

Standard Operating Guidelines

ANNAVILLE FIRE DEPARTMENT



Annville Fire Department

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Acting Officers

DOCUMENT/SUBJECT: Acting Officers

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT'S TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the positions, rank, and responsibilities of acting officers.

II. Preface:

When appointed officers are not available for response or when an officer has resigned or been removed from duty with cause, acting officers will be in charge of that unit of activity.

III. Guideline:

1. Acting officers may be appointed by the immediate superior officer when an appointed officer has resigned, been removed or relieved of duty with cause, on vacation, or leave.
2. Acting officers shall have the authority and be required to enforce the regulations and orders of the position and will be charged with the knowledge of and be accountable for the proper execution of the duties of such rank.
3. Acting officers shall be obeyed and respected accordingly.
4. Acting officers shall not alter or dismiss the standing orders of the regular officer without specific authority from a superior officer.
5. When appointed officers are not available, the most qualified member/employee shall be in command of that unit/company. Qualifications are as follows in the appropriate order:
 - A. Most firefighter certifications (TCFP before SFFMA)
 - B. Highest level of EMS training
 - C. Years of service with Annville Fire Department
6. A regularly appointed officer of equal rank will take precedence in command at fires or other emergencies over acting officers at the discretion of a regularly appointed officer.
7. All acting officers must meet the requirements of the position they are filling.

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Annual/Return to Work Fit for Duty Physical Agility

DOCUMENT/SUBJECT: Annual/Return to Work Fit for Duty Physical Agility

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline will specify the requirements for the annual physical agility test.

II. Preface:

All members/employees will be required to perform annual/return to work fit for duty physical agility test.

III. Requirements:

The annual/return to work fit for duty physical agility test will consist of the following six stations:

1. Hotel pack/hose hoist simulation: Members/employees will pick up a hotel pack and proceed up stairs to the windowsill, place hotel pack on the floor at windowsill and hoist hand over hand a 50 ft. section of 1 ¾ in. hose and bring rolled hose in window and touch floor then shall lower the same section of hose controlled hand under back to the ground. This skill will be done five times. Members/employees shall then pick up hotel pack and proceed back to the bottom of the stairs and carry hotel pack to next station where they will place the hotel pack on the ground. Members/employees shall maintain three points of contact while climbing stairs and shall not be allowed to skip steps.
2. Hose pull: Members/employees will set hotel pack on ground and pull two sections of 1 ¾ in. hose around a pole. Members/employees will pick up hotel pack and walk to the next station.
3. Ladder climb with ladder already in place: Members/employees will go to ladder and climb up to designated area and back down. This skill will be done five times. Members/employees are not allowed to skip rungs or slide down the ladder rails. Members/ employees will pick up hotel pack and carry it to the next station.
4. Tire flip: Member/employees will flip a squad truck tire five times. Members/employees will pick up hotel pack and walk to the next station.
5. Hose relay: Members/employees shall pick up and carry a 50 ft. sections of rolled 5 in. hose a distance of 50 ft. each time. Members/employees will pick up a 50 ft.

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section of 5" rolled hose and carry it a distance of 50ft. and sit it on the ground, stand straight up, then pick up and return the rolled hose to the starting point. This will be done five times. Hotel pack will stay at the hose carry station and proceed to dummy drag.

6. Dummy drag: Members/employees will set the hotel pack on the ground next to the dummy. Members/employees will pick up the 165 lb. dummy and drag it 75 ft. There is no specific way to drag the dummy.
7. Members/employees will wear a full SCBA pack with 45-minute bottle (not breathing on air) without facemask, choice of work out clothing (shorts, t-shirt, sweat pants, etc.) and athletic shoes. The member/employee will not complete the physical if unable to complete one of the stations or if unable to maintain forward progress for 10 seconds at any point during the evaluation.
8. Prior to the annual/return to work physical agility test the member/employee will go through a pre-assessment evaluation to check pulse rate, temperature, blood pressure, blood glucose check, and ECG. If you are unable to pass the pre-assessment evaluation, it will count as a failure of the annual/return to work physical agility.
 - A. Pulse rate cannot be greater than 100 prior to test.
 - B. Temperature cannot be greater than 100 degrees Fahrenheit.
 - C. Blood pressure cannot be greater than 160 systolic or 90 diastolic.
 - D. Blood glucose must be above 80 before starting.
 - E. EKG must show normal sinus rhythm with no abnormalities.
 - F. All above vital signs are minimum wellness standards unless a written notice from members/employees doctor shows different vitals are normal and safe for member/employee.

IV. Repercussion:

If unable to complete the annual/return to work physical agility test member/employee will be allowed to return to unlimited work for 30 days and be allowed to challenge the test as many times as needed. After 30 days then member/employee will be placed on probation including probation pay for an additional 30 days. If after the 60 days member/employee does not complete physical agility test the member/employee will be placed on leave without pay for an additional 30 days. At any time from Monday thru Friday from 9:00 a.m.- 5:00 p.m. a member/employee can request another challenge to the physical agility test. If after 120 days member/employee has not completed the annual physical agility test then the member/employee will be terminated.

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Assistant Chief

DOCUMENT/SUBJECT: Assistant Chief

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the position, rank, and primary duties of Assistant Chief(s).

II. Preface:

Assistant Chief(s) will be assigned specific duties at time of appointment. The number of Assistant Chief(s) and their duties will be decided by the Fire Chief.

III. Position:

Title:	Assistant Chief
Selection:	Appointed by Fire Chief as needed
Reports to:	Chief of the Department
Positions Supervised:	Direct supervision of Captains and indirect supervision of all members/employees of the department.

IV. Duties:

1. Assume command of the department in the absence of the Fire Chief and Deputy Chief(s).
2. Be responsible for the proper leadership, management, actions, and discipline of officers, members/employees under his/her supervision.
3. Enforce the department Standard Operating Guidelines.
4. Respond and/or be in command of emergencies as prescribed by the Fire Chief.
5. Under circumstances of emergency, when the interest of the department would suffer by a member remaining on duty, have the authority to relieve the member from duty immediately pending investigation and referral to the Fire Chief of written charges.
6. Display equal and impartial treatment of all members/employees at all times. He/she shall not be unjust, show favoritism, shield incompetence, misconduct or neglect duty.

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7. Routinely observe the condition of facilities, apparatus' and training efforts to determine the overall readiness of the suppression, rescue, medical and hazmat operations of the department.
8. Assist with the preparation of an annual budget and estimated cost to operate the department during the fiscal year.
9. Examine all reports and records of business of the department dealing with equipment and apparatus'.
10. Investigate, make recommendations and report the disposition of any major violations of the department Standard Operating Guidelines.
11. Responsible for the maintenance of all firefighting equipment in all stations.
12. Perform other duties assigned by the Fire Chief.

V. Absence from Duty:

Assistant Chief(s) shall notify the Fire Chief of any condition that may cause him/her to be absent or unable to perform these duties.

VI. Minimum Standards and Eligibility:

1. Minimum of three (3) years' experience.
2. Certified Firefighter through Texas Commission on Fire Protection.
3. Minimum of Emergency Medical Technician through Texas Department of State Health Services.
4. National Incident Command System Certifications 100, 200, 300, 400, 700, and 800.

VII. Desired Skills:

1. Knowledge of current certification requirements for members/employees.
2. Communicate effectively, both verbal and written.
3. Strong team building, leadership and interpersonal skills.
4. Work well without supervision.
5. Handle sudden changing working conditions and assignments.
6. Working knowledge of emergency operations management tactics.

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7. Working knowledge of the department's Standard Operating Guidelines.

VIII. Work Location and Conditions:

The majority of administrative duties will be in the office. Adverse or potentially hazardous environments may be routinely present during training exercise and/or emergency response operations. Moderate to heavy lifting, with protective clothing and SCBA may be required.

IX. Compensation and Benefits:

Compensation will be dependent on current budget and adopted pay rates.

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Attention to Duty

DOCUMENT/SUBJECT: Attention to Duty

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the general rules of attention to duty for all members/employees of the department.

II. Preface:

The department exists to provide emergency services to the community/public. Members/employees must be prepared and able to offer services in difficult circumstances. General rules of attention to duty are necessary to maintain good working order within the department and members/employees shall abide by these rules. Violation of these rules of conduct by any member/employee, regardless of rank, may be sufficient cause for disciplinary action, including reprimand, suspension, being relieved of duty, removal from rank, or termination.

III. Guideline:

1. **Duty to Render Assistance:** Members/employees shall be attentive to and take suitable action to the best of their ability on requests for assistance from the public. If necessary, members/employees shall summon additional aid as needed.
2. **Safety:** Members/employees shall use reasonable precautions and safety measures to reduce the risk of injury or accident to the public, other members/employees, and to property.
3. **Duty to Act on Complaints:** Members/employees shall be attentive to and take suitable action to the complaints of the public. Members/employees shall fulfill proper requests for information or assistance. Members/employees should not shirk or avoid responsibility, or imply lack of attention to complaints. No matter how trivial the request may seem, each member/employee shall thank the citizen for bringing the matter to his/her attention, and forward it to his/her immediate supervisor for further action. If possible, complaints should be resolved at the station level or throughout the chain of command.
4. **Seeking Advice:** Members/employees who are unsure about the nature of an assignment or appropriate course of action shall seek information from their immediate supervisor.

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5. **Company Training:** Members/employees shall be responsible for learning the skills necessary to safely and effectively complete their assignments as a member of a team. Training classes on all phases of department activities, as required, will be coordinated by the Department Training Officer and conducted by the station officers, members/employees, chief officers, or outside agencies.
6. **Territory:** Members/employees should have general knowledge of streets, block numbers, hydrant locations, and target hazards in their station districts. When responding to an alarm, members/employees shall use the most direct route, considering traffic and street conditions at the time.
7. **Acting in Higher Position:** Members/employees shall qualify themselves through training and observation for the next higher rank or position, so they may assume such duties and responsibilities in emergencies or as needed.
8. **In the Absence of Designated Officers:** (See Acting Officer Standard Operating Guideline).
9. **Telephone Number:** All members/employees shall furnish administration with a current telephone number where they may be reached in time of need.
10. **Change in Personal Status:** Members/employees shall immediately notify administration of any change in personal status (address, telephone number, place of employment, certification level, etc.) and complete a new application to update department records.
11. **Reporting Injuries:** Members/employees shall notify their Captain or immediate supervisor as soon as possible of any injury sustained while on duty, no matter how slight the injury, a report must be filed.
12. **Communicable Disease, Drug Use, or Intoxication:** Any member /employee knowing or suspecting another member/employee of having a communicable disease, using drugs not prescribed by a physician, being intoxicated while on duty, shall report such activity through chain of command to the Fire Chief. Any member who feels that they may have been exposed to a communicable disease shall notify, in writing, their supervisor immediately.
13. **Testifying in Departmental Investigations:** Members/employees shall answer questions and/or provide statements and/or material relevant to any department investigation when directed to do so by a superior officer or supervisor.
14. **Subpoena and/or Department Related Business:** Any member/employee summoned, requested to appear in court, or asked to make a statement, as a result of their knowledge of occurrences that may affect the department, shall immediately notify the Fire Chief. Any member/employee subpoenaed to testify regarding department business, will appear in department issued Class B uniform at a minimum, neat in appearance, and in accordance with department rules.

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15. **Lawsuits and/or Department Related Business:** Any member/employee who has had a damage suit filed against him/her by reason of an act performed in the line of duty, shall immediately notify the Fire Chief. The member/employee will furnish a copy of the complaint together with a complete and accurate account of the circumstances in question to the Fire Chief.
16. **Saluting:** Members/employees shall salute the National Colors and the National Anthem with the hand salute while in uniform. If not in uniform, members/employees shall stand at attention and remove headgear as the National Colors Pass.
17. **Relieved of Duty:** Any member/employee may be relieved of duty by a superior officer or a supervisor under circumstances of emergencies such as intoxication, willful refusal to obey orders, or other behaviors that may cause the best interest of the department to suffer by the member/employee remaining on duty. Such actions shall be supported by a written complaint on the Disciplinary Action Form.

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Boat Operations

DOCUMENT/SUBJECT: Boat Operations

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

- A. The purpose of this Standard Operating Guideline is to establish guidelines for conducting safe and effective rescue boat operations in such a manner as to ensure that all boat-related operations and planning under the auspices of The Annville Fire Department and/or The Annville Dive Recue Team is conducted so as to maximize both the protection of all personnel from accidental injury and/or illness and maximize the efficiency of boat-utilized operations. Further, to also set forth standards for training, initial certification and annual recertification of boat operators. The Annville Fire Department and the Annville Dive Rescue Team utilizes boats for water rescue operations; underwater recovery operations; the evacuation of victims during flash flooding; performing damage assessments; police evidence recovery; firefighting (under limited circumstances and conditions); and other purposes as directed by an Incident Commander. Fulfillment of these purposes shall be consistent with the furtherance of safety.
- B. This standard shall be used only as a set of guidelines within the decision making process, since circumstances and conditions may vary widely from one operation to another. No written standards can give advice for all situations, and no standards can replace competent instruction under the supervision of competent instructors. Furthermore, no standards can replace experience during operational circumstances, or practice under controlled conditions.
- C. Individuals engaging in operations, particularly under the adverse conditions present during many rescues, recoveries, or other similar circumstances, must realize that the activity they are undertaking has inherent dangers. Each individual must be presumed to be voluntarily participating in the activity which he/she is undertaking and thus must assume the risk that goes with it. Otherwise, that individual is expected to make the Incident Commander aware of the fact that he/she does not wish to participate.

II. Preface:

This procedure applies to all personnel responsible for performing technical search, emergency rescue, and recovery response and operations that, under the auspices of The Annville Fire Department and/or The Annville Dive Rescue Team, operate any boat for search, rescue or recovery operations, training or demonstration purposes.

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III. Guidelines:

GENERAL RULES OF OPERATION

1. EVERY individual launching, riding in (including rescue personnel, EMS personnel, victims, etc.), or recovering a boat MUST wear an approved Personal Flotation Device (PFD) in its prescribed fashion. When a boat is launched in support of a water rescue and/or evacuation operation, consideration must be given to providing PFD's for all victims.
2. Motors must be shut down whenever a boat is being operated within fifteen (15) feet of a diver either on or below the surface of the water. The only exception will be during an emergency recovery of a diver. In that case all due care must be taken.
3. Only properly-trained personnel may operate the boat motor during actual rescue/recovery operations (one such individual needs to be in the boat during all training exercises). Trained operators from other Teams / Units may be permitted to operate our boats with the approval of a Chief.
4. A radio must be in the boat every time that it is launched. Constant communications must be maintained at all times with the Incident Commander, or Operations Section.
5. Only hard-bottomed boats will be launched at any scene of a hazardous material release, release of an unknown substance, or where it is reasonable to believe that immersion of an inflatable boat would subject the construction and/or material of that boat to short or long-term ill effects.
6. A fully stocked medical bag and AED will be put on the boat, before all launches including training. A minimum of three (3) qualified personnel will be on the boat on all rescue calls.
7. Emergency warning lights will always be used when craft is in the water.
8. If ground operations are near water that is either swift or more than 3 foot deep, a personal flotation device (PFD) must be worn.

BOAT OPERATOR CERTIFICATION STANDARDS

1. The rescue boat operator will be able to demonstrate a working knowledge of the equipment and. maintenance of all boats utilized by the Unit, to include as a minimum:
 - A. Proper maintenance of and care for all boats:
 - i. Inflation and valves (inflatable)

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- ii. Hulls (non-inflatable)
 - B. Fuel - pre-mixed requirements and fuel/oil mixture preparation
 - C. Propellers - changing and inspecting
 - D. Mounting and dismounting motors
2. The rescue boat operator shall demonstrate a working knowledge and functional ability in the operation of all boats utilized by the Unit, to include as a minimum:
- A. Proper and safe launching and retrieving
 - i. To/from trailers
 - ii. To/from shoreline or dock
 - B. Starting / stopping / shifting of boat motors
 - C. Safe boat operations, rules of the road
 - D. General TX boating laws (including exemptions that we operate under)
 - E. Ferrying in moving water
 - F. Eddys - entry and exit
 - G. Holding on station, under power, in moving water and calm water
 - H. Docking
 - i. Dockside
 - ii. Shoreline
 - I. Retrieving an object and person from the water
 - i. Standing water
 - ii. Moving water
 - J. Paddling and rowing skills
 - K. Self-rescue skills
 - L. River sense and river reading

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- M. Two boat tethers to implement dam rescues
 - i. Lead boat
 - ii. Safety boat

- N. Safe boat operation during diving operations
 - i. Tender boat
 - ii. Safety boat
 - iii. Diver shuttle boat

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Captain

DOCUMENT/SUBJECT: Captain

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the position, rank, and primary duties of a Captain.

II. Preface:

The Captain is the cornerstone of delivery of emergency services. As company commander, the Captain is responsible for leadership and supervision of the daily operations for all activities within the area assigned to each station. The Captain has the most influence over the quality of service, attitude, morale, image, and state of readiness of the department.

III. Position:

Title:	Captain
Selection:	Captains will be promoted or appointed by the Fire Chief according to the Promotion Standard Operating Guideline.
Reports to:	Chief Officers
Positions Supervised:	Direct supervision of members/employees under their command.

IV. Duties:

1. Be fully responsible for the proper leadership, morale, efficiency, and discipline of all members/employees under his/her supervision; and for any property, apparatus, personnel and equipment assigned to their respective station.
2. Lead by example and require that members/employees complete work proficiently and in accordance with the department's Standard Operating Guidelines.
3. Enforce the Standard Operating Guidelines of the department.
4. Thoroughly understand the duties of those under their command, ensure that members/employees are trained in the full performance of their duties, and delegate certain responsibilities. Captains shall impart knowledge gained through experience, study, or schooling to members/employees under their command, using all available instructional aids and materials.

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5. Oversee a Driver/Operator Training Program for members/employees under their command.
6. During emergency responses:
 - A. Shall be seated in the front passenger seat of the apparatus going to and returning from an alarm and shall be responsible for driver's safe operation of the apparatus, especially speed. Apparatus returning to quarters shall be governed by local and state traffic regulations.
 - B. He/she shall exercise command unless relieved by a superior officer, to whom they shall report and whose orders they will obey. They shall be the commanding officer of their respective company and shall supervise its movements and operation's unless otherwise ordered by a superior officer.

V. Other Duties:

Captains shall also:

1. Familiarize themselves with the streets, characteristics of buildings, and locations of fire hydrants in their respective area, and see that members/employees do the same.
2. Be responsible for the care and maintenance of buildings in which their companies are quartered, they will:
 - A. See that the quarters are kept clean and in orderly condition.
 - B. See that all visitors are greeted courteously and that no stranger be permitted to go about the station unescorted.
 - C. Not permit damage to be done to the building.
3. Be responsible for all apparatus, hose, ladders, and other firefighting equipment assigned to their station. They will:
 - A. Keep apparatus and other equipment neat, clean, and ready for service at all times.
 - B. Maintain reserve apparatus and equipment located in their respective stations in proper order and ready for service.
 - C. Submit a correct and complete inventory of all department property in their care or possession to administration at the end of the year or when requested.

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- D. Document any deficiencies found during inspections and/or testing apparatus equipment, including state inspection stickers and preventive maintenance through e-mail to the Chief(s) and other Captains.
- 4. Be responsible for the safe and permanent up keep and filing of station files, including:
 - A. Personnel files, including the home address and telephone numbers of members/employees under their command.
 - B. Apparatus and equipment inspection, maintenance and repair files.
- 5. Investigate all complaints from the superior officers, members/employees or the public and make a written report to their immediate supervisor, complete with problem cause, corrective action taken and recommendations. They shall at all times display equal and impartial treatment of members/employees under their command. They shall not be unjust, show favoritism, shield incompetence, misconduct, or neglect of duty.
- 6. Examine all reports and records of their station, including fire reports, inspection forms, inventories, disciplinary actions, and any other reports required by the department and forward such reports or other matters relating to the department through proper channels.
- 7. Assist in the investigation of all accidents of injuries to any member/employee assigned to their command and complete all reports according to department procedures.
- 8. Notify their immediate supervisor of any unusual happenings or circumstances that may arise and is not covered by the department's Standard Operating Guidelines.
- 9. Perform any other duties assigned by a superior officer.

