



*Maitland Fire Rescue
Standard Operating Guidelines*

Kenneth J. Neuhard, Fire Chief

Effective Date: August 1, 2008



Maitland Fire Rescue

Standard Operating Guidelines



Index

SECTION 1 ADMINISTRATIVE

Page

110 Rules and Regulations

110.01	Incident Command	1
110.02	Conduct in the Fire Station	5
110.03	Code of Conduct	7
110.04	Criteria for Chief Officer Notification	8
110.05	Station Security	9
110.06	Time Trades	10
110.07	Motor Vehicle Accident Cost Recovery Program	12
110.08	Pager Requirements	14
110.09	Promotional Requirements	16
110.10	Sick & Personal Leave	21
110.11	Requesting Shift Reassignment	23
110.12	Personal Visits & Phone Calls	24
110.13	Smoking / Tobacco Usage	25
110.14	Reclassification to Paramedic Grade Levels	26
110.15	Procurement Card Usage	28
110.16	Critical Incident Stress Debriefings	31
110.17	Uniforms	33
110.18	Commendation / Service Awards	36
110.19	Public Information and Media Contact	39
110.20	City Employee Injuries	41
110.21	Financial Administration	42
110.22	Fire Department Budget Preparation	43
110.23	Personnel Administration	44
110.24	Staffing & Overtime	45

130 Training and Safety

130.01	Member Development Program	51
130.02	New Member Orientation Program	54
130.03	Traffic Safety Vests	55
130.04	Occupational Health & Safety Program	56
130.05	Physical Fitness Program	57
130.06	Medical Director Meetings	58
130.07	Vehicle Placement for Safety	59
130.08	Post Incident Analysis (PIA)	67



Maitland Fire Rescue

Standard Operating Guidelines



SECTION 2 EMERGENCY OPERATIONS

Page

210 Fire Suppression

210.01	General Fire Suppression Operations	69
210.02	High Rise Structural Fire Response	83
210.03	Vehicle Fires	97
210.04	Rapid Intervention Teams/Calling the MAYDAY	99
210.05	Use of Available / Alternative Water Supplies	103
210.06	Personnel Accountability System Usage	106
210.07	Response to Automatic Fire Alarms	108
210.08	Respiratory Protection Plan	110
210.09	NFIRS Incident Reporting	114
210.10	Incident Rehabilitation	115
210.11	Incident Photos, Recordings & Personal Camera Use	116

220 EMS

220.01	General EMS Operations	117
220.02	Multi-Casualty Incident (MCI) Response	119
220.03	Medication/Fluid Storage & Security	120
220.04	Hospital & Report Procedures	125
220.05	Patient Signature Form	127
220.06	Non-Emergency Transports	129
220.07	Infection Control Program	131
220.08	Electronic Patient Care Reports	136
220.09	Patient Care Report Access, Security & Disclosure	137
220.10	Patient Request for Protected Patient Health Information	143
220.11	Medical Records of Employees	151
220.12	Blood Collection Requests for Law Enforcement	153
220.13	HIPAA Forms	155
220.14	Quality Assurance Program	161
220.15	Abandoned Newborn	162
220.16	Citizen Sharps Containers	163
220.17	Patient Transport	164

230 Special Operations

230.01	Marine Rescue Operations	166
230.02	Elevator Emergencies	168
230.03	Technical Rescue Response	170
230.04	Response to Weapons of Mass Destruction	171
230.05	Response to Hazardous Materials Incidents	173
230.06	Emergency Management / Disaster Response Plan	180
230.07	Response to Suspected Clandestine Drug Labs	181



Maitland Fire Rescue


Standard Operating Guidelines



SECTION 2 EMERGENCY OPERATIONS (Cont'd)	Page
240 Communications	
240.01 Radio Communications	183
240.02 Automatic / Mutual Aid Responses	191
240.03 Challenging Calls for Service	193
240.04 Emergency Call Button Activation	194
240.05 Emergency Calls Received at the Station	196
250 Facilities and Equipment	
250.01 Vehicle Operations	197
250.02 Apparatus Maintenance	203
250.03 Inventory of Tools & Equipment	205
250.04 Engine Retarding Systems	207
SECTION 3 FIRE PREVENTION	
310 Public Education	
310.01 Request for Public Education	208
320 Fire Investigation	
320.01 Fire Investigations	210
330 Fire Inspection Program	
330.01 Fire Inspection Program	211

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Incident Command			
Section:	Administrative – Rules & Regulations			
SOG #:	110.01	Page:	1 of 4	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth Neuhard</i>			

1. PURPOSE:

Provide guidance for establishing, passing, transferring and terminating command at an emergency scene utilizing the Incident Command System “ICS”.

2. PROCEDURE:

2.1 Establishing Command

- a. Any incident involving two or more companies requires formal activation of the Incident Command System.
- b. An incident which requires only the response of one company, and is not expected to escalate beyond the commitment of this company, does not require the use of the Incident Command System.
- c. The first unit to arrive at the scene should establish command, unless command is passed in accordance to section 2.2 of this guideline. The initial Incident Commander (IC) should remain in command and direct activities until command is transferred or the incident is stabilized and terminated.
- d. Command is established as follows:
 - First unit or command officer arrives on the scene and performs size-up. He/she determines the need to establish command.
 - Command is established over the radio by contacting Dispatch, advising that command is established and by naming the command. Example - “Orange County, Engine 45 is establishing Maitland Ave. Command.”
- e. One of the key elements to naming the command is to make the name specific to the incident, yet as short and as brief as possible.
- f. All on-scene and responding units need to be aware when command has been established and network their communications through command as required.
- g. Command should utilize a tactical board and on-scene tracking of personnel and unit status. The IC should appoint Command Staff and establish division/group officers as needed to maintain an acceptable span of control.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Incident Command		
Section:	Administrative – Rules & Regulations		
SOG #:	110.01	Page:	2 of 4
Effective Date:	August 1, 2008	Revision Date:	

2.2 Passing Command

- a. Circumstances may be encountered that require rapid intervention on the part of the first arriving crews. These situations could include a report of trapped victims, or a fire requiring a fast knockdown to protect a stairway or other means of egress.
- b. The first arriving officer has the option of working with their company in a fast attack mode or passing Command to the next arriving officer. However, this does not relieve the initial officer of his/her duties relating to initial size-up and command decisions.
- c. Upon arrival, a report should be given to Orange County. As part of this arrival report, the officer should announce “Passing Command.” At this point, Command *should not* be named or established. The officer may elect to designate his crew according to their function in anticipation of working within the Incident Command System.
Example - “Engine 45 will be Fire Attack Group.”
- d. The next arriving officer should then designate and establish Command.
- e. Officers are encouraged to establish Command as a matter of routine, and should use the “Passing Command” mode only when the officer is needed to perform other critical functions.

2.3 Transferring Command

As an emergency escalates or de-escalates, there may be a need to transfer command. The following guidelines outline the procedures for transferring command.

- a. The Company Officer or Incident Commander should have command established and, when possible, use a vehicle command post. As soon as is practical, the necessary tactical worksheet should be started for tracking of on-scene personnel and units.
- b. Command is transferred, when practical, after a face to face briefing, to include current situation, current unit placements, assignments, and a review of the tactical worksheet.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Incident Command		
Section:	Administrative – Rules & Regulations		
SOG #:	110.01	Page:	3 of 4
Effective Date:	August 1, 2008	Revision Date:	

- c. Arrival of a senior ranking officer on a scene does not automatically cause command to be transferred. Assumption of command is based on several factors, including potential escalation of the incident, personnel limitations, IC capabilities, etc. A chief officer would be expected to assume command of second alarm (or greater) fires.
- d. In formally transferring command, once the face to face is completed and the tactical worksheet reviewed, Command will notify Orange County of the transfer, i.e. “Orange County, Battalion 45 assuming Maitland Ave. Command.”
- e. It may be advantageous to have the officer being relieved remain with the new Incident Commander, in the role of IC Aide or Operations Section Officer, since the initial action plan was established by this officer.
- f. This formal process for transfer of command should be utilized both as the emergency escalates, and in the demobilization phase as situations are brought under control. “Maitland Ave. Command, Battalion 45 available - transferring Maitland Ave. Command to Engine 45.”

2.4 Terminating Command

Command should be terminated when the incident has de-escalated to a point where all units have returned to service. The Incident Commander should complete the following prior to terminating command:

- a. Survey the incident scene to insure that it has de-escalated to a point where Command can safely and effectively be terminated. The same standard used for establishing Command applies to terminating Command. If two or more units are still on scene, Command should remain in place.
- b. Contact Dispatch and advise them that Command has been terminated and that you are in service from the incident. “Maitland Ave. Command, command terminated, Engine 45 available.”

2.5 Fire Watch

Upon completion of operations at a fire scene, the Incident Commander (IC) may implement a fire watch to ensure that the fire is completely extinguished. The fire watch should be implemented using the following guidelines:

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Incident Command		
Section:	Administrative – Rules & Regulations		
SOG #:	110.01	Page:	4 of 4
Effective Date:	August 1, 2008	Revision Date:	

- a. Prior to leaving a fire scene, the IC should conduct an inspection to verify that overhaul activities have exposed all potential hidden fires. Mattresses and overstuffed furnishings, after exposure to fire, should be removed from structures completely. Blown-in cellulose insulation in particular presents a major rekindle hazard. Consideration should be given to aggressively pulling ceilings to detect smoldering fires in this situation.


- b. If a fire scene does not pose any future threat to life safety and/or property, the IC may waive the fire watch requirement. The rationale for this decision should be documented in the narrative section of the fire report.

- c. If a fire scene does pose a possible threat to life safety and/or property, an engine company should be assigned to visit and inspect the fire scene periodically. The times and conditions noted on such visits should be recorded in the unit narrative of the fire report.

- d. If a fire scene poses a significant threat to life safety and/or property, an engine company (or companies) should be assigned to provide a continuous fire watch. Conditions on scene will dictate whether or not the unit can remain available on scene. The conditions noted and actions taken should be recorded in the unit narrative of the fire report.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Conduct in the Fire Station			
Section:	Administrative – Rules & Regulations			
SOG #:	110.02	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish standards to maintain a good image of the Fire Department without depriving the public of the opportunity of visiting the fire station to conduct business or familiarize themselves with the Fire Department.

2. PROCEDURE:

2.1 Access

- a. The Maitland Fire Station is a public building for the purpose of conducting Fire Department business on a twenty-four (24) hour basis. No person shall be denied entry into the Fire Station at any time for the purpose of conducting such business.
- b. Fire Department business, involving the public, shall be conducted only in the areas of the station provided for that purpose (i.e.: Reception area, treatment rooms, Battalion Chief and Lieutenant offices, etc). All other areas of the Fire Station shall be termed “OFF LIMITS” to the public with the exception of guided tours or as authorized at any reasonable time of the day light hours.

2.2 Guests

- a. Guests – (For the purpose of this policy) is defined as a visitor other than for the purpose of conducting Fire Department business which may include family or personal friends.
- b. Guests are welcome at any reasonable hour of the day, in the Fire Station, and shall not be permitted in the station later than 22:00 hours.
- c. Luncheons and coffee occasions with guests are permitted. The Shift Battalion Chief may grant use of the dining area for special occasions, such as Christmas, Thanksgiving, Birthdays, etc.
- d. The presence of guests in the Fire Station shall not significantly disrupt or prevent the on-going activities of daily operations.

Maitland Fire Rescue Department
Standard Operating Guidelines


Title:	Conduct in the Fire Station		
Section:	Administrative – Rules & Regulations		
SOG #:	110.02	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	

2.3 Personal Conduct

- a. Many occasions arise when on-duty personnel receive phone calls of a personal nature. The employee shall make all efforts to keep these calls to a minimum, particularly during business hours. Phone calls, after 22:00 hours should be discouraged except for extremely urgent matters.
- b. Employee's conduct should be professional at all times, especially in the presence of the public. (i.e.: No foul language, rude behavior, etc.)

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Code of Conduct (On & Off Duty)			
Section:	Administrative – Rules & Regulations			
SOG #:	110.03	Page:	1 of 1	
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Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:


To set forth a standard that all members must adhere to towards their conduct both on and off duty.

2. PROCEDURE:

- a. **Professionalism:** To carry out the highest standards of professionalism while on and off duty, by understanding you represent the department at all times. This includes treating fellow firefighters, citizens, and other agencies with the utmost dignity and respect; wearing the appropriate uniform and protective gear while on-duty; refraining from conduct which would cause embarrassment or disgrace to colleagues, the department or the City of Maitland.
- b. **Partnership:** To develop and nurture a relationship with the citizens of Maitland, colleagues, and other agencies to provide fire prevention, education and suppression.
- c. **Drug-Free Workplace:** To maintain a drug-free work environment by refraining from using drugs or tolerating drug use by colleagues.
- d. **Sexual Harassment and Discrimination:** To refrain from any conduct which creates an environment of sexual harassment, or amounts to age, race or religious discrimination.
- e. **Public Service:** To always remember that we are founded upon service to the public and to conduct ourselves accordingly.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Criteria for Chief Officer Notification			
Section:	Administrative – Rules & Regulations			
SOG #:	110.04	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To provide criteria for notification of Fire Department Chief Officers of significant alarms that involve Maitland Fire Rescue Department personnel.

2. PROCEDURE:

a. The Lieutenant or OIC is to request the dispatch center notify the on duty Battalion Chief (if not already included in the initial dispatch) of any incident that involves the following criteria:

- Media
- Any City of Maitland Official
- Any City of Maitland Senior Staff
- Injury, illness or other emergent situation involving any Maitland Fire Rescue Department personnel
- Violent or hostile environments
- Crashes involving any Fire Rescue vehicle


It shall be the responsibility of the Battalion Chief to notify the appropriate Chief Officers of alarms that meet the criteria set forth in this policy.

b. Fire Department Chief Officers are defined as the following:

- Fire Chief
- Deputy Fire Chief
- Division Chief
- Fire Marshal
- Any personnel acting in the above capacities

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Station Security			
Section:	Administrative – Rules & Regulations			
SOG #:	110.05	Page:	1 of 1	
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Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To protect the station apparatus and equipment from random damage and to protect both station personnel and the public while making the fire station accessible to those who have business or are working in the area.

2. PROCEDURE:


The station is a public building for the purpose of conducting Fire Department business on a twenty-four hour basis. No person shall be denied entry into the Fire Station at any time for the purpose of conducting such business. (See SOG 110.02)

Reasonable security considerations make it prudent to protect the apparatus room, offices and other station facilities from any outside damage or theft and to protect visitors from injury.

- a. The entrance to the reception area and staff offices shall remain locked. Entrance by visitors can be made by utilizing the bell switch located at the main entrance to each fire station. The response to the bell activation will be by on duty shift personnel when the station is occupied.
- b. The bay and side doors from the apparatus room and day room shall be kept locked unless these areas are occupied by fire department personnel. **ALL** station doors shall be locked when no personnel are in the station.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Time Trades			
Section:	Administrative – Rules & Regulations			
SOG #:	110.06	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

PURPOSE:

To present and explain the Department's voluntary shift trade policy for personnel assigned to shift duty.

2. PROCEDURE:

- a. Responsibility and liability for voluntary shift trades, paybacks and initiations, shall be solely that of the individuals involved in the actual work time exchange. When the member who has agreed to work for another member fails to report for duty, the member normally scheduled to work will be required to report for duty or forfeit pay for the time equivalent to the time he/she was absent.
- b. All time trades must be paid back within the same calendar year that the initial exchange took place.
- c. When the member agreeing to work for another member is unable to report for duty due to illness, he/she shall notify the normally scheduled member's Battalion Chief of the situation and shall attempt to locate the member normally scheduled to work and notify him/her of the situation. In the event that the member normally scheduled to work cannot be located, the member agreeing to work shall attempt to locate another member to fulfill the shift trade obligation. If the member agreeing to work has made every effort to locate another member to fulfill the shift trade obligation but is unsuccessful, then the person who initiated the time trade will be required to forfeit pay for the time equivalent to the time he/she was absent.
- d. In the event the member agreeing to work for another member becomes ill during a time trade, then he/she will be relieved from duty and the member normally scheduled to work will be required to report to work or if unable to return will forfeit pay for the remainder of the time left in that particular shift. (If the individual is available and in town, they must return to work).
- e. The privilege of trading time may be revoked at any time for abuse of the privilege.
- f. Requests for all time trades shall be made by submitting and completing a time trade request to the initiating member's Battalion Chief through their Lieutenant for approval. The request shall be submitted no later than (4) calendar days (one (1) duty shift) prior to the intended time trade. Exceptions must be approved by the Battalion Chief.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Time Trades		
Section:	Administrative – Rules & Regulations		
SOG #:	110.06	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	

- g. All time trades shall be limited to individuals working in the same capacity. (Lieutenant for Lieutenant, Engineer for Engineer, Paramedic for Paramedic, Relief Driver for Relief Driver, etc.) In rare circumstances this may be flexible, but the Battalion Chief shall consider the entire situation (i.e. If someone calls in sick and OT is required when it wouldn't have been if the assigned member was present – for example – Engineer trades with Relief Driver – but is now needed to be OIC). This situation must be avoided.

- h. Minimum staffing must be considered by the Battalion Chief when considering time trade requests. (Only 2 persons in the department may be on vacation & 2 persons on either time trade or school time off at the same time). The Battalion Chief must be cautious when approving maximum time off. Vacation time must take priority. If someone calls in sick and OT is required – the number of eligible members to fill the OT has been reduced by the time trades. The Battalion Chief could be placed in a situation of requiring a member on vacation or time-trade to return to duty as a result. (Mandatory OT is to be avoided if at all possible by requiring members assigned to the shift in question to return to duty).


- i. The maximum number of consecutive 24-hour shifts that may be traded by an individual is (2).

- j. In order to extend vacation periods, members shall be allowed to trade a maximum of 2-24 hour shifts.

- k. Battalion Chiefs shall insure that Departmental or individual efficiency is not impaired by trading of time. The Battalion Chief and or Deputy Chief may deny time trades if the time trade interferes with the training, or reduces company efficiency.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Motor Vehicle Accident (MVA) Cost Recovery Program			
Section:	Administrative – Rules & Regulations			
SOG #:	110.07	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

The City Council of the City of Maitland has adopted an MVA fee setting variable rates associated with services provided by the Fire Rescue Department at the scene of vehicle crashes and/or vehicle fires.

To establish procedures for completion of MVA Worksheets to ensure timely completion and submittal to the contracted agent for billing and collections.

2. PROCEDURE:

- a. Patient care and scene safety will always take precedence over collecting information for an MVA Worksheet.

The senior responding Maitland Fire Rescue Department employee will be responsible to completing the MVA Worksheet and gathering as much information as time allows. The MVA Worksheet should contain information on the “At Fault Vehicle.”

For situations where it is not possible to determine the “At Fault Vehicle,” a separate MVA Worksheet shall be completed for each vehicle involved.

In situations where the investigating law enforcement agency is delayed in their response, FD will complete an MVA worksheet for all vehicles and include documentation as to the reason for delay if known.

It shall be the policy of the Maitland Fire Rescue Department to complete MVA Worksheets for accidents that either occurs in Maitland city limits, or in automatic/mutual aid areas that are handled completely by Maitland Fire Rescue Department units.

The OIC will ensure that all MVA Worksheets are properly completed and submitted along with a printed NFIRS incident report in a timely manner. All completed worksheet paperwork should be turned in by the end of the shift unless extenuating circumstances exist.

MVA Worksheets and corresponding NFIRS incident reports shall be submitted in “Interoffice Mail Envelopes” with “MVA Worksheets” being written next to the intended recipient.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Motor Vehicle Accident (MVA) – Worksheet Completion		
Section:	Administrative – Rules & Regulations		
SOG #:	110.07	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	

Each OIC will ensure that the prior shifts MVA Worksheets are submitted to Fire Admin before 12:00 noon.

The MVA fee is based on the actions taken to mitigate the vehicle accident and/or vehicle fire. The below represents an overview of each response level.

Level I: Scene Safety / Investigation

The Level I designation is reserved for those vehicle crashes where actions are taken to check for hazards, assess the condition of the battery, provide protection of the scene by blocking a roadway, or any combination of the above. Level I incidents comprise the bulk of vehicle crashes that we encounter on a daily basis.

Level II: Light Extrication / Clean up of Materials

The Level II designation is reserved for those vehicle crashes where actions are taken to mitigate leaking fluids (absorbent), disconnect a battery, light extrication using manual or hydraulic tools, basic cribbing, or any combination of the above..

Level III: Heavy Extrication / Situation Stabilization

The Level III designation is reserved for those vehicle crashes where it becomes necessary to use manual or hydraulic tools to perform two or more procedures to extricate a victim. An incident that requires significant vehicle or situation stabilization efforts could also be considered a Level III incident

Level IV: Aero-medical Transportation

The Level IV designation is reserved for those vehicle crashes where aero-medical transport provider responds to the scene and is landed by fire rescue personnel. Note: A patient need not be transported by the aero-medical provider to be considered a Level IV incident.

Level V: Vehicle Fires


The Level V designation is reserved for vehicle fires (only) where water or another chemical agent is used by fire personnel to extinguish an active fire or cool smoldering products. A vehicle fire resulting from an MVA would be better classified as a Level II or III response.

Level 0: No Fire Department Services Provided

The Level 0 designation is reserved for those vehicle crashes where no fire department actions are taken to check for hazards assess the condition of the battery provide protection of the scene by blocking a roadway, or any combination of the above. An example of a Level 0 incident would be a minor fender bender where occupants advise that no fire department services are needed. Level 0 incidents do not require a form to be completed and no fees will be assessed in these situations.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Pager Requirements			
Section:	Administrative – Rules & Regulations			
SOG #:	110.08	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

The purpose of this policy is to define operational guidelines and requirements for employees to maintain a communication medium with Fire Administration.

2. PROCEDURE:

The Maitland Fire Rescue Department deems it necessary to have a mechanism to contact employees to relay general information, solicit a response to a need, offer overtime, and facilitate employee recalls during disaster related situations. The Department recognizes that many employees have access to personal telecommunications equipment that is capable of receiving text and/or email messages. The Fire Chief shall set the guidelines and requirements related to acceptable devices used to receive pager or text messages.

- a. Department employees have a responsibility to readily receive, interpret, and properly address authorized electronic transmissions sent by representatives of the department.
- b. It is the responsibility of each employee to maintain an approved mechanism for electronic communications with the Department during their off-duty time.
- c. Each employee shall complete an Employee Contact Form within 30-days of the effective date of this policy and immediately any time their contact information changes.
- d. The Department assumes no responsibility for messaging charges or any other fees associated with the maintenance of employee’s personal telecommunications devices when authorized to be used.
- e. It is the responsibility of each employee having a department issued pager to insure that the device is adequately cared for and that it is not damaged through carelessness or neglect.
- f. All employees are required to appropriately respond to electronic transmissions initiated by any person within the department having supervisory authority within thirty (30) minutes unless the message sent indicates otherwise.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Pager Requirements		
Section:	Administrative – Rules & Regulations		
SOG #:	110.08	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	


- g. Messages relating to emergency situations or call related responses are to be answered immediately.
- h. Discretion is to be used when sending pages to off duty shift members. Determine whether the information or request is needed without delay or if it can be addressed upon the employees return to duty.
- i. All transmissions sent related to department business are to contain the sending person’s name included in the message. The use of a supervisor’s name by someone other than the specific supervisor is prohibited.
- j. The Fire Department provides pager protection (insurance) for lost or stolen pagers and for pagers that are damaged beyond repair. There is a deductible associated with lost or damaged pagers. Employees with issued pagers may be responsible for paying the deductible amount if the City’s Safety Committee or the Fire Chief determines that the damage or loss was due to negligence or carelessness.

2.1 Pager Use For Overtime Offerings

- a. Offerings of all types of overtime will be done exclusively using electronic transmissions unless face-to-face communication is possible. A supervisor may use other forms of contact once all attempts at filling an overtime position have failed for all eligible employees.
- b. All offerings of overtime sent by electronic means are to read only as follows: **“Call (Station 45, 47 or Fire Admin) for OT”**. Details of the overtime should not be given in the message. This includes, but is not limited to, length of the overtime offering, type of overtime, reason for the overtime, etc. ***Defining OT reason may be changed in OT policy***
- c. When receiving a “Call for OT” message, the recipient has five (5) minutes to call the initiating party and accept or deny the overtime offering. If the initiating party has sent a message to an individual and has not received a phone call from that individual within 5 minutes, he/she will move on to the next eligible person in an effort to fill the vacancy in a timely manner. If a person fails to call back within the five (5) minute timeframe yet the OT is still available when he/she does call, they may be offered the OT at that time with the proper documentation of acceptance (charged to them).

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Promotional Requirements			
Section:	Administrative – Rules & Regulations			
SOG #:	110.09	Page:	1 of 5	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

The purpose of this policy is to set forth minimum requirements for promotion into higher grades and to define promotional assessment parameters.

2. PROCEDURE:

The requirements listed below are the minimum requirements necessary to hold a particular rank level.

a. All members participating in the assessments must:

- be medically clear for full duty status on the posted test date
- have no disciplinary actions within one year of the posted test date*
- meet all the requirements for the posted rank level

* Disciplinary action of a minor nature within 6 months of the posted date may be waived at the discretion of Fire Administration.

- b. Study information will be provided at least 30 days in advance of the date of testing.
- c. The study information will include specific version or volume of the books, SOG's and Policies that will be utilized.
- d. There will be no make-up tests for any reason.
- e. After the assessment, a promotional list containing the names of all persons who completed the entire assessment successfully will be kept on file for one year to be used for additional promotions within the assessed rank.

The list will become effective on the date the Fire Chief promotes a successful candidate.

RANK LEVELS:

- Battalion Chief
- Lieutenant/Paramedic
- Lieutenant/EMT
- Engineer/Paramedic
- Engineer/EMT

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Promotional Requirements		
Section:	Administrative – Rules & Regulations		
SOG #:	110.09	Page:	2 of 5
Effective Date:	August 1, 2008	Revision Date:	

2.1 Battalion Chief

Minimum Qualifications

Associate degree in fire science, emergency medical services or a closely related field, plus five (5) or more years of experience in fire or emergency medical service work, three (3) years of which must have been equivalent to fire lieutenant, or higher.

Note: Candidates participating in a promotional assessment after August 1st, 2016, must possess a Bachelor of Science (BS) Degree.

Candidate must have completed 240 hours of supervised ride up as Battalion. (*To be achieved after satisfactory completion of three (3) years as company officer.*)

Assessment Process

- Written Communications Project
- Tactical Exam
- Present Battalion Chief Endorsement / Competency Verification to include:
 - Ability to direct others
 - Scene Operations
 - Administrative Duties
 - Knowledge of Resources

2.2 Lt/Paramedic/EMT (Fire Officer I)

*Minimum Qualifications **

- Must be employed by Maitland Fire Rescue at least (3) three years,
- Hold the level of Firefighter II.
- Must have successfully completed all Fire Officer Classes required for State Fire Officer I certification.
- Candidates participating in a promotional assessment after August 1st, 2009, must possess the State of Florida Fire Officer I certification.
- Candidate must have completed 240 hours of supervised OIC shift and scene management. (*To be achieved after satisfactory completion of a fire fighting strategy and tactics I course*)

*Upon policy effective date, anyone possessing a Florida State Fire Officer I certification is exempt from taking the Fire Officer I exam that is part of the Maitland assessment testing process.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Promotional Requirements		
Section:	Administrative – Rules & Regulations		
SOG #:	110.09	Page:	3 of 5
Effective Date:	August 1, 2008	Revision Date:	

Any persons promoting to this position after the policy's effective date must obtain a minimum of an AS Degree that meets supplemental compensation guidelines by August 1st, 2013. After August 1st, 2013, all candidates must possess a minimum of an AS Degree at time of assessment.

- To be eligible to participate in the assessments associated with the above position, each candidate must be competent in the eight areas listed below.
- The appropriate supervisor must prepare a document which cites positive examples of each.
- A recommendation of competency by the supervisor will serve to meet this requirement.
 - Knowledge of Policies
 - Ability to Direct Others
 - Knowledge of Communication Procedures
 - Scene Operations
 - Administrative Duties
 - Logical Thought Process
 - Knowledge of Resources
 - Delegation Abilities

2.3 Engineer/Paramedic or Engineer/EMT

Minimum Qualification

- Must be employed by Maitland Fire Rescue at least two (2) years and hold level of Firefighter II. Must have completed Fire Fighting Strategy and Tactics I, Emergency Response To Terrorism.
 - Note:* Individuals who hold a certificate of successful completion for Hazardous Materials I prior to August 1, 2003, may substitute this for Emergency Response To Terrorism.
- Basic Concepts, Company Officer Leadership, and Incident Command (I-200 or I-220).
- Must have a certificate of successful completion in Engineer training from a department approved facility.
- Must have satisfactorily functioned as a relief driver for at least six (6) months.
- Exceptions to minimum relief driver time frame may be made on a case by case basis by the Fire Chief or his designee.
- The candidate must complete on the job training consisting of shift and scene management.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Promotional Requirements		
Section:	Administrative – Rules & Regulations		
SOG #:	110.09	Page:	4 of 5
Effective Date:	August 1, 2008	Revision Date:	

- This training may begin after 1.5 years of employment and satisfactory completion of Fire Fighting Strategy and Tactics I, and completion of the Department approved engineer training. On-the-job training must be supervised by a Lieutenant and consist of a minimum of 240 hours.
- Engineer/Paramedic and Engineer/EMT promotions made to individuals lacking the full 240 hours of supervised shift and scene management and the five (5) required courses may be made at the Fire Chief's discretion.
- All other requirements must be complete prior to participating in the assessment.
- The individual promoted will be given a specific period of time (probation) to complete all required areas.

Eligibility Requirements

- To be eligible to participate in the assessment associated with the above position, each candidate must be competent in the eight areas listed below.
- The appropriate supervisor must prepare a document which cites positive examples of each.
- A recommendation of competency by the supervisor will serve to meet this requirement.
 - Knowledge of Policies
 - Ability to Direct Others
 - Knowledge of Communication Procedures
 - Scene Operations
 - Administrative Duties
 - Logical Thought Process
 - Knowledge of Resources
 - Delegation Abilities

Due to the fact that test scores do not influence the ranking of candidates, test scores will not be revealed to candidates.

In addition to the aforementioned assessments (***Lieutenants and Engineers***), a review board will interview the top candidates. The review board will also consider the candidates employment history in their deliberations. At the discretion of the Fire Chief, the interview board may consist of the Deputy Fire Chief/Operations, and/or (1) one Battalion Chief or Lieutenant and/or a shift member that currently holds the same position as the one being filled, and/or the Medical Director and/or representatives from other emergency service agencies.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Promotional Requirements		
Section:	Administrative – Rules & Regulations		
SOG #:	110.09	Page:	5 of 5
Effective Date:	August 1, 2008	Revision Date:	

The interview board will forward their recommendation(s) to the Fire Chief.

The Fire Chief will be guided by such considerations as the candidate's ability to positively interact and motivate other members, past work performance and length of tenure in the fire service and the department.

Candidates who are granted an interview with the Fire Chief will remain on a promotional list for (1) one year in no particular ranked order.

The Fire Chief may make subsequent promotions from this list during the effective period. Additional assessments may be conducted as needed.


Promotional assessments for the Lieutenants and Engineer positions may be provided by an outside agency such as the Central Florida Fire Academy or coordinated by the Departments Training/Safety Officer.

Scoring of sections may be performed by an impartial (non city employee) third party.

Specific components of each testing section will be provided by Fire Department Management. Additionally, candidates must attain a minimum of 70% in the written exams and an aggregate score of 70% for the remainder of the assessment categories (excluding interviews).

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Sick & Personal Leave			
Section:	Administrative – Rules & Regulations			
SOG #:	110.10	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

The accrual of personal leave hours and sick leave hours are in accordance with the City of Maitland Personnel Policies and Procedures Manual.

2. PROCEDURE:

2.1 Sick Leave

- a. Sick Leave is a benefit and should be treated as such.
- b. When you find yourself ill to the extent that you cannot report to duty, you should call your Battalion Chief as soon as possible, before the start of your scheduled shift. If you are unable to contact your Battalion Chief on the first attempt, then contact the on-duty Battalion Chief. The preferred practice is to call between 6:15 and 6:30 am. If on the night before your scheduled shift you know that you will not be present for duty, it is appropriate to call at that time.
- c. When the on-duty Battalion Chief is the contact, then he/she is responsible for contacting the assigned Battalion Chief of the person calling in sick. The assigned Battalion Chief of the person calling in sick should be told the nature of the illness/injury, expected duration, and a phone number where the person calling in sick can be reached. This is necessary for shift planning purposes.
- d. The initial contact person, whether the on-duty Battalion Chief or the member's assigned Battalion Chief, must review the information and comply with the reporting elements contained in City of Maitland Personnel Policies and Procedures 8.12 Family and Medical Leave Act.
- e. If you are too ill to report to duty, remain home except to seek medical attention or medication.
- f. The on-duty shift supervisor may direct on-duty ill members to leave duty and return home.
- g. The Fire Chief and/or other city officials reserve the right to require verification of the illness by an appropriate medical professional and also reserve the right to require a release signed by a medical doctor, before returning to work.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Sick & Personal Leave		
Section:	Administrative – Rules & Regulations		
SOG #:	110.10	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	


- h. Incidents where sick leave is taken fraudulently or excessively may result in disciplinary action. The appropriate person or persons will determine this action.
- i. Excessive use shall be defined as the use of more occurrences than the department average for any given evaluation period. The term occurrence is as defined in the city's personnel policies

2.2 Personal Leave

- a. Each Battalion Chief shall be responsible for scheduling leave for the members on his/her shift in a fair and equitable manner. Members shall complete a request for absence via email to their assigned Battalion Chief through their Lieutenant, In extraordinary circumstances, especially those contained in the City of Maitland Personnel Policies and Procedures 8.12 Family and Medical Leave Act, the Battalion Chief may grant leave to more than two (2) members. See S.O.G. 110.25 (#2.1 c.) for further explanation regarding personal leave.
- b. The Fire Chief, Deputy Fire Chief/Operations or their appointed designee shall be responsible for the scheduling of personal leave for Battalion Chiefs.
- c. Any one who takes time off without sufficient accumulated personal leave shall not be paid for those hours. A negative balance shall not be permitted.
- d. Except in cases covered by the City of Maitland Personnel Policies and Procedures 8.12 Family and Medical Leave Act, each member is responsible for insuring he/she possesses adequate sick or personal leave time prior to absence from work.
- e. Except in cases, covered by the City of Maitland Personnel Policies and Procedures 8.12 Family and Medical Leave Act, Battalion Chiefs shall not schedule shift members off on personal leave if they do not possess adequate time.
- f. The Fire Chief, at his discretion, is responsible for scheduling all others within the Department.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Requesting Shift Reassignment			
Section:	Administrative – Rules & Regulations			
SOG #:	110.11	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To set guidelines and requirements for members to request a reassignment from one shift to another.


