steering column unless the air bag system has already been fully deactivated.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: DO NOT RESUSCITATE ORDERS	S.O.P. 6.05
CATEGORY: EMERGENCY MEDICAL SERVICES	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for responding to calls where the patient is under a doctor's Do Not Resuscitate (DNR) order.

I. DO NOT RESUSCITATE ORDERS

- A. All DNR orders must have the signature of the doctor on them, along with the patient's signature or, if the patient is incapable of signing the DNR, the signature of the person possessing a durable power of attorney - health care for the patient, as well as the signature of a witness.
- B. The following will be considered as valid Do Not Resuscitate (DNR) orders. Any paramedic or EMT who encounters a patient under a valid do not resuscitate order shall honor that order unless the patient or family requests otherwise.
 - 1. A DNR on the official state form.
 - 2. A DNR on a form used by the patient's health care agency as that agency's standard DNR form. This includes hospice service and home health care service forms signed by the patient's physician.
 - 3. A DNR supplied by the patient's health care provider, such as a home nurse or skilled nursing facility, where the DNR is documented in the patient's medical record. Generally, this will be on the patient's chart along with the other orders given for that patient by his or her physician.
- C. If the paramedic or EMT cannot document such a record as described in section B, then the paramedic or EMT shall insist on the state form.
- D. In the absence of a DNR as outlined in section B, all appropriate medical care shall be provided and protocols shall be followed. If there is any doubt as to the validity of any DNR order, then all appropriate medical care shall be provided and protocols shall be followed.
- E. The patient or family can cancel a DNR at any time. If such a request is made and the patient or family indicates that they desire medical care, then all appropriate medical care shall be provided and protocols shall be followed.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: ELDER ABUSE	S.O.P. 6.06
CATEGORY: EMERGENCY MEDICAL SERVICES	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To assure that actual or suspected abuse of the elderly, when observed by Fire Department personnel, does not go unnoticed and is reported as required by Tennessee Code Annotated § 71-6-103(b)(1).

I. REPORTING AND DOCUMENTING ELDER ABUSE

- A. You shall take note of any signs of elder abuse to the patient that you observe.
- B. You shall use objective evaluation to determine in good faith if you believe the signs point to actual or suspected elder abuse.
- C. You shall report suspected elder abuse to the ambulance personnel if the patient is to be transported by ambulance.
- D. If the patient is transported and you ride in with the patient, you shall report suspected elder abuse to the receiving personnel at the medical treatment facility.
- E. Upon returning to quarters, you shall document your observations and facts, without any personal opinions or judgments, in a separate report that shall be included with the patient care report.
- F. Report the suspected abuse to the Tennessee Department of Human Services, Adult Protective Services at 320-7220. If you are not able to reach anyone at the above number, call the State hotline at 1-888-277-8366 (1-888-APS-TENN). Do not delay reporting the situation. Persons making reports in good faith are protected from any liability per Tennessee Code Annotated § 71-6-105.

II. POTENTIAL FOR ELDER ABUSE

- A. Older adults and those adults with disabilities may live independently and be as safe as possible. Many cannot depend upon or trust those nearest to them. Those they love the most may abuse them. Someday you may encounter a situation of elder abuse.
- B. The abuser could be a family member, a trusted neighbor, or a seemingly friendly orderly at a care facility. The abuser could be of any age, sex, race, or socioeconomic background: no definite description fits all abusers. In approximately 36% of the cases in Tennessee, the victim lives alone and in 46% of the cases, the victim lives with relatives. Others may live in facilities or may

SUBJECT: ELDER ABUSE	S.O.P. 6.06
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be homeless.

III. SIGNS OF ABUSE

Fire Department personnel should be aware of the signs of elder abuse. The following signs may indicate abuse or neglect.

- A. Physical
 - Frequent unexplained injuries
 - Burns or bruises that suggest cigarettes or instruments
 - Bruises on inner arm, thigh, or other soft parts of the body
 - Passive, withdrawn, or emotionless behavior
 - Not reacting to pain

- B. Sexual
 - Sexually transmitted diseases
 - Injury in the genital area (irritation, scarring or urinary tract infections)
 - Difficulty sitting or walking
 - Fear of being alone with caregivers
 - Extremely upset when bathed, changed or examined
 - Complaints of sexual contact

- C. Neglect or Self-Neglect
 - Malnutrition or dehydration
 - Lack of personal hygiene
 - Habitually dressed in torn or dirty clothes
 - Chronic fatigue or listlessness
 - Obvious unmet need for food, medical or dental care
 - Hoarding
 - Unsafe living conditions
 - Utilities turned off
 - Living at a level significantly less than resources should provide



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: EMS EQUIPMENT INVENTORY	S.O.P. 6.07
CATEGORY: EMERGENCY MEDICAL SERVICES	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish guidelines for assuring a minimum inventory of emergency medical equipment.

I. GENERAL PROCEDURES

Paramedics should attempt to replace all equipment and supplies used on a call at the time of handing the patient care over to the ambulance personnel by swapping out with the ambulance personnel. If this is not possible, the equipment and supplies may be replaced from the Fire Department E.M.S. Stock Room and logged in the E.M.S. Inventory Log. Any equipment unavailable at the time of patient transfer or from the Fire Department Stock Room shall be received as soon as possible by the Paramedic under the coordination of the E.M.S. Coordinator.

Equipment that has been sent with the patient to the hospital, such as backboards, shall be received from the receiving hospital as soon as possible. In the event that the equipment has not been received from the hospital at the time of shift change, the off-going Paramedic shall notify the on-coming Paramedic so that the on-coming Paramedic can make arrangements to have the equipment received. No equipment shall be left at a hospital past the next day.

II. OXYGEN CYLINDERS

Oxygen cylinders for the portable resuscitators and mobile oxygen carriers shall maintain at least 200 psi. The cylinders on the resuscitators and mobile oxygen carriers shall be checked during the daily equipment checks. Cylinders shall also be checked after each use.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: EMS QUALITY ASSURANCE	S.O.P. 6.08
CATEGORY: EMERGENCY MEDICAL SERVICES	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish a Quality Assurance Program for the Germantown Fire Department Emergency Medical Services (E.M.S.) by which emergency medical care providers are utilized most effectively and that such level of care is maintained continually.

I. PROCEDURE

- A. The E.M.S. Coordinator shall designate a person to serve as the E.M.S. Quality Assurance (Q.A.) Officer.
- B. The EMS Supervisor or Paramedic assigned to Rescue 41 shall be responsible for assuring that all E.M.S. Reports for his/her shift are completed accurately, completely and timely. The Q.A. Officer, with the assistance and guidance of the Department's Physician Medical Director, will be responsible for reviewing the E.M.S. Reports according to the schedule provided below, along with a review of the operations.
- C. Q.A. Schedule: Incidents involving the following areas shall be reviewed by the Q.A. Officer on the appropriate months as noted:

<u>Item</u>	<u>Month(s)</u>
Full Arrests	All
Intraosseous Infusion	All
Helicopter Requests	All
Intubations (All)	All
D.O.A.s	All
O.B. Delivery	All
Narcotic Drug Utilization	All
Intravenous Cannulation	January, May & September
Spinal Immobilizations	February, June & October
Non-Narcotic Drug Utilization	March, July & November
E.K.G. Intervention	January, May & September
Refusals Report Documentation	February, June & October

- D. The Q.A. process shall review all related operations for efficiency and effectiveness, and to consider possible measures to improve operations. Operations shall be reviewed in accordance with Departmental, local, state and nationally recognized standards. The Q.A. process will include the following:
 - 1. Direct observation of field performance.
 - 2. Monitoring of radio communications.

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3. Post-run interviews and case conferences.
 4. Analysis of simulated or actual cases.
 5. Investigation of complaints.
 6. Other activities that provide information on performance.
 7. Retroerspective case review of specific topics.
- E. All Paramedics will work with the Q.A. Officer in the Q.A. process. The Q.A. Officer shall report findings of all Q.A. reviews to the E.M.S. Coordinator. Information learned shall be passed to all Paramedics through the E.M.S. Coordinator. If the Q.A. reveals areas for further skills development of an individual(s) or operational modifications, the E.M.S. Coordinator shall be consulted and training or modifications carried out as soon as possible, but no later than the following month. The E.M.S. Coordinator may consult with the Physician Medical Director for assistance as deemed appropriate.
- F. In the event of any patient complaints, the Assistant Chief shall be notified. The E.M.S. Coordinator shall coordinate the investigation into the complaint, unless designated otherwise by the Assistant Chief.
- G. Any internal suggestions for improvement of operations may be made to the E.M.S. Coordinator.
- H. All Q.A. records are private documents and shall not be released to the public.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: EMS REPORT POLICY AND CONFIDENTIALITY	S.O.P. 6.09
CATEGORY: EMERGENCY MEDICAL SERVICES	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish guidelines for obtaining information on E.M.S. calls and ensuring that all information collected on E.M.S. runs is kept secure and that the patient's right to privacy of their medical records is not violated.

I. PREFACE

The State of Tennessee requires that patient medical records be kept confidential by statute. Courts generally hold to common law, and patients have a common law right to expect that their medical information be kept confidential.

II. POLICY

- A. The E.M.S. reports generated by the Germantown Fire Department are to be considered confidential records and are not to be published or made known to persons except on a need to know basis.
- B. Members of the Germantown Fire Department will do everything possible to keep the information concerning a patient confidential. E.M.S. reports are not to be released except under subpoena.
- C. TFIRS reports that accompany all E.M.S. reports are public record and are not confidential. For this reason, **NO PATIENT MEDICAL INFORMATION OR COMPLAINT** is to be recorded on an EM-TFIRS report. This includes the four (4) digit Germantown Fire Department treatment code. The only medical notations to be made are BLS, ALS-I, ALS-N (See section III). The four (4)-digit Germantown Fire Department treatment code **WILL NOT** be placed on the TFIRS report.
- D. Proper documentation cannot be over stressed. The date, call times, patient information, patient history, physical assessment, treatment given and changes in patient condition should be recorded in appropriate detail. Most courts adhere to the doctrine that "If it isn't in the record, it wasn't done".

III. TREATMENT LEVEL CODE

BLS: (Basic Life Support) to be used when only basic life support is administered. This marking shall appear when a patient is not seen by a Paramedic and should also be used when a patient is seen by a Paramedic but basic level care only is given. Oropharyngeal airway use and similar basic E.M.T. skills, when not combined with advanced life support skills, fall in this category; Disregards, bogus runs,

SUBJECT: EMS REPORT POLICY AND CONFIDENTIALITY	S.O.P. 6.09
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patient refusals, private auto transports and the use of S/L Insta-glucose, also fall in this category.

ALS-N: (Advanced Life Support, Non-invasive) this category applies when a Paramedic level of expertise is indicated. Paramedic attendance occurs, but no invasive procedures are used. This applies when a Paramedic accompanies a patient to the Emergency Room in case the patient's condition worsens, but the Paramedic does not get orders. Examples of non-invasive advanced procedures include Cardiac Monitoring, Defibrillation, and Nasopharyngeal Airway use. In short this item is to be used when a Paramedic uses advanced knowledge or skill but does not initiate an invasive procedure.

ALS-I: (Advanced Life Support, Invasive) this notation applies when a Paramedic initiates an invasive ALS procedure, such as IV therapy, medication administration (including S/L Nitrostat), Endotracheal or Esophageal intubation, and Phlebotomy. Administration of S/L Insta-glucose should be noted as a BLS run, but determination of blood glucose by Chemstrip should be noted here.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: HELICOPTER OPERATIONS

S.O.P. 6.10

CATEGORY: EMERGENCY MEDICAL SERVICES

PAGE: 1 OF 4

APPROVED BY:

DATE:

Chief, Germantown Fire Department

July 1, 2009

PURPOSE: To provide guidelines for requesting and using helicopters to assist Fire Department personnel.

I. GENERAL

Usual requests for helicopter will be for emergency medical transport. Requests for emergency medical helicopter transport shall be made through Memphis MedCom (Phone: (901) 545-8181). MedCom will make arrangements with Hospital Wing.

The success of helicopter operations depends upon effective coordination between the Incident Commander and the aircraft commander. In order to ensure optimal safety, the following guidelines will be used.

II. RESPONSIBILITIES OF THE INCIDENT COMMANDER/AIR OPERATIONS OFFICER

- A. Request a helicopter through Dispatch stating the location, nature of the incident, and any special equipment needed on the helicopter.
- B. Designate an Air Operations Officer (referred to as 'Air Ops') to coordinate helicopter Operations. If Air Ops is not designated, the Incident Commander shall assume this responsibility.
- C. Air Ops shall report secondary information about the scene such as the landing zone and noteworthy ground conditions directly to the helicopter crew.
- D. Establish and clearly identify a safe landing zone if the helicopter is expected to land.
- E. Secure the landing zone prior to the arrival of the aircraft and maintain security until the helicopter has departed using Police and/or Fire Department personnel.
- F. Prepare patient(s) for air transport.
- G. Relay significant clinical information about the patient to the Flight Crew. This should be done as soon as possible by the Paramedic.
- H. Report the patient's condition, the treatment rendered, and the ETA of the helicopter to the receiving Emergency Department.

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- I. Request an additional (second) engine company if needed to assist with establishing landing zone and Air Ops.

III. ESTABLISHMENT OF LANDING ZONE

The landing zone shall be established in accordance with the following guidelines:

- A. The landing zone shall consist of the following area:

- Day - 100' x 100'
 - Night - 200' x 200'

- B. Establish landing zone in close proximity to patients, when possible, to limit patient handling and ground transport.
- C. Assure that no power lines or aerial obstacles inhibit approach.
- D. Clear landing zone of obstacles and loose debris.
- E. Secure access to landing zone from incident scene.
- F. Notify Incident Commander of location of landing zone.

IV. LANDING OPERATIONS

- A. Only Air Ops, or person designated by Air Ops, shall assist helicopter in landing directions. This person shall communicate with helicopter via radio, frequency 154.205, 154.340 or 155.280. Air Ops shall request from MedCom to talk with the helicopter on that frequency. The helicopter may be able to switch to our Fire Department Fireground Frequency.
- B. Assure that no lights are directed toward the helicopter at night. Vehicles should be parked with headlights directed into the wind.

V. GROUND OPERATIONS

- A. Ground control shall be established to assure that no unauthorized persons enter the landing zone. When available, the Police Department should be requested to handle this responsibility.
- B. Air Ops shall assign one person to guard the tail rotor area from a safe distance to assure

SUBJECT: HELICOPTER OPERATIONS	S.O.P. 6.10
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that no one goes behind the passenger compartment doors. This person shall be positioned at a 45° angle to the nose on the left side and coordinate activities with the pilot.

- C. Personnel should approach helicopter only when signaled by the pilot.
- D. Approach helicopter at a 45° angle to the nose.
- E. Approach helicopter from low side when it is on a slope.
- F. Protect patients from flying debris and wind.
- G. Clear landing zone of personnel before helicopter lands and departs.

VI. FIREFIGHTING AND STANDBY OPERATIONS

- A. Once the landing zone has been determined and properly marked, all fire apparatus should be positioned a minimum of 200 feet away from the perimeter of the designated landing zone.
- B. The engine company assigned to cover the landing operation and handle firefighting operations should plan the most direct route to the landing zone from the designated staging area.
- C. Engine company personnel who are assigned to cover landing operations and handle firefighting operations will be in full turnouts.
- D. Engine company personnel will place themselves on the opposite side of the apparatus from the landing zone when the aircraft is landing or lifting off the landing zone.
- E. If firefighting operations are needed at the landing zone, the Lieutenant will position his apparatus no closer than the set landing zone perimeter and attempt to be uphill and upwind from the aircraft. Remember during night operations, the perimeter is 200 feet, and be prepared to extend hose lines. (Hose pack, 2 ½" hose section.)
- F. Personnel involved in firefighting operations with the aircraft will be in full protective gear with S.C.B.A. and operating on air. This is required for both fire extinguisher and hand line operations.
- G. If firefighting operations are required, F-500 Foam should be considered for the attack due to the flammable liquids that may be involved.

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- H. If firefighting operations are needed at the landing zone location, the Incident Commander, or Air Operations Officer through the Incident Commander, will immediately request a second engine company to respond to the landing zone location. The second company will be responsible for establishing water supply, additional F-500 Foam, hand lines, and manpower as dictated by either the Incident Commander or the Air Operations Officer.

VII. SAFETY TIPS

- A. When approaching and leaving - crouch low, go down slope.
- B. Stay within pilot's field of vision.
- C. Carry equipment no higher than waist.
- D. Secure hats, helmets and loose items.
- E. Limit number of approach personnel to those needed. All others remain outside landing zone.
- F. AVOID: Main rotor, tail rotor and pitot tubes.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: INFECTION CONTROL PROGRAM	S.O.P. 6.11
CATEGORY: EMERGENCY MEDICAL SERVICES	PAGE: 1 OF 14
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide a comprehensive infection control program which maximizes protection against infectious and communicable diseases for all members of the department and the public they serve in the fire station, at an incident scene, and any other area where fire department members are involved in routine or emergency operations.

I. POLICY STATEMENT

The Germantown Fire Department provides fire, rescue, and emergency medical services to the public without regard to known or suspected diagnoses of infectious or communicable disease.

The Germantown Fire Department recognizes that communicable disease exposure is an occupational health hazard. Communicable disease transmission is possible during any aspect of an emergency response, including in-station activities. The health and welfare of each member is a joint concern of the member and this department as a whole. While each member is ultimately responsible for his or her own health, the department recognizes a responsibility to provide as safe a work environment as is possible. To minimize the risk of exposure, the Germantown Fire Department will implement an infection control program. The goal of this program is to provide all members with the best available information about and protection from occupationally acquired communicable diseases.

The infection control program will include standard operating procedures, initial training and continuing education in infection control practices, a vaccination program, the provision of 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, and monitoring of compliance with the standard operating procedures.

II. DEFINITIONS

AIDS: Acquired Immune Deficiency Syndrome, a communicable disease caused by Human Immunodeficiency Virus (HIV).

BODY FLUIDS: Fluids that the body makes including, but not limited to, blood, semen, mucus, feces, urine, nasal secretions, sweat, tears, vomitus, vaginal secretions, breast milk, amniotic fluids, cerebrospinal fluid, synovial fluid, pericardial fluid, and fluids that might contain concentrated H.I.V. or H.B.V. viruses.

COMMUNICABLE DISEASE: Also known as contagious disease, these can be transmitted from one person to another.

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DISINFECTION: The process used to inactivate virtually all recognized pathogenic microorganisms, but not necessarily all microbial forms, such as bacterial endospores. Disinfection is not the same as sterilization.

EXPOSURE: Contact with an infectious agent, such as body fluids, through inhalation, percutaneous inoculation, or contact with an open wound, non-intact skin, or mucous membrane. Examples of exposures are needle sticks, cuts with contaminated object, bites, and splashes to the mucous membranes of the eyes, nose and mouth. Body fluid contact to intact skin is not necessarily considered an exposure.

HBV: Hepatitis B Virus.

HCV: Hepatitis C Virus.

HIV: Human Immunodeficiency Virus. The organism that causes AIDS.

INFECTION CONTROL: The basic premise of infection control is the use of personnel protective equipment to prevent contamination.

INFECTIOUS DISEASE: Results from an invasion of a host (people) by an organism that causes diseases, such as parasites, viruses, bacteria or fungi.

MODES OF TRANSMISSION: Either direct or indirect. Direct occurs through direct contact with infectious body substances. Indirect occurs when the organism passes from the infected person to an inanimate object to another person. These organisms can be blood/fluid/substance borne or airborne.

MUCOUS MEMBRANE: A moist layer of tissue that lines the mouth, eyes, nostrils, vagina, anus, or urethra. This area is considered susceptible to infection exposure.

POCKET MASK: A double lumen device that is portable, pocket-sized, and designed to protect the emergency care provider from direct contact with the mouth/lips or body fluids of a patient while performing artificial respiration.

PPE: Personnel Protective Equipment to prevent contamination of personnel. Such equipment includes gloves, faceshields, goggles, gowns, and full body suits.

RISK POTENTIAL: Any exposure to communicable diseases carries a certain amount of risk. Four factors are critical in assessing the potential risks for an exposure situation: 1) Communicability, 2) Dosage, 3) Virulence and 4) Host Resistance. How easily is the disease

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communicated, how viable is the dosage exposed to, the strength or ability of the organism to overcome body defenses, and the ability of the host to fight infections are vital considerations.

SHARPS CONTAINERS: Containers that are closable, puncture-resistant, disposable, leak-proof on the sides and bottom, that are red in color or display the universal biohazard symbol, and that are designed to store sharp objects after use.

UNIVERSAL PRECAUTIONS: A system of infectious disease control that assumes that every direct contact with body fluids is infectious and requires every employee exposed to direct contact with body fluids to be protected as though such body fluids were HBV or HIV infected.

III. HEALTH MAINTENANCE

A. Personnel with Infections:

Due to the hazardous nature of some communicable diseases, members shall be required to report to the Infection Control Officer when the member has received a confirmed exposure that has occurred off-duty or is being medically treated or tested due to presenting signs or symptoms. Verbal notification shall be followed up with a note or letter from the member's physician describing the disease exposed to, treatment required, and fitness for regular fire department duties relative to communicability hazard to fellow workers and civilians at emergency incidents.

Members with infections that constitute, in the course of performing their duties, a risk of infection to patients or other members shall be evaluated by a physician to determine what functions the member can perform. Any member requiring treatment for infectious disease (occupational or non-occupational) must be cleared by a physician prior to returning to duty. Work restrictions for reasons of infection control may be initiated by the treating physician, which may be temporary or permanent. Members with extensive skin lesions or severe dermatitis on hands, arms, head, face, or neck shall not engage in direct patient contact, handle patient care equipment, or handle medical waste.

B. Immunizations:

All emergency response personnel will be offered immunization against Hepatitis A and B. The risks and benefits of immunization will be explained to all members, and informed consent obtained prior to immunization. A member who has been previously vaccinated may request serologic testing prior to immunization to determine if previous immunity exists. Members may refuse immunization, or may submit proof of previous immunization. Members who refuse immunization will be counseled on the risks, and will be required to sign a refusal of immunization form.

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All personnel are encouraged to ensure that they have adequate immunity to tetanus, diphtheria, rubella, measles, polio, mumps and influenza.

C. Employee Physicals:

All employees are encouraged to receive periodic health evaluations as offered through the City employee health plan. Reserve personnel are also encouraged to receive periodic health evaluations. Such evaluations should include tuberculosis screening.

IV. RECORD KEEPING

Medical records for personnel will be maintained in accordance to OSHA regulations and state and federal guidelines. Member participation in the Infection Control Program will be documented, including:

- A. Immunization records.
- B. Circumstances of exposures, including completed Infectious Exposure Form.
- C. Post exposure medical evaluation, treatment and follow-up.

Infection control records will become a part of the member's personal health file and will be maintained for duration of employment plus thirty years. Medical records are strictly confidential. Information will not be released for any reason without the express written consent of the member. The member's medical record, including exposure records, shall be available to that member upon request following the guidelines for requesting access to personnel records. Records of participation in member assistance programs or critical incident stress debriefings are considered medical records.

Abstracts of medical records without personal identifiers may be made for quality assurance, compliance monitoring, or evaluation purposes, as long as the identity of individual members cannot be determined from the information contained.

Communications between medical and personnel departments will focus on fitness to work or recommended restrictions, rather than on specific diagnoses.

V. TRAINING AND EDUCATION

All members providing emergency services will be required to complete both initial infection control training and refresher training annually thereafter. Training will be in compliance with all regulations mandated by local, state, and federal guidelines. The training program shall include proper use of personal protective equipment, standard operating procedures for safe work

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practices in infection control, proper methods of disposal of contaminated articles and medical waste, and exposure management and medical follow-up.

VI. INFECTION CONTROL OFFICER

An Infection Control Officer will be appointed by the Chief. Unless designated otherwise, the Fire Department's E.M.S. Coordinator will serve as the Infection Control Officer. This person will oversee the Department' Infection Control Program, including.

- A. Review Infectious Exposure Forms and evaluate means for preventing their reoccurrence.
- B. Serve as department liaison to hospitals, other infection control officers, Safety Officer and other involved agencies.
- C. Notify the Safety Officer if any data indicates a safety hazard requiring immediate attention.
- D. Conduct spot inspections of on-scene and station operations to ensure compliance with the policies.
- E. Assist the Assistant Chief in coordinating the immunization program.
- F. Provide technical expertise to instructors regarding training requirements and curriculum.
- G. Keep abreast of new developments in the field of infection control and make appropriate suggestions to the Safety Officer.
- H. Coordinate infection control activities with the shift Paramedics.
- I. Perform or refer members for further infection control retraining or stress debriefing.
- J. Provide technical assistance to department personnel in infectious disease.

VII. ROLES AND RESPONSIBILITIES

- A. Fire Department Safety Officer

Unless designated otherwise by the Fire Chief, the Assistant Chief shall serve as the Fire Department Safety Officer. The Safety Officer shall oversee all safety operations and assist the Department's Infection Control Officer with the administration of this program. The Safety Officer shall also be available as the contact person for hospitals to report

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patients that the Fire Department has treated that have infectious diseases. The Safety Officer will be available on a 24-hour basis and will notify the Infection Control Officer of such situations and shall initiate appropriate measures to handle the situation. The Safety Officer will handle the duties of the Infection Control Officer when the Infection Control Officer is unavailable.

B. Incident Safety Officer

A Safety Officer shall be designated at each incident. If a Safety Officer is not specifically designated, the Incident Commander shall also assume responsibilities of the Safety Officer. The Incident Safety Officer will oversee on-scene operations for compliance with this policy.

C. Infection Control Officer

The Infection Control Officer shall assume all responsibilities as detailed in Section VI. The Infection Control Officer shall report directly to the Safety Officer in all infection control activities.

D. Shift Infection Control Officers

The shift EMS Supervisors or Paramedic assigned to Rescue 41 will serve as shift infection control officers to oversee the daily operations in relation to this SOP. The EMS Supervisors, or Paramedic assigned to Rescue 41, will coordinate handling incidents on their respective shifts and reporting such to the Infection Control Officer.

E. Training Officer

In addition to existing duties, the Training Officer is responsible for the development and delivery of a comprehensive infection control educational program which complies with OSHA regulations as well as state and federal requirements. Technical assistance will be provided by the Infection Control Officer and Safety Officer.

F. Deputy Chief

The Deputy Chief shall oversee the immunization program for all personnel and shall maintain the exposure and medical records for employees.

G. Supervisors

All supervisors shall:

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1. Correct any unsafe acts, and refer members for remedial training, if necessary.
2. Mandate safe operating practices on scene and in station.
3. Refer for medical evaluation any member possibly unfit for duty for infection control or other reasons.
4. Ensure that all personnel they are responsible for have had training in infection control
5. Ensure that personnel adhere to guidelines provided in these procedures.

H. All Personnel

Each member is responsible for his or her own health and safety. Each member will report exposures or diagnoses of communicable disease to their immediate supervisor.

VIII. PERSONAL PROTECTIVE EQUIPMENT

A. General:

1. All stations and vehicles will carry an infection control kit, which shall include personal protective equipment (PPE). This kit will be standard equipment to be carried in on every call. Supervisors shall assure that adequate PPE is maintained on their apparatus.
2. Additional PPE available on the rescue squads for use will include gloves, gowns, suits, masks, goggles, glasses, sharps containers, and leakproof containers for disposal of used equipment.
3. Sharps containers will be puncture resistant, closable, and leakproof. They will be red in color, labeled as a biohazard, and immediately accessible.

B. Selection and Use of PPE:

1. Emergency responses often are unpredictable and sometimes very difficult to control. While blood is the single most important source of HIV and HBV infection in the workplace, in the field it is safest to assume that all body substances are infectious. For this reason, PPE is to be chosen fitting each situation individually.

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2. Members should choose PPE appropriate to the potential for spills, splashes, leaks, and other exposure to body substances. No SOP can cover every situation. Common sense must be used, and when in doubt, overprotection is preferable to under-protection.

C. Gloves:

1. Approved disposable, medical gloves will be worn during any patient contact. All members will have gloves available to them while on duty, and replacements will be available on all vehicles. Gloves will be replaced as soon as possible when soiled, torn or punctured. Wash hands after every glove removal. Gloves will not be re-used, and new gloves will be used between patients on multiple patient responses.
2. Members engaging in any emergency patient care shall don medical gloves prior to initiating such care.
3. Structural fire fighting gloves will be worn over medical gloves in situations where sharp or rough edges may be encountered, such as during extrication operations.
4. Cleaning gloves or medical gloves shall be worn by members during cleaning or disinfecting of clothing or equipment involved in emergency medical operations. Cleaning gloves shall be of reusable, heavy-duty, mid-forearm length, designed to provide limited protection from abrasions, cuts and punctures, and provide a barrier against body fluids and disinfectants.
5. Heavy duty utility gloves may be worn over medical or cleaning gloves during decontamination and disposal procedures in which sharp objects are handled.

D. Facial Protection:

1. Facial protection may be afforded by goggles, full-face shields and masks. Fire fighter helmet face shields do not provide adequate facial protection and should not be used for facial protection.
2. Facial Protection will be used in any situation where splash contact with the face may occur.
3. Patients with known airborne diseases should be masked whenever possible. If

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not feasible, mask the emergency personnel.

E. Fluid-Resistant Clothing:

1. Approved, fluid-resistant gowns and suits offering a barrier against body fluids are available to protect the body from splashes or sprays.
2. Structural fire fighting gear also affords protection from splashes, and is preferable in fire, extrication and rescue situations where the gowns or suits might become damaged.
3. Prior to any patient care situations during which splashes of body fluids can occur, such as situations involving spurting blood or childbirth, masks, splash-resistant eyewear, and fluid-resistant clothing shall be donned by members who will be providing treatment.

IX. SCENE OPERATIONS

- A. Prior to any contact with patients, members shall cover all areas of abraded, lacerated, chapped, irritated, or otherwise damaged skin with adhesive dressings, provided the member is not constrained from patient contact as detailed in Section III.
- B. The minimum number of personnel required to complete the tasks safely will be used for all on-scene operations. Members not immediately required will remain at a safe distance from operations where communicable disease exposure is possible or anticipated.
- C. Any body substance of a patient is to be considered potentially infectious, and body substance isolation (Universal Precautions) will be practiced. Appropriate PPE, as detailed in Section VIII, shall be donned to protect members involved with patient treatment. Members are encouraged to use the maximum rather than minimum PPE for each situation.
- D. While complete control of the scene is not always possible, the emergency personnel will make every effort to limit splashing, spraying or aerosolization of body fluids and substances.
- E. Hand washing is the most important infection control procedure. Members will wash hands after removing PPE, after each patient contact, after handling potentially infectious materials, after cleaning and disinfection of equipment, after using the bathroom, before eating, and before and after handling and preparation of food. Soap and/or germicidal cleansing agents will be available and used on the scene and at the station.

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- F. Any member who has skin contact with body fluids shall thoroughly wash the exposed area immediately using water or saline on mucosal surfaces and soap and running water on skin surfaces. If soap and running water are not available, alcohol or other skin-cleaning agents that do not require running water shall be used until soap and water can be obtained.
- G. Members shall not eat, drink, smoke, apply cosmetics or lip balm, or handle contact lenses at the scene of emergency medical operations with the exception of rehabilitation out of the patient area after proper washing has been completed.
- H. Sharps containers shall be readily accessible on scene and as close to the use area as practical. Personnel should never place their hands inside the sharps container.
- I. Used needles and other sharps will be disposed of in an approved sharps container. Needles will not be re-capped, re-sheathed, bent, broken, or separated from disposable syringes.
- J. Disposable resuscitation equipment will be used whenever possible. Mouth to mouth resuscitation will be performed only as a last resort if no other equipment is available. For artificial respiration, the order of preference of equipment is:
 - 1. Disposable bag-valve mask.
 - 2. Positive pressure ventilator.
 - 3. Disposable pocket mask with one-way valve.
 - 4. Mouth to mouth resuscitation.
- K. Prior to removal of PPE, the scene shall be policed for trash and contaminated disposable materials. All contaminated patient care equipment and soiled PPE shall be placed in leakproof bags, labeled as a biohazard, and properly disposed of. These items shall be placed on the vehicles separately from other equipment and returned to Station 3 for cleaning, disinfecting and/or disposal. No contaminated items shall be left at the scene.
- L. PPE will be removed after leaving the immediate work area, and as soon as possible if contaminated. Gloves should be removed as soon as possible following pick-up of contaminated equipment, taking care to avoid skin contact with glove exterior surface.
- X. CLEANING, DISINFECTING AND DISPOSAL
 - A. Upon return to quarters, contaminated equipment will be replaced with clean equipment and decontaminated. Cleaning and decontamination will be performed as soon as practical.

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- B. Sharps Shuttles that have been used shall be disposed when they have become half filled or more.
- C. Disposable equipment and other biohazard waste will be stored in the designated area in labeled, leakproof containers until it can be properly disposed of.
- D. Appropriate medical or cleaning gloves will be worn for all contact with contaminated equipment or materials. Other PPE may be required depending on splash or spill potential.
- E. Eating, drinking, smoking, handling contact lenses or applying cosmetics or lip balm is prohibited during cleaning or decontamination procedures.
- F. Disinfection of contaminated equipment shall be done in the washbasin designated for cleaning contaminated equipment. Personnel should not handle other items while cleaning equipment. Cleaning or disinfecting of equipment or personnel shall never be done in kitchen sinks.
- G. Disinfection will be performed with approved cleansing agents or with a 1:100 solution of bleach in water.
- G. Any damaged equipment will be cleaned and disinfected before being sent out for repair. The manufacturer's guidelines are to be used for the cleaning and decontamination of all equipment. Unless otherwise specified, durable equipment (backboards, splints, MAST trousers, etc.) will be washed with hot soapy water, rinsed with clean water, and disinfected with an approved disinfectant or 1:100 bleach/water solution. Equipment will be air-dried.
- H. Delicate equipment such as radios, monitors, etc., will be wiped clean of any debris using hot soapy water, rinsed and wiped with a disinfectant. Equipment will then be air-dried.
- I. Work surfaces will be decontaminated with an appropriate disinfecting agent after completion of procedures, and whenever contaminated. Seats, doors handles, and steering wheels of response vehicles with possible contamination will be disinfected as soon as possible upon return to station.
- J. Contaminated protective clothing, work uniforms or other clothing shall not be taken home. These items shall be cleaned in the washbasin designated for cleaning contaminated equipment. Following use of these areas for cleaning and decontamination, the area shall be cleaned with an approved disinfectant or 1:100 bleach/water solution.

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Following cleaning and disinfecting of work clothes at the station, they should be laundered separately in a normal manner.

- K. Contaminated structural fire fighting gear will be cleaned according to department S.O.P. and manufacturer's guidelines. Normally, this will consist of mild soapy water wash, rinse with clean water, and air-drying. Chlorine bleach may impair the fire-retardant properties of structural fire fighting gear and will not be used.
- L. Contaminated boots will be brush-scrubbed with hot soapy water, rinsed with clean water and air-dried.
- M. Contaminated work clothes will be removed, and exchanged for clean clothes. The member will shower if skin contact with contaminants has occurred.
- N. Soiled PPE, disposable equipment and supplies, and infectious wastes generated during cleaning and decontamination procedures shall be properly bagged, labeled, and placed in the biohazard bags. All biohazard bags and full sharps containers will be delivered to the Senior Paramedic following clean-up and decontamination. These shall be disposed of by the paramedics through the Fire Department Bio-Hazard Waste Disposal Program.

XI. POST-EXPOSURE

- A. Exposures shall be reported immediately to the Incident Safety Officer or Commander. Whenever possible, the exposed member shall be removed from further patient care.
- B. Any member exposed to potentially infectious substances shall thoroughly wash the exposed area immediately using water or saline on mucosal surfaces and soap and running water or a germicidal agent on skin surfaces. If soap and running water are not available, alcohol or other skin-cleaning agents that do not require running water shall be used until soap and running water can be obtained.
- C. If a member is exposed, the source patient should be asked if they have any infectious or communicable disease.
- D. The exposed member will be sent to the hospital for possible infectious disease exposure. It is preferred that the fire department exposed member is sent to the same hospital as the patient that exposed the member, to aid in exposure treatment. HIV and HBV testing should be done as soon as feasible, unless said member refuses such testing, in which case a refusal of testing form will be submitted.
- E. The exposed member will be offered:

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1. Post Exposure prophylaxis, such as A.Z.T., when medically indicated and/or recommended by the Fire Department's Medical Director, and
 2. Counseling for member and spouse, including an evaluation of potential effects.
- F. The hospital shall be requested to treat the exposed member in accordance with the standard hospital procedures for possible exposure of hospital employees. This shall include requesting that HIV and HBV tests be made of the source patient that the member was exposed to. If the hospital is unable to initiate this testing, the Infection Control Officer shall contact the Infection Control Liaison for the hospital treating the source patient and request that these tests are made.
- G. In some instances, the hospital may be unable to release results of the source patient tests and may need to contact the Fire Department's Medical Director with this information. The Medical Director will then contact the Assistant Chief to advise if further medical care is necessary for the exposed department member.
- H. The shift Senior Paramedic shall oversee the post-exposure handling of the exposed member.
- I. The Infection Control Officer (or Safety Officer, in the Infection Control Officer's absence) will be notified by the Senior Paramedic as soon as possible following an exposure. The Infection Control Officer shall assure that the exposed member has been treated properly. The Infection Control Officer shall notify the Assistant Chief of Operations and the Fire Department's Medical Director.
- J. The following documentation shall be completed for each exposure:
1. A Tennessee Employer's First Report of Work Injury form shall be completed as required by City and department procedures.
 2. A Supervisor's Report of Work Injury form shall be completed as required by City and department procedures.
 3. An Infectious Exposure Form shall be completed on all exposures prior to the end of the shift and included with the TN Employer's First Report of Work Injury.
- K. In the event that a patient transported to the hospital is found to have an infectious disease, the treating hospital will contact the Fire Department with this information. This information shall be given directly to the Safety Officer (normally Assistant Chief). The

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Safety Officer shall notify the Infection Control Officer and the personnel that came in direct contact with the patient. If deemed necessary, the personnel shall be sent to a department physician for follow-up and possible treatment. Documentation listed in Section XI (I) shall also be completed.