VI. Absence from Duty:

The Captain shall notify a supervisor of any condition that may cause him/her to be absent or unable to perform these duties.

VII. Minimum Standards and Eligibility:

- 1. Minimum of two (2) years' experience.
- 2. Minimum of Texas Commission on Fire Protection Basic.
- 3. Minimum EMT Basic.

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4. Have full driver status.
5. Pass promotional exam requirements (See Promotion Standard Operating Guideline).
6. National Incident Management System Certifications 100, 200, 700 and 800.

VIII. Desired Skills:

While not mandatory, these skills are preferred:

1. Knowledge of current certification requirements for firefighting personnel.
2. Able to communicate effectively, both verbal and written.
3. Strong team building, leadership, and interpersonal skills.
4. Able to work well without supervision.
5. Able to handle sudden changing work conditions and assignments.
6. Working knowledge of emergency operations management tactics.
7. Working knowledge of the department's Standard Operating Guidelines.

IX. Work Location and Conditions:

The majority of administrative duties will be in the office. Adverse or potentially hazardous environments may be routinely present during training exercises and/or emergency response operations. Moderate to heavy lifting, with protective clothing and SCBA, may be required.

X. Compensation and Benefits:

Compensation will be dependent on current budget and adopted pay rates.

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Child and Elder Abuse

DOCUMENT/SUBJECT: Child and Elder Abuse

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall establish mandatory guidelines that will ensure the most effective level of protection for both emergency care providers and the citizens we serve.

II. Preface:

All members/employees must comply with the Child/Elder Abuse Guideline. Failure to follow these guidelines will result in strict disciplinary action.

III. Guideline:

It is the policy of the department to report any and all findings of child and/or elder abuse immediately to the proper authorities. It is unlawful for EMS personnel to not report child/elder abuse to the receiving facility if the patient was transported to a hospital. A report must be written and given to the EMS Director upon return to the station. If the patient was not transported to a hospital, the EMS Director will review the report and call the following authorities:

Abuse Hotline
1-800-252-5400

Nueces County Sheriff Office
1-361-826-8900

The EMS Director will follow up with the proper authorities two weeks after the report is made.

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Deputy Chief

DOCUMENT/SUBJECT: Deputy Chief

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the position, rank, and primary duties of the Deputy Chief of the department.

II. Preface:

Deputy Chief(s) will be assigned specific duties at time of appointment. The number of Deputy Chief(s) and their duties will be decided by the Fire Chief.

III. Position:

Title:	Deputy Chief
Selection:	Appointed by Fire Chief
Reports to:	Chief of Department
Positions Supervised:	Direct Supervision of Captains and Indirect supervision of all members/employees of department.

IV. Duties:

1. Assumes command of department in absence of the Fire Chief.
2. Be responsible for the proper leadership, management, actions, and discipline of officers.
3. Respond and/or be in command of emergencies as prescribed by the Fire Chief.
4. Under circumstances of emergency, when the interest of the department would suffer by a member remaining on duty, have the authority to relieve the member from duty immediately pending investigation and referral to the Fire Chief of written charges.
5. Enforce and abide by all department Standard Operating Guidelines.
6. Display equal and impartial treatment of all members/employees. He/she shall not be unjust, show favoritism, shield incompetence, misconduct or neglect of duty.

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7. Routinely observe the condition of facilities, apparatus and training efforts to determine the overall readiness of the suppression, rescue and hazmat operations of department.
8. Assist with the preparation of an annual budget and estimated cost to operate department during fiscal year.
9. Examine all reports and records of business of department.
10. Investigate, make recommendations and report the disposition of any major violations of department Standard Operating Guidelines.
11. Perform all duties assigned by Fire Chief.

V. Absence from Duty:

The Deputy Chief shall notify the Fire Chief of any condition that may cause him/her to be absent or unable to perform these duties.

VI. Minimum Standards and Eligibility:

All members/employees in good standing and with the following qualifications are eligible:

1. Certified Firefighter through the Texas Commission on Fire Protection.
2. Able to communicate effectively, both verbal and written.
3. Strong team building, leadership, and interpersonal skills.
4. Able to work well without supervision.
5. Able to handle sudden changing conditions and assignments.
6. Working knowledge of emergency operations management tactics.

VII. Work Locations and Conditions:

The majority of administrative duties will be in the office. Adverse or potentially hazardous environments may be routinely preset during training exercises and/or emergency response operations. Moderate to heavy lifting while in protective clothing and SCBA, may be required.

VIII. Compensation and Benefits:

Will be in accordance with the budget and discretion of Fire Chief.

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Disciplinary Actions

DOCUMENT/SUBJECT: Disciplinary Actions

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline will define department policy on disciplinary action and establish departmental due process.

II. Policy:

In order to maintain high standards of conduct, professional demeanor, morale, uniformity, and enforcement of rules and regulations, a means of discipline is necessary. It is a Standard Operating Guideline of the department that certain members of the department will be granted disciplinary authority consistent with their rank and position over members/employees of the department.

It is a Standard Operating Guideline of the department that members are expected to comply with the department's standards of behavior and performance and that any noncompliance must be remedied and will be subject to progressive discipline, or in some instances, suspension and/or termination.

1. Any member/employee who feels aggrieved and wishes to file a complaint against a fellow member/employee and/or supervisor of the department shall have that right without fear of reprisal or intimidation.
2. Members filing complaints will follow those guidelines as outlined in the Standard Operating Guideline.
3. Any member/employee disciplined by an officer and/or supervisor with disciplinary authority shall have the right to appeal such discipline. Any member/employee appealing any discipline rendered upon him/her shall have the right to an appeal to the Fire Chief of the department with a final appeal to the Board of Commissioners.
4. The Board of Commissioners has the duty to hear any final appeal and to render a fair judgment. The Board of Commissioners retains the right to sustain, revoke or amend any discipline rendered. Any judgment rendered by the Board of Commissioners is final.
5. The progressive disciplinary procedure described in the Standard Operating Guideline of the department shall be applied fairly to any member/employee who is experiencing a repeated offense or a series of unrelated problems or offenses

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involving job performance and/or behavior. Any supervisor, who feels that the progressive disciplinary action is not strong enough, can use their judgment and discipline, as they feel necessary under the boundaries.

6. In cases involving serious misconduct, such as a violation of the law or a Standard Operating Guideline of the department, which states that violation can subject the member/employee to "disciplinary procedures up to and including termination", the appropriate supervisor/officer may disregard the progressive disciplinary procedures and if appropriate, suspend the member/employee immediately and recommend termination of the member/employee to the Fire Chief. In no case shall a supervisor/officer terminate a member/employee.
7. A period of two years, during which a member experiences no disciplinary action, will nullify any previous violation or incidents for purposes of implementing the disciplinary procedures contained in this guideline.

III. Types of Disciplinary Action:

- Counseling/Oral Reprimand
- Written reprimand
- Relieved of duty
- Suspension
- Termination

Counseling/Oral Reprimand is a training method to improve performance or to correct unsatisfactory behavior of a member/employee. Counseling shall consist of an informal, but thorough, explanation of the unsatisfactory performance and suggestions for improvement. This is the mildest form of disciplinary action, and should be regarded as instruction. Counseling/Oral Reprimands will be recorded in the members/employees personnel file.

Written Reprimand is a formal disciplinary action taken for repeat infractions of the department guidelines. It may also be the disciplinary action taken for a second offense of certain infractions, if the supervisor/officer determines it is the only disciplinary action required for the offense. Written reprimands shall consist of a formal, thorough review of the infraction and suggestions for improvement. Written reprimands shall be recorded in the department members/employees personnel file.

Relieved of Duty is a formal disciplinary action for major infractions of the guidelines, such as fighting, willful insubordination or when the supervisor feels it is in the best interest of the department for the member/employee not to remain on duty. Being relieved of duty may be a temporary removal from operations or removal from suppression activities. A supervisor/officer who relieves a member/employee from duty shall submit all charges and recommendations in writing through the chain of command to the Fire Chief for approval and possible further action. Relieved of Duty reprimands shall be recorded in the department members/employees personnel file.

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Suspension is a formal disciplinary action for major infractions of the guidelines, or when the supervisor/officer determines it is in the best interest of the department for the member/employee to not participate in any department activities. A member/employee who is suspended, shall turn in all department property to his/her captain within 48 hours and will not be allowed to participate in any department activities during the term of the suspension. The member/employee suspended will lose all claim to said equipment but will have it returned to him/her to resume their duties based on the department's needs and resources. The length of the suspension should be determined by the circumstances of the infraction. During an emergency, any officer or incident commander may suspend a member/employee from duty at that time subject to immediate filing of written charges through the chain of command to the Fire Chief who shall approve/disapprove the action. At all other time's, suspension may be the recommended course of action suggested in any charges forwarded through the chain of command to the Fire Chief. Only the Fire Chief may suspend a member/employee, with cause, at any time. Suspension shall be recorded in the department members/employees personnel file.

Termination is the most severe form of disciplinary action and is used when it is in the best interest of the department to remove the member/employee from its ranks. Officers may only recommend termination—only the Fire Chief may terminate a member/employee. A member/employee who is terminated, shall return all department property within 48 hours and will be prohibited from further association with the department. A supervisor/officer who recommends termination, shall submit all charges in writing through the chain of command to the Fire Chief who shall approve/disapprove the recommendation. If approved, the ESD Board will be notified of termination.

IV. Notification:

Members/employees shall receive written notification of any disciplinary action above counseling. Members/employees shall acknowledge written disciplinary actions by signing the file copy of the reprimand, suspension or termination letter. The supervisor/officer shall note any refusal to sign in the file. If a member/employee refuses to sign, he/she may be subject to further disciplinary action. If member/employee cannot be reached, a certified letter will be mailed to his/her address.

V. Appeal:

Any member/employee has the right to provide a written reply on any disciplinary action and include it in the file and attach it to the disciplinary action report. The member/employee may also appeal the disciplinary action as defined in department Standard Operating Guidelines.

VI. Scope of Authority:

Supervisors/Officers may take appropriate action up to the limits of authority defined in their respective rank, and listed in the department Standard Operating Guidelines.

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VII. Suggestion for Supervisors/Officers:

Supervisors/Officers should determine if the infraction was caused by willful intent, negligence, lack of training, or ignorance of the guidelines. While ignorance is not an excuse, the supervisor should understand the reason for the infraction before determining disciplinary action. Get all sides of the story. There may be other reasons, which influenced the member's/employee's behavior. If possible reach a mediated solution to the problem rather than arbitrary disciplinary action. Many times, open discussion and understanding the cause of the unsatisfactory behavior will prevent further infractions of the guidelines.

Another supervisor/officer should witness all disciplinary actions. This prevents future confusion about the contents or delivery of the disciplinary action.

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Dress Code and Grooming Standards

DOCUMENT/SUBJECT: Dress Code and Grooming Standards

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the Dress Code and Grooming Standards for All Nueces County ESD #1/Annville Fire Department members/employees.

II. Preface:

Dress Code: Uniformed members/employees shall keep in mind that they are an authority figure to the citizens of Nueces County and shall maintain a professional appearance while in uniform.

III. Grooming Standards:

Uniformed Male Members/Employees:

1. Members/employees shall be clean-shaven except that a mustache is permitted.
2. Mustaches must be neat and professional in appearance and must never interfere with the proper seal of a face piece.
 - A. Hair that interferes with the proper seal of the face piece must be trimmed.
 - B. Eccentric mustaches, which attract attention or impair safe operations, are not permitted.
3. Members/employees shall have their hair cut and trimmed to present a neat and well-groomed appearance. The length of the hair must never be long enough to interfere in the safe use of protective breathing equipment. Hair at the neckline shall not extend past the neck line into the shoulder line. Sideburns shall not interfere with the safe wearing of protective equipment.

Uniformed Female Members/Employees:

1. Female members/employees may have longer hair so long as it is pinned up or secured at all times to meet the Standard Operating Guideline, and to the extent that it does not interfere with the proper wearing of protective breathing equipment. Styles such as pigtails, braids, and large bouffant styles are not acceptable.
2. The requirement for pinned-up hair is waived for female members/employees not assigned to fire suppression duties.

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Jewelry for Uniformed Members/Employees:

1. Members/employees in uniform may wear a wristwatch and a medic-alert or identification bracelet. Rings also may be worn, but only one on each hand. A wedding set will be considered one ring. Decorative jewelry will not be worn. Necklaces worn for medical or religious reasons may be permitted, provided they do not show when wearing the uniform. No pins are to be worn with the uniform, except Annaville Fire Department service pins.
2. Uniformed women not on emergency duty will be allowed to wear a single ear stud on each ear provided they are round in shape and not exceeding 5 millimeters in diameter or length. If needed for emergency duty, earrings must be removed.
3. Earrings, nose rings, eyebrow piercings, or other facial piercings, will not be allowed while on duty since they can interfere with protective equipment.

IV. Body Art:

1. All forms of intentional manipulation of the skin, including but not limited to tattoos, piercings, branding, and scarring, shall be known as “body art”.
2. All forms of body art must be concealed by the authorized uniform when a member/employee is on-duty.
3. Exceptions
 - A. Members/employees that have body art on any visible body part (i.e. arms, neck, head, and legs) and are employed/volunteer by the department as of January 1, 2015, are not required to cover the body art with the authorized uniform.
 - B. A photograph of each employee’s/member’s body art that is visible while wearing the authorized uniform, as it existed on January 1, 2015, is retained in the employee’s/member’s personnel file.
 - C. Additional body art obtained by a member/employee after January 1, 2015, must be concealed by the authorized uniform when a member/employee is on-duty or representing the department.
 - D. If proper documentation was not received by Fire Administration by January 1, 2015, then members/employees with body art must be concealed, no matter when obtained, by the authorized uniform when a member/employee is on-duty or representing the department.
 - E. The Fire Chief has the authority to require body art that is below the authorized uniform shirt sleeve or above the collar to be covered while on-duty.

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- F. No facial/head tattoos will be allowed. Members/employees that obtain a facial or head tattoo will be immediately terminated.
- G. Current members/employees are encouraged to wear long sleeves if they have visible tattoos on their arms.

V. Uniforms:

1. Officers/Captains shall be responsible for the proper wearing of their own uniforms and that of the personnel under their supervision.
2. All Annaville Fire Department issued uniforms, to include each article of the uniform (i.e. coats, tee shirts, pants, belt, boots, etc.), are to be worn only on duty unless the Chief has granted permission otherwise.
3. All uniforms must be ready at all times and every employee shall bring all uniforms daily.

4. Class A:

Dress uniform for Chiefs will include blue suit, long sleeve white shirt, tie, black socks, black shoes, black belt, badge, collar brass and nameplate.

Dress uniform for Officers/Captains will include long sleeve light blue shirt, tie, navy blue pants, black socks, black boots, black belt, badge, collar brass and nameplate.

5. Class B:

Dress uniform for Chiefs will include long or short sleeve white shirt, navy pants, black socks, black shoes, black belt, badge, collar brass and nameplate.

Dress uniform for Officers/Captains will include short sleeve dark blue shirt, navy blue pants, black socks, black boots, black belt, badge, collar brass and nameplate.

Dress uniform for members/employees will include short sleeve navy blue shirt, navy blue pants, black socks, black boots, black belt, badge, collar brass and nameplate.

NOTE: Collar brass should be worn on the shirt collar and not on the lapel of the coat. The nameplate shall be worn on the right pocket flap.

6. Class C:

Uniform polo shirt/uniform tee shirt, uniform pants, black belt and duty boots. Uniform ball caps and beanies issued by the department are optional.

- A. Uniform Tee Shirts:

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- i. Annaville Fire Department provided navy blue tee shirts.
 - ii. The uniform tee shirt will be worn by all members/employees assigned to Operations and the Administration Office.
 - B. The uniform tee shirt shall not be worn at public events, when speaking to a group, conducting pre-fire planning, conducting inspections and other similar details made by company or larger groups. The polo uniform shirt is more appropriate for Officers/Captains for these events.
 - C. All tee shirts, short or long sleeve, must include name, rank and medical certification as required by Texas Department of State Health Services. Tee shirts are required to have Annaville Fire Department or the approved station logo on the back of the shirt.
 - D. All uniform shirts and tee shirts will be worn tucked into the uniform pants and should be in good condition. The exception to this guideline includes when members/employees are exercising. When the lettering on the shirt or the shirt color begins to fade, the shirt should be replaced.
 - E. Members/employees assigned to duty may wear the issued tee shirt as a means of identification.
7. Special Duty Assignments:
- Example: Football games, ambulance/fire truck stand-by, etc.
- A. Members/employees assigned to special duty assignments are required to wear Class B or Class C polo shirts at the discretion of the Fire Chief.
8. Exercise Clothing:
- A. Members/employees may wear shorts, tee shirt and tennis shoes.
 - B. If a member/employee is responding to a call, they must change into their Class C uniform prior to responding.
 - C. Excessively altered tee shirts are not permitted.

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Driver/Operator

DOCUMENT/SUBJECT: Driver/Operator

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the position, rank and responsibilities of a Driver/Operator.

II. Preface:

The Driver/Operator is second in command on an apparatus; he/she is responsible for the safe operation and driving of an apparatus, and for safety of the personnel and equipment on board.

III. Position:

Title:	Driver/Operator
Selection:	Approved to operate department apparatus
Report to:	Ranking station officer
Position Supervised:	None (Unless there is not an officer on the apparatus being driven, then he/she will be the supervisor of his/her crew.)

IV. Duties:

1. Be responsible for the safe operation of department apparatus and safety of all persons and equipment in or on those apparatus.
2. Be responsible for making sure seat belts are worn during travel.
3. Be familiar with and abide by all guidelines related to department apparatus.
4. Shall be familiar with and able to use all communication equipment on apparatus.
5. Shall be familiar with and be able to locate all equipment on apparatus.
6. Shall be able to operate apparatus in all phases of operation.

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7. Shall remain with their apparatus at all times unless otherwise instructed by the incident commander. When in pump mode, they shall pay strict attention to engine and pump gauges.
8. Keep emergency equipment fuel above $\frac{3}{4}$ full at all times.

V. Other Duties:

1. Familiarize themselves with streets, character of buildings and location of water supplies in their respective areas.
2. Assist with care and maintenance of buildings, apparatus, and equipment assigned to their station.
3. Assist with driver and pump operation training.
4. If selected, function as a department driving test examiner.
5. Perform any other duties assigned by a superior officer.

VI. Absence from Duty:

The Driver/Operator shall notify their Captain of any condition that may cause him/her to be unable to perform these duties.

VII. Requirements:

All members/employees in good standing with the following qualifications are eligible:

1. Must have minimum of Class B Exempt driver's license.
2. Working knowledge of pump operations.

VIII. Desired Skills:

1. Able to communicate effectively, both verbal and written.
2. Able to work well without supervision.
3. Able to handle sudden changing work conditions and assignments.
4. Working knowledge of emergency operations management and tactics.

IX. Work Locations and Conditions:

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Adverse or potentially hazardous environments may be routinely present during training and/or emergency response operations. Moderate to heavy lifting, with personal protective clothing and SCBA, may be required.

X. Compensation and Benefits:

Compensation will be dependent upon current budget and adopted pay rates.

Annville Fire Department

Drug Testing

DOCUMENT/SUBJECT: Drug Testing

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline defines the requirements of each member/employee of Annville Fire Department/Nueces County ESD #1 to help provide a safe and drug-free work environment.

II. Preface:

The goal of this order is to provide a safe and drug-free work environment for each member/employee and the community that the department serves.