2. PROCEDURE:

The following requirements are necessary for members to request a shift change.

- a. Shift reassignment, as a result of a member’s request, will be only performed when there is an equal change of identical ranking members.
- b. The shift member requesting the shift reassignment must first receive permission from the member with whom he/she wishes to change. This must be in a written memorandum.
- c. The requesting member must then obtain written approvals from the Lieutenant of the requestor's shift and the Lieutenant of the shift to which the requestor wishes to move.
- d. After obtaining the aforementioned documents, the requestor must then receive final approval in writing from the Battalion Chief and Deputy Chief of Operations. The Deputy Chief of Operations will schedule the shift reassignment in a way to affect the least inconvenience to both shifts and to avoid the need for over-time spending.
- e. If the shift reassignment is requested due to a vacancy on another shift, only steps three (Lieutenant approval) and four (Battalion Chief and Deputy Chief of Operations approval) will be necessary.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Personal Visits & Phone Calls			
Section:	Administrative – Rules & Regulations			
SOG #:	110.12	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:


To set a policy to regulate and limit personal business and personal visitors in the work place which may interfere with city business or performance of duties.

2. PROCEDURE:

- a. Personal visits and business shall be conducted in a manner that does not interfere with the conduct of city business or performance of duties.
- b. Members working on a 24-hour work shift will be allowed visitors and conduct personal business during lunch-time and after normal business hours and/or after standard daily duties and training have been completed. Personal visits in times other than those listed above will be kept to an absolute minimum and are at the discretion of the Lieutenant or Battalion Chief. Visitors, including students, are not permitted to be on department premises after 10 p.m. unless approved by the Lieutenant or Battalion Chief.
- c. For members working an 8-hour work-day, personal business and visits will be kept to an absolute minimum. Members will make every effort to conduct personal business during the breaks and lunch hour provided by city policy. Personal business and visits will not be permitted to interfere with city business.
- d. Personal visitors will not be permitted to roam throughout the work place. This includes visitors from other city departments who are not conducting city business.
- e. Personal phone calls on city/station telephones will be kept to a minimum and are not to interfere with city business. Receipt of personal phone calls on city/station phones will not be permitted after 10:00 P.M., except in rare cases.
- f. City cell phones shall not be used for personal phone calls unless deemed emergency and approved and documented by the Lieutenant or Battalion Chief. Long distance phone calls are permitted for city business and must be approved with proper code and documented by the Lieutenant or Battalion Chief.
- g. Personal cell phones may be used when necessary as long as they do not interfere with city business, training or perceived as interfering with job performance and are not to be used in direct view of the public.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Smoking / Tobacco Usage			
Section:	Administrative – Rules & Regulations			
SOG #:	110.13	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. HISTORY:

In 1986 the Florida Professional Fire Fighters (FPFF), a labor organization, passed an unprecedented resolution to create a "smoke-free fire service." The FPFF's commitment arose from its

- concern for the health of fire fighters,
- need to address the issue of smoking to protect the fire fighters' "Heart and Lung Law," and
- attempt to avert criticism of its proposed presumptive "Cancer Bill."

In 1987 the FPFF gained support for its resolution from a council representing chiefs, fire instructors and inspectors, and volunteer fire fighters. In 1989 the FPFF succeeded in getting a landmark bill passed requiring that new fire fighters be non-users of tobacco for at least one year prior to application.

Florida Statue: 633.34(6) Firefighters; qualifications for employment. Any person applying for employment as a firefighter must: be a nonuser of tobacco or tobacco products for at least 1 year immediately preceding application, as evidenced by the sworn affidavit of the applicant.


2. GENERAL STATEMENTS:

Certified employees hired on or after October 1, 1989, shall not smoke or use tobacco products of any kind on or off duty.

Visitors to department facilities are to be informed by their guide about smoking restrictions. The OIC shall be responsible for enforcing this tobacco use policy.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Reclassification to Paramedic Grade Levels			
Section:	Administrative – Rules & Regulations			
SOG #:	110.14	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To state policy affecting the attainment of Paramedic Certification.

2. PROCEDURE:

- a. Each member hired on or after June 12, 2000 will be required by written agreement to possess or to attain Paramedic certification within two years of employment unless otherwise waived by the Fire Chief or his designee.
- b. All of the required classes and their required texts along with tuition fees will be paid by the Department. Each member must attend Valencia Community College unless otherwise approved by Fire Administration.
- c. All training/class request forms must be turned into Fire Administration no less than 30 days prior to Valencia's class registration.
- d. At the end of each class the member must submit their grades to Fire Administration no more than five days after official release from the school. Any member not having a passing grade must retake the class at their own expense. The retaking of courses is at the discretion of Fire Administration.
- e. Each member must sign a waiver allowing Valencia to release progress reports and/or grades to Fire Administration upon request.
- f. If the member is resigns their employment with the department, prior to the time it took them to complete formal Paramedic training, the member will be required to reimburse the department the cost of the Paramedic program.

2.1 Paramedic School Prerequisites

- a. Prior to starting Paramedic school, it is required that each EMT member must first successfully pass, Medical Terminology and Anatomy and Physiology unless otherwise approved by Fire Administration.
- b. Upon the completion of the Medical Terminology and Anatomy and Physiology each member must complete all required tasks and paperwork for entrance into Valencia's Paramedic program, these items must be turned into Fire Administration 30 days prior to Valencia's registration.

Maitland Fire Rescue Department

Standard Operating Guidelines


Title:	Reclassification to Paramedic Grade Levels		
Section:	Administrative – Rules & Regulations		
SOG #:	110.14	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	

2.2 Paramedic School

- a. At the completion of the Paramedic program the member must have their state paperwork into the state within 10 days of receiving it from Valencia.
- b. The Department will pay for the first state test, if you do not receive a passing grade additional test will be at the members own expense.
- c. The Department reserves the right to pay or not to pay for a prep class prior to the member's state exam.
- d. After reclassification, a Paramedic will remain in a probationary status until released from provisional status by the FIT Committee and the Medical Director and as reflected in the Labor Contract.
- e. Once the member is an autonomous Paramedic it is the responsibility of the member to obtain the continuing education credits needed for recertification. The Department may pay fees associated with the recertification.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Procurement Card Usage			
Section:	Administrative – Rules & Regulations			
SOG #:	110.15	Page:	1 of 3	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To provide an efficient method of purchasing and paying for goods and services not exceeding \$1,000 per item. To reduce the number of check requests and small purchase orders. The Multi Card system simplifies the procurement/disbursement process.

2. PROCEDURE:

2.1 ASSIGNMENT AND CONTROL OF THE MULTI CARD

- a. Multi Cards will be issued to individual employees and generic cards for each station.
- b. Misuse of the Multi Card will result in the revocation of the card.
- c. The Battalion Chief must maintain a log itemizing ALL authorized purchases.
- d. When issuing the Multi Card the Battalion Chief will record the current date, to whom the card was issued, vendor name, the type of purchase made, initials of the Battalion Chief issuing the card and initials of the person authorizing the purchase.
- e. Upon return of the Multi Card, the Battalion Chief will complete the log by recording the amount of the purchase, initial that the card was returned, the date, and verify the receipt was sent to Fire Administration.
- f. If additional Multi Cards are needed a request must be submitted to the Fire Chief.
- g. If a Multi Card is lost or stolen, the cardholder must immediately notify Fire Administration in order to minimize the liability to the City.
- h. If an employee has been issued a personalized Multi Card and terminates employment with the City the card must be returned to Fire Administration immediately.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Procurement Card Usage		
Section:	Administrative – Rules & Regulations		
SOG #:	110.15	Page:	2 of 3
Effective Date:	August 1, 2008	Revision Date:	

2.2 LIMITATIONS OF USE OF MULTI CARD

- a. The Multi Card is to be used for City of Maitland authorized purchases only. The Multi Card is not to be used for any personal transaction.
- b. When using the Multi Card, items must be immediately available. No back ordering is allowed.
- c. The following types of items may not be purchased with a Multi Card, regardless of the dollar amount:
 - Cash advances
 - Jewelry
 - Fuel
 - Entertainment
 - Any additional goods or services specifically restricted by the Finance or Fire Department to include any item purchased for personal use without the prior, written approval of the Fire Chief.

2.3 PROCEDURES FOR MAKING AND PAYING FOR PURCHASES

- a. The Battalion Chief may authorize the use of the Multi Card for small routine purchases such as staples, dry goods, or propane, not to exceed \$100 without prior approval from Fire Administration. If in doubt, contact Fire Administration.
- b. All non-routine purchases, in any amount, such as equipment, tools, parts, station supplies, medical supplies, subscriptions, dues, or training materials *must first be approved* by Fire Administration.
- c. The Battalion Chief is authorized to make emergency purchases, not to exceed \$250, when attempts to contact Fire Administration have failed. Fire Administration should be notified as soon as possible of the purchase.
- d. When an over-the-counter purchase is made, the purchaser must obtain the customer's copy of the charge slip.
- e. When placing a telephone order, the purchaser must confirm that the vendor will charge the Multi Card when shipment is made and a copy of the charge slip will be faxed or e-mailed to the purchaser or Fire Administration.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Procurement Card Usage		
Section:	Administrative – Rules & Regulations		
SOG #:	110.15	Page:	3 of 3
Effective Date:	August 1, 2008	Revision Date:	


- f. After a purchase has been made, the charge slip will be copied by the purchaser with the original being sent to Fire Administration within 48 hours and the copy being retained for 90 days by the purchaser.
- g. If for some reason the purchaser does not have documentation of the transaction to send to Fire Administration, he/she must send a description of the purchase to include the vendor name, date of purchase, amount of purchase and a description of the items purchased to Fire Administration.

2.4 REVIEW OF PURCHASES

- a. Fire Administration will review the monthly statement against the Multi Card log to verify all transactions processed during the previous 30 days and note any discrepancies.
- b. Fire Administration will attach charge card slips/receipts for all items listed on the statement.
- c. Fire Administration will assign an account number for each item to be entered into the Multi Card web based payment system and printed on the Expense Report to be attached to the receipts.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Critical Incident Stress Debriefings			
Section:	Administrative – Rules & Regulations			
SOG #:	110.16	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish guidelines for conducting critical incident stress debriefings.

2. GENERAL STATEMENTS:

- a. Emergency response personnel face more than physical risks. The psychological consequences of exposure to trauma in the fire service can result in high levels of burnout, long-term emotional difficulties and other life-disrupting problems.
- b. A critical incident is defined as: any incident that evokes extraordinary emotion on the part of emergency workers and overwhelms their ability to cope, either at the scene or later.
- c. Critical Incident Stress Debriefing (C.I.S.D.) is a psychological and an emotional process designed to reduce and control the impact of critical incidents. It is designed to accelerate *normal* recovery processes in *normal* people who are experiencing *normal* reactions to *abnormal* circumstances.
- d. CISD are *not* a critique of emergency operations at the scene. Performance issues will *not* be discussed at the debriefing. The debriefing process provides a format in which personnel can discuss their feelings and reactions and thus reduce the stress resulting from exposure to critical incidents. All debriefings will be strictly confidential.
- e. Examples of incidents that may call for a debriefing include but are not limited to:
 - Serious injury or death to a fellow emergency worker
 - Multiple casualty incidents
 - Suicide of a crewmember
 - Death of a child
 - Death or serious injury of a civilian resulting from emergency service operations
 - Prolonged or extraordinary rescue or recovery operations with expenditures of intense physical or emotional energy.
 - Intensive media coverage and scrutiny.

Maitland Fire Rescue Department

Standard Operating Guidelines


Title:	Critical Incident Stress Debriefings		
Section:	Administrative – Rules & Regulations		
SOG #:	110.16	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	

3. PROCEDURE:

- a. Any member recognizing stress or situations for potential stress in themselves or coworkers may contact their Lieutenant, Battalion Chief, Deputy Chief, or Fire Chief and request a debriefing. These calls will be kept confidential.
- b. Following any Critical Incident either the CISD Team Leader or other assigned member will conduct a defusing session and disperse informational materials relating to Critical Incident Stress.
- c. When indicated, the CISD Team Leader will then make arrangements for a formal debriefing through the State of Florida protocols. (The debriefing will occur within 72 hours of the incident)
- d. All members present at the incident will be required to attend the debriefing to act as peer support for other members.
- e. The debriefing will be limited to those personnel involved in the actual incident (including dispatchers, police officers, ambulance personnel, and hospital personnel), the peer counselors, and a mental health professional. No media will be allowed.
- f. All items relating to the activities of the debriefing will be kept strictly confidential.
- g. Personnel may also use an employee assistance program.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Uniforms			
Section:	Administrative – Rules & Regulations			
SOG #:	110.17	Page:	1 of 3	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish a procedure governing the type, color and style of duty uniforms that will be worn during work hours to ensure that all personnel display a professional, team like appearance.

2. PROCEDURE:

- a. The Fire Chief shall determine the type, color, and style of department issued uniforms to be worn. The term “in uniform” shall mean attired within the guidelines set forth in this policy.
- b. When jackets and/or sweatshirts must be worn, they must be department issued and in good repair.
- c. Department issued baseball caps may be worn with Class “C” and gym uniforms only. It is never acceptable to be wearing a ball cap while in a Class “A” or “B” uniform.
- d. As part of this policy, it shall be the responsibility of each member to care for department issued uniforms and have all types of uniforms readily available during each duty day.
- e. If a member has neglected care of a Department issued article of clothing and rendered it unusable, the member may be required to purchase a replacement article by the Chief.

3. UNIFORM CLASSIFICATIONS:

- a. Class “A” Uniform (Parade Dress)

To be worn at Fire Chief, Deputy Fire Chief or Battalion Chief’s discretion during special events.

Consists of:

- SHIRT – Department issued long sleeve dress shirt with appropriate department and certification patches, nametag, badge, collar insignias, and department issued “years of service pin”. The Deputy Fire Chief must approve all other items.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Uniforms		
Section:	Administrative – Rules & Regulations		
SOG #:	110.17	Page:	2 of 3
Effective Date:	August 1, 2008	Revision Date:	

- PANTS – Navy dress trousers, department issued and in good repair.
- SHOES – Black polish able leather preferred, low cut or shoe style, department approved by the Deputy Fire Chief.
- SOCKS – Black, Navy Blue, or White – clean and in good repair.
- T-SHIRT – Plain white t-shirt – clean and in good repair.
- BELT – Black, basket weave or plain, city issued and in good repair. The Deputy Fire Chief must approve alteration of belt buckle.
- JACKET – Navy Dress Jacket with Department issued badge.
- CAP – Dress Cap.
- TIE – Department issued navy tie

b. Class “B” Uniform

To be worn as daily uniform at shift commander’s discretion.

Consists of:

- SHIRT – Department issued dress shirt with appropriate department and certification patches, nametag, badge, collar insignias, and department issued “years of service pin”. The Deputy Fire Chief must approve all other items.
- PANTS – Navy dress trousers, department issued and in good repair.
- BELT - Black, basket weave or plain, city issued and in good repair. The Deputy Fire Chief must approve alteration of belt buckle.
- SHOES – Department approved black boots.
- SOCKS – White crew socks with no logos or insignias.
- TIE – Department issued navy tie. (with long sleeve shirt only)

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Uniforms		
Section:	Administrative – Rules & Regulations		
SOG #:	110.17	Page:	3 of 3
Effective Date:	August 1, 2008	Revision Date:	

c. Class “C” Uniform

To be worn during normal daily operations during business hours.

Consists of:

- SHIRT – Department issued T-shirt or golf shirt clean and in good repair.
- PANTS – Department issued navy trousers
- SHOES – Department approved black boots
- SOCKS – White crew socks with no logos or insignias.
- HAT – Department issued navy hat. (Optional)

d. Class “D” Gym Uniform

To be worn during physical training or after 1700 hours at the shift commander’s discretion. **


Consist of:

- SHIRT – Department issued T-shirt in good repair.
- SHORTS – Department issued navy gym shorts with department insignia.
- SHOES – White or Black athletic shoes.
- HAT – Department issued navy hat. (Optional)

**Individuals wearing the Gym uniform will wear a minimum of bunker pants while handling alarms.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Commendations / Service Awards			
Section:	Administrative – Rules & Regulations			
SOG #:	110.18	Page:	1 of 3	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To foster pride in the Fire Rescue Department through the recognition of personnel who have excelled in the performance of their duty.

2. PROCEDURE:

2.1 Nomination Procedures

- a. It shall be the privilege of any employee to nominate a person or group of people for recognition as an award recipient.
- b. All nominations shall be submitted on the “Nominations for Awards” form and forwarded, via the Chain of Command, to the Deputy Fire Chief of Operations no later than 30 days after the event or incident has occurred. Supporting information, i.e., photos, drawings, video, may be attached to the nomination form.
- c. Senior fire rescue staff consisting of the Deputy Chief, Battalion Chiefs and Division Chief will review the Nomination for Awards form at their next regularly scheduled staff meeting and by a majority vote of the members, shall make a recommendation as to the appropriate award to be issued. Recommendations shall be forwarded to the Fire Chief’s office for final approval.

2.2 Awards and Requirements

- a. Medal of Valor (Highest Award)
 - Members who, in the line of duty, perform an act(s) far and beyond the normal call of duty and under EXTREME personal risk, rescues or attempts to rescue a fellow fire fighter or endangered citizen(s).
 - Regalia:
 - Shall consist of neck ribbon cordon with a medal (Gold Plated Medal)
 - Framed distinctive description of the incident.
 - Service ribbon (Red, White, Blue) to be worn on the station uniform.
- b. Distinguished Service Award (Second Highest Award)
 - Any member performing an act considered involving an unusual degree of personal risk with bravery and high degree of initiative and capability.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Personnel Recognition		
Section:	Administrative – Rules & Regulations		
SOG #:	110.18	Page:	2 of 3
Effective Date:	August 1, 2008	Revision Date:	

- Regalia:
 - Shall consist of a neck ribbon cordon with a medal (Silver Chrome Medal)
 - Framed distinctive description of the incident.
 - Service ribbon (Red & Blue) to be worn on the station uniform.

- c. Meritorious Service Award
 - Any unusual act or service, on or off duty, worthy of recognition that promotes good will and reflects highly on the fire service of Maitland.
 - Regalia:
 - Shall consist of a neck ribbon cordon with a medal (Silver Medal)
 - Framed distinctive description of the incident.
 - Service ribbon (Red, White, Red) to be worn on the uniform.

- d. The Fire Chief's Award
 - Issued at the discretion of the Fire Chief to members of the Department who have demonstrated dedication and excellence while performing assigned duties, or to any person exemplifying the Department through individual commitment to excellence.
 - Regalia:
 - Service ribbon (Gold & White with Fire Chiefs bugles) to be worn on the Station Uniform.
 - Framed Certificate

- e. Administration Unit Citation (Non-uniformed personnel)
 - This award is to recognize support functions from individuals, task force, units or committees for outstanding work performance or accomplishment.
 - Regalia:
 - Framed Certificate awarded to each individual, member of the group, team or committee.
 - Framed Certificate to be displayed in each Division / Bureau.

- f. Community Service Award
 - Awarded for exemplary community service, on or off duty, or voluntary actions over and above assigned responsibilities in service of the community.
 - Regalia:
 - Service ribbon (Red with a Silver Star) to be worn on the Station Uniform.
 - Framed Certificate of Community Service

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Personnel Recognition		
Section:	Administrative – Rules & Regulations		
SOG #:	110.18	Page:	3 of 3
Effective Date:	August 1, 2008	Revision Date:	

- g. Certificate of Commendation
 - Acts of notable performance at the scene of an emergency, not involving personal risk above and beyond the call of duty, but demonstrating a high degree of professional skill.


- h. Certificate of Letter of Appreciation
 - May be awarded to Fire Rescue Department employees or Community members for notable acts of kindness or outstanding service to the Citizen's of Maitland or Fire Rescue Department.

- i. Civilian Award of Valor
 - Awarded to civilian members of the community for distinguished acts of bravery involving a high degree of personal risk.
 - Regalia:
 - Engraved trophy.

- j. Civilian Award of Merit
 - Awarded to civilian members of the community for outstanding assistance to or support of the Maitland Fire Rescue Department.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Public Information & Media Contact			
Section:	Administrative – Rules & Regulations			
SOG #:	110.19	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish a policy which will facilitate the flow of information between the Maitland Fire Rescue Department, the media, and the general public.

2. PROCEDURE:

2.1 Responsibility

All personnel within the Maitland Fire Rescue Department are committed to and recognize the right of the public and news media to be fully and accurately informed on matters concerning public safety. In order to maintain this philosophy, all members of this department will strive to maintain a relationship of trust; cooperation, mutual respect and a free flow of information with the public and news media without favoritism.

- a. The Incident Commander (IC) shall be responsible for the management of public information on the fire ground.
- b. Any major incident likely to attract news media attention shall be brought to the attention of the Deputy Fire Chief and/or the Fire Chief via pager, cell phone or the OC Communications Center.
- c. At multi-agency incidents, the agency having primary jurisdiction will be responsible for the coordination and release of information to the media.
- d. Members of the media will often respond to a scene that normally would not require the presence of Administrative personnel. In such cases, the IC or his/her designee should be prepared to provide a media briefing as soon as their command responsibilities permit.

2.2 Interview Guidelines

- a. Information released to the media should relate only to the facts of the incident.
- b. No determination as to the cause of an incident shall be released. Questions relating to the cause shall be referred to the appropriate investigative agency (i.e., Maitland’s Fire Marshal, State Fire Marshal, Florida Highway Patrol, Maitland P.D or Orange County Sheriff’s Office).

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Public Information & Media Contact		
Section:	Administrative – Rules & Regulations		
SOG #:	110.19	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	


- c. Under NO circumstance shall the names of fatalities or injured persons be released unless authorized by Fire Administration or the appropriate investigative agency.
- d. At no time shall Maitland Fire Rescue member's personal information be provided to the news media. All requests for such information shall be immediately referred to Fire Administration via the chain of command.
- e. When, in the opinion of the IC, an incident results in what may be a potentially controversial situation, a Fire Administration representative will be requested to respond immediately.
- f. When a representative of the news media requests interviews or information from department personnel at any time other than that described in the above section, the request shall be referred to Fire Administration via the chain of command.

2.3 Media Relations

- a. At the scene of any event of public interest, representatives of the news media will be permitted to conduct interviews, take photographs, and otherwise perform their assigned tasks provided their activity is not in violation of the guidelines established in this SOP, and provided such activity does not interfere with fire department operations.
- b. Photographs and videotape may be taken from any area where the news media representatives have been given access. Areas of access for news media representatives on scene of an incident will include:
 - Any areas open to the public
 - Any designated area set aside for news media briefings.
 - Any area to which the news media representatives are provided guided access to by the IC, or his/her designee.
- c. News media representatives shall be permitted to interview victims of an incident who have consented to such interviews providing:
 - The victim is not undergoing medical attention.
 - The victim appears able to make sound decisions, is not visibly upset, severely injured or emotionally distraught.
 - Investigative personnel have completed their interviews.
 - If a victim desires not to be interviewed, the news media representatives will be so advised.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	City Employee Injuries			
Section:	Administrative – Rules & Regulations			
SOG #:	110.20	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish a procedure for the treatment of injured City Employees by Fire Department personnel.


2. PROCEDURE :

Refer to the *City of Maitland Incident Report Forms for Workers' Compensation* binder located in the Lieutenant's office at each station.

- a. Have employee sign in on the incident report log
- b. Evaluate employee's injury:
 - First aid by Fire Department Personnel
 - Employee to be referred to – Review Treatment Matrix
 - Give employee the proper Authorization form – Medero or Centra Care
 - Employee sent to Hospital Emergency Department
- c. Complete the Employee Medical Evaluation form on the MaitraNet
- d. Evaluating Fire Department Personnel must sign the incident report form printed from the MaitraNet.
- e. Notify the on-duty Battalion Chief through your on-duty OIC.
- f. Notify City Personnel Department – If after normal business hours, email Theresa Walker with the employee's name and where they were referred. If the injury is deemed significant or the employee is transported to the hospital via Rescue, contact Theresa Walker personally by phone with the provided contact information in the binder.
- g. Contact Unisource Claims Report 1-800-461-1212
- h. Make a copy of the report for the binder and send the original in an envelope to the Personnel Department
- i. Complete an EMS report and NIFRS report – If a Fire Department member, complete a casualty report in the NIFRS program

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Financial Administration			
Section:	Administrative – Rules & Regulations			
SOG #:	110.21	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:


The purpose of this guideline is to establish the procedure for Fire Rescue personnel to make expenditures throughout a given fiscal year.

2. PROCEDURE:

- a. All purchases made by Fire Rescue personnel are to be approved or pre-approved by Fire Administration prior to any actual purchase.
- b. Shift members are to first contact the Department’s Administrative Assistant with the purchase request. The Administrative Assistant will subsequently gain approval for the requested item(s) or services from the Deputy Fire Chief or Fire Chief as needed.
- c. Once authorization has been given, the Administrative Assistant, utilizing the City Purchasing Policy as a guideline, will determine the best method of procurement and will inform the person making the request when all paperwork is complete and the purchase may be made.
- d. All City purchases must be made utilizing the City’s tax exempt status and all vendors will be provided a copy of the tax exempt card as needed.
- e. Employees who inadvertently neglect to exclude taxes when making a purchase will need to rectify the situation with the vendor.
- f. All receipts for purchases must given to the Department’s Administrative Assistant in a manner (i.e. envelope, taped to a full sheet of paper) that does not lead to possible loss or misplacement and will keep a copy for no less than 90 days.
- g. Department members are not authorized to accept offers of demonstration equipment from any vendor without the prior approval of Administration.
- h. No purchases of Department or City equipment, parts or supplies are to be made utilizing an employee’s personal funds with a reimbursement expectation unless prior approval is obtained from the Fire Chief or his designee.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Fire Department Budget Preparation			
Section:	Administrative – Rules & Regulations			
SOG #:	110.22	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:


The purpose of this policy is to define the components and areas of responsibility necessary to develop a comprehensive annual budget for the Fire Rescue Department.

2. PROCEDURE:

- a. Each year, beginning on or about February 1st, shift members of the Department having specific areas of purchasing responsibility are to begin budgetary planning for the upcoming fiscal year (FY) and an additional four (4) “out-years”. This includes, but is not limited to, medical supplies, station supplies, medication purchasing, uniforms, personal protective equipment (PPE), FD equipment, training, etc.
- b. The Fire Chief, or his designee, will establish a deadline for submittals of the shift member prepared planning documents to coincide with requirements as set forth by the City’s Management Services Department.
- c. The Fire Chief, or his designee, will submit a comprehensive initial Department budget package to include Capital Improvement Program (CIP) submittals, revenue projections, recommendation items, operating line item expenditures, operating capital and vehicle replacement review.
- d. Department Heads from all City divisions come together after their initial submittals to collectively discuss and revise citywide CIP submittals.
- e. Further reviews and modifications occur to the Department budget throughout the summer and early fall with an ultimate adoption made by the City Council during the last Council meeting held in September.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Personnel Administration			
Section:	Administrative – Rules & Regulations			
SOG #:	110.23	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:


The purpose of this guideline is to set forth the aspects of personnel administration to be in compliance with local, State and National requirements.

2. PROCEDURE:

- a. Fire Rescue personnel are expected to comply with provisions of the City's Personnel Policy and Procedures Manual, the Fire Rescue Department's Standard Operating Guidelines (SOGs) and/or the current Collective Bargaining Agreement between the Maitland Professional Firefighters, Local 4590 and the City of Maitland as appropriate.
- b. Fair and equitable treatment of all employees will be maintained by fair administration of these policies and procedures and by consideration of the rights and interests of the citizens and the City.
- c. The City of Maitland is an equal opportunity employer.
- d. The relationship between City management and its employees shall continue to be open and direct.
- e. The policies and procedures provide a means for equitable recruitment, selection, development, retention and eventual retirement of employees.
- f. A charge of the Fire Rescue Department and the City of Maitland is to comply with all local, State and National laws and requirements in the course of operations.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Staffing & Overtime			
Section:	Administrative – Rules & Regulations			
SOG #:	110.24	Page:	1 of 6	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish a baseline directive to maintain an adequate staffing level through the use of overtime assignments. This policy is designed to set forth a scheduling plan to distribute overtime hours fairly.

2. PROCEDURE:

2.1 Staffing Guidelines

- a. A minimum of five (5) personnel is required per shift, per station. Of that five: one must be a shift Lieutenant or qualified relief Lieutenant, one must be a Paramedic assigned to the rescue vehicle, and one must be an Engineer or relief driver assigned to drive the engine. Whenever possible, attempts should be made to maintain at least one Lieutenant at all times, (avoid two simultaneous ride-ups).
- b. Shift members are typically scheduled to work 24 hours on duty and 48 hours off duty. The standard shift begins at 0700 and ends at 0700 hours the following day. All shift members, regardless of their schedule, are expected to be present and available during their entire shift.
- c. A total of two shift members in the department may be permitted to be on personal leave at any given time as long as minimum staffing is maintained without the utilization of overtime. The Battalion Chief will take into consideration the potential for vacancy created by sick call, FMLA, etc. prior to approving more than one person off at a time. In the event that the vacation time creates unexpected OT (due to sick call or other issue) that can not be filled on a voluntary basis, the vacation time will be cancelled and that individual will be called back to duty. Mandatory OT will be avoided at all costs. However, in rare circumstances (i.e. Person on vacation is out of town, unavailable to return to work) mandatory OT may be required to cover a person on vacation. Personal leave shall not be approved more than 60 days prior to the start of requested leave unless otherwise approved by the Battalion Chief, Deputy Fire Chief or Fire Chief.

If due to staffing, one of the positions will require OT to cover by default (i.e. Paramedic, LT with no built in coverage due to minimum staffing) no subsequent requests for leave time shall be approved. Special circumstances may be approved by Fire Administration.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Staffing & Overtime		
Section:	Administrative – Rules & Regulations		
SOG #:	110.24	Page:	2 of 6
Effective Date:	August 1, 2008	Revision Date:	

During times where shifts are at minimum staffing due to FMLA or worker's compensation absence, the B/C will carefully scrutinize new vacations requests (those made after the reduced staffing issue arises). Requests made prior to the event may be honored even if OT is required. Additional leave requests will be reviewed on an individual basis. If the FMLA leave or workers comp will result in minimum staffing for an extended period of time (more than 1 month), then consideration will be given even if OT will result. However, if the expected time will be limited, new leave requests may not be approved if they will result in OT coverage.

- d. Engineer / Paramedics can be utilized as an OIC, Paramedic, or Engineer.
- e. Shift members attending training may be re-called to duty (depending on the situation) if the shift falls below minimum staffing.

2.2 Overtime Guidelines

- a. An overtime position will be filled by the rank that caused the shift to go below minimum whenever possible. The position causing the overtime is the one that made the shift fall below minimum.
- b. When initially offered OT, personnel must either accept or refuse the *entire* amount of OT offered. If a person is only able to work a portion of the OT that is needed, the Battalion Chief will continue to contact eligible individuals. If no one accepts the entire shift on a voluntary basis, he/she may complete the coverage by combining two or more shift members. If a person refuses any portion of the entire amount of OT offered, the portion refused will be added to the total hours listed on the OT card.
- c. Overtime is dependent upon the present situation remaining in effect. (I.e. person calling in sick and remaining out for the whole shift.) If the situation that created the OT is no longer in effect the member working the OT will be given the option of working to obtain a minimum of six hours (this only applies when you are originally offered more than six hours overtime). It is the member's option to remain and complete the six hours or leave when the OT is no longer required..
- d. The six hour minimum rule does not apply to meetings, special events or when less than six hours OT was offered.
- e. Overtime will not be paid unless the hours are actually worked.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Staffing & Overtime		
Section:	Administrative – Rules & Regulations		
SOG #:	110.24	Page:	3 of 6
Effective Date:	August 1, 2008	Revision Date:	

- f. Situations requiring overtime that are not covered by this policy are to be approved by, the Deputy Chief or the Fire Chief prior to being offered.
- g. The Battalion Chief will document hours offered for each member. This includes no-contacts, refusals and accepted offers.
- h. The Battalion Chiefs are not required to utilize the overtime roster when filling a staffing need that is four (4) hours or less or when timing is a factor. This includes, but is not limited to minimum staffing, meetings, public relation events/requests, emergency leave of on duty member, etc.
- i. The Battalion Chief is responsible for the correct offerings of all overtime regardless of whether or not he or she actually made the offering.
- j. All overtime offerings other than those made face-to-face will be made using pager or text messages. (Refer to SOG 110.08) The OIC may elect to use telephone methods after all efforts using pagers or approved text messaging have been unsuccessful.
- k. In no situation is it appropriate for an individual to accept OT knowing that they are unable to fulfill what has been offered.
- l. All efforts are to be made to restrict overtime usage to essential situations.
- m. All offers of overtime made to shift members to fill minimum staffing situations in excess of four (4) hours will be recorded on the OT roster. Public Relations/Training exceptions may apply.
- n. When an individual is promoted (i.e. Engineer/Paramedic to Lieutenant) an average of all overtime hours listed on the cards for the existing employees in that rank will be calculated. This number will then be the starting number on the cards for the newly promoted individual. In this manner, overtime offerings for a specific rank are not “skewed” when a person is promoted.