- L. If a member has become infected from an exposure, the member shall be treated in accordance with the guidelines provided by the treating physician. See Section III for further information.

XII. COMPLIANCE AND QUALITY ASSURANCE

A. Compliance and Quality Monitoring:

The Infection Control Officer and Senior Paramedics will collect compliance and quality assurance data including:

1. Inspections of station and facilities.
2. Inspections of apparatus and PPE carried.
3. Observations of on-scene and station activities.
4. Analysis of reported exposures to communicable diseases.

The Infection Control Officer will make recommendations for improvement as needed. A summary report will be made by the Infection Control Officer and forwarded to the Assistant Chief.

B. Program Evaluation:

The Infection Control Program will be evaluated at least annually by the Infection Control Officer and Safety Committee to ensure that the program is both appropriate and effective. Any changes in technology, procedures, medical knowledge, or regulatory matters will be reflected by improving operations and updating the Infection Control Program as needed.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: INVENTORY AND CONTROL OF MEDICATIONS	S.O.P. 6.12
CATEGORY: EMERGENCY MEDICAL SERVICES	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To insure control and inventory of all emergency medical medications carried by the Germantown Fire Department.

I. GENERAL

All emergency medical drugs and narcotics shall be kept secured at all times by the Paramedics. The Paramedics shall have responsibility for the control of department drugs and medications.

II. DRUG BOX

Drug Boxes shall be inventoried each Monday in the following manner:

- A. On the first Monday of each month, the expiration dates and amounts of each drug in the Drug Boxes shall be checked and recorded on a First Monday Drug Inventory Form. Any drugs out of date shall be replaced.
- B. On every other Monday of the month, an inventory of the amounts of each drug in the Drug Boxes shall be checked and recorded on the Drug Inventory Form.

III. NARCOTICS

- A. All Narcotics Boxes shall be inventoried on the First Monday of each Month. A tag will be placed on the box immediately afterward.
- B. Narcotics Boxes shall be kept secured in the locked drug compartments at all times.

IV. TAGS

All tags shall be checked daily at 0700 shift change during the daily equipment checks.

V. DISCREPANCIES

The E.M.S. Coordinator, off-going Paramedic, Lieutenant, and Battalion Chief shall be contacted in the event of any discrepancies in drug or narcotic inventories. The Battalion Chief shall notify the Assistant Chief after an initial investigation has been completed, but no later than the day that the discrepancy is noticed.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: PHYSICIAN'S ORDERS	S.O.P. 6.13
CATEGORY: EMERGENCY MEDICAL SERVICES	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for obtaining physician's orders for patient care during emergency medical calls.

I. METHODS

As dictated by E.M.S. protocols, Paramedics shall communicate with the emergency department physician, or other authorized physician, to obtain physician's orders for patient care, when necessary. The following means of Dispatch may be utilized by the Paramedic, listed in the general order of preference:

- A. Utilize an on-scene physician. If necessary, such as during multiple casualty or complicated operations, a physician may be requested to make the scene to assist.
- B. Calling Dispatch or MedCom on a phone and having them obtain the specified hospital E.R. utilizing conference calling. This will allow the communication to be recorded by Dispatch.
- C. Call for orders utilizing the radio to go through MedCom.
- D. Utilizing the Primary frequency, have Dispatch call the hospital E.R. directly and relay messages between the Paramedic.

II. PROCEDURES

- A. Prior to contacting the physician, the Paramedic shall obtain patient information necessary for the physician to make an accurate evaluation, including patient description (sex, age, weight, and significant medical history), vital statistics (BP, pulse, respiration, etc.), current medical complaint, and actions taken thus far.
- B. Identify paramedic requesting orders.
- C. Obtain name of doctor.
- D. Advise when communications is complete, as it will probably be necessary to re-contact the physician if additional orders are requested.
- E. Advise the physician of significant changes in patient condition and estimated arrival time to the E.R.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: PROCEDURES FOR PROTECTING PATIENT HEALTH INFORMATION	S.O.P. 6.14
CATEGORY: EMERGENCY MEDICAL SERVICES	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: The purpose of this procedure is to inform all Fire Department personnel of the requirements placed on the City, the Fire Department and all employees by the Health Insurance Portability and Accountability Act, otherwise known as HIPAA.

I. PROCEDURES FOR PROTECTING PATIENT HEALTH INFORMATION

- A. Except when communicating with a physician, nurse or other health care practitioner in the course of providing emergency medical care, Fire Department personnel shall not release **ANY** personal health information (“PHI”) of a patient to non-Fire Department personnel in any manner.
- B. Fire Department personnel should not discuss PHI in casual conversation with each other. When it is necessary to discuss PHI among each other for professional reasons that do not involve treatment, such as when performing quality assurance/quality improvement reviews or providing training for Fire Department medical personnel, Fire Department personnel shall use the “limited data set” or otherwise limit themselves to the minimum amount of patient health information necessary to accomplish the task. A limited data set has the following direct identifiers removed: name, street address, account numbers, social security number, telephone and fax numbers, and full face photo.
- C. All requests for PHI should be forwarded to the Privacy Officer by having the person requesting the information contact the City’s Personnel Office.
- D. Except for the transmission of TFIRS data to the State Fire Marshal’s office through the incident reporting software, Fire Department personnel shall never transmit/submit in electronic format PHI to any person or entity. This includes emails.
- E. Personnel shall place completed TFIRS reports and all patient data sheets in the security boxes provided for this purpose. The box shall remain **LOCKED** at all times. Only authorized personnel shall have keys to and the authority to remove these reports from the boxes.
- F. When entering data into the incident reporting program database, run reports are not to be left out in plain view, they will be covered by other documents or taken out one at a time to ensure no incidental disclosures are made. Once data has been entered, do not access the incident report database for the purpose of

SUBJECT: PROCEDURES FOR PROTECTING PATIENT HEALTH INFORMATION	S.O.P. 6.14
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reviewing data unless requested to do so by the Chief, Assistant Chief, or Battalion Chief.

- G. Incident numbers, dates, addresses and times of calls may be entered into the watch desk logbook. Patient names and/or any reference to a medical condition shall not be entered into the watch desk logbook. To prevent incidental disclosures, the watch desk logbook shall be stored out of sight in a watch desk drawer when not in use.
- H. Fire Department personnel should limit radio traffic containing PHI to the minimum necessary to insure that proper patient care is provided. The routine transmission of patient dispositions or other PHI is expressly prohibited.
- I. A Notice of Privacy Practices form will be mailed to patients at their home address within five (5) business days of the emergency call. Documentation of such mailing will be kept with the patient data sheet.
- J. All documents containing PHI will be kept in locked filing cabinets in Fire Station Number 1. Only authorized personnel as designated by the Fire Chief will have access.
- K. Photographs taken of incidents that include the face of the patient shall not be released to the public without approval from the Fire Chief. These shall be treated as confidential.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: REFUSAL OF TREATMENT AND/OR TRANSPORT	S.O.P. 6.15
CATEGORY: EMERGENCY MEDICAL SERVICES	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish guidelines for handling patients refusing emergency medical treatment and/or transportation to a hospital.

I. PROCEDURE

- A. The refusal of treatment or cessation of further treatment remains the right of every patient who is completely competent and does not fall into the psychiatric, minor, or threat of harm categories.
- B. In order for the patient to refuse treatment, he/she must be fully informed of medical advice, must be competent and must sign a "Refusal of Treatment and/or Transport" form releasing liability to the Fire Department. This form (A.M.A. - against medical advice) must be witnessed, preferably by a non-Fire Department person, and signed by the attending Paramedic or Emergency Medical Technician.
- C. If a patient refuses to sign the "Refusal of Treatment and/or Transport" form, this shall also be noted on the form.
- D. Persons who are a threat to themselves or others may be placed into police custody for treatment and transportation. The police have the final decision regarding the patient being placed in custody.
- E. Juveniles over the age of 14, based upon proof of identification, have "rebuttable presumption of competence" according to state law, which means that the juvenile is capable of making an adult, informed consent or denial of treatment or transportation. Their parents should still be communicated with for consent, although if unable to do such, the patient may refuse treatment and/or transportation.
- F. Juveniles under the age of 14 are not capable of refusing treatment and/or transport. Therefore, if it is deemed by the senior medical person that the patient should receive medical treatment, the patient may not refuse treatment and/or transport, unless the patient's parent and/or legal guardian can be contacted and signs the "Refusal of Treatment and/or Transport" form. If the parent or guardian is unable to make the scene, they may call Dispatch to verify that they are refusing treatment and/or transport for the child, so that it is recorded.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: TRANSPORTATION GUIDELINES	S.O.P. 6.16
CATEGORY: EMERGENCY MEDICAL SERVICES	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish systematic procedures for transportation of patients.

I. PREFACE

Transportation for patients of the Germantown Fire Department is normally handled through contract with the Shelby County Government.

II. GENERAL PROCEDURE

- A. After proper assessment and packaging, patients are generally handed over from the Germantown Fire Department E.M.S. personnel to the transport ambulance personnel for further treatment and transportation.
- B. A Germantown Fire Department Paramedic should ride with the transport ambulance personnel on the ambulance to the hospital in the following situations to continue the patient care:
 - 1. If the transport ambulance does not have a Paramedic on the ambulance and patient may need advanced care.
 - 2. Anytime that the Germantown Fire Department Paramedic uses narcotic drugs to treat the patient.
 - 3. Anytime the patient's condition warrants additional manpower to assure proper patient care.
 - 4. Anytime the attending Paramedic determines that a Germantown Fire Department Paramedic should accompany the patient to the hospital to ensure full patient care.

III. DEAD ON ARRIVAL

Patients who meet the EMS Protocol Criteria and are obviously dead may be pronounced dead on arrival (D.O.A.) after verifying such through vitals assessment. Such persons may be transported by a basic ambulance unit or private funeral home, as desired by the family.

SUBJECT: TRANSPORTATION GUIDELINES	S.O.P. 6.16
	PAGE 2 OF 2

IV. HELICOPTER TRANSPORT

Many circumstances lead to a patient's condition being that which requires immediate transport to a medical facility in which standard ground ambulance may not be adequate. The senior medical person on the scene shall determine if helicopter transport is warranted. In such a case, the senior medical person shall request for the helicopter through the Incident Commander. The ground ambulance should be allowed to continue to the scene, as the ground ambulance may be needed to move the patient from the incident site to the helicopter. Helicopter operations shall follow the Helicopter Operations S.O.P.

V. OTHER VEHICLES

In the event that an ambulance is not available as soon as needed, the attending Paramedic may find it necessary to consider alternate transportation measures, if adequate. Many patient conditions, such as full arrests and extensive trauma, do not permit transport in a non-ambulance. In such a situation, the Paramedic must fully consider all options and the best measure for patient care. The use of non-ambulances for transport should not be used unless absolutely necessary to provide critical patient care.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: TRENCH EMERGENCIES	S.O.P. 6.17
CATEGORY: EMERGENCY MEDICAL SERVICES	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To assure a safe and effective work environment for personnel during incidents involving trench rescue operations.

I. PREFACE

No Fire Department personnel shall enter a trench deeper than five (5'), including the spoil pile, that has collapsed totally or partially, without possessing a Trench Rescue Technician certification in accordance with NFPA Standard 1670.

Many trench emergencies deal with situations other than a collapse. However in order to enter the trench, precautions must be taken in every situation to ensure the safety of the rescuer and the victim.

II. PROCEDURES

- A. Park apparatus at least 50' from the incident to minimize vibrations.
- B. Fire department personnel will assume Command and secure the scene immediately, including the removal of spectators from the area.
- C. A thorough scene assessment will be completed including the location of possible victim(s) and the need for additional resources. Trench rescue is a very labor intensive operation therefore Mutual Aid with qualified personnel must be considered.
- D. Notify Dispatch of additional materials needed. Dispatch will contact Memphis Light, Gas and Water (M.L.G.&W.), the nearest building supplier or Environmental Services to procure materials and assistance. The Incident Commander may also request a vacuum truck, such as from local response agency, to assist with dirt removal.
- E. If heavy equipment is being used, assure power is shut down before beginning operation. Assure utilities have been secured if applicable.
- F. Establish Extrication Officer who will control Operations and a Safety Officer. Both must be a "competent person" as established in accordance with OSHA Standard 29 CFR, 1926.650 Subpart P.

SUBJECT: TRENCH EMERGENCIES	S.O.P. 6.17
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- G. Extrication Officer will assign:
 - 1. Panel Team
 - 2. Shoring Team, including air supply.
 - 3. Cutting Team
 - 4. Medical Team

- H. Prepare “lip” area of trench for ground pad placement. After several ground pads have been placed, begin monitoring the atmospheric conditions of the trench and establish ventilation if necessary.

- I. Egress ladders should be placed in the trench at least every 25 feet with the minimum of two (2) ladders.

- J. Assure atmospheric monitoring at regular intervals.

- K. Place first two trench panels as directly over the victim as possible. There will be a minimum of six trench panels placed to ensure maximum protection for the rescuers and the victim.

- L. When extrication is complete, assure all personnel are adequately rehabbed as the “termination” phase is the most dangerous phase of trench rescue.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: WATER AND ICE RESCUE	S.O.P. 6.18
CATEGORY: EMERGENCY MEDICAL SERVICES	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for effecting rescue operations involving water or ice.

I. SURFACE RESCUES

- A. All personnel entering the water, getting on ice or on the shore line involved in water or ice rescue operations shall wear a personal flotation device at all times.
- B. Any personnel entering the water or going onto ice shall be secured by a lifeline secured and manned by Fire Department personnel on the shoreline.
- C. Priorities for methods for conducting surface water rescue operations shall be as follows:
 - 1. **REACH:** An object shall be utilized, such as a pike pole, ladder or other device, in an attempt to reach the victim and to pull them from the water. A section of 2 1/2" hose filled with air and capped at the ends may also be used as a flotation/reaching device.
 - 2. **THROW:** An attempt could be made by throwing a rope, a water rescue "throw bag" or other life saving device to the victim and then pulling them to shore.
 - 3. **ROW:** A boat, buoy, other boating equipment or rescue board could be utilized to go to the victim and to bring the victim back to the shore.
 - 4. **GO:** The last method of rescue is for a rescuer to swim to the victim and to manually bring the victim back to the shore. The rescuer must wear a personal flotation device at all times and, preferably, take an extra flotation device for the victim. The rescuer shall also be attached to a lifeline, if available, that is secured at the shore.
- D. **Free Dives:** Free dives should normally not be attempted during Fire Department rescue operations without Scuba diving equipment and training. The Incident Commander may elect to allow a rescuer to attempt a free dive while attached to a lifeline.

SUBJECT: WATER AND ICE RESCUE	S.O.P. 6.18
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II. DIVE RESCUES

- A. In the event that a possible dive rescue is needed, assistance should be requested from the Shelby County Sheriff's Office Dive Rescue Team. Fire Department personnel will provide support to the Dive Rescue Team.
- B. If it is determined that resuscitation is a possibility, a rescue dive operation should be initiated as soon as possible. If the dive operation involves a shallow dive, Fire Department S.C.B.A. may be used to allow limited dive capabilities, as a last resort. The Incident Commander must evaluate the situation to determine if this measure is acceptable and the risk is justified.
- C. If it is determined that a rescue dive is not appropriate, scene control will be transferred to the law enforcement authority.
- D. All shore personnel participating in the rescue operations shall wear a personal flotation device.
- E. No personnel shall enter the water without approval of the Incident Commander.
- F. A stand-by medical team, including ambulance, should always be available.

III. USING S.C.B.A FOR UNDERWATER USE

The S.C.B.A. used by the Germantown Fire Department is capable of being used on a limited basis for underwater use. This may only be done in an emergency involving life rescue. To use the S.C.B.A. for underwater use, don it as normal. Upon entering water, the regulator will revert to full flow. The main-line valve should be closed and the by-pass valve opened until a sufficient airflow is provided. This will result in quicker use of air; therefore, it is recommended that the 30-minute air cylinders be used for this operation to allow longer air supply. Due to the air inside, the S.C.B.A. cylinder will tend to draw the person to the surface, and they may even be used as an emergency flotation device. As further water gets in the regulator, the regulator may release more air outside and the S.C.B.A. may need to be switched. The Incident Commander should carefully weigh the risks and benefits of using S.C.B.A. for water rescue operations and they should not be used for deep-water dives.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: PRELIMINARY DEATH INVESTIGATION	S.O.P. 6.19
CATEGORY: EMERGENCY MEDICAL SERVICES	PAGE: 1 OF 5
APPROVED BY: Chief, Germantown Fire Department	DATE: June 10, 2010

This is a joint policy issued by the Germantown Fire and Police Departments.

Germantown Police Department Policies and Procedures
and
Germantown Fire Department Standard Operating Procedures

Police Department		Fire Department	
Number:	3-4	SOP:	6.19
Effective Date:	June 10, 2010		
Subject:	Preliminary Death Investigation		
Previous Revisions:	July 18, 2006		
		Category:	Emergency Medical Services

I. PURPOSE

The purpose of this policy is to make police officers aware of the medical protocol of EMS personnel at the scene of a death investigation and to establish guidelines for the action of police personnel at such scenes, and to make fire personnel aware of the investigative protocol of police detectives at the scene of a death investigation and to establish guidelines for the action of fire personnel at such scenes.

II. POLICY

It is the policy of the Germantown Police Department that officers should allow medical personnel to follow EMS protocol, while attempting to ensure the integrity of the scene at a death investigation. It is the policy of the Germantown Fire Department that fire personnel should allow police personnel to follow police protocol, while attempting to make a field determination of death and, if the patient is viable, to ensure the survivability of the patient while preserving evidence and the integrity of the scene as much as possible and limiting entry into the crime scene to those fire department personnel required to provide medical care.

III. SCENE PRESERVATION

At the scene of a motor vehicle accident or the scene of a crime, it is imperative that evidence be preserved. Life-saving measures supersede the preservation of evidence, but all possible means of preserving evidence should be made when providing life-saving measures. When fire department personnel need to alter the scene of a motor vehicle

SUBJECT: PRELIMINARY DEATH INVESTIGATION	S.O.P. 6.19
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accident or the scene of a crime by interacting with items or individuals, the fire department personnel should notify a police officer so that the police officer can observe the scene prior to the changes and observe changes made to the scene for the purposes of documenting those changes in the police officer's report.

IV. FIELD DETERMINATION OF DEATH

In Tennessee, paramedics cannot pronounce death; only a physician or the coroner is legally authorized to make such a pronouncement. Paramedics can make a determination of the absence of vital signs if there is question or doubt as to the state of life of a victim or patient, or the survivability of a victim or patient. For individuals with obvious signs of lifelessness, there may be no need for the police officers on the scene to request the response of the fire department. However, if there is any doubt or question as to the possible survivability of a victim or patient, and the fire department is not on the scene, police personnel should request the immediate response of fire department EMS personnel.

V. EMS PROTOCOL

This protocol, as adapted from the Mid-South Regional EMS council and the Germantown Fire Department EMS protocols established by the Germantown Fire Department's Medical Director, divides pulseless, non-breathing persons into one of two categories:

A. Patients with Obvious Signs of Lifelessness:

1. Multiple signs of lifelessness (The patient must have at least two of these conditions). These signs include:
 - a. Rigor mortis
 - b. Dependent Lividity (having black and blue or a leaden or ashen gray color)
 - c. Loss of body heat
 - d. Glazed corneas

NOTE: Rigor mortis is fairly reliable. Lividity is less reliable and requires an undressed patient. Loss of body heat is of no value in a cold environment, but has some value in a warm one. Multiple corneal diseases can cause glazed corneas. Patients who are under the influence of intoxicating substances and are in cold environments can mimic lividity, rigor, etc.

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2. An injury which is clearly not compatible with survival. The victim must have at least one of the following conditions:
 - a. Decomposition of body tissues
 - b. Devastating, unsurvivable injury(s) – an injury clearly incompatible with life
 - c. Decapitation
 - d. Incineration
 - e. Separation of vital internal organs from the body or total destruction of organs
 - f. Gunshot wound to the head that clearly crosses the midline (entrance and exit) – with a caveat of the possibility of organ donor status and the need to preserve them until organ harvesting

There should be absolutely no doubt in anyone's mind when a person meets the “obvious signs of lifelessness” criteria. If there is any question in the minds of the pre-hospital personnel as to whether a person meets the above criteria, the person should be treated as those in the next category, and CPR should be initiated.

B. Pulseless, Non-Breathing Patients that do not have Obvious Signs of Lifelessness:

All patients who are not categorized above should be treated with all the skills available to pre-hospital personnel. Patients who are pulseless and non-breathing but do not have obvious signs of lifelessness should be treated by pre-hospital personnel. CPR should be initiated, and paramedics should treat the patient with advanced life support skills.

When the pre-hospital personnel is in doubt as to which category the patient is in, the pre-hospital personnel should treat the patient with all the skills they can provide.

VI. DUTY TO NOTIFY MEDICAL EXAMINER

- A. Pursuant to Tenn. Code Ann. 38-7-108(a), a law enforcement officer “having knowledge of the death of any person from sudden violence or by casualty or by suicide, or suddenly when in apparent health, or when found dead, or in prison, or in any suspicious, unusual, or unnatural manner ... shall immediately notify the county medical examiner.” Such notification will be made by the supervisory member in charge of the scene.
- B. Further, Tenn. Code Ann. 38-7-108(b) mandates that “the body shall not be removed from its position or location without the authorization by the county medical examiner, except to preserve the body from loss or destruction or to maintain the flow of traffic on a highway, railroad, or airport.”

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- C. On a rare occasion, the Medical Examiner may request that the fire department verify that the person is deceased. In this situation, the police supervisor on the scene of the death will contact Communications and request that the fire department respond in a non-emergency capacity for a death verification.

VII. REMOVAL OF BODIES

When the Shelby County Medical Examiner's Office determines that a body needs to be transported for an autopsy, the medical examiner's office will provide personnel and transportation to remove all bodies from the death scene.

The Shelby County Medical Examiner's Office may determine that a body does not need to be transported to the medical examiner's office and that the body may be released to a funeral home. **Neither Officers nor fire personnel are to solicit or recommend the use of any funeral home services.**

Funeral homes should not transport corpses to the nearest hospital ER for pronouncement of death. Copies of the funeral home record and embalming procedures can be forwarded to the deceased's physician for completion of the death certificate. If funeral home personnel answering a call to a home believe that a patient may still be alive, a full EMS response should be immediately initiated rather than relying on a later ER physical examination.

At the scene of a crime of violence or wounding, and in the absence of an injury(s) clearly incompatible with life, it will be the responsibility of the fire department to determine if an individual is D.O.A. and whether or not this individual should be transported to a hospital. If fire department personnel make the decision to transport from the crime scene, the officers in charge of the crime scene will in no way interfere with this decision. If the victim is determined to be D.O.A. by the fire department and the fire department is not going to transport, then the investigative supervisor in charge of the crime scene will notify the Medical Examiner's Office.

VIII. PROCEDURE FOR HOSPICE HOME DEATH

Effective January 1, 1999, the following procedure will be followed in hospice deaths:

- A. In accordance with Tennessee Code, Title 68, Chapter 3, Part 5, a Registered Nurse, employed by a Medicare certified Hospice, may make the actual pronouncement of death when the following conditions exist:
 1. The deceased was suffering from a terminal illness;
 2. Death was anticipated, and the attending physician and/or Hospice Medical Director has agreed in writing to sign the death certificate;
 3. This written agreement is present in the deceased's home/residence;

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4. The deceased has been receiving the services of a Medicare certified Hospice;
 5. The nurse is licensed as an RN by the state and is an employee of the Hospice;
 6. The nurse has received training regarding signs of suspicious death.
- B. Upon receiving a telephone call from the caregivers that the Hospice patient has died, the visit nurse is sent to the home.
 - C. The patient is examined for determination of death, and any signs of suspicious circumstances are noted. If there is any reason for further investigation of the death, the police are notified, and the nurse stays with the body until they arrive.
 - D. If it is determined that the death occurred from natural causes related to the stated terminal illness, the RN completes the Report of Investigation with the required information, and obtains the physician's written agreement to sign the death certificate.
 - E. The funeral home chosen by the caregivers IS called, and the Physician Letter accompanies the body to the funeral home.
 - F. The completed Report of Investigation is sent to the County Medical Examiner (either by mail or fax). A copy is retained in the patient's medical record. A copy will also be sent to the Investigative Division for filing.
 - G. If, for reasons of staff safety, it is determined the Hospice nurse will not be sent to the deceased's home/residence, the police will be notified and will go to the home/residence.
 - H. If the written agreement signed by the physician is not present with the patient, the police will be notified and will go to the home/residence.
 - I. If the situation in the home is judged to be threatening or potentially dangerous to the Hospice staff present, the police will be requested to assist the staff.

IX. REVIEW PROCESS

An annual review of this policy shall be conducted to determine if it should be revised, cancelled or continued in its present form.

This order shall remain in effect until revoked or superseded by competent authority.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: HAZARDOUS MATERIALS OPERATIONAL PLAN	S.O.P. 7.01
CATEGORY: HAZARDOUS MATERIALS	PAGE: 1 OF 4
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: This plan provides a basic strategic plan for hazardous materials situations. All Germantown Fire Department SOP's, unless superseded by a specific part of this plan, remain in effect for hazardous materials incidents

I. PREFACE:

Hazardous materials incidents encompass a wide variety of potential situations including fires, spills, transportation accidents, chemical reactions, explosions and similar events. Hazards involved may include toxicity, flammability, radiological exposure, corrosives, explosives, health and chemical reactions, or a combination of all these. This SOP provides a general framework for handling a hazardous materials incident. However, it does not address specific tactics or control measures for a particular incident.

II. INCIDENT COMMAND:

All hazardous materials incidents shall follow the incident command system as identified in the Incident Command SOP. When multiple agencies have responded, a Unified Command should be established to facilitate the smooth operation and assure coordination between all agencies.

III. ANNUAL PHYSICALS FOR HAZARDOUS MATERIALS TECHNICIANS

All personnel that are trained to the Haz-mat Technician level according to TEMA guidelines must also have annual fit test and baseline physicals with documentation to attest to this requirement.

IV. INCIDENT PROCEDURES:

This plan shall become operational when dispatch receives a report of a hazardous materials incident from any source, or when any fire department officer determines it to be necessary. This procedure is specifically applicable to known hazardous materials incidents, but it does not reduce the need for appropriate safety precautions at every incident.

A. Notification of a Hazardous Materials Incident

Whenever Dispatch receives a call that there has been or possibly could be a hazardous materials incident, Dispatch shall attempt to obtain any and all

SUBJECT: HAZARDOUS MATERIALS OPERATIONAL PLAN	S.O.P. 7.01
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information from the person reporting the incident. The information should, if possible, include material name and/or type, amount and size of container(s), problem (leak, spill, fire, etc.) and any dangerous properties of the materials as well as the number of persons injured or exposed. The incident reporter should remain on the telephone with Dispatch to gain any additional information that may be evolving as the incident progresses.

B. Response:

1. Dispatch will attempt to obtain any and all information from the person reporting a hazardous materials incident. This information should include, if possible, the name of the material and or type, the amount and size of containers, problem (leak, spill, fire, etc.) and dangerous properties of the material.
2. Any additional information shall be relayed to the responding units after dispatch. This should include the safest approach of best access to the incident if available.
3. If the call comes from a person with particular knowledge of the hazardous situation, that person should be instructed to meet and direct the arriving units. Dispatch shall relay that person's location and level of knowledge to responding units.
4. Dispatch shall send the appropriate hazardous materials assignment companies to all reported hazardous materials incidents. Responding units shall also be notified of current wind speed and direction.

C. Arrival on the scene:

1. The first arriving officer will establish command and begin a size-up. The first unit must avoid committing itself to a dangerous situation. When approaching, slow down or stop to assess any visible activity taking place. Evaluate effects of wind, topography and location of the situation. Route any other responding units away from the hazards.
2. Command should consider establishing a staging location for other responding units. Staged companies should be in a safe location taking into account wind, spill flow, and any other possible hazards. Available reference materials, books, guides, MSDS sheets, or any shipping papers should be used to establish a safe distance for staging.

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D. Size-Up:

1. Command must make a careful size-up before making a commitment. It may be necessary to take immediate action to make a rescue or evacuate an area. This should be attempted only after a risk/benefit analysis is completed. Personnel must take advantage of available personal protective equipment in these situations.
2. The objective of the size-up is to identify the nature and severity of the immediate problem and to gather sufficient information to form a valid action plan. Avoid premature commitment of companies and personnel to potentially hazardous locations.

E. Control of Hazardous Area:

The officer in charge shall establish a three zone perimeter after the initial size-up. The size and areas of these zones will vary depending on the material involved and natural features affecting the scene.

- **HOT ZONE** - The hot zone is the area immediately surrounding the material. Access to this area will be rigidly controlled and only personnel with proper protective equipment and an assigned activity will enter. All companies will remain intact in designated areas until assigned. Personnel will be assigned to monitor entry and exit of all personnel from the hot zone. The hot zone shall be geographically described to all responding units, if possible and identified by yellow fire line tape.
- **WARM ZONE** - The warm zone is the area immediately adjacent to the hot zone. This area is for support operations of the entry teams. Only support, safety, and decontamination personnel are allowed in this zone.
- **COLD ZONE** - The cold zone is the area immediately adjacent to the warm zone. It is considered to be the safe or clean area. This area will be utilized for the command post, medical staging, media and other staged personnel.

F. Action Plan:

1. Based on the initial size-up and any information available, command will formulate an action plan to deal with the situation. A written action plan shall be prepared for all Hazardous Materials Incidents. This may be prepared electronically, but should be printed out at the end of the

SUBJECT: HAZARDOUS MATERIALS OPERATIONAL PLAN	S.O.P. 7.01
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incident. This written action plan shall be filed with the TFIRS Incident Report.

2. Command must identify the type materials involved and the hazards presented before formulating a plan of action. Look for labels, markers, DOT identification numbers, NFPA diamond or shipping papers, etc. Refer to pre-plans and ask for personnel at the scene for additional information (plant managers, responsible parties, truck drivers, etc.) Use reference materials carried on apparatus and contact (either direct or via Dispatch) other sources for assistance (state agencies, chemical specialist, manufacturers of materials).
3. The action plan must provide for:
 - a. Safety of all fire personnel
 - b. Evacuation of endangered area, if necessary
 - c. Control of situation
 - d. Stabilization of hazardous materials
 - e. Disposal or removal of hazardous materials
4. The plan must include a method to control the flow or release, get the material back into a safe container, neutralize it, allow it to dissipate safely, and coordinate proper disposal.
5. The action plan must identify the method of hazard control and identify the resources necessary to accomplish this goal. It may be necessary to select one method over another due to the unavailability of a particular resource, or to adopt a "holding pattern" to wait for needed equipment or supplies.
6. If evacuation is necessary, the incident commander shall notify appropriate agencies, i.e. Emergency Management, Law Enforcement, etc. The incident commander shall be responsible for determining the extent and area of evacuation.
7. When toxic or irritant vapors are being carried down wind, it may be most effective to shelter in place (keep everyone indoors with windows and doors closed to prevent contact with the material) instead of evacuating the area.
8. Clean up and disposal in most cases should be handled by industry hazardous waste or government personnel to safely conclude operations.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: CHLORINE LEAKS AND EXPLOSIONS	S.O.P. 7.02
CATEGORY: HAZARDOUS MATERIALS	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for handling incidents involving chlorine, including leaks of chlorine gas and explosions.

I. PREFACE

Because chlorine is one of the most commonly used products in the United States, it is sometimes taken for granted. The fact is chlorine is one of the most toxic of all common products. At concentrations of about 30 ppm (parts per million), it can cause extreme respiratory irritation and chemical pneumonia. At high concentrations, it can cause immediate death.

II. PROCEDURE

- A. In the event of a possible chlorine leak, all company responses should be from an uphill, upwind direction.
- B. Personnel should don full protective gear including S.C.B.A. until it is determined that chlorine gas is not present.
- C. If a visible cloud of chlorine gas is present, no personnel shall enter the area without fully encapsulated suits. If no cloud is visible, full turnouts and S.C.B.A. should be adequate.
- D. No water should be placed on a leaking container. This is due to the oxidizing potential of chlorine.
- E. Fog lines may be directed into a cloud to disperse or direct the vapors.
- F. In the event a container is leaking liquid chlorine, the container may be repositioned to allow only vapor to escape. This will result in less product leakage. Extreme care should be used to not allow any liquid product to contact protective clothing due to extreme temperatures (boiling point is -29 degrees F) and the damage that it can do to clothing.
- G. If a leak at the City Water Treatment Plant occurs, the leak from the container may be stopped. The chlorine "B" kit is designed to stop a leak in a one-ton cylinder. Only trained personnel should attempt to apply the "B" kit on a leaking cylinder.

SUBJECT: CHLORINE LEAKS AND EXPLOSIONS	S.O.P. 7.02
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- H. Chlorine is a powerful oxidizer, and if allowed to come into contact with certain materials, it can cause ignition or explosion. Fires involving chlorine should be allowed to burn out if possible. If this is not possible, the use of large amounts of water is necessary.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: DECONTAMINATION PROCEDURES	S.O.P. 7.03
CATEGORY: HAZARDOUS MATERIALS	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To ensure proper mitigation of all Hazardous Materials incidents through the proper decontamination of personnel, equipment, and the environment.

I. PROCEDURES

- A. It shall be the responsibility of the Hazardous Materials Officer (if designated) or the Incident Commander of any Hazardous Materials incident to determine the need for the use of a Decontamination Station.
- B. The Hazardous Materials Officer (if designated) or the Incident Commander shall assign a group of qualified personnel to staff the Decontamination Station if the incident calls for such.
- C. The Hazardous Materials Officer (if designated) or the Incident Commander shall designate a Decontamination Officer to oversee the functions of the Decontamination Team. At the discretion of the Hazardous Materials Officer (if designated) or the Incident Commander, the position of the Decontamination Officer may be assigned to any personnel with appropriate technical training.
- D. The Decontamination Officer shall be responsible for assuring that the Decontamination Station is in place and operable before entry teams are to enter the HOT Zone.
- E. All Decontamination Team personnel will don proper protective equipment. The level of protection to be worn shall be decided by technical information gathered on the produce or any other information gathered from the Hazardous Materials Officer (if designated) or the command post. The minimum required level of protection to be worn by the decontamination team shall be that of one level below the entry team, if not equal to such.
- F. The Decontamination Team shall ensure proper decontamination of all personnel and equipment.
- G. The Decontamination Officer shall communicate with the Haz-Mat Medical Officer of the scene to inform him of personnel who have completed Decon and are ready to enter the Haz-Mat Medical Station for post entry exams.
- H. The Decontamination Station shall not be terminated until the scene has been mitigated and termination has been cleared by the Hazardous Materials Officer (if

SUBJECT: DECONTAMINATION PROCEDURES	S.O.P. 7.03
	PAGE 2 OF 2

designated) or the Incident Commander.

- I. The Decontamination Officer shall ensure that all Decontamination procedures used are properly reported with the appropriate forms.

II DECONTAMINATION OF APPARATUS & EQUIPMENT

- A. The Decontamination Officer shall work with the Hazardous Materials Officer (if designated) or the Incident Commander to limit exposures of personnel, equipment, and apparatus to possible contaminants.
- B. The Decontamination Officer shall insure all apparatus and equipment are free from contamination by using the appropriate methods as determined by the incident.

III DECONTAMINATION PROCEDURES AT HOSPITALS

- A. The Decontamination Officer should attempt to decontaminate any person and equipment destined for a hospital facility prior to transport in order to prevent the spread of contaminants.
- B. The receiving hospital shall be notified of possible contamination of patients and any decontamination procedures previously performed prior to patient arrival in order for the receiving hospital to prepare to receive the patient according to their operating procedures for contaminated patients.
- C. The receiving hospital shall be provided with as much information as available on the possible contaminants the patient may have been exposed to.
- D. All area hospital Emergency Departments have Decon capabilities. In the event of a large number of patients needing decontamination, the hospital may request assistance from the Fire Department. If requested, the Fire Department will assist with decontamination, including utilizing the hospital's decontamination equipment or establishing a separate decontamination area as needed.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: DISPOSAL OF HAZARDOUS MATERIALS	S.O.P. 7.04
CATEGORY: HAZARDOUS MATERIALS	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To ensure that all hazardous materials incidents are properly mitigated and cause minimal environmental damage.

I. PREFACE

The Germantown Fire Department has responsibility for emergency incident control of hazardous materials but it does not perform the clean up and disposal of hazardous materials. Hazardous materials shall be disposed of in accordance with federal and local regulations, including the Environmental Protection Agency (E.P.A.). There are private companies authorized to dispose of hazardous materials in accordance with these guidelines.

A hazardous materials scene can be terminated only after the Incident Commander has determined the area safe to life, property, and the environment. This may require a clean-up and disposal operation to ensure no contamination remains. It is possible for this to include removal of the material, dirt, water, containers, tools, and any other items that are contaminated. The scene should be returned to as near normal condition as it existed before the incident.

II. PROCEDURE

- A. It shall not be the function of the Germantown Fire Department to conduct hazardous materials clean-up and disposal operations. It is, however, the Fire Department's responsibility to assure that proper clean-up and disposal takes place following a hazardous materials incident.
- B. Technical advice for clean-up operations can be obtained through government agencies such as the E.P.A., Tennessee Emergency Management Agency (T.E.M.A.), or CHEMTREC. In many instances the manufacturer of the product can provide information.
- C. In many instances, the responsible party of a hazardous materials spill will have a clean-up plan in place according to their company's guidelines. Often, the responsible party will have an authorized clean-up company or team available to respond for clean-up procedures.
- D. If a circumstance is such that assistance must be provided by a private hazardous waste handler, the Germantown Fire Department shall maintain a list of approved

SUBJECT: DISPOSAL OF HAZARDOUS MATERIALS	S.O.P. 7.04
	PAGE 2 OF 2

companies that can provide clean-up services and/or other hazard mitigation services that the responsible party may choose from.

- E. All available information about the incident should be given to the private company to ensure they can properly handle clean-up and disposal operations.
- F. Under no circumstances shall any hazardous material be transported by any fire department unit from the scene.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: CHEMICAL PROTECTIVE SUITS – CARE AND MAINTENANCE	S.O.P. 7.05
CATEGORY: HAZARDOUS MATERIALS	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide insurance of adequate protection through the proper care, maintenance and testing of all chemical protective suits while in storage.