III. Guidelines:

The department explicitly prohibits:

1. The use, possession, solicitation for or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription on department property while performing an assignment.
2. Being impaired or under the influence of illegal drugs or alcohol away from the department property, if such impairment or influence adversely affects the employee's/member's work performance, the safety of the member/employee or of others or puts the department's reputation at risk.
3. Possession, use, solicitation for or sale of illegal drugs or alcohol away from the departments premises, if such activity or involvement adversely affects the employee's/member's work performance, the safety of the member/employee or of others, or puts at risk the Department's reputation.
4. The presence of any detectable amount of prohibited substances in the employee's/member's system while at work, while on the premises of the department or its clients or while on department business. "Prohibited substances" include illegal drugs, alcohol, or prescription drugs not take in accordance with a prescription given to the member/employee.

The department will conduct drug testing under the following circumstances:

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1. **Random Testing:** Members/employees may be selected at random for drug testing at any interval determined by the department.
2. **For Cause Testing:** The department may ask an member/employee to submit to a drug test at any time it feels that the member/employee may be under the influence of drugs or alcohol, including, but not limited to, the following circumstances: evidence of drugs or alcohol on or about the employee's/member's person or in the employee's/member's vicinity, unusual conduct on the employee's/member's part that suggests impairment or influence of drugs or alcohol or negative performance patterns.
3. **Post-Accident Testing:** Any member/employee involved in an on-the-job accident or injury in a motor vehicle of any kind regardless of the extent of the damage to any vehicle. Any member/employee involved in an on-the-job accident or injury under circumstances that suggest possible use or influence of drugs or alcohol in the accident or injury will submit to a drug/alcohol test. "Involved in an on-the-job accident or injury" means not only the one who was injured, but any member/employee who potentially contributed to the accident or injury in any way.

IV. Reprimand:

If an member/employee is tested for drugs or alcohol and the results indicate a violation (if testing is refused, member/employee will be considered in violation) of this rule, the member/employee will be subject to appropriate disciplinary action, up to and possibly including termination of employment. In such a case, the member/employee will be given the opportunity to explain the circumstances prior to any final employment action becoming effective. If member/employee is tested positive or admits they have a problem they will be given the opportunity for rehabilitation. Rehabilitation will include weekly random drug testing for the first month and then monthly for a period of one year from the date of offense at their expense. This is for a first offense only, the second offense will be termination.

Annville Fire Department

EMS Director

DOCUMENT/SUBJECT: EMS Director

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the position, rank and primary duties of the EMS Director of the department.

II. Preface:

Individual manages the EMS Training System.

III. Position:

Title:	EMS Director
Selection:	Appointed by the Fire Chief
Reports to:	Fire Chief
Positions Supervised:	Individual directly manages the members/employees of the EMS System.

IV. Duties:

1. Required to maintain all licenses and certifications required by Texas Department of State Health Services.
2. Gives a monthly report to the Fire Chief.
3. Enforces the Annville Fire Department EMS protocols.
4. Enforces the Standard Operating Guidelines of the department.
5. Oversees the daily EMS operations.
6. Reviews run reports as needed.
7. Establishes record keeping practices for all pertinent paperwork of the EMS training system.
8. Responsible for QA/QI of all PCR's.

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9. Responsible for submitting billing information to billing company.
10. Responsible for new hire orientation.
11. Required to maintain an adequate stock of supplies to restock units.
12. The duties of this position may be assigned/delegated to another position such as a Captain, Assistant Chief or Deputy Chief.

V. Other Duties:

1. Ability to operate a variety of office equipment.
2. Ability to communicate both orally and in writing.
3. Knowledge and ability to apply rules, regulations and guidelines associated with Emergency Medical Services.
4. Ability to work under stressful conditions.
5. Ability to make clear concise decisions.
6. Ability to write or obtain bids for needed supplies, equipment, vehicles and obtain grants.

VI. Absence from Duty:

The EMS Director shall notify the Fire Chief of any condition that may cause him/her to be absent or unable to perform these duties.

VII. Requirements:

1. Valid Texas driver license
2. Valid DSHS EMS Certification
3. Acceptable driving record
4. High school diploma or GED
5. Good moral character
6. Management and/or supervisory experience

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7. National Incident Command System Certifications 100, 200, 300, 400, 700 and 800.

VIII. Work Location and Conditions:

The majority of administrative duties will be in the office. Adverse or potentially hazardous environments may be routinely present during training exercises and/or emergency response operations. Moderate to heavy lifting, with personal protective clothing and SCBA, may be required.

IX. Compensation and Benefits:

Compensation will be dependent on current budget and adopted pay rates.

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Emergency Medical Technician (EMT)

DOCUMENT/SUBJECT: Emergency Medical Technician (EMT)

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the position, rank and primary duties of an EMT-Basic.

II. Preface:

Member/employee provides and administers emergency medical care to citizens. Member/employee works under the guidance of senior EMT, Paramedic, Captain and/or the Fire Chief and EMS Director.

III. Position:

Title: EMT
Selection: Appointed or hired by the Fire Chief
Reports to: Captain
Positions Supervised: Direct supervision of EMR

IV. Duties:

1. Responds immediately to emergency and non-emergency calls to provide appropriate medical care.
2. Maintains the condition of EMS station, vehicles and equipment.
3. Supports emergency medical care and other programs by working with local agencies to include attending meetings, conferences workshops, training sessions and performing a variety of public relations duties.
4. Completes detailed run reports and daily paperwork.
5. Monitors daily condition of vehicles and equipment through check sheets.

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6. Stocks and maintains unit inventory after every call.
7. Keeps ambulance in a cleanly state after every call.
8. Adheres to the Annville Fire Department EMS protocols.
9. Operates under the Standard Operating Guidelines of Annville Fire Department.

VI. Other Duties:

1. Ability to operate a variety of office equipment.
2. Ability to operate all equipment needed to perform at current EMT level.
3. Ability to lift patients safely and effectively.
4. Ability to operate mobile and portable radios.
5. Ability to communicate both orally and in writing.
6. Knowledge and ability to apply rules, regulations, and guidelines associated with emergency medical care.
7. Ability to work under stressful conditions.
8. Ability to work with a variety of patients.
9. Ability to work in a variety of environments, such as heat, cold, and rain.
10. Ability to maintain own CE (continuing education) hours (CE hours can be obtained through department).
11. Ability to learn and adhere to all EMS protocols and pass Protocol Test, given quarterly, with a minimum grade of 75.
12. Ability to learn and follow all medication (new and old) administrations.

VII. Absence from Duty:

The EMT shall notify the Captain of any condition that may cause him/her to be absent or unable to perform these duties at least 24 hrs before start of shift.

VIII. Requirements:

1. Valid Texas driver license.

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2. Valid EMT certification.
3. Acceptable driving record.
4. High school diploma or GED.
5. Good moral character.
6. NIMS 100, 200, 700 and 800.

IX. Work Location and Conditions:

Adverse or potentially hazardous environments may be routinely present during training exercises and/or emergency response operations. Moderate to heavy lifting is required.

X. Compensation and Benefits:

Compensation will be dependent on current budget and adopted pay rates.

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Emergency Medical Responder (EMR)

DOCUMENT/SUBJECT: Emergency Medical Responder (EMR)

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the position, rank and primary duties of an Emergency Medical Responder (EMR).

II. Preface:

Individual provides and administers emergency medical care to citizens. Individual works under the guidance of senior EMT-Paramedic and/or the Fire Chief and EMS Director.

III. Position:

Title: EMR
Selection: Appointed or hired by the Fire Chief
Reports to: Captain
Positions Supervised: None

IV. Duties:

1. Responds immediately to emergency and non-emergency calls to provide appropriate medical care.
2. Maintains the condition of EMS station, vehicles and equipment.
3. Supports emergency medical care and other programs by working with local agencies to include attending meetings, conferences workshops, training sessions and performing a variety of public relations duties.
4. Completes detailed run reports and daily paperwork.
5. Monitors daily condition of vehicles and equipment through check sheets.
6. Stocks and maintains unit inventory after every call.
7. Adheres to the Annville Fire Department EMS protocols.

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V. Other Duties:

1. Ability to operate a variety of office equipment.
2. Ability to operate all equipment needed to perform at your current certification level.
3. Ability to lift patients safely and effectively.
4. Ability to operate mobile and portable radios.
5. Ability to communicate both orally and in writing.
6. Knowledge and ability to apply rules, regulations, and guidelines associated with emergency medical care.
7. Ability to work under stressful conditions.
8. Ability to work with a variety of patients.
9. Ability to work in a variety of environments, such as heat, cold, and rain.
10. Ability to maintain own CE (continuing education) hours (CE hours can be obtained through department).
11. Ability to learn and adhere to all EMS Protocols and pass Protocol Test, given quarterly, with a minimum grade of 75.

VI. Absence from Duty:

The EMR shall notify the Captain of any condition that may cause him/her to be absent or unable to perform these duties at least 24hrs before start of shift.

VII. Requirements:

1. Valid Texas driver license
2. Valid EMR certification
3. Acceptable driving record
4. High school diploma or GED
5. Good moral character

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VIII. Work Location and Conditions:

Adverse or potentially hazardous environments may be routinely present during training exercises and/or emergency response operations. Moderate to heavy lifting is required.

IX. Compensation and Benefits:

Compensation will be dependent on current budget and adopted pay rates.

Annville Fire Department

Employment at Will

DOCUMENT/SUBJECT: Employment at Will

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the Employment at Will status for Nueces County ESD#1/Annville Fire Department.

II. Description:

Nothing contained in the Standard Operating Guidelines or in any other materials or information distributed by the department creates a contract of employment between a member/employee and Nueces County ESD#1/Annville Fire Department.

Employment/membership is a relationship that exists as long as both, you the member/employee and the department determine it is in our respective best interests.

III. Guideline:

All employment with Nueces County ESD#1/Annville Fire Department is "at will". This means that members/employees are free to resign their employment/membership at any time, for any reason, and Nueces County ESD#1 / Annville Fire Department retains that same right. No statements to the contrary, written or oral made either before or during an individual's employment can change this. No individual supervisor, manager or officer can make a contrary agreement, except for the Fire Chief, and even then, such an agreement must be set forth in a written employment contract with the member/employee and signed by the Fire Chief. Nueces County ESD#1/Annville Fire Department request that you give us at least two (2) weeks' notice of termination.

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Equipment Inspection/Maintenance Guideline

DOCUMENT/SUBJECT: Equipment Inspection/Maintenance Guideline

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION/ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline will ensure the most effective level of protection for both emergency care providers and the citizens we serve.

II. Preface:

All members/employees must comply with the Equipment Inspection/Maintenance Guideline. Failure to follow these guidelines will result in strict disciplinary action.

III. Guideline:

1. Unit check-offs must be done at the beginning of every shift. If a member/employee is working more than one shift consecutively, they must do a unit check-off again at crew change.
2. Both crew members on the ambulance must do a thorough equipment inspection daily and maintenance of equipment when needed.
3. All durable equipment (e.g., traction splints, KED, scoop stretcher, etc.) must be taken out and inspected daily during unit check-off. Equipment inspection and maintenance prevents equipment failure on-scene during patient care.
4. If equipment has a safety seal intact, do not break seal to check for expiration dates except at the first of every month. If safety seal is broken for inspection, you must notify the EMS Director to receive another seal.
5. All fluid levels on the unit and generator must be checked daily to prevent unit break-down.
6. Check air pressure in all tires for adequate inflation.
7. Check all door seals.

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Firearms

DOCUMENT/SUBJECT: Firearms

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the procedures for carrying a firearm while on duty.

II. Preface:

The purpose of the Firearm Standard Operating Guideline is to ensure the safety of all personnel and the citizens we serve.

III. Guidelines:

1. It is against the law in Texas for any person to carry a concealed or unconcealed firearm without a Texas Concealed Handgun License (CHL) or a TCOLE (Texas Commission on Law Enforcement) license. Nueces County Emergency Services District #1 / Annville Fire Department adheres to this law no matter the circumstances.
2. If you have a valid Texas Concealed Handgun License and you are the rank of Captain, Assistant Chief, Deputy Chief, or Fire Chief, you are allowed to carry a handgun as long as it is concealed from the public. You are not allowed to carry it on the following premises:
 - A. School grounds or on school buses
 - B. Any polling place
 - C. Any courts or court offices
 - D. Racetracks
 - E. Secured airport areas
 - F. Within 1,000 ft. of the premises of an execution on the day of execution
 - G. Businesses where more than 50% of their revenue is from the consumption of alcohol
 - H. Any location where high school, college or professional sporting events are taking place
 - I. Any hospital or nursing home
 - J. Amusement park

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K. Any location that has a 30.06 sign posted

3. If you have a valid TCOLE license, you must follow the rules of the Texas Commission on Law Enforcement.
4. If you are off-duty, you are not allowed to conceal or open carry any firearm while wearing any type of apparel that has the name or logo of Nueces County Emergency Services District #1 / Annville Fire Department or any variation of either name.

IV. Storage:

1. If you are legally carrying your handgun and go to any of the above locations, you must secure your firearm under lock and key (ie. Knoxbox/narcotics box in ambulance).
2. If you secure your firearm in a department vehicle, you must lock the vehicle and keep the keys with you at all times.
3. If you carry any type of firearm on department property you must either lock it in your vehicle or in your personal locker.

V. Discipline

1. If a member/employee is found in violation of the Firearm Standard Operating Guideline, disciplinary actions will be taken. This could include a written reprimand, suspension without pay, revocation of membership and/or termination.

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Firefighter

DOCUMENT/SUBJECT: Firefighter

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the position, rank and primary duties of firefighter.

II. Preface:

Firefighter is the basic rank of all members/employees who have successfully completed their probationary period and all training requirements for entry level firefighters. Firefighters are primarily responsible for performing tasks assigned during emergency operations, increasing skills through training and maintaining active membership status.

III. Position:

Title: Firefighter
Selection: Appointed or hired by the Fire Chief
Reports to: Station Captain
Positions Supervised: None

IV. Duties:

1. Perform all duties assigned by a superior officer or supervisor.
2. Become familiar with all matters contained in the Standard Operating Guidelines of the department, including station rules.
3. Acquire working knowledge of operation of all types of apparatus, tools and equipment assigned to their station and a familiarity with apparatus, tools and equipment used in the department.
4. Acquire knowledge of streets, buildings and the location of water supplies in the area.
5. Participate in company drills under the direction of their company officers.
6. Possess knowledge of:

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- a. Hose and ladder evolution
 - b. Rescue techniques
 - c. Fire hydraulics
 - d. Chemistry of fire
 - e. Fire inspection
 - f. Tools and appliances
 - g. Public relations
 - h. Personal protective equipment
 - i. Organization, reports and incident command
 - j. Firefighter safety
 - k. Hazmat
 - l. Communications
7. Use, maintain and care for the property, buildings, apparatus, tools and equipment assigned to the station to permit immediate response to alarms.
 8. Shall wear the safety equipment required by regulations when en-route, at the fire and returning to the station.

V. Other Duties:

1. Be courteous and helpful in their relations with the public and with superior officers.
2. Follow all Standard Operating Guidelines.
3. Wear the department uniform, work or dress, only as described by the regulations.
4. Complete all department reports and refer to all official matters relating to the department to their immediate superior officer.
5. Perform any other duties assigned by a superior officer.

VI. Absence From Duty

The firefighter shall notify the Captain of any condition that may cause him/her to be absent or unable to perform these duties at least 24 hrs. before start of shift.

VII. Requirements:

1. Completion of the probationary period, minimum of 90 days (must complete all 30/60/90 day requirements).

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2. Completion or proof of meeting all required training hours for State Fireman's and Fire Marshal's Association Firefighter I, Firefighter II, HazMat Awareness, and HazMat Operations or acceptable certification program (ie. Pro Board, IFSAC, or Texas Commission on Fire Protection).
3. Completion of Emergency Medical Technician Certification through Texas Department of State Health Services.
4. Must complete the physical agility requirements (refer to Annual/Return to Work Fit for Duty Physical Agility Standard Operating Guideline).
5. Must complete a minimum of 4 hours of training per month with a minimum of 2 hours of classroom/hands on training.
6. Must have NIMS 100, 200, 700, and 800 certifications.
7. Must have Courage to Be Safe certification.

VIII. Desired Skills:

1. Able to communicate effectively, both verbal and written.
2. Able to work without supervision.
3. Able to handle sudden changing work conditions and assignments.
4. Familiarity with emergency operations management and tactics.

IX. Work Location and Conditions:

Adverse and/or potentially hazardous environments may be routinely present during training and/or emergency response operations. Moderate to heavy lifting, with personal protective clothing and SCBA, may be required.

X. Compensation and Benefits:

Compensation will be dependent on current budget and adopted pay rates. On structure fires and HazMat calls, Administration will initiate a back-fill response. Paid employees will be paid at their appropriate pay rate when they clock-in/clock-out to back-fill stations. Employees must be ready to respond to an emergency call.

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Fire Chief

DOCUMENT/SUBJECT: Fire Chief

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the position, rank, and primary duties of the Fire Chief.

II. Preface:

Overall leadership and direction of the department operations plays a key role in determining the quality of emergency services by the department to the community. This effort requires a continuous commitment to management, planning, training, and service. Also important is supervision of the Chief Officer Staff. The Fire Chief shall have this responsibility.

III. Position:

Title: Fire Chief
Selection: Hired by the Board of Directors
Reports to: Board of Directors
Positions Supervised: Direct supervision of Chief Officers, indirect supervision of all members of the department.

IV. Duties:

1. Be the executive head of the Fire Department.
2. Organize, manage, and control all activities and divisions of the department, including fire prevention and suppression, hazmat response, and rescue operations.
3. Be responsible for the proper leadership, management, training, and discipline of all members/employees of the department and for all equipment, apparatus and facilities of the department.
4. Be responsible for the actions of the Chief Officer Staff.

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5. May be in supreme command of all emergency responses while on location.
6. Develop and enforce the Standard Operating Guidelines of the department.
7. Display equal and impartial treatment of all members/employees at all times. He/she shall not be unjust, show favoritism, shield competence, misconduct, or neglect of duty.
8. Have the authority to reprimand, suspend from service, or terminate employment with cause, any member/employee of the department.
9. Review all disciplinary actions within three (3) days of receipt either approve the action by signature or disapprove the action and issue a report to the parties involved.
10. Routinely observe the condition of facilities, apparatus, and training efforts to determine the overall readiness of the department.
11. Routinely update box cards and station boundaries to maintain the best coverage possible of the area.

V. Other Duties:

1. Prepare and present to the Board, an annual budget and estimated cost to operate the department during the fiscal year and submit for first reading in July. Resubmit the budget in August at ESD meeting and submit final budget in September for approval.
2. Attend budget workshop if required.
3. Maintain the approved budget with the assistance of NCESD#1's CPA.
4. Oversee the complete records of all fire department business.
5. Furnish an annual report of all fires and emergency responses occurring during the proceeding.
6. Be present at all ESD meetings or send a representative if attendance cannot be made.
7. Be an active member of the Nueces County Fire Chief Association.
8. Oversee all activities of the members/employees of the department and report a yearly evaluation in writing to the Board.

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9. Represent the department in all department related affairs, county meetings, state meetings, and other such activities or elect to send a representative in his/her place.

VI. Absence from Duty:

The Fire Chief shall notify the Board of Directors of any condition that may cause him/her to be absent or unable to perform these duties.

VII. Minimum Standards and Eligibility:

All members/employees in good standing and with the following qualifications are eligible:

1. Certified Firefighter through the Texas Commission on Fire Protection.
2. Able to communicate effectively, both verbal and written.
3. Able to obtain Head of Department Certification through Texas Commission on Fire Protection.

VIII. Desired Skills:

While not mandatory, these skills are preferred:

1. Knowledge of current certification requirements for firefighters.
2. Strong team building, leadership and interpersonal skills.
3. Able to work well without supervision.
4. Able to handle sudden changing work conditions and assignments.
5. Working knowledge of emergency operations management and emergency tactics.

VII. Work Locations and Conditions:

The majority of administrative duties will be in the office. Adverse or potentially hazardous environments may be routinely preset during training exercises and/or emergency response operations. Moderate to heavy lifting while in protective clothing and SCBA, may be required.

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VIII. Compensation and Benefits:

Will be in accordance with the budget and at the discretion of the Board.

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Fire Hose Management

DOCUMENT/SUBJECT: Fire Hose Management

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the methods to identify, maintain, and care for fire hose.