2.3 Types of Overtime

Non-Mandatory

- a. Used any time an overtime vacancy is created or will need to be scheduled in the near or distant future.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Staffing & Overtime		
Section:	Administrative – Rules & Regulations		
SOG #:	110.24	Page:	4 of 6
Effective Date:	August 1, 2008	Revision Date:	

- b. In the interest of safety and to prevent firefighter fatigue, no person can volunteer to work in any capacity if time worked exceeds 48 continuous hours. A minimum of eight (8) off-duty hours must be taken after working 48 before an individual is eligible for further overtime. (See also the OT Eligibility section, item # 1). *(members shall not work at a part-time job within the 8 hour period prior to their shift) The intent is to provide for a rest period before returning to shift duties.

- c. When a Battalion Chief determines a need to fill a below minimum staffing position, he/she will utilize the OT computer program to fill the OT. The Battalion Chief will progress through the offerings beginning with the individual having the least amount of accrued OT worked and offered hours. The position to be hired should reflect the rank of the staffing need prior to shuffling of positions within the shift. (I.e. If the Battalion Chief needs to fill a paramedic position, the paramedic rotation should be used first. If the need is for a driver, the engineer rotation should be used first. If the need is for an OIC, a Lieutenant is called first). Deviations may be considered to avoid over use of any one particular position (i.e. Paramedic when a Firefighter is all that is needed to meet minimum staffing).

- d. Those individuals accepting normal overtime have one (1) hour from the time of call to report to duty. It is the discretion of the OIC to exceed the (1) hour rule as necessary depending on circumstances.

- e. Members shall not be permitted to work more than (2) two 48 hour shifts in a row except in rare and unforeseen circumstances. This shall include OT and time-trades. The Battalion Chief shall evaluate the situation and make decisions based on individual circumstances.

Mandatory

- a. Used when the duty shift will be below minimum staffing requirements and all “non-mandatory” efforts to replace the vacancy have been exhausted.

- b. This position will be filled by the rank that caused the shift to go below minimum requirements, ex: If a Lieutenant creates the vacancy below minimum, a Lieutenant will be mandatoried to fill the need; if a Paramedic creates the vacancy, a Paramedic will be mandatoried. The person having the least amount of accrued hours within that position would be called first. The first person contacted is to be mandatoried. A holdover (also a mandatory situation) may be necessary until the primary individual arrives. *If a shift member is on vacation from the shift that is requiring OT that person will be contacted and required to

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Staffing & Overtime		
Section:	Administrative – Rules & Regulations		
SOG #:	110.24	Page:	5 of 6
Effective Date:	August 1, 2008	Revision Date:	

return to duty before mandatory OT will be initiated if possible. (This may not be possible if the member is out of the area and travel time is extensive)

- c. Those who are off duty and are mandatoried to report to duty have up to two (2) hours to report to duty.
- d. In the interest of safety and to prevent firefighter fatigue, no person can be mandatoried to work if the duty shift will make the employee work more than 48 hours at one time (see also the OT Eligibility section, item a.) This may be unavoidable, but ***must be approved by the Deputy Chief*** if implemented.
- e. Because mandatory overtime is an inconvenience to the person held, any person who is mandatoried will not have their position on the overtime roster adjusted unless they request otherwise.
- f. Employees that have been mandatoried shall have a special entry on his or her OT card made to document the date and the hours of the mandatory overtime. It shall not, however, be counted as overtime hours worked or refused unless the member requests the hours to be added. All efforts should be made to avoid having to mandatoried an individual within the same year if at all possible. The exception to this would be in the instance in which the same individual was needed to facilitate a mandatory holdover or no other members can be contacted and required to return to duty.

Hold Over

- a. Used as a form of mandatory overtime when a vacancy below minimum requirements is created when an oncoming shift member is unable to report to duty for whatever reason.
- b. The person filling the position for which the vacancy is created is required to remain until the replacement person arrives. This will be a rank for rank requirement, ex. If a paramedic creates the vacancy, a paramedic is required to remain.
- c. The person responsible for remaining can elect to give the holdover overtime to another person willing to stay as long as it does not adversely affect minimum staffing levels and it is approved by the Battalion Chief.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Staffing & Overtime		
Section:	Administrative – Rules & Regulations		
SOG #:	110.24	Page:	6 of 6
Effective Date:	August 1, 2008	Revision Date:	

- d. Because the holdover is a form of mandatory overtime and an inconvenience to the person held, any person who is required to hold over will not have their position on the overtime cards adjusted unless they request otherwise.
- e. If someone is already committed to working overtime for the department in another capacity, the Battalion Chief must evaluate the commitment and if necessary, move to the next person on the list (i.e. CPR class, etc.).

Public Relations/Training


- a. Qualified CPR and First Aid Instructors will not be charged hours on the overtime roster for instruction when overtime payments are the applicable form of payment for the training.
- b. The roster will be utilized to determine the correct order for the offering of overtime for special events, public training (other than CPR & First-Aid) and in-house training events when the offering is six (6) hours or greater. If the offering for these events is less than six (6) hours, the hours will not be recorded on the overtime roster and it is not necessary to use the roster to establish a call order. The filling of overtime for special events and/or public education classes lasting longer than six (6) hours will involve the use of the roster and the hours will be recorded as appropriate.

OT Eligibility

- a. Employees working a 24/48-hour schedule are eligible to work overtime during all hours other than their normally assigned shift as long as 48 hours are not exceeded without a period of eight (8) hours off the clock. Any break in working 48 straight hours must be sufficient to allow for adequate rest before it can be considered that the 48 hours of work does not apply. Example – a one or two hour break taken in the middle of working two back-to-back 24 hour shifts does not negate the need for an eight (8) hour break at the end of the two shifts.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Member Development Program			
Section:	Administrative - Training & Safety			
SOG #:	130.01	Page:	1 of 3	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

The purpose of this policy is to set forth minimum requirements for training objectives for all personnel employed by Maitland Fire Rescue Department.

2. PROCEDURE:

The training plan will be followed by all ranks below the level of the Fire Chief.

2.1 Trainee

New Hire EMT or Paramedic without State of Florida Minimum Standards

HIRE DATE TO COMPLETION OF MINIMUM STANDARDS

2.2 Certified Entry Level Firefighter

New Hire EMT or Paramedic with State of Florida Minimum Standards

HIRE DATE TO 6 MONTHS MUST COMPLETE THE FOLLOWING*:

- Complete Recruit Orientation (OJT Program)
- Pass EMS Skills Test
- Complete EVOC Course
- Pass Equipment Location Test
- Complete Departmental Organizational Chart
- Pass a 50 question Comprehensive Street Test with 80% or Better
- Basic Station Inventory

* At Fire Administration's discretion, items may be adjusted for those members who attend Standards or Paramedic School in the first six months.

Variation to the Policy must be approved by Fire Administration.

2.3 Firefighter First Class

Has completed all Certified Entry Level requirements

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Member Development Program		
Section:	Administrative – Training & Safety		
SOG #:	130.01	Page:	2 of 3
Effective Date:	August 1, 2008	Revision Date:	

6 MONTHS OF EMPLOYMENT TO 1 YEAR MUST COMPLETE THE FOLLOWING:

- Pass Department SOG Manual Test

****Department will not sponsor through any outside classes unless deemed necessary to continue operations of the department or necessary to recertify in a required area as approved by the Deputy Fire Chief or Fire Chief.**

2.4 Firefighter II

Has completed all Firefighter First Class requirements and has been employed by the Department for at least six months.

- Attend and pass a department approved Pump Operator course (May function as a relief driver upon successful completion of an approved Pump Operator course and passing of the Department's relief driver assessment.)

****Department may sponsor through classes from this point on.**

After completion of Firefighter II, all personnel are encouraged to attend classes to prepare for promotional opportunities as outlined in *Maitland Fire Rescue Department SOG Section 110.09*.

Professional Development -The following represents a suggested progression of coursework, where not otherwise required by the Department, that should be completed before the Firefighter's second anniversary date:

- Paramedic Pre-Requisites (Medical Terminology & Anatomy and Physiology for EMS or A&P I)
- Paramedic Certification
- Firefighter Survival

The following represents a suggested progression of coursework that should be completed before the Firefighter's third anniversary date.

- Fire Officer I Curriculum
- Flashover Simulator
- CPR Instructor

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Member Development Program		
Section:	Administrative – Training & Safety		
SOG #:	130.01	Page:	3 of 3
Effective Date:	August 1, 2008	Revision Date:	

The following represents a suggested progression of coursework that should be completed before the Firefighter’s fourth anniversary date.

- Truck Company Operations
- Rope Rescue I
- ACLS Instructor
- Advanced Airway Management
- NFA Weekend Incident Management Course

The following represents a suggested progression of coursework that should be completed before the Firefighter’s fifth anniversary date.

- Vehicle & Machinery Rescue Operations
- Confined Space Rescue
- Rope Rescue II
- NFA Organizational Theory or Interpersonal Dynamics

The following represents a suggested progression of coursework that should be completed before the Firefighter’s sixth anniversary date.


- Vehicle & Machinery Rescue Technician (formally Extrication)
- Fire Service Course Design
- Fire Cause and Origin

The following represents a suggested progression of coursework that should be completed before the Firefighter’s eighth anniversary date.

- Associates Degree with EMS or Fire related major

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	New Member Orientation Program			
Section:	Administrative - Training & Safety			
SOG #:	130.02	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:


To establish a guideline defining the new member orientation program

2. PROCEDURE:

- a. The Maitland Fire Rescue Department will require all new members to complete an orientation prior to shift assignment. Orientation will normally be a two week period; however this could be amended at the Fire Chief's discretion.
- b. During the orientation period, new members will be issued a recruit manual, review Fire Department SOP's, City personnel polices, vehicle operations, and FF/EMS competencies.
- c. New members will also be issued uniforms, bed linens, bunker gear and additional PPE as needed.
- d. New members are fit tested for HEPA masks and SCBA masks.
- e. New members tour RDV Sportsplex, Orange County's Communication Center, both fire stations and City Hall. During this time, members will meet with the Personnel Department, IT and Fire Administration.
- f. Any competencies or requirements not accomplished during the orientation period are to be completed prior to 6 months of employment. It is the responsibility of each new member to review their recruit manual with their assigned Lieutenant immediately once assigned a shift.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Traffic Safety Vests			
Section:	Administrative - Training & Safety			
SOG #:	130.03	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

A means of reducing the possibility of personnel being injured while working in close proximity to vehicular traffic or other emergency scenes where visibility is reduced because of darkness or other adverse conditions.

2. PROCEDURE:


Normal safety precautions must be exercised on the scene of all alarms.

Personnel safety vests shall be worn by all fire rescue personnel operating in areas where vehicular traffic is anticipated or other emergency scenes where visibility is reduced because of darkness or other adverse conditions.

- a. Safety vests will be provided in each Maitland Fire Dept vehicle in accordance with vehicle inventory.
- b. Each member will wear a safety vest or reflective gear while working in areas where vehicular traffic is anticipated or other emergency scenes where visibility is reduced because of darkness or other adverse conditions.
- c. It is the responsibility of the officer in charge to ensure that all personnel including students and riders utilize safety vests when dictated.
- d. Turnout gear (coat) or reflective rain gear may be utilized in place of the safety vest
- e. While safety vests do not ensure complete protection, they do increase on-scene visibility and therefore decrease the possibility that an individual will be struck by a moving vehicle.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Occupational Health & Safety Program			
Section:	Administrative – Training & Safety			
SOG #:	130.04	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To provide a guideline consistent with federal, state and city regulations as set forth by the Florida State Fire Marshal’s Office Florida Administrative Code 69A-62 authorized by F.S. 633.821 that provides for adequate and consistent safeguards for firefighter occupational health and safety.


2. PROCEDURE:

- a. All employees of the Maitland Fire Department shall comply with the safeguards set forth in this guideline and its references unless otherwise exempted.
- b. All regulations of Florida Statute 633, Florida Administrative Code 69A-62, and Maitland City Code are herein adopted by reference and include, but may not be limited to:
 - Uniform minimum firefighter employment standards
 - Workplace safety and health programs
 - Safety and health compliance
 - Workplace safety committees
- c. There is herein created the fire department’s safety committee that shall meet as directed by the department and include the provisions of the City’s safety management program as found in the link below.

<K:\share\risk management\safety policies-update2a.pdf>

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Physical Fitness Program			
Section:	Administrative - Training & Safety			
SOG #:	130.05	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To facilitate a comprehensive fitness program, whether in the station or at RDV Sportsplex without reduction in the emergency response priorities. The guidelines set forth are established to provide for a structured and safe fitness plan.

2. GENERAL STATEMENTS:

- a. It is in the interest of the department to promote physical fitness as a necessary requirement of the firefighting job.
- b. A structured fitness program should be accomplished as a priority for all shift personnel. Personnel are encouraged to participate in a good physical fitness training program both on and off duty to maintain a state of physical fitness for the profession of firefighter.
- c. Accomplishing an on-duty workout must take into consideration the primary mission of the department, which includes a rapid response to emergency scenes.
- d. A shift fitness program at each station is recommended as it accomplishes two tasks in one; personal physical fitness and team building.


3. PROCEDURE:

- a. Workout will be accomplished during low alarm load times. These times include weekdays between 9:30AM and 11:30AM; 1:30PM and 4:30PM and after 7:00PM. Weekends and holidays do not have a specific high alarm time, so there is no limitation on weekends or holidays.
- b. A max of one unit from each station shall occupy RDV at a given time.
- c. If RDV is used, units will be positioned in the parking lot, away from the normal flow of traffic, and in such a way their exit will be quick and unimpeded.
- d. The workout at RDV will be limited to the bottom floor weights and cardio machinery. No court sports, showers, sauna, or hot tub use will be permitted while on duty. Station fitness programs should include cardio and strength training.

Each member's goal should be to complete 20-30 minutes of cardio and 20-30 minutes of strength training 2-3 times per week. Part of each member's goal should be to strive for progressive and obtainable improvements in his/her exercise regiment.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Medical Director Meetings			
Section:	Administrative - Training & Safety			
SOG #:	130.06	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:


To establish guidelines for attendance of monthly Medical Director Meetings.

2. PROCEDURE:

- a. The City of Maitland's E.M.S. Medical Director, Dr. Todd Husty conducts monthly meetings for the purpose of quality assurance, run report review, and training.
- b. The meeting will be scheduled and held once a month. Date and time will be set according to Dr. Husty's schedule and availability.
- c. Notice of the meeting will be E-mailed to all department personnel a minimum of seven (7) days prior to the meeting date containing the reports that will be reviewed at the meeting. It is the responsibility of each Paramedic to review his/her report(s) prior to the meeting and submit corrections or addendums to the meeting chairperson.
- d. An "all page" will be sent out a minimum of two (2) days prior to the meeting to remind personnel of the time and location. It is the shift commander's responsibility to insure this task is completed.
- e. All EMT members are encouraged to attend these meetings. Paramedics are required to attend 5 of the 12 monthly meetings within each calendar year. Paramedics in the FIT program are required to attend all meetings unless approved by their assigned Battalion Chief.
- f. For each meeting attended, members will be credited with three (3) hours continuing education credit (CEU) toward their required hours for State recertification.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Vehicle Placement for Safety			
Section:	Administrative – Training & Safety			
SOG #:	130.07	Page:	1 of 8	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To Position Apparatus at the scene of emergencies in a manner that best protects the work area and personnel from vehicle traffic and other hazards.

2. DEFINITIONS:

The following terms shall be used during incident operations, post-incident analysis, and training activities related to working in or near moving traffic.

- a. **Advance Warning** – notification procedures that advise approaching motorists to transition from normal driving status to that required by the temporary emergency traffic control measures ahead of them.
- b. **Block** – positioning a fire department apparatus on an angle to the lanes of traffic creating a physical barrier between upstream traffic and the work area. Includes “block to the right” or “block to the left”.
- c. **Buffer Zone** – the distance or space between personnel and vehicles in the protected work zone and nearby moving traffic.
- d. **Downstream** – the direction that traffic is moving as it travels away from the incident scene.
- e. **Flagger** – a fire department member assigned to monitor approaching traffic and activate an emergency signal if the actions of a motorist do not conform to established traffic control measures in place at the highway scene.
- f. **Shadow** – the protected work area at a vehicle-related roadway incident that is shielded by the block from apparatus and other emergency vehicles.
- g. **Taper** – the action of merging several lanes of moving traffic into fewer moving lanes.
- h. **Temporary Work Zone** – the physical area of a roadway within which emergency personnel perform their fire, EMS and rescue tasks at a vehicle-related incident.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Vehicle Placement for Safety		
Section:	Administrative – Training & Safety		
SOG #:	130.07	Page:	2 of 8
Effective Date:	August 1, 2008	Revision Date:	

- i. **Transition Zone** – the lanes of a roadway within which approaching motorists change their speed and position to comply with the traffic control measures established at an incident scene.
- j. **Upstream** – the direction that traffic is traveling from as the vehicles approach the incident scene.

3. PROCEDURE:

3.1 Safety Benchmarks for Personnel Operating in or Near Traffic

Emergency personnel are at great risk while operating in or around moving traffic. There are approaches that can be taken to protect yourself and all crew members.

- a. Never trust approaching traffic.
- b. Avoid turning your back to approaching traffic.
- c. Crews should exit the curb side or non-traffic side of the vehicle whenever possible.
- d. Always look before stepping out of apparatus, or into any traffic areas. When walking around fire apparatus parked adjacent to moving traffic, keep an eye on traffic and walk as close to fire apparatus as possible.
- e. Always wear Class III high visibility reflective vests during daylight operations.
- f. Always wear structural firefighting helmet.
- g. Wear full protective clothing plus the highway safety vest at all vehicle-related emergencies between the hours of dusk and dawn or whenever lighting levels are reduced due to inclement weather conditions.
- h. Establish a fire department member assigned to the “Flagger” function to monitor approaching traffic and activate an emergency signal if the actions of a motorist do not conform to established traffic control measures in place at the highway scene.
- i. Use traffic cones and/or cones illuminated by flares where appropriate for sustained highway incident traffic control and direction.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Vehicle Placement for Safety		
Section:	Administrative – Training & Safety		
SOG #:	130.07	Page:	3 of 8
Effective Date:	August 1, 2008	Revision Date:	

3.2 Apparatus Benchmarks for Safe Operations in or Near Moving Vehicle Traffic

Emergency Personnel should always maintain an acute awareness of the high risk of working in or around moving traffic and protect the scene, themselves, other emergency responders and the patient by:

- a. Establish an initial “block” with the first arriving emergency vehicle or fire apparatus. The first arriving apparatus should allow 1 foot for every mile per hour of the posted speed limit between the “fend off position” and the “temporary work zone” area.
- b. Always position apparatus to protect the scene, patients, emergency personnel, and provide a protected work area. Where possible, angle apparatus at 45 degrees away from curbside while turning the front wheels away from the incident scene (See Figure 1).
- c. During DAYTIME operations, leave all emergency lights on to provide warning to drivers.
- d. For NIGHTTIME operations, turn OFF fire apparatus headlights. This will help reduce the blinding effect to approaching vehicle traffic. Other emergency lighting should be reduced to yellow lights and emergency flashers where possible.
- e. Establish advance warning and adequate transition area traffic control measures upstream of incident to reduce travel speeds of approaching motorists.
- f. Place traffic cones at the scene to direct traffic. This should be initiated by the first company arriving on the scene and expanded, if needed, as later arriving companies arrive on the scene. Always place and retrieve cones while facing on-coming traffic.
- g. Placing flares, adjacent to and in combination with traffic cones for nighttime operations greatly enhances scene safety. Place flares to direct traffic where safe and appropriate to do so. Listed below are general recommendations for the start of traffic cones/flares.
- h. For first arriving engine companies where a charged hose line may be needed, angle the engine so that the pump panel is “down stream,” on the opposite side of on-coming traffic. This will protect the pump operator (See Figure 5).
- i.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Vehicle Placement for Safety		
Section:	Administrative – Training & Safety		
SOG #:	130.07	Page:	4 of 8
Effective Date:	August 1, 2008	Revision Date:	

- j. The initial company officer (or Command) must assess the parking needs of later-arriving fire apparatus and specifically direct the parking and placement of these vehicles as they arrive to provide protective blocking of the scene. This officer must operate as an initial safety officer.
- k. At intersections, or where the incident may be near the middle of the street, two or more sides of the incident may need to be protected. Block all exposed sides. Where apparatus is in limited numbers, prioritize the blocking from the most critical to the least critical (See Fires 2,3 and 4).
- l. At major intersections police response may be necessary. Provide specific direction to the police officer as to exactly what your traffic control needs are.
- m. At residential medical emergencies, park Rescue in driveways for safe loading where possible. If driveways are inaccessible park Rescue to best protect patient loading areas. (See Figures 6 and 7).
- n. Once enough fire apparatus have “blocked” the scene, park or stage unneeded vehicles off the street whenever possible. Bring in Rescue/Ambulance companies one or two at a time and park them in safe locations at the scene.
- o. Position Rescues to protect patient loading areas (See Figure 8).

3.3 Freeway Operations

Freeway emergencies pose a particularly high risk to emergency personnel. Speeds are higher, traffic volume is significant, and motorists have little opportunity to slow, stop or change lanes.

- a. If possible, keep the freeways flowing. Where need be, the freeway can be completely shut down.
- b. For freeway emergencies, continue to block the scene with the first apparatus on the scene to provide a safe work area. The first arriving apparatus should allow 1 foot for every mile per hour of the posted speed limit between the “fend off position” and the “temporary work zone” area.
- c. Other companies may be used to provide additional blocking if needed.
- d. The initial company officer, or command, must thoroughly assess the need for apparatus on the freeway and their specific positions.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Vehicle Placement for Safety		
Section:	Administrative – Training & Safety		
SOG #:	130.07	Page:	5 of 8
Effective Date:	August 1, 2008	Revision Date:	

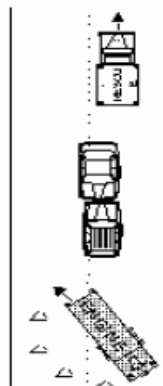
- e. Companies should be directed to specific parking locations to protect the work area, patients, and emergency personnel.
- f. Other apparatus should be parked downstream when possible. This provides a safe parking area.
- g. Staging of Rescue companies off the freeway may be required. Rescues should be brought into the scene one or two at a time. A safe loading area must be established.
- h. Traffic cones should be placed farther apart, with the last cone approximately 160 feet “upstream, to allow adequate warning to drivers. Place and retrieve cones while facing the traffic.
- i. Command should establish a liaison with the Department of Transportation as soon as possible to jointly provide resources, a safe parking and work area and to quickly resolve the incident.
- j. The termination of the incident must be managed with the same aggressiveness as initial actions. Crews, apparatus, and equipment must be removed from the freeway promptly, to reduce exposure to moving traffic.
- k. The termination of the incident must be managed with the same aggressiveness as initial actions. Crews, apparatus, and equipment must be removed from the freeway promptly, to reduce exposure to moving traffic.
- l. The termination of the incident must be managed with the same aggressiveness as initial actions. Crews, apparatus, and equipment must be removed from the freeway promptly, to reduce exposure to moving traffic.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Vehicle Placement for Safety		
Section:	Administrative - Training & Safety		
SOG #:	130.07	Page:	6 of 8
Effective Date:	August 1, 2008	Revision Date:	

Figure #1



Where possible, angle apparatus at a 45 degree angle from the curb.

Figure #3

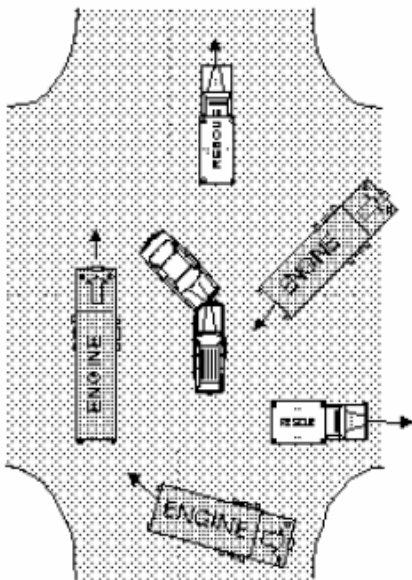


Figure #2

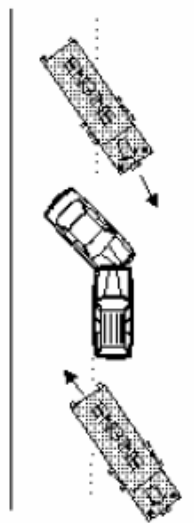
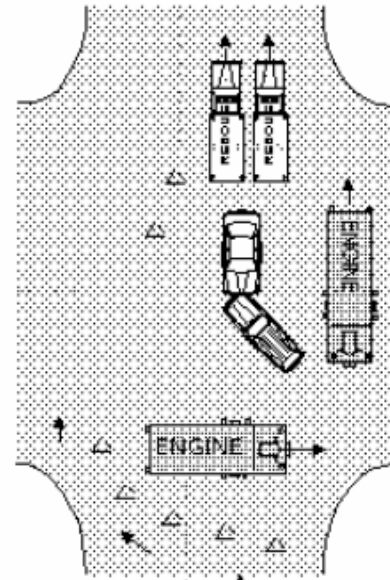


Figure #4



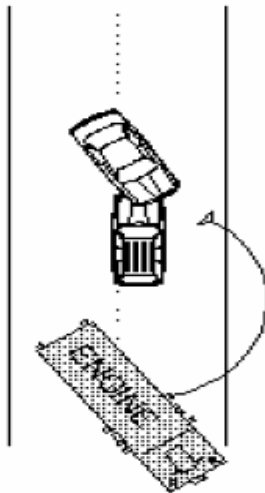
Often times two or more sides may need to be protected. Prioritize placement of the apparatus by blocking from the most critical to the least critical side.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Vehicle Placement for Safety		
Section:	Administrative - Training & Safety		
SOG #:	130.07	Page:	7 of 8
Effective Date:	August 1, 2008	Revision Date:	

Figure #5



To protect pump operator, position apparatus with the pump panel on the opposite side of on-coming traffic.

Figure #6

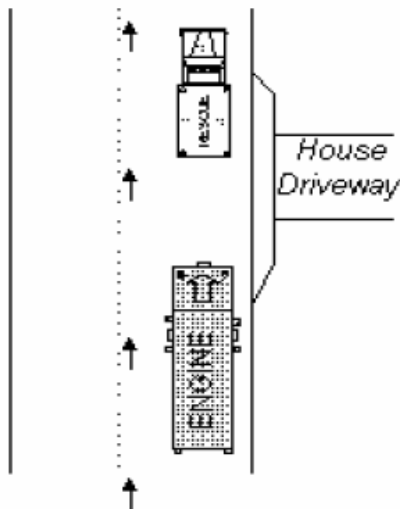
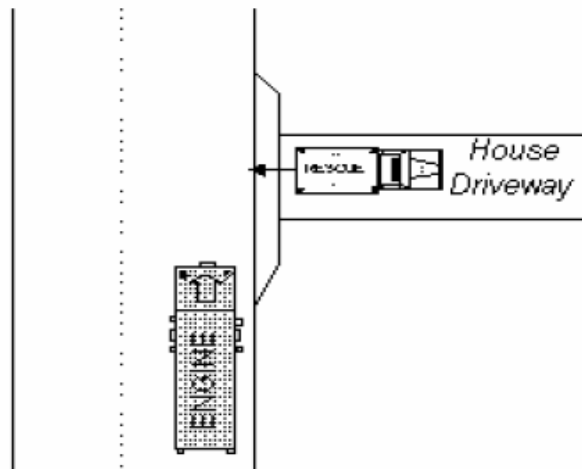


Figure #7

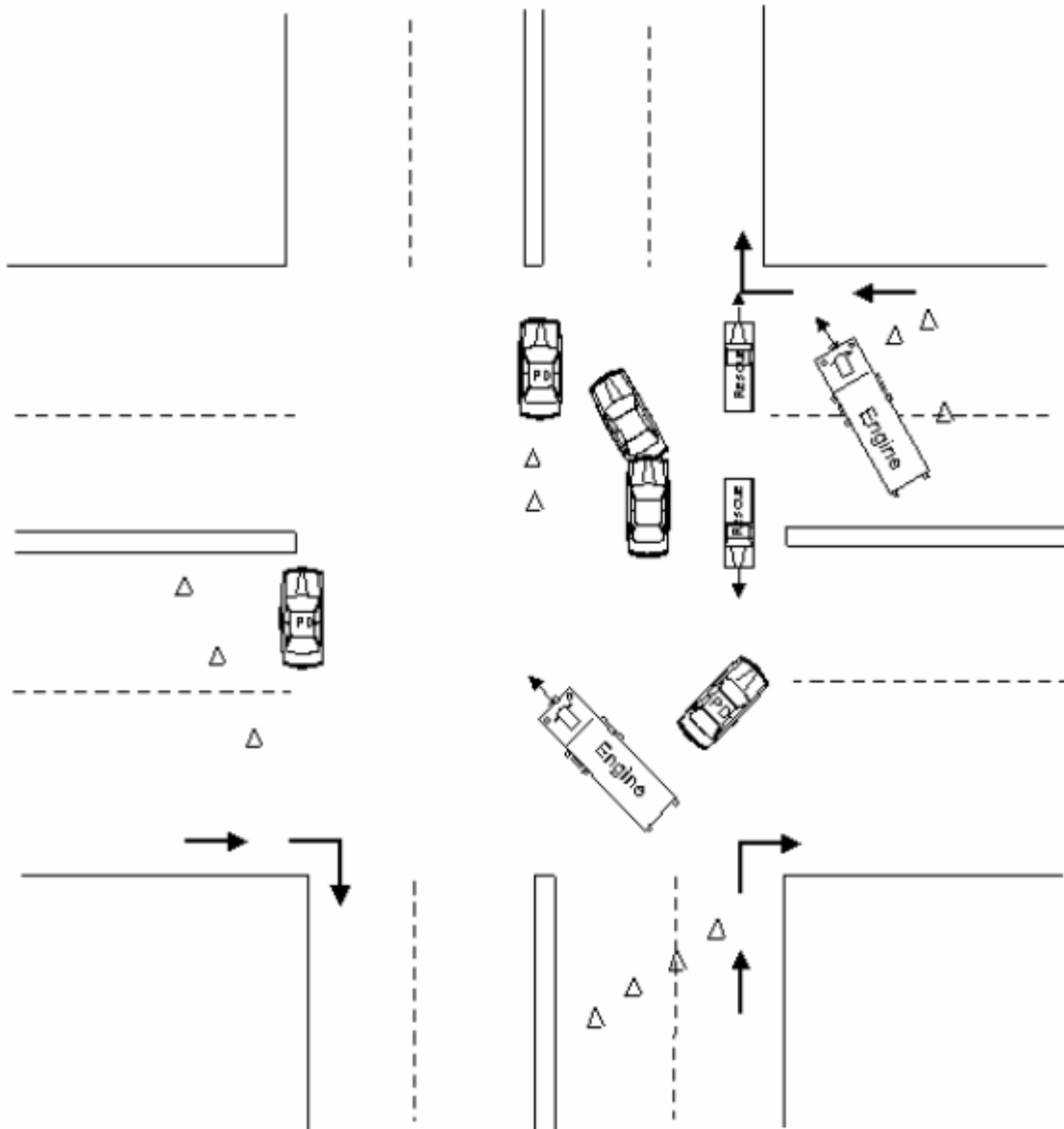


Where possible, park rescues in driveways or position rescue to protect patient loading area.

Maitland Fire Rescue Department

Standard Operating Guidelines


Title:	Vehicle Placement for Safety		
Section:	Administrative - Training & Safety		
SOG #:	130.07	Page:	8 of 8
Effective Date:	August 1, 2008	Revision Date:	



Provide specific direction to police as to what traffic control needs you have. Position rescues to protect patient loading areas.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Post Incident Analysis (PIA)			
Section:	Administrative - Training & Safety			
SOG #:	130.08	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

Post Incident Analysis (PIA) - the reconstruction of an incident to assess the chain of events that took place, methods used and the actual results of the department's action. The main purpose is to reinforce actions that are effective, and to give insight into how the department's operations could be improved in the areas of procedures, training and equipment.