I. PREFACE

All chemical protective suits for hazardous materials operations, no matter what the protection level, must be capable of functioning when needed. The care they receive while in storage could mean the difference between proper scene mitigation and disaster. The appropriate handling, testing and documentation are essential to the life of the suit.

II. PROCEDURE

- A. When chemical protective suits are purchased or replaced, they shall be inspected upon arrival for any damage or items that may prevent the suit from being placed in service. The inspection shall be performed by the on-duty Hazardous Materials Lieutenant. Upon passing inspection, the suit may be placed in-service.
- B. Fully encapsulated suits must be pressure tested, and the suit's serial number recorded in the encapsulated suit journal before going into service. The suit journal shall be kept on Haz-Mat 41.
- C. Any time an encapsulated suit is used for *any* purpose it shall be documented in the suit journal.
- D. All encapsulated suits shall remain in the original containers unless otherwise noted by the manufacturer.
- E. All encapsulated suits shall be tested annually and results logged in the encapsulated suit journal. If a suit fails pressure testing it shall be placed out of service, and the Hazardous Materials Coordinator notified. No suit shall be used past the manufacturer's shelf date.
- F. A minimum of twelve (12) encapsulated suits shall remain in service at all times for proper response capability. If due to a response, suit testing, or other issues that may affect minimum suits available, the on-duty chief must be notified of the decrease in response capabilities.

SUBJECT: CHEMICAL PROTECTIVE SUITS – CARE AND MAINTENANCE	S.O.P. 7.05
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- G. When a chemical protective suit becomes contaminated it shall be discarded with other items that cannot be decontaminated or returned to service. Any suit donned but never contaminated or suspected of contamination may be returned to service. Fully encapsulated suits must be pressure tested before returning to service.

- H. Only personnel with proper training shall test encapsulated suits using the Dupont Level A suit testing kit according to directions inside the kit itself.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: FIRE FIGHTING FOAM	S.O.P. 7.06
CATEGORY: HAZARDOUS MATERIALS	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines to the different aspects of F-500 firefighting foam.

I. INTRODUCTION:

For years the Germantown Fire Dept. has been using AFFF foam to extinguish flammable liquid fires and to suppress the flammable liquid fire vapors. Vapor suppression was done by creating a foam blanket over the flammable liquid which prohibited the vapors from escaping and thereby reaching an ignition source. This tactic worked as long as the foam blanket remained intact. Either by rain, wind, or other factors the foam blanket could be broken and therefore vapors would again escape and the flammable liquid could ignite. Therefore the foam blanket would have to be monitored and more AFFF added, in many, cases to insure the foam blanket's integrity. AFFF didn't neutralize the product, it just contained the vapors.

Later on, the GFD began using a new type of foam - F-500. This foam has many different uses. Not only does F-500 extinguish flammable liquid fires, both hydrocarbon and polar solvents, it also neutralizes the fuel, rendering the fuel unable to produce flammable vapors. F-500 can be used on flammable metals and Class A products such as cotton, wood, or tires.

II. APPLICATION RATES:

Class A Fires: 0.5% to 1%
Class B Fires: 3%
Class D Fires: 6%

III. NEUTRALIZATION RATES:

Fuel Spills: 1% for less than 50 gallons
3% for more than 50 gallons

IV. QUANTITY OF F-500 NEEDED FOR SPILLS:

At a 3% application rate:	50 gallons of fuel:	6.25 gallons of F-500
	100 gallons of fuel:	12.50 gallons of F-500
	500 gallons of fuel:	62.50 gallons of F-500

For Class B spills, figure a ratio of 8 to 9 parts fuel, 1 part F-500, 32 parts water.

SUBJECT: FIREFIGHTING FOAM	S.O.P. 7.06
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V. TACTICS:

A. Class A Fires:

1. Set the education rate to either .5% for standard Class A fuels such as wood, cotton, hay, straw, or paper or to 1% for tires or car fires.
2. Use either a smooth bore tip or a fog nozzle set to straight stream.
3. Apply the F-500/water stream in the same manner as using straight water.
4. When the fire is knocked down a 30 to 45 degree pattern can be used for overhaul.

B. Class B Fires:

1. Set the education rate to 3%.
2. Only use a fog nozzle on Class B fires.
3. Using a 30 to 45 degree fog pattern sweep the nozzle across the surface of the fuel in a rapid, side to side, motion. Do not plunge the stream into the burning fuel as this will spread the fuel and move fresh fuel to the surface.
4. Keep working the nozzle across the spill to put out the fire.

C. Class B Spills:

1. If the spill is less than 50 gallons of product, set the education rate a 1%. If the spill is more than 50 gallons use 3%.
2. Using a fog nozzle on a 30 to 45 degree pattern apply the F-500 stream to the spill in a sweeping motion.
3. Begin to agitate the fuel with the F-500 stream. The more agitation of the fuel with the F-500 stream the better. Always try to contain the runoff. Add more diking/absorbent to the edges of the spill to prevent runoff.
4. The fuel will turn a milky white color as it is being neutralized.

SUBJECT: FIREFIGHTING FOAM	S.O.P. 7.06
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Note: We are neutralizing the product with F-500, not making a foam blanket. Although the product is neutralized it is still toxic and can be harmful to the environment. That is why it is important to contain the runoff as much as possible.

D. Class D Fires:

1. Set the education rate at 6%.
2. Using either a smooth bore or fog nozzle sweep the stream across the flaming metal.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: FUEL TANK LEAKS	S.O.P. 7.07
CATEGORY: HAZARDOUS MATERIALS	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To safely and effectively handle flammable and combustible liquid leaks in motor vehicles and similar fuel leaks.

I. PROCEDURE

- A. All personnel responding to a known or suspected fuel leak must wear full protective gear.
- B. When arriving on the scene of a leak, care must be taken to place personnel and equipment in a safe uphill, upwind direction.
- C. All sources of ignition must be removed from the scene.
- D. Personnel attempting to stop a significant fuel leak must have the protection of a handline in the event of an ignition. Refer to S.O.P. on Fire Fighting Foam.
- E. The Incident Commander should request Engine 91 and Hazmat 41 to respond to all scenes involving a fuel leak.
- F. Small leaks can be plugged by using Gap Seal or wood wedges, pins, or dowels. Soap may also be used.
- G. Larger leaks can be stopped or controlled by using plugging devices. These plugging devices are on Hazmat 41
- H. Fuel run-off must be diked to prevent contamination of sewers, lakes, streams, and drains. This can be done by using dirt, absorbent, or oil dry.
- I. The Incident Commander should consider if the leak could be stopped by moving the tank or completely shutting off the valve.
- J. Fuel vapor hazard can be diminished by the use of F-500 extinguishing agent and should be used on all petroleum fuel leaks.
- K. If the fuel tank is partially full to full of fuel the F-500 extinguisher can be discharged directly into the fuel tank. This will neutralize the flammability of the fuel. Care still must be taken to make sure the fuel doesn't go into the sewer system.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: HAZARDOUS MATERIALS COMMAND WORKBOOK	S.O.P. 7.08
CATEGORY: HAZARDOUS MATERIALS	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To ensure all operations at a hazardous materials incident are planned, reviewed and recorded.

I. PREFACE

The Incident Commander of a hazardous materials incident may be required to oversee several different operations at one time. The Incident Commander should assign a Hazardous Materials Officer to oversee hazardous materials operations. The Hazardous Materials Command Workbook is designed to assist the Hazardous Materials Officer to stay in touch with the operations and personnel at the scene through documentation and organization. The Hazardous Materials Command Workbook may be utilized electronically, or completed as written documents. Some information contained within the Hazardous Materials Command Workbook shall be forwarded to command post as the documents are completed.

II. PROCEDURE

- A. An electronic copy of the Hazardous Materials Command Workbook shall be kept on the Fire Departments Public Data Base with the Hazardous Materials section. Additionally, a printed copy shall be provided on Haz-Mat 41 and the Battalion Chief's vehicle to be available during an incident. The Hazardous Materials Officer shall remove and use this workbook at all hazardous materials incidents requiring the activation of the Hazardous Materials Response Team. The Hazardous Materials Officer should proceed to fill in information in the Workbook as it occurs.
- B. In the event another officer assumes the role of Hazardous Materials Officer, the transfer shall not be completed until all information in the Workbook is reviewed by the new Hazardous Materials Officer. The Workbook shall be kept and used by the new Hazardous Materials Officer until the scene is secure.

III. FORMS

- A. At least one of each of the following forms shall be stored inside the printed workbook:
 - 1. Hazardous Materials Response Team Assignments.
 - 2. Hazardous Materials Division Organizational Chart.

SUBJECT: HAZARDOUS MATERIALS COMMAND WORKBOOK	S.O.P. 7.08
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3. Hazardous Materials Incident Information.
4. Pre & Post Entry Hazardous Materials Medical Checks.
5. Incident Action & Safety Plan
6. Recovery Agreement.

B. The following is an explanation of these forms and their use:

1. Hazardous Materials Response Team Assignments: This form tracks the resources assigned to the Hazardous Materials Division. It allows the Hazardous Materials Officer to assign personnel to various positions within the Hazardous Materials Division based on the individual's training and experience levels. This form can be completed electronically or written out as a hard copy in a triplicate form. This allows for this information to be quickly and easily sent to the Command Post upon request.
2. Hazardous Materials Division Organizational Chart: This form simply shows how the Hazardous Material Officer assigned personnel within the Hazardous Materials Division on a standard organizational chart format. This form can be completed electronically or written out as a hard copy in a triplicate form. This allows for this information to be quickly and easily sent to the Command Post upon request.
3. Hazardous Materials Incident Information: This form is designed to provide the basic information for the hazardous materials incident. The basic information on this form includes time and date, incident location, product information, weather information, and responsible party information. This form can be completed electronically or written out as a hard copy in a triplicate form. This allows for this information to be quickly and easily sent to the Command Post upon request.
4. Pre & Post Entry Hazardous Materials Medical Checks: There are several different versions of this same basic form the Hazardous Materials Officer may choose to utilize during the incident, however they each contain the same information. This form allow for Pre and Post Medical Checks for response personnel. The Hazardous Materials Officer may choose to group several people onto one form by company assignment or haz-mat response team assignment. This form can be completed electronically or written out as a hard copy in a triplicate form. This allows for this information to be quickly and easily sent to the Command Post upon request.

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5. **Incident Action & Safety Plan:** This form allows for the Hazardous Materials Officer to have written documentation for an Incident Action Plan and an Incident Safety Plan for each step in the process of mitigating the hazardous materials incident. This form can be completed electronically or written out as a hard copy in a triplicate form. This allows for this information to be quickly and easily sent to the Command Post upon request.

6. **Recovery Agreement:** Designed to place the burden of cost of mitigation on the responsible party (originator of the release). This agreement should be signed by the party responsible for the incident in the early stages of the operations to assure that costs can be recouped. This form must be written out as a hard copy in a triplicate form. The Original must be kept by the Hazardous Material Officer. A copy shall be provided to the responsible party. An additional copy may be sent to the Command Post upon request.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: HAZARDOUS MATERIALS EXPOSURE	S.O.P. 7.09
CATEGORY: HAZARDOUS MATERIALS	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To ensure that personnel exposed to hazardous materials receive appropriate medical evaluation and treatment, if required, and to establish an information database for reference in the event that future treatment is indicated.

I. PREFACE

Although there may be no immediate acute effects from an exposure to a hazardous material, it is possible that some sort of chronic effect might appear up to years later. Therefore, a reliable database must be kept to provide information pertaining to personnel's exposures during their career.

II. DEFINITIONS

EXPOSURE - Contact with a hazardous material, which is toxic to personnel, through inhalation, absorption or ingestion.

MODES OF TRANSMISSION - Either direct or indirect. Direct occurs through direct contact with a hazardous material. Indirect occurs when the material passes from the container or spill to an inanimate object to another person. These materials can be solid, liquid or gaseous.

PPE - Personnel Protective Equipment to prevent contamination of personnel. Such equipment includes gloves, faceshields, goggles, gowns, full body suits and S.C.B.A.

III. SCENE OPERATIONS

- A. The minimum number of personnel required to complete the tasks safely will be used for all on-scene operations. Members not immediately required will remain in the cold zone.
- B. Members shall not eat, drink, smoke, apply cosmetics or lip balm, or handle contact lenses at the scene of hazardous material operations with the exception of rehabilitation in the cold zone.

IV. POST-EXPOSURE

- A. Exposures shall be reported immediately to the Incident Safety Officer or Commander. Whenever possible, the exposed member shall be removed from further operations.

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- B. The exposed member will be sent to the hospital for possible hazardous materials exposure. Information pertaining to the type of material, including a Material Safety Data Sheet (M.S.D.S.) should be sent to the hospital with the exposed member. A copy of the individual's Pre and Post Hazardous Material Medical Check should also be sent to the hospital with the exposed member
- C. The shift Battalion Chief shall oversee the post-exposure handling of the exposed member.
- D. The Battalion Chief shall investigate the circumstances surrounding the exposure and assure that all forms are completed properly. The Battalion Chief should consult with the Hazardous Materials Response Team (H.M.R.T.) Officer for technical assistance in completing the form and handling the exposed member.
- E. The Safety Officer (normally the Assistant Chief) will be notified by the Battalion Chief as soon as possible following an exposure.
- F. The Battalion Chief shall forward all information concerning the exposure to the Department Safety Officer (normally Assistant Chief) within 48 hrs of the exposure.
- G. The following documentation shall be completed for each exposure:
 - 1. A Tennessee Employer's First Report of Work Injury form shall be completed as required by City and department procedures.
 - 2. A Supervisor's Report of Work Injury form shall be completed as required by City and department procedures.
 - 3. A Hazardous Materials Exposure Form shall be completed on all exposures prior to the end of the shift and included with the TN Employer's First Report of Work Injury.
 - 4. TFIRS Fire Service Casualty Report to be included with the Incident Report.

V. RECORD KEEPING

Medical records for personnel will be maintained in accordance with O.S.H.A. regulations and state and federal guidelines. Records shall be retained for the following:

SUBJECT: HAZARDOUS MATERIALS EXPOSURE	S.O.P. 7.09
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- A. Circumstances of exposures, including completed Hazardous Materials Exposure Form.
- B. Post exposure medical evaluation, treatment and follow-up.

Hazardous Materials Exposure Forms will become a part of the member's personal health file and will be maintained for duration of employment plus thirty years. Medical records are strictly confidential. Information will not be released for any reason without the express written consent of the member. The member's medical record, including exposure records, shall be available to that member upon request following the guidelines for requesting access to personnel records.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: HAZARDOUS MATERIALS RESPONSE TEAM	S.O.P. 7.10
CATEGORY: HAZARDOUS MATERIALS	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To set a minimum standard of personnel operating at the scene of a hazardous materials incident and define those persons that composes the Hazardous Materials Response Team (H.M.R.T.).

I. PREFACE

Appropriate staffing is essential for proper mitigation of a hazardous materials incident. Attempting to operate with less than the necessary personnel could endanger persons needlessly. The following is the recommended minimum staffing standard that should be used on a hazardous materials incident, but should be added to as necessary.

II. PROCEDURE

- A. The normal members of the H.M.R.T. shall be the members of Engine Company 91, along with additional personnel with special training and equipment specifically selected to deal with hazardous materials incidents. During an incident, additional personnel, particularly engine company personnel, shall also serve with the H.M.R.T. within their specific level of training.
- B. When it is necessary for the H.M.R.T. to work in level A or B protective clothing, there should be no less than 5 H.M.R.T. members on the scene of the incident - 2 for Entry Team, 2 for Backup Team, and 1 Safety Officer. Decontamination personnel may be utilized from firefighting personnel as necessary.
- C. It shall be the responsibility of the H.M.R.T. to identify the hazard, its possible implications and relay this information to the Operations Commander, or Incident Commander if an Operations Commander has not been designated.

III. HAZARDOUS MATERIALS TRAINING AND CERTIFICATION

- A. Hazardous Materials training and certification for Germantown Fire Department personnel shall be in accordance with the Occupational Safety and Health Administration (OSHA) Standard 1910.120 and the Tennessee Emergency Management Agency (TEMA).
- B. Hazardous Materials Certification/Qualification Levels for Germantown Fire Department personnel shall meet the TEMA requirements for the following levels:

SUBJECT: HAZARDOUS MATERIALS RESPONSE TEAM	S.O.P. 7.10
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1. First Responder Awareness Level.
 2. First Responder Operations Level. All Germantown Fire Fighters shall be qualified to a minimum of First Responder Operations Level.
 3. Hazardous Materials Technician. All Germantown Hazardous Materials Technicians, including all personnel assigned to the Hazardous Materials Response Team, shall be TEMA Certified at the Hazardous Materials Technician Level.
 4. Hazardous Materials Specialist.
 5. Hazardous Materials Technician-Advanced CBRNE Specialist.
 6. Hazardous Materials Instructor.
- C. Refresher training and certification maintenance training shall be in accordance with TEMA and Germantown Fire Department standards. Each Officer shall assure that his/her personnel remain qualified to perform duties in accordance with their level of certification.
- D. Hazardous Materials Training Records shall be maintained by the Training Officer.

IV. HAZARDOUS MATERIALS RESPONSE TEAM PHYSICALS

All Germantown Fire Department Hazardous Materials Technicians shall receive physical examinations every two (2) years. This examination shall include baseline vitals and blood work. All Germantown Fire Fighters shall also successfully complete an annual SCBA facepiece fit test.

V. HAZARDOUS MATERIALS RESPONSE TEAM COMPOSITION

Members of the H.M.R.T. are as follows:

- A. Entry Team: Consists of a minimum of (2) members who may actually enter the Hot Zone for the purpose of rescue, fact finding, containment or control. They must wear appropriate levels of protection.

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- B. Back-up Team: Consists of a minimum of (2) members who will maintain a ready status and supply technical or support assistance to the entry team if needed. These members will be immediately available with the appropriate levels of protection in the event of an emergency to assist the Entry team.
- C. Support Personnel: Consists of those members who will maintain control of the Entry and Back-up Team. They will give support by supplying needed equipment and tools, keeping up with the entry team's air supply, etc.
- D. Safety Officer: Provides direction with respect to the safety of the operation. When activities are judged to be immediately dangerous to life and health to personnel, he shall have the authority to alter, suspend, or terminate those activities. The Safety Officer shall immediately notify the Incident Commander of any actions that need to be corrected.
- E. Decontamination Team: Consists of a minimum of (2) personnel equipped with appropriate levels of protection for decontamination. Their responsibility is to properly decontaminate the entry team or anyone who has been contaminated, including establishing the decontamination area. Personnel other than the H.M.R.T. members can be utilized if they have been properly trained. This will normally be handled by an assigned engine company.
- F. Hazardous Materials Officer: Will be responsible for the tactical operations of the Hazardous Materials Division. The Hazardous Materials Officer shall report directly to the Operations Commander (if assigned) or the Incident Commander. This person should have advanced hazardous materials training at the level appropriate for the incident.
- G. Operations Commander: Will be responsible for the tactical operations of the incident, including Fire, Medical, and Haz-Mat. This person should have training at the level appropriate for the incident.
- H. Incident Commander: Will assume control of the hazardous materials incident. The Incident Commander shall be responsible for the deployment of fire department personnel, equipment, and resources. The Incident Commanders will interact with representatives of other agencies and coordinate all activities within the Command Post.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: LPG FIRES AND LEAKS	S.O.P. 7.11
CATEGORY: HAZARDOUS MATERIALS	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To safely and effectively handle Liquid Petroleum Gas (L.P.G.) or Liquefied Natural Gas (L.N.G.) leaks and/or fires.

I. GENERAL PROCEDURES

- A. All personnel responding to a known or suspected L.P.G. or L.N.G. leak must wear full protective gear.
- B. When arriving on the scene of a leak, care must be taken to place personnel in a safe, upwind direction.
- C. Keep all personnel out of vapor cloud area. If necessary evacuate any area that is in the path of the vapor cloud eliminating all ignition sources.
- D. If the leak involves natural gas service lines, call for Memphis Light, Gas and Water (M.L.G. & W.) to send a gas man.

II. LEAKS NOT INVOLVING FIRE

- A. Close any valves that are accessible, so that the flow of gas can be stopped.
- B. Remove all possible sources of ignition. Shut off gas meter going to houses with effected lines.
- C. Keep a dry chemical extinguisher (20 lb. minimum) available for precaution, and a preconnect if exposures are present.
- D. Many times, a 20 lb. propane cylinder will appear to be leaking but in-fact the relief valve is operating to relieve excess pressure from overfilling.
- E. Fog stream is effective in dispersing L.P. gas vapor and should be used as soon as possible.
- F. Portable L.P.G. cylinders that are leaking should be moved if possible to a safe location. The cylinder should be bled down.
- G. When small 20 lbs. cylinders are leaking but have not ignited, remove all ignition sources and attempt to stop leak at the valve. Crimp the tubing connected to the valve.

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III. LEAKS INSIDE BUILDINGS

The following guidelines should be followed in addition to those listed in Section I, if gas is inside a structure.

- A. Check gas meter to see if the needles are spinning, which would indicate that there is a large leak.
- B. If a leak is apparent, turn the gas off to the building, unless a sectional valve is available, such as to an area, occupancy or appliance.
- C. Evacuate the building.
- D. Provide medical treatment to any occupants that experience medical difficulties.
- E. Have crew in full turnouts, including S.C.B.A.
- F. Do not turn on or off lights when evacuating the building and do not ring the doorbell, as these could provide an ignition source.
- G. When M.L.G. & W. arrives on the scene, let them identify the leak and handle it from there and assist as needed.

IV. LEAKS INVOLVING FIRE

- A. Leaks involving fire should not be extinguished until the leaks can be stopped.
- B. In the event of a major fire involvement of large L.P.G. tanks, evaluation of necessary resources must be made quickly. If available resources are deemed insufficient to mitigate the situation, the area must be evacuated for 2000 feet. Available resources should include a minimum water supply of 500 gpm to sufficiently cool a tank involved in fire.
- C. If the escaping gas is on fire, apply large quantities of water as quickly as possible to all surfaces exposed to heat. Approach tanks from the sides, never from the ends. Concentrate on the upper portion of the tank or at the point of impingement. Utilize unmanned appliances whenever possible.

SUBJECT: LPG FIRES AND LEAKS	S.O.P. 7.11
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- D. Shutting down a 20 lb. propane cylinder (such as used on portable grills) involved in a fire under a low velocity, a wide fog stream can be attempted after determining that there is no cylinder damage. The leak must be eliminated before extinguishment of fire.
- E. If companies arrive on the scene and hear a high pitched sound coming from the relief valve, indicating over pressure, they should immediately evacuate the area for 2000 feet in all directions.
- F. If a gas storage vessel becomes heated to the point of causing the relief valve to function, the discharge should be allowed to burn if it becomes ignited. At the same time, apply large volumes of water (at least 500 gpm) to the vessel and piping to keep them cool and allow the relief valve to close after the excess pressure has been relieved.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: CLANDESTINE DRUG LABS	S.O.P. 7.12
CATEGORY: HAZARDOUS MATERIALS	PAGE: 1 OF 5
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide fire department personnel with guidelines for safe operations involving clandestine drug labs.

I. SCOPE

The possibility exists for the fire department to respond to the scene of a clandestine drug laboratory. Clandestine drug laboratory investigations, seizures, and arrests of suspects are all police department or law enforcement agency matters. However, the police department may call upon the fire department's hazardous materials response team for assistance during raids and for advice on safety matters.

II. POLICY

The fire department will provide focused support for police departments and other agencies, when requested, at sites of clandestine drug laboratories. Support may consist of, but is not limited to providing research and information on chemicals suspected or known to be in the laboratory, remote exterior air monitoring, and decontamination of police entry personnel and others contaminated or possibly contaminated with chemicals used in the manufacture of drugs.

III. BACKGROUND

Clandestine drug labs are becoming more common in our area and the number of busts or raids of these labs have increased. Clandestine labs are being used to produce items such as Cocaine, Ecstasy, LSD, PCP, or Methamphetamine, the last being the most prevalent. These labs present various dangers to the people involved in the manufacture of the drug, the families of the manufactures', police personnel, and Fire/EMS personnel. Many hazards are associated with clandestine labs such including fire hazards, hazardous material hazards, and other items such as booby traps. Some of the chemicals associated with, but not limited to, clandestine lab are as follows:

- Hydrochloric Acid
- Hydrionic Acid
- Ammonia
- Iodine
- Nitroethane
- Red Phosphorous
- Sodium Hydroxide

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- Sodium Metal
- Lithium Metal
- Ether
- Kerosene
- Formic Acid

IV. HAZARDS

Substitution of proper equipment with unsafe items is prevalent in low budget clandestine laboratory operations. For example, substituting pressure cookers for three neck flasks in the initial cooking stage of methamphetamine produces phosphine gas, which is extremely toxic when inhaled.

Besides the chemicals that are exposure and inhalation hazards, fire hazards are usually present within a lab. Flammable atmospheres are associated with many of the cooking methods and one spark could cause a serious fire.

Booby traps may be left in place and armed when a lab is abandoned. Turning on lights, opening or moving doors, windows, refrigerator doors, chemical containers, or furniture may trigger an explosive device or chemical reaction that is lethal. Trip wires made from monofilament fishing line may be strung across doorways, hallways, or across rooms to activate different types of devices. It is essential that nothing is moved, shut off, turned on, or touched, at a laboratory, whether it is operational or abandoned. Electric switches, vacuum pumps, glassware, chemical containers, or anything plugged into a wall outlet should not be touched. Water sources, especially to reflux or condensing towers, should not be shut off. Shutting off the water supply to a cooking process can result in an explosion.

V. INDICATORS

Fire Personnel should be aware of common indicators for Clandestine Drug Labs when responding to EMS, fire, check for a suspicious odor, or other types of calls. Common indicators for possible labs are:

- A. Large quantities of chemical containers of various sizes either marked or unmarked.
- B. Unusual odors such as ether, solvents, odors of urea, etc.
- C. Heating elements, hot plates, or heating mantles.
- D. Glassware that is normally associated with school or industrial laboratories, such as flasks, beakers, flasks with vacuum ports, glass cooling towers, and funnels.

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- E. Vacuum pumps, plastic or rubber tubing.
- F. Large quantities of batteries, ephedrine boxes, matches, etc.
- G. In the case of an actual fire, reports of the house exploding, odd color smoke, and a fire that is burning very intensely.
- H. Reports of people overcome by fumes.
- I. Large quantities of trash.

VI. TACTICAL CONSIDERATIONS

The recognition of the presence of a clandestine drug laboratory that is involved in a fire may not occur until after the fire is under control. The initial indications of the presence of a laboratory may be subtle or very apparent. Depending on the products involved, a fire in a lab can spread faster and burn with more intensity than what might normally be expected. The color of the flames may appear to be an unusually bright or dark orange, or the flames may be of several different colors. An unusual color of smoke or odor may also be present.

Personnel that encounter a suspected laboratory should withdraw to a safe location as soon as possible if no fire or victims are present. Using discretion on actions and radio conversation, and using a cell phone if possible, immediately notify dispatch that a lab has been found and to respond law enforcement and Hazmat to the scene. Evacuate the surrounding structures and secure the area.

In a fire situation, the presence of a lab may not be apparent until after the fire has been extinguished or is under control. A defensive mode may be appropriate for personnel safety. Standard protective clothing and SCBA use may not afford complete protection. The incident commander may consider protecting any exposures and allowing the fire to burn, providing the products of combustion are not complicating the problem further. Run-off may also create a problem and diking may be necessary.

Remove victims involved due to chemical exposure and/or fire from the lab as quickly as possible. Emergency decontamination of victims and responders will need to take place as they exit the lab. Have personnel remove their turnout gear as soon as possible and decontaminate them a second time. Bag and tag turnout gear and equipment for later decontamination or disposal as appropriate. Treat victims for chemical exposure and transport them to the appropriate hospital. Before transporting the patient, notify the destination hospital that a patient involved in a drug lab response is being transported to their facility so that extra decontamination measures can be set up if needed. All responders who were exposed to or in the vicinity of the lab need to fill out exposure forms.

SUBJECT: CLANDESTINE DRUG LABS	S.O.P. 7.12
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VII. ENTRY

Fire Department personnel will not participate in entry operations by law enforcement personnel. Fire department resources should stage and wait for the police department to declare that the scene is secure before proceeding to the scene. A secure scene means that police department has surveyed the area, all suspects are in custody, and that the building has been searched and no explosive devices were found.

Fire department personnel will most likely perform the role of monitoring the scene for LEL or oxygen deficiencies and/or information gathering. All operations at the scene must be coordinated thru law enforcement. No fire department personnel will enter the lab until the scene is secure and suspects are in custody. Fire department may make entry into the secured lab to perform emergency operations or monitoring as long as the safety of personnel is maintained.

VIII. ADDITIONAL RESOURCES

The incident commander is responsible for determining the need for any additional resources. The incident commander shall establish unified command including all agencies involved in the response.

IX. SAFETY PRACTICES

Clandestine drug labs are some of the most dangerous environments we will encounter due to the many variables associated with these labs. Here are some general safety practices to follow. Fire department personnel should adjust operations as necessary to maintain the highest level of safety possible given the situation at hand.

- A. Never turn anything on or off. This includes cooking equipment, light switches, water sources, etc. To do so could cause an unintended chemical reaction.
- B. Never open doors or windows as this could activate a booby trap.
- C. Never touch any containers.
- D. Never open or close any containers.
- E. Do not enter the lab unless wearing appropriate protective clothing.
- F. Never move anything: movement could activate a trap.
- G. Watch for objects that could snag or entangle you.
- H. Stay out of the hot-zone as much as possible.
- I. Avoid making contact with the product as much as possible.
- J. Be vigilante at all times due to the hazards associated with clandestine drug labs.

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The clandestine lab is a very multifaceted scene. Besides being a potential fire, EMS, and Hazmat scene, a clandestine drug lab is first and foremost a crime scene. Law enforcement is in charge of the scene and evidence preservation is one of the most important issues. If the assistance of the fire department is needed on the scene, it will be coordinated by law enforcement through a unified command structure.

X. DISPOSAL

Proper disposal of the hazardous material(s) in a clandestine laboratory is the responsibility of the law enforcement agency that is making the seizure. Cleanup of the lab should be done by a professionally trained contractor. The law enforcement agency on-scene is responsible for arranging cleanup with the proper contractor. The fire department will not assume responsibility for any cleanup, chemicals, containers, clothing, or other items found at the scene.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: BIOLOGICAL AGENT RESPONSE	S.O.P. 7.13
CATEGORY: HAZARDOUS MATERIALS	PAGE: 1 OF 8
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for the response to biological agents, such as Anthrax, Ricin, Botulism, and Smallpox. These are often referred to as “White Powder Calls.”

I. BACKGROUND

Biological Agent response will include many of the same procedures as a normal hazardous materials response. However, there will be some differences due to the nature of the potential agent. Generally, a product will not be known to be biological until testing and evaluation verifies that it is biological. Due to the biological nature of the product, many of the same protective procedures that are incorporated into emergency medical response will be utilized, including proper protective equipment (PPE) for biological materials, such as blood and body fluids. Responders should keep in mind that a biological agent being used in terrorism or other crimes may have additional properties to make it more dangerous, such as weaponizing (making it more lethal or finer to allow for easier dispersal and inhalation).

II. GENERAL PROCEDURES

- A. Dispatch Centers will screen calls. A Postal Inspector will handle calls involving suspicious mail in which no powder or suspicious material is present. In the event a possible suspicious powder or other material is reported, the fire department Haz-Mat Team and police department shall be dispatched.
- B. Envelopes that have not been opened, do not have any threatening statements, and do not have any unusual powder or material may be thrown away or marked “return to sender” by the owner. Envelopes with no return address that have not been opened and do not have a suspicious powder or threatening statements may also be thrown away. The Haz-Mat personnel may open mail if requested by the owner if there appears to be no threat and the Haz-Mat personnel feel that it is appropriate.
- C. Citizens who have handled a suspicious material should:
 - 1. Wash hands and arms thoroughly with antibacterial soap and water.
 - 2. It is not necessary to decontaminate people who did not handle the material.

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3. Upon arrival at home, persons who handled an envelope or suspicious package should take a thorough shower. Clothes should be washed or, in the case of those that cannot be cleaned, they should be bagged and sealed until laboratory tests are returned on the samples.
 4. Results of testing will generally be known in about 5-10 days.
 5. Antibiotics, ambulance transport and immediate medical treatment are not recommended unless additional information suggests such precautions or until laboratory tests of the samples are positive. If an individual demands antibiotics, they should be referred to their private physician.
- D. If an envelope or package is opened and contains a threatening statement regarding a hazardous material, a powder that could be a biological or hazardous substance, or is suspected of being contaminated in some way, then the following Response Procedures should be followed.

III. RESPONSE PROCEDURES

The following guidelines should be used in the event of a response to a suspected or reported biological agent incident:

- A. The Hazardous Materials Response Team (Engine 91 and Haz-Mat 41) shall be dispatched along with the nearest Engine Company, unless an alternate response team and assignment has been pre-determined.
- B. The Police Department shall also be dispatched.
- C. MSCEMA shall be notified. MSCEMA will notify the FBI and TEMA as necessary.
- D. Upon arrival, assure that all persons are removed from the hazardous area and isolated. Any persons that have been potentially exposed to the product shall be decontaminated by washing hands thoroughly with antibacterial soap and water.
- E. All responders shall remain out of the affected area unless provided with appropriate PPE. In the event that a rescue is necessary, appropriate full SCBA or biological PPE may be used to affect an immediate rescue. Personnel that may be contaminated should be decontaminated, generally with soap and water.

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- F. The Police Department shall begin investigation to determine the potential for a terrorism or criminal event.
- G. The Hazardous Materials Officer and Police Officer shall evaluate the level of risk in accordance with the guidelines provided by the Tennessee Emergency Management Agency (TEMA), Tennessee Office of Homeland Security (TOHS), and the Tennessee Department of Health (TDOH). Refer to the Section below for these risk evaluation guidelines.
 - 1. If the risk level is low, then the item may be disposed in trash. If desired, a sample may be taken of the item for testing, including with the HazMatID for verification purposes. If deemed appropriate, a sample may also be secured in the event that future information warrants testing.
 - 2. If the risk level is high or uncertain, then a sample of the material shall be taken in accordance with the TEMA/TOHS/TDOH Guidelines using the appropriate sampling kit.
- H. If the risk level is considered high, the MSCEMA shall be notified and requested to notify TEMA and the local FBI Joint Terrorism Task Force (JTTF). A representative from the JTTF may request that further action is not taken until JTTF arrival. The Memphis JTTF may be contacted direct at (901) 747-4300.
- I. In the event of an entry by the Fire Department, the Haz-mat personnel shall make the entry and the police officer shall serve as safety and support. In some instances, qualified Police or MSCEMA Haz-Mat Technicians may perform the entry. If possible, only 1 Haz-mat Technician should come into contact with any product. The other Haz-mat Technician can assist with decontamination of the first Haz-mat Technician.
- J. PPE: PPE for Haz-mat personnel handling a suspicious powder or unknown biological product should be Level B including Level B Tyvek suit, boots and/or booties, medical or neoprene gloves, and Respirator with P100 filters or SCBA. Heavy Nitril or SilverShield gloves can be used when the risk of tearing is high, such as when moving heavy equipment.
- K. Samples shall be taken in accordance with TEMA/TDOH guidelines. Samples shall be taken by qualified Haz-Mat Technicians trained in accordance with the TEMA/TDOH guidelines. Keep in mind that a sample means a small portion of the suspicious material. The Haz-Mat personnel shall secure the sample in accordance with TEMA and TDOH guidelines by placing it in the sample

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container and labeling it. An additional sample should be tested with the HazMatID. In the event that the risk level is determined to be high or uncertain and the HazMatID indicates a potential biological product, the Haz-Mat Officer may utilize the RAMP Biological Field Test to conduct further evaluation as necessary.

- L. Generally, a representative from the JTTF should be on the scene at this point.
- M. The Police Officer should complete the Receipt for Terrorism Agent Testing/Chain of Custody Report. The remaining material shall be secured as evidence by the Police Officer, such as by triple-bagging it. Each bag shall also be labeled with permanent marker with date, time, address, Fire Department and member handling call.
- N. Samples shall be sent for testing as determined by the Haz-Mat Officer and Police Officer. Samples shall be treated as evidence. The Police Department shall transport the sealed sample to the Memphis-Shelby County Health Department Laboratory.
- O. In the event of a suspected terrorist event, the Police Department will secure any necessary evidence. In the event that the agent is considered a potential biological agent, it will be necessary to secure any contaminated products and areas, or decontaminate them if permitted by law enforcement.
- P. The Haz-Mat personnel shall attempt to conduct any minor cleaning of the area with towels soaked in a 1:10 chlorine/water solution or appropriate disinfecting solution. A disinfectant, such as Cavicide, may be used to disinfect any surfaces in which it would be inappropriate to use bleach/water solution, such as cloth furniture. Dry decon may be best for dry contaminants.
- Q. If the area cannot be reasonably cleaned, then the property owner shall be advised that they should contact a hazardous materials cleanup company to clean the product. An option would be for the owner to secure remaining contaminated items/areas until the test results of the product are known.
- R. Proper decontamination procedures shall be followed. Any items that will be reused (i.e. boots) shall be decontaminated with 1:10 bleach solution or approved sanitizing solution, such as Cavicide. Bleach solution shall not be used on SCBA or radios. A disinfecting solution should be used for SCBA and then rinsed with clear water.

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- S. Contaminated PPE and cleaning towels shall be placed in Biohazard bags and labeled for the incident. This will be secured and delivered to designated areas to await test results from the incident. In the event that the test results are negative, the items may be removed from the Biohazard bags and disposed of normally or reused if appropriate, such as boots.
- T. Members shall clean hands with antibacterial soap and water and/or disinfecting EMS hand cleaner.
- U. Full documentation shall be done at each incident. The Police Officer shall prepare the police incident report. The Fire Department shall prepare the appropriate incident report, Test Notification Form, and names, addresses, and 2 contact phone numbers of all persons possibly exposed at the incident.