II. Preface:

Proper management of fire hose is essential to maximizing the hose life and assuring personnel safety, while reducing damage and replacement costs.

III. Procedure:

It shall be the responsibility of the department to oversee the proper care and keep accurate records of all the fire hose in the department, and maintain an adequate inventory of replacement hose. Station Captains are responsible for proper marking, testing, and maintenance of all hose.

CARE AND STORAGE:

1. Double- jacketed fire hose shall be in a neat roll and clean before storing in racks or on apparatus.
2. Members/Employees shall take care to protect couplings and to avoid dropping couplings. Do not use any type of petroleum products on threads or any part of the coupling. Special care shall be exercised to see that fitted gaskets are in place in female couplings and those which have become deteriorated are replaced.
3. Protect hose from contact with acid, oil, gasoline, sharp objects, extreme heat and cold, etc. Scrape tar or other matter from the outer jacket, then wash with mild soap and clean water, using a brush or broom. DO NOT use strong soap or any kind of solvents on cotton or any synthetic jacket hose.
4. Hose carried on apparatus shall be securely coupled and orderly in arrangement. Couplings shall be arranged in such a way as to prevent hanging.

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5. Dirty hose shall be changed as soon as possible. If there is no clean hose then the hose should be cleaned and place back on the truck.
6. Booster hose shall be kept clean the same as all other hose. Booster hose should be cleaned when back at the station since it does not have to dry.
7. Soft suction hose shall receive the same care and protection as other double-jacketed fire hose.
8. Reasonable care and protection shall be given to hard suction hose as in the care of other hose.

TESTING AND REPAIR:

1. All fire hose shall be tested annually.
2. Before testing or changing out hose, Company Officers desiring to change or test hose on their respective apparatus must receive permission from the Fire Chief. The Fire Chief shall have the authority to grant or refuse the request, according to the number of apparatus out of service. Company Officers shall make due preparation before reporting apparatus out of service to change or test hose. Change should be made with as much speed as is consistent with safety. If an apparatus is placed out of service for testing of hose all the Chief's should be notified by email and phone call.
3. Members/Employees shall make no attempt to repair fire hose unless authorized to do so by the Fire Chief.

HOSE DESIGNATIONS AND QUANTITIES FOR APPARATUS PUMPERS/TANKERS

1. HOSE BOX DRIVERS SIDE
 - A. 150' of orange 1-3/4" hose will be pre-connected to the gated Y
 - B. 1-1/2" to 1" adapter and 75' section of 1" yellow or white forestry hose pre-connected to the gated Y
 - C. 100' spare 2-1/2" hose
 - D. 50' spare orange 1-3/4 hose
 - E. 75' spare yellow or white 1" forestry hose
2. PUMP PANEL DRIVERS SIDE HOSE BOX
 - A. 25' of 5" hose
 - B. 15' of 3" hose

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3. HOSE BOX REAR DRIVERS SIDE
 - A. 200' of blue 2-1/2" pre-connected hose to a blitz fire monitor.
4. HOSE BOX REAR OFFICERS SIDE
 - A. 200' of blue 1-3/4" hose will be pre-connected
5. HOSE BED
 - A. 1500' of 5" hose with storz on drivers side
 - B. 1500' of 5" hose with storz on officers side
6. HOSE BOX OFFICERS SIDE
 - A. 150' of red 1-3/4" hose will be pre-connected to the gated Y
 - B. 1-1/2" to 1" adapter and 75' section of 1" yellow or white forestry hose pre-connected to the gated Y
 - C. 100' spare 2-1/2" hose
 - D. 50' spare red 1-3/4" hose
 - E. 75' spare yellow or white 1" forestry hose
7. PUMP PANEL OFFICERS SIDE HOSE BOX
 - A. 50' of 5" hose with storz

SQUADS

1. FRONT HOSE BOX
 - A. 75' of 1" yellow or white forestry hose pre-connected
 - B. 75' of 1" yellow or white forestry hose spare
2. DRIVERS SIDE REAR HOSE BOX
 - A. 200' of green 1-3/4" hose pre-connected to gated Y
 - B. 75' of 1" yellow or white forestry hose spare
3. OFFICERS SIDE HOSE BOX
 - A. 200' of green 1-3/4" hose pre-connected to gated Y
 - B. 50' of 2-1/2" hose pre-connected to the 2-1/2" rear discharge
4. HOSE BED
 - A. 1000' of 5" storz
 - B. 200' of 2 1/2" pre-connected to turbo draft
 - C. 200' of 3" hose

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Hurricane Staffing

DOCUMENT/SUBJECT: Hurricane Staffing

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the staffing requirements in the event of a hurricane.

II. Preface:

The purpose of the Hurricane Staffing Standard Operating Guideline is to ensure that the needs of the citizens are met after a hurricane.

III. Guidelines:

1. Nueces County Emergency Services District #1 / Annville Fire Department requires all full-time, paid personnel to stay at the fire department during a hurricane. Members are not required to stay unless you hold the rank of Captain, Assistant Chief, Deputy Chief, or Fire Chief.
2. 24 hours prior to landfall, all employees must report to station 1 to finish preparations of apparatus relocation and securing of buildings.
3. Crews will be split up between station 1 and station 3. There will be a minimum of 15 personnel at station 1 and a minimum of 4 personnel at station 3. Station 3 will also house any outside agencies (ie. RTFC, Flour Bluff FD). Truck assignments will be given 24 hours prior to landfall.
4. A log must be kept for each person and each apparatus during preparation of impending landfall, during landfall and post landfall. All activities must be logged, beginning and ending times of each activity, person's name and what apparatus they were on. Each apparatus must have all crew members' names, beginning and ending times and beginning and ending mileage must be logged.
5. All personnel must carry their credentials with them (ie. Valid Texas driver's license, Texas Department of State Health Services card). Each person must have their department issued ID tag on and visible at all times.

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IV. Families:

1. Nueces County Emergency Services District #1 will escort and assist any immediate family that will be evacuated (immediate family includes spouse and/or children).
2. Nueces County Emergency Services District #1 will provide escort, hotel, and limited supplies for families while evacuated.
3. Family members and/or pets will not be allowed to stay at the stations during a hurricane.

V. Compensation

1. Pre-landfall, all personnel assigned to tasks will clock in. After pre-landfall tasks are completed, all personnel not currently on shift will clock out.
2. Between Pre- and Post-landfill, shifts will clock in and clock out according to normal shift schedules.
3. Post-landfall, all personnel will clock in for a 12-hour shift for damage assessment and emergency response. After the first 12-hours, a schedule will be established and rotations will be done for personnel. No one will be allowed to work more than 16-hours straight. Every member/employee will have a minimum of 8-hours of down time/rest.

VI. Ability to Leave:

If you are unable to stay during a hurricane, you must give your reason in writing to the Fire Chief 72 hours prior to landfall. It is the discretion of the Fire Chief to grant you permission to leave.

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Incident Command

DOCUMENT/SUBJECT: Incident Command

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the Incident Command procedures used by the department to more efficiently organize and manage emergency operations.

II. Preface:

The purpose of an Incident Command System (ICS) is to increase the effectiveness and safety of emergency operations through a systematic, complete and functional command organization. The use of ICS has proven to reduce confusion and risk of injury, to improve the use of resources, equipment and personnel; and to improve the overall effectiveness of emergency operations through focused efforts toward a common goal.

The ICS adopted and used by the department was developed by the National Fire Service Incident Management System Consortium and is designed primarily for emergency incidents involving up to twenty-five (25) companies/apparatus. The ICS combines elements of the original California "FIRESCOPE" ICS and Phoenix Fire Ground Command System, and has been adopted by the Texas Commission on Fire Protection as the standard system for incident command for mutual aid.

III. Guidelines:

1. This Standard Operating Guideline is comprised of three (3) sections as follows:
 - A. **COMMAND PROCEDURES**
 - General Policy
 - Responsibility of Command
 - Establishing Command
 - Command Options
 - Passing Command
 - Transferring Command
 - Terminating Command

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- B. BASIC COMMAND STRUCTURE
 - ICS Operations
 - Basic Organization
 - Divisions, Groups and Sectors

- C. EXPANDED COMMAND STRUCTURE
 - Staging
 - Support Functions
 - Command Staff
 - Sections and Branches
 - Command Types

SECTION 1. COMMAND PROCEDURES

GENERAL GUIDELINE:

The Incident Command System (ICS) will be used on all emergency responses by the department and will be implemented by the officer of the first arriving Annville Fire Department apparatus, unless command has already been established. An effective ICS will:

1. Assign responsibility for command, operational and support assignments to specific individuals.
2. Ensure a continuous, **VISIBLE** Command is established at the beginning of an incident.
3. Provide an effective method to provide and process situation information.
4. Provide an orderly method to transfer Command to later arriving officers.

RESPONSIBILITY OF COMMAND:

The Incident Commander is responsible for establishing tactical priorities. Specifically:

1. Provide for the safety, accountability and welfare of all emergency responders. **THIS PRIORITY IS ONGOING THROUGHOUT THE INCIDENT.**
2. Provide for the life safety of the public.
3. Locate, stabilize, remove and treat the injured.
4. Stabilize the incident through confine, control and contain operations.
5. Property conservation.

The Incident Commander is also responsible for assigning tasks to responding companies/apparatus and focusing their efforts toward accomplishing those tasks. In addition, the Incident Commander is responsible for establishing a command structure that meets the organizational needs required to complete those assigned tasks.

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Simply stated, the Incident Commander, regardless of rank, has complete authority and overall responsibility for managing an incident. Higher ranking officers may function within an ICS, either as subordinate in the command structure, or by assuming command through the transfer-of-command procedure.

IN SITUATIONS OF EXTREME DANGER OR SAFETY ANYONE CAN NOTIFY COMMAND AND INITIATE CORRECTIVE ACTION

The Incident Commander is responsible for all command functions. Upon arrival, the Incident Commander shall:

1. Assume Command and establish an effective Command Post location.
2. Rapidly evaluate the situation and provide an initial radio report.
3. Initiate, maintain and control all communications.
4. Identify an overall strategy, develop an action plan, and assign companies/apparatus and personnel consistent with Standard Operating Guidelines, plans, and skill level.
5. Communicate tactical objectives and assignments to personnel.
6. Shall see that a primary search is conducted by the first company on location, and shall receive face to face communication that the primary search is complete.
7. Develop an effective command organization to accomplish the tactical priorities.
8. Review, evaluate and revise the action plan.
9. Provide for Command continuity, transfer and termination.

ESTABLISHED COMMAND:

1. The company/apparatus or command unit arriving on location shall assume command of the incident and shall remain in Command until Command is transferred or the incident is terminated.
2. For single company responses (still alarms, dumpster fires, etc.) the responding company/apparatus shall acknowledge their arrival and provide an initial scene size-up. The responding company/apparatus shall be command.
3. The initial scene size-up activates the ICS and should include the following:
 - A. Radio number of the unit arriving on scene.
 - B. A brief description of the situation and obvious hazards (fire conditions, building size and construction, hazmat releases, etc.)

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- C. Obvious safety concerns (i.e. power lines)
- D. Brief description of action plan and mode of operations.
- E. Identification for Command and location of Command Post.
- F. Requests for, or release of, additional resources as needed.

EXAMPLE: Engine 71 on location with fire from a single story wood frame house. Initiating primary search, fast attack. Engine 72, lay a 4" supply line to engine 71. 700 will be assuming Misty Meadow Command.

- 4. For single company/apparatus responses, command shall be identified by the unit designated (Engine 71, etc.) For multiple company/apparatus responses, the Incident Commander shall be identified by the radio "COMMAND", used along with the location ID, such as "700".

COMMAND POST LOCATION

- 1. The Command Post should be a STATIONARY position identified by a unit designation, flag, sign or green light.
- 2. The Command Post should be located in a visible location, with good view of the incident, if possible. At working fires, the Command Post should be located where it will not interfere with apparatus movement or placement.
- 3. Whenever possible, the Command Post should be located upwind, uphill and upstream from the incident, especially if hazardous materials are suspected.
- 4. The Incident Commander shall remain at the Command Post and manage the incident from that location.

COMMAND OPTIONS:

The Incident Commander is faced with several tactical options, depending on the situation. Many times, the initial Incident Commander is a Company Commander assigned to the first arriving unit. Upon arrival, the Company Commander shall establish Command, and take action that protects his/her crew, preserves lives and conserves property. Options for the initial Incident Commander are:

- 1. Investigation Mode: Usually taken during still alarms or after the receipt of single calls for a box alarm. The first arriving unit and the first arriving Chief Officer, if responding, will take part in the investigative process.

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All additional units will “level I stage” unless given another assignment by the Incident Commander.

2. Fast Attack Mode: Used during situations that require immediate action to stabilize the situation and require the initial Incident Commander to go with the crew to provide appropriate supervision. In this mode, the Incident Commander shall use his/her portable radio to communicate later arriving companies and to coordinate command activities. Fast attack should not last more than a few minutes and should result in one of the following outcomes:
 - A. The situation is stabilized.
 - B. The situation is not stabilized and the Company Commander must withdrawal to exterior and establish Command Post. In NO circumstances, should the crew be left in a hazardous area without radio communications. If necessary they must withdraw with the Company Commander.
 - C. Command is transferred to a higher ranking officer on location.
3. Command Mode: Used in large, complex or rapidly expanding incidents. In this mode, the Incident Commander establishes Command at the Command Post until Command is passed, transferred or terminated.

PASSING COMMAND:

1. Command shall be initiated by the first arriving unit or department apparatus.
2. Command may be passed to the first officer to arrive on location.
3. Command may be passed to a higher ranking officer as required.
4. When a later arriving company/apparatus or Chief Officer arrives and cannot locate or communicate with command (after several attempts), they will assume Command and immediately begin actions to locate and confirm the safety of missing personnel.

TRANSFERRING COMMAND:

The first arriving unit or Chief shall establish Command. Command may be transferred to higher ranking officers as follows:

1. The first arriving Company Officer shall assume Command unless Command has been established by a higher ranking officer.
2. Later arriving Company Officers shall report to the Command Post for assignment.
3. Later arriving Chief Officers should report to the Command Post for assignment.

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4. Assistant Chief, Deputy Chief and the Fire Chief may assume Command at their Discretion.

The actual transfer of Command shall follow this guideline:

1. The Incident Command shall communicate with his/her relief via radio or face to face.
2. The person being relieved shall brief the officer assuming Command with:
 - A. A review of the tactical situation.
 - B. Incident conditions and tactical priorities.
 - C. Current action plan, including the deployment and assignment of resources, apparatus and equipment.
 - D. Progress to completion of assigned tasks.
 - E. Potential need for additional resources.
 - F. Safety considerations.
 - G. Any other information which may help the person assuming Command.
3. The new Incident Commander shall assume Command and assign the person being relieved of Command other duties.
4. The new Incident Commander shall communicate the change in Command to dispatch via radio.

TERMINATING COMMAND:

1. Command may be terminated only when the incident has been stabilized and all resources are ready for return to service.
2. Command shall be terminated through radio communications from Command to Dispatch.
3. Any department units not returning to service by Command will return to service on their own via radio communication with dispatch.
4. Command shall be responsible for completing and forwarding through the Channels any and all required action reports (TEXFIRS, etc.) except as assigned to other personnel.

SECTION 2. BASIC COMMAND STRUCTURE

ICS OPERATIONS:

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The Incident Commander shall develop an effective Command organization based on the needs of the incident and department Standard Operating Guidelines. The size and complexity of the Command structure will be determined by the type, size, and complexity of the emergency. Regardless of the emergency, the only change in the ICS is the assignment of tasks and the method of growth of the Command organization.

The Department provides two types of responses: initial response and reinforced response.

The initial response is a first alarm assignment. Based on the type of alarm and Department Standard Operating Guidelines, an initial response may include from one unit (OEMs call or still alarm) to eight units (heavy box assignment) including Chief Officers. In an initial response:

1. The first arriving unit shall establish Command.
2. Command shall be passed to the first arriving officer, if required.
3. Command may be passed to a higher ranking officer as required.

A reinforced response is any multiple alarm or request for mutual aid. Based on the type of alarm, a reinforced response may include any number of units, as requested by the Incident Commander. In a reinforced response:

1. All responding units shall “stage” upon arrival and wait for instruction from the Incident Commander.
2. Chief Officers shall report to the Command Post for assignment. Chief Officers may respond to mutual aid calls at their discretion. They shall notify Dispatch of their intentions.

BASIC ICS ORGANIZATION:

The Command organization must develop at a pace that allows the Incident Commander to control the emergency, rather than allowing the emergency to control the Incident Commander. However, the Incident Commander should not build a larger organization than the incident requires. Otherwise, there will be more people commanding than working, and the situation will rapidly become ineffective and chaotic. As a rule of thumb:

Small Incident = Small command structure
Large Incident = Large command structure

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There are three levels of basic organization: strategic, tactical, and task. In Summary,

Strategic level	Defines overall incident direction	Incident Commander
Tactical level	Directs operational activities	Sector Officer
Task level	Completes assigned work	Companies or teams

The strategic level involves the overall Command and direction of the Incident, including establishing a Command organization, defining an action plan, development of tactical objectives, defining support activities and planning future events. All these activities are the responsibility of the Incident Commander.

The Tactical level directs operational activities and supervises the completion of assigned tasks within a certain geographic or functional area. A tactical assignment is also the authority and responsibility to make decisions within the boundaries of the action plan. Depending on the size of the incident, tactical activities are assigned to Branch, Division, Group or Sector Officers. The achievement of tactical objectives should accomplish the overall strategy of the incident.

The Task level is where the work is actually done and the assignments are carried out. Tasks are the responsibility of companies/apparatus' operating as part of a team. The completion of tasks should accomplish tactical objectives.

The most basic structure combines all three levels of the command structure, such as an engine company extinguishing a dumpster fire. The crew determines the strategy and tactics and also completes the tasks.

The basic structure for "routine" incident, involving a small number of units, requires only two levels of command structure. Command performs all strategic and tactical operations, and the companies/apparatus report directly to Command and complete assigned tasks. This structure is commonly used on MVA's, small fires and similar calls.

DIVISIONS, GROUPS, AND SECTORS:

The terms Division, Groups and Sectors are tactical level units that manage or supervise groups of companies or teams of individuals. Divisions represent geographic operations and Groups represent functional operations. Sector is generic and can represent either geographic or functional operations. This department uses sector designations: however, all three terms may be used on a larger scale, multiple agency response.

Complex operations rapidly exceed Command's ability to effectively manage and account for all personnel. Dividing operations into sectors reduces the span of control (the number of people reporting directly to an individual) to a more manageable unit. In emergency operations the effective span of control is usually three to seven, any fewer and there are too many supervisors and not enough workers, anymore and it becomes difficult for Command to keep up with his/her resources and their progress.

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Sectors should be established early and as often as required, typically to the first company or team assigned a task or into a geographic area. As additional resources are required they are assigned to the sector. This allows Command to develop the overall strategy and assign tactical objectives to sector officers. Each Sector Officer is responsible for the safety of the personnel in their area and the completion of assigned tasks using resources at their disposal. Sector Officers are also responsible for communicating progress and needs to Command.

Advantages of using Sectors include:

1. Increased safety and accountability of personnel
2. More effective span-of-control
3. Reduced radio traffic
4. Flexible to changing conditions
5. Uniform method of identifying specific geographic areas or functions
6. Control of operations away from Command's physical location
7. Close supervision of special hazards or entire operations and avoid losing control of overall operations.

Sectors are routinely assigned to structural fires, large EMS responses, Hazmat situations and other complex emergency operations. A typical operation using Sectors utilizes all three levels of the Command Structure.

When establishing Sectors, Command shall:

1. Utilize Chief Officers or Company Commanders as Sector Officers, if possible.
2. Assign tactical objectives to each Sector officer.
3. Assign a radio designation to each sector.
4. Identify and keep track of resources assigned to each Sector, limiting their number to an effective span of control.
5. Respond promptly to progress and reports and calls for additional resources or equipment.
6. Assign and identify Sectors in a logical fashion. For structural fires, the sides of the building will be numbered clockwise, starting at the front (Command Post side of the structure as shown to ensure consistency and reduce confusion during a response).