2. PROCEDURE:

- a. PIA should be performed on virtually every significant emergency call. The depth and nature of the analysis should be based on the circumstances. The PIA may be either formal or informal.
- b. An informal PIA is normally held as soon as is practical after the emergency, and may be as simple as a table top discussion at the station. Documentation of the informal PIA is not required, although the purpose is identical to that of a formal PIA.
- c. A formal PIA is *mandatory* under the following circumstances
 - Serious injury or death of a Fire-Rescue employee
 - Multiple civilian fire casualties
 - Third alarm or greater response
 - Extraordinary fire loss (i.e. total loss of a commercial structure)
 - Incidents which require long term commitment of resources
 - Level 3 MCI
 - Incidents of an unusual nature as determined by the Deputy Chief of Operations or Fire Chief
- d. A formal PIA is suggested for the following
 - Injury of a Fire-Rescue employee
 - Single civilian fire casualty
 - First and Second alarm response
 - Incidents resulting in a significant fire loss (i.e. 50% of commercial structure)
 - Level 1 or Level 2 MCI's

Maitland Fire Rescue Department


Standard Operating Guidelines

Title:	Post Incident Analysis (PIA)		
Section:	Administrative – Training & Safety		
SOG #:	130.08	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	

- e. The responsibility for implementation of the PIA will be assigned by the Deputy Chief of Operations. A formal PIA consists of two activities; the PIA meeting and the written report.
- f. **PIA Meeting** - is intended to bring together participants involved in all aspects of the incident, although this may be limited by staffing. When possible, each unit supervisor should be given the opportunity to discuss the incident from their perspective. The meeting will be facilitated by the individual appointed by the Deputy Chief of Operations. The facilitator should insure that the PIA is conducted in a constructive manner, controlling individual criticism or inappropriate comments. The PIA meeting should be conducted within two weeks of the incident.
- g. To prepare for this meeting, the following items should be obtained
 - CAD Incident history
 - Tape recording of 911 call and pertinent radio transmissions
 - Quick Access Survey, if available
 - Applicable SOGs
 - Scene sketch
 - Overhead transparencies, slides, video footage or photographs of the incident
- h. Personnel to be considered for inclusion in the PIA meeting should include
 - Companies and command staff assigned to the incident
 - Investigations
 - Training & Safety Division
 - Deputy Chief of Operations
 - Other affected agencies
- i. A suggested agenda for such a meeting is as follows
 - Introductions of participants
 - Reinforce the reason for performing the PIA
 - Brief description of the incident
 - Chronological review of observations and actions taken, i.e. first arriving unit, second arriving unit, incident commander, etc.
 - Strategic goals and objectives - As defined by the Incident Commander
 - Specific identification of problems associated with procedures, training or equipment

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	General Fire Suppression Operations			
Section:	Operations - Fire Suppression			
SOG #:	210.01	Page:	1 of 14	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To provide specific tactical level procedures used by the Incident Commander (IC) and followed by all members operating on the incident scene to secure strategic objectives by deploying and directing resources in a safe and effective manor.

2. PROCEDURE:

2.1 Establishing Command

- a. The first fire department Officer or Acting Officer to arrive at the scene of an alarm shall normally establish Command and take all necessary actions required to satisfy the functions of the IC until relieved of command or until the incident is mitigated and command is terminated.
 - At minor incidents such as routine EMS and auto accidents, the Officer in Charge (OIC) will use his/her unit designation for communications purposes, and shall be responsible to perform all Command functions.
- b. When the first officer to arrive is part of a Company (Engine or Quint) the Officer may deploy his/her crew appropriately and remain outside and establish a command or pass command to the next arriving officer.
 - Passing Command - If the situation warrants immediate actions that cannot be safely accomplished without the Officer, the Officer may elect to pass command to the next arriving officer and join his/her crew. The officer shall advise the dispatcher that he/she is passing command and reports the actions the crew is taking. The Dispatcher shall immediately advise the next due officer.

Examples of actions taken by the first arriving Engine Company:

- **3-person engine arrives first:** The preferred method of entry shall be that the first arriving officer pass command and enter the structure guiding their personnel to make the initial fire attack.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	General Fire Suppression Operations		
Section:	Operations – Fire Suppression		
SOG #:	210.01	Page:	2 of 14
Effective Date:	August 1, 2008	Revision Date:	

Providing the rescue arrives simultaneously with the first arriving engine the officer may establish command and stay outside with the driver operator and become the 2-out. Two or three firefighters (one or two from the rescue) shall enter the structure to attack the fire.

- **Sole 4-Person engine arrives first:** 1 Firefighter and the Engineer can stay out and become the 2-Out. The Officer and the other Firefighter enter the structure to attack the fire and start the primary search. To comply with the 2-Out, the Engineer would be required to bunker out, don his/her SCBA and be immediately available to initiate rescue efforts.
 - **Investigation Mode** – These situations generally require investigation by the first arriving unit. Normally, the officer should go with his/her company to investigate while utilizing the portable radio to maintain Command. This is not an acceptable mode when there is a known IDLH.

2.2 Command Post (CP)

- a. The standard Command Position for the IC should be a stationary one located close to the entry point of the building with a view of two sides of the building if possible. The IC shall report the location of the CP, and any changes to that location to the dispatcher who shall announce the location on the radio. A Command vehicle should be utilized as the Command post when parking is available.
- b. One or more persons should be assigned to the CP to assist with accountability and resource tracking at all greater alarm incidents, where available.
- c. The IC shall utilize the appropriate command board(s) to track personnel and other resources as required.
- d. As a minimum ensemble, the IC shall identify himself/herself by wearing a helmet and Incident Commander's vest or bunker coat.

2.3 Transferring Command

- a. This procedure should be performed face-to-face and shall include information about unit locations and assignments, what tactics have been implemented, and any recommendations to the new IC.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	General Fire Suppression Operations		
Section:	Operations – Fire Suppression		
SOG #:	210.01	Page:	3 of 14
Effective Date:	August 1, 2008	Revision Date:	

- b. The transfer of command is not complete until the Officer assuming command announces, “I have command,” and the locations and actions of assigned personnel are updated on the appropriate Command Board. The Officer assuming command shall notify the dispatcher that he/she has command ie: “Battalion-45 has command,” and the dispatcher shall announce: “Command Transferred to Battalion-45.”
- c. The arrival of a ranking chief officer on the fire ground does not mean that Command is automatically transferred to that officer.

2.4 Arrival Report

- a. The first unit or member on the scene shall provide a brief arrival report on the radio that includes:
 - Radio ID on the scene
 - Brief description of the building or event (number of floors, construction and occupancy type)
 - Description of situation found as seen when pulling up; i.e., nothing showing; fire showing from 2nd floor window Quadrant-D Side-A; white laminar smoke showing from open door 1st floor Side-A.
 - Announce the establishment of Command and location of the CP or the passing of command.
 - Initial actions to be taken
 - Announce mode of operations Offensive Operations, Defensive Operations or Investigative Mode
 - Request additional resources or reduce responding resources as needed.

2.5 Size-Up

The IC shall be responsible to see that a proper size-up is conducted on all incidents which shall include:

- a. A physical observation of all sides of the building or complex (may be done by Command or delegated)

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	General Fire Suppression Operations		
Section:	Operations – Fire Suppression		
SOG #:	210.01	Page:	4 of 14
Effective Date:	August 1, 2008	Revision Date:	

- b. Review of any Pre-Fire Plans
- c. Consideration of all known and unknown conditions relating to the operations and safety of both members operating at the incident as well as any civilians involved.

2.6 Staging

Arriving units will report to the scene or stage based on the following direction, unless directed otherwise by Command.

- a. Level-1 Staging: The default staging level until a level-2 staging area is initiated.
 - Chief Officers, Safety Officers, and EMS Captains shall report directly to the scene unless directed otherwise.
 - First arriving pumping unit reports to the scene
 - Second arriving unit shall normally establish a water supply unless otherwise directed by the IC.
 - All other first alarm units respond to the scene and report directly to the command post for assignment unless otherwise directed by the IC.
- b. Level-2 Staging: Formal location(s) designated by Command for all greater alarm units to report to and await assignment.
 - Chief Officers, Safety Officers, and EMS Captains shall report directly to the scene unless directed otherwise.
 - The first officer to arrive at staging will become the Staging Officer and manage the staging process until formally replaced.
 - Units in staging should park in a unified manner that facilitates their immediate deployment, or allows their vehicle to remain unmoved should the crew be deployed on foot. If vehicles are staged in the street, they should be parked on the same side of the street, and Law Enforcement requested to provide traffic control.
 - Crews shall remain with their vehicle for a rapid deployment.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	General Fire Suppression Operations		
Section:	Operations – Fire Suppression		
SOG #:	210.01	Page:	5 of 14
Effective Date:	August 1, 2008	Revision Date:	

- Units at staging and enroute may be assigned to a non-fire ground radio channel. The staging officer shall monitor both the staging channel and the fire ground channel when this occurs.

2.7 Risk Management

- a. The following Risk Management principles shall be utilized by the Incident Commander:
 - Activities that present a significant risk to the safety of members shall be limited to situations where there is a potential to save endangered lives
 - Activities that are routinely employed to protect property shall be recognized as inherent risks to the safety of members, and actions shall be taken to reduce or avoid these risks.
 - No risk to the safety of members shall be acceptable when there is no possibility to save lives or property.
- b. The incident commander shall evaluate the risk to members with respect to the purpose and potential results of their actions in each situation.
- c. In the situations where the risk to fire department members is excessive, as defined above, activities shall be limited to defensive operations.

2.8 Incident Action Plan (IAP)

A verbal or written plan that establishes the overall strategic decisions and assigned tactical objectives for the incident.

- a. The Incident Commander shall be responsible for developing and/or approving an IAP. The plan shall be communicated to all staged and assigned members at an incident.
- b. The IAP shall include such key strategic decisions as offensive verse defensive operations, as well as include any tactical level or task level assignments in support of achieving the strategic level objectives.

2.9 Modes of Operations

The IC shall determine which mode of operation members will be operating in and communicate that direction to everyone staged and assigned to the incident.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	General Fire Suppression Operations		
Section:	Operations – Fire Suppression		
SOG #:	210.01	Page:	6 of 14
Effective Date:	August 1, 2008	Revision Date:	

- a. Investigative Mode – Actions that are intended to determine if there are any emergency conditions requiring the services of the fire department. This mode of operation is only used when there are no known IDLH atmospheres.
- b. Offensive Operations – Actions generally performed in the interior of involved structures that utilize a direct attack on a fire to control and extinguish the fire.
- c. Defensive Operations – Actions that are intended to control a fire by limiting its spread to a defined area, avoiding the commitment of personnel and equipment to dangerous areas.
 - No member shall enter any building or hazardous area that has been designated by Command as defensive operations for any reason unless approved by Command. Once designated, this mode does not change even after the fire is out, unless approved by Command.
- d. Command may authorize both Defensive and Offensive modes when members are operating in large or multiple buildings, in which case Command must ensure adequate supervision for the safety of all the crews operating in the different modes.

2.10 Organizational Structure

The incident Commander shall develop an organizational structure to effectively manage the incident utilizing the following:

- a. The basic components of the Command structure include four levels:
 - Strategic Level – Incident Command
 - Control Level – Section Chiefs
 - Tactical Level – Divisions and Groups
 - Task Level – Unit, Companies and Crews
- b. The most basic structure for a routine incident involves only two levels. The role of Command combines the strategic, control and tactical levels. Companies report directly to Command and operate at the task level.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	General Fire Suppression Operations		
Section:	Operations – Fire Suppression		
SOG #:	210.01	Page:	7 of 14
Effective Date:	August 1, 2008	Revision Date:	

- c. In more complex situations, Command will group crews to work in Divisions and Groups. These supervisors operate at the tactical levels, directing the work of several crews within their divisions or groups. Command continues to operate at the strategic level, determining and directing the overall strategy to deal with the incident.
- d. The development of the Operations Section Chief at the control level is normally reserved for very large incidents involving 20 or more companies or crews.
- e. When assigned, Divisions and Groups shall be identified on the radio by the following standards:
 - Geographical Assignments
 - o Division-A (Side-A of the building or area)
 - o Division-1 (first floor of a building)
 - o Roof Division
 - o Lobby Division
 - o Basement Division
 - Functional Assignments
 - o Staging Group
 - o Ventilation Group
 - o Medical/Rehab Group (Unit if under Logistics Section Chief)
 - o Extrication Group
 - o Evacuation Group
 - o Search and Rescue Group

2.11 Tactical Priorities

The following bench marks represent critical functions that need to be satisfied at most fire incidents in order to mitigate the emergency. Command will be required to promptly assign and direct resources to accomplish each function based on the specific needs of

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	General Fire Suppression Operations		
Section:	Operations – Fire Suppression		
SOG #:	210.01	Page:	8 of 14
Effective Date:	August 1, 2008	Revision Date:	

the incident. Those functions and associated completions include:

- a. Command must decide, based on the size-up and available resources, which actions will need to be accomplished and in which order. Life safety is always the first priority. The following represents the primary priorities listed in order of importance Command must follow:
 - Search, Rescue and Ventilation – The activities required to find, protect, remove, and/or treat the occupant(s) while introducing clean fresh air in the area to improve the occupant(s) chances of survival as well as improve the conditions for the rescuers to operate in.
 - Fire Control – The activities required to locate, contain, control, and extinguish the fire.
 - Property Conservation – The activities required to stop or reduce additional loss to property.

2.12 Search, Rescue and Ventilation

- a. Search, rescue and ventilation are the top priority for the IC on a fire incident. It must be conducted as soon as possible on all fire scenes where entry is possible and when there is a possibility of saving a life. Search and rescue is so important, that it may be conducted prior to establishing a 2-out. This is only permissible when a known life safety conditions exists. Our goal is to protect all occupants and maintain rescuer safety.
- b. With the threat of fire conditions rapidly worsening, locating and controlling the fire may be the best way to support search and rescue efforts. In most cases, stopping the spread of the fire will leave more areas in the building where occupants may survive and provide rescue crews with more time to find them. The primary search should be started at the same time as the fire attack, unless rescue crews are able to safely conduct it sooner. The fire attack crew(s) should assist in conducting a primary search when possible as they move through the building to locate the fire.
- c. Any search crew exposed to fire conditions shall be protected by a hand line, if possible.
- d. Search crews shall utilize a safety guide rope, search line, or hose line when operating in any commercial building, or large area to provide a means to find their way out.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	General Fire Suppression Operations		
Section:	Operations – Fire Suppression		
SOG #:	210.01	Page:	9 of 14
Effective Date:	August 1, 2008	Revision Date:	

- e. Crews entering for search and rescue shall utilize the most appropriate search pattern (left or right hand) that affords them the quickest means to locate the seat of the fire and search back towards their entry point. Exceptions shall be reported to Command or the Sector Officer.
- f. Search crews shall be comprised of a minimum of two personnel. Depending on the area to be searched, it may be advisable that one person maintains a position at the entry point of the room, while one rescuer conducts the actual search. This technique requires the two rescuers to maintain verbal contact at all times.

2.13 Ventilation

- a. Providing prompt and effective ventilation is critical in most fires to improve the interior conditions encountered by crews entering for search and rescue, and fire control, as well as for any occupants trapped. Proper ventilation can also reduce the spread of a fire.
- b. Command must approve all ventilation efforts.
- c. The different types of ventilation include:
 - Positive Pressure Ventilation (PPV) – The use of a gas driven fan to pressurize the building and force the smoke and heated gases out.
 - Vertical Ventilation – Usually involves crews on a roof cutting a hole directly over the fire, or opening up skylights, vents, or other natural openings.
 - Horizontal Ventilation – The opening of windows, doors or walls at the same level as the fire.
- d. Positive Pressure Ventilation (PPV) is a very effective method to ventilate the interior of a structure by introducing a rapid flow of fresh air at a single entry point and controlling the exit of heated smoke and gases at or near the area involved in fire. Before starting PPV, the following must be completed:
 - Command approves the use of PPV
 - Interior crews are informed when ventilation is started
 - The effects of the ventilation are carefully observed so it can be stopped if it has negative impact on the fire control, search and rescue or the safety of members operating in the structure.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	General Fire Suppression Operations		
Section:	Operations – Fire Suppression		
SOG #:	210.01	Page:	10 of 14
Effective Date:	August 1, 2008	Revision Date:	

- Have a charged hose line ready to attack the fire, if not already in use
 - Provide an exit opening at or near the fire area by opening or breaking a window or opening a door.
 - Providing additional openings will reduce the effectiveness of PPV and the breaking or opening of additional windows and doors should be avoided unless needed to directly support a rescue or fire attack.
- e. Vertical ventilation requires crews to operate on the roof of the structure involved in fire which is inherently dangerous given the possibility of roof collapse. Considering the fact that most buildings have wood truss roof systems, a rapid collapse of a roof under attack by a fire should be anticipated. Because of this, crews will not be allowed to operate on any truss roof that is exposed to fire.
- Crews should never operate on the roof of any house or apartment building with an involved attic fire for purposes of ventilation or fire attack. Attic fires can be vented by opening up gable vents or gable ends from the safety of a ladder when gables are present.

2.14 Incident Scene Safety

- a. A Safety Officer shall be assigned by Command at all incidents involving a first alarm assignment or greater and at any incident involving hazardous materials or special operations.
- b. At any incident involving hazardous materials or special operations, a technical Safety Officer with the technical certification(s) being used shall be assigned, in addition to the incident scene Safety Officer.
- c. The Safety Officer has the authority to alter, suspend or terminate any unsafe practice. The Safety Officer must notify command of action taken.

2.15 Interior Operations

- a. Members operating in IDLH atmospheres or other hazardous areas shall operate in crews of two or more and shall be in communication with each other through visual, audible, or physical means or safety guide rope, in order to coordinate their activities.
- b. Crews operating in the interior of a structure involved in a fire shall wear full protective clothing and utilize SCBA at all times until Command authorizes a change.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	General Fire Suppression Operations		
Section:	Operations – Fire Suppression		
SOG #:	210.01	Page:	11 of 14
Effective Date:	August 1, 2008	Revision Date:	

- Prior to crews being authorized to remove their SCBA masks, Command will see that a proper air monitoring test is completed and the following conditions are met:
 - o CO Level below 35 PPM
 - o Oxygen level above 19.5
 - o Free of visible smoke and particles
- c. Company Officers shall maintain an ongoing awareness of the location and condition of all company members. Where assigned as a company, members shall be responsible to remain under the supervision of their assigned Company Officer.
- d. All interior crews operating in an IDLH atmosphere shall utilize a TIC when possible. Command will be informed by any crew entering without a TIC.
- e. Members of a hose crew shall utilize the hose line as a means to find their way out of the building with at least one member remaining in contact with the hose line, while all members maintain communications as defined in 2.15a.
- f. Crews operating in the interior of a building or any hazardous area shall have a minimum of one portable radio per Firefighter.

2.16 Communications

- a. All members shall utilize clear text, or plain language while communicating over the radio.

3. REFERENCES:

National Incident Management System (NIMS) March 1, 2004; NFPA 1500

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	General Fire Suppression Operations		
Section:	Operations - Fire Suppression		
SOG #:	210.01	Page:	12 of 14
Effective Date:	August 1, 2008	Revision Date:	

Function	Completion Report
Primary Search	All Clear
Secondary Search	Secondary Search Complete
Fire Control	Fire located in Quadrant-A
	Water on the fire
	Fire contained or Exposure protected
	Fire knocked down
	Fire out
Ventilation	PPV started, Roof vented, Gable vented, Window vented
Overhaul	Overhaul complete
Property Conservation	Salvage complete
Water Supply	Sustained water supply established
	Tanker hooked up
	Tanker shuttle established
Secondary Egress	Secondary means of egress established Side-B, Quadrant-B

Basic Offensive Plan

1. Take command
2. Do primary search
3. First line - fast, aggressive, interior attack
4. Second line - back-up first/cover internal exposure and react
5. Pump water
6. Provide support activities
7. Quickly evaluate success

Many times offensive/defensive conditions are clear cut and Command can quickly develop a decision that relates to that mode. In other cases, the situation is marginal and Command must

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	General Fire Suppression Operations		
Section:	Operations – Fire Suppression		
SOG #:	210.01	Page:	13 of 14
Effective Date:	August 1, 2008	Revision Date:	

must initiate an offensive interior attack, while setting up defensive positions on the exterior. The effect of the interior attack must be evaluated and the attack abandoned if necessary.

Mode changes can develop almost instantly or can take an extended time. Command must be aware and responsive to such mode changes.

Command must consider the most dangerous direction of fire extension particularly as it affects rescue activities, confinement efforts, and exposure protection. Command must then allocate resources based upon the fire spread evaluation.

In some cases, the most effective tactical analysis involves an evaluation of what is not burning rather than what is actually on fire. The unburned portion represents where the fire is going and should establish the framework for fire control requirements. Offensive fires should be fought from the interior **UNBURNED SIDE**. Companies must take special precautions to prevent “candle moth” syndrome, where the company is drawn to the fire and willing to make a direct attack from the involved side of the building. This will generally drive the fire, smoke and heat back into the building, hindering rescue efforts and decreasing survivability of victims. Damage to the structure is also dramatically increased in these cases. Initial attack efforts must be directed toward supporting the primary search, if possible the attack line should be between the victims and the fire to protect avenues of escape.

Determine fire location and extent before starting fire operations, if possible. Avoid operating fire streams into smoke unless it is utilized for room temperature regulation. Command cannot lose sight of the very simple and basic fire ground reality that at some point the fire forces must engage the fire and fight. Command must structure whatever operations are required to put the **WATER ON THE FIRE**. The rescue/fire control/exposure problem is solved in the majority of cases by a fast, strong, well-placed attack.

Effective fire control requires that water be applied directly on the fire or directly into the fire area. Command must establish an attack plan that overpowers the fire with actual water application. Where fires involve concealed spaces (attics, ceiling areas, construction voids, etc.) these areas must be opened and fire streams operated into them. Early identification and response to concealed space fires can save the structure. Officers who hesitate to open up because they don’t want to beat up the building, many times must attempt an hour later to hold the fire to the neighborhood of origin.

The attack plan must take into consideration the seven sides of a structure: top, bottom, front, back, both sides and the interior. The plan must concentrate on the most dangerous directions and avenue of fire extension and provide a means to stop the fire in that direction. The remaining sides are then considered in order of danger.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	General Fire Suppression Operations		
Section:	Operations – Fire Suppression		
SOG #:	210.01	Page:	14 of 14
Effective Date:	August 1, 2008	Revision Date:	

Defensive Operations

1. Take command
2. Evaluate fire spread/write off lost property
3. Identify key tactical positions
4. Prioritize fire streams
5. Provide big, well-placed streams
6. Pump water
7. Quick determination on addition resources
8. Surround and drown

The decision to operate in a defensive mode indicates that the offensive attack strategy has been abandoned for reasons of personnel safety, and the involved structure has been conceded as lost (written off).

The announcement of a change to a defensive mode will be made as **EMERGENCY TRAFFIC** and all personnel will withdraw from the structure and maintain a safe perimeter. Communications Center will sound alert tones and repeat the Emergency Traffic message. The Incident Commander will in addition, designate one unit to operate their air horn device for a period of approximately 15 seconds with 10 short blasts. Command will then complete a PAR.


Interior lines will be withdrawn (or abandoned if necessary) and repositioned when changing to a defensive mode. Lines should be backed away to a position, which will protect exposures. The first priority in a defensive operation is to protect exposures. The second priority may be to knock down the main body of the fire. This may assist in the protection of exposures but does not replace it as a first priority.

Master streams are generally the most effective tactic to be employed in defensive operations. When the exposure is severe and water is limited, the most effective tactic is to put the water on the exposure, once the exposure coverage is established, attention may be directed to knocking down the main body of fire and thermal-column cooling. The same principles of large volume guidelines should be employed.

The completion of bringing the fire under control is reported utilizing a radio report of **“FIRE UNDER CONTROL”**. It is the responsibility of Command to transmit this report to dispatch. This time will be recorded by dispatch. “Fire Under Control” means the forward progress of the fire has been stopped and the remaining fire can be extinguished with the on-scene resources; it does not mean the fire is completely out.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	High Rise Structural Fire Response			
Section:	Operations - Fire Suppression			
SOG #:	210.02	Page:	1 of 14	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish a procedure for the handling of a fire incident involving fire and or significant smoke conditions in High-Rise Structures over seven stories or 75-feet in height to be handled in the jurisdiction of the Maitland Fire Rescue Department (MFRD).

Ensure that a strong, direct, and visible command will be established from the onset of the incident.

Establish an effective organization, defining the activities and responsibilities assigned to the incident commander and to other individuals operating within the Incident Command System.

Use the applicable sections of this SOG for fires in Low-Rise Structures between four and seven stories in height with a high life safety risk.

2. PROCEDURE:

2.1 Responsibilities of Command:

- a. Remove endangered occupants and treat the injured.
- b. Stabilize the incident and provide for life safety.
- c. Conserve property.
- d. Provide for the safety, accountability and welfare of personnel. This prior is ongoing throughout the incident.

2.2 Immediate Priorities:

- a. Identify the fire floor.
- b. Provide for an initial fire attack and search and rescue operations on the fire floor with at least three Companies.
- c. Provide for the life safety of persons in immediate danger.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	High Rise Structural Fire Response		
Section:	Emergency Operations – Fire Suppression		
SOG #:	210.02	Page:	2 of 14
Effective Date:	August 1, 2008	Revision Date:	

- d. Evacuate the occupants as necessary.
- e. Provide water supply for the initial attack.
- f. Establish Lobby and Accountability (Passport) Control.
- g. Make a size-up of the fire floor and the floor above.
- h. Identify which stairwell is going to be used as an Attack Stairwell and which stairwell is going to be used as the Evacuation Stairwell.
- i. Begin to establish support systems (staging, resources, etc.).

2.3 Unit Assignments:

- a. The Incident Commander should realize that considerable smoke or fire in these structures would require more resources than responding on the initial standard alarm. When necessary additional alarms or resources should be called as soon as possible when managing these incidents.
- b. The Incident Commander can and should change these assignments at their discretion based on the dynamics of the incident. Situations may dictate that you will need all hands up on the fire floors. The basic initial Groups, Divisions or single unit assignments under Command that need to be made are the Fire Floor Division, In-building staging area, Fire Control Room, Lobby Division, Entry Control Point Under Lobby Division, Accountability, RIT Group and FDC functions. More assignments can be made as resources arrive.
- c. Once an Entry Point is established, all units shall enter and exit through the Entry Point or Remote Entry Points unless an emergency evacuation is announced. Crews will enter through an entry control point, if established, then go directly to the person in-charge of the group or division they are assigned.
- d. All units will report to Command for their initial assignment prior to entering the building unless Command directs otherwise.
- e. Before the initial crews leave the lobby they should try and determine the fire location by reports from occupants and information from the Fire Alarm Enunciator panel. They shall travel two floors below the lowest activated fire protection device such as smoke detectors, heat detectors, water flow detectors, etc, to set-up their operation.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	High Rise Structural Fire Response		
Section:	Emergency Operations – Fire Suppression		
SOG #:	210.02	Page:	3 of 14
Effective Date:	August 1, 2008	Revision Date:	

- f. Units responding on greater alarms should not request incoming orders, but instead report their arrival and stage appropriately.

- g. First Arriving Engine: (High-rise Equipment, Fire Phone Set (if available) and TIC)
 - Establish Command in the Lobby/First Floor area, identify and announce the Location of Command.
 - Establish and report the Entry Control Point; gather the building’s master keys, Fire Phones, guest lists, etc.
 - The Engineer may be assigned to the Fire Control Room to rapidly report his or her findings from the enunciator panel(s). The Engineer shall make periodic updates to command as to the status of the fire protection and building systems.
 - Gather size-up information to determine the extent of the incident and request additional resources if necessary.
 - Once the transfer of Command is made with the Chief Officer, this crew may be assigned as the Lobby Division.
 - Passing of Command: If the First arriving Engine officer decides to investigate the situation, he/she will announce the passing of command to the next arriving officer and proceed with those duties outlined below in place of the second arriving engine.

- h. Second Arriving Engine: (High-rise Equipment, Fire Phone set and TIC)
 - Report to Command
 - During a working fire incident, the entire crew should proceed to a point two floors below the reported fire floor or incident. Crews should review this floor layout, if it is similar to the reported fire floor. Observe compartmentalization features, room numbers, standpipe connections, stairwells, elevators, points of refuge and egress, etc.
 - Proceed to the fire floor, via the stairwell, and determine the plan of attack by locating the source of fire and smoke, Identifying and reporting the floors affected and quickly checking the floor above the fire.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	High Rise Structural Fire Response		
Section:	Emergency Operations – Fire Suppression		
SOG #:	210.02	Page:	4 of 14
Effective Date:	August 1, 2008	Revision Date:	

- Determine and report the affects of the smoke and fire on the occupants and what areas or floors will require evacuation.
 - Crews should use the internal Fire Phone system (when available) to establish a communication link with the Fire Control room and relay size-up information to Command. Phone sets should be the primary means to communicate between Divisions and/or Groups and Command when possible.
 - When a hose line is deployed, it should be done from the stairwell and connected to the standpipe system one floor below the fire floor.
 - If the first arriving Engine Company passes Command, be prepared to establish Command on arrival and perform those duties outlined above in place of the first arriving Engine.
- i. First Arriving Rescue: (Medical, Fire Phone Set & Forcible Entry Equipment)
- Report to Command
 - Establish 2-Out located one floor below the fire floor.
 - The rescue crew should review the floor layout one floor below the fire floor to acquaint themselves with the exits points, hallways, standpipe connections, etc. Crews should check for and report on any smoke or fire conditions found.
- j. First Arriving Truck: (Forcible Entry, Fire Phone Set, Air Monitoring & TIC)
- Report to Command
 - If the Truck Company arrives ahead of any other officer, they will follow the appropriate sections of this EOP regarding command as covered in First Arriving Engine.
 - Command should assign the Truck Company crew to either an elevated means of egress, ventilation or to assist the crews on the fire floor with forcing doors, search and rescue while checking for fire extension using the thermal imager.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	High Rise Structural Fire Response		
Section:	Emergency Operations – Fire Suppression		
SOG #:	210.02	Page:	5 of 14
Effective Date:	August 1, 2008	Revision Date:	

- k. Third Arriving Engine: (High-rise Equipment, Fire Phone set, RIT Equipment and TIC)
 - Report to Command
 - Be prepared to assume the first RIT Group.
 - Join the Rescue crew (2-Out) and establish a RIT, located one floor below the fire floor if conditions warrant.
 - Evaluate exits, stairwells, standpipes, means of egress, points of refuge, etc.

- l. First Arriving Chief Officer:
 - Assumes Command
 - Sets up the Command Post (CP) and announces the location on the radio. The CP should be located in an area not subject to falling debris, inside the lobby/First floor area or at least 200 feet from the structure. Any changes in location will be announced on the radio.
 - Request additional resources according to the needs of the incident.
 - Determine early on what the evacuation needs are and confirm they are being managed.
 - Make sure the following initial benchmarks are being addressed and/or completed if necessary:
 - Ensure the Immediate Priorities (page one) are being addressed.
 - Ensure adequate resources are available on the fire floor to safely investigate the problem and stretch an initial hose-line and conduct search and rescue operations, as required.
 - Provide for the evacuation of the occupants in areas that are being threatened by smoke or fire.
 - Assign a Safety Officer.
 - Assign a Fire Floor Division during working incidents.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	High Rise Structural Fire Response		
Section:	Emergency Operations – Fire Suppression		
SOG #:	210.02	Page:	6 of 14
Effective Date:	August 1, 2008	Revision Date:	

- Rapid Intervention Team RIT Group is established.
 - The Entry Control Point is established, the location is communicated to responding crews and dispatch.
 - The Entry Control Officer is assigned when necessary.
 - Identify and announce which stairwell is going to be used as the Attack Stairwell and Evacuation Stairwell.
 - The Fire Control Room is being monitored.
 - The Lobby Division is established.
 - An engine is set-up at the FDC.
 - The EMS Branch or Division is established if necessary.
 - Assign in-building staging two floors below the incident, when necessary. This is a single unit assignment and is the staging area for the Fire Floor Division, for example: If you have Division-16 the staging area will be two floors below and referred to as the “14th floor staging”.
 - The Ventilation Group, Vent Group is established if necessary.
- m. First Arriving EMS Supervisor:
- Report to Command
 - Be prepared to establish the EMS Branch or Division in the lobby.
- n. Fourth Arriving Engine: (High-rise Equipment and TIC)
- Report to Command
 - Be prepared to hook into the FDC, and check the status of the fire pump.
 - The Engineer remains at this location and the remaining crew reports to Command for assignment anticipate being assigned to interior staging area, or as directed by Command.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	High Rise Structural Fire Response		
Section:	Emergency Operations – Fire Suppression		
SOG #:	210.02	Page:	7 of 14
Effective Date:	August 1, 2008	Revision Date:	

- o. Squad: (Air Monitoring Equipment, and TIC,)
 - Report to Command
 - Be prepared to report to the Interior staging for the Division Area.

- p. Second Arriving Battalion Chief:
 - Report to Command and be prepared to assume the fire floor Division.
 - The Special Services Units (Squads) may provide Hardwire Communications between the Command Post, Lobby, and the Fire Floor Division.