IV. UNOPENED, SUSPICIOUS PACKAGES

If the package or envelop is unopened, but does appear suspicious, such as threatening statements or the possibility of containing a suspicious powder or hazardous substance, the Fire Department may consider opening the envelope. The State Laboratory of the Tennessee Department of Health will not accept unopened letters or packages.

- A. The Fire Department should evaluate the package or envelope for other potential hazards, such as an explosive device. If the package or envelope is suspected of having an explosive device, it shall be referred to the local Bomb Squad via the police officer.
- B. If a package or envelope is to be opened, the Fire Department Haz-Mat member shall don appropriate PPE, including gloves.
- C. The letter or package should be opened gently to prevent any material inside from being put into the air or spread.
- D. If the package or envelope contains nothing suspicious, testing will not be necessary. If it includes a threat but no apparent hazardous material, it will be turned over to local law enforcement for investigation.
- E. If it contains a powder or other suspicious material, it shall be evaluated for risk level following State guidelines. If necessary, samples will be taken in accordance with #4 above.

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V. TEMA/TOHS/TDOH RISK EVALUATION GUIDELINES

The following guidelines, as provided by TEMA/TOHS/TDOH, for risk assessment should be used for determining whether to submit a sample of suspicious items for testing. Additionally, they can be used by Germantown personnel to evaluate the appropriate actions based upon the perceived risk potential. Measures can be taken that are the same for suspicious letters and packages and should take into account whether the item is opened, whether it contains a threat, and whether persons in contact or nearby the package are ill.

HIGH RISK: Consider full response handling and sampling for submission to the State Public Health Laboratory for testing:

- A. Item is associated with suspicious packages or items that are clearly not a mass mailing or “junk” mail AND has a powder or other substance on, leaking from, or in it. “Suspicious” mail can be defined as associated with a terrorist group or with a threatening message or phone call. It might be sent to a high-profile recipient (i.e. government office, political candidate, news report, etc.);
OR
- B. Powder or other substance not associated with the mail, but associated with a verbal or written threat;
OR
- C. Persons in contact with or nearby the package are exhibiting signs of illness (i.e. burning eyes, vomiting, difficulty breathing, etc.).

UNCERTAIN RISK: Requires further risk assessment:

- A. Item associated with suspicious mail without an articulated threat and in the absence of a powder or other substance;
OR
- B. Item with unknown powder or substance, no articulated threat and no illness.

The Haz-Mat Officer should consult with law enforcement to evaluate the context in which the substance or letter was discovered or received and make a determination as to whether that item poses a credible threat. Examples might include hate mail, protest letters sent to an abortion clinic, etc. In such cases, the use of the HazMatID, and possibly RAMP, to conduct a field test of the material may assist with this evaluation.

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LOW RISK: Does not need laboratory test, but requires disposal:

Items not in HIGH or UNCERTAIN categories as described above. Responders are asked to decline accepting items for submission and provide advice on proper disposal in regular trash. The Haz-Mat Officer may wish to utilize the HazMatID to conduct a basic field test of the material if needed to ease the concerns of the recipient or others involved. Law enforcement and health department personnel may be consulted for questions. Examples include items that might be expected to have powder already associated with them (i.e. bubble gum, potato chips, donuts, pills, magazines, etc.), powders found in an area where the public is not in immediate danger (i.e. by the roadside), and other isolated powders or items found in the absence of an overt threat or other suspicious circumstances.

VI. DISPATCH PROCEDURES

Recommended Dispatch Procedures for calls involving suspicious letters/packages or suspicious powder/substance, etc.:

- A. Ask the caller:
 - 1. Is this a postal facility? (If yes, have they contacted their immediate supervisor? If not, they should do this first, as the Postal Inspector will usually handle this.)
 - 2. Is this mail?
 - 3. What is the condition of the package or letter? (i.e. powdery substance, wet, etc.)
 - 4. Is this an abortion clinic or other pro-choice agency? (If so, notify FBI, Police and Fire Department.)
- B. If the item is mail and no substance is involved, DO NOT dispatch the Fire Department. This information should be given to the U.S. Postal Service Inspector at (901) 521-2320 for handling. The Postal Inspector may request the local Haz-Mat and Police Department if needed. Advise the caller that the Postal Inspector will respond to their location.
- C. If the item does involve a powdery substance or similar suspicious material, the Fire Department Haz-Mat Team, along with the Police Department should be dispatched.

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- D. The local jurisdiction should decide whether an additional response is needed, such as sending an engine company and/or Battalion Chief to secure the scene and assure victims removed from the hazard area. This may be especially necessary if the Haz-Mat Team response will be extended. The dispatcher should also dispatch medical personnel if persons calling advise any symptoms (Note: Symptoms will not normally show immediately with Anthrax or Ricin).
- E. MSCEMA shall be notified of all Haz-Mat and White Powder responses.
- F. The dispatch shall instruct the caller to not handle the package, to remove people from the immediate area, and to wash hands with soap and water.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: CBRNE RESPONSE	S.O.P. 7.14
CATEGORY: HAZARDOUS MATERIALS	PAGE: 1 OF 4
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for a terrorist act and/or weapons of mass destruction (WMD) incident response with emphasis on early recognition, identifying initial actions, and establishing operational guidelines.

I. RECOGNITION:

A. The first phase of the response is to recognize that something unusual is or has occurred and that special considerations and response actions are taken to ensure the safety of responders and victims. Initial information and observations may reveal indications of a WMD incident. One or more of the following may be present:

- Dead or dying animals
- Dead or dying humans
- Unexplained casualties
- Unusual liquid, spray, or vapors
- Suspicious packages
- Mass unexplained, common illness
- Mass coughing, gagging, or eye watering
- Unusual odors
- Evidence of a blast or explosion
- Reports of the above from dispatch

B. It is understood that even if initial responders recognize that a WMD incident has occurred, it may not be possible to determine the exact agent involved. In this case, initial arriving companies should approach the incident from upwind and not place themselves within 500 ft of the affected area.

II. INITIAL SIZE-UP

- A. Determine wind direction and weather conditions.
- B. Locate downwind exposures.
- C. In known or suspected explosions when purposeful or terrorist activity cannot be ruled out, establish a hot zone and call for bomb squad.
- D. Estimate number of victims.
- E. Consider and note the types of injuries and/or symptoms.

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III. INITIAL ACTIONS AND OPERATIONS

- A. Place apparatus upwind, uphill, and up stream at a safe distance.
- B. Don S.C.B.A. and protective clothing.
- C. Distribute Mark I kits to response personnel.
- D. Initiate emergency decon procedures for victims.
- E. Gather information, request additional resources, and provide initial information to responding companies.
- F. Attempt to isolate the area and deny entry.
- G. Identify refuge for ambulatory victims and direct them to that location.
- H. Establish staging.
- I. Be aware of secondary devices.
- J. Prepare to evacuate nearby area if indicated by wind, explosive or similar hazard.
- K. If fire is present and radiological agent is suspected, evacuate to 2000 feet.
- L. Coordinate with police to establish security for the scene.
- M. Establish incident zones: Hot, Warm, Cold and Decon areas.

IV. EMERGENCY DECON OPERATIONS

- A. Begin initial emergency decon as soon as possible.
- B. Direct ambulatory victims to the initial emergency decon area. Use bullhorn or PA system to give directions.
- C. Always wear full PPE and S.C.B.A. or RAP adapter with proper filter.
- D. Stand upwind of water spray.
- E. Have victims remove outer clothing.
- F. Direct ambulatory victims to gross decon as soon as it is available.
- G. Personnel performing emergency decon shall proceed to gross decon as soon as it is available, and then to technical de-con.
- H. If deaths occur during decon, redefine hot zone perimeter to include the bodies.

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- I. Non-ambulatory victims shall lie in place unless external threat exists (secondary device, building collapse, etc.).
- J. Decon can be performed using booster lines or elevated large fog streams to remove contaminants from victims. If possible select a location uphill, upwind, upstream and at a safe distance from contaminated area. Position the operation in such a way that run-off moves away from victims. Having run-off flow back into contaminated area is ideal.

V. HAZMAT TEAM ENTRY

- A. For chemical agents, Level A protection is worn. All personnel entering the hot zone will carry three (3) Mark I kits for self-administration as needed.
- B. For biological agents, Level B with proper respiratory protection, (S.C.B.A. or RAP adapter with proper filter) shall be used.
- C. For radiological threats, minimum PPE is turnouts, butyl rubber gloves and S.C.B.A. Dosimeters will also be worn by all those entering the hot zone. Radiological pagers may also be worn.
- D. Hazmat Teams will treat all chemical incidents as hazmat situations. Standard chemical detection and air monitoring devices (i.e. Hazmat Cad, M256A1 kit, etc.), will be used during a response. If the incident is suspected to involve warfare agents the following must be used:
 - M-8 Detection Paper
 - M-9 Detection Paper
 - Draeger Tubes
 - M256A1 Kits
 - APD 2000 Detector
- E. For radiological incidents, Ludlum radiacmeters will be used to identify the source and establish zones of operation and dosimeters will be worn by all those in the hot zone.

VI. SECONDARY DEVICES

- A. Beginning with the first on the scene, all personnel will be aware of bombs and secondary devices in their area of operation. No fire department personnel should ever inspect or move a suspected secondary device.
- B. If a suspected secondary device is found in the hot zone it will be expanded to include that device and all personnel shall withdraw from the area until the bomb squad has rendered it safe.

VII. RESTORATION ACTIONS

- A. To the extent possible, Hazmat personnel will continue to monitor all equipment and areas suspected to be contaminated with available detection equipment.

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- B. When biological agents are involved, Hazmat teams will collect samples of suspected contamination for testing at the Shelby County Health Dept. Lab.
- C. In radiological incidents, Hazmat teams will coordinate with TEMA to properly contain and remediate radioactive materials.
- D. For chemical agents, areas and equipment that cannot be de-conned in the technical de-con area shall be cleaned with 5% bleach solution. A minimum contact time of 15 minutes shall be observed. Then area shall be rinsed and monitored again for contamination. This process will continue until no contaminants are detected.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: EMERGENCY OUTDOOR WARNING SIREN TESTS	S.O.P. 8.01
CATEGORY: COMMUNICATIONS	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: The City of Germantown has 15 emergency outdoor warning (civil defense) sirens located throughout the City to provide warnings to citizens in the event of a possible tornado or nuclear attack. These sirens are controlled by Dispatch via the radio system.

I. SATURDAY SIREN TESTS

- A. The Emergency Outdoor Warning Sirens will be tested at 1200 hours each Saturday, except during stormy weather. These tests will be monitored by Germantown Fire and Police Department personnel to assure that they operate properly. Dispatch shall notify the on-duty Battalion Chief and Police Department if the sirens will not be tested.
- B. Normal assignments for monitoring each siren during the test will be as such:

<u>Location</u>	<u>Monitor</u>
Municipal Center 1930 S. Germantown Rd.	Dispatch
Riverdale Elementary School 7391 Neshoba Rd.	Battalion Chief
Farmington Elementary School 2085 Cordes Rd.	Truck 41
Fire Station #1 2700 Cross Country	Engine 91
Fire Station # 2 8925 Dogwood Rd.	Engine 92
Fire Station # 4 3031 Forest Hill-Irene Rd.	Engine 94
Germantown Station Park 3075 Laurinburg Circle	Police Dept.

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Houston Levee Park
9777 Dogwood Rd.

Police Dept.

Howard/McVay Park
2400 Howard Rd.

Park Ranger

Houston Middle School
9400 Wolf River Blvd.

Johnson Road Park

Rescue 41

MLG&W Power Sub Station
7000 Poplar Ave.

West Tennessee Veterans Cemetery
4000 Forest Hill-Irene Rd.

Wolf River Walk West End

Wolf River Parkway 7932

- C. Prior to the siren test, the Battalion Chief shall assure that each Fire Department apparatus is in a location to properly monitor the assigned siren. This location should be close enough to differentiate between the intended siren and other sirens being activated.
- D. At approximately 5 minutes prior to the activation of the siren test, Dispatch shall contact all units to assure that they are in position for the test. Dispatch shall also confirm with the Police Department that their units are in place.
- E. Dispatch shall activate the Emergency Outdoor Warning Sirens in accordance with the procedures detailed in the Dispatch Procedures Manual.
- F. Upon completion of the siren test, each unit shall contact Dispatch to advise if the siren activated properly or not. This shall be done within 5 minutes of the completion of the siren test.
- G. Dispatch shall ask the Police Department to confirm that each siren assigned to them to monitor activated properly or not.
- H. Dispatch shall complete an Emergency Outdoor Warning Sirens Weekly Test

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Report indicating the operational status of the sirens and place it in the Radio/Siren Test Log in Dispatch. Dispatch will fax a copy of this report to the Deputy Chief. The Deputy Chief shall be notified in writing of the need for repair, who shall notify the TSSO who will coordinate the repair.

- I. In the event of a siren malfunction or problem, Dispatch shall submit a brief memo to the Deputy Fire Chief informing him/her of the problem. A copy of this memo shall be given to the designated siren maintenance person and a copy filed in the Radio/Siren Test Log along with the Weekly Test Report.
- J. If a siren is in need of repair, a Siren Malfunction Report shall be filled out and submitted to the Deputy Chief who will then notify the TSSO of the problem. The Siren Malfunction Report is located on the intranet under Fire Department Forms. The TSSO will coordinate the repairs as needed.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: RADIO REPAIRS	S.O.P. 8.02
CATEGORY: COMMUNICATIONS	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish procedures for obtaining repairs for radios.

I. MOBILE AND BASE STATION RADIOS

All requests for mobile or base station repairs shall be channeled through the chain of command to the Technical Service Safety Officer. During non-business hours, the need for repairs of mobile or station radio repairs shall be evaluated by the Battalion Chief. If immediate repair is not deemed necessary by the Battalion Chief, an email request shall be forwarded to the TSSO. All radios being placed out of service or malfunctioning shall also be recorded in the appropriate station log and an Equipment Broken and Damaged Form filled out and forwarded to the TSSO.

II. PORTABLE RADIOS

Portable radios, remote microphones, minitor receivers, and related items shall be tagged as out of service and taken to the Deputy Chief's office during office hours. A back-up portable shall be checked out and placed in-service for the out-of-service radio. After business hours the portable will be tagged out of service and the Battalion Chief will place the portable outside the door of the Deputy Chief's office. A back-up will be retrieved from the closet at Station 3. The Battalion Chief shall make the appropriate Radio ID change on their Daily Roster.

A. Checking out portable radios: There are five back-up radios assigned to Station 3. These radios will be kept in the closet in the lounge area (the telephone room). When checking out a back-up radio, you must follow the following procedure:

1. Write in the date in which you are removing the radio.
2. Write in the portable number (labeled on the front of the radio) onto the checklist.
3. Fill in the assignment block where the radio is going to or what function it will be used for in the field.
4. Print your name and initial it.

After the above information has been completed, make sure the duty driver records that the radio has been put out of service and record the back-up radio number. Also, make a note on the apparatus inventory sheet of the change.

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- B. Returning the radio to service: If a portable radio is returned after field use or a radio is returned from radio service and placed back on apparatus, the returning employee will find the check-out information and write in the present date returned. He/she will then print their name and initial to confirm the portable was placed back in the inventory as a back-up radio.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: RADIO COMMUNICATIONS	S.O.P. 8.03
CATEGORY: COMMUNICATIONS	PAGE: 1 OF 8
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish general procedures to be used by all fire department personnel when communicating over the radio.

I. THE COMMUNICATION MODEL

(How to talk and answer on the radio): When contacting another unit for a message, the sender should first establish communications with the other unit by first identifying himself/herself and the person or unit they are trying to contact. They should wait until the other unit verifies that they are listening before proceeding with the message. For example:

SENDER: "Battalion 41, this is Engine 91"
RECEIVER: "Engine 91, this is Battalion 41, go ahead"

When communicating between Dispatch and another unit or person, it is not necessary to specifically identify Dispatch. Units trying to contact Dispatch should just identify themselves and Dispatch will contact them. In addition, Dispatch may contact a unit or person by identifying their number on the radio. It is basically understood that the other unit communicating is Dispatch unless identified otherwise. For example:

SENDER (Battalion 41): "Dispatch, this is Battalion 41"
RECEIVER (Dispatch): "Go ahead Battalion 41."

or

SENDER (Dispatch): "Battalion 41, this is Dispatch"
RECEIVER (Battalion 1): "Dispatch, this is Battalion 41, go ahead"

When an order is transmitted on the radio, the receiver of the order shall confirm reception of the order by briefly rephrasing the order. Such confirmation allows the sender of the order to know that the receiver has understood the transmission. For example:

SENDER (Dispatch): "Battalion 41, respond with other companies to 2001 Brierbrook - A report of a house on fire."
RECEIVER: "Check Battalion 41, 2001 Brierbrook, house on fire."

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or

SENDER: "Engine 91, this is Command, lay a supply line to Engine 93"
RECEIVER: "Command, this is Engine 91, lay a supply line to Engine 93"

When communicating with Dispatch, the sender shall identify himself/herself and transmit the message. Once the message is transmitted to Dispatch, they will confirm reception of the message by briefly restating the message. For example:

SENDER: "Dispatch, Battalion 41, special at Station 2"
RECEIVER (Dispatch): "Check Battalion 41, special Station 2"

When communicating on normal Primary channel from one mobile or portable radio to another mobile or portable radio, the sender should utilize the same communication procedure as stated above. The sender should identify himself/herself, call directly to the receiver (not via Dispatch) and transmit the message. The receiver should confirm the reception of the message by restatement or respond in such a way the sender will know the message was understood. For example:

SENDER: "Battalion 41, this is 401, meet me at my office at 1100 hours"
RECEIVER: "401, this is Battalion 41, your office at 1100 hours"

NOTE: Should communication between the mobile or portable radios be hindered, Dispatch can then relay the messages.

II. PROFESSIONAL COMMUNICATIONS

Personnel shall maintain a professional demeanor and tone of voice when communicating. Sarcastic or argumentative tones shall not be used. Profanity shall never be used. Personnel shall use calm, slow communications that allow full understanding at the other end and do not display any attitude. Often, the tone of communications will establish the mode of operations, which is quite important in emergency situations.

III. RADIO POSITIONS AND USAGE

The Germantown Fire Department utilizes three (3) main operating frequencies, along with various mutual aid frequencies:

- Primary (GFDPRI): Transmissions are routed through a repeater for better transmission capabilities.

- Primary Direct (GFDDIR): Transmissions are not routed through a repeater. Since Primary and Primary Direct have different transmission frequencies but the same receiving frequencies, transmissions on Primary Direct can be received directly on either Primary or Primary Direct. In turn, transmissions on Primary can also be received on Primary Direct, as long as the repeater is in operation (the repeater transmits on the same frequency that Primary and Primary Direct receive on). Primary Direct may be used during repeater problems and for direct transmissions not routed through the repeater.
- Fireground (FIREGD): This is the primary tactical channel for incident operations, as well as a "talk around" channel. Transmissions are not routed through a repeater and, thus, are limited in geographic transmission capability.
- VFire 21 (VFIR21): This is a statewide mutual aid channel that can be used for localized emergency scene communications, such as a secondary fireground channel, and as a "talk around" channel. Transmissions are not routed through a repeater and, thus, are limited in geographic transmission capability. This frequency will be used as the backup fireground frequency in the event a "Mayday" is declared on the Fireground channel.
- VFire 22 (VFIR22): This is a statewide mutual aid channel that can be used for localized emergency scene communications, such as a secondary fireground channel, and as a "talk around" channel. Transmissions are not routed through a repeater and, thus, are limited in geographic transmission capability.
- VFire 23 (VFIR23): This is a statewide mutual aid channel that can be used for localized emergency scene communications, such as a secondary fireground channel, and as a "talk around" channel. Transmissions are not routed through a repeater and, thus, are limited in geographic transmission capability.
- Special Event (SPCEVT). This frequency is primarily used for special events and functions. Transmissions are routed through a repeater for better transmission capabilities. Therefore, it may be used when extended coverage is needed, including mutual aid operations.
- Special Event Direct (SPCDIR). This is the direct (non-repeated) Special Event frequency. Similar to the Primary Direct frequency, it uses the same receive frequency as the Special Event channel. It can be used as a localized scene communications channel and as a "talk around" channel. Transmissions are not routed through a repeater and, thus, are limited in geographic transmission capability.

IV. RADIO IDENTIFIERS

All mobile and portable radios on the department have been programmed to identify themselves by the respective apparatus or position that each mobile and portable radio is assigned. When the mobile and/or portable radio is activated on the Primary channel, other mobile and base radios that are operational will indicate the respective radio

assignment. For Example, the portable radio assigned to the Engine 91 Lieutenant position (91A seating position on apparatus), the Radio ID will be "91A". This means anytime the Lieutenant or person assigned this radio on the duty roster for that 24-hour shift activates his/her radio to talk, the "91A" identifier will appear on all mobile and base radio's operating at that time.

The Battalion Chiefs shall include the Radio ID for each person on their Daily Roster. This must be updated whenever there are changes to radio assignments. In the event that a front-line apparatus is placed out of service, the company should retain their assigned portable radios when they swap out apparatus.

If the respective person operating this radio either calls for help or a "Mayday" but is unable to identify him/herself as "91A" or by the designated command position assigned to them, the identifier will appear on both the base and mobile radios and can be quickly cross matched to the daily duty roster to identify the name of the person operating that respective radio.

V. USING ALTERNATE RADIO CHANNELS

If a message requires semi-confidential transmission, personnel should request the receiver go to Fireground Channel to communicate. Any front-line unit switching to Fireground channel and discontinuing monitoring of the Primary channel (such as by a scanning radio) shall notify Dispatch prior to switching position and upon returning to Primary channel. This is not necessary if the unit will still be monitoring Primary channel.

If radio trouble on Primary channel arises (such as repeater problems), request another channel stating why the channel is needed. Upon confirmation of the problem, Dispatch will have all units switch to an alternate position, such as Special Event or Primary Direct.

VI. RADIO CODE SIGNALS

The use of plain, clear language (clear text) will be used when communicating on the radio. Radio code signals will not be used. The only exception to this will be signal "13" and signal "F".

- A. Signal "13" will still be utilized to call for immediate response of police, Battalion Chief, Chief Officers and the Fire Investigator to assist fire personnel in imminent danger in which it is not possible to explain the problem. In such situations, a signal may be necessary, rather than a full explanation of the situation. In the event that a Signal 13 is called by anyone on the radio, this will immediately indicate that all other personnel are to limit communications and utilize another channel, while Dispatch monitors the channel on which the Signal 13 was called so as to possibly gain more information about the situation. In the event of a Signal 13, Dispatch shall request response of the Police and Battalion Chief. Dispatch shall also notify the Command Staff.

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B. Signal "F" may be used to denote a fatality.

VII. APPARATUS LOCATIONS

Dispatch shall be kept informed of the status of all apparatus and the on-duty Battalion Chief, with the exception of staff vehicles and utility vehicles being used for administrative duties.

- A. **ON THE AIR:** Once a unit is not in its station or other location reported to Dispatch, it shall be referred to as "on the air". When leaving a station or other reported location, the unit shall report that they are "On the air". This shall indicate that they are monitoring and available directly via radio.
- B. **SPECIAL:** The radio term "special" shall indicate that the individual is stationary at that location. When getting special at a location for an inspection or other similar purpose, the sender should advise the purpose for the special, such as for an inspection, prior to providing the address, as this is the format that the Dispatch computer records the information.
- C. **QUARTERS:** Upon arriving at their normally assigned station, companies shall report that they are at their "Quarters". This shall let Dispatch know that the company is back in their station.
- D. Individuals operating an apparatus or vehicle, other than staff, shall use the number of that vehicle rather than their personal radio number if necessary to report their location. Individual radio numbers are to facilitate communications between individuals. The individual's radio number should not be used if the individual has already been given a Command designation, such as assignment on scene (i.e. Interior Command). See Radio Number S.O.P. for additional information.

VIII. SPECIAL RADIO CODES - "YELLOW" AND "RED"

- A. **CODE YELLOW:** Should a situation arise in which Dispatch needs to communicate an urgent private message to personnel, they will inform the individual by radio of "CODE YELLOW". In such situation the individual shall acknowledge the message and move to an area in which incident victims or the public cannot overhear the radio transmission, and advise Dispatch to go ahead with the message. A Code Yellow message is used when privacy is needed; however, imminent danger is not apparent. For example:

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SENDER (Dispatch): "Neshoba Command, Code Yellow."
RECEIVER (IC): "Dispatch, Neshoba Command,
check code yellow"
(After moving to a private location)
"Dispatch, Neshoba Command, go
ahead with your message"

- B. **CODE RED:** Should a situation arise in which Dispatch needs to communicate to personnel that "imminent danger" exists to personnel and they should immediately retreat from the area, they will inform the individual by radio of "CODE RED". In such situation the individual shall acknowledge the message and immediately retreat from the area to a position of safety. The individual shall then contact Dispatch and clarify the danger. For example:

SENDER (Dispatch): "Oakleigh Command, Code Red."
RECEIVER (IC): "Dispatch, Oakleigh Command, check code
red" (They would then retreat from the area
as possible.)

IX. COMMUNICATIONS BETWEEN DISPATCH AND INCIDENT COMMANDER

Whenever Incident Command is established, all on-scene companies shall automatically switch to Fireground, unless designated otherwise by Dispatch or the Incident Commander. Radios shall be taken out of the scan mode, unless specifically directed by the Incident Commander. Once Command has been established, Dispatch shall use Fireground to contact the Incident Commander. During operations in which Dispatch (or another non-scene unit) must communicate with the Incident Commander but has difficulty receiving the transmissions, Dispatch should request Command go to Primary channel temporarily for the communication. Whenever the Incident Commander must contact Dispatch, he/she shall use Primary.

The Incident Commander shall coordinate all incident activities and shall serve as the contact between Dispatch and the incident. During incidents, Dispatch shall communicate with the Incident Commander for all information pertaining to the incident. The only individual who can properly request additional resources within an incident is the Incident Commander. Communication between the incident scene and Dispatch shall all go through the Incident Commander, with the exception of:

- A. Drivers reporting lines laid,
- B. Paramedics providing patient status information,

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- C. Paramedics needing doctor's orders, and
- D. On-scene Command Staff Officers providing support functions other than command operations, such as relaying information for Command.

All other radio requests from other individuals will be directed by Dispatch to go through the Incident Commander.

NOTE: Emergency radio transmissions are the ONLY radio transmissions that may violate unity of command. In such case, "Emergency Traffic" procedures must be used. The Safety Officer may also supersede the unity of command in the event of an imminent danger.

X. EMERGENCY TRAFFIC

The term "Emergency Traffic" will be utilized during a radio transmission by any fire personnel encountering an immediate perilous situation. "Emergency Traffic" will receive the highest communications priority from Dispatch, Command and all operating units. Anytime "Emergency Traffic" is transmitted, all personnel must listen attentively to the message.

When an individual has a critical message, they will establish contact with Dispatch, for example: "Engine 92, Emergency Traffic." Dispatch will confirm the request and sound a 2-3 second tone. Dispatch will, at the conclusion of the tone, advise "Engine 92, go ahead with your Emergency Traffic". The unit will then transmit the message. During emergency traffic no other unit will transmit on the radio. Emergency traffic is reserved only for the most important radio message. An example of emergency traffic would be the discovery of a highly toxic chemical, previously unknown, at a fire scene.

NOTE: It is understood that in many cases the importance of the situation may dictate on-scene radio communications be carried out prior to the initiation of "Emergency Traffic" procedures. Personnel should realize the availability of the procedure and use it when needed.

XI. BACK-UP PROCEDURES

- A. In the event of an outage of the radio repeater, Dispatch shall direct all companies using Primary channel to switch to Special Event channel or Primary Direct channel for normal communications frequency. The Primary Direct channel receives on the same frequency as Primary but transmits directly rather than going through the repeater. Therefore, the Primary Direct channel may be used to notify

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persons on the Primary channel that the repeater is not working and the need to change channels.

- B. In the event that units have difficulty in communicating with Dispatch on Primary Direct, Special Event channel will be used as a backup radio frequency.
- C. In the event that both repeaters do not operate.
 - 1. Using a mobile radio to transmit messages to Dispatch.
 - 2. Relaying transmissions through a manned fire station base radio to Dispatch. The base radio may be able to receive the transmission of the unit and retransmit it to Dispatch. At times, it may be necessary to provide a person to man the station base radio in emergencies.

XII. MUTUAL AID COMMUNICATIONS

Communications during mutual aid responses shall follow these guidelines and those specific procedures outlined in the Mutual Aid S.O.P.

XIII. GATEWAYS

A gateway device, such as ACU-T or ACU-1000, may be used to provide a “patch” between the disparate radio channels, such as between an 800 MHz and VHF channel. This would allow communications to operate similar to using the same radio channel. An ACU-T is available on the Battalion Chiefs’ vehicle. An ACU-1000 is available on Comm 41. Other agencies also have these gateways. The use of a Gateway should be coordinated with the Dispatch Centers involved.

XIV. COML

A Communications Unit Leader (COML) should be established and utilized on any significant multi-agency or multi-discipline incident to coordinate radio communications. The COML will be able to coordinate and assign the various communications channels to be used by command and the various responders, including assigning tactical channels such as fire suppression, EMS, SWAT, and law enforcement.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: RADIO NUMBERS	S.O.P. 8.04
CATEGORY: COMMUNICATIONS	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish guidelines for systematic radio number assignments.

I. RADIO NUMBER ASSIGNMENTS

Radio number assignments shall be the responsibility of the Deputy Fire Chief.

II. PERSONNEL RADIO NUMBERS

Personnel radio numbers shall be assigned as follows:

- 400 Chief of the Department
- 401 Assistant Fire Chief
- 402 Deputy Fire Chief
- 403 Fire Marshal
- 404 "A" Shift Battalion Chief
- 405 "B" Shift Battalion Chief
- 406 "C" Shift Battalion Chief
- 407 Reserve Fire Chief
- 408 Chaplain
- 409 Reserve Assistant Chief
- 410 Assistant Fire Marshal
- 411 Reserve Lieutenant
- 412 Reserve Lieutenant
- 413-414 Other Staff Personnel
- 415 Technical Services/Safety Officer
- 416 Training Officer
- 417-418 Other Staff Personnel
- 420-439 "A" Shift Personnel
- 440-459 "B" Shift Personnel
- 460-479 "C" Shift Personnel
- 480-499 Other Personnel

III. SHIFT OFFICERS

On-duty Shift Officers shall be referred to by the position that they are serving in.

- A. The person riding as Battalion Chief shall be identified as Battalion 41.

SUBJECT: RADIO NUMBERS	S.O.P. 8.04
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- B. Lieutenants shall be identified by the number of their engine, followed by the letter A. For instance, the Lieutenant on Engine 92 on any shift shall be referred to as Engine 92-A. Drivers shall be identified by the number of their engine, followed by the letter D. For instance, the Driver for Engine 92 on any shift shall be referred to as 92-D. Firefighters shall be identified by the number of their engine, followed by the letter B. For instance, the firefighter on Engine 92 on any shift shall be referred to as 92-B. The second firefighter on any engine will be referred to by the letter C. For instance, the second firefighter on Engine 92 will be referred to as 92-C.
- C. If there is a working incident that requires Battalion 41 to remain on the scene and an off-duty Battalion Chief comes in to cover, the off-duty Battalion Chief shall use the radio number Battalion 42 or 43.

IV. APPARATUS

Apparatus assignments shall be as follows.

- A. The engines at each station shall be identified as follows:

<u>STATION</u>	<u>FIRST OUT</u>	<u>RESERVE</u>
Station 1	Engine 91	Engine 95
Station 2	Engine 92	Engine 96
Station 3	Engine 93	Engine 97
Station 4	Engine 94	

- B. Other apparatus shall be identified as follows:

Rescue/EMS Squads:	Rescue 41, etc.
Aerial Ladder Trucks:	Truck 41, etc.
Grass Fire Vehicles:	Brush Truck 41
Utility Vehicles:	Utility 41, 42, etc.
Haz-Mat Truck	Haz Mat 41
Air Truck/Support:	Squad 41
John Deer EMS Gator	Rescue 42
Mobile Command Vehicle	Comm 41



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: COMM 41 OPERATIONS	S.O.P. 8.05
CATEGORY: COMMUNICATIONS	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish guidelines for the use of the Germantown Fire Department’s mobile command and communications vehicle, Comm 41.

I. BACKGROUND

Comm 41 is a versatile vehicle that can be used for various purposes on incident scenes and other events, including training and special events. While the primary purpose of the vehicle is to support communications and provide a centralized command location, it can also assist with various other functions. Some of the basic capabilities of Comm 41 include:

- Communications Radios to allow communications with all of the area response agencies, including VHF, UHF, 800 MHz, and HAM Amateur Radio.
- Ability to interconnect these various radio systems to establish common talkgroups during incidents.
- Satellite and cellular Internet.
- Satellite phones and radios.
- Tellular (cellular) and hard-line phone systems.
- Weather systems
- Computer network
- 25’ Mast camera
- Incident Command management board and vests
- Galley with sink, refrigerator, microwave and toilet
- Command conference room
- Diesel generator

II. QUALIFICATIONS

Personnel that operate Comm 41 shall be qualified at their level of operations. Personnel will be qualified as Basic or Advanced. The Basic qualifications will include overall vehicle operations and basic communications support. Advanced qualifications will include advanced training on electronics, such as MSAT Satellite Radio, advanced ACU-1000 (gateway) operations, etc.

III. RESPONSE

Comm 41 is available for response to any emergency in Germantown. Additionally, Comm 41 may be called to respond mutual aid to assist other agencies. In the event that Comm 41 is requested to respond mutual aid, at least 1 qualified person shall be pulled from the shift (unless another qualified person, such as a staff officer, is available) to respond the vehicle to the scene. The Assistant Fire Chief and Technical Services Officer shall be notified immediately of any requests for Comm 41. If advanced support may be needed, an Advanced qualified person should also be requested.

Upon arrival, the Comm 41 Driver should confirm where the vehicle is to be located. They should try to locate in a position that allows easy flow for command and best utilizes the mast camera and satellite internet. See the section below for further guidelines for on-scene deployment.

IV. EQUIPMENT CHECKS

Personnel should check Comm 41 on a daily basis to assure that the power is configured in accordance with “In-Quarters Configuration” below, to assure that the batteries do not go dead. Personnel shall conduct a Basic Check of Comm 41 routinely as identified in the Equipment Checks SOP, using the F-158 Apparatus Mechanical Report. Additional advanced checks will be conducted by advanced qualified personnel.

V. CHECKLISTS

The following checklists serve as a reminder for the basic operations of Comm 41 while in the fire station, while on deployment, and when being demobilized.

1. In-Quarters Configuration

- Set parking brake
- Turn off 12V switch
- Turn off backup camera (if on)
- External Power:
 - Set selector on AutoEject
 - Turn on MAIN breaker
 - Turn on Galley
 - All other breakers Off
 - Attach AutoEject power cable

2. Deployment – Before Leaving Station

- Verify MotoSat is stowed
- Verify Mast is stowed
- Stow all loose supplies
- Turn off all breakers, including MAIN
- Start generator
- Turn main switch to GENERATOR
- Turn on MAIN breaker
- Turn on all breakers except UPS and Engine Heater
- If UPS needed, turn on UPS breaker, then battery breaker on UPS rear

3. Deployment – Scene Arrival

- Deploy automatic stabilizers
- Deploy Mast
- Deploy MotoSat (if Internet may be needed)

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	PAGE 3 OF 3

- Power ACU-1000
- Power all Radios
- Setup ACU Laptop
- Setup Command Area supplies
- Optional:
 - Start DVR recording
 - Setup Orion Weather station sensor and turn on
 - Setup EARS laptop
 - Setup workstation phones
 - Setup scene lights
 - Setup external table, whiteboard, awning
 - Setup ICS Command Board and vests
 - Turn on green command light on Mast if Comm 41 will serve as Command Post
 - Make coffee
 - Other options as may be needed for the incident

4. Demobilization – From Scene

- Lower Mast, remove and store control
- Stow MotoSat antenna/dish
- Stow outside whiteboard, table, awning
- Check outside compartments
- Stow coffee pot
- Check all cabinet doors
- Is used, shutdown UPS battery breaker, then turn off UPS
- Secure pocket doors
- Stow Mast camera in rear position
- Stow all loose equipment
- Stow workstation chairs
- Stow TV antenna
- Raise automatic stabilizers
- Conduct walk-around of vehicle to make sure everything is stowed and secured

5. Demobilization – At Station

- Inventory and replace all supplies
- Fill clean water, clean gray tank
- Clean Incinolet
- Clean whiteboard
- Burn DVD, if scene recorded
- Follow “In-Quarters Configuration” checklist
- Clean Coffee Pot
- Empty Trash
- Make list of any supplies need or problems that need follow-up



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: COMMERCIAL INSPECTION PROGRAM	S.O.P. 9.01
CATEGORY: FIRE PREVENTION	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To secure the correction of common fire hazards and identify life safety hazards through the inspection efforts of fire department personnel.

I. PREFACE

As part of its Fire Prevention Program, the Germantown Fire Department provides an aggressive Commercial Inspection Program. This program provides for a fire prevention inspection or a pre-fire planning inspection for each commercial occupancy within the City of Germantown. These surveys are to be performed annually with target occupancies inspected semi-annually.

II. POLICY

All Fire Department Personnel shall adhere to the guidelines established in the Commercial Inspection Program Manual. Refer to Preplans S.O.P. for guidelines on updating Pre-Fire Plans during inspections.

III. UNAUTHORIZED PERSONNEL

Unauthorized persons shall not accompany Germantown Fire Department personnel on Company Inspections.

IV. FEES

- A. Reinspection Fee Forms shall be available to personnel during all commercial reinspections.
- B. Reinspection Fees will be issued by Fire Department inspection personnel if violations have not been corrected by the first reinspection following a previous inspection, unless it is determined by the officer in charge that a reinspection fee is not warranted in the situation, such as situations outside the control of the manager.
- C. When a Reinspection Fee is issued the copies of the Fee Form shall be distributed as follows:
 - 1. The yellow copy shall be given to the manager or other person receiving the Fee Form;

SUBJECT: COMMERCIAL INSPECTION PROGRAM	S.O.P. 9.01
	PAGE 2 OF 2

2. The white copy shall be placed in the occupancy inspection folder; and
3. The pink copy shall be delivered to the Municipal Center Front Counter by the end of the day.