For multi-story structures, interior sectors may be identified by floor level, such as "2nd floor sector" or "3rd floor interior sector", with the ground identified as "1st floor".

When operating at major EMS scenes, functional sectors (LZ sector, Rescue sector) often are more easily identified. However, large disasters or widely spread EMS scenes may require a combination of geographic and functional sectors.

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Wild land fires usually rely on geographic sectors (Field sector, East sector, etc.) but functional sectors are also used (Water Supply, etc.)

In some cases, a Sector may be established to investigate, evaluate, and report conditions. The number of personnel assigned to this sector may be as small as the officer only (outside the hazard zone only), or as large as any other sector. In this role, the Sector Officer will evaluate conditions and report the needed tasks and resource requirements to Command.

SECTOR OFFICERS are responsible for and control all activities within their assigned area or function. This primary function is to develop tactical objectives to accomplish assigned tasks and to supervise and monitor operations. All Sector Officers shall:

1. Be assigned by Command and shall use the radio designation assigned by Command.
2. Have authority over and be responsible for all members assigned to their sector. This requires them to:
 - A. Complete objectives assigned by Command.
 - B. Account for all assigned personnel and see that operations are conducted safely.
 - C. Monitor work progress and redirect activities and resources as needed.
 - D. Coordinate activities with nearby sectors.
 - E. Monitor the welfare of assigned personnel and request additional resources.
 - F. Provide Command with essential and frequent progress reports.
3. Wear appropriate protective clothing and maintain voice communications with Command when operating inside a hazard zone.
4. Request all additional resources or equipment through Command.
5. Notify Command with periodic progress reports, completion of tasks and any resources available for reassignment or if in need of relief.
6. Reassign crews being relieved to Rehab. Crews shall report to Rehab intact for accountability.
7. Use face to face communication with assigned personnel whenever possible to reduce radio traffic.

Company Officers are responsible for the safety and the efforts of their crews. Their primary function is to direct the operations of their individual crew members in performing assigned tasks. Company Officers will advise their Sector Officers of progress, preferably face to face. Any request made for additional resources or equipment shall be directed to their Sector Officer. When relieved, crews shall report to Rehab for reassignment.

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COMMAND MUST BE NOTIFIED IMMEDIATELY OF ANY SIGNIFICANT CHANGES, PARTICULARLY THOSE INVOLVING LIFE SAFETY. HAZARDOUS CONDITIONS, STRUCTURAL COLLAPSE, ACCIDENT, FIREFIGHTER DOWN, ETC.

IN SITUATIONS OF EXTREME DANGER OR SAFETY, ANYONE CAN NOTIFY COMMAND AND INITIATE CORRECTIVE ACTION.

SECTION 3. EXPANDED COMMAND STRUCTURE

STAGING:

The object of staging is to maintain control and coordination at the incident by temporarily locating units away from the immediate scene and uncommitted until they receive specific assignments. Without staging, an incident can become congested and may prevent the passage or improper location of later arriving units. There are two types of staging used by the department:

LEVEL I STAGING is used at routine box alarms and during the initial stage of potentially unstable incidents until law enforcement arrives. For level I staging:

1. Units will stage in their direction of travel one or two blocks from the scene until assigned by Command. Suppression units will stage as close to water supply as possible.
2. Units will automatically Level I stage at all box alarms (or greater) responses.

On box alarms, the first due Engine Company and first arriving Chief Officer shall respond directly to the location. All other units will Level I stage.

On multiple alarm and mutual aid calls, Chief Officers and support units (Fire Marshall, Utility Reps) shall report to the Command Post for assignment. All other units will Level I stage.

3. When Level I staged, units shall report their location and remain staged until given an assignment.

LEVEL II STAGING is used at larger, more complex incidents that require an on the scene reserve of companies located in a specific area, or when access to an incident is difficult to locate. In Level II staging:

1. Command should establish a central staging area as soon as the need for Level II staging is recognized. The area should be large enough to

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accommodate responding units, have good access to and be located an appropriate distance from the scene.

2. Command shall determine the staging location and announce the location via radio. All units will report to the formal staging area and wait for assignment.
3. Command may assign a Staging Officer to coordinate and manage the staging area. The Staging Officer will:
 - A. Coordinate with law enforcement to control access into the staging area.
 - B. Maintain a log of available companies in the staging area and their crew size.
 - C. Periodically check with Command with the available number in staging.
 - D. Locate in a visible position, accessible to arriving units. The Staging Officer's location shall be made visible by a flag or apparatus with emergency lights on.
4. If no Staging Officer is assigned, the Officer on the first arriving unit will automatically assume the position of Staging Officer, with the radio designation "Staging".
5. All other companies shall respond to the staging area. The Company Commander shall report face to face to the Staging Officer, giving unit description and crew size. Emergency lights will be switched OFF.
6. As requested by Command, the Staging Officer shall verbally assign companies to report to specific sectors and advise Command of the specific companies assigned.

SUPPORT FUNCTIONS:

In routine incidents, the Incident Commander normally carries out the four support functions of an Incident Command System, in addition to Command.

- | | |
|--------------|--|
| * Operations | Management of all tactical activities and priorities |
| * Planning | Gathering, analyzing and processing information |
| * Logistics | Support (rehab, supplies, fuel, etc.) |
| * Finance | Accounts payable and receivable |

When major incidents occur or as small incidents escalate into larger ones, the ICS provides an organized method to expand the command structure and allow Command to maintain control of the incident. One immediate need of Command is support.

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COMMAND STAFF:

Command staff positions are established to assume responsibility for key activities outside the line organization. These positions operate as an extension of Command and have the authority to operate independent from other activities. Four staff positions are commonly used, but Command may assign others as needed:

1. The Public Information Officer (PIO) provides accurate and complete information about the incident – cause, type, current situation, and resources committed, anticipated plans and related items- to the media and government agencies requesting information directly from the incident. Only one PIO is designated as the point of contact, although others may assist. The PIO also provides photographs, video, and commentary, statements to the press, media escort or reassurance to the public, as necessary and in agreement with department Standard Operating Guidelines.
2. The Safety Officer is responsible for the safety and welfare of all responders. The Safety Officer's function is to assess operations in potentially hazardous or unsafe conditions and develop measures to increase personnel safety. There is one designated Safety Officer, who may receive assistance from other agencies, as needed.

THE SAFETY OFFICER HAS THE AUTHORITY TO STOP AND/OR PREVENT UNSAFE ACTS

3. The Liaison Officer is the point of contact for representatives from other agencies in a single command structure, representatives from other agencies would coordinate their activities through the Liaison Officer. In a unified command structure only those agencies not involved in the unified command would coordinate through the Liaison Officer.
4. The Command Aide assists Command with command functions, communications, status board updates, etc. The location of the Command Aide is at the Command Post.

SECTIONS AND BRANCHES:

In larger incidents, command will assign some or all support functions to a Section Leader, reporting to Command. Sections are usually implemented to maintain an effective span of control and allow Command to focus on managing the emergency rather

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than concentrating on tactical activities. Typically, these positions are filled by late arriving Officers, but some are filled with personnel trained in specialized functions.

Operations is usually the first Section to be created, simply because the details of establishing tactical priorities, assigning resources and tracking progress becomes too time consuming for the Incident Commander and overall strategy and planning begin to suffer. As the incident continues to grow, additional sections for Logistics, Planning and Finance may be added. As the span of control becomes too great for sections alone, or if a section includes distinctly different operations, the organization can be further subdivided into Branches:

Branches are not limited to Operations. Any Section Officer may subdivide his/her organization into multiple branches with the approval of Command. Usually, branches will operate on separate radio frequencies to reduce radio traffic on the Command channel. This reduces confusion but requires the Incident Commander and all Section and Branch Supervisors to closely monitor radio traffic to prevent unnecessary radio traffic to prevent unnecessary "channel hopping" and missed communication. A typical structure Command using Sections and Branches has the following hierarchy:

Command...Section Chief...Branch Director...Sector Officer...Company Unit Leader...Crew

Branches are also used when multiple agencies (fire, police, government, etc.) are involved in an incident, or if an incident crosses jurisdiction lines. In this case, Command will establish functional branches operating under a normal control over those resources.

COMMAND TYPES:

The Command function may be conducted in two ways: Single or Unified Command.

Single Command is used when the incident occurs within a single jurisdiction and is primarily the responsibility of one agency. Most department responses are single Command incidents. When other agencies respond, they respond at the request of the department and act as Deputy Commander (or Branch Directors) under our Incident Command System.

Unified Command is used when the incident:

1. Occurs within a single jurisdiction, but more than one agency shares management responsibility. Fire, medical, pollution control and law enforcement responders each have immediate, but diverse objectives. Unified Command allows each to achieve their objectives without confusion.

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2. Crosses jurisdictional lines (large scale incidents) Unified Command allows each jurisdiction to provide input into establishing tactical priorities and implementing an action plan.

The primary differences between Single and Unified Command structures are:

1. In a Single Command structure, a single Incident Commander is solely responsible, within the confines of their authority, to establish tactical priorities and overall strategy and to ensure that all tasks are directed toward accomplishing the strategy.
2. In a Unified Command structure, a team of individuals designated by their department or jurisdiction must jointly determine tactical priorities and overall strategy. Typically, an Operations Section Chief will be responsible for implementing the plan. Determination of the Operations Chief must be made by agreement of the Unified Command. It may be done on the basis of greatest jurisdictional involvement, number of resources involved, statutory authority, or experience.

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Incident Response

DOCUMENT/SUBJECT: Incident Response

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline will define the responsibilities for the crews responding to a call.

II. Preface:

Each position on the apparatus will be assigned a duty. If there is an empty seat then the firefighter in the Officers seat will reassign that seats duties.

III. Call for an Emergency Response:

1. Each member/employee will be given notification tools and/or a two-way radio.
2. Each member/employee should respond directly to their appropriate station or to the nearest station if they have their appropriate personal protective clothing with them.
3. Only Officers in department vehicles can respond direct to any type of emergency.

IV. Upon Arrival at Station:

1. Firefighters:
 - A. Should fully bunker out.
 - B. Open appropriate bay doors.
 - C. Put SCBA on (depending on the type of call) and put on seat belt.
2. Driver (responsible for crew safety while enroute to scene and back to station):
 - A. Should put bunker gear on or put it in the apparatus on the driver's side in the first roll up door.
 - B. Start apparatus.
 - C. Do a walk around and inspect the apparatus.
 - D. Verify location and directions.
 - E. Verify everyone is on the truck with seat belts on.

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3. Officer seat (the highest ranking Officer should be in this seat). If there is not an Officer present, then the most senior member/employee will ride the Officer's seat.
 - A. Bunker out.
 - B. Verify location and directions.
 - C. Officer is responsible for all radio traffic.
 - D. Officer is responsible for reassigning duties if there is a vacant seat on the apparatus.

V. Enroute to Scene:

1. Firefighters:
 - A. All firefighters shall have their SCBA on with seat belt on properly before the apparatus leaves the station.
 - B. One firefighter shall get a flashlight.
 - C. All firefighters should know their duty before they get on scene. (If one of the seats is vacant, then the Officer will reassign that seats duty.)
 - i. Rear seat behind driver (seat A) is responsible for catching the hydrant.
 - ii. Rear middle seat (seat B) will secure utilities.
 - iii. Rear seat behind officer's seat (seat C) will pull the first attack line.
 - D. Once the initial duty is accomplished, the firefighters will join the team for the next assignment.
2. Driver's Seat:
 - A. Driver shall concentrate on driving only and should not be communicating on the radio.
3. Officer Seat:
 - A. Officer shall put on SCBA and seat belt prior to the apparatus leaving the station.
 - B. Activate all warning lights.
 - C. Inform dispatch that "XX is enroute to XXXX" .

VI. Once on Scene:

1. Firefighters:
 - A. Get tools needed for assignment.

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- i. Firefighter in seat A will pull the 5" supply line, get a hydrant wrench, a 2 1/2" hydrant valve, and fittings (hydrant valve and hydrant wrench should be in the hydrant bag inside front driver's side compartment of the apparatus, all fittings needed for connection should be attached to hose).
 - ii. Firefighter in seat B will need a spanner wrench and flashlight for utilities.
 - iii. Firefighter in seat C will get the fog nozzle and place it in his/her bunker pants pocket and will pull a 1 3/4" attack line.
2. Driver:
 - A. Place the truck in pump gear.
 - B. Go to pump panel and press preset button to go to 80 psi for CAFS or 120 psi for water and foam.
 - C. Open valve for proper hose line once it has been completely deployed.
 - D. Get the supply line connected to one of the intake valves.
 - E. Monitor all equipment taken from the apparatus.
3. Officer:
 - A. Give update via radio and hold command until the first Officer is on scene.
 - B. Get thermal imager (if there is one) and an axe.

VII. Two In, Two Out:

1. Structure Fires:
 - A. For all structure fires while CO readings are above 30ppm, there will be a RIT team established and their duty will be RIT only.
 - B. For every two firefighters in the building, there will be two firefighters outside. This can include firefighters in rehab, pump operators, and Incident Commanders.
2. HazMat Calls:
 - A. For all HazMat calls, there will be a RIT team established and will be dressed to the same level of protection as the entry team. The RIT team will have one person for every person in the HOT Zone. The RIT team will stay established until the incident is over.

VIII. Accountability:

1. Single Unit Responses:

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- A. On single unit responses, the crew of the apparatus will place their Velcro accountability tags on the apparatus accountability board and leave them in the apparatus.
- 2. Multiple Unit Responses:
 - A. The first unit on location will leave their apparatus board in the apparatus and the second board will stay in the driver's possession until an incident commander arrives on location.
 - B. All additional units responding will give their drivers the spare accountability boards and they will pass them on to the driver of the first arriving unit if a commanding officer is not on location.

IX. Fire Ground Safety:

- 1. Structure Fires
 - A. All firefighters should act as Safety Officers. Everyone on scene should be watching out for others and especially themselves. After Incident Command is established and there is a confirmed fire, an official Incident Safety Officer shall be assigned if enough personnel are available. If not enough personnel are available, Incident Command will be the Safety Officer as well.
- 2. HazMat Calls
 - A. An Incident Safety Officer must be established at all Hazmat calls if entry is to be made into the Hot Zone.

X. Punishment:

If an employee/ member does not follow this Standard Operating Guideline, then the Captain has the authority to reprimand the member/employee, either verbal or written. The Captain has the authority to send the member/employee to the apparatus and not continue with operations. The Captain must notify the Chief immediately of any member/employee that has been reprimanded or needing to be reprimanded.

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Infection Control

DOCUMENT/SUBJECT: Infection Control

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION/ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline will ensure the most effective level of protection for both emergency care providers and the citizens we serve, in a cost effective manner.

II. Preface:

All members/employees must comply with the Infection Control Guideline. It is the responsibility of the EMS Director to ensure the health and safety of each member/employee and to prevent contamination. Failure to follow this guideline will result in strict disciplinary action.

III. Procedure:

Personnel:

Emergency care providers, because they are generally dealing with the unknown, are continually at risk of coming into contact with various forms of contagious diseases. For this reason, the emergency care provider has a potential for infection greater than that of other medical personnel.

Equipment, Supplies, etc.:

Due to the increasing use of invasive devices (e.g., EOA's, IV's, OPA's) in pre-hospital care, it has become necessary to develop a system, whereby these items can be properly and easily cleaned and disinfected, or discarded, so that safety is ensured for both subsequent patients and providers.

IV. Training:

All members/employees are required to receive training on infection control prior to riding the ambulance or apparatus and/or providing patient care. The training materials will consist of, but not limited to:

1. Infection Control Guideline
2. Blood Borne Pathogens

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V. Records and Reports:

Training:

Records on infection control training members/employees will be kept at Annville Fire Department Administration building. This information should include the date of the training and the name and rank of the instructor and attendees. These records shall be maintained for a minimum of three years from the date on which the training occurred.

Medical:

The EMS Director will be responsible for maintaining all member/employee medical records related to infectious disease exposure, as well as members'/employees' hepatitis B, hepatitis A, and all other vaccines required, including the dates and results of all boosters. These records will be kept for the entire period of employment. All personnel records relating to infectious disease exposure will be kept confidential.

VI: Personal Protective Measures – Universal Precautions:

1. Universal Blood and Body Fluid Precautions, or simply “Universal Precautions”, means that appropriate personal protective measures are to be utilized as indicated with ALL PATIENTS to prevent exposure to blood/body fluids, regardless of whether or not they are known to have an infectious disease.
2. Universal precautions should be followed when exposure to blood, certain other body fluids (amniotic fluid, pericardial fluid, peritoneal fluid, pleural fluid, synovial fluid, cerebrospinal fluid, semen and vaginal secretions), or any body fluid visibly contaminated with blood is possible.
3. Universal precautions will include wearing of medical gloves on all patients. Protective eyewear must be worn when decontaminating or cleansing an open wound.

HIV (human immunodeficiency virus) and HBV (hepatitis B virus) transmissions have not been documented from exposure to other body fluids (feces, nasal secretions, sputum, sweat, tears, urine, and vomitus) without the presence of visible blood. However, in emergency situations, ALL body fluids should be considered infectious since it is difficult to distinguish one fluid from another in these situations.

Personnel are encouraged to utilize personal protective equipment at all times, however, they may briefly decline to use equipment when, under rare and extraordinary

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circumstances, it would prevent the delivery of health care/public safety services or pose an increased hazard to the safety of the individual involved or subsequent coworkers.

4. The primary defense against the spread of infection is frequent and thorough HAND WASHING.
 - A. Hands must be washed immediately with either copious amounts of soap and water, foamed alcohol hand degermer, or germicidal hand sanitizer for at least 60 seconds after any contact with a patient or contaminated article. A thorough washing with soap and water should be accomplished as soon as feasible/available.
5. RAPID REMOVAL OF BLOOD/BODY FLUIDS from skin and/or clothing must be done as soon as possible using either of the above methods. Affected clothing must be removed as soon as possible for more thorough cleaning. Clothing soiled with body fluids must be placed in a red bag until washed.
6. Intact SKIN AND MUCOUS MEMBRANES are our body's first line of defense against disease.
7. Disposable exam gloves must be worn at all times during patient care. For convenience, these gloves may be worn under turnout gloves when extrication is necessary. The turnout gloves can then be quickly removed leaving the examination gloves for intricate patient care procedures.
8. Anything that is touched or handled (i.e., radio, stretcher, equipment, etc.) while wearing gloves contaminated or soiled with blood or body fluids must also be considered contaminated until disinfected.
9. Wear gloves when an open wound is known to exist on your hands. Personnel must cover any open wounds or rashes with a waterproof dressing prior to providing patient care.

NOTE: ALWAYS WASH HANDS AFTER REMOVING GLOVES OR TOUCHING OTHER PROTECTIVE EQUIPMENT!

10. When splashing of blood/body fluids is likely, it is mandatory that MASK AND EYE PROTECTION (goggles/helmet visor, or safety glasses) be worn to prevent mucous membrane exposure of the eyes, nose, and mouth.

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11. When an injury occurs in the field, such as a bite from a patient, a laceration, or other injury making entrance of germs into your bloodstream possible, allow the area to bleed freely, then immediately (or as soon as possible thereafter) scrub the area for at least 60 seconds with foamed alcohol or germicidal hand sanitizer (soap and water may be used if available). This will decrease and possibly eliminate the germs in the area and, therefore, your bloodstream.

12. When caring for any patient with a cough, upper respiratory infection, fever of unknown origin, rash, or any patient suspected of having, or known to have, measles, rubella, tuberculosis, meningitis, or influenza, have the patient wear a **DISPOSABLE SURGICAL MASK** when possible and providers wear an **N95 MASK**. If this is not possible, all persons in direct contact with the patient must wear an N95 mask. An oxygen mask may be used if the patient is to receive more than four liters of oxygen per minute.
 - A. When transporting patients with confirmed or suspected active **TUBERCULOSIS** or patients diagnosed as **HIV POSITIVE** with symptoms of a respiratory illness, a surgical mask should be placed on the patient and providers should wear an N95.