- q. Additional Resources can be brought in for:
 - Evaluation, treatment & transport of patients
 - Evacuation of occupants
 - Controlling utilities
 - Control of stairwells, Stairwell Groups
 - Smoke control / Ventilation
 - Additional relief manpower
 - Provide auxiliary lighting
 - Supplementing the command staff
 - Elevated Rescue

2.4 BASIC HIGH RISE Groups or Divisions:

- a. Fire Floor Division:
 - Use floor number to ID, i.e., Division-10 for the Fire Floor Division on the 10th floor.
 - Coordinates the interior attack crews in performing Fire Suppression, Ventilation, Search and Rescue.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	High Rise Structural Fire Response		
Section:	Emergency Operations – Fire Suppression		
SOG #:	210.02	Page:	8 of 14
Effective Date:	August 1, 2008	Revision Date:	

- When necessary an Entry Control Point may be identified for the fire floor and relayed to Command. Crews shall report to this Entry Control Officer prior to going to the actual fire floor.
- b. Interior Staging Area:
- This area should be set-up two floors below the fire floor.
 - This is a single unit assignment and is the staging area for the Fire Floor Division, for example: If you have Division-16 the staging area will be two floors below and referred to as the 14th floor staging.
 - The Interior staging area provides a supply of personnel and equipment to support the firefighting operations and is managed by a single unit assignment supervised by the Fire Floor Division Manager.
 - This area supervisor shall manage the Entry Control Point if one is established.
- c. Medical/Rehab Group:
- Set-up two floors below the incident from the Fire Floor located near the interior staging area.
 - This Group is responsible for monitoring the medical and rehabilitation needs of the crews operating at the incident.
- d. EMS Division or Branch:
- Consider establishing the Division or Branch in the Lobby when the fire is on the upper floors.
 - With incidents involving a large number of victims an EMS Branch should be established rather than a Division.
 - Determine EMS needs and requests additional resources.
 - When necessary determine the best location for the Triage, Treatment and Transport Groups.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	High Rise Structural Fire Response		
Section:	Emergency Operations – Fire Suppression		
SOG #:	210.02	Page:	9 of 14
Effective Date:	August 1, 2008	Revision Date:	

e. Search and Rescue (SAR) Group:

- Command shall determine early on how evacuation should be conducted. If it is determined that the occupants are safer protected in place, the occupants shall be told to stay in their rooms until told they can leave by fire department personnel.
- Consider the compartmentalization features designed in High Rise buildings when evaluating the need for evacuation. Crews need to make sure smoke and fire doors are closed and not obstructed to maintain compartmentalization.
- Also consider that the fire alarm system will automatically play prerecorded announcements advising the occupants to evacuate from the fire floor, one floor above and one floor below the activated fire detection device.
- Assure that the evacuation stairwell has been identified.
- Coordinate with the Lobby Division to determine an area of refuge for these occupants considering a convenient location providing good access and security for the evacuees.
- Make sure the occupants are directed and/or escorted down uncontaminated stairwells (Evacuation Stairwell). Ideally the farthest from the fire.
- When evacuation is required it is a recommended to move the occupants' to a location that is a minimum of three floors below the smoke and fire.
- When evacuating occupants, evacuate the most severely threatened occupants first (the fire Floor), the floor above and remaining floors or areas as necessary.

f. Fire Control Room: (Single Unit Resource)

- Establish a communication link to Command by, radio, runner, telephone, Nextel, hardwire system, etc.
- Determine if the fire pump is operational and its status.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	High Rise Structural Fire Response		
Section:	Emergency Operations – Fire Suppression		
SOG #:	210.02	Page:	10 of 14
Effective Date:	August 1, 2008	Revision Date:	

- Monitor the Fire Alarm Enunciator Panels for any indication of smoke and/or fire. Make periodic updates to command as to the status of the fire protection and building systems.
- Utilize and monitor the Fire phone/Public Address (PA) system.
 - o Use the Public Address system to alert the occupants and fire crews of important messages.
 - o When an Evacuation Order is given by command; personnel in the Fire Command Room shall repeat the order over the public address system if possible.
 - o Assure that when crews operate the fire phone system they do not leave their phones plugged in when not in use.
 - o Monitor the Elevator Panels and other building systems in the Fire Control Room.
- Establish a telephone link directly with Orange County Communications.

g. Lobby Division:

Make sure the Fire Control Room is being monitored.

- Assure an Entry Point has been established and has been announced.
- Assure an Entry Control Point Officer is in place and operational.
- Obtain and track master keys and issue Fire Phones to crews.
- Obtain multiple copies of a listing of occupants, employees and Special Needs occupants.
- Have the building staff establish a staging area for employees the business may call in to assist with the incident.
- Direct the front desk staff to call individual rooms for evacuation.
- Direct law enforcement to secure the perimeter of the structure to control unauthorized entry and re-entry of people.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	High Rise Structural Fire Response		
Section:	Emergency Operations – Fire Suppression		
SOG #:	210.02	Page:	11 of 14
Effective Date:	August 1, 2008	Revision Date:	

- Relay radio transmissions to Orange County Dispatch and Command when required.
- Direct crews to the appropriate stairwells or elevators so they can transverse to their assigned Group or Division.
- Assemble the Manager on Duty (MOD), Security Supervisor, and Maintenance Engineer for command.

h. Rapid Intervention Team(s) (RIT):

- The RIT shall be located one floor below the fire floor, if conditions warrant.
- From this vantage point the team(s) shall evaluate exits, stairwells, standpipes, means of egress, points of refuge, etc.

i. Stairwell Group:

- In the event crews cannot use the elevators, a Stairwell Group will have to be established to move equipment and supplies to the Interior staging area.
- The Group Supervisor should determine which stairwell would be best suited for this Group to move equipment quickly and safely.
- Generally this stairwell should have access to the roof if ventilation becomes necessary.
- Personnel assigned to the stairwell Group should station themselves at every other floor having their bunker gear and air pack with them.

2.5 ELEVATOR USE

a. General Elevator Use:

- Elevators should only be used after it is determined that there is no smoke or fire in the elevator lobbies, shafts or elevator mechanical rooms. This may be difficult for the first due companies to determine.
- The crews shall check the elevator shaft for smoke by looking between the elevator car and elevator lobby threshold using a hand-light.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	High Rise Structural Fire Response		
Section:	Emergency Operations – Fire Suppression		
SOG #:	210.02	Page:	12 of 14
Effective Date:	August 1, 2008	Revision Date:	

- When crews are riding elevator cars they shall be wearing their protective gear and SCBA. They also shall have a radio, Fire Phone, and basic tools, during active fire operations.
- If the officer has any doubts to the serviceability or hazards of the elevators, use the stairway, do not use the elevator.

b. Elevators with Fire Service (Fireman) Feature:

- Engage the Fire Service feature in phase one (Lobby switch) and phase two (Elevator Car Switch). Both switches must be turned on for the elevator to operate properly in the Fire Service mode. If you cannot turn both of these switches on do not use the elevator car.
- When the phase one switch is turned on, all the elevator cars in that bank will go to the first floor and the doors will open, unless the fire is detected on the first floor. Search all the elevator cars for incapacitated occupants when cars arrive in the elevator lobby and report to Command which elevator cars do not return to the lobby.
- Test the elevator operation to assure the elevator car is operating properly; if it is not operating properly do not use that elevator car and then mark it do not use.
- Take the elevator car to the floor two floors below the smoke of the suspected fire floor.
- All occupants in the elevator car shall have all of their protective equipment on; when the elevator arrives at the destination floor all occupants are to be breathing off of their SCBA's when the doors are opened.

c. Elevators without the Fire Service (Fireman) Feature:

- First arriving units shall not use elevators that do not have the Fire Service feature.
- These elevators should only be used after it is thoroughly investigated and determined that there is no potential threat of smoke or fire in the elevator lobbies, shafts or elevator mechanical room.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	High Rise Structural Fire Response		
Section:	Emergency Operations – Fire Suppression		
SOG #:	210.02	Page:	13 of 14
Effective Date:	August 1, 2008	Revision Date:	

2.6 Communications

Crews will report to command or their Division or Group Supervisor, anytime there is any significant change in their location within the building (change in floors, major area, etc)

a. Radio Communications:

- Two-way radio communications may be difficult inside some high-rise buildings because of the density of the building's components.
- When available utilize vehicle and portable repeaters as necessary with company approval.
- Crews will have to utilize the talk around channel for communication when they encounter radio communication problems. This in conjunction with the internal Fire Phone/Public Address System will allow crews two-way communication with the Fire Control Room. The person in the Fire Control Room can then relay the information on the Fire Department Talk Group.

b. Fire Phone/Public Address System:

- Personnel will identify themselves (individual, unit, Group or Division) and their specific location within the building every time they initiate a conversation on the fire phone set so the person in the command room will know where they are and who they are talking with.
- The fire phone/public address system is an internal hardwire communications system that provides crews two-way communication to the Fire Control Room.
- Use the Public Address system to alert the occupants and fire crews of important messages.
- Fire crews can be alerted over the public address system to contact the fire control room using their fire phone handset.
- When an evacuation order is given by command, personnel in the Fire Command Room shall repeat the order over the public address system, if possible.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	High Rise Structural Fire Response		
Section:	Emergency Operations – Fire Suppression		
SOG #:	210.02	Page:	14 of 14
Effective Date:	August 1, 2008	Revision Date:	

- Assure that when crews operate the fire phone system they do not leave their phones plugged in when not in use.
- Use runners to send messages between points when necessary.


2.7 SEARCH MARKINGS:

a. Markings:

- Lieutenants and/or Division or Group Supervisors should use discretion when deciding to mark doors.
- When crews are assigned to search rooms or areas of buildings, the crews should mark all the doors or entryways that lead into the rooms or areas that have been searched.
- When a crew prepares to enter a room for the primary search, they should make a diagonal line on the door or entryway with the unit designation.
- When units discover this single diagonal line with a unit designation they will know that a primary search is being conducted in that area and which unit is doing the search.
- These lines should be at least eighteen inches long and made with a lumber crayon. These marking should be made in the middle of the door or entryway.
- E-45 / (This indicates Engine-45 is conducting a primary search.)
- Once the primary search is completed the crew should make another diagonal line completing the “X”. This will indicate that a primary search has been completed for that room.
- E-45 X (Indicates Engine-45 has completed the primary search.)
- When the crew completes the secondary search, they will place their unit designation below the crew that did the primary search.
- Q-47 (Quint - 47 completed the secondary search)

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Vehicle Fires			
Section:	Operations - Fire Suppression			
SOG #:	210.03	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To provide specific tactical level procedures for the extinguishment of vehicle fires.

2. PROCEDURE:

- a. Several important considerations need to be addressed when crews are faced with fighting active fire involving automobiles. These fires can be very unpredictable and are often considered mundane by the experienced firefighter. It is easy to fail to consider the potential dangers and challenges related to vehicle fires. This guideline serves only to remind all personnel of some of the common hazards and safety practices associated with vehicle fires. The Company Officer should realize that all fire situations pose specific challenges. Vehicle fires are often fought in high traffic situations where firefighters are exposed to the dangers of other motor vehicles around the scene. The IC should consider the safety of their personnel paramount to the flow of traffic in the area. The IC should work with the Police to return traffic to normal as quickly as possible but never at the expense of creating an unsafe working environment.
- b. Vehicles are rolling hazardous material containers. Every vehicle on the road contains an amount of gasoline along with motor oil. In addition, vehicles today are storage lockers for people's unwanted chemicals. Containers of every unknown product could be loaded in the vehicle, which is now on fire.
- c. Company Officers should be aware that when weighing the risk verses gain in fighting a vehicle fire, that most vehicles built in the last twenty years contain sensitive electrical components which if destroyed would render it a total loss. Therefore, attempts should be made to contain the fire to the area of origin while keeping risk to firefighters low. Aggressive attempts should be made to control fire exposures and damage to unburned areas of the car.

3. SAFETY NOTE:

While vehicle fires mostly occur outdoors, their products of combustion create a very hazardous environment for firefighters. Therefore, all firefighting including those involving vehicles **SHALL BE PERFORMED IN FULL PROTECTIVE CLOTHING INCLUDING SCBA.**


Maitland Fire Rescue Department
Standard Operating Guidelines

Title:	Vehicle Fires		
Section:	Operations - Fire Suppression		
SOG #:	210.03	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	

Apparatus placement at vehicle fires is also critical. Engine companies should place their rigs up wind, and in a position which creates an additional safety zone for firefighters. Again, impeding the flow of traffic is critical to creating a safe work zone for firefighters. Engines should be angled so that lines can be easily deployed and a view of the fire scene is afforded to the pump operator. Careful attention must be given to the hazardous run off and the possible need to contact EPA.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Rapid Intervention Teams / Calling the MAYDAY			
Section:	Operations - Fire Suppression			
SOG #:	210.04	Page:	1 of 4	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish a formal process for the assignment and deployment of Rapid Intervention Teams (RIT). Rapid Intervention Teams are crews that are properly equipped, positioned and prepared to take immediate steps to locate and rescue firefighters in trouble.

2. PROCEDURE:

- a. A RIT shall consist of a minimum of 3 personnel including one officer. The team size should be increased to 5-6 personnel as soon as resources are available.
- b. The RIT is established by the Incident Commander when the situation and risks to the operating team(s) potentially warrants immediate access to rescue crews.

2.1 ASSIGNMENT OF RIT

- a. Command shall establish a RIT within the first alarm; typically the third arriving engine will be assigned as the RIT.
- b. The assignment of a RIT replaces the need to maintain the 2-out; the 2-out crew shall normally be reassigned to the RIT to increase the size of the team.
- c. As the incident expands in size and/or complexity and/or in unusual operations, additional RIT's may be designated as determined by the Incident Commander.
- d. Once command assigns multiple RIT's a "RIT Group" shall be assigned and a RIT Group Leader shall be designated.
- e. At incidents with multiple RIT's, each team should be given a separate, specific radio designation, (i.e.: RIT One, RIT Two, etc.)

2.2 RIT STAGING LOCATION(S)

- a. Upon arrival the RIT officer shall report to Command to be briefed on the location and ID of the operating units. Command may select/recommend the staging location of the RIT.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Rapid Intervention Teams / Calling the MAYDAY		
Section:	Operations – Fire Suppression		
SOG #:	210.04	Page:	2 of 4
Effective Date:	August 1, 2008	Revision Date:	

- b. The RIT shall set up outside the building or hazardous area, in a location that provides the best access to entry points used by crews operating in the building or hazardous area.
- c. On multistory buildings RIT shall be staged one floor below the fire floor, the closest lower floor or location that provides a safe area for rapid and unobstructed access to the crews operating on the fire floor.
- d. Considerations should include initial entry points, remote entry points, secondary egress points, hazards, building construction, and the size and layout of the building.

2.3 INITIAL RIT ACTIONS

- a. The RIT officer shall review the building features, available floor plans and pre-fire plans. The remaining crew shall place their tools and equipment on the RIT tarp. The basic tools and equipment to be staged shall include:
 - RIT bag
 - Axe & Halligan
 - Sledge Hammer
 - 6' pike pole
 - Thermal Imaging Camera (TIC)
 - Hand lights
 - Spare SCBA cylinders
 - Search Rope
- b. Other equipment such as saws, hydraulic and pneumatic equipment may be necessary to have staged depending on the situation. All gasoline powered equipment shall be test started.
- c. Once the staging area is set up, the complete crew shall conduct a 360 of the building, if possible, taking note of the building layout including doors, windows, unit and hose line placement, secondary egress points and crew entry points.
- d. If not already established, with Commands permission, the RIT shall establish a secondary means of egress.
- e. The RIT may be assigned additional duties (utilities, ladders, ventilation) as long as their immediate availability to be deployed is not jeopardized.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Rapid Intervention Teams / Calling the MAYDAY		
Section:	Operations – Fire Suppression		
SOG #:	210.04	Page:	3 of 4
Effective Date:	August 1, 2008	Revision Date:	

2.4 RIT DEPLOYMENT & RESCUE OPERATIONS (MAYDAY EVENT)

- a. RIT shall be deployed by command, anytime a mayday event is declared. Anytime a RIT is deployed, command shall request an additional alarm assignment and assign a RIT Group.
- b. Command should assign all activated RIT to another channel; anytime a RIT is moved off the fire ground channel a representative from the RIT Group shall be assigned to the Command post to act as the RIT liaison to coordinate radio messages between the two channels. At no time will the firefighter(s) in trouble be directed to change radio channels.
- c. Command shall assign another RIT to support the deployed RIT. (i.e.: RIT Two)
- d. Command shall replace the deployed RIT with another RIT to support any ongoing operations that cannot be suspended. (i.e.: RIT Three). The RIT deployed to support ongoing operations will remain on the original fire ground radio channel.
- e. Command shall establish an EMS team capable of rapid transport (ready and waiting rescue). A good guideline is to have one transport unit per downed firefighter, plus an additional ALS treatment unit.
- f. The RIT officer shall immediately meet with the IC or RIT Group Leader if established to receive specific direction and information to include:
 - Crew ID and name of firefighter(s) in trouble
 - Details known about the emergency that created the mayday.
 - Last known location and assignment of firefighter(s) in trouble.
Remember, the closest point to the downed firefighter(s) may not be via their initial entry point.
 - Fire/Incident size-up (location of fire and where it's going)
 - Hazards and structural stability
 - Confirm RIT radio assignment
 - The person the RIT will be reporting to
- g. RIT benchmarks once they enter the building or hazardous area will be:
 - Locate the mayday personnel
 - Place on air if not already
 - Remove from the hazardous area.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Rapid Intervention Teams / Calling the MAYDAY		
Section:	Operations - Fire Suppression		
SOG #:	210.04	Page:	4 of 4
Effective Date:	August 1, 2008	Revision Date:	


- h. The RIT will provide regular updates to Command as to their movements, conditions, encounters within the building and completion of the benchmarks.
- i. The RIT will utilize search ropes or hose lines to establish their exit route as they move through the building, even when current conditions provide for adequate visibility.
- j. The back up RIT will review the RIT information available in preparation of entering the building to assist or replace the first team.

2.5 COMPLETION OF RIT OPERATIONS

- a. The IC shall contact the dispatcher and all on-scene personnel when a return to normal operation and emergency condition has been cleared.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Use of Available / Alternate Water Supplies			
Section:	Emergency Operations – Fire Suppression			
SOG #:	210.05	Page:	1 of 3	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish a standardized guideline to cover water supply for the Maitland Fire Department.

2. PROCEDURE:

This guideline shall be followed by all members of the Department. Authority to deviate from this procedure rests with Deputy Fire Chief or the Water Supply Officer, where applicable, who is solely responsible for the results of any deviation.

The intent of this guideline is to establish the roles and responsibilities of the Department's Water Supply Officer, as well as to outline sources and procedures dealing with fixed and alternative water supplies that would be used by the Fire Department. Since fire extinguishment is one of the top priorities, the availability of an adequate water supply is of the greatest importance.

2.1 Water Supply Officer

- a. The Department shall have an appointed Water Supply Officer who will have overall operational responsibility over the Department's side of the fixed water supply. Roles and responsibilities of this position will be:
 - Act as Liaison with the City's Public Works Department for repairs and upgrades
 - Coordinate the annual hydrant testing schedule
 - Coordinate hydrant painting and marking per Department planning
 - Oversee the data input into the hydrant testing database
 - Analyze hydrant test data for existing or potential problems and perform needed fire flow analysis as established by Departmental plans
 - Recommend improvements or changes to Department Administration within his/her jurisdiction

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Use of Available / Alternative Water Supplies		
Section:	Emergency Operations – Fire Suppression		
SOG #:	210.05	Page:	2 of 3
Effective Date:	August 1, 2008	Revision Date:	

2.2 Fixed Water Supply

The overall authority over the fixed water supply system shall be the Public Works Department of the City of Maitland. The system is provided for the Fire Department usage. All changes to the water supply system will be conducted by or under the jurisdiction of the Public Works Department. The Fire Department will contact the Public Works Department when it is seen that suppression or training activities will have a greater than normal impact on the overall water system. If there is a problem with the water supply system that may impact the operations of the Fire Department, the Public Works Department will make proper notification through the Communications Center. Procedures for usage of the fixed water supply system on emergency scenes are outlined in other Departmental SOG's dealing with specific emergencies. It is recommended that whenever the Fire Department uses a hydrant, the hydrant should be flushed out first considering the makeup of the system. This should include emergency scenes when possible. If during a fire suppression operation, the need arises for more pressure or volume from the water system, the Incident Commander should contact the Public Works Department with this request. The Public Works Department will do whatever possible to accommodate this request. Any problems found with the water supply system should be forwarded to the Water Supply Officer immediately through the on-duty Battalion Chief.

2.3 Hydrant Testing

- a. Hydrants in the City will be tested on an annual basis. Some locations will need to be flowed at low impact times due to traffic and congestion in a particular location.
- b. When flowing the hydrants, steps to ensure that the stream is directed in such a way as not to destroy any landscaping or other property in the water's path will be utilized.
- c. Prior to attaching any gauges, hydrants must be flushed until the water flows clear. This will ensure that the gauges will continue to work properly and also will minimize dirty water complaints from residents.
- d. All hydrants should be tested using TWO hydrants in the following manner:
 - Attach a cap gauge to one 2 1/2" port on the Number 1 hydrant and open the other 2 1/2" port. Let the hydrant flow until water clears or one minute passes, whichever is longer. Take the FLOW PRESSURE reading (pitot) off the cap gauge and record.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Use of Available / Alternative Water Supplies		
Section:	Emergency Operations – Fire Suppression		
SOG #:	210.05	Page:	3 of 3
Effective Date:	August 1, 2008	Revision Date:	


- Close down Hydrant #1 and cap the open 2 1/2" port. Reopen the hydrant. Record the STATIC PRESSURE.
- Open Hydrant #2, it should be the closest hydrant on the same main to the #1 hydrant, record the RESIDUAL PRESSURE reading on Hydrant #1. Record the FLOW PRESSURE reading from Hydrant #2 after this procedure by following the same process as listed in #1 & #2 of this SOG.
- Close both Hydrants and make sure they are not leaking. If they are leaking, reopen it, flow the hydrant and re-close it.
- Record all information available on the hydrants: Brand Name, Year, Barrel Size, Number of Ports, Tester, and Date Tested, and length of time the hydrant was flowed.
- If a problem is found with the workings of the hydrant, email the hydrant number, the hydrant location and the problem to the Water Supply Officer with a "cc" made to the on-duty Battalion Chief. Be specific in the description of the problem so that the information can be relayed to the Utilities Department.

2.4 Alternative Water Supply

- a. An interruption in the fixed water supply or an area of low volume can hamper a fire suppression operation.
- b. Mobile water-tanker trucks are available through the automatic-aid (joint response) agreements with surrounding agencies. If it is seen that there is a need for such apparatus, the Incident Commander should make the request through the Communications Center. This request should be made as soon as possible to minimize any response time delay.
- c. We do not carry hard suction hose on the units but in the case of an extended incident where there is an alternative water supply available (i.e. lake, river, pool, etc.), there are two sections of hard suction hose and a strainer located at Station 45 for drafting purposes.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Personnel Accountability System (PAS) Usage			
Section:	Emergency Operations – Fire Suppression			
SOG #:	210.06	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish a Personnel Accountability System (PAS) with associated procedures that an Incident Commander (IC) on an emergency scene can use to accurately and immediately identify all personnel assigned to a specific unit.

2. PROCEDURE:

- a. This system will provide the IC, at a single location, immediate access to the names of all personnel assigned to a specific unit operating at that incident.
- b. The on-duty Lieutenant or Officer-in-Charge is responsible for keeping an accurate account of all members riding on his/her units on the Personnel Accountability System (PAS) cards.
- c. Each Department response vehicle will be equipped with a color coded PAS card to allow for easy identification by the IC. Color coding will be based on the vehicle's response capabilities as follows:

Vehicle Type	PAS Card Color
Command Vehicles	White
Aerial (Quint, Truck)	Black
Engine	Red
Rescue	Blue
Support Vehicles	Green

- d. The PAS cards will be located on the board in the apparatus bay when the vehicle is either O.O.S for repairs or not presently staffed.
- e. Each member of the Department will be issued four (4) individual color coded PAS tags to allow for easy identification of the member's certification or position level. Color coding for individuals will be as follows:

Position	PAS Tag Color
Chief Officers	White
Lieutenant	Red
Engineer	Black
Firefighter	Yellow
Paramedic	Blue

Maitland Fire Rescue Department


Standard Operating Guidelines

Title:	Personnel Accountability System (PAS) Usage		
Section:	Emergency Operations – Fire Suppression		
SOG #:	210.06	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	

- f. Each member shall maintain at least one individual nametag on the underside of their fire helmet. Any remaining tags can be stored on the board in apparatus bay.
- g. It is the responsibility of the officer-in-charge, on any given day, to facilitate the placement of the PAS cards with the correct member identifiers on all first run units. This is to be accomplished as close to the start of the shift as possible. It is also the responsibility of that same OIC to insure that the PAS cards are removed from all first run units and placed back on the board at the end of a given shift.
- h. The PAS card, containing the names of personnel assigned to the vehicle, will be placed directly in front of the OIC when seated in the passenger side of the fire engine and directly in front of the passenger seat on the rescue. The PAS card will be placed on the driver's visor of any staff, B/C vehicles. This allows for easy visibility, access and modification when needed.
- i. While the ultimate responsibility to insure PAS card accuracy rests with the OIC, it is the responsibility of the individual members riding on the unit to insure changes are made in a timely manner whenever the personnel staffing changes during the course of the shift. (time trades, personal leave, sick, etc.)
- j. The OIC should deliver the unit PAS cards to the IC whenever feasible. The IC is ultimately responsible for collecting unit PAS cards at emergency scenes.
- k. Members may be asked to relinquish their underside helmet mounted individual PAS tag to a Division Leader or upon entering an IDLH or Hot Zone.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Response to Automatic Fire Alarms			
Section:	Operations - Fire Suppression			
SOG #:	210.07	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish guidelines for units responding to buildings with Automatic Fire Alarm Systems.

2. PROCEDURE:

- a. The primary (first dispatched) or closest unit responding shall respond emergency, in full PPE, when dispatched to an automatic fire alarm. The secondary or next due unit shall respond non-emergency, unless instructed otherwise by the incident commander or dispatch. This applies to all automatic fire alarm responses whether in the City of Maitland or surrounding jurisdictions.
- b. The first arriving unit shall locate the proper building or buildings, or any part of the building involved by means of the fire alarm control panel (FACP) and inform the other arriving units of the status of the system. The system may be silenced if no immediate indication of fire or life safety exists.
- c. Units will then begin a search of the building or buildings, perform rescue and evacuation, control fire or, if there is no apparent problem, try to determine why the system activated.
- d. After completion of the above, the building maintenance personnel should place the alarm system back in operation. Fire crews should not reset or place any fire alarm system back in service. (**Crews may reset systems located in buildings owned and operated by the City of Maitland)
- e. Notify the owner, manager or other personnel (responder) acting in the above capacity of the actions taken by the fire department, what was found and whether the system is in operating condition, or what part of the system is not operating.
- f. The name of the building representative shall be documented in the fire incident report when available.
- g. Anytime the owner, manager, or other personnel (responder) is not available to respond to the scene, notify dispatch of the alarm status, and notify the Fire Marshal.

Maitland Fire Rescue Department


Standard Operating Guidelines

Title:	Response to Automatic Fire Alarms		
Section:	Operations – Fire Suppression		
SOG #:	210.07	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	

- h. Do not, for any reason, make any derogatory remarks of inadequacy of the alarm system, or the maintenance of the organization. All alarm systems are inspected for Code compliance.
- i. Alarm systems are mandated by Code in many occupancies and should not be taken out-of-service by Fire Department personnel. As an absolute last resort, the building representative may take a system out-of-service. The building representative's name shall be documented in the fire incident report. The Fire Marshal should be notified as soon as possible of any problems with any alarm system.
- j. In situations when easy access is not available to the structure, fire personnel should use any and all means necessary to determine if a fire actually exist within the building. This would include utilization of KEY BOX access keys, raising ladders to upper floors, viewing through windows, use of thermal imaging devices, etc If the officer in –charge is satisfied that no hazard exists within the structure, despite the inability to gain full access, the scene may be released and the alarm regarded as false after attempts or successful notification of a building representative are made.
- k. If on the other hand, it cannot be determined from an exterior examination of the building that a problem exists, the officer in charge should decide if forced access is required. If forced access is required, care should be taken to reduce the amount of damage.
- l. A building representative should be contacted to respond to the scene to assist with gaining access. If no one is available and the IC is not satisfied that the building is safe, forced entry will be permitted. Maitland Police must be notified in cases when forcible entry is necessary.
- m. The IC should use all means available to determine the nature of the alarm and its validity before the release of the scene.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Respiratory Protection Plan			
Section:	Emergency Operations – Fire Suppression			
SOG #:	210.08	Page:	1 of 4	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish a procedure to prevent injury as a result of acute or chronic exposure to airborne toxic substances or other respiratory hazards such as oxygen deficient atmospheres, superheated gases, toxic products or other hazardous contaminants.

To provide guidelines for maintenance and use of Self Contained Breathing Apparatus (SCBA).

To comply with OSHA Regulation 29 CFR 1910.134.

2. PROCEDURE:

Self Contained Breathing Apparatus is defined as Positive Pressure self-contained breathing apparatus (SCBA).

These procedures apply to all personnel identified as a user of any Respiratory Protective Unit (S.C.B.A.).

2.1 Inspections

- a. Users are responsible for the Daily Inspection of their assigned respirator.
- b. Regular inspection and maintenance of respirators in accordance with the manufacture’s instructions will ensure that these respirators, when properly used, will give the wearer the best possible protection.
- c. Inspections shall include but are not limited to:
 - Check regulator, heads up display lights, and low-air alarm for proper operation
 - Check tightness of connections
 - Check condition of the face piece and harness assembly, including straps, shoulder and waist assemblies for tears, frays, and deficiencies.
 - Voice amp and mount

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Respiratory Protection Plan		
Section:	Emergency Operations – Fire Suppression		
SOG #:	210.08	Page:	2 of 4
Effective Date:	August 1, 2008	Revision Date:	

- Check HYDRO test date on cylinder.
 - Hydro testing shall be conducted every five years
 - Check cylinder pressure
 - Check the condition of the cylinders to ensure that it free from obvious cracks, heat discoloration, or deformities.
- d. If during the inspections any unit is found to be unserviceable, the deficiency will be noted on the red “O.O.S tags” and (placed out of service).
- A “Track-it” work order and “O.O.S TAG” shall be completed. The red O.O.S tag will accompany the out-of-service unit to the SCBA repair area. The work order will be mailed to the head SCBA service member via inter office mail. An Email will be sent to the email group "SCBA Repair Team" advising them of the needed repairs.

2.2 Maintenance

- a. All respirator repair i.e., replacement of lens, batteries, hoses, shoulder harness, cylinder hydrostatic tests, regulator, and all other related repairs are handled by an **SCBA Technician Only**.

2.3 Cleaning Instructions for SCBA's

****** DO NOT USE BLEACH ******

- a. Acceptable cleaning procedure is as follows:
- Using a cleaner/sanitizer, create a warm water solution of no more that 120 degrees F
 - One may use a mild dish detergent in place of a commercial cleaner/sanitizer.
 - Immerse the mask in the solution and wash
 - Rinse the assembly with clean, warm water

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Respiratory Protection Plan		
Section:	Emergency Operations – Fire Suppression		
SOG #:	210.08	Page:	3 of 4
Effective Date:	August 1, 2008	Revision Date:	

- Drain all water and air-dry the assembly
 - Hand wipe the assembly, valve and other parts with damp cloth as needed to remove residue and all foreign materials
- b. No other cleaning agents or chemicals are to be used on the SCBA mask, including but not limited to bleach, windex, Rain X, etc.

2.4 Storage of Respirator

- a. After cleaning and inspection all SCBA units will be stored to protect against dust, sunlight, heat, extreme cold, excessive moisture or damaging chemicals.

2.5 Medical Examinations

- a. Shall be done on an annual basis with specific emphasis on respiratory protection.

2.6 Training

- a. All training will be conducted in accordance with the MFD Self Contained Breathing Apparatus Training PowerPoint, NFPA Standards 4201-4204.

3. RESPONSIBILITIES:

- a. SCBA's will be worn whenever the presence or possibility of contaminated (toxic) atmospheres.
- b. All personnel that are expected to, or likely to, respond to and function in areas of atmospheric contamination shall be equipped with and trained in the proper use and maintenance of SCBA's.
- d. Personnel shall thoroughly check the SCBA at the start of his/her duty tour to ensure its full serviceability. Each member shall be accountable for his or her personal facemask and assigned SCBA.
- e. If a SCBA is found to be functioning improperly it shall be taken Out Of Service, "Tagged O.O.S" and reported to the Company Officer. Company Officers will be responsible for completing a "Track-it" work order to the SCBA Team for repair and/or replacement.
- f. SCBA's shall be worn by all personnel operating at fire incidents above ground, below ground or in any other area which is not, but which may become, contamin-

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Respiratory Protection Plan		
Section:	Emergency Operations – Fire Suppression		
SOG #:	210.08	Page:	4 of 4
Effective Date:	August 1, 2008	Revision Date:	

ated by products of combustion or other hazardous substances. In these circumstances only, the SCBA may be worn with the face piece and/or mask regulator removed. The wearing of the SCBA in this fashion provides for a state of readiness in case circumstances rapidly deteriorate.


- g. SCBA's shall not be prematurely removed.
- h. SCBA's shall not be removed until the atmosphere has been determined to be safe. A safe atmosphere following a structure fire is determined by the following parameters.
 - CO = less than 35 ppm
 - O2 = greater than 19.5%
 - Authorization for the removal of the SCBA shall only be by Order of the Incident Commander (OSHA 29 CFR 1910.134)
- i. All personnel are responsible for proper donning and use of functioning SCBA's.
- j. In accordance with OSHA 1910.134, Section K, annual training must be conducted and documented on the proper use and donning of SCBA equipment.
- k. All personnel must complete an annual respiratory fit test in accordance with OSHA 1910.134.

3.1 Proper Seal of the SCBA Mask

- a. No hair of any kind shall interfere with the proper and safe donning and seal of the SCBA mask.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	NFIRS Incident Reporting			
Section:	Emergency Operations – Fire Suppression			
SOG #:	210.09	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:


To establish a procedure for Fire/Rescue personnel to follow when completing required Fire and EMS documentation of an emergency incident.

2. PROCEDURE:

- a. Electronic Incident Reports shall be completed for all assigned responses of fire-rescue apparatus when an Orange County run number is generated by Orange County Dispatch. The Electronic Incident Reporting system utilizes the NFIRS V (National Fire Incident Reporting System Form V.)
- b. All Electronic Reports should include a narrative comment that accurately describes the incident with the exception of patient information. Narratives should be written in proper English utilizing proper spelling, capitalization and punctuation. Narratives should only include factual, verifiable information. Any fire cause and/or origin statements are to be left to the investigator.
- c. Printed copies of electronic incident reports will only be available through request to the Fire Chief's office. These reports will only be available to the public during normal business hours (M-F, 8-5).
- d. Incident reports entered into Fire Programs shall not contain any patient information. Fire Programs Software is not HIPPA compliant and therefore cannot contain any patient information such as **name, age, gender, medical history, etc.**
- e. All NFIRS reports are required to be entered prior to the end of shift. Any late calls should have a NFIRS report completed upon return to the station.
- f. All Incident reports shall be inspected for accuracy by the shift OIC or his designee on a daily basis. Once the report is checked for accuracy the person checking the report shall enter his/her name into the "Checked by ID" on the signature tab.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Incident Rehabilitation			
Section:	Emergency Operations – Fire Suppression			
SOG #:	210.10	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:


To develop a standard for deployment of REHAB during an emergency scene or training.