V. CITATIONS

Citations, or Summons to Court, shall only be issued by the Fire Marshals Office, his/her designee, or a chief officer in the event of a Fire Code violation, including refusal to correct fire hazards.

VI. RESPONSIBILITY

The ultimate responsibility, as mandated by the State of Tennessee Fire Marshals Office, shall be the Fire Chief who will be the final Authority Having Jurisdiction (AHJ).

The Fire Marshals Office shall be responsible for establishing the frequency of the fire prevention inspections/pre-fire planning inspections based on occupancy assigned to each commercial business by the City of Memphis and Shelby County Code Office.

The Battalion Chiefs shall be responsible for the execution and monitoring of the inspections assigned to his/her shift to ensure the quality and consistency of the inspections being conducted.

VII. PROCEDURE

Each fire company will receive assigned fire protection inspections/fire pre-planning inspections annually from the Fire Marshals Office.

Fire protection inspections/fire pre-planning inspections shall be performed during the course of the year with only educational facilities being assigned specific months for the annual and semi annual inspections.

Fire Company Officers shall coordinate the inspections so that all assigned are completed within the allotted time.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: FIREWORKS	S.O.P. 9.02
CATEGORY: FIRE PREVENTION	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To assist with the control of unlawful fireworks within the City of Germantown and provide guidelines for mitigating violations.

I. DEFINITION

Fireworks include but are not limited to any combustible or explosive device prepared for the purpose of producing a visible or audible effect by combustion, explosion, deflagration or detonation. This includes but is not limited to firecrackers, skyrockets, Roman candles and similar devices. Refer to the International Fire Code, the most recent version adopted by the City of Germantown, for a complete legal definition and explanation.

II. BACKGROUND

Germantown City Ordinance, Fire Prevention Ordinance, prohibits any person from possessing, storing, offering for sell, using or exploding any fireworks, unless they have received a permit from the Fire Marshals Office. Permits will only be granted for state licensed pyrotronic technicians for fireworks presentations only. These requirements can be found in the adopted version of the International Fire Code.

III. PROCEDURE

The mitigation of fireworks violations will be done by the Germantown Police Department. The Germantown Fire Department will assist as needed. The following procedures will be used by Fire Department personnel addressing fireworks violations.

- A. The Fire Department, along with Police Department, will seize any fireworks from persons that are in violation of the City Ordinance. An NFIRS Report will be filled out for any fireworks confiscated by the Fire Department. The confiscated fireworks and NFIRS Report will be submitted to the Fire Marshals Office.
- B. In the event of repeat violators or the situation harbors possible danger to persons or property, the Germantown Police Department, or Fire Marshals Office if Police are unavailable, shall be requested to the scene to issue a citation.
- C. If a citation is not issued, the person will be given a warning.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: INCIDENT REPORTING	S.O.P. 9.03
CATEGORY: FIRE PREVENTION	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide uniform guidelines for filling out incident reports on fire, emergency and service calls.

I. NFIRS

A National Fire Incident Reporting System (NFIRS) Incident Report shall be completed for all incidents that the Germantown Fire Department responds to.

The First-in Company Officer shall be responsible for completing the Germantown Fire Department NFIRS Worksheet on all fire, emergency and service calls. This includes all mutual aid calls and calls in which the Germantown Fire Department is requested to be on standby in-house for another department.

A Germantown Fire Department incident number will be obtained for all mutual aid calls responded to, regardless as to whether the company made the scene, was disregarded enroute, stood by in the other jurisdiction, or stood by in-house. If the company responds to another jurisdiction, they should contact our Dispatcher each time an additional call is responded to for an additional incident number. The engine company should also obtain the incident number from the district they are located in for the NFIRS Worksheet.

II. FIRE DEPARTMENT INJURIES

An NFIRS Fire Service Casualty Report shall be filled out for every on-duty fire service injury, regardless as to whether it was related to an incident response.

III. EMS REPORTS

An Emergency Medical Services (EMS) Report shall be filled out on each patient that the Germantown Fire Department assists. Any necessary additional material, i.e., drug flow sheets, treatment refusal forms, EKG strips, etc., shall be included with this report. All patient information shall be completed in its entirety.

IV. DELIVERY TO FIRE PREVENTION

NFIRS and EMS Incident Reports shall be completed no later than the end of the shift. The responsible Lieutenant or Incident Commander may assign someone, such as Driver, to prepare the Incident Report, but the Lieutenant will have primary responsibility for assuring that the report is completed properly, completely, and neatly. The Lieutenant shall review all Incident Reports prior to submitting to Fire Prevention by the end of the

SUBJECT: INCIDENT REPORTING	S.O.P. 9.03
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shift. The Battalion Chief shall assure that the Fire Prevention Office is promptly provided with all necessary information for calls made by their shift. In the event of a fire that included investigation in which additional information, such as dollar loss and cause, will be provided by the Fire Marshal, the Lieutenant shall note this on the Worksheet. The Lieutenant shall notify the Fire Prevention Office and the Battalion Chief via email of all information that was not available for a particular report prior to the end of his/her duty shift. The Battalion Chief will be responsible for assuring that the missing information is provided by the next duty shift.

NFIRS Worksheets and EMS Reports shall be placed in the Incident Report Lock Box at each station by the end of the shift. On Monday through Friday, the person assigned to R-41 will be responsible for retrieving all of the NFIRS and EMS Reports from the previous shift and delivering them to the Fire Prevention Office in the morning, preferably by 0900 hours.

If the Fire Prevention Office has incomplete or missing reports, the Battalion Chief and Deputy Chief will be notified.

The Fire Prevention Office shall be responsible for entering the NFIRS Incident Reports into the Firehouse NFIRS Program, submitting these Incident Reports to the State Fire Marshal's Office, and maintaining all Incident Report files.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: PUBLIC FIRE PREVENTION EDUCATION	S.O.P. 9.04
CATEGORY: FIRE PREVENTION	PAGE: 1 OF 4
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for Fire Department personnel providing Fire Prevention Education presentations for the public.

I. PREFACE

The Germantown Fire Department recognizes that fire prevention is one of the most important and vital activities in reducing deaths and property losses due to fire. For this reason, the Germantown Fire Department has an aggressive, on-going Fire Prevention Program, coordinated through the Fire Prevention Bureau. Fire Prevention is the responsibility of all Fire Department personnel.

II. TOURS

- A. Tours of fire stations should be scheduled by the Battalion Chief, or his designee, for the day of the tour.
- B. The Fire Chief, Assistant Fire Chief, Deputy Chief, or the Fire Marshals Office may schedule tours, presentations, etc., when appropriate. In such cases, the affected Battalion Chief will be notified, via email, at least 48 hours prior to the tour. The person(s) scheduling the tour shall be advised to contact the Battalion Chief to confirm the date and time of the tour. In the event that the Battalion Chief will not be on-duty again until the day of the scheduled tour, they shall be contacted off-duty to assure that there are no conflicts.
- C. Tours should be scheduled around normal shift duties.
- D. Basic tours should include:
 - 1. Tour of fire station.
 - 2. Tour and explanation of basic fire apparatus and equipment.
 - 3. Short fire safety talk, fire safety film and possible demonstration of equipment.
 - 4. Fire prevention literature as may be appropriate.
- E. A Public Education Report shall be completed by the Fire Department person in charge of the tour and turned in to the Fire Marshals Office by the end of the shift.

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III. FIRE SAFETY PRESENTATIONS

- A. When requested, fire safety presentations (programs, talks, etc.) should be scheduled around normal shift duties.
- B. Fire safety presentations should follow a format that meets the objectives of the presentation. Appropriate literature will be provided to assist with the delivery of the fire safety message.
- C. A Public Education Report shall be completed by the Fire Department person in charge of the presentation and turned into the Fire Marshals Office within 48 hours.
- D. The fire prevention program, currently known as L.A.F.S, will have all appearances and shows scheduled through the Fire Marshals Office. Consideration will be given to the Fire Departments schedule of events and to the schedules of L.A.F.S. members.
- E. For requested appearances of the L.A.F.S. troupe outside the City of Germantown a fee will be charged. Fee amounts will be determined by the City of Germantown Administration. The purpose of these fees shall be to support continued L.A.F.S. troupe operations.

IV. FIRE PREVENTION WEEK

- A. Special fire prevention education presentations, including all L.A.F.S. programs, offered in conjunction with Fire Prevention Week shall be scheduled by the Fire Marshals Office.
- B. All Fire Department personnel shall assist as necessary with Fire Prevention Week activities.
- C. The L.A.F.S. troupe will perform a fire prevention education program at each City of Germantown elementary school during fire prevention month. The shows shall be planned so as not to interfere with scheduled school events.
- D. An engine company will be assigned to assist the L.A.F.S. troupe with the setup of the stage and props and the removal of the stage and props. The assigned engine company will arrive 30 minutes prior to the start of the program and will remain, unless replaced by another engine company, until the removal of the stage and props is complete.

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V. FIRE PREVENTION SUBJECTS

Suggested areas of emphasis during fire safety tours and presentations include the following. These should be based upon the age group.

- A. E.D.I.T.H. (Exit Drills In The Home).
 - 1. Stay low and go, go, go.
 - 2. Feel doors to see if it is hot before opening. Know before you go!
 - 3. Sound the Alarm!
 - 4. Two ways out!
 - 5. Your Meeting Place?
 - 6. Don't hide under beds or in closets.
 - 7. Get out and stay out. Don't go back inside for pets or toys. Let fire fighters get them.
- B. Stop, Drop and Roll.
 - 1. Explain. Running makes fire worse. Roll back and forth over fire until it is smothered.
 - 2. Have everyone repeat words "Stop!, Drop!, and Roll!", while volunteers demonstrate.
- C. Smoke Detectors. Do they have them? Do they work? Tell them to go home and have their parents check to make sure they have them and that they work.
- D. Don't Play with Matches/Fire.
- E. 9-1-1. Call in case of emergency, only.
- F. Show Turnouts. Tell them what each piece is for and have a fire fighter and/or volunteer put on to show them, so they won't be afraid of them.
- G. Inspect your home for fire hazards.

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H. Kitchen fires. Use a lid to cover and extinguish, or use fire extinguisher or baking soda. Never use flour or water to extinguish a grease fire

I. Cool a burn with cool water.

VI. PRESENTATION TIPS

A. Talk loud enough for all to hear. Use P.A. when necessary.

B. Use as much visuals and activities as available for children. Try to have activities interact with children, where they can take part. Sparky is a good attention getter.

C. Move about the children as much as possible to retain their attention.

D. Try to talk to children "at their level".

E. Refrain from having small children "tell stories" unless time is available.

F. During talks to adults and teenagers, allow for questions.

VII. SAFETY

A. Supervise children at all times in the stations and on apparatus.

B. Instruct adult tour supervisors as to what to do if the company must respond on a call.

C. Don't let children climb on apparatus without adult assistance.

D. Don't let small children place heavy fire fighting helmets on their heads. It has been found that the weight of these helmets can seriously injure their necks.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: SMOKE DETECTOR CHECKS	S.O.P. 9.05
CATEGORY: FIRE PREVENTION	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide a means of ensuring the citizens of Germantown have a working smoke detector in their residence.

I. PREFACE

Smoke detectors have been proven to be very effective in reducing loss of life due to fires. The Germantown Fire Department considers working smoke detectors to be a critical fire safety component of every residence. The Germantown Fire Department will take various efforts to help assure that citizens have working smoke detectors in their homes. This will include checking smoke detectors in homes during emergency calls and when requested by citizens. This will include providing a smoke detector when necessary to ensure the safety of our citizens.

II. PROCEDURES

- A. During a call to a residential structure or when requested by a citizen, the fire department will verify that there is a working smoke detector on each level of the home. An exception to this would be those incidents when it is not feasible to check the smoke detectors due to the nature of the call. The first-in engine Lieutenant shall be responsible for assuring this is done. If there is not a working smoke detector the officer will ensure a smoke detector is installed and tested before leaving.
- B. The Lieutenant shall have the company check to assure that there is a smoke detector on each level of the home and assure that it is working properly.
- C. If there is not a smoke detector on each level of the home, the engine company will provide a working smoke detector for each level. This is done through the Fire Department's "Free Smoke Detector Program." Smoke detectors should be installed as such:
 - 1. A minimum of one smoke detector shall be installed on each level of the house. Smoke detector(s) may be ceiling or wall mounted provided that they shall be installed between 4" and 12" from the ceiling and not closer than 4" from the point at which the ceiling and wall meet.
 - 2. They should be located whereas to provide adequate coverage for the floor level, especially any sleeping areas. Downstairs, this may be in a central location between the kitchen and the rest of the house. Upstairs, this may

SUBJECT: SMOKE DETECTOR CHECKS	S.O.P. 9.05
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be in a hallway at the top of the stairs near the bedrooms.

3. The engine company will gather all necessary tools for installation including:
 - Smoke Detector, battery, and hardware package to be installed.
 - A small step ladder.
 - A screw driver, preferably a battery operated screw driver with the necessary bits.
 4. The Engine Company will verify that the new smoke detector works by using the manufacturers recommended means of testing.
- D. If there are smoke detectors in the home that are not operational, the Lieutenant will have batteries replaced in the smoke detector. If the engine company replaces the batteries in the existing smoke detector(s) and this does not make the smoke detector operational then a new smoke detector will be installed.
- E. In the event of any questions or problems, the Lieutenant should contact the Fire Marshal.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: UNAUTHORIZED OPEN BURNING	S.O.P. 9.06
CATEGORY: FIRE PREVENTION	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for shift personnel in assisting with the enforcement of the City Ordinance regulating open burning.

I. BACKGROUND

The City of Germantown, along with the Shelby County Health Department, prohibits the open burning of refuse, brush, construction materials and similar materials without a permit, except for cooking, ceremonial or recreational purposes or fire fighter training. Burn Permits are issued by the Shelby County Health Department and must be approved by the Germantown Fire Marshals Office.

II. PERMITS

Burn Permits are generally only issued for major operations involving proper burn pits with air blowers. Daily permission must be received by the burn pit operator from Dispatch before burning. The burn pit must be supervised at all times and fully extinguished before leaving at the end of the day. In the event that the burn pit creates an unnecessary fire hazard or public nuisance, or there are any violations to the permit restrictions, the Fire Department shall immediately cause the burning to be halted.

When a Burn Permit is issued, the Shelby County Health Department will send a copy of the permit to the Germantown Fire Department. A copy will be given to Dispatch and the Battalion Chief.

III. PROCEDURES

- A. Whenever the Fire Department receives a call or complaint regarding a possible unauthorized open burn or personnel find that a fire hazard or public nuisance is being created by a possible unauthorized open burn, the Fire Department shall investigate.
- B. Upon arrival, Fire Department personnel shall determine if the incident is an unauthorized open burn. The personnel conducting the burn shall be requested to present a burn permit. If the burn is not done in a proper burn pit with blowers, and it is not done for the express purpose of cooking or ceremony, it is obvious that it is an unauthorized burn. The fire officer should evaluate the situation if they are told that the burn is for cooking or ceremony to determine if this is the actual purpose.

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C. **BURN PIT PROBLEMS:** If it is determined that the burn does have a permit, Fire Department personnel should evaluate the burn to assure that it is done in accordance with the permit restrictions and guidelines, including:

1. Is the burn supervised?
2. Is the smoke from the burn causing unnecessary fire hazard or public nuisance, such as heavy smoke traveling through neighborhoods or roadways? At times, winds may create a hazard or nuisance, which will cause the burn to be halted temporarily.
3. Are blowers in operation and providing sufficient oxygen to maintain a clean, efficient burn?
4. Are combustible materials being kept low enough in the pit to limit smoke?
5. Is the burn being conducted in accordance with the permit restrictions?

If the burn pit is not supervised, the Fire Department shall cause the fire to be extinguished in the most reasonable means available. Due to limited access to many of these pits, it will normally be necessary to have Dispatch contact the burn pit operator and request that they send someone out to extinguish the fire.

If it is felt that the burn pit is not being properly operated, personnel should request that the operator make corrections. If changes do not, or will not, correct the situation, personnel should contact the Fire Marshal, or a Chief officer if the Fire Marshal is not available, to advise of the situation and obtain direction as to whether to extinguish the fire and halt the burn pit operation.

Anytime that a burn pit is halted and/or extinguished or problems are encountered, Fire Department personnel shall issue a warning to the operator by utilizing a Fire Safety Inspection Report that is signed by the operator. This Inspection Report, along with a full report, shall be provided to the Fire Marshal before the end of that shift.

D. **OPEN BURNS WITHOUT PERMITS:** If it is determined that a permit has not been issued for the open burn, the Fire Department shall inform the person(s) conducting the burn that it is unlawful in Germantown and cause the burn to be extinguished. It is important that personnel overhaul all embers to assure that they will not rekindle. The Fire Prevention Office shall issue a warning to the

SUBJECT: UNAUTHORIZED OPEN BURNING	S.O.P. 9.06
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person(s) conducting the burn.

- E. At times, burn operators may become angry with Fire Department personnel or refuse to provide necessary information. In these instances, the Germantown Police Department shall be requested to make the scene and assist. If necessary, the Battalion Chief, Fire Marshal, and/or a chief officer may also be requested to assist. Fire Department personnel should avoid conflicts and placing themselves in harms way.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: UNAUTHORIZED USE OF FIRE HYDRANTS	S.O.P. 9.07
CATEGORY: FIRE PREVENTION	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To assure the proper use of fire hydrants by non-City personnel and provide guidelines for handling persons using hydrants without authorization.

I. BACKGROUND

The City of Germantown requires that all non-City personnel or companies obtain a Hydrant Use Permit to operate any City fire hydrant. This permit is issued at the Municipal Center Front Counter.

II. PERMITS

The Hydrant Use Permit provides specific procedures for the use of hydrants to insure the integrity of the water system and avoid damage to the hydrant or roadway. The permit requires that proper hydrant wrenches (never pipe wrenches) be used, that appliances shall not be connected to the hydrant when personnel are not present, and that personnel must have the permit available on-site while using the hydrant.

When a Hydrant Use Permit is issued, the Finance Department will send a copy of the permit to the Fire Department. Copies will be given to Dispatch and the Battalion Chief.

III. PROCEDURES

- A. Whenever Fire Department personnel or companies notice a fire hydrant being used, they should assure that it is being used properly and with a permit.
- B. Fire Department personnel should confirm that a Hydrant Use Permit has been issued for that date and hydrant by contacting Dispatch. If Dispatch advises that they do not show a Hydrant Use Permit for that date and hydrant, the Fire Department personnel shall request to see the permit from the person operating the hydrant. If no permit has been issued for the use of the hydrant, a representative from the Fire Marshals Office shall be requested to make the scene to issue a summons and confiscate equipment. If a representative of the Fire Marshals Office is unavailable, personnel shall obtain the name, address, phone number and driver's license number of the violator and confiscate equipment attached to the hydrant, excluding vehicles. This equipment and information shall be provided to the Fire Marshals Office.
- C. Fire Department personnel should assure that an approved fire hydrant wrench and control valve is being used, and that the hydrant is fully opened when being

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used. A control valve is necessary to assure that the hydrant valve itself is not used to regulate the water flow, as the hydrant valve should always be used in fully open position to avoid damage. If improper, or no, wrenches or control valves are being used, the Battalion Chief shall be requested.

The hydrant shall be operated and then shut down by the Fire Department and inspected for damage, such as visual damage to the operating nut, hose threads or valve. If damage has occurred, the Fire Department personnel shall obtain the name, address, phone number and driver's license number of the violator, confiscate all improper tools or appliances connected to the hydrant and advise the violator of the violation and that the matter will be turned over to the Fire Marshals Office. These items, along with a report of the incident, will be turned over to the Fire Marshals Office for mitigation, including possible court summons and repair charges.

- D. If needed, the Germantown Police Department, the Fire Marshal, and/or other staff officer may be requested for support and assistance.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: EMERGENCY MANAGEMENT – GENERAL OPERATIONS	S.O.P. 10.01
CATEGORY: EMERGENCY MANAGEMENT	PAGE: 1 OF 11
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide a comprehensive outline for response to disasters, either man-made or natural, so that the fire department can convert from day to day operation to emergency management operation with as little loss of continuity as possible, providing maximum support in the areas of response, mitigation, and recovery.

I. PREFACE

The City of Germantown has an Emergency Management Plan to enable efficient operations in the event of a disaster or major emergency. The Fire Department's Emergency Management Standard Operating Procedures are intended to outline the specific measures that fire department personnel will take in order to operate within the scope of the City's overall Emergency Management Plan. Additional information can be found in the City's Emergency Management Plan. Operations may be modified to meet the overall needs as defined by the Emergency Management Director.

II. EMERGENCY MANAGEMENT OPERATIONS

During Emergency Management Operations, most day-to-day activities of the Fire Department will cease. Fire Department personnel and equipment, along with other city personnel and equipment, will operate under the direction of the City of Germantown Emergency Management Director. The Fire Department is charged with specified duties in the Citywide Emergency Management Plan, which are as follows:

- A. The Chief of the Fire Department is the City's Emergency Management Director and a member of the Executive Control Group. The Fire Chief reports to the Emergency Operations Center (E.O.C.) whenever the Emergency Management Plan is activated. While the Fire Chief is performing his duties as the Emergency Management Director, the Assistant Fire Chief shall serve as the acting Fire Chief.
- B. Emergency management operations control will be coordinated through the City's E.O.C. The primary E.O.C. is in the Police Training Room at the Municipal Center and the secondary E.O.C. is at Station 4.
- C. The Fire Chief may designate a person to represent the Fire Department on the Executive Control Group in the E.O.C. if needed.

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- D. The Emergency Management Director will designate an Incident Commander/Unified Command to have overall unified operational control on-scene or at a command post operation and transmit information to the Executive Control Group in the E.O.C. Incident Command will be in accordance with the National Incident Management System (NIMS). This person may be a Fire Department command officer. The Incident Commander/Unified Command will coordinate the on-scene operations of all emergency personnel, including all city departments and outside agencies. Each responsible department will provide a representative to report to the Command Post and provide a unified operation of the scene.

The Incident Commander will designate specific responsibilities and functions as defined in the National Incident Management System.

- E. Primary Responsibilities. The primary responsibilities of the Fire Department within the Emergency Management Plan include:
1. Search and rescue operations.
 2. Emergency Medical Care to on-scene victims.
 3. Fire Suppression
 4. Hazardous materials mitigation.
 5. Radiological defense support.
 6. Property conservation operations, including removing or securing hazards.
 7. Coordinate use of Fire Stations as Casualty Collection Points (C.C.P.)
- F. Support Responsibilities. The Fire Department shall also have the following support responsibilities:
1. Damage assessment.
 2. Assist with evacuation.
 3. Coordination of transportation of injured.
 4. Support communications and warning.

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5. Assist with medical care at shelters.

G. Additional resources may be available through the Emergency Operations Center.

III. WARNINGS

Dispatch will be notified of watches or warnings of impending emergencies, such as:

- A. Tornado Watch or Warnings,
- B. Flash Flood Watches and Warnings, and
- C. Severe Weather Watches and Warnings.

In the event of a Warning, Dispatch shall notify personnel via the vocal alarm system and an announcement on the radio. Dispatch should also notify on-scene emergency personnel of any watches that may affect their operations, such as weather alerts.

IV. ENGINE COMPANY OPERATIONS

During an emergency management incident, engine and rescue company personnel may face many and varied assignments. The company may work as part of a joint operation with members of all other city department. It is important to understand that our area of operation knowledge is primarily fire suppression, rescue, and emergency medical care. When working in a joint operation, use the knowledge and expertise offered by other departments but overall operation safety is the responsibility of the senior Fire Department Officer, which could be a firefighter of any rank due to potential personnel shortages.

- A. All operations will be handled using the Incident Command System.
- B. Independent Company Operations. During a disaster, it is possible that an engine company may temporarily lose communications and contact with Dispatch and/or other companies. The following guidelines should be considered when a disaster has occurred but the company is unable to make initial contact with Dispatch.
 - 1. Loss of communication due to repeater or other radio system damage. Alternative department radio frequencies may be used such as GFD Primary Direct, Special Event, Fireground, or the State and National Mutual Aid frequencies. Communications may be possible between field units or stations and relaying of messages may be utilized to allow units to

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communicate with Dispatch or a temporary communications center. Cellular phones may also provide a valuable means of communications if the radio system is unavailable. Additional communications capability, such as satellite radio and Internet, is available on Comm 41. Dispatch, Comm 41, and some command officers within the City may also have Satellite Radios that can be used to communicate during a disaster.

2. Emergency communications may be provided by citizen amateur radio operators (H.A.M.S.) with the Germantown Fire Department as well as Memphis and Shelby County Emergency Management (R.A.C.E.S.). These personnel may be assigned to neighborhoods, fire stations, Dispatch, hospitals, and incident scenes. These radio operators can handle any of your communication on their equipment, thus providing valuable communications support. Refer to the HAM Radio Operators SOP for additional information.

Note: This equipment can only be used by the assigned H.A.M. due to federal licensing requirements.

3. **Prioritized Action:** Companies may have to operate for a long period of time without assistance. Not all buildings or trapped victims may be saved. Officers will have to prioritize and use their personnel and equipment in order to save the greatest number of people and priorities. Fire suppression operations may need to be discontinued during rescue operations or when resources are insufficient to provide an adequate attack.
4. **Utilizing civilians in rescue operations:** It is to be expected that citizens will want to help, especially within their own neighborhood. It will be virtually impossible to remove them from some incident sites. It is possible that some citizens will have had CERT training, too. Fire department personnel should provide overall scene guidance and use them to the best of their ability, but remember to keep them as safe and organized as possible. An injured civilian rescuer is a victim that you will have to care for. Although it may be impossible to gain full control of an area, by providing calm leadership, you can gain their support and provide guidance to operate effectively.
5. **Conservation of resources:** Shut off all unused equipment. Apparatus should not be left running when not in use, including when parked at scenes. Use water to its maximum effect. Limit using water in booster

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tank. Do not overextend personnel; personnel may have to work extended shifts (72 hours) before being given time off. Pace crews and use all available personnel effectively.

6. Moving in damaged areas: Do not drive over fallen or broken materials. This could lead to tire or equipment damage that could put your equipment out of service.
7. Apparatus unable to drive. At times, it may be impossible to drive apparatus due to fire station damage, apparatus damage, or road damage. In such case, personnel may need to acquire needed supplies, such as radio and medical supplies, and go on foot to the incident site.
8. Safety. Emergency management operations can pose very hazardous conditions. Personnel should remain calm and follow appropriate procedures and precautions to ensure safety. Additional support may not be immediately available. An injured rescue worker becomes a problem rather than a resource.
9. Public information. Provide information to the public as to shelters, etc. Calm and reassure victims and bystanders.

C. Additional specific operations for specific situations may be found in other Fire Department Emergency Management S.O.P.s.

V. STATION INSPECTION AFTER DISASTER

As soon as possible after a natural disaster, such as earthquakes or tornados, it is necessary that personnel conduct a station damage inspection. This will include:

- A. Check outside of station by doing a complete walk around building to check.
 1. Damage to walls.
 2. Damage to roof.
 3. Damage to electric meter center.
 4. Damage to gas line.
 5. Damage to driveways.

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6. Damage to roads.
 7. Check fuel pumps at Station 2 and 3.
- B. Check inside building.
1. Check load-bearing walls.
 2. Check ceiling and wall joints.
 3. Check hot water heater.
 4. Check heating and air conditioning.
 5. Check electric services, water availability, and breaker box.
 6. Check radio communications.
 7. Check telephones.
- C. If building will stand the movement, put all fire equipment in front of the station.
- D. If the station has received damage, do not move equipment. If possible, move needed supplies, such as medical supplies and radio, outside. Stay out of the station and shut off utilities.
- E. Upon completion of inspection, notify Dispatch of general condition of station.

VI. URBAN SEARCH AND RESCUE

- A. The four types of structural collapse rescue situations are:
1. Injured, not Trapped.
 - a. Surface victims who have been injured by fallen debris or sustained falls.
 - b. Rescue usually requires removing the victim to a safe location and treating injuries.
 - c. Usually accounts for 50% of victims.

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2. Non-structural Entrapment.
 - a. Light rescue: The building still looks like the original building.
 - b. Victims are trapped by contents or light structural.
 - c. Rescue usually requires locating the victim and lifting the items, removal to a safe location and treating injuries.
 - d. Accounts for 30% of victims.
3. Void Space Non-structural Entrapment.
 - a. The building no longer looks like the original building. Partial or complete collapse has occurred. This is a hazardous and dangerous situation.
 - b. Victims are still trapped by contents and small pieces of debris, but are located inside void spaces.
 - c. Rescue requires securing the structure, locating the victims, removing the debris and contents off victims, moving to a safe location, and providing medical treatment.
 - d. Rescuing a victim in this category usually takes about 4 hours. Medical treatment should be provided during rescue operation, if possible, especially if victim has compression injury.
 - e. Usually accounts for 15% of victims.
4. Entombed.
 - a. The building no longer looks like the original building. Partial or complete collapse has occurred. This is a very hazardous and dangerous situation.
 - b. Victims are trapped by structural components like walls, floors, and roofs.
 - c. Rescue requires securing the structure; locating the victims; lifting, removing, or breaching the structural components away from the

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victim; removing the victim to a safe location and providing medical treatment.

- d. Rescuing entombed victims may take about 8 hours. Advanced medical treatment should be provided during rescue operation including I.V.s, if possible, especially if victim has compression injury.
 - e. Usually accounts for 5% of victims.
- B. Initial size-up: Many factors must be dealt with when a company arrives on the scene and attempts to size-up the situation and begin operations. In general, it is anticipated that a company may need to perform the following activities prior to beginning search and rescue operations.
- 1. Identify individual buildings by address, physical location, unique design, etc.
 - 2. A general area triage to identify those buildings that offer the highest potential for viable rescue opportunities.
 - 3. A hazard assessment and marking of any particular building prior to search and rescue operations.
 - 4. Search and rescue marking of a particular building can be accomplished by marking a 2 foot by 2 foot box on the front of the building to denote its condition. Marking includes:
 - a. Structure is accessible and safe for search and rescue.
 - b. Structure is significantly damaged. Some areas are relatively safe, but other areas may need shoring, breaching, or removal of fallen and collapse hazard.
 - c. Structure is not safe for search and rescue operations and may be subject to sudden additional collapse.
 - d. Arrow located next to marking box indicates the direction for safe entrance to the structure.

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- e. Indicates that a hazardous materials condition exists in, or adjacent to, the structure. Personnel may be in jeopardy.
- f. The following additional information: date, time, company number, and if the building is clear is written at the upper right-hand side of the box.

5. Shut off utilities to damaged buildings.

C. Additional, specially trained and equipped Urban Search and Rescue (U.S.A.R.) teams and assistance may be obtained through the Memphis and Shelby County Emergency Management Agency.

VII. CASUALTY COLLECTION POINTS

During a disaster, fire stations may be used as Casualty Collection Points (C.C.P.s). They will serve as an initial area for collecting injuries, primarily minor injuries, and providing initial treatment. In the event of a disaster, many emergency personnel, such as physicians, other fire fighters, building inspectors, etc., may arrive at the station to assist. Station personnel should also expect many citizens to arrive at the station looking for assistance and information. Station personnel should organize and control the persons coming to the station. The following guidelines should be considered when setting up the station as a C.C.P. or basic shelter:

- A. All fire stations in Germantown are to serve as C.C.P.s, due to the fact people will come to a station automatically for help. The following should be provided when personnel and resources are available:
 - 1. Basic medical care. Injured will be moved as soon as possible to the next level of care-provider, such as a hospital or other medical facility designated. Station personnel should utilize medical supplies on equipment, in storage or in mass casualty kit. Usage of supplies should be monitored to assure that enough supplies are available for all injuries.
 - 2. Shelter. When available, provide water, food, shelter from weather and area for rest.
- B. American Red Cross may be able to provide assistance and supplies at the fire stations or other locations serving as shelters. This is subject to their being able to make it into the City.

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- C. Station 4 is the City of Germantown Secondary Emergency Operation Center (E.O.C.). This station should be made ready in a disaster for that purpose even before the need to operate is called for.

VIII. FAMILY OF ON-DUTY PERSONNEL

In the event of a disaster, on-duty personnel will be concerned about their families. In order to reduce this concern and provide assistance to their families, the following measures should be taken:

- A. It is recommended that off-duty personnel contact, either by phone or in person, the families of the on-duty personnel assigned to their station to confirm that they are okay. This should be reported to Station 3 when possible.
- B. Engine companies working in an area of a family member may check on that member's family while working in the area.
- C. Staff personnel reporting to the fire stations should begin calling the families of on-duty personnel to check on them. A person at Station 3, preferably the department secretary when available, should coordinate and maintain a record of those families contacted. Whenever possible, Dispatch may let on-duty personnel know that their families have been checked on and are okay.
- D. If telephone lines are out of service, assistance may be available from H.A.M. operators or by making personal contact with the family.

IX. EMERGENCY OPERATIONS CENTER AT STATION 4

In the event that the Emergency Operations Center is activated at Station 4, set up should include:

- A. Raise all beds to the stored position in the bedhall.
- B. Place 4 folding tables together in the center of the bedhall to provide a large work area. Place approximately 10 chairs around this large table.
- C. Ensure stocking of resources needed for E.O.C. are provided, including:
 - 1. City of Germantown Emergency Management Plan.
 - 2. Departmental Call-Out List, S.O.P.s and Equipment Manual.

SUBJECT: EMERGENCY MANAGEMENT – GENERAL OPERATIONS	S.O.P. 10.01
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3. Radio Monitors for Fire, Police and City Services.
4. Status Board.
5. Chalkboard and chalk.
6. E.O.C. Staffing Roster Forms.
7. News Release Log Forms.
8. Emergency Vehicle Pass Forms.
9. Message Forms.
10. Maps of Germantown and Shelby County.
11. DOT Haz-Mat Response Guidebook.
12. Telephone books, White and Yellow Pages.
13. Notepads, pens, etc.

X. MUTUAL AID RESPONSE

In the event that Germantown companies respond to other agencies outside of the City in a disaster in response to a mutual aid request, they should be prepared to operate on their own for a while. They should stock sufficient drinking water, food, change of clothing, supplies and fuel, as is reasonable for the situation.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: CIVIL DISTURBANCES	S.O.P. 10.02
CATEGORY: EMERGENCY MANAGEMENT	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish guidelines for response of Fire Department personnel to civil disturbances, riots and other similar situations in which personnel may be at risk.

I. PROCEDURE

Although the City of Germantown is not prone to major riots or other civil disturbance, there is potential for Germantown fire suppression and/or E.M.S. companies to be involved in a civil disturbance situation, such as through mutual aid. During a civil disturbance, the safety of fire department personnel is of primary importance. The image of the fire fighters as "knights in shining armor" will disappear and they will be considered "part of the establishment". The following procedures should be followed to limit risk to personnel in the event that the Germantown Fire Department is involved in a civil disturbance situation:

- A. Our primary concern is life safety, that of the fire personnel and of citizens. Property conservation may have to be abandoned to protect life, similarly to a disaster situation.
- B. Companies should not be permitted inside civil disturbance areas unless absolutely necessary. When companies must go into a disturbance area, they should go in as a Strike Team. This Strike Team should consist of two engine (or engine and truck) companies and a command officer.
- C. The Strike Team should be escorted by the Police Department. It is recommended that at least one police vehicle with 4 police officers be assigned to each Strike Team. No fire department personnel shall carry any firearms.
- D. During major operations, when multiple Strike Teams will be involved, it is advantageous to establish a Staging Area in a safe, secured area near the disturbance area for staging available companies and assigning Strike Team assignments. The Staging Area may also have rehabilitation supplies and equipment necessary for extended operations, such as replacement tires, windshields, fuel, and portable radio batteries.
- E. At Staging, the Strike Team Commanders should be briefed of the current situation and given operational and tactical considerations and guidelines.
- F. A full Strike Team should be dispatched to any fire in the disturbance area, regardless of the fire's magnitude.

SUBJECT: CIVIL DISTURBANCES	S.O.P. 10.02
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- G. No personnel shall be permitted on open tailboards or open cabs. Four door cabs are preferred, however, if necessary, personnel in open jumpseats may utilize a tarp or other barrier to protect them from the outside. If necessary, three personnel may be seated inside the cab.
- H. All personnel shall wear full protective clothing while in the civil disturbance area, including drivers and officers.
- I. All personnel shall wear bulletproof vests, if available, while in the disturbance area. Bulletproof vests may be available from law enforcement agencies.
- J. All units shall respond and operate together as a group. Personnel should remain within sight of each other at all times, whenever possible.
- K. Primary tactics for fire suppression is to stop conflagrations. Interior fire fighting and overhauling should be avoided unless proper police protection is available and it deemed safe by the Strike Team (Incident) Commander. Unless deemed appropriate and necessary by the Strike Team Commander, S.C.B.A. will not be used as personnel should not be entering buildings, ladder operations should not be used, and only tank water should be used.
- L. The Strike Team Commander has the authority to abandon burning buildings if it is felt that fire suppression efforts will not substantially reduce the losses and their resources are needed elsewhere.
- M. Personnel should carry extra water on board.
- N. Personnel should take frequent breaks to eat and rest.
- O. Limit the need for long supply lines.
- P. The Strike Team Commander has the authority to pull all companies out of an area when they feel the risk to their staff outweighs the potential of the situation.
- Q. Communications between the Strike Team and Communications, or other designated communications point, shall be maintained and updates provided approximately every 10 minutes.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: EARTHQUAKES	S.O.P. 10.03
CATEGORY: EMERGENCY MANAGEMENT	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide hazard specific guidelines for initial operations in the event of an earthquake that produces significant damage.

I. PROCEDURE

- A. Operations in the event of an earthquake shall follow these guidelines in addition to the Emergency Management - General Operations S.O.P.
 - B. Earthquakes, unlike most disasters, come without prior warning. During an earthquake, personnel should take cover to protect them.
 - 1. Personnel inside a building should perform the simple duck, cover, and hold maneuver:
 - a. Duck under desk or doorway,
 - b. Cover head and back, and
 - c. Hold onto something solid.