NOTE: Patients are generally not considered infectious for TB after two to four weeks of treatment.

 - B. If it is not possible to place a mask on the patient, all persons in direct contact with the patient must wear an N95 Particulate Respirator. These provide a better seal than the surgical mask. The provider must make sure that the mask fits snugly at all points, any open areas will act as a funnel for any particles present while inhaling.
 - C. If feasible, the rear windows of the vehicle should be kept open and the heating and air conditioning system set on a nonrecirculating cycle.

13. Never attempt to resheath, break, bend, or otherwise manipulate a **CONTAMINATED NEEDLE**. This is the primary way most needle stick injuries occur.

Immediately after use, needles must be placed in a puncture proof container. This container must be kept upright at all times. **DO NOT OVERFILL THE CONTAINER.**

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These containers are commonly referred to as Sharps boxes or Sharps containers and kept on the medic unit and at the hospital. This container, when two thirds full, can then be left at the hospital for proper disposal or placed in the red biohazard can at station 1. Never place used needles in the trash.

14. When transporting any patient known to be (or suspected of being) contagious, NOTIFY HOSPITAL PERSONNEL, so that they may take proper precautions.
15. Eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses are prohibited in areas where there is a reasonable likelihood of exposure to either fresh or dried blood or body fluids.

VII. Vehicle and Equipment Cleaning/Disinfection Procedures:

On the Scene:

It is the responsibility of the officer-in-charge (OIC) on the scene of an incident to ensure the following precautions are taken prior to placing the last unit in service.

1. The concern for protection from exposure of contaminated materials must extend to the citizens as well as to all personnel. All CONTAMINATED DISPOSABLE ITEMS (gloves, masks, dressings, etc.) must be placed in a red bag, sealed, removed from the scene, and delivered to a hospital or the designated red bio-hazard can at Annville Fire Department, station 1. NEVER PLACE A RED BAG OR CONTAMINATED ITEM IN A REGULAR, UNMARKED TRASH CAN.
2. Any large blood/body fluid spills on the streets, roadways, or other outside public areas should be washed down.

At the Hospital:

1. ALL CONTAMINATED LINEN must be placed in a red bag, sealed and disposed of at hospital.
2. All CONTAMINATED DISPOSABLE ITEMS (gloves, masks, dressings, etc.) must be placed in a red bag and left at the hospital for proper disposal. NEVER PLACE A RED BAG OR CONTAMINATED ITEMS IN A TRASH CAN.
3. NDC must be labeled and kept in a spray bottle on the ambulance at all times.

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4. All areas of the unit (e.g., walls, benches, floors, handles, etc.), where contact with infectious materials is likely, must be thoroughly cleaned with NDC. Cracks and crevices must be scrubbed with a brush.
5. Use gloves for contact with NDC. The use of latex gloves, or double gloving, is necessary when performing cleanup procedures.
6. CONTAMINATED NONDISPOSABLE EQUIPMENT (e.g., cots, mattresses, B/P cuffs, etc.) must be cleaned by spraying liberally with NDC and scrubbing with a brush or cloth.
7. All NONDISPOSABLE CONTAMINATED INSTRUMENTS on the unit (e.g., laryngoscope blades, stylets, McGill forceps, etc.) will be placed in a red bag and transported back to Annville Fire Department for proper cleaning.
8. The STETHOSCOPE may harbor pathogenic organisms and must be cleaned with alcohol or NDC after examining any patient.
9. WASH HANDS THOROUGHLY after completing the above procedures and before returning to service.

In Station:

1. CONTAMINATED NONDISPOSABLE ITEMS (e.g. laryngoscope blades, stylets, McGill forceps, etc.) that were placed in a red bag must now be taken out and soaked in one part bleach and three parts water solution. Items must soak for 20 minutes in solution, then thoroughly rinsed with warm water and dried.
2. RESTOCK the unit, immediately, after items are disinfected.
3. REPLACE all used personal protective equipment (e.g., gloves, mask, etc.) immediately upon return to station.
4. REPLACE all disposable items used on call immediately upon return to station.
5. Again, WASH HANDS THOROUGHLY. All personnel should bear in mind that these measures, when performed properly, will ensure their own protection and welfare, as well as that of future patients.
6. In addition to the “as needed” cleaning and disinfecting of contaminated areas or equipment, ALL areas of the unit are to be completely cleaned/disinfected every

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Wednesday as part of the weekly maintenance and the unit will be washed as needed per water restrictions.

VIII. Compliance Guidelines:

Supervisory:

1. It is the responsibility of the EMS Director to ensure that personnel comply with the Universal Precautions in this Guideline. This will be done in the form of periodic on-site monitoring and any deficiencies will be noted and recorded in the providers' performance appraisal records.
2. In addition, the EMS Director is to monitor the condition and availability of personal protective equipment and ensure that minimum requirements are maintained at all times.

Personnel:

1. Personnel are responsible for contacting their Captain of a possible exposure to an infectious disease or a needle stick.
2. Upon returning to the station, personnel must fill out the Exposure forms and turn in to their Captain by the end of their shift. The Captain will notify the EMS Director of any possible exposures via email and phone.
3. It is the responsibility of the individual to keep all appointments with the treating facility regarding any follow-up exposure tests/treatments, including the hepatitis B vaccine series and HIV testing regiment, regardless of the HBV or HIV status of the patient.
4. Failure of personnel to follow up with testing/treatment on time, may jeopardize their Worker's Compensation claim.
5. Personnel are required to keep confidential the identity and infectious status of patients to whom they are exposed.

IX. Risk Management:

1. The EMS Director will be responsible for notifying personnel three days prior to their scheduled test dates for all vaccinations.

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2. The EMS Director will also be responsible for maintaining confidential individual medical records on exposure incidents, follow-up, hepatitis B, hepatitis A, and any other vaccine status.
3. Medical records from the treating facility on exposure incidents, forwarded to the EMS Director will include the following:
 - A. Documentation regarding the provision of pretest counseling.
 - B. The attending physician's opinion regarding whether the member/employee should receive vaccines and/or whether the member/employee has received the vaccine.
 - C. Documentation that the member/employee has been told about the results of the evaluation.
 - D. Documentation that the member/employee has been told about any medical conditions resulting from the incident.

Note: All other findings or diagnosis shall remain confidential and shall not be included in the written report.

4. Any failure to keep any appointments or follow-up treatments will be reported to the EMS Director by the treating facility. The EMS Director will be responsible for contacting the Chief to determine what action should be taken at that point.

X. Infectious Exposure Guidelines:

A "High Index of Suspicion" will be used to determine treatment of personnel when infectious status of the source is unknown. Source individuals will be assumed positive for HIV and HBV until all tests and treatments are done.

Hospitals are required to notify emergency care providers when they are aware of a patient having an infectious disease who was cared for by an emergency care provider. When available, this information will be utilized when treating providers for exposure incidents.

These guidelines will serve as reference for personnel should a significant exposure to blood/body fluids occurs.

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Live Fire Training

DOCUMENT/SUBJECT: Live Fire Training

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION/ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline is to establish guidelines for live fire training according to NFPA 1403.

II. Preface:

The department's goal is to provide quality training that is both safe and educational. The department will follow NFPA 1403 standard for all live fire training whether we are using our training field or another location.

VI. General Guidelines:

1. Live fire training shall include flammable liquid pit fires, burn building fires, LPG project fires, vehicle fires, and wild land fires that are intentionally set for the purpose of training or demonstration.
2. Any live fire training conducted on Annville Fire Department property or property acquired by the fire department for the purpose of live fire training will be conducted in accordance with this standard operating guideline. Additional procedures may be instituted depending on the type of live fire training or accompanying activities. Acquired structure or burn props are defined as an approved training buildings for live fire training, Annville Fire Department will not use abandoned or acquired structures that are not approved live fire training facilities for the purpose of interior live fire training.
3. Under **NO** circumstance will a live victim be used during live fire training. Only Mannequins can be used for live fire training and they cannot be dressed in firefighter personal protective clothing (bunker gear).
4. Fire Desk will be notified before and after all live fire training evolutions.

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5. All live fire training evolutions will utilize the incident command system along with “2 in/2 out”, accountability, RIT, and PAR checks.
6. Any student that is participating in the live fire scenario that is not either Level II certified through SFFMA or TCFP certified basic firefighter must have a certified instructor assigned to their operations.
7. All participants in live fire training will be, or become, familiar with exits, alternative exits, and have a pre-established staging location for emergencies.
8. A radio group will be assigned for each live fire training evolution (usually AVFDMOB).
9. An evacuation signal must be established prior to interior fire training unless specified Annville Fire Department emergency evacuation signal will be three blast of a air horn. If evacuation signal is initiated during live fire training then all students/participants, instructors, and bystanders will report to the pre-established staging location for accountability and par check.
10. A minimum of two water sources must be established for live fire training. One can be the attack pumper the second can be either a second pumper or tanker or a fire hydrant.
11. Interior fires can only use class A combustibles, NO accelerants will be allowed in interior fires unless it is approved LPG or natural gas prop. Diesel fuel can be used for exterior fires; at no time will gasoline be used for live fire training.
12. Emergency medical services must be on scene or available for immediate response during live fire training. If all Annville Fire Department medic units and all CCFD medic units are on a call, training must be delayed until a medic unit is available.
13. Before all interior live fire training the structural training building must be inspected and live fire training check off sheet must be filled out.
14. A minimum of one hose line will be designated as a safety line and it will be staffed with a minimum of two certified firefighters. If one or both firefighters on the safety line are not certified firefighters then a certified instructor must be assigned to the safety line. All safety line personnel will wear a full complement of PPE and SCBA. SCBA mask must be worn during the live fire evolution; personnel do not have to be on air but SCBA bottle must be on and ready. The safety line can be staffed with the RIT team, which can also be the EMS crew.
15. All attack lines must be staffed with a minimum of two personnel. If one or both firefighters on the attack line are not certified fire fighters then a certified

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instructor must be assigned to the attack line. All attack line personnel will wear a full complement of PPE and SCBA.

16. All attack lines and safety lines shall flow a minimum of 95 GPM.
17. All PPE must meet NFPA 1971 for structural and NFPA 1977 for wild land.
18. All SCBA and pass devises must meet NFPA 1981.

VII. Instructor Requirements:

1. The lead instructor or instructor-in-charge is required to have a minimum of Instructor 1 through State Fireman's and Fire Marshals' Association or the Texas Commission on Fire Protection and must be familiar with NFPA 1403 and follow all guidelines within this standard operating guideline.
2. A minimum of one certified instructor will be assigned to every five students/participants participating in live fire training.
3. A certified fire instructor will be designated as safety officer. The safety officer shall not be assigned to any other duties during live fire training.
4. A certified firefighter shall be assigned to ignite the training fires. All personnel assigned to ignite fires will wear a full complement of PPE and SCBA.

VIII. Safety Officer:

1. A safety officer shall be assigned for all live fire training evolutions.
2. The safety officer shall be a certified instructor.
3. The safety officer shall oversee safety for the safety of all persons on the scene, including students, instructors, visitors, and spectators.
4. The safety officer shall not be assigned other duties that interfere with safety responsibilities.
5. Safety officer is responsible for inspecting the live fire training facility and all PPE that will be used.

IX. Student/Participant Requirements:

1. Only persons that are certified firefighters or firefighters in training who have achieved FFI certification can participate in live fire training. Prior to live fire

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training all participants shall have received FFI level training in: Safety, Fire Behavior, Portable Fire Extinguishers, Personal Protective Equipment, Ladders, Hose, Appliances, Fire Streams, Overhaul, Water Supply, Ventilation, Forcible Entry, and Building Construction.

2. Students/participants participating in a live fire training if not employed or a member of Annville Fire Department must provide a FFI certificate from SFFMA or TCFP or have their fire chief sign a release form attesting to the fact that the student has successfully completed prescribed minimum training in the following categories: Safety, Fire Behavior, Portable Fire Extinguishers, Personal Protective Equipment, Ladders, Hose, Appliances, Fire Streams, Overhaul, Water Supply, Ventilation, Forcible Entry, and Building Construction.

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Minimum Staffing Requirements

DOCUMENT/SUBJECT: Minimum Staffing Requirements

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT'S TYPE: Standard Operating Guideline

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the minimum staffing requirements for all 24-hour stations.

II. Preface:

It is a Standard Operating Guideline of the department to require that minimum staffing be met at all 24-hour stations.

III. Guidelines:

1. Minimum staffing requirements for station 1 is a five-person crew consisting of a Captain or step-up, a minimum of one Paramedic and a minimum of three Firefighter/EMT's and/or Firefighter/Paramedics.
2. If requirements cannot be met, mandatory overtime will be implemented for the open position.
3. Mandatory overtime will consist of an alphabetical list by last name. When mandatory overtime is necessary, the first person on the list will be required to work if they hold the appropriate certifications for the open position.

IV. Discipline:

1. Members/employees not able to work an open shift will be required to write a letter stating why they are unable to work. Members/employees will have 24-hours to turn their letter into the Fire Chief. The letter can be emailed, hand written or typed and must have the members/employees signature and the date. This letter will become a permanent part of the employee's personnel file.
2. Failure to fill the open shift or write the letter will result in all member/employee "SWAPS" to permanently be cancelled.

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Minimum Training Requirements

DOCUMENT/SUBJECT: Minimum Training Requirements

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT'S TYPE: Standard Operating Guideline

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline is to establish minimum training requirements.

II. Preface:

This Standard Operating Guideline will be used to establish the minimum training requirements for both paid and volunteer firefighters.

III. Minimum Training Requirements:

1. Minimum Standards:

- A. Each Firefighter whether paid or volunteer will be required to obtain their NPFA 1001 firefighter certification within 1 year.
- B. Each firefighter whether paid or volunteer will be required to obtain a minimum of 20 hours of continuing education training per year. The State of Texas requires each firefighter to obtain 20 hours per year to maintain active status as a firefighter within the state.
- C. Each officer will be required to have Fire Officer I certification within 1 year of appointment.

2. Additional Training Requirements:

- A. Each officer is expected to receive 12 hours of continuing education training in officer development. This training can be from topics like incident command, accountability, or administration. Officers are encouraged to attend the Texas Fire Officers Symposium offered by TEEX each year.
- B. All Drivers will be required to take the 40 hours Computer Based Training (CBT) training after completing their driving training, map test, and obtaining their Texas Class B Exempt Driver's license.

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- C. All drivers are expected to receive 12 hours of continuing education training for driver operator per year. Recertification training will include annual map test and CBT driver operator training.
- D. Each firefighter will be required to receive 8 hours of continuing education training in hazardous materials per OSHA standards. This can be done through CBT training, through hands on, or lecture.

3. Additional Shift Training:

- A. Each shift should do 2 hours of single company drills per shift and turn in sign-in sheets and training report each week at the staff meeting.
- B. Each shift should conduct at least 1 night drill per month which will include multiple companies and volunteers.
- C. Each shift should conduct at least 1 automatic aid drill or training per quarter.
- D. Each shift should conduct pre-incident inspections/planning of each commercial building per year. Each shift will be responsible for different buildings, and the other shifts will review preplan reports for updates annually. Shifts should rotate each year different buildings.

4. Training/Class Reimbursement:

Outside training/classes taken by members/employees will be reimbursed by the department. The department will reimburse up to an Associate's Degree in any field of study. Degrees above an Associate's Degree must be in the field of fire, EMS, or Emergency Management. The department requires a receipt for payment of tuition/class and proof of a passing grade/Certificate of Completion for reimbursement.

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Narcotic Restock

DOCUMENT/SUBJECT: Narcotic Restock

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION/ISSUED DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the steps that are needed to restock narcotics (Morphine Sulfate, Valium, and Versed) on an ambulance, the lockbox at station 1, and transporting them when they are purchased.

II. Preface:

It is a Standard Operating Guideline of the department to ensure that narcotics are secured at all times.

III. Guidelines:

1. When a narcotic needs to be restocked due to using it on a call or expiring, the ambulance must come to the Administration building to restock between the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday. The lockbox at station 1 is used for after hours and weekend re-stocking, or the absence of a Chief Officer.
2. If narcotics are used, the lead Paramedic must email the Chiefs and shift Captain to notify them of usage and where the unit was restocked from.
2. When restocking the narcotics in the lockbox at station 1, an ambulance must be taken out of service or a reserve ambulance used. Narcotics must be locked in the narcotic box or safe in the ambulance for transport.
3. When an order has been placed for purchasing narcotics, an ambulance must be taken out of service or a reserve ambulance used. Narcotics must be locked in the narcotic box or safe in the ambulance for transport.
4. The narcotic log must be filled out entirely to pick up narcotics from the Administration building and when restocked in an ambulance, when placed in the lockbox at station 1, or placed in the safe at the Administration building.
5. An ambulance with a narcotic box or safe will be used for all transportation of narcotics.

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6. No narcotics will be transported in any other department vehicle except an ambulance.
7. While at the receiving facility, have an RN or Doctor witness you discarding any unused narcotics. Have them sign in the witness spot on the Narcotic Usage Form.

IV. Discipline:

If this Standard Operating Guideline is violated, it could result in immediate termination of all members/employees involved. Discipline will be at the discretion of the Fire Chief.

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New Employee Probation Period

DOCUMENT/SUBJECT: New Employee Probation Period

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION/ISSUED DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define New Member/Employee Probationary Period.

II. Preface:

This guideline is established to ensure that new members/employees go through a probationary period to ensure that they understand the Standard Operating Guidelines, EMS Protocols, equipment on apparatus, and placement of equipment on apparatus (please see 30/60/90 day probationary sheet for complete list).

III. Guideline:

1. In an effort to insure a smooth transition, Nueces County ESD #1/Annville Fire Department has established a probation period for all new members/employees. The orientation period provides the department with the opportunity to determine whether a member/employee's qualifications, job performance and work habits meet the needs of the department. It also gives the member/employee a chance to determine if the job duties and working conditions match his/her interests and expectations. Just because a member/employee completes the probationary period does not protect him/her from termination.
2. Nueces County ESD #1/ Annville Fire Department has established the probation period for all full time/part time employees and volunteers as the first 90 days following the initial date of hire/membership. Members/employees must complete the 30/60/90 day evaluation checklist before being taken off of probation. If the member/employee does not complete the 30/60/90 day evaluation requirements, it will be at the discretion of the Fire Chief to extend the probation or terminate that member/employee.
3. During the 30/60/90 day probationary period, members/employees will not be permitted to sign up/pick up shifts at station 2.

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New Hire Policy

DOCUMENT/SUBJECT: New Hire Policy

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION/ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the Employment Steps and Minimum Qualifications needed to apply with the fire department.

II. Employment Steps:

1. Application & Resume with all required documents need to be turned in by the specified deadline.
2. Physical Agility Test.
3. Thorough and extensive background investigation.
4. Oral Interview (Panel).
5. Chief's Conditional job offer.
6. Physical Exam and Drug Screen.

III. Minimum Qualification Requirements:

1. High School Diploma or GED required.
2. Ability to obtain a valid Texas Driver's License.
3. The ability to be covered under the department's vehicle Insurance Policy.
4. Pass Physical Agility Test.
5. Pass Drug Screen and Physical Examination.
6. All Candidates must pass a 90-day probation period.
7. Texas Department of State Health Services Certification of EMT or higher.

Note: All personnel who have a current Annual Physical Exam and their personal Physician will attest that he/she is fit for firefighting duty, shall be exempt from an Annual Physical Exam as long as the previously done exam meets the same requirements as Nueces County Emergency Services District #1/Annville Fire Department's. Annual Physical Exam will include at a minimum 12-lead EKG, Lipid & Metabolic Panel, Chest X-Ray, and Blood Glucose Check. Documentation must be presented to the Chief prior to first day of employment.

Disclaimer: Nueces County Emergency Services District #1/Annville Fire Department does not discriminate against other employment/volunteer opportunities for all members/employees. All Nueces County Emergency Services District #1 employees and

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Annaville Fire Department volunteers are allowed and encourage to seek employment/volunteer status with other Fire/EMS agencies.