2. PROCEDURE:

- a. A minimum of two firefighters are required to set up REHAB with at least one being an autonomous Paramedic.
- b. Once the unit/personnel are designated as REHAB group; they are to report to the command post for briefing from the Incident Commander.
- c. The IC/training coordinator will establish a REHAB area, remote from the incident/training ground for the purpose of isolating personnel from the acute emotional stress of the incident/training evolution, clear of the smoke, haze or other hazardous by-products of the incident/training ground.
- d. Required equipment: salvage cover, water, ice, drinking cups, oxygen administration equipment, ECG monitor, basic bandaging. If possible a transport unit and stretcher are also recommended.
- e. The REHAB group must maintain a log of personnel in REHAB and document time in and time released back to the scene from REHAB.
- f. Personnel arriving at REHAB shall remove protective clothing to expedite the cooling process of the body.
- g. Situations involving hazardous materials, personnel must complete the decontamination procedures prior to reporting to REHAB.
- h. Initial assessments of the physical condition of each person shall be made to include pupils, skin color, skin temperature, blood pressure, and the ability to speak clearly. All inappropriate conditions shall be noted and the person shall not be allowed to return to activity until their condition has improved to within normal limits. Normal limits are defined on the Emergency Incident Rehabilitation Report which is located in each unit's clipboards and in the Battalion's vehicle.
- i. The REHAB report will be given to the IC or their designee once the REHAB group has been terminated.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Incident Photos, Recordings & Personal Camera Use			
Section:	Emergency Operations – Fire Suppression			
SOG #:	210.11	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:


To establish guidelines on the uses of photography cameras, voice recorders and video recorders.

2. PROCEDURE:

- a. Any electronic device that has the capability of recording events either through photography, voice or video, must be approved by the Fire Chief before such recordings may take place.
- b. All recordings are the property of the City of Maitland Fire Rescue Department unless approval to release has been granted by the Fire Chief.
- c. The use of these devices must not interfere with daily operations at the Fire Department.
- d. The department is not responsible for damaged, lost or stolen personal recording devices.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	General EMS Operations			
Section:	Emergency Operations – EMS			
SOG #:	220.01	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish basic guidelines pertaining to the Emergency Medical Services program and delivery for the Maitland Fire/Rescue Department.

Maitland Fire/Rescue is the sole provider for Emergency Medical Services within the City of Maitland. The Department is duly licensed under the requirements set forth by the State of Florida, Florida Administrative Code, Chapter 64E-2.

This guideline will encompass all members of the Department. The Fire Chief will have final authority for changes to the EMS program. Authority to vary from this guideline rests with the Battalion Chiefs and the Deputy Fire Chief.

2. PROCEDURE:

- a. The Fire Chief will designate a Battalion Chief to oversee the EMS program for the Department.
- b. The designated B/C will remain apprised of all changes regarding requirements set for continued delivery of EMS within the City; and shall make recommendations to Administration on mandated changes to guidelines and policies.
- c. Vehicles will be stocked with EMS supplies in accordance with 64E-2 for ALS transport and non-transport units.
- d. EMS supplies and equipment will be ordered and inventoried by a “supply officer” designated by the Battalion Chief. Paramedics and Company Officers will ensure that established minimum and maximum levels of all supplies are maintained and needs for replenishment are reported to the supply officer on a daily basis. (Minimum levels are defined on each cabinet in the supply rooms and in the inventory books for each unit).
- e. EMS medications will be ordered and maintained by a “medication officer” designated by the Battalion Chief. Medication/Fluid storage and security is addressed in SOG #220.03.
- f. Members of the Department are required to maintain all required EMS certification levels to include: EMT or Paramedic, valid driver’s license, BLS provider, ACLS. Current copies of certifications will be carried in each member’s helmet while on duty.

Maitland Fire Rescue Department


Standard Operating Guidelines

Title:	General EMS Operations		
Section:	Emergency Operations – EMS		
SOG #:	220.01	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	

- g. HRS records will be maintained by a designated member in accordance with requirements for FAC, Chapter 64E-2.
- h. EMS incidents will be recorded in an electronic format and completed prior to release from duty. Exceptions must be approved by the Battalion Chief.
- i. Medical billing and collection will be handled by a contracted, outside agency.
- j. It is the responsibility of all members of the agency to ensure that patient information needed for billing and collection purposes is correct, complete, and legible. It is the responsibility of the OIC to ensure that the information is in its proper format before being sent to Fire Administration.
- k. Requests for copies of EMS reports will be handled according to SOG # 220.10 & 220.11.
- l. Practice Parameters will be maintained on each unit and in electronic format. Continuous review will be accomplished at monthly Medical Director meetings and changes will be made as required by the Medical Director. Members will be notified in the form of email when changes have been made and the books on each unit will be updated.
- m. Newly hired or newly certified Paramedics will be placed in a training program defined as the “FIT” or Field Internship Training program and upon successful completion will be deemed autonomous. Paramedic interns are supervised by “preceptors” that have been appointed by the Fire Chief.
- n. Monthly Medical Director meetings will be held according to SOG 130.06. The Battalion Chief will designate a member to manage these meetings. This member will develop an agenda and maintain minutes of each meeting.
- o. Monthly FIT meetings will occur with all Preceptors to review progress of Paramedic Interns. Minutes will be maintained and distributed to FIT preceptors and Fire Administration.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Multi-Casualty Incident (MCI) Response			
Section:	Emergency Operations - EMS			
SOG #:	220.02	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To set forth a standard for implementing procedures dealing with multiple casualty incidents (MCI's).

2. PROCEDURE:

City government must be organized and responsive prior to, during and immediately following the occurrence of an event that would generate large numbers of casualties. This plan establishes a framework for mass casualty incident response and sets forth responsibilities for the Maitland Fire Department responders to such events.

2.1 Considerations

Operational concepts unique to mass casualty responses, responsibilities and efforts necessary for successful management of any mass casualty event occurring within the City of Maitland. MCI events involve triage, treatment, transport and logistical support.

2.2 Assumptions

- a. This plan assumes that the assertions, directions and initiatives found herein are valid for the City of Maitland.
- b. That events producing mass casualty incidents may often times overwhelm initial responders.
- c. That the mass casualty incidents have the potential to generate mass fatalities.
- d. That the City of Maitland will conduct emergency operations for MCI events in accordance with this policy, as well as County, State and applicable Federal requirements.


2.3 Operations

Definition: An MCI incident is to be declared any time emergency responders within the City of Maitland encounter situations with more victims than the initial responders can handle or anytime there are more than six victims requiring medical attention.

Assignment of responsibilities: The first arriving emergency unit(s) upon determining the event to be an MCI event, shall declare such by radio and immediately initiate the Incident Command System ((ICS); see policy 110.01).

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Medication / Fluid Storage & Security			
Section:	Emergency Operations - EMS			
SOG #:	220.03	Page:	1 of 5	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish for the Maitland Fire Rescue Department medication, fluids, and controlled substances inventory, storage, and security procedures. (In accordance with 64E-2.037 F.A.C.)

2. PROCEDURE:

2.1 RESPONSIBILITY

It is the responsibility of each ALS provider to secure against unauthorized entry, the areas where medications, fluids, and controlled substances are stored. Therefore the Maitland Fire Rescue Department will follow the procedures listed:

- a. All IV fluids and medications shall be stored in an area that is secured by a locking mechanism. All medications not assigned to an ALS vehicle shall be kept in the locked cabinets located in the EMS office.
- b. All medications shall be stored in a climate controlled location (i.e. air conditioned and heated).
- c. Controlled substances will be kept in a separate container and will be kept in the locked security box inside each ALS box located on each ALS unit.
- d. Only state licensed Paramedics employed by the Maitland Fire Rescue Department shall have access (keys) to controlled substances.
- e. A Medication Inventory Log will be kept on all spare fluids and medications (vehicles, drug boxes, and storage cabinets). The log will include: Date of inventory, quantities of any addition or deletion from stock, location of stock, and the legible name of the person completing the inventory.
- f. All fluids and medications will be examined on the first weekday shift of each month (Including vehicles, drug boxes, and storage cabinets) and documented in the Medication Inventory Log.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Medication / Fluid Storage & Security		
Section:	Emergency Operations - EMS		
SOG #:	220.03	Page:	2 of 5
Effective Date:	August 1, 2008	Revision Date:	

Any medications or fluids found to be within *one month* of expiration should be removed from service and properly forwarded to the person in charge of medications for their disposal or return credit. The person in charge of medications shall store all expired medications in a locked cabinet separate from the current medications until such time as they are disposed of or returned for credit. All medications and fluids that are forwarded shall be documented accordingly in the Medication Inventory Log.

Anytime a drug/fluid is used and replaced during routine operations, it shall be examined to ensure expiration date is not within one month and that the fluid/medication is not damaged or deteriorated.

- g. Anytime any medication is taken from the EMS cabinet to replace medications in the drug box the Disbursement log book must be completed. See example below.

Drug Disbursement Log

Paramedic	_____
Medication	_____
Date	_____
Amount	_____
Reason	_____
Run Number	_____
Expiration Date	_____
Lot Number	_____
Administering PM	_____

2.2 Controlled Substances

- a. Only state licensed Maitland Fire Rescue Department employed Paramedics shall have access to controlled substances.
- b. An inventory for all controlled substances shall be conducted at the beginning and the end of each shift by the individual responsible for drug security during that shift and for each instance of use during a call.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Medication / Fluid Storage & Security		
Section:	Emergency Operations - EMS		
SOG #:	220.03	Page:	3 of 5
Effective Date:	August 1, 2008	Revision Date:	

- c. Any time a controlled substance is removed from the stock, documentation must be recorded as to why (i.e. administered, broken, expired etc.). If the medication was administered the Paramedic must document the amount given, lot #, expiration date, and the amount wasted. The documentation must be signed by the administering Paramedic and a witness verifying the disposal of the unused portion. If the medication is transferred, documentation must show the Unit (i.e. E45, R45), Amount, Milligrams, Milliliters, expiration date, lot number and reason.
- d. Once the call and documentation is complete the inventory shall be restocked to reflect the proper amount to be maintained on the unit.
- e. The inventory shall be recorded in the Daily Drug Inventory Log book assigned to that unit. Records shall be maintained for Morphine, Valium, and Versed. *Any controlled substance additions to the inventory will have records maintained in the appropriate log book. See example below.

2.3 Daily Controlled Substance Check Out

- a. Fill out the control log as directed. Unit #, employee name, date, time, and drug name(s).
- b. Visualize each medication and the amount present.
- c. Fill in the log with the information. Amount of mg and ml, expiration date, and lot #. Indicate on each line the name of the drug when filling in the information.
- d. Compare to the previous day to assure concurrency.
- e. If there are any discrepancies, identify the problem. If the problem can not be resolved by yourself and the prior shifts Paramedic you must notify the on duty Lieutenant, Battalion Chief, and Dr. Husty.

Note: this should be completed as close to the shift change as possible (early morning).

2.4 Documented Administration

- a. Fill in the amount administered, lot #, expiration date, and run number.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Medication / Fluid Storage & Security		
Section:	Emergency Operations – EMS		
SOG #:	220.03	Page:	4 of 5
Effective Date:	August 1, 2008	Revision Date:	

- b. The administering Paramedic must print and sign their name.
- c. The unused portion disposal must be witnessed; the witness must print and sign their name.
- d. The comments line should indicate the amount given to the patient and the amount disposed of.

2.5 Documented Transfer

- a. When restocking the drug box, the station drug log must be filled out.
- b. In the station drug log, the **TRANSFERRED TO** section needs to be filled in. Unit, amount, milligrams, milliliters, expiration date, lot #, and reason. The comments line shall be filled in as needed.
- c. When placing the narcotics in the drug box, the drug box log must be filled out.
- d. In the drug box log, the **RECEIVED FROM** section must be filled in. Unit, amount, milligrams, milliliters, lot #, and reason. The comments line shall be filled in as needed.
- e. Any discrepancy found during the inventory (errors, missing pages, incomplete inventory, missing meds, incorrect meds, or broken meds) shall be reported immediately to the on-duty Lieutenant, the Battalion Chief, and the Medical Director.
- f. Inventory records shall be maintained for a period of two years minimum, at the location where the controlled substances are stored.

2.6 Disposal Procedures

- a. Any unused or damaged medication that is removed from service shall be disposed of into the sanitary sewer system. Any expired medications shall be forwarded to the person in charge of the medications for their return and credit. Empty ampules, vials, sharps, and syringes shall be disposed of according to biowaste protocols.
- b. Disposal of any controlled substance (including unused portions) shall be documented in the appropriate log. Disposal shall take place with a witness.

Maitland Fire Rescue Department


Standard Operating Guidelines

Title:	Medication / Fluid Storage & Security		
Section:	Emergency Operations - EMS		
SOG #:	220.03	Page:	5 of 5
Effective Date:	August 1, 2008	Revision Date:	

- c. The printed name and signature of the person witnessing the disposal of each unused portion of controlled substance shall be included in the log.
- d. Controlled substances shall be removed from any vehicle where a Maitland Fire Rescue Department employed Paramedic is not assigned.
- e. Medication errors and reactions shall be reported to the physician who ordered the medication, receiving physician, and the medical director.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Hospital & Report Procedures			
Section:	Operations - EMS			
SOG #:	220.04	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish procedures for delivery of the patient to the hospital staff, completion of the Patient Care Worksheet, and minimizing out of service time after arriving at the hospital.

2. PROCEDURE:

It is the responsibility of crew members to complete the Maitland Fire Rescue Department Patient Care Worksheet and leave a copy at the hospital for each patient. They must also obtain a copy of the hospital face sheet for billing purposes.

Therefore, the Maitland Fire Rescue Department will utilize the following procedure:

- a. Once the patient has been turned over to the hospital staff and reports have been given, the attending crew member will complete the *Maitland Fire Rescue Department Patient Care Worksheet*, leaving a copy at the hospital for the patient's records.
- b. When the patient is able to do so, obtain patient's signature on the *Patient Signature Form*. (Refer to SOG 220.05)
- c. Contact the Emergency Department admitting staff to obtain a copy of the patient's hospital face sheet, which lists insurance information for the patient.
- d. If a face sheet is not yet available, obtain an MRI number (medical records number) from hospital staff and note on the *Patient Care Worksheet*.
- e. If the face sheet was not ready, leave a completed copy of the *Maitland Fire Rescue Department Request for Patient MRI / Face Sheet* with the Emergency Department admitting staff and ask them to fax the information to them when available. Also, check with the Emergency Department admitting staff if the crew returns to the hospital on other calls during the shift.
- f. If the face sheet is not available and all options have been exhausted to obtain one, complete the billing section of the patient signature form.

****Obtaining a face sheet on each patient will eliminate the need to complete the billing section on the *Pre-Hospital Patient Care Report* and on the *Patient Signature Form*.**

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Hospital & Report Procedures		
Section:	Emergency Operations - EMS		
SOG #:	220.04	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	


- g. Attempt to minimize hospital time to approximately 15 minutes. Notify the OIC if hospital time will exceed 15 minutes. At the 30 minute mark, Lieutenants are to contact their on-duty Battalion Chief for notification purposes and possible intervention. At no time is it appropriate to make your first contact with your supervisor at the 30, 45, or 60 minutes interval when you have been unable to off load your patient.

The patient may be placed on a green cot if they meet the requirements detailed in Practice Parameter 1.16. The decision to use a green cot shall only be made by a Battalion Chief, a Deputy Chief or the Fire Chief.

- h. Upon completion of the call, the attending crew member will complete the following:
- Computer generated *Pre-Hospital Patient Care Report* ;
 - Document the Maitland Incident Number on the *Patient Care Worksheet*, *Patient Signature Form*, all EKG tracings, and the hospital face sheet.
 - *Out Going Report Summary* (Shift Envelope). Complete the 'Date of Call', 'Maitland Incident Number', and 'Patient Name' sections. Also, document the Unit number, Shift, Date, and Crew members names.
- i. The following documentation for each patient transported is to be completed and placed in the *Out Going Report Envelope* at the end of each shift:
- Two (2) hard copies of the *Pre-Hospital Patient Care Report*
 - Two (2) copies of the *Patient Signature Form*
 - Two (2) copies of the *Patient Care Worksheet*
 - Two (2) copies of the hospital face sheet
 - Transfer of Care signature form
- j. At the end of each shift, the OIC shall complete the following:
- Collect all envelopes for the shift.
 - Verify that all reports have been listed on the *Outgoing Report Summary*.
 - Verify that all reports and required paperwork are completed and present in each envelope.
 - Turn in all reports.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Patient Signature Form			
Section:	Operations - EMS			
SOG #:	220.05	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish a procedure for the *Signature Form* on all transports performed by the Maitland Fire Rescue Department to meet the requirements for release of information and insurance filing required by Medicare and other insurance companies. Also establishes the necessity of obtaining signatures on patients that refuse transport and/or treatment.

MFD reserves the right to obtain unpaid balances for services through collections service payment. Any cost incurred shall be the responsibility of the party billed.

2. PROCEDURE:

It is the responsibility of crew members to obtain a signature from each patient (or guardian) transported and to obtain a signature on patients that refuse transport and/or treatment.

2.1 All Transports:

- a. Each patient transported will be asked to sign the *Maitland Fire Rescue Department Patient Signature Form* which gives the City of Maitland permission to bill the patients insurance company, to release any information necessary to said insurance company and guarantee the patient's payment if insurance is denied.
- a. If the patient is unable to sign his/her full name, an "X" will be accepted, but must be witnessed by another adult and/or crewmember.
- b. If the patient is a minor, the crew will obtain the signature of the minor's parent and/or guardian on the release form. If no parent or guardian is present, contact parent or guardian via phone and advise of situation (stable/no need for transport/transport to approved facility) have form signed/witnessed.
- c. If the patient is unable to sign, a spouse or other immediate (adult) family member may sign for the patient on the *Patient Signature Form*. Document why the patient was unable to sign, and the relationship of the person that signed for them.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Patient Signature Form		
Section:	Operations - EMS		
SOG #:	220.05	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	


- d. If the patient is unable to sign and no other adult is present to sign for the patient, a reason must be listed on the release form as to why the patient could not sign. (Examples - Unresponsive, Combative, Patient Refused)
- e. Place patient's name, Maitland incident number, and date of call on all *Patient Signature Forms*.
- f. When completed, place the *Patient Signature Form* in the *Outgoing Report Summary Envelope* with all other paperwork pertaining to the patient. (Refer to S.O.G. 2.03)

2.2 All Refusals:

- a. All patients encountered with injuries and/or conditions that would warrant the transport of the patient to the hospital for care, but who refuse transport should be asked to sign the *Patient Release* area of the *Patient Signature Form*.
- b. Current procedures for documentation of auto accidents and other calls with no injuries will be followed.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Non-Emergency Transports			
Section:	Operations - EMS			
SOG #:	220.06	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish procedures for non-emergency ambulance transports which will meet requirements of Federal Registry Sections 42 C.F.R. 410.40(d)(2) and 410.40(d)(3) which covers requirements for physicians to certify that non-emergency transportation is required.

2. PROCEDURE:

- a. When a non-emergency transport call is received by any crewmember, it should be referred to a non-emergency provider as posted, or to the nursing supervision of the facility calling. Exhaust all options before accepting a non-emergency transport.
- b. The OIC must be contacted prior to acceptance of a non-emergency transport.
- c. If all options have been exhausted, and a Maitland crew responds and transports a non-emergency patient, it is the responsibility of the crew members to obtain a physicians certification for the non-emergency ambulance transport
- d. A non-emergency transport is any transport that does not originate from the 911 system.
- e. The Maitland Fire Rescue Department will:
 - Obtain a face sheet from the facility.
 - Obtain the name and phone number (if possible) of the patient's physician. (This must be the patient's primary care physician, not the emergency room physician)
 - When the crew returns to the station, contact the patient's physicians office for a fax number.
 - Complete the Maitland Fire Rescue Department fax cover sheet and sections A & B of the *Certificate of Medical Necessity Form*.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Non-Emergency Transports		
Section:	Emergency Operations - EMS		
SOG #:	220.06	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	


- Fax the cover sheet and *Certificate of Medical Necessity Form* to the physician's office for physician, physician assistant, or nurse practitioner signature.

- Flag the report indicating it is awaiting the physician's signature.

- **Do not send report to billing company without medical necessity documentation.**

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Infection Control Program			
Section:	Emergency Operations - EMS			
SOG #:	220.07	Page:	1 of 5	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

The Maitland Fire Rescue Department recognizes the potential exposure of its firefighters, in the performance of their duties, to communicable diseases. To minimize the risk of exposure, the Maitland Fire Rescue Department will implement an infection control program.

The purpose of this policy is to provide minimum criteria for infection control in the fire station, at an incident scene, and at any other area where fire department members are involved in routine or emergency operations.

2. PROCEDURE:

- a. Members with infections that constitute, in the course of their duties, a risk of infection to patients or other members shall be evaluated by a physician to determine what functions the member can perform.
- b. Members with extensive skin lesions or severe dermatitis on hands, arms, head, face, or neck shall not engage in direct patient contact, handle patient care equipment, or handle medical waste.
- c. Members who are pregnant are discouraged from engaging in Emergency Medical and Firefighting operations. This is due to the dangers to both the member and the fetus from potential infectious and toxic exposures of uncontrollable type, frequency, and severity. It is the responsibility of the member to request a transfer to another position if such conditions are present and they are desirous of following the above recommendations.

2.1 Training and Education

- a. The Infection Control Officer will be responsible to ensure that all members are educated on potential occupational health risks. The training shall include proper use of personal protective equipment, SOP's for safe work practices in infection control, and proper methods of disposal of contaminated articles and medical waste.
- b. The education program shall provide information on epidemiology, modes of transmission, and prevention of diseases including, but not limited to, meningitis, childhood communicable diseases, herpes viruses, hepatitis A, hepatitis B, hepatitis non-A/non-B, or hepatitis C, tuberculosis, human immunodeficiency

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Infection Control Program		
Section:	Emergency Operations – Infection Control Program		
SOG #:	220.07	Page:	2 of 5
Effective Date:	August 1, 2008	Revision Date:	

virus, lice, and scabies. Information on applicable government regulations shall also be provided.

2.2 Infection Control Liaison

- a. The Infection Control officer will serve as the Infection Control Liaison.
- b. The Infection Control Liaison shall be responsible for maintaining communications between the fire department, the health care facility, and other appropriate health care professionals.
- c. When notified of an exposure, the infection control liaison shall investigate the incident, notify all members who were potentially exposed, and ensure that those members receive appropriate medical follow up.

2.3 Immunization

- a. The fire department will make available to all personnel the opportunity to receive appropriate immunizations, including vaccination against Hepatitis B. If a member refuses to receive the immunization, he/she will be required to sign a declination of immunization.

2.4 Infection Control Garments and Equipment

- a. Members engaging in any emergency patient care shall don medical gloves prior to initiating such care due to the variety of diseases, mode of transmission, and unpredictable nature of the work environment.
- b. Medical gloves shall be removed as soon as possible after the termination of patient care, taking care to avoid skin contact with glove exterior surface and shall be disposed of in accordance with disposal requirements.
- c. Members shall not eat, drink, or smoke while wearing gloves.
- d. Masks, splash resistant eyewear, and fluid resistant clothing shall be present on all fire department vehicles that provide emergency medical operations. They shall be donned prior to any patient care situations, by the members who will be providing treatment, involving dealing with the airway (intubation, suctioning, ventilating), childbirth, situations where bodily fluids may be encountered, and large volumes or spurting blood.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Infection Control Program		
Section:	Emergency Operations – Infection Control Program		
SOG #:	220.07	Page:	3 of 5
Effective Date:	August 1, 2008	Revision Date:	

- e. Artificial respiration equipment shall be used by members performing airway management. Do not perform mouth-to-mouth resuscitation.
- f. All members shall take precautions during procedures to prevent injuries caused by needles, scalpel blades, and other sharp instruments or devices.
- g. Needles shall not be recapped. Following use, all sharp objects shall be immediately placed in sharps containers. Sharps containers shall be in all patient transport vehicles and readily available in drug boxes.

2.5 Skin Washing

- a. Hands shall be washed after each emergency medical incident, after cleaning and disinfecting emergency medical equipment, after cleaning protective equipment, after any cleaning function, before and after using bathroom, before and after handling food or cooking and food utensils. (wash with soap and water and rub vigorously for at least 10 seconds)

2.6 Clothing

- a. All protective equipment and clothing shall be inspected and cleaned regularly.
- b. When protective clothing, station/work uniforms, or other clothing is contaminated, it shall be cleaned as soon as possible.
- c. Small stains from body fluids shall be permitted to be spot cleaned and then disinfected. (See NFPA 1581)
- d. Clothing that is contaminated with large amounts of body fluids shall be placed in leak proof bags, sealed, and transported for proper cleaning or disposal.

2.7 Emergency Medical Equipment

- a. Dirty or contaminated emergency medical equipment shall not be cleaned or disinfected in fire station kitchen, living, sleeping, or personal hygiene areas. Sink in biohazard area to be utilized for these functions. (Refer to Infection Control Program and Exposure Control Plan for bio-hazard area procedures)
- b. Infection control garments shall be worn whenever there is a potential for exposure to body fluids during cleaning.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Infection Control Program		
Section:	Emergency Operations – Infection Control Program		
SOG #:	220.07	Page:	4 of 5
Effective Date:	August 1, 2008	Revision Date:	

- c. Prior to cleaning, dirty or contaminated equipment shall be stored separate from cleaned and disinfected emergency medical equipment.
- d. Reusable emergency medical equipment that comes in contact with mucous membranes shall require cleaning and a high level disinfection or sterilization after each use.

2.8 Disposal of Materials

- b. Sharps containers shall be disposed of following federal, state, and local regulations. The fire department will contract with a disposal agency. A box is provided in the biohazard area for this purpose. Place any disposable items that came in contact with patients in this receptacle. Whenever the puncture resistant containers become somewhat filled, place the container in the biohazard waste box.
- c. Contaminated disposable medical supplies and equipment, contaminated disposable infection control garments, and contaminated wastes shall be placed in leak proof bags, sealed, and disposed of as medical waste. (Red bags on unit, bio-hazard waste box in bio-hazard area, sharps boxes)
- d. When normally non-disposable items cannot be disinfected (determined by the Infection Control Liaison) they shall be placed in leak proof bags, sealed, and disposed of as medical waste.

2.9 Exposures

- a. If a member has sustained an exposure, the exposed area shall be thoroughly washed immediately using soap and water on mucosal surfaces, and soap and running water on skin surfaces. If soap and running water are not available, alcohol or other skin-cleaning agents that do not require water shall be used until soap and running water can be obtained.
- b. All members will report an exposure immediately and the infection control liaison shall be notified.
- c. All exposures shall be recorded in writing as soon as possible after the incident. The record of the exposure shall become part of the member's confidential permanent health file.

Maitland Fire Rescue Department

Standard Operating Guidelines


Title:	Infection Control Program		
Section:	Emergency Operations – Infection Control Program		
SOG #:	220.07	Page:	5 of 5
Effective Date:	August 1, 2008	Revision Date:	

- d. The member will be sent to a facility (Centra Care or Emergency Room to begin follow up care and enter the Needle Stick Program as outlined in the Infection Control Program and Exposure Control Plan.

Refer to the Department Infection Control Program & Exposure Control Plan for specifics.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Electronic Patient Care Reports			
Section:	Emergency Operations – EMS			
SOG #:	220.08	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>[Signature]</i>			

1. PURPOSE:

To ensure that all staff members of Maitland Fire & Rescue properly dispose of all non-essential “paper” used in the preparation of a patient care report (PCR) and to secure and restrict PCR accessibility.


2. PROCEDURE:

Maitland Fire Rescue maintains strict requirements on the security and access of all PCR’s as well as the initial documentation created by the field providers in their preparation of a PCR.

- a. All preliminary documentation used by a crewmember to assist in the creation or modification of a PCR is the sole property of Maitland Fire Rescue.
- b. Each crewmember will be given a password to use Maitland Fire & Rescue’s computer systems.
- c. No crewmember may disclose his/her password to any other crewmember.
- d. Each crewmember is to access ONLY his/her PCR’s unless directed otherwise by the Privacy Officer or as permitted by management.
- e. No crewmember is to log onto any computer or password protected software under any user name other than his/her own.
- f. A PCR may be amended by a crewmember upon approval by the Privacy Officer or Management.
- g. Printed PCR’s are to go immediately to a Supervisor. PCR’s must be either hand delivered or placed in a lock box.
- h. All scratch paper used by a crewmember in the preparation of a PCR must be shredded immediately.
- i. Inappropriate access or retention of Protected Health Information (PHI) may result in disciplinary action, including termination.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Patient Care Report Access, Security & Disclosure			
Section:	Emergency Operations - EMS			
SOG #:	220.09	Page:	1 of 6	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To outline levels of access to Protected Health Information (PHI) for various staff members of Maitland Fire & Rescue and to provide a policy and procedure on limiting access, disclosure, and use of PHI. To provide policies outlining patient rights and Maitland Fire & Rescue's responsibilities in fulfilling patient requests. Security of PHI is everyone's responsibility.

2. GENERAL STATEMENTS:

Maitland Fire & Rescue retains strict requirements on the security, access, disclosure and use of PHI. Access, disclosure and use of PHI will be based on the role of the individual staff member in the organization, and should be only to the extent that the person needs access to PHI to complete necessary job functions.

When PHI is accessed, disclosed and used, the individuals involved will make every effort, except in patient care situations, to only access, disclose and use PHI to the extent that only the minimum necessary information is used to accomplish the intended purpose.

Patients may exercise their rights to access, amend, restrict, and request an accounting, as well as lodge a complaint with either Maitland Fire & Rescue or the Secretary of the Department of Health and Human Services.

3. PROCEDURE:

3.1 Role Based Access

- a. Access to PHI will be limited to those who need access to PHI to carry out their duties. The following describes the specific categories or types of PHI to which such persons need access is defined and the conditions, as appropriate, that would apply to such access.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Patient Care Report Access, Security & Disclosure		
Section:	Emergency Operations – EMS		
SOG #:	220.09	Page:	2 of 6
Effective Date:	August 1, 2008	Revision Date:	

Job Title	Description of PHI to Be Accessed	Conditions of Access to PHI
EMT	Intake forms from dispatch, patient care reports	May access only as part of completion of a patient event and post-event activities and only while actually on duty
Paramedic	Intake forms from dispatch, patient care reports	May access only as part of completion of a patient event and post-event activities and only while actually on duty
Billing Clerk	Intake forms from dispatch, patient care reports, billing claim forms, remittance advice statements, other patient records from facilities	May access only as part of duties to complete patient billing and follow up and only during actual work shift
Lieutenant	Intake forms from dispatch, patient care reports	May access only as part of completion of a patient event and post-event activities, as well as for quality assurance checks and corrective counseling of staff
Dispatcher	Intake forms, preplanned CAD information on patient address	May access only as part of completion of an incident, from receipt of information necessary to dispatch a call, to the closing out of the incident and only while on duty
F.I.T. Coordinator	Intake forms from dispatch, patient care reports	May access only as a part of training and quality assurance activities. All individually identifiable patient information should be redacted prior to use in training and quality assurance activities
Department Managers		May access only to the extent necessary to monitor compliance and to accomplish appropriate supervision and management of personnel

- b. Access to PHI is limited to the above-identified persons only, and to the identified PHI only, based on the Company's reasonable determination of the persons or classes of persons who require PHI, and the nature of the health information they require, consistent with their job responsibilities.
- c. Access to a patient's entire file will not be allowed except when expressly permitted by company policy or approved by the Privacy Officer.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Patient Care Report Access, Security & Disclosure		
Section:	Emergency Operations – EMS		
SOG #:	220.09	Page:	3 of 6
Effective Date:	August 1, 2008	Revision Date:	

3.2 Disclosures To and Authorizations From The Patient

- a. You are not required to limit your disclosure to the minimum amount of information necessary when disclosing PHI to other health care providers for treatment of the patient. This includes doctors, nurses, etc. at the receiving hospital, any mutual aid provider, your fellow crew members involved in the call, and any other person involved in the treatment of the patient who has a need to know that patient's PHI. In addition, disclosures authorized by the patient are exempt from the minimum necessary requirements unless the authorization to disclose PHI is requested by the Company.
- b. Authorizations received directly from third parties, such as Medicare, or other insurance companies, which direct you to release PHI to those entities, are not subject to the minimum necessary standards.

For example, if we have a patient's authorization to disclose PHI to Medicare, Medicaid or another health insurance plan for claim determination purposes, the Company is permitted to disclose the PHI requested without making any minimum necessary determination.

- c. For all other uses and disclosures of PHI, the minimum necessary rule is likely to apply. A good example of when the minimum necessary rule applies is when your Company conducts quality assurance activities. In most situations it is not necessary to disclose certain patient information such as the patient's name, address, social security number, all PHI of the treated patient, in order to conduct a call review. This sensitive information should be redacted or blacked out from the PCR being used as a Q/A example.