After shaking has stopped, evacuate the building and watch for hazards. Stay away from building to avoid falling objects, electrical wires, etc. Be sure to bring portable radio and attempt to contact Dispatch to provide initial disposition.

 - 2. If in a vehicle, pull to the side of the road away from power lines, trees, bridges, and underground culverts. Get out of vehicle. Wait until shaking has stopped. When shaking has ceased, survey area, and attempt to contact Dispatch to give an initial disposition. Unless directed otherwise, proceed back to nearest fire station.
- C. Be prepared for aftershocks that will follow. These aftershocks can be as strong as the initial earthquake.
- D. Before reentering a fire station, do a station inspection as described in Emergency Management - General Operations S.O.P. At completion of station inspection, notify Dispatch of general condition of station.
- E. Before leaving the station, the company should stock additional supplies, especially medical supplies including mass casualty kits, on their apparatus before leaving.

SUBJECT: EARTHQUAKES	S.O.P. 10.03
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- F. After an earthquake, it will be necessary for engine companies to perform a prompt, basic damage assessment of their district and notify Dispatch of such. Assessment should include damage to buildings, roadways, bridges, utility poles, water mains, and probability of injuries, etc.
- G. If communications is lost with Dispatch, the engine company should go ahead and initiate a damage assessment of their district and begin providing emergency rescue operations.
- H. Due to the wide area of damage that an earthquake can provide, it is necessary to prioritize operations. Personnel and resources should be directed at those operations that will optimize them and best increase the chance of life rescue. As soon as a situation is stabilized, the resources should continue on to other needed areas. Company officers must realize that initial resources may be insufficient to handle all situations; therefore, they will need to determine where their resources may be best utilized by triaging the area.
- I. The City Water Department may be needed to assist with controlling water mains and restoring water supplies.
- J. Evacuate persons from damaged buildings that may collapse.
- K. Helicopters may be used to transport critically wounded patients when ground transport is limited.
- L. Resources from other agencies may be severely limited if damage is widespread.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: FLOODS	S.O.P. 10.04
CATEGORY: EMERGENCY MANAGEMENT	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide specific guidelines in the event of a flood.

I. FLOOD WARNINGS

Flood warnings are forecasts of impending floods and are distributed to the city by radio or direct line from the National Weather Service or Memphis and Shelby County Emergency Management. The Flood Warning message tells the expected severity of floods and that flooding is already happening. Flash Flood Warnings are the most urgent type of flood warning issued.

II. EMERGENCY OPERATIONS

- A. Avoid areas subject to flooding.
- B. Do not attempt to cross a ditch, creek, stream, or river where water is above your knees.
- C. Do not attempt to drive Engines or aerial trucks through water deeper than 12 inches. Do not attempt to drive Squad, Rescue, Utility, or Brush vehicles through water deeper than 6 inches. Do not attempt to drive Staff vehicles through water deeper than 3 inches. Use extreme caution when driving through water of any depth. Proceed slowly and be prepared to retreat to safety if needed.
- D. Do not attempt rescue operations without having safety lines and equipment in place. Floodwater moves faster and is deeper than it may appear. Always have additional personnel downstream of the operation area for rescue.
- E. Responding companies should provide a damage assessment to the Incident Commander or Dispatch.
- F. If flooding appears significant, notify Dispatch that it may be necessary to activate the Emergency Operations Center and/or temporary shelters.
- G. Perform search and rescue.
- H. Provide emergency medical care
- I. Assist in evacuation of persons from hazardous areas to temporary shelters. If major evacuation is needed, the Police Department should be requested.

SUBJECT: FLOODS	S.O.P. 10.04
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- J. Mark off flooded areas in order to keep nonessential personnel out of flood area using city vehicles, barrier tape, or cones.

- K. Prevent water damage by diking water and assisting with water removal when possible. Environmental Services and the Parks and Recreation Department can handle diking flood areas, cleaning storm drains, and moving water out of homes, with the assistance of the Fire Department.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: HAM RADIO OPERATORS	S.O.P. 10.05
CATEGORY: EMERGENCY MANAGEMENT	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To define the procedures for utilizing HAM Radio Operators during a disaster or other emergency situation.

I. PREFACE

There are many HAM Radio Operators in the Germantown area that have offered to assist the City of Germantown in an emergency. A contact list for those persons available is provided in the City's Emergency Operations Center and Dispatch. These persons can establish additional radio communications between Dispatch, incident sites, Memphis Shelby County Emergency Management Agency (M.S.C.E.M.A.) and any other locations as needed. The HAM Radio Operators may also work within the realms of the Federal Emergency Management Agency (F.E.M.A.) R.A.C.E.S. to provide communications on a major scale. This additional communications can be very vital in a disaster or major emergency when normal communications are hampered or overloaded.

II. PROCEDURES

In the event that the assistance of the HAM Radio Operators is needed to provide additional communications support, the following procedures shall be followed:

- A. Assistance from the HAM Radio Operators may be requested by a Chief Fire Officer, the City's Emergency Management Director, City Administrator or Mayor.
- B. HAM radio operators should be notified by telephone when possible by calling those provided in the call-out list. The HAM Radio Operators can contact additional Operators as they feel are needed to handle the situation. In the event of a telephone outage, HAM Operators may be requested through Dispatch, other Operators, or through M.S.C.E.M.A. R.A.C.E.S.
- C. HAM Radio Operators should be advised to report to the locations that they are needed, including Dispatch. For example, the Incident Commander may need HAM Radio Operators to report to the scene to provide communications support with Dispatch. In such a case, the Incident Commander should be informed that a HAM Radio Operator(s) will be responding to that location.
- D. HAM Radio Operators may also provide communications support from the community as Operators located in residential areas. They can inform Dispatch of the need for emergency assistance, in the event of phone outages or overloads.

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- E. HAM Radio Operators shall obey all traffic laws when responding the designated location.
- F. The HAM Radio Operators shall operate under the direction of the Dispatch Supervisor, Incident Commander or other location responsible for that location.
- G. HAM Radio Operators shall follow the standard operating guidelines provided within the City of Germantown's Emergency Management Manual.
- H. If needed, a HAM Operator may be assigned to Comm 41, which has a HAM Radio.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: MASS CASUALTY INCIDENTS	S.O.P. 10.06
CATEGORY: EMERGENCY MANAGEMENT	PAGE: 1 OF 13
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for effectively handling incidents involving mass casualties that will save the greatest possible number of casualties from death or serious, lasting disability; minimize the reduction of emergency services to the rest of the city and avoid exceeding capabilities of area medical facilities to treat the casualties without significantly reducing routine patient care.

I. PREFACE

A Mass Casualty Incident (M.C.I.) is an incident in which the number of casualties can overwhelm the emergency field resources and even a single medical facility. For the purposes of the Germantown Fire Department, an incident of 10 or more seriously injured patients or 25 or more moderately injured patients shall be considered mass casualty. In the event of a mass casualty incident, assistance will be necessary from other agencies through the Memphis Shelby County Emergency Management Agency and MedCom. Since our primary objective is the protection of lives, many property protection efforts will be abandoned in order to place all emphasis on life protection. It is vital that a structured command system be established immediately and expanded as resources become available to effectively coordinate operations.

II. ACTIVATION OF PLAN

It is the responsibility of the first arriving fire officer on the scene to make an early determination if the situation requires implementation of this plan. As soon as it is determined that the number of casualties will probably exceed the on-duty resources of the Germantown Fire Department and/or the number of serious casualties exceeds 10, the officer shall activate the Mass Casualty Incident (M.C.I.) Plan by notifying Dispatch and implementing the procedures outlined herein. The officer shall advise an initial disposition of the scene, including overall description of incident and estimation of expected patients.

III. COMMUNICATIONS PROCEDURES

As soon as the Mass Casualty Incident Plan has been activated, Dispatch shall take the following steps:

- A. Dispatch additional resources to bring initial on-scene resources to 4 engine companies, Rescue 41, and Battalion Chief.

- B. Notify staff officers that have not already been notified of the incident. Ask the Fire Chief if activation of the Germantown Emergency Management Plan is needed. If so, activate Plan as indicated in the Germantown Emergency Management Plan. Responding personnel from other City departments shall be requested to report to the on-scene Incident Commander for direction.
- C. Activate the Working Incident tones over the radio alerting system and advise that there is a mass casualty incident and for all Reserve personnel to respond to Station 3. The Incident Commander may request additional personnel, such as off-duty.
- D. One of the additional responding companies shall be assigned to obtain the mass casualty incident trailer and bring it to the scene. It may also be necessary to obtain extra E.M.S. supplies, especially trauma supplies such as blankets, gauze pads, tape, triangular bandages, and splints, from the E.M.S. Supply Room.
- E. Notify Memphis-Shelby County Emergency Management Agency (M.S.C.E.M.A.) of the situation and request the activation of the Medical Disaster Plan, including the response of ambulances and medical teams (including hospital emergency response teams) to the scene; the notification and coordination of hospitals for transport through MedCom; and the response of the American Red Cross. They shall be advised to report to the Command Post at the scene.
- F. Request mutual aid to bring on-scene resources to at least 5 engine companies, and 10 ambulances or as requested by the Incident Commander. The Incident Commander may request additional resources as needed. Mutual aid may be received through M.S.C.E.M.A. or directly from Memphis Fire Department, Shelby County Fire Department, Collierville Fire Department, and Bartlett Fire Department. Advise these agencies of the situation and request that they bring supplies for mass casualty operations, as needed. Responding companies shall be requested to report to Station 3, or other station as deemed appropriate by Dispatch, unless the Incident Commander has already requested specific units to make the scene, in which case the responding units shall be advised to report to the on-scene Command Post.
- G. Request the response of the Germantown Police Department to establish security at the scene and assist as needed. They shall report to the on-scene Command Post and, if possible maintain a command officer at the Command Post.
- H. Dispatch should maintain at least 1 (preferably more) engine company available to respond to routine calls in Germantown. Germantown engine companies shall be first due to the incident, therefore, as soon as mutual aid companies are available, all available Germantown companies, including additionally staffed (by off-duty and Reserve personnel) companies, shall be dispatched to the scene.

- I. If necessary, request personnel standing by at stations to call off-duty and Reserve personnel to report to stations.
- J. Request the response of a Critical Incident Stress Debriefing (C.I.S.D.) Team to the scene through MedCom to initiate debriefing. The Fire Department Chaplain may also be requested for this purpose.

IV. MCI TRAILER

The Germantown Fire Department has a Mass Casualty Incident (MCI) Trailer equipped with supplies for handling a mass casualty incident. This includes:

- 15 Triage Kits, which are fanny packs that include Triage Tags and basic PPE and EMS supplies to allow for field triage of victims.
- 15 Treatment Packs, which include basic EMS supplies and oxygen to assist victims once they have been moved to the appropriate treatment area. These can also be taken into the field as the Medical Officer determines necessary, such as when it is not feasible to quickly move patients to the treatment area.
- 2 Multi-Patient Oxygen Units
- 4 Large Oxygen Bottle Kits.
- 2 Eight Position Mass Casualty Kits, with vests, flags, tarps, etc.
- 25 Hard Backboards
- 100 Dispos-A-Board Backboards
- 25 Body Bags
- Additional supplies, including bandages, splints, gloves, and water.

The MCI Trailer is designed to allow for the initial responders to utilize the Triage Kits to begin field triage while the Treatment Areas are established. Patients will then be moved to these Treatment Area based upon their level of priority. The MCI Trailer should be located as close to the Treatment Area as possible. The MCI Trailer should handle approximately 150 patients.

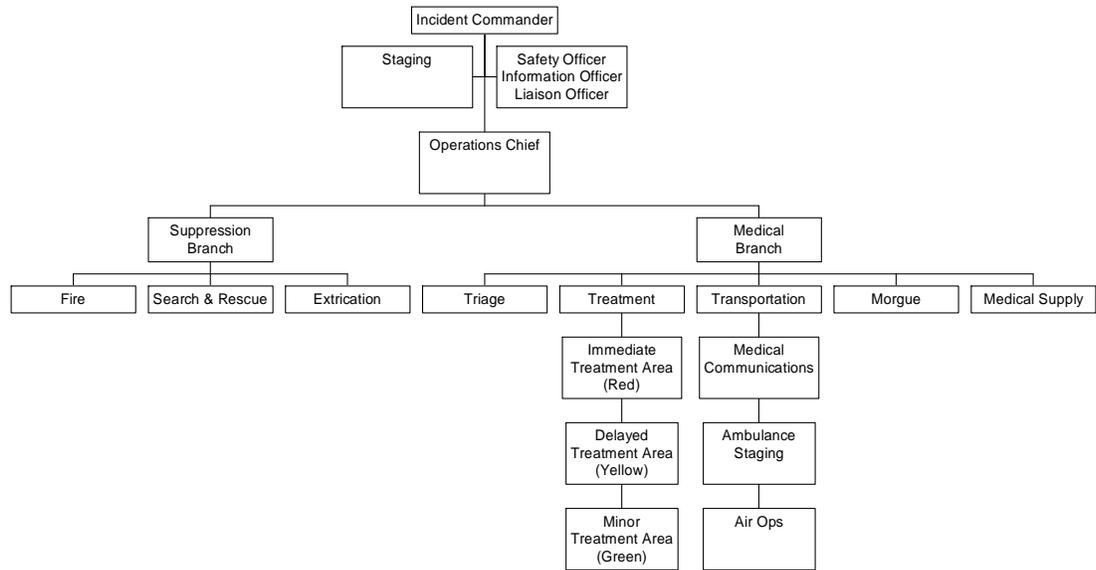
In the event that additional MCI equipment and supplies are needed, Collierville Fire Department and Bartlett Fire Department also both have MCI Trailers. The Collierville MCI Trailer is set up very similar to the Germantown MCI Trailer and will carry the same supplies. Additional MCI Trailers may be available through Memphis Fire Department and Shelby County Fire Department.

V. INCIDENT COMMAND PROCEDURES

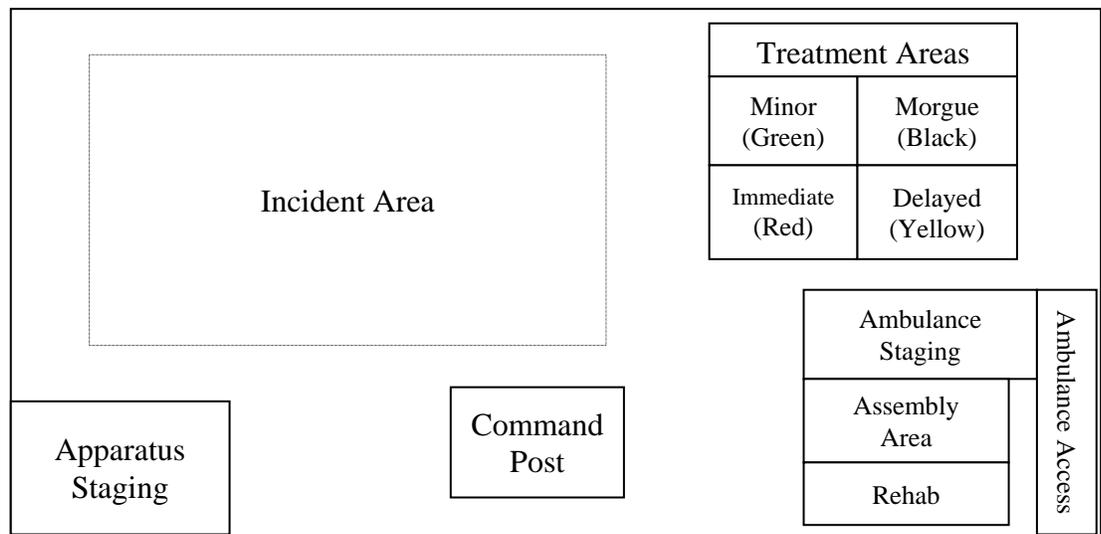
Overall on-scene incident command operations at a M.C.I. shall include:

- A. The initial Incident Commander shall take immediate measures to begin establishing the Mass Casualty Incident Command Structure, including assigning the Senior Paramedic as the initial Medical Officer.
- B. Assign personnel to various functions as needed, including the medical function.
- C. Designate a Command Post in an advantageous location. Comm 41 or other appropriate vehicle may be utilized as the Command Post. The Command Post must be identified, such as with a green emergency light, to enable outside agencies to be quickly aware of its location.
- D. Designate a staging area for incoming equipment, with the exception of ambulances. This area should be close to, but outside the operations area. Notify Dispatch of this location. Apparatus placed in staging shall have emergency lights shut off and the keys left in the vehicles (in case they must be moved quickly).
- E. Control any remaining hazards, such as fire.
- F. Coordinate overall on-scene activities from the Command Post. An expanded Incident Command structure should be developed, including a Liaison Officer, Information Officer, and Logistics Officer. A unified command should be used at the Command Post in which the Incident Commander will coordinate activities with the senior officers of other responding agencies. The Germantown Fire Department Incident Commander shall maintain overall command of the incident, unless directed otherwise by the Germantown Emergency Manager. An Operations Officer may be established to oversee the Fire Department operations function.
- G. As soon as the situation allows, preferably within the first hour, stress reduction efforts should be taken, including:
 - 1. Establishing a Rehab area to provide refreshments and rest to personnel. Red Cross can probably handle this area.
 - 2. Rotate personnel, even if they do not want it. Personnel should take breaks in Rehab for at least 5 minutes.
 - 3. Screen personnel in Rehab (and during operations when necessary) for abnormal blood pressure, injuries, dizziness, nausea and other signs of stress.
 - 4. Have a Critical Incident Stress Debriefing (C.I.S.D.) Team begin monitoring and assisting personnel on-scene as soon as possible.

H. An example of the I.C.S. structure for a Mass Casualty Incident is:



I. An example of the area layout for a Mass Casualty Incident is:



VI. APPARATUS STAGING

The Incident Commander shall designate a Staging Area for responding units, with the exception of ambulances and other vehicles that will report to the Ambulance Staging Area. A Staging Officer may be designated to oversee this area. This area shall be in a location to lights and sirens turned off and keys left in them so that they can be moved if

necessary. Upon arrival at Staging, personnel shall secure needed supplies and report to the Command Post for assignment. The Police Department should be requested to assist with security of the Staging Area and securing access to the Staging Area for incoming apparatus.

VII. EXTRICATION

An important initial operation is to remove victims from the hazardous area, such as removing personnel from collapsed buildings or plane debris. The first arriving engine company will normally initiate the extrication operations. The Incident Command may assign an officer to serve as the Extrication Officer. Extrication personnel shall coordinate operations with Triage and Treatment personnel to prioritize victims for removal, determine extrication tactics, and provide initial medical treatment as needed.

Extrication should begin with the removal of patients in the outer areas of the incident zone, such as victims that are outside a collapsed structure or debris, or can be accessed from the outside. However, victims in hazardous areas that pose further danger to the victim should be removed as soon as possible.

Ambulatory patients who do not need urgent medical assistance should be removed from the scene as soon as possible to reduce confusion. This may require the assignment of one or more companies to assemble these patients and remove them to an area where they will receive medical attention if needed. A bus or similar vehicle may be used to move these persons to a suitable location, such as a fire station or other convenient location. These ambulatory patients should not be left alone to wander off and be lost in all the confusion. Assistance with this operation may be available from other City departments or agencies.

The Extrication Officer (radio call "Extrication") shall be responsible for:

- A. Establish and oversee the Extrication Operations, including the removal of patients from danger areas to Treatment.
- B. Request additional needed resources.
- C. Maintaining initial and continuing situation evaluation and reporting to the Incident Commander, including:
- D. Coordination with other sectors as required, such as informing Treatment Officer of a trapped patient needing medical care at site.
- E. Designate a location to assemble ambulatory patients.

VIII. MEDICAL OPERATIONS

Upon making the scene, the first Paramedic (or other person designated), shall become the initial Medical Officer and make an initial assessment of the disaster area to acquaint themselves with the number of patients, general scope of injuries and physical aspects of the area.

The primary objective of the Medical Officer will be the establishment of the Medical function, rather than beginning direct patient care. This is much more vital to the overall success of the operation. The Medical Officer shall develop a medical structure in the following manner to ensure optimal patient care. The Medical Officer shall report to the Incident Commander under the I.C.S. structure, or to the Operations Commander, if established, and coordinate the medical needs of incident victims and incident personnel. Requests for additional Medical resources (personnel, equipment) must be made through the Medical Officer's supervisor (Incident Commander or Operations).

The Medical Officer (radio call "Medical") shall be responsible for:

- A. Establish and oversee the Medical Operations, including assigning a Treatment Officer, Triage Officer, Transportation Officer and any other needed officers, and coordinating operations between these functions.
- B. The Medical Officer shall be responsible for the effective coordination through the incident supervisor (Incident Commander or Operations) of medical activities with other operating resources such as fire suppression, Haz-Mat, etc.
- C. Determine if multiple treatment areas should be defined.
- D. Request additional needed resources.
- E. Serve as the Treatment Officer until delegated.
- F. Maintaining initial and continuing situation evaluation and reporting to the Incident Commander, including:
 - 1. Number of victims.
 - 2. Condition, type of injuries of victims (as a group).
 - 3. Resource requirements.

IX. TRIAGE

Triage is responsible for the primary treatment, medical sorting and tagging of incident victims as to their classification for treatment by the Treatment Section. Triage personnel will normally operate in the immediate incident area, although additional triage personnel may be located at the treatment areas for re-evaluative triage and triage of casualties brought directly to Treatment. Triage personnel will provide initial care to patients with life-threatening injuries until they can be moved to the treatment areas. Triage personnel should only become involved with life-threatening medical treatment (ABCs only) so as to assure that triage operations are not delayed. Triage personnel will also assist with coordination of extrication personnel as to priority of victims to be removed and appropriate methods of extrication. Normally, the second E.M.S. Paramedic will serve as the initial Triage Officer. Triage shall separate victims into the appropriate treatment categories. Once patients have been removed and triaged, they shall be taken to the Treatment section for treatment.

The Triage Officer (radio call "Triage") shall be responsible for:

- A. Keeping the Medical Officer informed regarding the number and extent of injuries and the additional needs of their area.
- B. Establish and oversee the Triage Sector.
- C. Determine if triage should be done "on-site" or at a remote Treatment Area, or both.
- D. Request additional personnel and resources as needed.
- E. Coordinate with the Extrication Officer to expedite the removal of casualties to the treatment area after patients have been triaged and tagged.
- F. Assure that Triage personnel locate patients with life-threatening injuries and correct these life threats without allowing field triage operations to be slowed by prolonged treatment attempts.

X. TRIAGE TAGS

The Germantown Fire Department uses the DMS All Risk Triage Tags. These are also used by most of the area EMS agencies within Shelby County. Triage tags are color-coded for easy recognition and should be attached around the patient's neck. If, for some reason, the tag cannot be placed around the patient's neck, it should be attached around an upper limb. Supplies of Triage Tags shall be kept in the Triage Kits and Mass Casualty Kits on the MCI Trailer. The tags indicate:

- A. Red – Immediate Priority: Immediate Life Support Treatment required.
- B. Yellow – Delayed Priority: Delayed Treatment (lower urgency).
- C. Green – Minor Priority: Ambulatory Patients with Minor Injuries.
- D. Black – Morgue: Dead or Certain Death.

XI. TRIAGE GUIDELINES

The Triage Tags provide basic guidelines for prioritization of patients. The following are basic guidelines for the basic triage categories:

- A. **IMMEDIATE PRIORITY (RED TAG):** Immediate Priority victims are those persons with immediate life-threat present. Treat and transport as soon as possible. Transport only to major hospitals. Trapped victims with Immediate Priority injuries may have to be treated prior to and during extrication.
- B. **DELAYED PRIORITY (YELLOW TAG):** Those persons in need of medical assistance but not requiring urgent aid will be placed in the "Delayed Treatment Area". These victims with Delayed Priority injuries will usually be non-ambulatory, but treatment and transportation can be delayed. Delayed Priority victims must be closely observed and evaluated for condition changes that may require adjustments in treatment. If, during triage, there is a question on treatment priorities, assume the worst in the placement of the victim.
- C. **MINOR PRIORITY (GREEN TAG):** These victims will be ambulatory and require minimum treatment or be uninjured. They will receive a green tag and be taken to the MINOR Priority Treatment Area (Assembly Area) for future removal to a convenient holding location or medical facility. Psychological counseling and assistance should be provided to these victims when possible. Minor Priority victims can usually assist themselves or each other. Generally, they can be directed to the appropriate location without the use of resources.
- D. **MORGUE (BLACK TAG):** Morgue victims are those persons with obvious mortal wounds where death appears reasonably certain or victim is already dead. Patients in full arrest are considered Morgue Priority victims if adequate manpower is unavailable to handle a full arrest and treat other patients.

Obviously dead bodies should not be moved unless this is necessary to provide treatment for other victims. Those which must be moved should be covered and moved to the Morgue Area, or placed in an out of the way location until they may be moved to Morgue. If possible, mark the position before moving the body.

XII. TREATMENT

The Treatment Sector shall administer the immediate and delayed treatment of incident victims and incident personnel prior to transport to medical care facilities.

The Treatment area should be established in a location that allows easy access from the incident site, while removing it from the actual operations site (preferably out of site), and in a location that allows adequate access for E.M.S. units bringing supplies and personnel and access for ambulances for transportation. This area must be accessible to ambulances for subsequent transportation of patients. Separate treatment areas should be provided for each of the following triage categories and necessary personnel assigned to each area to provide treatment of patients as prioritized by Triage:

- IMMEDIATE (RED TAG)
- DELAYED (YELLOW TAG)
- MINOR (GREEN TAG)
- MORGUE (BLACK TAG)

The Treatment Area(s) should be located in a manner that allows for expeditious treatment and movement of victims and security.

On-scene patient care shall be to stabilize the patients and package them for transportation. The standard E.M.S. Reports will not be completed on patients during the M.C.I. operation. Standard medical record keeping will be entered on the triage tag, including patient name and address, vital signs, chief complaint, patient history, and all definitive therapy given. Following the M.C.I. operation, all triage tags shall be recovered and the necessary standard E.M.S. reports completed, comparing them to the Transportation Officer's tally sheet. Injured persons refusing treatment and/or transportation will be asked to sign a "Refusal of Treatment/Transportation Form" before leaving the scene. When patients have been stabilized and need transportation, they shall be sent to the Transportation section.

Hospital emergency response teams, including physicians, should be requested through MedCom to assist with on-scene patient treatment and triage.

The Treatment Officer (radio call "Treatment") shall be responsible for:

- A. Establish and oversee the treatment area(s).
- B. Secure the treatment area(s).
- C. Establish necessary communication links with medical facilities and Dispatch.

- D. Request additional necessary medical personnel to assist, including physicians as needed.
- E. Keep the Medical Officer and Transportation Officer informed as to transportation and other needs.
- F. Assign treatment personnel to provide treatment to patients in the incident area as needed until they can be move to the Treatment Area.
- G. If large numbers of Minor Priority patients are produced by an incident, it may be necessary to establish temporary holding centers to permit E.M.S. and hospital resources to be used to treat more seriously injured casualties. The Red Cross may be requested to coordinate establishing the Assembly Area for these patients.
- H. Avoid becoming involved in direct patient care. His/her function will be to provide direction of the area, including medical coordination and supervision of advanced treatment.
- I. As advanced treatment is completed, the Treatment Officer will reassess each patient's triage priority and have him/her moved to the Transportation Area.

XIII. TRANSPORTATION

The Transportation Sector shall be responsible for the transportation of incident victims and fire personnel requiring medical facility care. The officer on the first arriving ambulance will normally become the initial Transportation Officer. Initial operations will be to triage and stabilize victims; therefore, initial arriving ambulance personnel will be needed for triage and treatment, rather than transportation.

The Transportation Officer shall establish a staging area(s) for E.M.S. units and ambulances. Multiple Transportation Areas and staging areas may be necessary, such as for multiple Treatment Areas. Since treatment and stabilization must be made before patients can be transported, ambulances may need to be parked with keys in them and left until transportation is needed.

Transportation should be based upon triage priority. Patients not needing immediate transportation should be held until higher priority patients have been transported.

The Transportation Officer shall contact MedCom and request that MedCom advise which hospital to transport patients so that no hospital will be needlessly overloaded.

The Transportation Officer (radio call "Transportation") shall be responsible for:

- A. Establish and oversee the transportation of patients to appropriate medical facilities.
- B. Designate which hospital each ambulance or other transportation unit is to transport their patient(s) to, as directed by MedCom.
- C. Establish and manage the patient loading area.
- D. Designate an Ambulance Staging Area.
- E. Assign someone to log the number of patients, type of injuries, triage priorities, and transportation destinations of each casualty.
- F. Request transport vehicles (ambulances, helicopters, buses) through the Medical Officer in order for adequate incident coordination to be maintained.
- G. Coordinate operations with the Treatment Officer in order to provide effective treatment and communication for incident victims and personnel in need of medical care.
- H. Designate ambulance routes into and out of the incident area. It is critical that secure routes be established early to assure that ambulances can enter scene quickly without being blocked by other responding apparatus or the public.

XIV. AMBULANCE STAGING

An Ambulance Staging Area should be established by the Medical Officer or Transportation Officer for staging of ambulances and other transport vehicles. All responding ambulances shall respond to this location. Initially, ambulances will be left as E.M.S. personnel conduct medical care and stabilization of patients.

Ambulances and other vehicles left at staging should be left unlocked with the keys left inside, with emergency lights and sirens turned off. Police assistance should be requested to secure the means of access to and from the ambulance staging area so that ambulances can enter and leave as needed.

XV. MORGUE

The Morgue Officer (radio call "Morgue") shall be responsible for establishing the Morgue area. Incident victims who have died will be temporarily located in the morgue area until arrangements can be made for transport. The morgue area, by necessity, must be located in an area removed from the transportation and treatment areas and isolated

from the public. Deceased victims shall be treated with respect and properly covered. The Shelby County Medical Examiner shall be requested to oversee handling of deceased persons. Police shall be requested to provide security of the morgue area.

XVI. REHABILITATION

The Rehabilitation Officer (radio call "Rehab") is responsible for the effective coordination of the rehabilitation area at emergency incidents. During mass casualty operations, the Rehab function may be placed under the Incident Commander or Operations Commander. The Rehab area will be established and operated in accordance with Rehabilitation of Personnel S.O.P. Assistance may be obtained from Red Cross for Rehab. Rehab personnel may also be assigned to assist with assisting Minor Priority victims. The Rehab Officer will also coordinate the Critical Incident Stress Debriefing function.

XVII. COMMUNICATIONS

- A. Radio communications will be kept to an absolute minimum to allow priority messages to be sent and received.
- B. Portable or landline phones should be used when available to limit radio traffic.
- C. On-scene E.M.S. radio communications will be limited to the Medical Commander, the Triage Officer, the Treatment Officer, the Transportation Officer, the Staging Officer, and the Extrication Officer.
- D. E.M.S. radio communications should be coordinate with MedCom and frequencies as assigned by MedCom shall be used.
- E. Alternate radio frequencies may be used as directed by the Incident Commander or Dispatch, such as using the TN state Mutual Aid frequency to communicate with other agencies.
- F. Representatives from other departments and agencies at the Command Post will, when possible, have radios for communications with their personnel.
- G. Administrative communications will be conducted primarily by telephone or messenger to keep radio channels available for emergency communications.
- H. HAM radio operators may be requested through Communications to provide communications support between on-scene operations and Communications, hospitals, M.S.C.E.M.A., etc.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: TORNADOS	S.O.P. 10.07
CATEGORY: EMERGENCY MANAGEMENT	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide specific guidelines for initial operations in the event of a tornado warning or touchdown.

I. TORNADO WARNING

Tornado Warning: A tornado has been spotted. Take cover immediately.

- A. In the station, take cover in an interior hallway. Stay away from windows and out of areas with large unsupported roof spans (bedhalls, bays, and lounge areas). Take a portable radio with you into the safe area.
- B. If in a department vehicle, do not try to outrun the tornado. Take cover in the lowest area available (ditch, ravines, etc.). The crew should stay together and have a portable radio.

II. AFTER TORNADO TOUCHDOWN

After a tornado has touched down, personnel should do the following:

- A. If the crew is at the station, perform a station inspection as described in Emergency Management - General Operations S.O.P. At completion of station inspection, notify Dispatch of general condition of station.
- B. Before leaving the station, the company should stock additional supplies, especially medical supplies including mass casualty kits, on their apparatus before leaving.
- C. If damage has occurred and the station is unsafe, do not reenter. Evacuate and do not attempt to start or move pumper.
- D. If minor damage has occurred, move equipment out to the front of the station and standby. Check area in sight of station for damage. Give status report to Dispatch.
- E. Before leaving the station, the company should stock additional supplies, especially medical supplies including mass casualty kits, on their apparatus before leaving.

SUBJECT: TORNADOS	S.O.P. 10.07
	PAGE 2 OF 2

- F. If department vehicle is on the street, check for damage. Unless notified otherwise, proceed to the nearest fire station. Drive with caution and watch for hazards, such as downed power lines, gas leaks, etc. Report disposition and damage assessment to Dispatch. Do not start operations unless life safety is involved.

III. EMERGENCY OPERATIONS

- A. Operations in the event of a tornado shall follow these guidelines in addition to the Emergency Management - General Operations S.O.P.
- B. Do not start any operation without first notifying Dispatch, unless Dispatch cannot be contacted. Other areas may need your assistance first. If Dispatch cannot be contacted and it is evident that your assistance is needed, initiate rescue operations in accordance with Emergency Management - General Operations S.O.P.
- C. After a tornado, it will be necessary for engine companies to perform a prompt, basic damage assessment of their district, if it received damage, and notify Dispatch of such. Assessment should include damage to buildings, roadways, bridges, utility poles, water mains, and probability of injuries etc.
- D. Prioritize operations. Personnel and resources should be directed at those operations that will optimize them and best increase the chance of life rescue.
- E. Designate a Command Post and Staging Area to organize resources coming in to the scene.
- F. Evacuate persons from damaged buildings that may collapse.
- G. The SORT Team may provide dogs to assist with locating persons trapped inside buildings.
- H. Tennessee Task Force One may provide dogs and their resources to assist as needed.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: TERRORISM	S.O.P. 10.08
CATEGORY: EMERGENCY MANAGEMENT	PAGE: 1 OF 11
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish procedures and guidelines for preparing for and responding to a terrorist or CBRNE (chemical, biological, radioactive, nuclear or explosives) event. Additionally, the Germantown Fire Department has SOPs for handling specific operations, such as Haz-Mat and CBRNE, Decon, and Mass Casualty.

I. ASSUMPTIONS

The City of Germantown and the Memphis Urban Area are vulnerable to acts of terrorism. This terrorism may be directed towards the population in general, a specific segment of the population, or a government or private organization. The incident may be explosive or incendiary devices, chemical, biological, radioactive, or nuclear attacks, or a combination thereof.

A terrorist attack has the possibility and likelihood of affecting a large population or area, therefore, quickly exceeding the capabilities of the local response agencies.

The first response to a terrorist incident is the responsibility of the local emergency response agencies, generally fire, EMS, and police. First responders should be aware of response procedures to a terrorist event.

First responders must be aware of the threat of possible secondary devices in a terrorist event.

There will be multiple agencies involved in the response to a terrorist incident. This will include local, state and federal resources. A well-coordinated and managed response is necessary to assure the safety of responders and the public.

The Germantown Fire Department remains actively involved in homeland security preparations for this region. In the event of a terrorist event in the region, there is a good chance that Germantown Fire Department will be called upon to assist.

All terrorist incidents are crime scenes. Responders should take reasonable precautions to secure evidence for criminal investigation and prosecution.

II. DIRECTION AND CONTROL

Crisis Management includes measures to identify, acquire, and plan the use of resources needed to anticipate, prevent, and/or resolve a threat or act of terrorism. Crisis management is predominantly a law enforcement and investigation response. At the

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Federal level, the responsibility for crisis management is delegated to the Federal Bureau of Investigation (FBI), as supported by state and local law enforcement. Locally, crisis management will be coordinated by law enforcement.

Consequence Management includes measures to protect public health and safety, restore essential government services, and provide emergency relief to governments, businesses and individuals affected by the consequences of terrorism. Consequence management is predominantly an emergency management function involving joint operations by first responder agencies. The primary responsibility for consequence management is assigned to local and state emergency response agencies, with support provided by the Federal Emergency Management Agency (FEMA). Locally, consequence management will be coordinated by the Fire Department and Emergency Management Agency.

Incident command will be established in accordance with the ICS SOP and National Incident Management System (NIMS). A Unified Command should be established to coordinate efforts between fire and police and other agencies. The Fire Incident Commander will manage consequence (rescue, haz-mat, EMS, property protection, etc.) operations and coordinate activities with police and other agencies.

The Germantown Emergency Operations Center (EOC) should also be activated as soon as possible when a terrorist incident is suspected. The EOC will serve to coordinate resources and other activities for the incident, as coordinated with the on-scene Unified Command. The EOC will also coordinate emergency public information to be released, including the establishment of a Joint Information Center (JIC) to coordinate public information being released by the various response agencies (fire, police, FBI, hospitals, etc.). The EOC can also establish a family assistance center to provide information and support to family members.

III. SPECIAL EVENTS

Special events can increase the likelihood of a terrorist incident. Therefore, personnel should have due diligence when working special events. During special events, the Fire Department may be requested to assist the Police Department with possible crisis and consequence management. This may include haz-mat monitoring and additional preparedness for response to an incident.

IV. RESPONSE

A. RECOGNITION

The first phase of the response is to recognize that something unusual is or has occurred and that special considerations and response actions must be taken to ensure the safety of the first responders and the victims. Response information and initial observations often reveal indicators of a CBRNE incident. The following general CBRNE incident indicators are provided to assist first

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responders in the recognition process. There may be one or more indicators present on the scene.

1. Dead or dying animals or birds
2. Dead or dying humans
3. Unexplained casualties
4. Unusual liquid, spray or vapor
5. Suspicious packages
6. Mass unexplained, common illness
7. Mass coughing, gagging, or eye watering
8. Unusual odors
9. Reports from dispatcher of any of the above listed indicators
10. Evidence of blast or explosion effects in high profile, densely populated areas

It is recognized that even if initial responders recognize that a CBRNE incident has occurred, it may not be possible to determine the exact agent involved, especially immediately. In this scenario, initial arriving companies should approach from upwind and not place themselves within 500' of the outermost portion of the affected structure or area of contamination.