Equal Opportunity Employer: Nueces County Emergency Services District #1/Annaville Fire Department is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment/volunteer status without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status. If you need assistance or an accommodation during the application process because of a disability, it is available upon request. Nueces County Emergency Services District #1/Annaville Fire Department is pleased to provide such assistance and no applicant will be penalized as a result of such a request.

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POV Response

DOCUMENT/SUBJECT: POV Response

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define how members/employees may/may not respond in their personal vehicles (POV).

II. Preface:

All members/employees must practice safe driving habits regardless of the nature of the incident. The safety of the public, our family and friends, and our fellow members/employees are the most important priority.

III. Guideline:

1. No member/employee will respond directly to any scene without approval of the Incident Commander. If Command has not been established then the highest ranking Chief in route will be the only person that can give permission.
2. No member/employee will respond to the station in a vehicle that does not have current insurance on that vehicle.
3. No member/employee will be allowed to drive to the station without a valid driver's license.
4. All members/employees will obey all traffic laws, including speed limits when responding to the station.
5. No member/employee will be allowed to use flashers while responding to the station or to a scene.
6. No member/employee (even if installed on their vehicle) will be allowed to respond with emergency lights, with exception of Chief Officers, to the station or to the scene unless approved on a call by call basis by the highest ranking Chief in route. No emergency lights will be used unless pre-approved by the Chief. When responding with lights you must have your siren on.

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PPC Use, Cleaning, and Inspection

DOCUMENT/SUBJECT: PPC Use, Cleaning, and Inspection

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline is to list the proper protective clothing for each call and the care and maintenance required for protective clothing.

II. Preface:

Personal protective clothing also known as PPC is a vital part of firefighting, hazmat, or rescue calls. All members/employees except the Driver/Engineer and Administrative Personnel will put on the proper PPC before leaving the station.

III. Guidelines: (Proper Gear per Call)

1. **Structure Fires:** NFPA 1971 department issued structural firefighting gear: pants, coat, boots, helmet, hood, gloves, & SCBA will be worn at all structure fires until notified by command.
2. **Wild land Fires:** NFPA 1977 compliant gear can be worn in place of structural gear if issued by department.
3. **Still Alarms & Automatic Alarms:** See Structure Fire PPC.
4. **Rescue Calls:** NFPA 1951 compliant gear can be worn in place of structural gear if issued by the department.
5. **EMS Calls:** Medical gloves will be worn at all EMS calls: glasses, mask and gown shall be worn if needed.
6. **Hazardous-Material Calls:** Initially NFPA 1971 approved structural firefighting gear will be worn to hazmat calls. (This is the appropriate gear for responding but may be upgraded once product has been identified.)

IV. Proper Care for Gear:

When to clean gear:

1. Each member/employee should rinse their gear each time after any structure fire, grassfire, or motor vehicle collision in which their gear becomes contaminated.

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(Gear should be rinsed off with water only no detergents, if necessary you can use a brush for heavy soiled gear).

2. Gear should be placed in red biohazard bag and sent for decontamination if gear comes into contact with blood borne pathogens.
3. Each member's/employee's gear will be washed and have an advanced inspection at least once a year, performed by Training Captain.
4. Record of inspections and cleanings must be kept on each set of gear.
5. If you think there is something wrong with your gear (possible tear, discoloration).

How to store gear:

1. Gear should be stored in department issued gear bags when not in use.
2. Do not store wet or damp gear in gear bags, either allow to air dry out of UV lights or place in department drying closet to dry, at station 2, before placing in gear bag.

Yearly Advanced Inspection:

1. Each member's/employee's structural firefighting gear will be turned in for an annual inspection and cleaning per NFPA 1851. The inspection will be completed by a certified individual who has completed the manufacturer's approved NFPA 1851 course. All gear will be cleaned according to the manufacturer's guidelines. The gear findings will be documented and filed. If repairs are indicated, gear will be placed out of service and sent off for repairs by an approved ISP.

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Paramedic

DOCUMENT/SUBJECT: Paramedic

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the position, rank, and primary duties of a Paramedic.

II. Preface:

Individuals provide and administer emergency medical care to citizens. Individuals work under the guidance of senior Paramedics and/or the EMS Director.

III. Position:

Title: Paramedic
Selection: Appointed or hired by the Fire Chief
Reports to: Captain and EMS Director
Positions Supervised: Direct supervision of EMR, EMT, and AEMT.

IV. Duties:

Responds immediately to emergency and non-emergency calls to provide appropriate medical care.

1. Maintains the condition of EMS station, vehicles and equipment.
2. Supports emergency medical care and other programs by working with local agencies to include attending meetings, conference workshops, training sessions and performing a variety of public relations duties.
3. Completes detailed run reports and daily paperwork.
4. Monitors daily condition of vehicles and equipment through daily check-off sheets.
5. Stocks and maintains unit inventory after every call.

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6. Adheres to the Annville Fire Department EMS protocols.
7. Operates under the Standard Operating Guidelines of Annville Fire Department.

V. Other Duties:

1. Ability to operate a variety of office equipment.
2. Ability to operate all equipment needed to perform at your current EMT level.
3. Ability to lift patients safely and effectively.
4. Ability to operate mobile and portable radios effectively.
5. Ability to communicate both verbal and written.
6. Knowledge and ability to apply rules, regulations and guidelines associated with Emergency Medical Care.
7. Ability to work under stressful conditions.
8. Ability to work with a variety of patients.
9. Ability to work in a variety of environments, such as heat, cold, and rain.
10. Ability to maintain own CE (continuing education) hours (CE hours can be obtained through department).
11. Ability to learn and adhere to all EMS Protocols and pass EMS Protocol Test, given quarterly, with a minimum grade of 75.
12. Ability to learn and follow all medication (new and old) administrations.

VI. Absence from Duty:

The Paramedic shall notify the Captain of any condition that may cause him/her to be absent or unable to perform these duties of at least 24hrs before start of shift.

VII. Requirements:

1. Valid Texas driver license.
2. Valid Texas Department of State Health Services Paramedic certification.

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3. Valid ACLS, ITLS and PALS card.
4. Acceptable driving record.
5. High school diploma or GED required.
6. Good moral character.
7. NIMS 100, 200, 700 and 800.

VIII. Work Location and Conditions:

Adverse or potentially hazardous environments may be routinely present during training exercises and/or emergency response operations. Moderate to heavy lifting is required.

IX. Compensation and Benefits:

Compensation will be dependent on current budget and adopted pay rates.

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Paid Time Off (PTO)

DOCUMENT/SUBJECT: Paid Time Off (PTO)

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT'S TYPE: Standard Operating Guideline

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define requesting Paid Time Off (PTO).

II. Preface:

It is a Standard Operating Guideline of Nueces County Emergency Services District #1 that a Paid Time Off request be submitted correctly.

III. Guidelines:

1. Paid Time Off requests must be posted to Fire Manager and sent to Administration no less than 7 days prior to the first requested day of leave.
2. No PTO requests will be approved with less than 7 days' notice unless the employee requesting PTO finds their own coverage.
3. Emergency Paid Time Off can be requested less than 24 hours prior to the employees scheduled work day. If Emergency Paid Time Off is taken, the employee must post it to Fire Manager and write in the note section why they are requesting PTO. In an emergency, Administration can place an employee on PTO. The employee must provide proof of the emergency by bringing a doctor excuse, hospital excuse, etc. on the first day back to work for the employee.
4. The employee will not be required to find coverage for their shift when requesting emergency PTO.
5. Only one PTO request per shift will be approved at a time. Second PTO request will not be approved until first request is covered.
7. PTO approval will be done on priority basis (Captain for Captain, Paramedic for Paramedic). It will be the discretion of the Fire Chief to approve a lower ranked employee covering for a higher ranked employee.

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V. Discipline:

If the employee does not follow this guideline, disciplinary action will be brought against the employee. The disciplinary action taken will be at the sole discretion of the Fire Chief and could include but not limited to written reprimand, loss of PTO, or termination.

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Promotional Exam

DOCUMENT/SUBJECT: Promotional Exam

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT'S TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the requirements needed for promotion to Captain.

II. Preface:

In order to promote to Captain, the member/employee must pass a written exam and go through an interview.

III. Guideline:

1. A letter of intent must be submitted to the Chief three weeks prior to the promotional exam.
2. A written exam consisting of 100 questions must be taken and passed with a minimum score of 70. The written exam will consist of 75 questions from Fire Officer I and 25 questions from the EMT-Basic Protocols. All test questions will come from the *Jones and Bartlett Fire Officer Principles and Practice, 2nd edition* book and the current *Annville Fire Department EMS Protocols*. The written exam will account for 50% of the total score.
3. Applicants will go through an oral interview after achieving a passing grade of 70 or greater on the written exam. The interview panel will consist of persons not employed by Nueces County Emergency Services District #1/Annville Fire Department. The oral interview will account for 50% of the total score.
4. If the applicant has any written reprimands in their personnel file within the previous 2-years, the applicant will lose 5 points per reprimand.
5. Applicants will receive one extra point per Texas Commission on Fire Protection (TCFP) and Texas Department of State Health Services (DSHS) certification held above TCFP Basic Firefighter and DSHS EMT-Basic.

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6. After promoted to Captain, the applicant will be required to complete and acquire TCFP certification for Instructor I and Fire Officer I within one year of appointment to Captain unless these certifications have already been obtained.

IV. Minimum Requirements:

1. TCFP Basic Firefighter certification.
2. DSHS EMT-Basic certification.
3. Three years of service, whether paid, volunteer or combination of the two.
4. NIMS 100, 200, 700, and 800 and Courage to Be Safe must be completed prior to taking the written exam.

V. Reprimand:

If this Standard Operating Guideline is not met within one year of promotion, the newly appointed Captain will be demoted to Firefighter/EMT or Firefighter/Paramedic status and pay.

VI. References:

Fire Officer Principles and Practice, 2nd edition by Jones and Bartlett

Current Annville Fire Department EMT Basic Protocols

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Rehabilitation

DOCUMENT/SUBJECT: Rehabilitation

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guideline

REVISION/ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the purpose for firefighter rehabilitation. The Rehabilitation Standard Operating Guideline is to help restore firefighter health and ability to work during and/or after firefighting activity.

II. Preface:

All members/employees must utilize rehabilitation resources. It is the responsibility of Command to ensure the health and safety of each member and decrease the likelihood of on-scene injury or death. This procedure is in place for the safety of all crew members and the public. Failure to follow these guidelines will result in strict disciplinary action.

III. Guideline:

It is a Standard Operating Guideline of Annville Fire Department that no member/employee will be required to continue firefighting activity beyond safe levels of physical or mental endurance. Firefighters shall be given rehabilitation after two-30-minute SCBA air tanks have been used, or a single 45- or 60-minute cylinder or an extended period of intense work without an SCBA, whichever comes first. Members/employees entering rehab will rest for a minimum of 10 to 20 minutes. Rehabilitation will consist of:

1. A physical assessment – including: vital signs, oxygen, and water.
2. Rest.
3. Active and/or passive cooling or warming as needed.
4. Appropriate calorie and electrolyte replacements.
5. Treatment for injuries.
6. Resting B/P < 160/90 (or paramedic discretion).

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7. Resting Heart rate < 80 bpm (or paramedic discretion).
8. Continual monitoring of physical/mental condition.
9. Member accountability.
10. Transportation for those requiring treatment at medical facilities.
11. Release to resume firefighting operations.

All members/employees will inform Command of the need for rehabilitation. All members/employees will report to the ambulance or designated area for rehabilitation to commence. All members/employees will take all firefighting clothing off prior to entering the ambulance or designated area.

According to NFPA 1584, a firefighter exposed to carbon monoxide or presenting with headache, nausea, shortness of breath, or gastrointestinal symptoms, should be measured for CO poisoning by pulse CO-oximetry or other approved method.

It is the responsibility of every Company Officer to continually monitor the condition of all crew members for signs of stress or fatigue. When these conditions are noted, the Officer shall request those members to relocate to the rehabilitation ambulance or designated area.

When all crew members are refreshed, rested, and medically cleared by trained personnel, and all SCBA's have been serviced, each crew member will report back to Command for assignment.

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Relationships

DOCUMENT/SUBJECT: Relationships

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define relationships between members of the department and the public.

II. Preface:

Good working relationships based on trust and mutual respect are vital for successful emergency operations. Members/employees of the department are perceived by the public as representatives of the department, whether on or off duty and their actions reflect on the department. Therefore, violation of this guideline by any member/employee, regardless of rank, may be sufficient cause for disciplinary action, including reprimand, suspension, being relieved from duty, removal from rank and/or termination.

III. Guidelines for Relationships:

1. **General Conduct and Behavior:** Members/employees, whether on or off duty, shall follow the ordinary and reasonable rules of good conduct and behavior of law abiding citizens. They shall not commit any action that tends to bring reproach or discredit upon themselves or the department.
2. **Truthfulness:** Members/employees are required to speak the truth at all times. They shall tell the truth, whether under oath or not, in giving testimony in connection with any order and in connection with official duties.
3. **Responsibility to Serve Public:** Members/employees shall provide service, counsel, direction and assistance to the public. At all times, members/employees shall respect the rights of individuals and perform departmental service with honesty and courage.
4. **Courtesy and Respect for the Public:** Members/employees shall be polite, courteous, kind, patient and respectful when dealing with the public. They shall strive to gain the respect of law abiding citizens by being professional, courteous and impartial.

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Members/employees shall be attentive to the needs of the public and shall strive to maintain a cool, even-tempered, professional attitude regardless of the provocation. They shall refrain from answering questions in a short or abrupt manner, and shall not use harsh, coarse, violent, threatening, profane, insolent, suggestive, sarcastic or insulting manner, gestures or actions.

Members/employees shall use correct English when speaking, paying particular attention to grammar and pronunciation. They shall avoid slang or any actions, conducts or mannerisms which may annoy the public.

5. **Providing Name and Department ID Number:** Members/employees shall politely give their name, department ID number and other pertinent information to any citizen, as requested, unless such action places the completion of an emergency assignment in jeopardy.
6. **Courtesy and Respect for Fellow Members/Employees:** Members/employees shall treat all other members/employees with the respect and response due to them as fellow members/employees. They shall be courteous, civil and respectful of their associates, supervisors and officers and shall refrain from threatening, insulting or abusive language, gestures and actions, whether on or off duty. Officers shall be addressed or referred to by their title or radio number.
7. **Support for Fellow Members/Employees:** Members/employees shall cooperate, and assist each other at every opportunity, and shall not publicly criticize the work manner, performance or duty of any other member/employee.
8. **Protecting Fellow Members/Employees:** Members/employees shall act together and protect one another in time of immediate or impending danger.
9. **Provide Leadership and Maintain Discipline:** Officers and Supervisors shall be fair, honest and dignified in their relationships with subordinates. They shall adhere to all Standard Operating Guidelines and shall promptly report and resolve any violation of laws, ordinances or guidelines. They shall be careful and refrain from immoderate, violent or abusive language/actions in giving orders, directions and in conversation.
10. **Issuing Orders:** Orders shall be issued in clear, understandable language, civil in tone and in pursuit of department business or operations.
11. **Equal and Impartial Treatment:** Officers and Supervisors shall provide equal and impartial treatment to all members/employees. Officers shall reward merit with due recognition and shall correct incompetence, misconduct or negligence with due discipline.

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12. **Settling Disagreements:** Members/employees shall make every effort to settle disagreements at the station or district level. If these efforts are unsuccessful, members/employees shall follow the Complaint and Appeal Procedure Guideline.

13. **Suggestions for Improvement of the Department:** Members/employees are encouraged to offer suggestions for the improvement of the department. Suggestions should be made in writing to the Chief through their Captain. Members/employees shall not make derogatory remarks or adversely criticize department guidelines, operations or activities, on or off duty.

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SCBA Guidelines

DOCUMENT/SUBJECT: SCBA Guidelines

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the proper procedures for wearing a Self-Contained Breathing Apparatus & certain requirements.

II. Preface:

Self-Contained Breathing Apparatus also known as SCBA is a vital part of the equipment used in firefighting, Haz-Mat, and specialized rescue calls.

III. Procedures:

1. SCBA should always be kept in their proper mounting brackets on the trucks, unless out of service or being worn.
2. SCBA should always be wiped down of debris and dirt after every use.
3. SCBA cylinders stored on apparatus shall never be below 4000 psi. If an SCBA cylinder is less than 4000 psi, it must be filled immediately.
4. Never use soap or chemicals to clean bottles, if needed use a damp cloth.
5. SCBA mask should be cleaned with a mild disinfectant and thoroughly rinsed after every use.
6. Empty bottles on trucks should be turned backwards, so everyone will know they are empty.
7. If an SCBA is taken out of service, it should be taken off the truck, red tagged with the problem and the Captain shall notify the Training Captain and Chiefs via email.
8. SCBA units and bottles should be inspected and tested daily.
9. Inspection of spare bottles is to ensure there is no damage to the cylinder wrapping and to the cylinder valve.

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10. While testing and inspecting packs and bottles, check the PASS devices for proper working order.
11. Make sure all straps are working properly and are extended.

IV. Proper Usage:

1. Check to make sure all protective gear is on.
2. Place SCBA on back and tighten shoulder straps snugly.
3. Connect waist straps and tighten up firmly so pack rests on your hips.
4. Place face mask on and tighten straps, check for seal.
5. Check to make sure that there is nothing between mask and the skin on face.

**If facial hair is more than 1/16 of an inch long or it has been more than one day since your last shave in spot(s) where mask is in contact, then you cannot wear an SCBA and will be used elsewhere.

6. Pull hood over mask and check for gaps.
7. Place helmet on head and secure strap.
8. Turn bottle on and open the valve completely.
9. Lock regulator into front of mask and inhale to open regulator.
10. Test to make sure that the SCBA works before approaching fire.

V. Low Air Alarm

1. Due to the recent change in NFPA 1852 (2013) edition, when operating as a team, when a low air alarm sounds, whether at 33% or 25%, all personnel will exit as a team.

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Severe Weather Response

DOCUMENT/SUBJECT: Sever Weather Response

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the procedures for severe weather response to ensure the safety of members/employees and the citizens that we serve.

II. Preface:

It is the responsibility of Nueces County ESD #1 / Annville Fire Department to ensure that crew members are safe during severe weather responses.

III. Guideline:

During hurricane conditions or flooding, every attempt will be made to continue our primary mission of protecting lives and property. It should be remembered, however, that our firefighters are subject to the same environmental limitations as are members of the public.

1. Discontinuing Response:

The decision to discontinue response shall be made by the Fire Chief, or his/her designee. The decision will be announced by radio as a "NO RESPONSE" order (i.e. "NO RESPONSE is now ordered for all Annville units"). Prior to this order, any Chief Officer who feels that dangerous conditions are being encountered may choose to cease operations and return units to quarters, but must advise Dispatch and the Fire Chief. Chief Officers who feel the need to continue operations past the "NO RESPONSE" order must justify this decision through the Fire Chief prior to responding and must receive permission to continue the current task.

The following guidelines may be used to determine when all apparatus should be placed in a non-responsive mode during storm conditions. These are only guidelines, and many factors such as overall wind speed, and the speed of storm advancement must be considered.

- A. Operations may be terminated when sustained winds of greater than 50 mph exist or local conditions dictate unsafe conditions (flooding, downed wires, flying debris, etc.). The wind speed factor of 50 mph is a guideline

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only, and the decision to discontinue operations will take other factors into account. This decision will be made by the Fire Chief or his/her designee, and will rely on input from Officers in the field. Keep in mind that apparatus are high profile vehicles and sustained winds greater than 50 mph could cause injury to members/employees and/or the citizens.

- B. Medic unit operations may be discontinued prior to the “NO RESPONSE” order depending on circumstances and weather conditions.
- C. Operations during the eye of a hurricane will be at the Fire Chief’s, or his/her designee, discretion and should concern themselves with re-securing the fire station. All activities during the eye shall be undertaken only if they can be accomplished in a safe manner. The safety of our personnel shall remain the primary consideration during these operations. Firefighters should be cautioned that the duration of the calm period during the eye will be variable by location. The “NO RESPONSE” order will remain in effect during the passing of the eye.