3.3 Company Requests for PHI

- a. If the Company needs to request PHI from another health care provider on a routine or recurring basis, we must limit our requests to only the reasonably necessary information needed for the intended purpose, as described below. For requests not covered below, you must make this determination individually for each request and you should consult your supervisor for guidance. For example, if the request is non-recurring or non-routine, like making a request for documents via a subpoena, we must review the request to make sure it covers only the minimum necessary PHI to accomplish the purpose of the request.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Patient Care Report Access, Security & Disclosure		
Section:	Emergency Operations – EMS		
SOG #:	220.09	Page:	4 of 6
Effective Date:	August 1, 2008	Revision Date:	

Holder of PHI	Purpose of Request	Information Reasonably Necessary to Accomplish Purpose
Skilled Nursing Facilities	To have adequate patient records to determine medical necessity for service and to properly bill for services provided	Patient face sheets, discharge summaries, Physician Certification Statements and Statements of Medical Necessity, Mobility Assessments
Hospitals	To have adequate patient records to determine medical necessity for service and to properly bill for services provided	Patient face sheets, discharge summaries, Physician Certification Statements and Statements of Medical Necessity, Mobility Assessments
Mutual Aid Ambulance or Paramedic Services	To have adequate patient records to conduct joint billing operations for patients mutually treated/transported by the Company	Patient care reports

For all other requests, determine what information is reasonably necessary for each on an individual basis.

3.4 Incidental Disclosures

- a. The Company understands that there will be times when there are incidental disclosures about PHI in the context of caring for a patient. The privacy laws were not intended to impede common health care practices that are essential in providing health care to the individual. Incidental disclosures are inevitable, but these will typically occur in radio or face-to-face conversation between health care providers, or when patient care information in written or computer form is left out in the open for others to access or see.

- b. The fundamental principle is that all staff needs to be sensitive about the importance of maintaining the confidence and security of all material we create or use that contains patient care information. Coworkers and other staff members

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Patient Care Report Access, Security & Disclosure		
Section:	Emergency Operations – EMS		
SOG #:	220.09	Page:	5 of 6
Effective Date:	August 1, 2008	Revision Date:	

should not have access to information that is not necessary for the staff member to complete his or her job. For example, it is generally not appropriate for field personnel to have access to billing records of the patient.

- c. However, all personnel must be sensitive to avoiding incidental disclosures to other health care providers and others who do not have a need to know the information. Pay attention to who is within earshot when you make verbal statements about a patient's health information, and follow some of these common sense procedures for avoiding accidental or inadvertent disclosures:

3.5 Verbal Security

- a. **Waiting or Public Areas:** If patients are in waiting areas to discuss the service provided to them or to have billing questions answered, make sure that there are no other persons in the waiting area, or if so, bring the patient into a screened area before engaging in discussion.
- b. **Garage Areas:** Staff members should be sensitive to that fact that members of the public and other agencies may be present in the garage and other easily accessible areas. Conversations about patients and their health care should not take place in areas where those without a need to know are present.
- c. **Other Areas:** Staff members should only discuss patient care information with those who are involved in the care of the patient, regardless of your physical location. You should be sensitive to your level of voice and to the fact that others may be in the area when you are speaking. This approach is not meant to impede anyone's ability to speak with other health care providers freely when engaged in the care of the patient. When it comes to treatment of the patient, you should be free to discuss all aspects of the patient's medical condition, treatment provided, and any of their health information you may have in your possession with others involved in the care of the patient.

3.6 Physical Security

- a. **Patient Care and Other Patient or Billing Records:** Patient care reports should be stored in safe and secure areas. When any paper records concerning a patient are completed, they should not be left in open bins or on desktops or other surfaces. Only those with a need to have the information for the completion of their job duties should have access to any paper records.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Patient Care Report Access, Security & Disclosure		
Section:	Emergency Operations – EMS		
SOG #:	220.09	Page:	6 of 6
Effective Date:	August 1, 2008	Revision Date:	

Billing records, including all notes, remittance advices, charge slips or claim forms should not be left out in the open and should be stored in files or boxes that are secure and in an area with access limited to those who need access to the information for the completion of their job duties.

- b. **Computers and Entry Devices:** Computer access terminals and other remote entry devices such as PDA's and laptops should be kept secure. Access to any computer device should be by password only. Staff members should be sensitive to who may be in viewing range of the monitor screen and take simple steps to shield viewing of the screen by unauthorized persons. All remote devices such as laptops and PDA's should remain in the physical possession of the individual to whom it is assigned at all times. See the Maitland Fire & Rescue SOG on Use of Computer Equipment and Information Systems.

3.7 Penalties for Violation


- a. The Department takes its responsibility to safeguard patient information very seriously. There are significant legal penalties against companies and individuals that do not adhere to the laws that protect patient privacy.
- b. Staff members who do not follow our policies on patient privacy will be subject to disciplinary action, up to and including verbal and written warnings, suspension and/or termination from the organization. The Company shall make every effort to provide remedial education and training as to our policies and procedures when there is a first time violation of our policies.

3.8 Questions About This Policy or Any Privacy Issues

- a. The Department has appointed a Privacy Officer to oversee our policies and procedures on patient privacy and to monitor compliance. The Privacy Officer is also available to you for consultation on any issues or concerns you have about how our Company deals with protected health information. You should feel free to contact the Privacy Officer at any time with your questions or concerns.
- b. The Department will not retaliate against any staff member who expresses a good concern or complaint about any policy or practice related to the safeguarding of patient information and the Department's legal obligations to protect patient privacy.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Patient Request for Protected Patient Health Information			
Section:	Emergency Operations – EMS			
SOG #:	220.10	Page:	1 of 8	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To ensure that all patients treated by Maitland Fire & Rescue are apprised of their rights with regard to PHI and that Maitland Fire Rescue provides the necessary tools to facilitate patient requests.

2. PROCEDURE:

2.1 Notice of Privacy Practices (NPP)

Maitland Fire & Rescue field providers will furnish a copy of Maitland Fire Rescue's NPP to the patient at or prior to treatment in non-emergency situations and as circumstances permit after treatment in an emergency. In non-emergency situations only, field personnel should attempt to get a signed acknowledgement from patient or note why a signature was not obtained.

2.2 Non-emergency Transport

- a. Provide a copy of the NPP to the patient.
- b. Indicate on your trip sheet that a copy has/has not been given to the patient, family member or with hospital staff.
- c. Have the patient sign an Authorization/Acknowledgement form.
- d. An authorized personal representative of the patient may sign on the patient's behalf.
- e. If no signature can be obtained, please explain reason.

2.3 Emergency Transport

- a. Indicate on your trip sheet that a copy has/has not been given to the patient, family member or with hospital staff.
- b. You do not need the patient to acknowledge receipt of NPP.
- c. Be sure you obtain any other necessary signatures if possible.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Patient Request for Protected Patient Health Information		
Section:	Emergency Operations - EMS		
SOG #:	220.10	Page:	2 of 8
Effective Date:	August 1, 2008	Revision Date:	

- d. If unable to obtain patient's signature, please provide reason.
- e. A copy of the NPP will be provided to the transported patient by mail after the incident has occurred.

2.4 Refusals of Care

- a. Provide a copy of the NPP to the patient.
- b. Indicate on your trip sheet that a copy has/has not been given to the patient, family member or with hospital staff.
- c. Have the patient sign the Refusal form.

2.5 Patient Access, Amendment or Restriction to PHI

- a. Only information contained in the Designated Record Set (DRS) outlined in this policy is to be provided to patients who request access, amendment and restriction on the use of their PHI in accordance with the Privacy Rule and the Privacy Practices of Maitland Fire Rescue.

2.6 Patient Access

- a. Upon presentation to the business office, the patient or appropriate representative will complete a Request for Access Form.
- b. The Department employee must verify the patient's identity, and if the requestor is not the patient, the name of the individual and reason that the request is being made by this individual. The use of a driver's license, social security card, or other form of government-issued identification is acceptable for this purpose.
- c. The completed form will be presented to the Privacy Officer for action.
- d. The Privacy Officer will act upon the request within 30 days, preferably sooner. Generally, the Department must respond to requests for access to PHI within 30 days of receipt of the access request, unless the designated record set is not maintained on site, in which case the response period may be extended to 60 days.
- e. If Maitland Fire Rescue is unable to respond to the request within these time frames, the requestor must be given a written notice no later than the initial due

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Patient Request for Protected Patient Health Information		
Section:	Emergency Operations - EMS		
SOG #:	220.10	Page:	3 of 8
Effective Date:	August 1, 2008	Revision Date:	

date for a response, explaining why Maitland Fire Rescue could not respond within the time frame and in that case Maitland Fire Rescue may extend the response time by an additional 30 days.

- f. Upon approval of access, the patient will have the right to access the PHI contained in the DRS outlined below and may make a copy of the PHI contained in the DRS upon verbal or written request.
- g. The business office may establish a reasonable charge for copying PHI for the patient or appropriate representative.
- h. Patient access may be denied for the reasons listed below, and in some cases the denial of access may be appealed to Maitland Fire Rescue for review.
- i. The following are reasons to deny access to PHI that are not subject to review and are final and may not be appealed by the patient:
 - If the information the patient requested was compiled in reasonable anticipation of, or use in, a civil, criminal or administrative action or proceeding;
 - If the information the patient requested was obtained from someone other than a health care provider under a promise of confidentiality and the access requested would be reasonably likely to reveal the source of the information.
- j. The following reasons to deny access to PHI are subject to review and the patient may appeal the denial:
 - If a licensed health care professional has determined, in the exercise of professional judgment, that the access requested is reasonably likely to endanger the life or physical safety of the individual or another person;
 - If the protected health information makes reference to another person (other than a health care provider) and a licensed health professional has determined, in the exercise of professional judgment, that the access requested is reasonably likely to cause substantial harm to that person;
 - If the request for access is made by a requestor as a personal representative of the individual about whom the requestor is requesting

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Patient Request for Protected Patient Health Information		
Section:	Emergency Operations - EMS		
SOG #:	220.10	Page:	4 of 8
Effective Date:	August 1, 2008	Revision Date:	

the information, and a licensed health professional has determined, in the exercise of professional judgment, that access by you is reasonably likely to cause harm to the individual or another person.

- If the denial of the request for access to PHI is for reasons a, b, or c, then the patient may request a review of the denial of access by sending a written request to the Privacy Officer.
 - Maitland Fire Rescue will designate a licensed health professional, who was not directly involved in the denial, to review the decision to deny the patient access. Maitland Fire Rescue will promptly refer the request to this designated review official. The review official will determine within a reasonable period of time whether the denial is appropriate. Maitland Fire Rescue will provide the patient with written notice of the determination of the designated reviewing official.
 - The patient may also file a complaint in accordance with the Procedure for Filing Complaints About Privacy Practices if the patient is not satisfied with Maitland Fire & Rescue's determination.
- k. Access to the actual files or computers that contain the DRS that may be accessed by the patient or requestor should not be permitted. Rather, copies of the records should be provided for the patient or requestor to view in a confidential area under the direct supervision of a designated Maitland Fire & Rescue staff member. UNDER NO CIRCUMSTANCES SHOULD ORIGINALS OF PHI LEAVE THE PREMISES.
- l. If the patient or requestor would like to retain copies of the DRS provided, then Maitland Fire & Rescue may charge a reasonable fee for the cost of reproduction.
- m. Whenever a patient or requestor accesses a DRS, a note should be maintained in a log book indicating the time and date of the request, the date access was provided, what specific records were provided for review, and what copies were left with the patient or requestor.
- n. Following a request for access to PHI, a patient or requestor may request an amendment to his or her PHI, and request restriction on its use in some circumstances.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Patient Request for Protected Patient Health Information		
Section:	Emergency Operations - EMS		
SOG #:	220.10	Page:	5 of 8
Effective Date:	August 1, 2008	Revision Date:	

2.7 Patient Amendment

- a. The patient or appropriate requestor may only request amendment to PHI contained in the DRS. A Request for Amendment Form must be accompanied by any request for amendment.
- b. Maitland Fire Rescue must act upon a Request for Amendment within 60 days of the request. If Maitland Fire Rescue is unable to act upon the request within 60 days, it must provide the requestor with a written statement of the reasons for the delay, and in that case may extend the time period in which to comply by an additional 30 days.
- c. All requests for amendment must be forwarded immediately to the Privacy Officer for review.

2.8 Granting Requests for Amendment

- a. If the Privacy Officer grants the request for amendment, then the requestor will receive a letter indicating that the appropriate amendment to the PHI or record that was the subject of the request has been made.
- b. There must be written permission provided by the patient so that Maitland Fire Rescue may notify the persons with whom the amendments need to be shared. Maitland Fire Rescue must provide the amended information to those individuals identified by having received the PHI that has been amended as well as those persons or business associates that have such information and who may have relied on or could be reasonably expected to rely on the amended PHI.
- c. The patient must identify individuals who may need the amended PHI and sign the statement in the Request for Amendment form giving Maitland Fire Rescue permission to provide them with the updated PHI.
- d. Maitland Fire Rescue will add the request for amendment, the denial or granting of the request, as well as any statement of disagreement by the patient and any rebuttal statement by Maitland Fire & Rescue to the designated record set.

2.9 Denial of Requests for Amendment

- a. Maitland Fire Rescue may deny a request to amend PHI for the following reasons: 1) if Maitland Fire Rescue did not create the PHI at issue; 2) if the information is not part of the DRS; or 3) the information is accurate and complete.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Patient Request for Protected Patient Health Information		
Section:	Emergency Operations - EMS		
SOG #:	220.10	Page:	6 of 8
Effective Date:	August 1, 2008	Revision Date:	

- b. Maitland Fire Rescue must provide a written denial, and the denial must be in plain language stating the reason for the denial; the individual's right to submit a statement disagreeing with the denial and how the individual may file such a statement; a statement that, if the individual does not submit a statement of disagreement, the individual may request that the provider provide the request for amendment and the denial with any future disclosures of the PHI; and a description of how the individual may file a complaint with the covered entity, including the name and telephone number of an appropriate contact person, or to the Secretary of Health and Human Services.
- c. If the individual submits a "statement of disagreement," the provider may prepare a written rebuttal statement to the patient's statement of disagreement. The statement of disagreement will be appended to the PHI, or at Maitland Fire Rescue's option, a summary of the disagreement will be appended, along with the rebuttal statement of Maitland Fire Rescue.
- d. If Maitland Fire Rescue receives a notice from another covered entity, such as a hospital, that it has amended its own PHI in relation to a particular patient, the ambulance service must amend its own PHI that may be affected by the amendments.

2.10 Patient Restriction

- a. The patient may request a restriction on the use and disclosure of their PHI.
- b. Maitland Fire Rescue is not required to agree to any restriction, and given the emergent nature of our operation, we generally will not agree to a restriction.
- c. ALL REQUESTS FOR RESTRICTION ON USE AND DISCLOSURE OF PHI MUST BE SUBMITTED IN WRITING ON THE APPROVED DEPARTMENT FORM. ALL REQUESTS WILL BE REVIEWED AND DENIED OR APPROVED BY THE PRIVACY OFFICER.
- d. If Maitland Fire Rescue agrees to a restriction, we may not use or disclose PHI in violation of the agreed upon restriction, except that if the individual who requested the restriction is in need of emergency service, and the restricted PHI is needed to provide the emergency service, Maitland Fire Rescue may use the restricted PHI or may disclose such PHI to another health care provider to provide treatment to the individual.
- e. The agreement to restrict PHI will be documented to ensure that the restriction is followed.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Patient Request for Protected Patient Health Information		
Section:	Emergency Operations - EMS		
SOG #:	220.10	Page:	7 of 8
Effective Date:	August 1, 2008	Revision Date:	

- f. A restriction may be terminated if the individual agrees to or requests the termination. Oral agreements to terminate restrictions must be documented. A current restriction may also be terminated by Maitland Fire Rescue as long as Maitland Fire Rescue notifies the patient that PHI created or received after the restriction is removed is no longer restricted. PHI that was restricted prior to Maitland Fire Rescue voiding the restriction must continue to be treated as restricted PHI.

2.11 Accounting

To provide guidance to management and staff concerning the patient's right to an Accounting and the types of uses and disclosures of PHI for which Maitland Fire Rescue is required to document.

- a. All patient records will be kept by Maitland Fire Rescue for a period of six (6) years from the date of service.
- b. All patient accounting requests should be received directly from a patient or personal representative.
- c. Maitland Fire Rescue will provide a list of uses and disclosures of the patient's PHI, made by Maitland Fire Rescue or by a Business Associate on Maitland Fire Rescue's behalf, for the last six (6) years or to the extent that Maitland Fire Rescue has maintained that patient's information if less than six (6) years.
- d. All uses and disclosures of a patient's PHI, made by Maitland Fire Rescue, must be documented for accounting purposes except:
- Disclosures to carry out treatment, payment and health care operations;
 - For national security or intelligence purposes;
 - Uses and disclosures incident to an unaccountable use or disclosure;
 - That occurred prior to the compliance date.
- e. A common use or disclosure that must be accounted for and information provided upon a request for accounting is the disclosure of PHI in response to a subpoena, summons or warrant.

Maitland Fire Rescue Department

Standard Operating Guidelines


Title:	Patient Request for Protected Patient Health Information		
Section:	Emergency Operations - EMS		
SOG #:	220.10	Page:	8 of 8
Effective Date:	August 1, 2008	Revision Date:	

2.12 Patient Complaints

Patients have the right to complain to the Department about any concerns they may have concerning patient privacy. Any patient or family member who expresses a concern or complaint to you should be directed to contact the Privacy Officer. The Privacy Officer is responsible for receiving, investigating, and documenting all complaints from patients concerning patient privacy issues.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Medical Records of Employees			
Section:	Emergency Operations - EMS			
SOG #:	220.11	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To provide guidance to management and staff concerning the privacy of medical records which involve employees or other staff members of Maitland Fire Rescue.

2. PROCEDURE:

- a. Maitland Fire Rescue will, to the extent required by law, protect medical records it receives about employees or other staff in a confidential manner. Generally, only those with a need to know the information will have access to it, and, even then, will only have access to as much information as is minimally necessary for the legitimate use of the medical records.
- b. In accordance with laws concerning disability discrimination, all medical records of staff will be kept in separate files apart from the employee's general employment file. These records will be secured with limited access by management.
- c. In accordance with the Privacy Rule of HIPAA, medical records that are not considered employment records will be treated in accordance with the safeguards of the Privacy Rule with respect to their use and disclosure.
- d. Employment records are not considered to be protected health information, or PHI, subject to HIPAA safeguards, including certain medical records of employees that are related to the job. These employment records not covered under HIPAA include, but are not limited to: information obtained to determine my suitability to perform the job duties (such as physical examination reports), drug and alcohol tests obtained in the course of employment, doctor's excuses provided in accordance with the attendance policy, work-related injury and occupational exposure reports, and medical and laboratory reports related to such injuries or exposures, especially to the extent necessary to determine workers' compensation coverage.

Nonetheless, despite the fact that such records are not considered HIPAA protected, Maitland Fire & Rescue will limit the use and disclosure of these records to only those with a need to have access to them, such as certain management staff, the Department's designated physician, and state agencies pursuant to state law.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Medical Records of Employees		
Section:	Emergency Operations – EMS		
SOG #:	220.11	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	


- e. With respect to staff members of Maitland Fire Rescue, only health information that is obtained about staff in the course of providing ambulance or other medical services directly to them is considered PHI under HIPAA. In other words, if Maitland Fire Rescue provides ambulance service to an employee, the protections typically given to such information of our ambulance service patients applies to the employee. These protections are subject to HIPAA exceptions, such as in the situation in which the staff member who used Maitland Fire Rescue was involved in a work-related injury while on duty.

As another example, if we receive a staff member's medical record in the course of providing the employee with treatment and/or transport, it does not matter that Maitland Fire Rescue happens to be the employer – that record is PHI. If, however, the employee submits a doctor's statement to a supervisor to document an absence or tardiness from work, Maitland Fire Rescue does not need to treat that statement as PHI. Other health information that could be treated as employment related, and not PHI, includes medical information that is needed for Maitland Fire Rescue to carry out its obligations under the FMLA, ADA and similar laws, as well as files or records related to occupational injury, disability insurance eligibility, drug screening results, workplace medical surveillance, and fitness-for-duty-tests of employees.

If you have any questions about how medical information about you is used and disclosed by Maitland Fire Rescue, please contact our Privacy Officer.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Blood Collection Requests for Law Enforcement (MVA's)			
Section:	Administration - EMS			
SOG #:	220.12	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish guidelines for drawing blood for law enforcement for the purpose of determining the alcoholic content or presence of chemical substances. Law Enforcement shall include: Maitland Police Department, Orange County Sheriffs Office, Florida Highway Patrol, Eatonville Police Department or any other law enforcement agency represented on a MVA scene.

2. PROCEDURE:

- a. Per Florida State Statute #: 316.1933 if a law enforcement officer has probable cause to believe a person driving or in control of a vehicle is under the influence of alcohol, chemical substance(s), or controlled substance(s) and has caused the serious bodily injury or death of a human being, the law enforcement officer shall request that the person driving or in actual physical control of the motor vehicle to submit to a test of the person's blood for the purpose of determining the alcoholic content or the presence of chemical substances. State Statute permits that if the law enforcement officer deems it necessary, he/she may use reasonable force to ensure that the person submits to the administration of the blood test.
- b. Per Statute 316.1933 (b) the term "serious bodily injury" means an injury to any person, including the driver, which consists of physical condition that creates a substantial risk of death, serious personal disfigurement, or protracted loss of impairment of the function of any bodily member or organ.
- c. When requested by Law Enforcement to obtain a blood specimen, The Officer in Charge must contact the on duty Battalion Chief to advise of the situation so a review of the options may be considered. This must occur before attempting to obtain the specimen.
- d. The blood draw will be performed utilizing a Law Enforcement kit provided by the agency, with explicit instructions. Instructions must be followed without variance in order for the blood to be entered into evidence. In the event that the Paramedic is unable to obtain a sample using the vacutainer system provided, they may utilize a needle and syringe and transfer the blood sample to the blood specimen tubes included in the law enforcement kit assembly as long as this equipment is placed in the evidence container. (316.1933 #4b)
- e. It is the intent of the Maitland Fire Rescue Department to obtain verbal consent from the patient prior to the test.

Maitland Fire Rescue Department


Standard Operating Guidelines

Title:	Blood Collection Requests for Law Enforcement		
Section:	Administration - EMS		
SOG #:	220.12	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	

- f. If the person refuses to consent, state statute does permit the law enforcement officer to use reasonable force to obtain the specimen. The Battalion Chief and OIC will weigh risk vs. benefit when making a decision to draw blood on a person that refuses to consent. When at all possible, the person should be transported to the hospital utilizing reasonable force and the blood shall be drawn in that setting. This will help avoid unnecessary risk of injury to our members and/or the patient. The OIC or Battalion Chief shall contact the receiving hospital to ascertain if a significant delay will be encountered. If timely action can not be insured (i.e. hospitals on delay) and the benefit outweighs the risk (i.e. serious bodily injury or death) the decision to draw the blood in the field may be made.
- g. A maximum of 2 attempts will be made to obtain the sample.
- h. If blood is drawn for the purpose of determining blood alcohol level and/or presence of chemical substance, the Paramedic will document the activity on the PCR.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	HIPAA Forms			
Section:	Emergency Operations - EMS			
SOG #:	220.13	Page:	1 of 6	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To provide guidance to management and staff concerning the procedure for contracting with other firms when Maitland Fire Rescue is requested to provide patient information

2. PROCEDURE:

This SOG contains the following sample contracts and are included to cover the exchange of information with the following entities:

- Consulting Firms
- Contractors / Vendors
- Law Firms

**MAITLAND FIRE RESCUE
BUSINESS ASSOCIATE CONTRACT LANGUAGE FOR
CONSULTING FIRMS**

1. _____ shall carry out its obligations under this Agreement in compliance with the privacy regulations pursuant to Public Law 104-191 of August 21, 1996, known as the Health Insurance Portability and Accountability Act of 1996, Subtitle F - Administrative Simplification, Section 261, *et seq.*, as amended ("HIPPA"), to protect the privacy of any personally identifiable protected health information ("PHI") that is collected, processed or learned as a result of the legal services provided to Maitland Fire Rescue by _____. In conformity therewith, _____ agrees that it will:
 - a. Not use or further disclose PHI except as permitted under this Agreement or required by law;
 - b. Use appropriate safeguards to prevent use of or disclosure of PHI except as permitted by this agreement;
 - c. To mitigate, to the extent practicable, any harmful effect that is known to _____ of a use or disclosure of PHI by _____ in violation of this agreement.
 - d. Report to Maitland Fire Rescue any use or disclosure of PHI not provided for by this Agreement of which _____ becomes aware;
 - e. Ensure that any agents or subcontractors to whom _____ provides PHI, or who have access to PHI, such as other consulting companies, agree to the same restrictions and conditions that apply to _____ with respect to such PHI;
 - f. Make PHI available to Maitland Fire Rescue and to the individual who has a right of access as required under HIPPA;
 - g. Incorporate any amendments to PHI when notified to do so by Maitland Fire Rescue;
 - h. Provide an accounting of all uses or disclosures of PHI made by _____ as required under the HIPPA privacy rule;
 - i. Make its internal practices, books and records relating to the use and disclosure of PHI available to the Secretary of the Department of Health and Human Services for the purposes of determining _____'s and Maitland Fire Rescue compliance with HIPPA; and,
 - j. At the termination of this Agreement, return or destroy all PHI received from, or created or received by _____ on behalf of Maitland Fire Rescue, and if return is infeasible, the protections of this Agreement will extend to such PHI.

2. The specific uses and disclosures of PHI that may be made by _____ on behalf of Maitland Fire Rescue include, but are not limited to:
 - a. The review of patient care information in providing advice to Maitland Fire Rescue concerning a particular ambulance incident;
 - b. The review of patient care information and other medical records and submission of that information to carriers, insurers and other payers with respect to assisting Maitland Fire Rescue in an insurance or Medicare audit or other similar action;
 - c. The review of patient care information with respect to providing Maitland Fire Rescue with business and operational advice generally;
 - d. The review of patient care information in the course of _____ conducting compliance assessment activities;
 - e. Other uses or disclosures of PHI as permitted by the HIPPA privacy rule.
3. Notwithstanding any other provisions of this Agreement, this Agreement may be terminated by Maitland Fire & Rescue, in its sole discretion, if Maitland Fire Rescue determines that has violated a term or provision of this Agreement pertaining to Ambulance Service's obligations under the HIPPA privacy rule, or if engages in conduct which would, if committed by Maitland Fire Rescue, would result in a violation of the HIPPA privacy rule by Maitland Fire Rescue.

I-September-05

**MAITLAND FIRE RESCUE
CONFIDENTIALITY LANGUAGE FOR
VENDORS WHO ARE NOT BUSINESS ASSOCIATES**

CONFIDENTIALITY

1. _____ understands that while performing the services under this contract, it will be working in areas where confidential and proprietary information may be kept, including confidential patient information. Under no circumstances, except as otherwise agreed to in writing, is any of the contractor's personnel to have access to any confidential information of Maitland Fire Rescue.
2. Further, in the event that _____ inadvertently comes in contact with any confidential information, _____ agrees not to use or further disclose such information to anyone.
3. Further agrees to educate its personnel as to the importance of confidentiality with respect to the performance of this contract, and to maintain a strong confidentiality policy applicable to all of its personnel who may be assigned to perform services at Maitland Fire Rescue.
4. _____ will take steps to ensure that its personnel remain only in authorized areas of Maitland Fire Rescue and that they will not open any files, desks, boxes, disk storage cases, or any other containers that may potentially contain confidential and proprietary information.
5. Any violations of this confidentiality provision shall be cause for immediate termination of this contract, without notice.

I-September-05

**MAITLAND FIRE RESCUE
BUSINESS ASSOCIATE CONTRACT LANGUAGE FOR
LAW FIRMS**


1. _____ shall carry out its obligations under this Agreement in compliance with the privacy regulations pursuant to Public Law 104-191 of August 21, 1996, known as the Health Insurance Portability and Accountability Act of 1996, Subtitle F - Administrative Simplification, Section 261, *et seq.*, as amended ("HIPPA"), to protect the privacy of any personally identifiable protected health information ("PHI") that is collected, processed or learned as a result of the legal services provided to Maitland Fire Rescue by _____. In conformity therewith, _____ agrees that it will:
 - a. Not use or further disclose PHI except as permitted under this Agreement or required by law;
 - b. Use appropriate safeguards to prevent use of or disclosure of PHI except as permitted by this agreement;
 - c. To mitigate, to the extent practicable, any harmful effect that is known to _____ of a use or disclosure of PHI by _____ in violation of this agreement;
 - d. Report to Maitland Fire Rescue any use or disclosure of PHI not provided for by this Agreement of which _____ becomes aware;
 - e. Ensure that any agents or subcontractors to whom _____ provides PHI, or who have access to PHI, such as other consulting companies, agree to the same restrictions and conditions that apply to _____ with respect to such PHI;
 - f. Make PHI available to Maitland Fire Rescue and to the individual who has a right of access as required under HIPPA;
 - g. Incorporate any amendments to PHI when notified to do so by Maitland Fire Rescue;
 - h. Provide an accounting of abuses or disclosures of PHI made by _____ as required under the HIPPA privacy rule;
 - i. Make its internal practices, books and records relating to the use and disclosure of PHI available to the Secretary of the Department of Health and Human Services for the purposes of determining _____'s and Maitland Fire Rescue compliance with HIPPA; and

- j. At the termination of this Agreement, return or destroy all PHI received from, or created or received by on behalf of Maitland Fire Rescue, and if return is infeasible, the protections of this Agreement will extend to such PHI.
2. The specific uses and disclosures of PHI that may be made by _____ on behalf of Maitland Fire Rescue include, but are not limited to:
 - a. The review of patient care information in providing advice to Maitland Fire Rescue concerning a particular ambulance incident;
 - b. The review of patient care information and other medical records and submission of that information to carriers, insurers and other payers with respect to assisting Maitland Fire Rescue in an insurance or Medicare audit or other similar action;
 - c. The review of patient care information with respect to providing Maitland Fire Rescue with business and operational advice generally;
 - d. The review of patient care information in the course of _____ conducting compliance assessment activities;
 - e. The review of PHI and other information necessary to assist Maitland Fire Rescue in developing its HIPPA compliance program;
 - f. Other uses or disclosures of PHI as permitted by the HIPPA privacy rule.
 3. Notwithstanding any other provisions of this Agreement, this Agreement may be terminated by Maitland Fire Rescue, in its sole discretion, if Maitland Fire Rescue determines that has violated a term or provision of this Agreement pertaining to Ambulance Service's obligations under the HIPPA privacy rule, or if engages in conduct which would, if committed by Maitland Fire Rescue, would result in a violation of the HIPPA privacy rule by Maitland Fire Rescue.

1-September-05

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Quality Assurance Program			
Section:	Emergency Operations - EMS			
SOG #:	220.14	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish the review of EMS incident reports and on scene care to identify and continually measure the quality of emergency medical care being provided by Maitland Fire Rescue personnel. It is the intent of these guidelines to meet and/or exceed the requirements of Florida Statute 401 and FAC 64-E (section 8).

This review will be used to enhance training and Practice Parameter development/revision through the direction of the Medical Director. This process will improve the overall quality of service provided by the Maitland Fire Rescue Department.

2. PROCEDURE:


a. Components of the EMS Q/A program will include:

- Review of EMS report documentation, performance standards (skills, decision making, transport destination, ECG interpretation, patient outcomes) (see SOG # 130.06)
- On-scene observations by Battalion Chiefs, Preceptors, and the Medical Director
- Parameter review/update/addition/deletion

b. Changes to Practice Parameters and remediation recommendations will be made by the Medical Director, Fire Chief, Battalion Chiefs, and department preceptors. All changes to Parameters require approval by the Medical Director.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Abandoned Newborn			
Section:	Emergency Operations - EMS			
SOG #:	220.15	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:


To establish guidelines for managing the drop off of abandoned newborn infants less than 3 days old, in accordance with Florida Statute 383.50. Treatment of Abandoned Newborn Infant and Abandoned Neonate Protocol.

2. PROCEDURE:

- a. Maitland Fire Rescue personnel shall accept any newborn infant left with a Firefighter, EMT or Paramedic. Personnel shall consider this action implied consent.
- b. Notify OCFRD and MPD communications center and advise them of the abandoned newborn infant, initiate a still alarm, and place the necessary equipment out of service.
- c. Station personnel should make an effort to obtain a medical history of both parents and the infant and a description of the parent(s).
- d. Florida Statute 383.50 provides immunity from criminal or civil liability to any firefighter or emergency medical personnel who accepts or provides services to the infant.
- e. The newborn infant will be transported to the most appropriate hospital.
- f. In the event of signs or symptoms of abuse, the abandoned newborn infant statute does not apply and EMS parameters will be followed. Station personnel are required to document suspected abuse in their EMS report, notify the Department of Children and Families, Law Enforcement, and the receiving facility of transport.
- g. An incident and EMS report shall be generated.
- h. Florida Statute 383.50 allows provisions for the infant to be eligible for Medicaid and reimbursement for services rendered can be sought under this provision.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Citizen Sharps Containers			
Section:	Emergency Operations - EMS			
SOG #:	220.16	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:


To establish a guideline regarding the collection and dispensing of citizen bio-hazard sharps containers.

2. PROCEDURE:

- a. Dispensing/Collecting of sharps containers are for City of Maitland and Eatonville residents only.
- b. Only accept FULL sharps containers from address verified residents. Document the resident's name and address in the log book located in the lobby of each station.
- c. If the resident presents with any other container, other than an approved sharps container; give them a citizen's sharps container and ask them to transfer the contents to the approved container. **DO NOT TRANSFER THE CONTENTS YOURSELF.**
- d. Insure the lid is locked and taped and place it in the station bio-hazard box.
- e. Give the resident a replacement 1 gallon sharps container with a completed label and enclosed letter. **DO NOT** give out the larger containers used in the rescues.
- f. In the event we are out of stock on the citizen sharps containers, get the name, address and phone number of the resident and advise them that we will contact them when sharps containers come in. **DO NOT ACCEPT ANY OTHER CONTAINER OTHER THAN AN APPROVED BIO-HAZARD SHARPS CONTAINER.**
- g. Refer all non-residents to the fire station that services their house.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Patient Transports			
Section:	Emergency Operations - EMS			
SOG #:	220.17	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish the policies and procedures for the transportation of patients to assigned medical facilities from the scenes of ALS or BLS medical emergencies.