B. INITIAL SIZE-UP AND ACTIONS

1. Initial Size-Up
 - a. Determine the wind direction and note weather conditions
 - b. Locate downwind of exposures
 - c. Consider the topography
 - d. Consider natural and man-made barriers
 - e. Estimate the number of victims
 - f. Consider and note the types of presenting injuries and/or symptoms.
2. Initial Actions for First Arriving Company
 - a. Position apparatus upwind, uphill, and upstream at a safe distance (not less than 500')
 - b. Give initial disposition and establish command, including warning about the possibility of CBRNE agents
 - c. Request additional resources as needed
 - d. Don SCBA and full protective clothing (turnouts)
 - e. Distribute the Mark 1 kits to all responders on the scene
 - f. Initiate emergency decon procedures for affected victims and/or responders

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- g. Gather information and provide additional information to responding units as appropriate
- h. Attempt to isolate the area and deny entry (request assistance from Police with this)
- i. Identify refuge area for ambulatory patients and direct them to that location (use PA or bullhorn as needed)
- j. Identify staging area and safe route of approach for responding units
- k. Be aware of the risk of a secondary device.

3. Initial Emergency Decon Operations Guidelines

- a. Begin initial emergency gross decon operations as soon as possible (Refer to CBRNE and Decon SOPs for additional guidelines)
- b. Maintain distance from contaminated area
- c. Direct ambulatory victims to the initial emergency decon area
- d. Always wear full protective clothing (turnouts or Haz-Mat suits) including SCBA
- e. Remain upwind and upstream of water spray
- f. Refer to CBRNE and Decon SOPs for details on decon operations

C. INCIDENT OPERATIONS

After arrival of additional fire units on the scene, fire personnel may be directed to function in one of several general capacities, including but not limited to, the following: Gross Decon, Technical Decon, directing ambulatory victims, non-ambulatory patient movement, triage, patient treatment, command support (i.e. safety, accountability, resource management, documentation, planning, public information, etc.)

1. General

- a. If no apparent victims, life hazard, rescue situation, or fire exist, fire department personnel should not enter the hazardous area.
- b. For safety purposes, personnel working at a possible CBRNE incident should work in teams of 2 or more.
- c. Emergency units not dispatched, should not self-dispatch to the scene.
- d. As soon as responders suspect that the incident could involve terrorism, all responders should don radiological dosimeters and Haz-Mat SMART cards.
- e. If radiation is suspected, responders should utilize the radiation monitors on their apparatus.

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- f. Remember any signs of CBRNE devices, dispersion apparatus, or other potential evidence. Do not move or collect it yourself, but report it to law enforcement personnel as soon as possible.
- g. Responders are encouraged to take photographs as much as possible of the incident. These can later be utilized for after action reports and criminal investigation.
- h. Limit identifying specific incident information over the radio unless it is necessary for safety or optimal response.

2. Decontamination

Refer to the Decon and CBRNE SOP for guidelines for Decon operations.

3. Patient Movement

a. Directing Ambulatory Victims

Upon arrival at the scene and after the first responders have donned PPE and SCBA, they focus is to gain control of the masses of victims. Ambulatory victims that are non-symptomatic must be directed to a “Safe Area” where these patients can be staged until sufficient resources arrive to assist with Decon. Emergency Decon must be quickly established to assist the symptomatic victims.

To minimize the possibility of contamination of fire suppression personnel, avoid or minimize contact with exposed victims to the extent possible. Use of the Public Address (PA) systems on apparatus or a bullhorn is strongly encouraged to avoid contact and allow more victims to hear instructions. Communication should be established quickly to reduce anxiety and control their behavior. Preferably, the same person should remain as the vocal point of contact with the victims so as to establish rapport and credibility.

It may be necessary to establish a temporary shelter to house non-symptomatic ambulatory victims until they can be transferred to hospital for treatment.

b. Non-Ambulatory Patient Movement

Movement of non-ambulatory patients will be done under the direction of the Haz-Mat Officer. This will be done in appropriate PPE. The patients will be brought to the Decon Corridor for decontamination prior to further medical treatment.

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4. Triage and Treatment

- a. Triage and Treatment will adhere to the Mass Casualty SOP.
- b. In the event that specialized medications are needed, response of the ChemPack CBRNE antidote kit or the CDC Pushpack may be requested. The ChemPack is kept in Shelby County and may be requested through the Shelby County Health Department. The CDC PushPack is from the CDC Strategic National Stockpile. Both of these pharmaceutical kits include antibiotics for CBRNE agents. The PushPack also includes additional medical equipment. The CDC PushPack may be requested from the CDC through the Shelby County Health Department.
- c. For victims in a chemical incident, treatment protocols will follow established agent specific guidelines. For nerve agents (Sarin, Soman, VX) Mark I Kits are used for adults; atropine injections for pediatric. Oxygen is administered for choking agents. Amyl Nitrate (or sodium nitrite or sodium thiosulfate) is given for Blood agents. Blister agents are given supportive therapy for blisters plus pain medication.
- d. For biological agent victims, it is possible that no symptoms may be present. If an agent is positively identified, patients will be decontaminated and moved to hospitals or other shelters for quarantine or observation.
- e. Victims of a radiological agent are unlikely to exhibit specific symptoms at the scene. Exposure to ionizing radiation produces tissue and cell changes that are slow onset. Radioactive particles are easily removed from skin and clothing. Radiation exposure alone is not a medical emergency.

5. Hospital Support

- a. Since many people may leave an incident scene prior to the arrival of the emergency responders and go directly to area hospitals, it is necessary that they be notified as soon as possible of a possible CBRNE incident or incident involving a large number victims, especially if contaminated.
- b. The EMSystems Web Based hospital status and patient tracking system may be used to notify hospitals of the incident and to update bed availability in the hospitals.
- c. Fire Engine companies may be sent to the local hospitals to assist, including assisting with Decon procedures. While each of the area hospitals has a Decon system at the ED, it may be insufficient to support the large number of victims that are presenting. The Fire Department may need to assist with Gross Decon of the victims prior to allowing them to enter the ED. The Fire and Police

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Department may also assist with crowd control.

6. In-Place Sheltering

In the event that a chemical or other agent may be air-borne and it is not reasonable to evacuate an area, it may be necessary to have people Shelter-in-Place. This involves securing buildings to limit the chances of a chemical agent entering the building.

7. Force Protection

Assistance should be requested from the Germantown Police Department to provide protection of fire department personnel at the scene of a terrorist incident, as well as scene security. Police should also be requested to assist with controlling ingress and egress routes from the scene. It may also be necessary to request air space restrictions over the scene.

D. ADDITIONAL RESOURCES

A terrorist incident will normally overwhelm the local emergency response resources. Additional resources available to the Germantown area include:

1. Memphis Fire Department, including Haz-Mat Teams.
2. Shelby County Fire Department Haz-Mat Team.
3. Memphis Shelby County Emergency Management Agency (MSCEMA) can help identify other resources, such as Mass Casualty Teams, Haz-Mat Teams, etc.
4. The Tennessee Emergency Management Agency (TEMA) should be notified as soon as possible. TEMA can assist with notification and coordination of other response agencies, including additional state Haz-Mat teams.
5. The 45th Civil Support Team (CST) located in Smyrna, TN, has advanced CBRNE and communications response capabilities.
6. The Tennessee Mutual Aid Response System can also assist with identifying resources as needed.
7. Community Emergency Response Team (CERT) trained personnel may be utilized to assist, primarily outside the immediate hazardous area.
8. The Federal Bureau of Investigation (FBI) Haz-Mat Response Unit (HMRU) may be requested to assist with technical haz-mat operations.

E. CRITICAL INCIDENT STRESS MANAGEMENT

CISM should be initiated early to support emergency responders.

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V. THREAT LEVEL OPERATIONS

The U.S. Department of Homeland Security has developed the Homeland Security Advisory System to provide information regarding the risk of terrorist acts in the United States. The perceived risk of terrorist acts is identified through a Color-coded Threat Level System to communicate to the public safety officials and the public so that protective measures can be implemented to reduce the likelihood or impact of an attack. The Threat Level System utilizes the following levels:

- RED – SEVERE (Severe risk of terrorist attacks)
- ORANGE – HIGH (High risk of terrorist attacks)
- YELLOW – ELEVATED (Significant risk of terrorist attacks)
- BLUE – GUARDED (General risk of terrorist attacks)
- GREEN – LOW (Low risk of terrorist attacks)

The following guidelines may be utilized by the Germantown Fire Department to take appropriate precautions depending upon the threat level. These procedures may be used for threat level preparedness as well as other situations, such as severe weather events. All or part of these procedures can be used depending upon the situation.

A. THREAT LEVEL RED - SEVERE

1. All Leave Rejected or Recalled – All leave will be revoked during the time frame this procedure is activated.
2. All Staff Called Back – All staff members will be called back to work once this procedure has been activated.
3. Reserve Staffing – Reserve Fire Fighters will be scheduled to work as available to provide additional staffing levels on apparatus, including staff additional apparatus.
4. 12/24 Hour Shifts – Shifts and staffing locations will be determined as needed. To increase staffing levels, the shift schedule may be modified, such as going to two 36-hour shifts or using over-time personnel and Reserves to increase the basic 24-hour shift staffing levels.
5. Minimum Staffing Levels – The recommended minimum staffing level for fire engines and truck companies should be 4. Additional staffing should be provided as available.
6. Building Security – All Fire Stations and Administrative Offices will be kept locked. This will include securing windows and doors. Periodic checks should be taken to assure building security. In case of terrorist threat, do not spend any unnecessary time outdoors. This will include eliminating outside training, inspections, preplans, errands, etc. Access to stations will be restricted to family members and other visitors with official business. The public will be permitted access at the main entrances. All visitors will be required to be logged in and out while visiting, and will be escorted at all times. It is also recommended that

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unnecessary activities, such as station tours, be cancelled during increased terrorist threat periods.

7. Dispatching Reductions & Staging – Efforts should be made to limit the number of fire apparatus and personnel gathered together, including at emergency scenes. When possible, secondary incoming fire apparatus should try to stage further back from the incident scene to limit the number of personnel gathered. However, this should not result in decreased number of personnel when needed to handle the incident. Depending upon the situation, reduced dispatching may be implemented to decrease exposure of emergency personnel and assure sufficient personnel available for other emergencies. All stations will be advised when reduced dispatching procedures are implemented. Only a chief officer may implement reduced dispatching.
8. Equipment Checks – All equipment should be checked thoroughly for readiness. This will include being prepared for power failure, including having extra batteries, flashlights and generators on hand and ready to be placed in service. Specialized equipment, such as technical rescue, haz-mat/CBRNE, and Mass Casualty, including equipment in trailers, should be checked thoroughly and assured operational. If necessary, additional equipment should be obtained to assure operational capabilities.
9. Food/Water – Crews should obtain (and maintain) sufficient food and water supplies to last the crews for at least two days. Due to the potential of losing power, all food items should consist of non-perishable items. MREs (meals ready to eat) and bottled water may be obtained to assure adequate food and meals in the event of a disaster.
10. Communications – Personnel should strive to have 2 sources of communications available, including portable radios, station phones, and cell phones. Personnel should assure that their supervisors are aware of any other communications methods, such as cell phone numbers. Personnel should also monitor the TV and radio news channels, as information is often broadcasted faster via the media. The Battalion Chief (or their designee) should contact each station at least every 2-4 hours to check on status and provide any information updates. Station Lieutenants shall arrange a “watch schedule” to ensure that someone is awake at all times.
11. Crew Security on Incidents – All vehicles shall be attended or secured at all times, including emergency scenes. One person must remain with the vehicle or have the vehicle indirect view at all times, unless the vehicle is secured (locked). Personnel shall remain alert and cautious while operating at any incident and report suspicious activity immediately.
12. CBRNE Training – All personnel should review the Terrorism, CBRNE Haz-Mat, and Mass Casualty SOPs to assure that they are familiar with all operations.

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B. THREAT LEVEL ORANGE – HIGH

1. Possible Recall – Depending upon the situation, it may be necessary to increase staffing levels. This could include canceling leave and bringing in additional personnel. This may also include shift modifications, such as going to two 36-hour shifts to allow for increased staffing levels.
2. Family Arrangements – It is realized that family will be a top priority for responders. Having this concern addressed will help responders concentrate on emergency operations. It is recommended that emergency response personnel have alternative arrangements for the care and housing of family members and pets.
3. Reserve Staffing – Reserve Fire Fighters will be scheduled to work as available to provide additional staffing levels on apparatus, including staff additional apparatus.
4. CBRNE Training – All personnel should review the Terrorism, CBRNE Haz-Mat, and Mass Casualty SOPs to assure that they are familiar with all operations.

C. THREAT LEVELS YELLOW – ELEVATED; BLUE – GUARDED; AND GREEN – LOW

1. Daily operations as normal.
2. A constant awareness of surroundings and situations
3. Follow general precautions

D. GENERAL PRECAUTIONS

In addition to specific precautions based upon the threat level, Fire Department personnel should take the following general precautions at all time to reduce risk:

1. Station Security – Fire Stations should be kept secured at all times. The doors should be kept locked at all times, except the main entrance kept unlocked when personnel are present to monitor the door. The doors shall be locked when the company (ies) leaves the building, including for emergency calls.
2. Apparatus Security – Apparatus should not be left unsecured and unmonitored when outside of the fire station. The driver should remain with the vehicle as appropriate. Obviously, during emergency situations this may not always be possible.
3. Equipment Readiness – Personnel should maintain equipment in a ready state so as to be ready in the event of a terrorist incident or other emergency.
4. Suspicious Activity – Personnel should always be cautious in their activities and watch for suspicious activity.
5. Personal Preparedness – Personnel should also maintain a personal

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readiness so as to be prepared in the event of a terrorist incident or other disaster that requires them to remain on duty and/or work extra shifts. This would include making arrangements with their family to assure that are taken care of, and having extra provisions for extended work periods, such as extra clothing, food, and water.

VI. BOMB SQUAD/SWAT INTERACTIONS

Fire Department personnel, especially the Haz-Mat Team, may be called upon to support and interact with the Bomb Squad and/or SWAT Teams. This may include:

- A. Assisting Bomb Squad and/or SWAT Team personnel with Haz-Mat PPE. This could include establishing Haz-Mat Operations, providing Decon, assuring that they have adequate PPE, providing medical monitoring and support, and providing technical information and support.
- B. At times, Haz-Mat personnel may be called upon to work with SWAT Team personnel to collect evidence in a chemical hazardous environment, although they should not enter an area at risk of explosives.
- C. Utilizing Robot for information gathering as well as haz-mat operations.
- D. Providing communications support, including using Comm 41 to establish a common operational channel as needed.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: TRAINING PROGRAM	S.O.P. 11.01
CATEGORY: TRAINING	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To ensure that fire department personnel are fully trained and qualified to perform their duties by receiving the highest level of training available utilizing all departmental resources.

I. PREFACE

The hazards of the fire service are continuously changing. Personnel must strive to keep up-to-date with new techniques and refresh old ones. Training allows personnel the opportunity to become accustomed to department procedures and techniques and coordination with other members. Adequate training results in efficient and safer fireground operations.

II. TRAINING COMMITTEE

The Germantown Fire Department Training Committee will be composed of representatives from the various positions within the department. It is the function of the committee to assure all department personnel receive adequate training throughout the year. This is accomplished by assigning monthly training assignments and subjects to be covered. A Chairman shall be designated for this Committee. The Chairman shall coordinate the operations of the Training Committee, including making training assignments to the shifts.

III. RESPONSIBILITIES

- A. The Training Officer shall oversee the overall training of Fire Department personnel.
- B. The Training Officer shall coordinate the monthly shift, Reserve, EMS training and annual In-Service Training Program.
- C. The Battalion Chiefs shall be responsible for the training of the personnel on their shift. Each Battalion Chief shall designate a person on their shift to serve as Shift Training Coordinator. The Shift Training Coordinator will serve as the contact person for the Training Officer as it pertains to training matters.
- D. Each Shift Training Coordinator shall be responsible for preparing monthly training subjects, maintaining all training records for their shift, scheduling the monthly training, and issuing examinations for each subject.
- E. Lieutenants shall be responsible for the training of Fire Fighter Trainees assigned to them.

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- F. Each member shall be responsible for assuring that records of all of their training are entered into the FireHouse software program, with the exception of In-Service Training. The Training Officer shall enter all In-service Training into FireHouse.

IV. GENERAL TRAINING GUIDELINES

- A. It is the responsibility of the company Lieutenant to assure that all training is completed by his/her personnel. Any pre-scheduled training should be considered for personnel wishing to take vacation, and plans are made to attend classes on alternative dates. The lieutenant is also responsible for conducting at least two hours of training each day on subjects he/she feels his/his company needs.
- B. During training, a person should be assigned to assist any persons looking for directions, visitors and to receive phone calls. This person should take messages for personnel, as to not disturb the training class, with the exception of emergencies.
- C. Classes can be held inside the fire stations but hands-on training may require an outside location. Companies shall adhere to the Vehicle Location and Status S.O.P. No training shall be done on private property without the owner's permission.
- D. All training shall be recorded in the Station Log and in the Firehouse program. The Training Officer shall enter the In-Service Training Records into Firehouse. All other training shall be entered by the company or individual.
- E. All practical training evolutions shall comply with the Germantown Fire Department's Personnel Accountability S.O.P. (Example: Rapid Intervention Team (RIT) training utilizing multiple companies inside the Fire Training Facility/Training Grounds.)

V. MONTHLY TRAINING

- A. Each Battalion Chief shall prepare, or have prepared, an outline of a training subject consisting of 4 hours of training. This shall be submitted to the Training Officer 1 month before the month the training will be held. The Training Officer shall place the 3 combined subject outlines along with an additional 8 hours of training developed by the Training Officer in a training folder on the P:/Drive. This monthly training is designed to be an addition to each individual companies training for that month's period. The Battalion Chief shall assure that each Lieutenant and his/her assigned company, completes the training by the end of the scheduled month.
- B. During heavy months of In-Service Training or other projects, such as Fire Prevention Week, the Training Officer may omit or lower the assigned monthly training.

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VI. IN-SERVICE TRAINING

The Department will develop a training program to meet the annual In-Service Training Program requirements established by the Tennessee Commission on Fire Fighting Standards. Full-time personnel desiring to receive Fire Fighter In-Service Training Salary Supplement through the State must meet the minimum requirements established by the Commission, including:

- A) At least 40 Hours of approved In-Service Training, including
 - 1) 8 Hours of Hazardous Materials Training (max of 16), and
 - 2) 4 Hours of Safety, Domestic Violence, SIDS or Stress Management Training, and
- B) Possess a valid C.P.R. card for that year.
or
- C) Personnel achieving a new level of certification through the State during the calendar year need only receive at least 8 hours of Hazardous Materials Training and possess a valid C.P.R. Card.

The State also requires that personnel who have not yet received their Fire Fighter II acquire their certification levels within the following guidelines to be eligible for Educational Incentive Pay that year:

All personnel hired into the fire service after December 31, 1990 must be certified when eligible at the Firefighter I and Firefighter II levels of certification. In order to qualify for the Educational Incentive, applicants must complete the Firefighter II level of certification by the end of the calendar year in which the applicant reaches his/her 36th month of employment. Refer to Rule 0360-7-1-.04 of the Commission's Rules and Regulations.

It will be each individual member's direct responsibility to assure that they meet these requirements if they desire the salary supplement. Assistance will be provided by the Training Officer, when needed.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: CAREER DEVELOPMENT PROGRAM	S.O.P. 11.02
CATEGORY: TRAINING	PAGE: 1 OF 12
APPROVED BY: Chief, Germantown Fire Department	DATE: July 8, 2010

PURPOSE: The purpose of the Fire Department Career Development Program is to provide a means for career advancement. The program is designed to advance employees based on their knowledge and skills that are achieved without regard to assignments. The program is voluntary in nature, subject to elimination if adequate funds are not available, and subject to continuing modifications and refinements. The program is designed to:

- Recognize and reward the professional employee through his/her training and educational achievements.
- Maximize employee potential and promote growth and development within the department.
- Enhance the credibility of the department by providing the highest level of quality service to the Community.

I. SCOPE

This program will apply to all certified fire personnel from the rank of Lieutenant down.

II. REVIEW

The Career Development Program will be monitored by a review committee that will consist of the Fire Chief, Training Officer, two designated Lieutenants, and the Personnel Director or her/his designee. The Career Development Review Committee (CDRC) will review employee's completion of level requirements, especially exceptions to the program requirements. The committee will also periodically review and recommend revisions to the program as well as maintenance requirements.

III. ADMINISTRATION

All new employees shall serve a one (1) year probationary period as outlined in the City of Germantown Personnel Policy Manual.

Once employees meet these mandatory requirements, they can choose to advance through the career development program. Once employees enter the career development program, they may progress at their own pace, but no more than one level per year.

The Germantown Fire Department encourages all personnel to advance through the career development program. Once a level has been obtained, all personnel will be required to meet specific requirements to maintain that status. Failure to maintain any of the requirements will be subject to review by the Career Development Review Committee and may lead to reduction in

SUBJECT: CAREER DEVELOPMENT PROGRAM	S.O.P. 11.02
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pay.

The department may have additional requirements for specific positions other than those outlined in the Career Development Operating Procedures.

No employee may be denied an advancement increase due to failure to meet the training requirements if the employee has been unreasonably denied an opportunity to attend required training. It is understood, however, that it is the employee's responsibility to be aware of the training requirements for his or her position and to make a reasonable effort to avail themselves of available training on a timely basis.

If an employee has made a reasonable effort to be available for training, and training has been cancelled or not scheduled during this time, equivalent substitution for required training will be determined by the CDRC. A reasonable effort may also be defined by the CDRC.

If an employee chooses to attend training not offered by the City, such as college or post secondary technical schools, such training must be taken during non working hours. Where possible and within the structure of the department's budget, the City will pay the tuition costs of those attending the training necessary to meet the requirements of this program. This payment will be in accordance with the City's Educational Assistance policy.

Employee performance evaluations for career advancement will be conducted annually. These evaluations will be conducted in accordance with the performance evaluation system approved by the Personnel Department for use in all departments and recorded on the City's form. Maintenance compliance will be reviewed as a part of the employee's performance evaluation.

IV. PROCEDURES

In receiving compensation, an employee may receive **only one** level increase **per year**. Each level is designed with specific criteria. Whether or not an employee meets these criteria will be reviewed and approved twice a year (June and December). All level increases in the career development program will be made effective July 1 or January 1 depending on time in position and when requirements are met.

For purposes of determining the time in position requirements, the time in position as of January 1 and July 1 of each calendar year will be used.

Employees should meet the training requirement at least 30 days prior to the date they are eligible for a level increase.

Each employee seeking to advance to the next level must provide the necessary proof of skill level and educational achievement. Only certified copies of educational institution transcripts will be accepted. The burden of proof rests with the employee and not with the City. Proofs of compliance will be reviewed as a part of the employee's performance evaluation.

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All proof of achievement will be reviewed by the Fire Chief and the Personnel designee or the CDRC for compliance with the Career Development Program requirements. If approved, the appropriate paperwork will be completed indicating the change in pay and status and forwarded along with the proof of achievement to the Personnel Department for processing.

In addition to the requirements set forth herein, all level increases must be approved by the Mayor, City Administrator, the Personnel Director, and the Fire Chief.

V. MANDATORY REQUIREMENTS

- A. Mandatory requirements are requirements that must be met and/or maintained at every pay level. These requirements are:
 - 1. Compliance with physical fitness requirements.
 - 2. Satisfactory annual performance rating.
 - 3. Satisfactory attendance and on time record since last evaluation period.
 - 4. An acceptable disciplinary record since the last evaluation period.
 - 5. Maintenance of required certifications.
- B. Each level has built-in requirements. Requirements are outlined for each career level and are listed in detail in this SOP.
- C. The Career Development Program also provides for accumulative service within the Department. Accumulative service is one of the criteria built in to the program.

VI. REQUIREMENTS FOR FIRE FIGHTER

- A. Fire Fighter Recruit - Entry Level
 - ▶ Must be 21 years of age at date of hire
 - ▶ High school graduate or equivalent
 - ▶ Must possess a valid Class D driver's license
 - ▶ Must not have been convicted of a felony
 - ▶ Must have successfully completed the department's physical ability test
 - ▶ Must have passed standard psychological evaluations
 - ▶ Must have successfully completed the Fire Department's Rookie School (240 hours minimum) or reciprocity as a Tennessee Commission Firefighter I/Hazardous Materials Awareness or higher
- B. Fire Fighter I - Level 1
 - ▶ Must have served one year as an entry level Fire Fighter with a satisfactory rating on last performance evaluation
 - ▶ Must have passed the Germantown Fire Department SOP exam
 - ▶ Must have and maintain a valid Class D driver's license with F endorsement

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- ▶ Must have passed the written and practical exams for State certification as a Fire Fighter I

C. Fire Fighter II - Level 2

- ▶ Must have completed two years as a Fire Fighter with a satisfactory rating on last performance evaluation and met all requirements for Fire Fighter I
- ▶ Must have successfully completed the Fire Department written and practical driver/operator course
- ▶ Must have successfully completed a nationally approved defensive driving/Vanessa K. Free course within the last 12 months
- ▶ Must have passed the written and practical exams for State certification as a Fire Fighter II

D. Fire Fighter III - Level 3

- ▶ Must have completed three years as a Fire Fighter with a satisfactory rating on last performance evaluation and met all requirements for Fire Fighter II
- ▶ Must have and maintain a State of Tennessee license as an EMT-Basic

E. Fire Fighter IV - Level 4

- ▶ Must have completed four years as a Fire Fighter with a satisfactory rating on last performance evaluation and met all requirements for Fire Fighter III
- ▶ Must have passed the written and practical exams for State certification as a Fire Apparatus Operator
- ▶ Must have successfully complete the TFACA Fire Officer I series or equivalent

F. Fire Fighter V - Level 5

- ▶ Must have completed five years as a Fire Fighter, achieve and maintain Tennessee Emergency Management Agency (TEMA) Hazardous Material Technician certification and met all requirements for Fire Fighter IV
- ▶ Must have met and maintain all the requirements as defined by the Fire Chief and/or certification specifications to obtain at least one of the following. No additional compensation will be given for obtaining more than one of the listed career options.
 1. State Certified Fire Inspector
 2. State Certified Fire Department Instructor I
 3. State Certified Fire Officer I
 4. Certified Rescue Technician
- ▶ Must have attended and passed (if graded) at least two specialized training courses approved by the Fire Chief. The training must be over and above normal required department training, which includes daily shift training and the State 40-hour in-service training. The training must consist of one or more of the following:

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1. Specialized fire or EMS courses offered through state or federal agencies
2. Specialized fire or EMS courses offered through local agencies, including the Germantown Fire Department
3. Other specialized training as pre-approved by the Fire Chief.
OR
4. A minimum of six (6) semester hours of college or technical school training in course work directly related to fire suppression or EMS duties.
OR
5. Three (3) semester hours of college or technical school training in course work directly related to fire suppression or EMS duties and one specialized training course from items A, B, or C above.

G. Out-Of-Rank and Promotions

A Fire Fighter II or above may ride out-of-rank as a driver, and is qualified for promotion to driver, so long as he or she meets all requirements specified for Driver I

A Fire Fighter IV or above may ride out-of-rank as a Fire Lieutenant, and is qualified for promotion to Fire Lieutenant, provided he or she meets all requirements specified for a Fire Lieutenant I.

A Fire Fighter IV or above may ride out-of-rank as an EMS Lieutenant, and is qualified for promotion to EMS Lieutenant, provided he or she meets all requirements specified for an EMS Lieutenant I.

VII. REQUIREMENTS FOR DRIVER

A. Driver I - Level 1

- ▶ Must be at least a Fire Fighter II with a satisfactory rating on last performance evaluation
- ▶ Must have passed the written and practical exams for State certification as a Fire Fighter II
- ▶ Must possess and maintain a valid Class D driver's license with F endorsement
- ▶ Must have successfully completed a nationally approved defensive driving course within the last 12 months
- ▶ Must have successfully completed the Fire Department written and practical driver/operator course

B. Driver II - Level 2

- ▶ Must have served one (1) year as a Driver I, or be at least a Fire Fighter IV with a satisfactory rating on last performance evaluation and met all requirements for Driver I
- ▶ Must have passed the written and practical exams for State certification as a Fire Apparatus Operator

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- ▶ Must have and maintain Hazmat Technician certification as recognized by the Fire Department and the Tennessee Emergency Management Agency.
- ▶ Must have and maintain a State of Tennessee license as an EMT-Basic
- ▶ Must have completed a total of 6 semester hours of management, fire science or related courses from the Career Development Program Approved Courses list, or have successfully completed two (2) management specific courses as approved by the Fire Chief.

C. Driver III - Level 3

- ▶ Must have served one year as a Driver II, or be at least a Fire Fighter V with a satisfactory rating on last performance evaluation and met all requirements for Driver II
- ▶ Must have and maintain a valid Class D driver's license with F endorsement
- ▶ Must have successfully completed a nationally approved defensive driving course within the last 24 months
- ▶ Must have passed the written and practical exams for State certification as a Fire Department Instructor-I
- ▶ Must have met and maintain all the requirements as defined by the Fire Chief and/or certification specifications to obtain at least one of the following. No additional compensation will be given for obtaining more than one of the listed career options.
 1. State Certified Fire Inspector
 2. State Certified Fire Department Instructor II
 3. State Certified Fire Officer I
 4. Certified Rescue Technician
 5. Fire Officer Curriculum
- ▶ Must have completed a total of 12 semester hours of management, fire science or related courses from the Career Development Program Approved Courses list, or have successfully completed four (4) management specific courses as approved by the Fire Chief.

D. Out-Of-Rank and Promotions

A Driver III, or a Driver II with four (4) years total full-time service, may ride out-of-rank as a Fire Lieutenant, and is qualified for promotion to Fire Lieutenant, provided he or she meets all requirements for Fire Lieutenant I.

A Driver III, or a Driver II with four (4) years total full-time service, may ride out-of-rank as an EMS lieutenant, and is qualified for promotion to EMS lieutenant, provided he or she meets all requirements for EMS Lieutenant I.

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VIII. REQUIREMENTS FOR FIRE LIEUTENANT

A. Fire Lieutenant I - Level 1

- ▶ Must have served a minimum of four (4) years as a Germantown Fire Fighter with a satisfactory rating on last performance evaluation, and have all certifications and training required of a Fire Fighter IV, or a Fire Fighter V, or a Paramedic V, or a Driver II
- ▶ Must have completed Fire Officer I series (Tennessee Fire and Codes Academy) (or equivalent course(s) as approved by the Fire Chief)
- ▶ Must have and maintain a State of Tennessee license as an EMT-Basic

B. Fire Lieutenant II - Level 2

- ▶ Must have served one (1) year as a Germantown Lieutenant I with a satisfactory rating on last performance evaluation
- ▶ Must have passed the written and practical exams for State certification as a Fire Department Instructor-I
- ▶ Must have a total of 12 semester hours of fire science or related courses from the Career Development Program Approved Courses list

C. Fire Lieutenant III - Level 3

- ▶ Must have served one (1) year as a Germantown Lieutenant II with a satisfactory rating on last performance evaluation
- ▶ Must have passed the written and practical exams for State certification as a Fire Officer-I
- ▶ Must have met and maintain all the requirements as defined by the Fire Chief and/or certification specifications to obtain at least one of the following. No additional compensation will be given for obtaining more than one of the listed career options.
 1. State Certified Fire Inspector
 2. State Certified Fire Department Instructor II
 3. State Certified Fire Officer II
 4. Certified Rescue Technician
 5. Fire Officer Curriculum (Fire Officer I series –TFACA)
- ▶ Must have a total of 24 semester hours of fire science or related courses from the Career Development Program Approved Courses list

D. Out-Of-Rank and Promotions

A Lieutenant III, or a Lieutenant II with five (5) years total full-time service, may ride out-of-rank as a battalion chief and is qualified for promotion to battalion chief, provided he or she meets all requirements for battalion chief.

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X. APPROVED COURSE LIST

A. Fire Science Courses in the OLFSP Degree Program at the University of Memphis

Core Courses

Advanced Fire Administration	3
Analytical Approaches to Public Fire Protection	3
Fire Prevention Organization and Management	3
Fire Protection Structure and Systems Design	3
Community and the Fire Threat	3
<u>Political and Legal Foundations of Fire Protection</u>	<u>3</u>
Total Core Courses	18

Administration Concentration

Applications of Fire Research	3
Disaster and Fire Defense Planning	3
<u>Personnel Management for the Fire Service</u>	<u>3</u>
Total Administration Concentration	9

Technology Concentration

Incendiary Fire Analysis and Investigation	3
Fire Related Human Factors	3
<u>Fire Dynamics</u>	<u>3</u>
Total Technology Concentration	9

Elective and Special Project

Fire Science Course from UM catalog	3
Special Project	6

Total Semester Hours Available OLFSP Courses 45

B. Southwest Tennessee Community College

Any course listed in the Fire Science section of the course catalog.

C. National Fire Academy

Any course listed in the National Fire Academy course catalog that qualifies for ACE college credit.

D. Management courses approved by the Fire Chief.

Any management related course from a nationally recognized, degree granting institution (institute, college or university); such course to be specifically

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approved by the Fire Chief. Any employee may request that a specific course be considered. The employee shall make a written request to the Fire Chief for any such course. The written request must include sufficient documentation of course content and purpose before the course will be considered.

- E. Fire science or other degree from an accredited college, as approved by the Fire Chief.

A college degree is ***not required*** of either the Driver or Lieutenant positions. An Associate's or Bachelor's Degree, as approved by the Fire Chief, will fulfill all management training course requirements for the Driver position, and the semester hours requirement for the Lieutenant position.

- F. Rescue Technician Courses

The following courses meet the requirement for Certified Rescue Technician.

1. Rope Rescue Technician
2. Trench Rescue Technician
3. Swiftwater Rescue Technician
4. Confined Space Rescue Technician
5. Structural Collapse Rescue Technician
6. Canine Search Technician

XI. APPROVED COURSE LIST - APPLICABLE SEMESTER HOURS

COURSE TITLE	AGENCY OR INSTITUTION	COURSE LENGTH	SEMESTER HOURS APPROVED FOR	COMMENTS
EMT – Advanced	Southwest Tennessee Community College	1 semester	12.0 maximum regardless of length	Must get Tennessee license
EMT – Basic	Southwest Tennessee Community College or Northwest Jr. College	1 or 2 semesters	6.0 maximum regardless of length	Must get Tennessee license

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XI. APPROVED COURSE LIST - APPLICABLE SEMESTER HOURS

COURSE TITLE	AGENCY OR INSTITUTION	COURSE LENGTH	SEMESTER HOURS APPROVED FOR	COMMENTS
Fire Chemistry I	NFA	80 hours	3.0	This is Chemistry of Hazardous Materials I
Fire Chemistry II	NFA	40 hours	1.5	This is Chemistry of Hazardous Materials II
Fire Service Management	SWTCC	1 semester	3.0	
Fire Officer Leadership I, II and III	NFA/SWTCC		3.0	NFA course
Fire Officer Instructor Methodology	SWTCC	1 semester	3.0	
Fire Officer I Prep	SWTCC	1 semester	3.0	
Fire Officer I, II, III and IV	State Fire Academy	120 hours	3.0	
Fire Budgeting and Finance	SWTCC	1 semester	3.0	
Fundamentals of Management and Supervisory Techniques	SWTCC	1 semester	3.0	
Hazardous Materials Site Practices	NFA	80 hours	3.0	Field course
Hazmat Basics for First Responders	TEMA	40 hours	1.5	Basic First Responder course
Hazmat Contingency Planning	TEMA	35 hours	1.0	A management course for Hazmat EOC operations

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XI. APPROVED COURSE LIST - APPLICABLE SEMESTER HOURS

COURSE TITLE	AGENCY OR INSTITUTION	COURSE LENGTH	SEMESTER HOURS APPROVED FOR	COMMENTS
Initial Response to Hazardous Materials Incidents - Instructor	NFA	32 hours	1.0	Must have received Instructor rating for credit
Leadership I	NFA-SWTCC	40 hours	1.5	
Life Safety Educator Course	SWTCC	1 semester	3.0	Covers development and management of public fire education programs
Managing Search Operations	TEMA	40 hours	1.5	Covers organizing, directing, and managing various search operations, and use of resources.
Pump Operator I, II and III	State Fire Academy TFACA	120 hours	None	Acceptable substitute for G.F.D. pump course
Radiological Monitoring – Instructor	TEMA	31 hours	1.0	Must be the Instructor's course and must have Instructor certificate
Rescue Technician – Instructor	Progressive Rescue Solutions, Inc.	80 hours	3.0	SORT courses
Rescue Technician III & IV	Progressive Rescue Solutions, Inc.	80 hours	3.0	SORT courses

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XI. APPROVED COURSE LIST - APPLICABLE SEMESTER HOURS

COURSE TITLE	AGENCY OR INSTITUTION	COURSE LENGTH	SEMESTER HOURS APPROVED FOR	COMMENTS
Rescue Technician I & II	Progressive Rescue Solutions, Inc.	40 hours	3.0	SORT courses
Smoke Divers course	State Fire Academy TFACA	40 hours	1.5	Covers extensive use of SCBA and fire fighter safety and survival
Swift Water Rescue I and II	Rescue 3 International	48 hours	3.0	Must have both courses for semester hour credit. I covers water rescue, II covers rope techniques
Vehicle Extrication Instructor	University of Georgia	120 hours	3.0	University of Georgia Vehicle Extrication School



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: DRIVER/ OPERATOR QUALIFICATIONS	S.O.P. 11.03
CATEGORY: TRAINING	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: This standard identifies the professional levels of competence required by the Germantown Fire Department for the Fire Driver/Operator.

I. PREFACE

Each Driver/Operator, whether full-time or reserve firefighter, shall meet the minimum levels of competence specified in this policy and shall also meet the following minimum requirements before becoming designated as a Driver/Operator on the Germantown Fire Department.