2. Resume Response:

The decision to resume operations will be made by the Fire Chief and will be announced by Dispatch. Chief Officers who feel it is safe to resume operations prior to the “Resume Response” order shall contact the Fire Chief and state conditions at their location and the need to begin operations. If unable to contact the Fire Chief, the decision to resume operations will be left to his/her designee.

Immediately upon being given the “Resume Response” order, units will complete a Damage Assessment Report (See Damage Assessment). With the exception of providing life- saving assistance, units will then proceed to predetermined areas of concern within our district.

While ongoing damage assessments are being conducted, units may encounter citizens with life-threatening situations and/or victims that are lightly trapped under debris and can be easily freed with minor assistance. These cases are considered necessary exceptions.

Firefighters are cautioned not to enter severely damaged structures. If severely damaged structures such as hospitals, nursing homes, or other high occupancy structures are encountered, the Officer should notify the Fire Chief of the situation. Firefighter encountering these type of incidents should concentrate on rescuing victims that are lightly trapped under debris which can easily be removed, but should not attempt to enter a severely damaged structure. Firefighters encountering homes and small structures that are severely damaged should attempt a reconnaissance from outside the structure. Assets such as a CCFD Rescue Team, Texas Task Force One USAR Team, and/or additional Federal USAR Teams will likely be deployed and available soon after impact.

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3. **Damage Assessment:**
The most important area of concern immediately following the “Resume Response” order is a rapid assessment of our personnel, equipment, facilities, and the surrounding area. As soon as conditions permit, the Station Captain will complete an initial Damage Assessment Report and email to the Fire Chief. This initial assessment will provide the Fire Chief a rapid assessment of damage that has occurred, and the ability to redirect assets to the most severely damaged areas.

Once the initial Damage Assessment Report is completed, the Company should initiate a survey of its primary response area concentrating on high occupancy target hazards.

4. **Safety:**
Firefighters conducting emergency operations must realize that their own safety and well-being is their first priority. Company Officers must retain company integrity at all times, and ensure a buddy system is in place during all operations. Many hazards will be encountered in the first 72 hours after a hurricane. These hazards include, but are not limited to:

- A. Wires down
- B. Gas leaks
- C. Unsafe structures
- D. Flooding
- E. Hazardous materials
- F. Traumatized animals
- F. Heat stress
- G. Snakes

As with other incidents, personnel should utilize all available safety equipment, work in teams, and keep themselves well hydrated.

5. **Hazardous Materials:**
It is anticipated there will be a considerable amount of HazMat present after impact. Common household chemicals, propane cylinders, and fuels will be the most likely agent present. Firefighters should use caution and maintain a constant awareness especially while working around large debris piles.

Companies encountering major HazMat situations will immediately notify Dispatch. It is also anticipated that common HazMats will continue to be a serious problem several days and weeks after impact due to citizens performing cleanup operations.

Common collection points will be established at various locations post impact, and firefighters should relay this information to citizens.

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6. Search and Rescue:

A major hurricane or other disaster may cause conditions that vary widely in scope, urgency, and degree of devastation. Substantial numbers of persons could be in life threatening situations requiring prompt rescue and medical care.

Because the mortality rate will dramatically increase after 72 hours, search and rescue must begin as soon as possible. During weather emergencies, other events such as fires, flooding, and hazardous materials events will compound problems and threaten survivors and rescue personnel.

Extensive search and rescue operations should not occur until emergency response requirements are met. Individual companies may be required to make decisions and differentiate between emergency response and search and rescue. Search and Rescue following a hurricane or flood can be categorized into three phases:

- A. Informal, Spontaneous SAR: The emergence of on-the-spot civilian rescue groups. These informal groups may perform a majority of initial rescues.
- B. Light SAR: Coordinated localized searches by trained teams to rapidly search likely locations of stranded survivors and rescue those not requiring major resources or equipment. This may be accomplished by assigning CCFD Rescue personnel to companies to establish search teams.
- C. Intensive SAR: Intensive efforts requiring additional manpower and equipment, with more on site coordination between rescue and search personnel. The emphasis will be to rescue personnel from severely damaged structures. Initial SAR may be initiated by a CCFD Rescue Strike Team until State and Federal USAR Teams arrive.

7. Flooding:

In the event of flooding, do not drive the apparatus, medic units, and staff vehicles in water that is higher than the middle of the hub caps of each vehicle. Squad trucks and high profile vehicles can be driven in water up to the bottom of the floorboard. Safety of personnel is of utmost concern during flooding.

IV. Communications:

In the event of damage or misalignment to microwave towers, communications will have to be carried out over the Backup System.

The Z-tron system works off VHF frequencies and may not be damaged. In this case, Fire Dispatch (and Police Dispatch) will contact the individual fire stations by VHF. The stations will acknowledge and communicate with Dispatch on the VHF (Z-tron).

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Should the 800 system fail, the Backup System will be turned on at the Dispatch Center and the following stations (and units operating in that area) will switch to the Backup System:

Alpha – stations 2, 12, Annville Fire Department – Northwest
Bravo – stations 13, 15, and 16 – Flour Bluff and Padre Island
Charlie – stations 4, 6, 7, 8, 11, 14, and 17 – Central
Delta – stations 1, 3, 5, 9, and 10 – Downtown
Airport – Airport
RTFC – RTFC
RTA – RTA
PS 1 – future channel – not activated
PS 2 – future channel – not activated
PS 3 – future channel – not activated
PS 4 – future channel – not activated
PS 5 – future channel – not activated

This system utilizes a repeater for transmitting and receiving radio communications and relays will not be required as in the past. Expected radio coverage for the 800 mhz Backup System is dependent on the terrain and the transmitting power of the radio. Radios must be able to reach the repeater in order to transmit or receive radio traffic. Base station radios and mobile radios are better suited for communicating with Fire Dispatch and with other units in their operating area.

In the event that a portable radio's signal cannot reach the repeater, personnel will switch to Simplex to communicate with one another during an incident. Any radio traffic to Fire Dispatch will be done using the Mobile radio on Alpha, Bravo, Charlie, or Delta channels.

Should a repeater be damaged during a storm, a portable Repeater will be deployed as soon as it is safe to do so.

In the event of telephone failure to the 911 Center, local fire stations will be the point of contact for citizens. Citizens will report emergencies to the local fire station; the station will then broadcast the emergency message to Fire Dispatch.

V. Personal Items:

Shift personnel reporting to work during a weather emergency may be required to spend considerable time on duty, and will likely require several changes of clothing. Personnel should bring extra uniform clothing, socks, towels, food, etc. It is recommended that all personnel be prepared to be self-sufficient for at least 72 hours.

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Sexual Harassment

DOCUMENT/SUBJECT: Sexual Harassment

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline will define the department guideline on sexual harassment. Specific procedures for the investigation and disciplinary action for violations of the guideline are defined below.

II. Guideline:

The Nueces County ESD #1/Annville Fire Department will not tolerate verbal or physical conduct by any member/employee which harasses, disrupts or interferes with another's work performance or which creates an intimidating, offensive, or hostile environment.

While all forms of harassment are prohibited, it is the department's guideline to emphasize that sexual harassment by any department member/employee against another member/employee or members of the public, is specifically prohibited. Each Chief Officer, Station Captain, Supervisor, and member/employee of the department has the responsibility to maintain the work place free of any form of harassment. No member/employee shall sexually threaten or insinuate, either explicitly or implicitly, a member's/employee's evaluation, advancement, assigned duties or any other condition of membership/employment; nor shall any member/employee of the department favor in any way, any applicant or member/employee because that person has performed sexual favors.

Other sexually harassing conduct in the work place or in public, committed by members/employees of the department is also prohibited. Such conduct includes, but is not limited to:

1. Sexual flirtations, touching, or proposition;
2. Verbal abuse of a sexual nature;
3. Graphic or suggestive comments about an individual's dress or body;
4. Sexually degrading words used to describe an individual;

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5. Display of sexually suggestive objects and/or pictures in the work place;
6. Creation of a hostile environment.

All members/employees are subject to this guideline. Any member/employee who believes that the actions or words of a Chief Officer, Captain, Supervisor, or fellow member/employee constitutes unwelcome harassment, has a responsibility to report or complain as soon as possible to the appropriate Supervisor, Captain, Chief Officer or to the Executive Board if the complaint involves a Supervisor or Chief Officer.

All complaints of harassment will be investigated promptly, impartially and in as confidential a manner as possible by the Supervisor and/or Chief Officer. If a member/employee is not satisfied with the handling of a complaint or action taken by the Supervisor or Chief Officer, then the member/employee should bring the complaint to the attention of the Executive Board. In all cases, the member/employee is to be advised of Supervisors, Chief Officer's or Executive Board findings and conclusions.

Any individual subject to this guideline who is found, after appropriate investigation by the department, to have engaged in harassment of another member/employee or member of the public, will be subject to appropriate disciplinary action, depending on the circumstances, up to and including termination.

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Structure Fire Response

DOCUMENT/SUBJECT: Structure Fire Response

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guideline

REVISION/ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline is to establish apparatus response for structure fires.

II. Preface:

This guideline will be used to establish which type of apparatus will be used to respond to structure fires within different areas of Nueces County ESD #1 territory.

X. Response:

1. Inside City Limits (ICL) structure fires:

Structure fires within the City Limits of Corpus Christi but still within Nueces County ESD #1 territory will receive the following response:

Unit type	Minimum Staffing
(1) Annville Engine/Service truck	3
(1) CCFD Ladder truck	3
(3) CCFD Engines	3 per engine
(2) CCFD Medic Unit	4
(1) Annville Medic Unit	2
(2) CCFD Battalion Chief	2
(1) Annville Chief	1
Total Minimum Staffing:	24

2. Outside City Limits but within 1,000' of a fire hydrant:

Unit type	Minimum Staffing
(2) Annville Engine/Service truck	3 per engine
(1) CCFD Ladder truck	3
(1) Annville Medic Unit	2
(1) Annville Chief	1

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(1) CCFD Battalion Chief	1
(1) Annville Safety Officer	1
(1) Annville Utility Truck	1
 Total Minimum Staffing:	 15

3. Outside City Limits with fire hydrants more than 1000' away:

Unit type	Minimum Staffing
(2) Annville Engine/Service truck	3 per engine
(1) Annville Tanker	2
(1) Annville Medic Unit	2
(1) Annville Chief	1
(1) Bluntzer 3,000 gallon tanker (Auto Aid)	2
(1) Annville Safety Officer	1
(1) Annville Utility Truck	1
 Total Minimum Staffing:	 15

4. Structure Fire Policy:

- A. All working structure fires will utilize the incident command system and accountability system.

- B. All working structure fires will trigger an automatic backfill with both paid and volunteer staff.

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Supply Restock Guideline

DOCUMENT/SUBJECT: Supply Restock Guideline

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guideline

REVISION/ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline is to establish mandatory guidelines that will ensure the most effective level of protection for both emergency care providers and the citizens we serve.

II. Preface:

All members/employees must comply with the Supply Restock Guideline. Failure to follow this guideline will result in strict disciplinary action.

III. Procedure:

It is a Standard Operating Guideline of the department to restock all equipment, supplies, and medications immediately upon returning to station. All employees have access to the EMS supply room.

If narcotics are used on a call, follow the Narcotic Restocking Guideline.

It is the ultimate responsibility of the lead Paramedic to make sure the unit is always in Texas Department of State Health Services compliance.

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Suspected Rape/Sexual Assault

DOCUMENT/SUBJECT: Suspected Rape/Sexual Assault

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION/ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline will ensure the most effective level of protection for both emergency care providers and the citizens we serve.

II. Preface:

All members/employees must comply with the Suspected Rape/Sexual Assault Guideline. Failure to follow this guideline will result in strict disciplinary action.

III. Guideline:

It is a Standard Operating Guideline of the department to report any and all findings of suspected rape or sexual assault to the receiving hospital and preserve evidence if at all possible.

1. Take steps to preserve evidence.
2. Discourage the patient from urinating, defecating, douching or bathing.
3. Do not remove evidence from any part of the body that was subjected to sexual contact unless necessary to provide life-saving medical care.
4. If necessary, remove clothing and place clothing in a paper bag to preserve evidence.
5. Notify law enforcement personnel as soon as possible.
6. A "Chain of Evidence" with specific requirements of proof must be followed when turning over a patient and clothing to the hospital.
7. Follow local and state requirements in reporting these cases. Consult with medical direction and follow established protocols.

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Tobacco Use

DOCUMENT/SUBJECT: Tobacco Use

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline shall define the use of tobacco products on all department property.

II. Preface:

It is a Standard Operating Guideline of the department that no person shall:

1. Smoke, use smokeless tobacco, or use vapor cigarettes within any department owned or leased building, vehicle, or equipment.
2. Smoke, use smokeless tobacco, or use vapor cigarettes at an emergency scene, public relations event, or any other event while in department uniform.

III. Tobacco Use and Locations:

1. All smoke, smokeless tobacco products, and vapor cigarettes may be used in designated areas only.
2. All smoked tobacco products must be put out and discarded in the appropriate waste container.
3. All smokeless tobacco product waste must be caught and placed in a secure container and disposed of after consumption.
4. Approved tobacco use locations are as follows:
 - A. Station 1 – East side of fire station outside by generator
 - B. Station 2 – Behind the fire station next to the boat barn
 - C. Station 3 – Behind the fire station on the concrete pad
 - D. Administration – Behind the building

IV. Tobacco Use Exemptions:

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Smokeless tobacco pouches may be used in the stations and Administration building only if the consumer can swallow the byproduct. No spitting in any container, including cups, water bottles, and trashcans will be allowed inside the station or Administration. All consumed smokeless tobacco waste must be disposed of in the appropriate waste container after use. No loose smokeless tobacco products may be used inside of stations or Administration building for any reason.

V. Disciplinary Action:

Any member/employee caught not following the Tobacco Use Guideline will be subject to disciplinary action and/or including termination. The Fire Chief will retain the right to choose the most appropriate form of disciplinary action at his/her discretion. All disciplinary actions will be decided on a case by case basis.

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Use of Name and/or Logo

DOCUMENT/SUBJECT: Use of Name and/or Logo

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This Standard Operating Guideline defines the use of Annville Volunteer Fire Department, Annville Fire Department, Nueces County Emergency Services District # 1 and NCESD#1 names and logos, both inside and outside the department.

II. Preface:

The goal of this guideline is to define the use of Annville Volunteer Fire Department, Annville Fire Department, Nueces County Emergency Services District # 1 and NCESD#1 names and logos outside the course of everyday business of both entities.

III. Guideline:

1. No member/employee shall display or use the names Annville Volunteer Fire Department, Annville Fire Department, Nueces County Emergency Services District # 1 or NCESD#1 names and logos on any web page not approved by the Chief, except on the department's web pages.
2. No member/employee shall display or use the names Annville Volunteer Fire Department, Annville Fire Department, Nueces County Emergency Services District # 1 or NCESD#1 names and logos on any web page such as Myspace, Facebook or any other web page that displays a personal profile, except on the department's web pages.
3. No member/employee shall purchase, consume or have in possession any alcoholic beverages while wearing department logo attire in public.
4. No member/employee will be inside an establishment where alcohol is primarily sold (i.e. bars) while wearing department logo attire unless they are there in the course of duty such as a fire or EMS call.
5. No member/employee shall make or have made any attire bearing the Annville Volunteer Fire Department, Annville Fire Department, Nueces County Emergency Services District # 1 or NCESD#1 names and logos without prior

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written approval by the Chief and a proof of the logo used prior to the item being made.

6. Any member/employee leaving the department for ANY reason is to hereby surrender all bunker gear, all attire bearing the Annaville Volunteer Fire Department, Annaville Fire Department, Nueces County Emergency Services District # 1 or NCESD#1 names and logos unless the Chief or President of the ESD Board give written approval for that person to keep those items.
7. Any member/employee violating this guideline will be removed from the department IMMEDIATELY.

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Volunteer Firefighter

DOCUMENT/SUBJECT: Volunteer Firefighter

CHIEF'S REVIEW: *Michael Clack*

DOCUMENT TYPE: Standard Operating Guidelines

REVISION OR ISSUE DATE: 06/22/2015

I. Purpose:

This shall define the position, rank, and primary duties of a volunteer firefighter.

II. Preface:

Volunteer firefighter is the basic rank of all members who have successfully completed their probationary period and all training requirements for entry level firefighting. Volunteer firefighters are primarily responsible for performing tasks assigned during emergency operations, increasing skills through training and maintaining active membership status.

III. Position:

Title: Volunteer Firefighter
Selection: Approved by the Fire Chief
Reports to: Station Captain
Positions Supervised: None

IV. Duties:

1. Perform all duties assigned by a Superior Officer or Supervisor.
2. Become familiar with all matters contained in the Standard Operating Guidelines.
3. Acquire a working knowledge of operations of all types of apparatus, tools and equipment assigned to their station.
4. Acquire knowledge of streets, buildings and the location of water supplies in their area.
5. Participate in company drills under the direction of their Company Officers.
6. Possess knowledge of:
 - A. Hose and ladder evolution

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- B. Rescue techniques
 - C. Fire hydraulics
 - D. Chemistry of fire
 - E. Fire inspection
 - F. Tools and appliances
 - G. Public relations
 - H. Personal protective equipment
 - I. Organization, reports, and incident command
 - J. Firefighter safety
 - K. Hazmat
 - L. Communications
- 7. Use, maintain and care for the property, buildings, apparatus, tools and equipment assigned to the station to permit immediate response to alarms.
 - 8. Shall wear the safety equipment required by regulations when en-route, at the fire, and returning to the station.

V. Other Duties:

Volunteer Firefighters shall also:

- 1. Be courteous and helpful in their relations with the public and with Superior Officers.
- 2. Follow all Standard Operating Guidelines.
- 3. Wear the department uniform only as described by the Standard Operating Guidelines.
- 4. Complete all department reports and refer to all official matters relating to the department to their immediate Superior Officer.
- 5. Perform any other duties assigned by a Superior Officer.

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VI. Requirements:

All members in good standing must meet minimum requirements for eligibility to be an entry level firefighter:

1. Completion of the probationary period, minimum of 90 days (must complete all 30/60/90 day requirements).
2. Completion or proof of meeting all required training objectives for the Firefighter I certification through State Fireman's and Fire Marshals' Association or acceptable certification program (Pro Board, IFSAC or Texas Commission on Fire Protection Basic Firefighter).
3. Completion of American Red Cross First Responder certification at minimum.
4. Must complete the physical agility requirements (refer to Annual/Return Fit for Duty Physical Agility Standard Operating Guideline).
5. Must complete a minimum of 4 hours of training per month with a minimum of 2 hours of classroom/hands on training.
6. Must have NIMS 100, 200, 700 and 800 certifications.
7. Must have Courage to Be Safe certification.
8. Volunteer firefighters shall complete a minimum of 12 hours of active service per month if they live within the district and a minimum of 24 hours of active service per month if they live outside the district. Active service will consist of an accumulation of hours from call response, station stand-by, and station manning. Proper paperwork must be turned in and signed by the Captain on shift.

VII. Desired Skills:

1. Able to communicate effectively, both verbal and written.
2. Able to work without supervision.
3. Able to handle sudden changing work conditions and assignments.
4. Familiarity with emergency operations management and tactics.

VIII. Work Location and Conditions:

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Adverse and/or potentially hazardous environments may be routinely present during training and/or emergency response operations. Moderate to heavy lifting with personal protective clothing and SCBA, may be required.

IX. Compensation and Benefits:

1. Volunteer firefighters must have SFFMA Level II fire fighter certification or TCFP Basic Firefighter certification and a minimum of DSHS Emergency Medical Responder to receive day crew pay. Day crew pay will only be paid if member is at the station for a minimum of 8 hours consecutively.
2. Volunteer firefighters must have SFFMA Level I certification and a minimum of American Red Cross First Responder to receive run money. Run money amount will be determined by number of calls and amount set within the budget.
3. Day crew pay will be according to current approved budget.