- A. Every full-time firefighter, other than those serving in the capacity of Paramedic/Firefighter, shall become and remain Driver/Operator qualified within eighteen (18) months of date of hire and shall serve in such capacity as designated by their Lieutenant.
- B. Each Driver/Operator shall know and be competent in all areas specified in NFPA 1002, Standard for Fire Apparatus Driver/Operator Professional Qualifications, latest edition, that apply to Driver/Operator.
- C. Each Driver/Operator shall possess the appropriate driver's license required by the State of Tennessee for the apparatus to be driven.
- D. Each Driver/Operator shall have attained Firefighter I certification through the Tennessee Commission on Firefighting Standard. Exceptions to this may be made by the Fire Chief.
- E. The training of Driver/Operator shall be the responsibility of the Lieutenant.
- F. The designation of Driver/Operator shall be made by the respective Battalion Chief once all requirements specified herein have been met.

II. TRAINING AND EXAMINATIONS

Each candidate for Driver/Operator shall successfully complete the following training and examinations before becoming designated as a Driver/Operator on the Germantown Fire Department.

- A. **Driving Experience.** Each candidate for Driver/Operator shall complete at least ten (10) hours of driver training under the direction of a Lieutenant in the various

SUBJECT: DRIVER/OPERATOR QUALIFICATIONS	S.O.P. 11.03
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pumpers to be driven.

- B. Defensive Driving Course. Each candidate shall successfully complete an emergency apparatus defensive driving course as required by the Germantown Fire Department.
- C. Hands-On Driving Exam. Each candidate shall pass a hands-on driving exam that will include the driving tests specified in the latest edition of NFPA 1002 and NFPA 1500.
- D. Practical Hands-On Exam. Each candidate shall successfully pass a practical hands-on pump operations and aerial operations exam. This practical exam shall be based upon the performance objectives specified in NFPA 1002, Standard for Fire Apparatus Driver/Operator Professional Qualifications, latest edition, that apply to Driver/Operator. The practical exam shall be evaluated by a Battalion Chief, a Lieutenant, and a qualified Driver/Operator. Each of the performance objectives of this practical exam shall be performed swiftly, safely, with competence and in its entirety.
- E. Written Exam. Each candidate for Driver/Operator shall also successfully pass a written exam covering all aspects of pump operations, maintenance and driving as specified within this standard. This test shall also cover knowledge of territories, such as street locations, address numbers of major intersections, commercial building numbers and locations of sprinkler systems. This test shall also cover knowledge of Germantown Fire Department Standard Operating Procedures that pertain to pumper operations, aerial operations, and general setups of fire preplans.
- F. Each Driver/Operator shall perform a minimum of 3 hours of Driver/Operator's training 4 times per year. The Lieutenant shall assure that his/her Driver/Operator adheres to this requirement.
- G. Medical examinations shall be performed on each Driver/Operator in accordance with the latest edition of NFPA.
- H. Driver/Operators assigned to aerial apparatus shall be fully qualified to operate the specific vehicle prior to being assigned to drive them. This may involve additional experience with that specific vehicle, including experience with the aerial ladder.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: FIRE TRAINING FACILITY	S.O.P. 11.04
CATEGORY: TRAINING	PAGE: 1 OF 5
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide a safe working area to learn and practice fire suppression, rescue, hazardous materials response and other emergency procedures while operating at the fire training facility located at 3031 Forest Hill-Irene Road.

I. GENERAL REGULATIONS

All use of the fire training facility will be coordinated through the Germantown Fire Department training officer. Instructors and students shall follow all Germantown Fire Department standard operating procedures when operating at the fire training facility. The training officer shall record the use of the fire training facility on the Fire Department's planning calendar. Any damage to the fire training facility shall be reported immediately to the deputy fire chief. Dispatch shall be notified before any live-fire training exercises begin, and when the exercises are completed.

II. LEAD INSTRUCTOR

A lead instructor shall be designated for each training program conducted at the fire training facility. The lead instructor may be the training officer, a battalion chief, or another person with the knowledge, skills and abilities required to teach and/or oversee the training program. The lead instructor is responsible for the use of the facility and equipment, including but not limited to draining and securing the standpipe system, returning all equipment to service, securing the live-fire training props and propane system, securing the doors and windows on the training building after the training is complete, and making sure all debris and litter is properly disposed of.

III. ROOF OPERATIONS

All personnel shall be tethered to the roof or the aerial ladder or platform when operating on the roof of the fire training building. All other ventilation and roof exercises will use the roof simulator located near the fire training building.

IV. LIVE-FIRE OPERATING GUIDELINES

A. **SAFETY PRACTICES:** Training evolutions shall be designed to minimize the risk and to control fire conditions so that firefighters are not unnecessarily exposed to hazards or injuries. All Germantown Fire Department Standard Operating procedures and safety practices shall be followed in all drills. At a minimum, one EMT with EMS equipment consisting of a trauma box, airway and IV supplies, and oxygen, shall be present before starting any drills. Injured

SUBJECT: FIRE TRAINING FACILITY	S.O.P. 11.04
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personnel shall be treated appropriately and all accidents shall be investigated. Per City policy, the appropriate supervisor shall complete the appropriate forms on all accidents occurring during drill evolutions. Unsafe practices noted during evolution drills may cause immediate termination of the drill. Personnel may never act as a victim during live training fires. Access to the training area and burn building shall be controlled to protect unauthorized and/or unnecessary personnel from injury.

- B. **WEATHER CONSIDERATIONS:** For reasons of safety, personal health and operation readiness, live-fire evolution drills will be conducted within the temperature ranges of 40 degrees F. and 85 degrees F. During the warm weather months, drills should be conducted in the morning when temperatures are cooler. The use of cooling or misting fans should also be utilized to keep personnel cool during the warm weather months. During cold weather months, drills should be conducted in the afternoon when temperatures are warmer. A sufficient supply of water and/or Gatorade and ice shall be available for rehab.
- C. **PERSONAL PROTECTIVE EQUIPMENT:** All personnel participating in the live-fire evolutions, with the exception of the driver(s) operating the fire pump(s), will wear full turn-out gear, including SCBA's, during the performance of live-fire evolution drills. The lead instructor shall ensure that all equipment is in good condition and good working order. All personnel entering the fire area (building) will use SCBA's as they would normally do when either attacking a fire or performing search and rescue procedures in a hostile environment. When using the propane fire simulator, the control panel operator is not required to wear turnouts and/or SCBA since the operator should remain at the control panel during the live-fire training.
- D. **AIR SUPPLY:** The lead instructor shall verify that a sufficient and readily available supply of fully charged spare SCBA air cylinders and/or SCBA air cylinder refilling capability is present on the fire ground in sufficient quantities for the planned training exercises. If the air truck is used, the lead instructor shall verify that the person assigned to the air truck is properly trained in its operation.
- E. **WATER SUPPLY:** A reliable water supply using one or more of the standard fire hydrants located on the drill ground shall be in place before starting any live-fire operations. The small 2½" hydrant shall not be used as a water supply for live-fire operations. The drafting pit shall not be used as a water supply for live-fire operations.

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- F. **COMMUNICATIONS AND RADIOS:** The lead instructor shall verify that the control panel operator, the interior instructor(s) and the officers in charge of all teams involved in drill (attack, search and rescue, RIT, etc.) have working portable radios. The lead instructor shall designate the radio frequency to use for the drill and shall conduct a radio check to be sure that all personnel involved in the drill have working radios that are on the correct frequency. The lead instructor shall act as or designate an incident commander for each evolution. The Incident Command System (ICS) shall be used for all evolutions. The incident commander shall call for personnel accountability reports (PAR) before and after each evolution, and during each evolution as required by existing circumstances.
- G. **BUILDING PREPARATIONS:** Before starting ANY live-fire training, the lead instructor shall inspect the building to be sure it is free from damage that would pose a safety hazard to all drill participants. The lead instructor shall ensure that all doors and windows are unlocked and that the latches are secured in the open position.
- H. **RIT TEAM:** A properly trained and equipped Rapid Intervention Team (RIT) shall be established and shall be in place before starting live-fire operations.
- I. **PROTECTING BURN PANELS:** To prevent damage to the thermal insulation panels, personnel shall use care when carrying or using tools in the insulated burn rooms. Straight streams should not be used inside the burn building as a straight stream may damage the panels.
- J. **PROPANE FIRE SIMULATOR:** The propane fire simulator is the preferred method to be used for live-fire training. It is mandatory that only personnel who are trained and familiar with the proper operation of the propane fire simulator operate the equipment. At least two trained and approved operators must be present and be actively involved in the operation of the propane fire simulator during live-fire evolutions. Untrained personnel shall never operate the propane fire simulator during live-fire training drills.
- K. **CLASS A MATERIALS:** With prior approval from the fire department training officer, instructors may burn Class A materials consisting of straw, hay, paper and/or wooden pallets in the rooms with the fire resistive panels. Do not burn Class A materials in the room with the stainless steel walls (the “kitchen”). When burning hay or straw, open the bales to expose additional surface area and place the material in the metal burn racks. When burning wooden pallets, use 2 to 4 pallets placed on top of the lower burn racks. Do not overload a burn room with

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fuel. When using Class A materials, live-fires shall be kindled only in rooms equipped with burn panels or stainless steel walls. For the production of smoke, a small fire may be kindled in a barrel on the interior stairway landing directly under the protective burn panels. At no time shall fires be kindled in any other parts of the training building. Flammable and combustibles liquids as defined in NFPA 30 MAY NEVER be used to start fires.

V. TRAINING OF PROPANE FIRE SIMULATOR OPERATORS

The training officer shall train Germantown Fire Department in the proper operation of the propane fire simulator and affirm to the Fire Chief that the personnel are qualified to operate the equipment. The Fire Chief is responsible for granting approval for these personnel to operate the propane fire simulator.

VI. USE OF FACILITY BY OTHER AGENCIES

Other agencies, such as fire departments, police departments, or law enforcement organizations may use the training facility with prior approval from the Fire Chief. When the agency desires to use the facility without live-fire training, one representative from the Germantown Fire Department, as approved by the training officer, must be present. When the agency desires to conduct live-fire evolutions, two Germantown Fire Department personnel qualified to operate the propane fire simulator must be present. After proper training and instruction by the Germantown Fire Department training officer, the Fire Chief may approve personnel from other departments to operate the propane fire simulator. If such trained and approved personnel from other departments are present, at least one of the two required operators shall be a Germantown Fire Department member. All outside agency personnel must comply with all Germantown Fire Department Standard Operating procedures and safety requirements while on the drill ground. A fee may be charged to outside agencies.

VII. REQUIRED COMPANY TRAINING DRILLS

To comply with section 508(A)(2) of the ISO Fire Protection Rating Schedule, each company must complete a minimum number of drills using the training tower. The battalion chief in charge of each shift shall be responsible for scheduling with the training officer every year a minimum number of drills using the training tower as follows: eight (8) three-hour single company drills, four (4) three-hour multiple company drills, two (2) three-hour night drills. At least half of the minimum number of drills should involve live-fire evolutions. The other drills may involve ladders, interior hose lays, standpipe operations, search and rescue techniques, or other fire suppression related evolutions as long as the training tower is used for the evolution.

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VIII. DRAFTING PIT

The drafting pit may be used for pump tests or training evolutions as long as the engine using the drafting pit is not supplying fire attack lines. Personnel should use caution when drafting or operating near the drafting pit. If the drafting pit is utilized during a training evolution, the fire pump should be “back flushed” with clean hydrant water once the training has concluded. This is done to remove any debris such as mud, rocks, or other objects that may do harm to the fire pump.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: NON-FIRE DEPARTMENT PERSONNEL PARTICIPATION	S.O.P. 11.05
CATEGORY: TRAINING	PAGE: 1 OF 1
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for personnel who are not members of the Germantown Fire Department to ride-out, participate in training, or work with the Germantown Fire Department in any capacity.

I. PROCEDURE

- A. All non-members wishing to ride-out, train, or work with the Germantown Fire Department must sign a Training Participant Liability Release form.
- B. Emergency Medical Personnel such as E.M.T.s, Paramedics, or First Responders must present proof of certification and skills. Any medical treatment rendered by non Germantown Fire Department personnel, **MUST** comply with the Germantown Fire Department EMS Protocols at the level he/she is certified or licensed by the State of Tennessee Department of Health.
- C. Non-members wishing to ride on an engine company must provide proof of membership with another fire department and level of certification.
- D. If another department is requesting that an individual of their department be permitted to ride-out, the department should include a written request on their letterhead for this purpose, along with a signed Training Participant Liability Release Form.
- E. Approved persons requesting to ride-out must call the Battalion Chief in advance for station and apparatus assignments. They should provide specific date and time they wish to ride-out.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES

SUBJECT: PHYSICAL FITNESS PROGRAM	S.O.P. 11.06
CATEGORY: TRAINING	PAGE: 1 OF 3
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To ensure that personnel are able to perform the strenuous physical requirements of fire suppression and emergency operations, to reduce the chances of injuries and health problems of fire department personnel, and to enhance the overall health, wellness, happiness and longevity of personnel. To meet this purpose, this S.O.P. will establish physical fitness standards and guidelines for all personnel necessary to meet their job responsibilities.

I. POLICY

All full-time suppression/E.M.S. personnel shall adhere to the following policy. Other Reserve personnel have a responsibility to maintain themselves in adequate physical fitness, also, to perform their work properly. It is recommended that Reserve personnel establish personal physical fitness programs and utilize those resources available through the department to assist them with this program.

This program is for the benefit of both the individual and the department. A healthier individual is happier, generally has a longer and more productive life and is more effective at his/her work. It is the intent of the department to use this policy to assist personnel in achieving an acceptable level of fitness and lead a healthier life. It is not the intent of the department to use this policy to discipline personnel for poor fitness, although all personnel will be expected to participate fully in this program and meet established minimum acceptable criteria.

II. DAILY FITNESS PROGRAM

Shift personnel shall participate in a routine fitness training program each on-duty shift day. This fitness training shall comprise of at least 1 hour of fitness training per day. The fitness training shall be included in the daily work routine for each station. Morning exercise is generally recommended by fitness experts as the preferred time for exercise. The only exception to this that would allow for a rearrangement of the fitness training time would be for emergency calls and work requirements that cannot be scheduled at other times. The standard daily fitness training shall include:

- A. No less than 10 minutes of warm-up and cool-down. Warm-up and cool-down are very important to limiting the possibility of injury and strain upon the cardiovascular system. The warm-up should include stretching and light exercise to prepare your body for the heavier exercise. The cool-down should also include stretching and light exercise, such as walking, to slowly bring your heart rate down and prevent cramping.

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- B. No less than 20 minutes of strength building utilizing weight training.
- C. No less than 30 minutes of cardiovascular (aerobic) activity. This shall comprise of activities as approved by the fitness committee, including walking, jogging, bicycling, stair climbing, using a rowing machine, or using an elliptical machine. To be beneficial, the exercise must significantly increase the continuous blood flow through the heart, lungs and large muscles. Aerobic activity increases the heart rate and blood flow, supplying needed oxygen to the muscles. This activity shall be at a level to obtain the recommended heart rate for aerobic activity, as recommended by the individual's fitness evaluation, in accordance with the individual's age for at least 10 minutes of this period. Engine and rescue companies and other personnel may wish to utilize local jogging tracks or other facilities in their district, as they desire to accomplish these objectives.

At times, company personnel may decide to concentrate more on cardiovascular activity rather than muscular strength or vice versa. This will be acceptable as long as the total of the fitness training for the set of three workdays averages the acceptable level of fitness training in each area. In some instances, the standard fitness training program may not be recommended, but rather a specialized program may be recommended by a physician or fitness coordinator. Personnel that have been directed to perform a specialized fitness training program through a medical and/or fitness evaluation shall submit this program to the Department's Fitness Committee and shall follow this recommended fitness training program during the 1 hour fitness period, rather than the standard training program.

Station Lieutenants shall be responsible for assuring that all station personnel conduct the required fitness training program. This training shall be recorded in the daily Station Log and Firehouse Training Records. Each Lieutenant shall be responsible for assuring that their personnel are performing the required fitness training, achieving the expected levels of fitness and maintaining an acceptable level of fitness required to perform their duties.

Battalion Chiefs shall be responsible for performing the daily fitness training. This training shall be recorded on the Station Log at the station that the Battalion Chief performed this training.

It is recommended that administrative staff personnel participate in the fitness training program at least two (2) times per week.

III. MINIMUM ACCEPTABLE FITNESS REQUIREMENTS

Fire fighting and emergency operations demand a higher than average level of fitness and capabilities. All persons are responsible for assuring that they are in physically fit

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condition as necessary to perform their duties. It is necessary that each member be able to meet and perform a minimum acceptable level of physical capabilities, regardless of sex, age, or race.

- A. **Physical Ability Test:** The Department's Physical Ability Test shall consist of those activities and abilities determined by the Physical Fitness Committee as being the minimum acceptable standards of physical fitness relative to the duties and demands of fire fighting and related emergency duties. All Physical Ability Tests shall be approved and witnessed by the Chairman of the Physical Fitness Committee or his/her designee.
- B. **Exceptions to Minimum Physical Requirements:** In a few special circumstances, such as injuries, the time frame for these minimum physical requirements may not be recommended. In these circumstances, the physician or Fire Department Fitness Committee may establish other guidelines and time frames. However, these revised guidelines must provide reasonable time frames in which the minimum physical requirements will be met by the individual.
- C. **New hires:** All full-time suppression/E.M.S. candidates must pass the department's Physical Ability Test prior to being considered for hire and shall maintain this level after employment by the Department. Periodic retesting shall be done to assure that this minimum level is maintained. The overall fitness and health of the candidates should be considered when evaluating candidates for employment.
- D. **Maintenance of physical fitness:** All shift personnel shall maintain these minimum physical fitness abilities and condition, with exceptions as noted in B, above. Annual retesting of shift personnel shall be done to assist personnel in recognizing areas of need and to assure that these minimum levels are maintained.

IV. SAFETY

The primary purpose of the Physical Fitness Program is to limit the chances of injuries to personnel and promote good health and wellness. As in most other aspects of the fire service, safety should be a prime concern. Personnel should follow recognized techniques for exercising, weight lifting, and all other aspects of fitness training. All Fire Department personnel should follow safe practices in the performance of this training.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: POST INCIDENT ANALYSIS	S.O.P. 11.07
CATEGORY: TRAINING	PAGE: 1 OF 2
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish guidelines for formal review of significant incidents as a means of improving future operations and identifying training needs.

I. POLICY

Post incident analysis will be held following all incidents of significance or interest. This shall include all structure fires in which a preconnect hose line or larger was used major hazardous materials incidents and Emergency Medical Service calls involving cardiac arrests and extrications.

II. PROCEDURES

- A. An analysis may be requested by any officer involved in the incident.
- B. The Battalion Chief may appoint an Analysis Coordinator to gather information and prepare the analysis, including preparing a Post Incident Analysis form.
- C. The Battalion Chief or Analysis Coordinator shall obtain all information necessary, including:
 - 1. Date
 - 2. Times
 - 3. Scene layout
 - 4. Units responding
 - 5. General overview of operations
 - 6. Actions taken
 - 7. Hose lines used
- D. The Battalion Chief, in coordination with the Training Officer, will set the time, place and attendance.
- E. The analysis should be held as soon after the incident as is practical.

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- F. The analysis shall include the following:
1. Overview of actions taken, along with diagrams of the structure/scene.
 2. Identification of actions that worked well.
 3. Identification of areas that can be improved and how to improve.
 4. All persons involved shall be given a chance to discuss their thoughts on the operation.
- G. Any policy or operational changes needed shall be made where possible. These shall be made through chain of command.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: RESERVE APPLICANT TRAINING PROGRAM	S.O.P. 11.08
CATEGORY: TRAINING	PAGE: 1 OF 6
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To establish guidelines for the Reserve Applicant Training Program and specific minimum requirements and performance standards for applicants participating in this program.

I. PREFACE

The Germantown Fire Department offers a training program for persons desiring to be hired full-time and for persons desiring to become reserve (volunteer) fire fighters. All persons initially accepted into this program shall meet the following minimum requirements.

II. ENTRANCE REQUIREMENTS

All Fire Department applicants must meet the following guidelines before applying for acceptance in the Reserve Applicant Training Program:

- A. Must be at least 21 years of age,
- B. Must be a citizen of the United States,
- C. Must be a high school graduate or acceptable equivalent (exceptions may be permitted by the Fire Chief in the case of persons currently attending),
- D. Must be in good physical condition with height and weight reasonably proportioned, and with no physical or mental handicaps that would impair, or prevent, carrying out the duties of the position for which they are applying with efficiency, including all physical requirements of full-time personnel,
- E. Must have 20/40 eyesight in each eye or correctable to 20/40 with corrective lens,
- F. Must have legible handwriting ability and proficiency in spelling and reading,
- G. Must not have been convicted of, pleaded guilty to, or have entered a plea of nolo contendere to any felony charge, or violation of any federal or state laws, or city ordinances, relating to force, violence, theft, dishonesty, gambling, liquor or controlled substances, and
- H. Must possess and maintain at a minimum a Tennessee Class D Operator's License and have an acceptable driving record.

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III. ACCEPTANCE PROCESS

All acceptable applicants must successfully complete the following before being accepted into the Reserve Applicant Training Program:

- A. Submit a completed Reserve Applicant Training Program application packet with all requested information included.
- B. Physical ability test, except persons applying for exempted reserve positions.
- C. Background investigation for felony criminal history. A conviction record will not necessarily be a bar to employment. Factors such as age and time of the offense, seriousness and nature of the offense, and rehabilitation will be taken into consideration.
- D. Background investigation of driving record history. A poor driving record may not necessarily be a bar to employment. Factors such as age and time of any violations and/or accidents, the seriousness and nature of the violation and/or accident, and recent (past three years) driving history will be taken into consideration.
- E. Review of past work history for any previous fire service, emergency medical service, or related emergency service experience and/or certifications, such as being a State certified fire fighter or emergency medical technician.

An application file will be created for all applicants and will contain all of the forms and information listed above, and any other material submitted by the applicant or collected in the application process.

IV. APPLICATION REVIEW PROCESS

An Application Review Committee, composed of fire department members selected by the Fire Chief, will review all applications submitted and select a sufficient number of applicants to be interviewed. The selection criteria used will include such items as the applicant's ability to follow written instructions, the applicant's performance on the physical ability test, the applicant's criminal history and driving record, and any previous emergency service related experience.

V. INTERVIEW PROCESS

All applicants selected by the Application Review Committee will be offered an oral interview. An Interview Board, composed of members of the department selected by the Fire Chief, will interview each applicant who desires to participate in the oral interview

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process. The Interview Board shall also review each applicant's application file. The Interview Board will make the final selection of applicants who will be eligible to participate in the Basic Fire Fighter Training Class. This selection will be based upon the applicant's oral interview and review of the applicant's application file.

Successful applicants must complete the training program required for that position, such as the Basic Fire Fighter Training Class. Specific training necessary will depend upon the position the person is applying for. For additional information, refer to the policies and guidelines for the specific position desired.

VI. BASIC FIRE FIGHTER TRAINING CLASS

Applicants selected by the Interview Board who so desire will be admitted to the Basic Fire Fighter Training Class (Rookie School). Candidates in Rookie School must adhere to all rules and regulations of the Rookie School. Failure to follow all requirements or meet minimum performance standards during the class shall result in the candidate's termination from the Rookie School and the Applicant Training Program.

Exception: At the discretion of the Fire Chief, an applicant who has extensive fire fighting and/or emergency medical training and qualification may omit the Rookie School. This person must attend a Germantown Fire Department orientation training session, pass the Germantown Fire Department basic fire fighting comprehensive written exam and practical review, and successfully complete a formal S.C.B.A. training class conducted by the Germantown Fire Department prior to becoming a Reserve Fire Fighter.

VII. GENERAL

- A. All participants in the Reserve Applicant Training Program shall adhere to the City of Germantown and Germantown Fire Department Policies and Regulations as applicable.
- B. The Training Officer shall oversee the Reserve Applicant Training Program. Specific Fire Department personnel may be assigned to assist in directly supervising and coordinating this Program.
- C. Reserve applicants shall meet the minimum participation requirements established for their position, as detailed herein.

VIII. QUALIFICATION LEVELS

Qualifications for personnel in the Reserve Applicant Training Program shall be divided into the following four levels:

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- A. Rookie Trainee.
- B. Reserve Fire Fighter.
- C. Reserve Fire Fighter/Driver.
- D. Applicant Trainee Special Member.

IX. ROOKIE TRAINEE

- A. A Rookie Trainee shall be that person that has met all requirements listed in Section III, above, has made appropriate application to the Germantown Fire Department, but has not completed all steps to become a Reserve Fire Fighter or Special Member Trainee as detailed herein.
- B. Rookie Trainees shall not ride out at fire stations or respond to calls, unless specifically authorized by a chief officer, such as part of their Rookie School training.
- C. Rookie Trainees will not attend Fire Department training sessions, except that training specifically for Rookies, primarily the Rookie School, unless specifically authorized by a chief officer.
- D. Rookie Trainees shall not ride on fire apparatus, except as part of training or specifically authorized by a chief officer.
- E. Rookie Trainees shall complete those items listed in Section VI prior to becoming qualified as a Fire Fighter Trainee.

X. RESERVE FIRE FIGHTER

- A. Upon completing the Basic Fire Fighter Training Class and meeting the following requirements, the applicant shall be classified as a Reserve Fire Fighter. The requirement that the Reserve Fire Fighter must complete the Rookie School may be waived by the Fire Chief, such as in the case of an applicant with extensive prior background and training in fire fighting.
 - 1. Know the locations of all equipment on all fire department apparatus.
 - 2. Know and understand the organization, operations, policies and standard procedures of the Germantown Fire Department.
 - 3. Be familiar with all Fire Department officers.

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4. Must know how to use and setup all equipment carried on Germantown Fire Department apparatus,
 5. Successfully complete a class on, and be qualified to use, self-contained breathing apparatus (S.C.B.A.) used by the Germantown Fire Department,
 6. Possess a valid C.P.R. certification, and
 7. Pass a practical exam covering Germantown fire fighting practices and procedures, and location and use of equipment.
- B. Reserve Fire Fighters will be provided turnout gear and a uniform allotment to help cover the cost of their uniform.
- C. Reserve Fire Fighters may respond to calls during scheduled ride out, ride out on apparatus, participate in Fire Department functions, and perform other duties as permitted.
- D. Reserve Fire Fighters may fight fire and operate in emergency situations. Under the supervision and approval of their company officer, Reserve Fire Fighters may drive and operate Fire Department apparatus, during non-emergency operations only, for the purpose of training, as long as they possess a valid Tennessee Class D Operator's license.

XI. RESERVE FIRE FIGHTER/DRIVER

- A. Reserve Fire Fighter/Drivers must qualify as a Pump Driver/Operator in accordance with the guidelines as established in the S.O.P. for Pumper Operator Qualifications.
- B. Reserve Fire Fighter/Drivers will have all rights and responsibilities of a Reserve Fire Fighter and shall also be permitted to drive and operate fire apparatus during emergency and non-emergency operations.

XII. APPLICANT TRAINEE SPECIAL MEMBER

An Applicant Trainee Special Member shall be any person accepted into the Reserve Applicant Training Program for a specific purpose other than becoming a Reserve Fire Fighter. These persons must meet the specific minimum qualifications developed individually for them and adhere to those guidelines that have been developed for them.

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XIII. MINIMUM PERFORMANCE REQUIREMENTS

Reserve Fire Fighters shall ride out at the fire station with their assigned company a minimum of 24 hours per month in shifts of not less than 4 hours each once they become qualified as a Reserve Fire Fighter or Reserve Fire Fighter/Driver. Reserves failing to meet this criterion will be removed from the Applicant Training Program. The Fire Chief may allow variances from these requirements in the event of special circumstances.

XIV. RIDE OUT PROCEDURES

- A. Following completion of the Rookie School, Reserve Fire Fighters and Reserve Paramedics shall be assigned to an engine or rescue company.
- B. Reserve Fire Fighters and Paramedics riding out at a fire station shall schedule their ride outs with the Battalion Chief. The Reserve shall check in and out with the Lieutenant and shall work under the direction of the Lieutenant or Paramedic II while riding out. Reserves shall wear their assigned uniform while riding out.
- C. To be eligible to ride out on Rescue 41, the Applicant Trainee must be First Responder (E.M.C.), E.M.T. or Paramedic qualified.

Exception: Qualified personnel as approved by the Paramedic II and Battalion Chief.

- D. All Reserve members shall complete a Ride Out Sheet whenever he/she rides out at a fire station. The Ride Out Sheet must be placed in the Reserve Sign In mailbox in the lounge at Station 3 at the end of the shift.
- E. Ride Outs shall consist of not less than 4 hours.



GERMANTOWN FIRE DEPARTMENT - STANDARD OPERATING PROCEDURES	
SUBJECT: STRUCTURAL TRAINING FIRES	S.O.P. 11.09
CATEGORY: TRAINING	PAGE: 1 OF 7
APPROVED BY: Chief, Germantown Fire Department	DATE: July 1, 2009

PURPOSE: To provide guidelines for burning vacant buildings as a training exercise.

I. GENERAL

All structural training fires shall be coordinated through the Training Officer. The Training Officer shall serve as the training coordinator for the training fire. Before any training or work can be done on the property, a Training Fire Liability Release Form shall be signed by the property owner. All structural training fires shall be conducted in accordance with National Fire Protection Association Standard No. 1403, "Standard on Live Fire Training Evolutions in Structures".

II. INSPECTION

When buildings are offered to burn for training exercises, the Training Officer shall inspect the property to determine its suitability for the proposed training. The following must be determined before accepting the property:

- A. Is the building of any value for training?
- B. Is the building structurally safe to use?
- C. Is there a well, septic tank, cistern, or any opening in the floor that would be hazardous to department personnel or the public during or after the training exercise?
- D. Is there a fuel tank in the basement or any other closed vessel that might rupture if involved in a fire?
- E. Have the electric power lines been disconnected and the meter removed?
- F. Have the telephone lines been disconnected?
- G. Have the natural gas and/or propane lines been disconnected and the tanks removed?
- H. Are there trees or shrubbery on or adjacent to the property that might be damaged?
- I. Are there overhead power lines or telephone cables that might be damaged?

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- J. Are there buildings or other exposures on, or adjacent to, the property that might be damaged?
- K. What type of water supply (hydrant, lake, stream, etc.) is available?
- L. Would hose lines create traffic hazards or lead to complaints from nearby residents?
- M. Would burning the building cause a traffic or spectator hazard?
- N. What effect would the smoke have on nearby residents from a public relations standpoint?
- O. What improvement will need to be made to prepare the property for a training fire?
- P. Has the owner provided all necessary permits (see Section IV)?

III. OUTLINE

Once a building has been approved for burning, the Training Officer shall complete a Training Fire Outline Form and submit it to the Assistant Chief for review prior to any training on the property. This outline shall include a simple drawing of the building and property layout. The Fire Chief shall review and approve the training outline.

IV. PERMITS

- A. The owner or his/her representative shall obtain approval from the Pollution Control Division of the Memphis-Shelby County Health Department. This will normally require an inspection and certification by an environmental consultant that the building does not have any asbestos in the construction, and 10 days advance notice to the Health Department.
- B. The owner or his/her representative shall obtain any necessary permits to burn the building from the Memphis-Shelby County Office of Construction Code Enforcement.

V. RESPONSIBILITIES

- A. **PROPERTY OWNER:** The property owner shall be responsible for:
 - 1. Providing Liability Release Form to Fire Department.
 - 2. Assuring that all property loss insurance is cancelled on the building.
 - 3. Assuring that all utilities and services, including electric, gas, water, cable, and phone, are discontinued.

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4. Preparing the property as appropriate for burning.
5. Obtaining any necessary permits or authorizations (see Section IV).
6. Removing and cleaning up remaining debris after the fire, unless prior arrangements are made with the Fire Department.

B. TRAINING OFFICER: The Training Officer shall be responsible for the following:

1. Confirming that the owner has met his/her responsibilities listed in "A".
2. Planning the training fire.
3. Completing the Training Fire Outline.
4. Obtaining the Liability Release Form.
5. Making arrangements for the burn with the owner.
6. Notifying Germantown Police Department of training fire and obtaining assistance, such as with traffic control, if necessary.
7. Inspection of the property, including items listed in Section II, above.
8. Security of scene prior to the fire.
9. Obtain approval from Assistant Chief, including date and time.
10. Make arrangements for apparatus and equipment to be used.
11. Notifying Communications of training fire plans.
12. Notifying Memphis Shelby County Health Department Pollution Control of training fire.
13. Notify owners and residents of nearby properties that may be affected of training fire date, time and plans.
14. Provide appropriate sign(s) at the scene to indicate the training exercise.
15. If a structural training fire is to be used to meet the Tennessee Commission on Firefighting's, Live Training Requirements. A completed application must be submitted by the Training Officer, 15 days prior to any live fire in an acquired structure can be conducted. The Tennessee Commission on

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Firefighting will issue a Live Burn number after approving the application.

- C. **INSTRUCTOR-IN-CHARGE:** The Instructor-in-Charge will be responsible for the following. Often, the Training Officer will be the Instructor-in-Charge during the training evolutions.
1. The Instructor-in-Charge shall direct all operations. The Instructor-in-Charge shall be responsible for all operations during the training exercise.
 2. Assess the selected fire room environment for factors that will affect the growth, development and spread of fire.
 3. Security of the scene during and after the training fire, until owner secures property. This may be delegated to another person, such as the Safety Officer.
 4. Make Instructor and other personnel assignments and briefing them on their responsibilities prior to the training fire evolutions.
 5. Briefing all students and participants prior to the training exercises.
 6. Ensure the operation is conducted in a safe, coordinated and efficient manner.
 7. The training exercise shall be immediately stopped if the Instructor-in-Charge determines the structure or operations unsafe.
 8. In coordination with the Safety Officer, the Instructor-in-Charge shall direct the Ignition Officer as to when to ignite the fire.
- D. **INSTRUCTORS:** The Instructor-in-Charge shall assign qualified Fire Department personnel to serve as Instructors in capacities as designated by the Instructor-in-Charge. The span of control for interior operations should not exceed two (2) students for each Instructor. Instructors shall be responsible for the following:
1. Ensuring that all protective clothing and equipment, including S.C.B.A. and P.A.S.S. devices, are being properly worn and used by participants, including an inspection immediately prior to entering an interior attack evolution.
 2. Instructors shall make a head count both when entering and exiting an actual attack evolution. Instructors shall closely monitor and supervise all assigned personnel during live fire evolutions.

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E. **SAFETY OFFICER:** A Safety Officer shall be appointed for all live fire training evolutions. The Safety Officer shall be responsible for the following:

1. Provide for the safety of all persons on the scene, including students, instructors, visitors and spectators.
2. Security of the scene during operations and afterwards, as coordinated with the Instructor-in-Charge.
3. Prevention of any unsafe acts.
4. Elimination of unsafe conditions.
5. Assure that all personnel are properly wearing full protective clothing and equipment, including S.C.B.A. prior to entering hazardous areas. This shall include training personnel. Prior to personnel entering into a live fire training evolution, the Safety Officer shall inspect participants to ensure that the protective clothing, S.C.B.A. and P.A.S.S. devices are being properly worn and in use in accordance to NFPA 1403 and OSHA 1910-134.
6. Assign additional safety personnel as needed, including Safety Team personnel.
7. Keeping record of all personnel in the training operations area during each evolution. The Instructor-in-Charge shall assure the accountability of all personnel involved in the training fire during and after the fire by designating an Accountability Officer.

F. **SAFETY TEAM (S):** At least one Safety Team shall be provided for backup of training teams. Each Safety team shall have at least two instructors. The Safety Team shall have a charged hose line of at least 1 1/2". The Safety Officer shall designate a Safety team Officer to each Safety team. The Safety Team(s) shall be responsible for:

1. Protection of personnel inside training building, including placement in locations to protect students from unplanned conditions.
2. Control of fire, including stopping any unwanted fire travel.
3. Accompany Ignition Officer when igniting the fire.

G. **IGNITION OFFICER:** The Ignition Officer shall be responsible for the following:

1. Control of the materials being burned.

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2. Assure that only Class A materials are used only in the amounts necessary to create the desired fire size. Per NFPA 1403, flammable liquids shall not be used during any structural training fires. Pressure-treated wood, rubber and plastic materials shall not be used.
3. Assure that no flammable or combustible liquids are permitted in the building once the fire has been ignited.
4. Starting the fire when directed by the Instructor-in-Charge.
5. The Ignition Officer shall wear full protective clothing, including S.C.B.A. when performing this function.

H. **INTERIOR INSTRUCTOR:** The Interior Instructor shall oversee all interior operations and coordinate such with the Instructor-in-Charge.

VI. OPERATIONS

- A. Prior to operations beginning, the scene shall be adequately secured. The fire operation area shall be appropriately secured and only personnel actively engaging in the operations or approved by the Instructor-in-Charge shall be permitted within this operations area. This area will normally be marked off by fire line tape.
- B. Records shall be maintained of all personnel within the fire operation area during all live fire operations.
- C. A staging area outside the operations area shall be secured to provide location for other personnel while not actively engaging in the operations.
- D. Any non-Germantown Fire Department member desiring to enter the secured staging or operations area, such as personnel from other departments, media and photographers, shall be approved by the Instructor-in-Charge or other person designated. Persons entering the operations area shall sign and return a Germantown Fire Department Training Liability Release Form prior to being permitted inside this area.
- E. Prior to operations beginning, the Instructor-in-Charge shall assemble all participants for a pre-training briefing. This briefing shall include a general overview of the operations, personnel assignments, and safety considerations.
- F. The Incident Command System shall be used during the training operations.
- G. At least one safety team with an adequate hose line shall be available to assure the safety of personnel involved in fire training. Additional safety personnel shall be designated as needed. No personnel shall be permitted inside a burning structure

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without the approval of the Instructor-in-Charge and Safety Officer.

- H. Prior to the fire evolution, a roll call of all command Instructors shall be made to assure that all personnel are ready.
- I. Any visitors permitted to observe operations within the fire operations area shall be escorted at all times and equipped with necessary protective clothing.
- J. Upon completion of training, the scene, including structure, shall be secured from hazards and/or turned over to the property owner for disposition.
- K. Communications and the Germantown Police Department shall be notified of all training fires and police assistance obtained when necessary for scene security, etc.
- L. A post-training analysis session shall be conducted to evaluate the participants' performance and to reinforce the learning experience.