2. PROCEDURE:

These procedures are to be followed by all personnel. They are designed to assist fire-rescue medical personnel assigned with primary patient care when transportation to a medical facility is deemed necessary or required. The parameters as established by the current Medical Direction authority with whom the Department has a current contract will also be followed by all personnel to insure proper medical care and treatment. Paramedics should use these guidelines to make educated decisions regarding patient transport. These procedures should be considered as Department general practices.

- a. Two transport capable units shall be staffed at all times with a minimum of one autonomous Paramedic on each unit. All other designated ALS units may also be staffed with a Paramedic if staffing allows.
- b. It will be the practice of Maitland Fire Rescue to follow the practice parameters of the Medical Director established for the agency and under whose license the agency operates.
- c. Only autonomous Paramedics or pre-designated FIT interns are allowed to accompany patients during transport to the hospital.
- d. It is the practice to of the Maitland Fire Rescue Department to have at least one autonomous Paramedic and one EMT accompany any potentially unstable, unstable or critical patient to the hospital during transport.
- e. Patients are to be transported to the closest hospital of their choice unless diversion is medically necessary. Transport to a hospital outside of our normal transport area is to be made by the on-duty Battalion Chief prior to the transport.
- f. The Department's "Abbreviated Patient Care Report" shall be completed at the medical facility with a copy of the report left with the nurse that assessed the patient.

Maitland Fire Rescue Department


Standard Operating Guidelines

Title:	Patient Transports		
Section:	Emergency Operations – EMS		
SOG #:	220.17	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	

- g. Each unit should be returned as soon as possible to ready status in accordance to the “EMS off-load directive”. All supplies should be replenished upon return to quarters.
- h. Decontamination of the unit due to patient contamination should be done at the medical facility unless a delay is expected. At that time, keep the unit out of service with Orange County and return to quarters for further decontamination. Notify your OIC if such a delay is expected.
- i. All sheets and other patient specific materials must be changed prior to the unit becoming available for service.
- j. All reports should be completed upon return to quarters. Other station duties should be delayed until medical run reports are completed for each incident while the information is fresh on the minds of the Paramedics. EMTs assigned to the call are encouraged to assist the Paramedics with the completion of the required reports.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Marine Rescue Operations			
Section:	Emergency Operations - Special Operations			
SOG #:	230.01	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

The Maitland Fire Rescue Department Marine Rescue unit is maintained to provide surface water rescue capability in the numerous bodies of water within the City of Maitland. The Marine Rescue unit is composed of on duty shift personnel who are trained to operate the unit. The Marine Rescue team will work in conjunction with all agencies that request services for marine related emergencies.

2. PROCEDURE:

2.1 Marine Rescue Boat

- a. The Marine Rescue Boat is to be operated only by Maitland Fire Rescue Department personnel trained and assigned to carry out such tasks.
- b. The Marine Rescue Boat is to be checked each morning to insure all systems are operational and all safety equipment is accounted for. Fuel level is to be no less than one half (1/2) full.
- c. The Marine Rescue Boat is to be towed only by Department approved towing vehicles. Rescues 45 and 47, as well as staff vehicles with proper trailer towing equipment, can be utilized.
- d. When connecting the Marine Rescue Boat to the towing vehicle, two (2) persons must verify proper connection of the coupler, safety chains, and lights. The coupler is to be "pinned" via a padlock or approved pin mechanism.
- e. The boat is to be secured to the trailer via the front winch hook and a "tie down" strap across the rear. Personnel must insure both are in place prior to towing.
- f. A back up guide shall be used at all times when backing the Marine Rescue Boat.
- g. All personnel shall wear U.S.C.G. approved flotation devices while conducting marine rescue activities, operating, or riding as a passenger in the Marine Rescue Boat.

2.2 Operations

- a. Launch sites for marine rescue operations shall be determined by the incident commander.

Maitland Fire Rescue Department

Standard Operating Guidelines


Title:	Marine Rescue Operations		
Section:	Emergency Operations – Special Operations		
SOG #:	230.01	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	

- b. Factors to be considered prior to launching the Marine Rescue shall include:
 - Time of Day
 - Weather
 - Personnel Safety - The Incident Commander is responsible for making the determination to launch based on the above factors.
- c. Marine Rescue operations shall be limited to surface water rescue only when the victim is visible.
- d. Victim assistance is to be administered via throw devices. Only personnel with water rescue training shall enter the water to attempt a “hands on” rescue.
- e. Personnel may enter the water with mask, fins, and snorkel for the purpose of locating a victim and/or vehicle when the exact location is known. Upon locating such, the area is to be marked using a floating device, and secured until proper resources arrive to mitigate the situation. All persons entering the water to perform surface water procedures shall wear a buoyancy compensation device and be tethered to a shore line attended by an individual on shore or in the boat.
- f. Personnel shall only enter the water after the boat has been launched and adequate persons are in the boat to render assistance.
- g. A minimum of one person in the boat shall monitor a portable radio on the assigned channel for that incident.
- h. At no time shall personnel be in the water while the outboard motor is running.

During summer months when the water temperature may exceed 80F, the use of nose plugs shall be mandatory to protect against water born illnesses such as amoebic meningitis. Only necessary personnel should be allowed to enter the water to effect rescue efforts during these periods of increased water temperature.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Elevator Emergencies			
Section:	Operations – Special Operations			
SOG #:	230.02	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

Establish guidelines for handling elevator emergencies in the safest way possible.

2. PROCEDURE:

- a. Whenever possible, elevator malfunction issues should be handled by an elevator mechanic with Fire Department members assisting.
- b. Emergency evacuation procedures shall only be utilized in true emergency situations. All non-emergency evacuations shall be conducted by elevator personnel.
- c. Responses to a report of persons stuck inside an elevator will not be considered an emergency unless:
 - There is a true emergency medical condition with one of the car's occupants.
 - There is an individual unable to “cope” with the entrapment.
 - There is a circumstance involving fire or potential fire.
- d. Upon arrival, the OIC will meet with a building representative, preferably the building engineer, if possible to determine the elevator company they utilize for service. That company shall be contacted to respond immediately. The OIC will request an ETA. If necessary, the OIC shall make direct contact with a **supervisor** of the elevator company to explain the situation and request a timely response. In the event that the elevator company in question is not available or has a significant delay, attempts should be made to make arrangements with another company for response.
- e. The OIC will determine the safety and condition of the occupants and make contact with the occupants verbally to offer reassurance. The OIC will weigh the “risks vs. benefits” of affecting a rescue and will make an informed decision on how to proceed.

If after careful assessment of the situation it is revealed that all that will be required is the opening of the car door (car within 3 feet of landing and occupants are ambulatory), the OIC may chose to remove the victims AFTER securing power to the car. Extreme care must be taken when choosing this option.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Elevator Emergencies		
Section:	Emergency Operations – Special Operations		
SOG #:	230.02	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	


- f. In the event that victim rescue is necessary before the arrival of elevator personnel, all safety measures must be followed. The safest means of rescue is through elevator doors. Power to the car in question and any adjacent elevators shall be secured prior to affecting a rescue. An FD member shall be assigned to guard the power disconnect to prevent someone from prematurely restoring the power.

- g. In rare circumstances it may be necessary to affect a rescue via the hoistway. Safety precautions must be maintained. Power must be secured to the car in question and adjacent cars as well.

- h. Following an incident with an elevator, the building representative shall be advised to leave the elevator out of service until it can be assessed by appropriate elevator service personnel. FD members shall not reengage the power source until the elevator has been properly assessed and or repaired by elevator personnel.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Technical Rescue Response			
Section:	Emergency Operations – Special Operations			
SOG #:	230.03	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

Response to technical rescue incidents including high angle, confined space and hazardous materials that require expertise and/or equipment beyond the level of training of MFD personnel.


To provide procedures for Maitland Fire Rescue Department personnel while operating at the scene of alarms involving specialized rescue teams (confined space, high angle, structural collapse and hazardous materials incidents).

2. PROCEDURE:

- a. Maitland Fire Rescue personnel shall follow established guidelines for emergency responses regardless of the type of incident based on dispatcher information.
- b. Upon arrival at the scene, the ranking officer shall perform a scene size-up and evaluation to determine the need for additional resources.
- c. If the need for technical rescue teams or equipment that exceeds the level of training or capabilities of responding units is identified, the ranking officer will request from dispatch the response of appropriate personnel through mutual aid.
- d. Fire Rescue personnel will provide for basic scene safety and establish a safe perimeter. The ranking officer should gather as much information as possible about the type of incident, number of patients and any associated hazards should be identified.
- e. Battalion 45 will respond to the scene and establish command. Command may be relinquished to mutual aid battalion chiefs with expertise in the rescue or event being mitigated.
- f. Upon arrival of specialized rescue teams to the scene, all parties will meet at the command post to discuss the action plan.
- g. Fire Rescue personnel will act in support of mutual aid technical rescue teams. At no time will any MFD personnel engage in specialized rescue tasks unless proper training is documented and must be approved by the Incident Commander.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Response to Weapons of Mass Destruction			
Section:	Emergency Operations – Special Operations			
SOG #:	230.04	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

Establish procedures for Maitland Fire Rescue personnel to follow during alarms in which act of terrorism or use of weapons of mass destruction are suspected or used.

2. PROCEDURE:

a. Acts of domestic terrorism have increased over the past several years. Personnel should remain alert for any potential areas of terrorism by remaining current with local affairs. Several types of locations have been designated as “high-risk” for acts of domestic terrorism:

- Any large gathering of people – Festivals, Churches etc.
- Politically Sensitive buildings – Federal Offices, Abortion Clinics, Religious Facilities etc.
- College and University Campuses
- Visit to the community of a political figure – President, Head of State etc.

b. Devices used by terrorists may include weapons of mass destruction (WMD). These weapons may involve, but are not limited to, the use of items of the following nature:

- biological
- nuclear
- incendiary
- chemical
- explosive

c. The types of injury/illness that can be expected from such devices include, but are not limited to:

- Thermal burns
- Radiation sickness
- Asphyxiation
- Chemical burns/inhalation
- Trauma caused by explosive/mechanical weapons

d. Personnel should consider all possibilities when faced with these situations.

Maitland Fire Rescue Department


Standard Operating Guidelines

Title:	Response to Weapons of Mass Destruction		
Section:	Emergency Operations – Special Operations		
SOG #:	230.04	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	

- e. Initial arriving officers to such incidents must perform an accurate scene size up and rapidly employ additional resources as needed. Initial actions should be to isolate the scene and gather as much information as possible from witnesses. Requests for specialized rescue teams should be made immediately upon recognizing the scope of the incident is beyond what initial responding units can effectively handle.
- f. Additional specialized equipment may be required to handle detonations or activations of these devices. An act of domestic terrorism is considered a Federal offense and will activate a response from the Federal Government. You should expect to be dealing with Federal agencies throughout the incident.
- g. Military resources within the State of Florida have the capability to respond to weapons involving biological and chemical devices.
- h. The responsibility for securing the device will rest with the Maitland Police Department or Orange County Sheriff's Department. Fire/Rescue Personnel are not to engage in the search of, or the removal of, any explosive devices. The Fire Department's task will be to prepare for the possible detonation/activation or deployment of a device and treatment of any subsequent victims.
- i. Any other type of assistance will be provided to the Police Department only through the approval of the Battalion Chief.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Response to Hazardous Materials Incidents			
Section:	Emergency Operations – Special Operations			
SOG #:	230.05	Page:	1 of 7	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish the Fire Department's response, control and abatement procedures for any hazardous material release. In addition, the procedure will describe the method for handling all hazardous materials information collected for emergency response.

Establish procedures for crews operating at the scene of an incident involving hazardous materials.

2. PROCEDURE:

Procedures addressed in this policy are intended to be parallel to those of partner agencies for the purposes of continuity. Unless otherwise specified, Maitland Fire Department personnel will respond to reports of hazardous materials incidents to level of first responder operational level as defined by NFPA.

2.1 Definitions

- a. Hazardous Materials- any explosive, flammable, oxidizer, poison, Etiologic agent, radioactive, corrosive, or other substance or material that has escaped its container, in a quantity or form that may pose an unreasonable risk to health, safety and the environment. These are commonly known as Nuclear, Biological or Chemical (NBC).
- b. Hot Zone- the hot zone is the area immediately surrounding a hazardous materials incident, extending far enough to prevent adverse effects from hazardous materials release to personnel outside the zone.
- c. Warm Zone - the warm zone is the area where personnel and equipment decontamination and hot zone support take place. It includes control points for the access corridor and thus assists in reducing the spread of contamination.
- d. Cold Zone - The cold zone contains the command post and such other support functions as are deemed necessary to control the incident.
- e. Level-A Protection- Total encapsulating, vapor proof suit constructed of materials that are resistant to the chemical(s) involved, with SCBA.
- f. Level-B Protection – Non-encapsulating, splash proof, and suit constructed of materials, which are resistant to the chemical(s), involved, with SCBA.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Response to Hazardous Materials Incidents		
Section:	Emergency Operations – Special Operations		
SOG #:	230.05	Page:	2 of 7
Effective Date:	August 1, 2008	Revision Date:	

- g. Level-C Protection - Splash resistant suits constructed of materials, which are resistant to the chemical (s), involved, with SCBA.
- h. Level-D Protection - Structural fire fighting clothing, with SCBA.
- i. EMS/HM Level-1 Responder- those persons who, in the course of their duties, might be called on to perform patient care activities in the cold zone at a hazardous materials incident. EMS/HM Level-1 responders shall provide care only to those individuals who no longer pose a significant risk of secondary contamination.
- j. EMS/HM Level-2 Responder- those persons who, in the course of their duties, might be called on to perform patient care activities in the warm zone at a hazardous materials incident. EMS/HM Level-2 responders might be required to provide care to those individuals who still pose a significant risk of secondary contamination. In addition, personnel at this level are able to coordinate EMS activities at a hazardous materials incident and provide medical support for hazardous materials response personnel.

2.2 Dispatch

- a. The dispatch center will attempt to obtain any and all information from the person reporting a hazardous materials incident. The information should, if possible, include material name and/or type, amount and size of container(s), problem (leak, spill, fire, etc.) and dangerous properties of the materials as well as the number of persons injured or exposed. The call taker should remain on the telephone with the caller to gain additional information after entering the call for the dispatch.
- b. Any additional information shall be relayed to responding units after dispatch. This should include the safest approach or best access to the incident if available.
- c. If the call comes from a person with particular knowledge of the hazardous situation, that person should be instructed to meet and direct the arriving units. Dispatch shall relay that person's location and level of knowledge to responding units.
- d. The dispatch center will dispatch the appropriate Hazardous Materials response assignment.
- e. Dispatch will inform responding units as to the prevailing wind speed and direction from the monitoring station nearest the incident.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Response to Hazardous Materials Incidents		
Section:	Emergency Operations – Special Operations		
SOG #:	230.05	Page:	3 of 7
Effective Date:	August 1, 2008	Revision Date:	

2.3 General

- a. All Maitland Fire Department Emergency Operating Procedures, unless superseded by a specific part of this plan, remain in effect for Hazardous Materials incidents.
- b. The first unit must consciously avoid committing itself to a dangerous situation. When approaching, slow down or stop to assess any visible activity taking place. Evaluate effects of wind, topography and location of the situation and route any other responding companies away from any hazards
- c. Initial responding crews shall not enter a vapor cloud or contaminated area or place themselves in a hazardous position or situation. Once Command is established, and the different hazard zones are identified, crews will operate within the guidelines of this SOG and as directed by Command.
- d. Initial responding crews operating in any area suspected of being hazardous, at a minimum, must be in full PPE including SCBA, until otherwise directed by command.

2.4 First Arriving Unit

- a. The first arriving officer will establish Command and begin a size-up.

2.5 Size-Up

- a. Command must make a careful size-up before making a commitment. It may be necessary to take immediate action to make a rescue or evacuate an area. This should be attempted only after a risk/benefit analysis is completed.
- b. The objective of the size-up is to identify the nature and severity of the immediate problem and to gather sufficient information to formulate a valid action plan. Hazardous materials incidents require a cautious and deliberate size-up.
- c. Avoid premature commitment of companies and personnel to potentially hazardous locations. In many cases, evaluation by hazardous materials team members before committing is the safest and best approach.
- d. Identify hazardous area(s) based on potential danger, taking into account materials involved, time of day, wind and weather conditions, location of the incident, and degree of risk to unprotected personnel.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Response to Hazardous Materials Incidents		
Section:	Emergency Operations – Special Operations		
SOG #:	230.05	Page:	4 of 7
Effective Date:	August 1, 2008	Revision Date:	

- e. The primary objective is to identify the type of materials involved in a situation, and the hazards presented, before formulating a plan of action. Look for labels, markers, DOT IDENTIFICATION NUMBERS, NFPA DIAMOND or shipping papers, etc. Refer to pre-fire plans and ask personnel at the scene for additional information (plant management, responsible party, truck drivers, fire department specialist). Use reference materials carried on apparatus and have Dispatch contact other sources for assistance in sizing up the problem (state agencies, fire department specialists, manufacturers of materials, etc.).

2.6 Command

- a. Establish a Command Post (CP) in a safe location (upwind/uphill) that best supports the command functions. Command should allow enough distance and shielding from the hazards of the incident so the CP remains safe should the wind direction or hazardous conditions change.
- b. Establish a Level-2 Staging location that is in a safe location. Once established, all responding units will report directly to staging unless otherwise directed by command.
- c. Take immediate action to evacuate and/or rescue persons in critical danger, if possible, providing for safety of rescuers first.
- d. Identify the material(s), the quantity of product and type of containers involved in the incident. Utilize all available resources to properly identify the product(s) involved and determine the appropriate actions to take to safely mitigate the incident. Locate any available shipping papers or facility documents such as chemical inventory lists, Material Safety Data Sheets, etc.
- e. Identify and mark the hot zone, warm zone and cold zone and communicate that to all members operating on the incident.
- f. Establish an evacuation zone and assign resources to manage it.
- g. Insure that all proper notifications are made to the respective local, state and federal agencies as necessary. (Red Cross, State Warning Point, EPD, etc.)

2.7 Utilize the Sheriff's Office or other law enforcement officers to

- a. Establish and maintain an evacuation route for citizens and emergency responders should the incident escalate requiring an evacuation.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Response to Hazardous Materials Incidents		
Section:	Emergency Operations – Special Operations		
SOG #:	230.05	Page:	5 of 7
Effective Date:	August 1, 2008	Revision Date:	

- b. Conduct evacuations as directed by command, maintain evacuation areas, and provide crowd control.
- c. Escort the delivery of any equipment, materials, and or equipment requested by command.

2.8 Mitigation Efforts

- a. The mitigation team will be limited to those crew members specially trained in handling hazardous materials incidents as defined in NFPA 472. All other members will perform duties in support of the mitigation efforts as assigned by command such as decontamination, diking, equipment set up, etc.
- b. A minimum number of personnel assigned to any mitigation team shall be two. Prior to any mitigation efforts, a RIT shall be in place that is equally trained and in the same or higher level of PPE.
- c. Efforts will be made to minimize the number of personnel and the amount of equipment used in the Hot Zone.
- d. Prior to any Fire Department personnel entering a contaminated area, command shall cause a decontamination area to be established.

2.9 Decontamination

- a. A decontamination Group shall be established by Command anytime a decontamination process is established.
- b. The Decontamination Group Supervisor shall determine the proper type of decontamination procedures necessary based on the hazardous material(s) involved and inform Command.
- c. The two basic decontamination approaches include Mass Decontamination and Technical Decontamination (Decon).
 - Mass Decontamination (Decon) involves the use of copious quantities of water and is used to provide a rapid decontamination process that can handle a large group of people at one time.
 - Technical Decontamination is a very methodical process that involves one or more people to decontaminate each person in need.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Response to Hazardous Materials Incidents		
Section:	Emergency Operations – Special Operations		
SOG #:	230.05	Page:	6 of 7
Effective Date:	August 1, 2008	Revision Date:	

- d. Due to inclement weather or other pertinent factors, on-scene decontamination may not always be possible. In this situation, another suitable area shall be designated for the decontamination of personnel, apparatus and equipment.

2.10 Medical/Rehab Group or Unit

- a. Command shall establish a Medical/Rehab Group (or Medical/Rehab Unit if the Logistics Section Chief position is staffed) anytime members are engaged in mitigation efforts that requires any form of decontamination.
- b. The Medical/Rehab Supervisor shall insure the group is properly staffed to perform all required functions to include:
 - Vital signs taken for each member involved in the mitigation process before and after each entry.
 - Rapid transport capability utilizing an Maitland Fire Rescue unit.
 - Fluid and nutrient replenishment capabilities for all incident scene members.
- c. Only fire department EMS personnel (EMS/HM Level-2) will be allowed to treat patients in the warm Zone. All other EMS personnel (EMS/HM Level-1) shall be assigned to treat patients in the Cold Zone.

2.11 Decontamination, Treatment and Transportation of Civilian Casualties:

- a. Command shall ensure adequate resources are assigned, to include the establishment of a civilian decontamination Group (if required to be separate from the FD Decontamination efforts), and the establishment of Groups to manage any MCI needs as defined in SOG #220.02, Mass-Casualty Incidents.
- b. Local hospitals shall be notified if there is a likelihood of contaminated patients showing up at the hospital by POV, without the FD's knowledge.
 - The hospitals shall be informed of the hazardous materials involved, the precautions to be taken, and type of decontamination recommended.
- c. All patients shall be properly decontaminated prior to being transported to the hospital. Any exceptions will require the approval of Command and the hospital shall be properly notified prior to the Rescue's arrival.

Maitland Fire Rescue Department
Standard Operating Guidelines


Title:	Response to Hazardous Materials Incidents		
Section:	Emergency Operations – Special Operations		
SOG #:	230.05	Page:	7 of 7
Effective Date:	August 1, 2008	Revision Date:	

3. References:

- a. NFPA 471, Responding to Hazardous materials Incidents
- b. NFPA 472, Professional Competences of responders to hazardous materials Incidents
- c. NFPA 473, Competences for EMS Personnel Responding to Hazardous Materials Incidents

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Emergency Management / Disaster Response Plan			
Section:	Emergency Operations – Special Operations			
SOG #:	230.06	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To provide guidance on preparing for, acting during and recovering from natural and man made disasters.

2. PROCEDURE:


The City of Maitland Comprehensive Emergency Management Plan is designed to provide direction and a base line understanding of the preferred operation of the City of Maitland during a hurricane incident. This guideline or portions thereof can be used during non- hurricane incidents of disaster proportions. The Plan has been provided to each department in the form of a book and all City of Maitland employees have been instructed on its contents.

3. EMCONS:

- a. The City of Maitland has a system of five (5) readiness and decision phases known as EMCONS (**E**mergency **C**onditions). These EMCONS describe the actions taken by all departments to ready the city for a hurricane event. The EMCONS also address steps to be taken during an event, as well as, those taken during the recovery phase.
- b. Normally, as a storm approaches, the EMCON level gradually increases to address issues that assure the city has all elements in place to be impacted by a hurricane.
- c. In the event of a disaster with little to no prior notice, the appropriate EMCON can be declared to initiate the necessary actions by all departments to recover from the incident.
- d. The Fire Chief acts as the Emergency Manager for the city and is the chairperson of the Disaster Committee. It is the responsibility of the Emergency Manager to monitor any threat to the City of Maitland and issue EMCON changes as deemed appropriate.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Response to Suspected Clandestine Drug Labs			
Section:	Emergency Operations – Special Operations			
SOG #:	230.07	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To identify standards for operations conducted at incidents where clandestine labs (clan labs) are suspected.

2. PROCEDURE:

- a. Withdraw personnel and evacuate public immediately.
- b. Do not ventilate mechanically.
- c. Do not shut-off utilities.
- d. Do not perform any salvage or overhaul.
- e. Do not touch or disturb anything.
 - Do not activate any switches.
 - Do not activate any lights.
 - Do not activate any valves.
 - Do not activate anything mechanical, electrical or electronic.
- f. Note any containers, chemicals or cylinders.
- g. Note any peculiar or strange odors.
- h. Perform basic decon of all personnel or public who have been exposed.
 - Establish a decon area with adequate run-off provisions.
- i. Treat the scene as an explosive atmosphere.
- j. Treat all equipment as an Improvised Explosive Device (IED).
- k. Request law enforcement *via MDT*.
- l. Establish unified command with MPD, mutual aid and/or FDLE.
- m. Deny re-entry and isolate the area.


Maitland Fire Rescue Department
Standard Operating Guidelines

Title:	Response to Suspected Clandestine Drug Labs		
Section:	Emergency Operations – Special Operations		
SOG #:	230.07	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	

- n. Evacuate the area:
- One house in all directions
 - All connecting apartments – laterally and horizontally
 - Highways and roadways – at least 300 feet in all directions
 - Commercial – Ground Zero plus 150 feet
- o. Do not discuss or talk to any bystanders, media or occupants.
- p. Wear full PPE until given the all-clear by IC.
- q. Prepare for confined space operations with appropriate precautions.
- r. Ventilate only when explosive limits have been decreased.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Radio Communications			
Section:	Emergency Operations – Communications			
SOG #:	240.01	Page:	1 of 8	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To provide procedures for radio communications using mobile and portable hand held radios.

2. PROCEDURE:

2.1 Pre- Alert Procedure

All 911 calls placed in the City of Maitland will be answered by the Maitland Police Department dispatch center. The dispatcher will gather the necessary information from the 911 caller including:

- The type of emergency (police, fire or medical)
- The address of the emergency
- General information on the patient complaint (chest pain, shortness of breath etc.)

The dispatcher will notify Maitland Fire Department units utilizing radio Tac “MFD 1” of the information above immediately upon receiving it from the caller. The dispatcher will then connect the 911 caller with the Orange County Fire Rescue Dispatch Center who will gather more detailed information about the alarm and dispatch Maitland Fire Department units utilizing OCFD Tac 1.

2.2 Radio Procedures During Unit Response

- a. Units that are dispatched to an incident must select the channel assignment indicated in the dispatch and advise, “responding” either verbally or through use of MDC (mobile data computer) or both, to confirm acknowledgment of the alarm.
- b. The dispatcher will challenge any unit that does not respond on the appropriate channel, at the 2-minute mark from time of dispatch with, for example, “Engine 45 confirm response”. If the unit does not immediately respond, a back-up phone call will be made to the station to confirm the unit received the alarm. The Fire 1 operator will also be asked to re-tone the station.
- c. If response of the unit cannot be confirmed within 3 minutes from time of initial dispatch, a replacement unit will be dispatched and the Battalion Chief will be notified.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Radio Communications		
Section:	Emergency Operations – Communications		
SOG #:	240.01	Page:	2 of 8
Effective Date:	August 1, 2008	Revision Date:	

- d. A third repeat of the dispatch information is available to all units that are MDC equipped. A third repeat will be given verbally by the dispatcher for all alarms involving the response of a single manned unit, i.e., EMS Supervisor, after all units assigned to the call have advised “responding”. In the event a unit needs an immediate repeat of the address, cannot wait until all units have responded, or the MDC is not available the unit will advise and the dispatcher will provide the information immediately.

The third repeat will include all of the information that is pertinent to the call that was received by the call taker. This will include medical history, communicable disease information, specific location information (such as office suite number or directions to the site), etc. NOTE: In the case of communicable disease information, the exact nature of the illness will not be given – the units will only be advised to use “[Universal Precautions](#)”.

- e. If the call taker receives additional pertinent information, the responding units will be updated immediately regardless of the MDC status. This information may include, but not limited to, anything that could be life threatening to the patient or personnel responding, address directions, change in patient status, etc. Situations that are found to be violent or unstable at time of call will be verbalized to the units immediately. MDC’s should be used for all other updates.
- f. Units that are responding to an alarm are subject to being diverted to a higher priority call and should be alert to such diversions. In the event that two units are equally close to a call, the dispatcher will determine which unit will continue.

2.3 Cancellations

- a. Once units have been dispatched to a call, they will continue response until:
- A specific protocol allows cancellation;
 - Another Maitland or mutual aid fire department unit arrives on the scene and cancels them;
 - The original caller advises that services are no longer required.
 - It is determined by the highest-ranking officer dispatched that our services are not needed; or
 - The unit is diverted to another call.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Radio Communications		
Section:	Emergency Operations – Communications		
SOG #:	240.01	Page:	3 of 8
Effective Date:	August 1, 2008	Revision Date:	

- b. Any alarm that is dispatched will require an incident number. This includes alarms that are canceled before response and automatic fire alarms at fire stations.
- c. Whenever a full compliment is responding to an incident and one unit indicates that it can handle the scene without any other unit’s assistance, the cancellation request will be repeated, and the incoming units will be cancelled by the dispatcher. A “roll call” will be conducted for units that are not MDC equipped. All other units may utilize the MDC to return to Fire 1.
EX: “E45 advising no fire, E45 can handle, all other units return to service. Incoming units utilize the MDC to return to Fire 1.”
- d. Dispatchers may cancel units when the location given has been determined to be incorrect. The alarm would then be re-dispatched to the correct location or turned over to the correct agency. If the same units will be sent to the corrected (new) location, then the dispatcher will use the SL command to officially record the new location. If a different set of units will be sent to the corrected address, a new incident should be created.

2.4 Arrival on the Scene

- a. In the event the unit is having difficulty locating the scene, the dispatcher will assist in any way possible including calling the original caller back for additional information on the location.
- b. If the unit has been responding for 8 minutes without arriving on the scene, the dispatcher will challenge the unit and offer assistance. See [Units Unable to Locate an Address](#).***The dispatcher will make every effort to contact the original caller for further directions. The call taker will play the tape back and obtain as much information as possible, confirming the location. The Communications Supervisor will be notified.***
- c. Units arriving on the scene of a non-EMS call will give an arrival report immediately and the dispatcher will repeat the report in full. In the event an arrival report is not given, the dispatcher will challenge the unit for it.
- d. If units arrive on the scene and determine the scene to be more severe than originally reported, or if the units need to have a dedicated channel for their alarm, the AIP dispatcher will move the other calls to another channel and the working incident will remain on the channel originally assigned. The AIP operator will follow the [Upgrading Alarm](#) procedure as necessary.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Radio Communications		
Section:	Emergency Operations – Communications		
SOG #:	240.01	Page:	4 of 8
Effective Date:	August 1, 2008	Revision Date:	

2.5 Situation Reports

- a. Once the unit has had a chance to assess the situation, a situation report will be given. On EMS incidents, this will include whether the patient requires ALS or BLS assistance. On fire calls, it will include extent of involvement, exposures, etc.

- b. The dispatcher will challenge units that have not reported a situation report within 5 minutes. In the event of a situation involving an illegal activity (fight, gunshot wound, etc.), the dispatcher may require a situation report before 5 minutes have elapsed.

- c. Periodic updates should be given by, or to, command whenever any of the following milestones have passed:
 - Patient contact
 - 10 minutes into alarm from time on scene
 - 20 minutes into alarm from time on scene
 - Patient revived, coded, extricated, or shocked
 - Fire under control
 - Fire out
 - Patient transported

- d. The dispatcher will repeat all arrival, significant situation reports, and requests for additional units and then enter that information into the CAD (computer aided dispatch) report.

2.6 Command

- a. Command will be established on multi-company (more than two units) incidents. The officer establishing command shall name command. If command does not assign a name, the dispatcher will prompt them for this information. The dispatcher will repeat the assumption and transfer of command. Once command has been established, all radio communications that incident will be received from and directed to command using the full name of command.

EX: “Orange County to McDonald’s Command...”

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Radio Communications		
Section:	Emergency Operations – Communications		
SOG #:	240.01	Page:	5 of 8
Effective Date:	August 1, 2008	Revision Date:	

2.7 Availability

- a. Ideally, units will advise dispatch whenever they become available for another alarm. However occasionally units that are not available can become available faster than a second due unit can respond to a new alarm. If the type of alarm or amount of time on the scene indicates, the dispatcher will ask the unit if it can become available. If the unit advises that it can become available, the dispatch will be made on the AIP channel.

- b. The dispatcher will alert the units on the channel that an emergency call is pending and the dispatcher will be challenging a unit(s) for availability status. The AIP dispatcher will perform the actual dispatch of the unit.

2.8 Ten/Twenty Minute Warnings

- a. On involved incidents such as codes, structure fires, extrication, when the incident has reached ten minutes and twenty minutes into the alarm from the time of arrival of the first unit on the scene. This warning will be preceded by a solid alert tone. The warning will be calculated from the time on scene of the first Public Safety Unit's arrival. The warnings are given at 10-minute intervals until Command advises to 'stop the clock'.

2.9 Radio Channel Assignments

- a. All AIP radio channels, Fire1 –Fire 10, will be monitored 24 hours a day, 7 days a week. The other channels will be monitored only for the activation of an Emergency Alarm.

- b. In the event a transmission made to the dispatcher on a monitored channel is not acknowledged, the person/unit should repeat the transmission. In the event the second transmission is not acknowledged, the person/unit will assume that one of the radios is out of service. An attempt should be made to transmit on another channel. If that transmission is also not answered, contact should be made to the Communications Center by phone immediately.

- c. It is important for everyone to realize that both portable and mobile radios will be heard by everyone monitoring the channel. Courtesy and professionalism will be maintained at all times.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Radio Communications		
Section:	Emergency Operations – Communications		
SOG #:	240.01	Page:	6 of 8
Effective Date:	August 1, 2008	Revision Date:	

- d. All transmissions initiated by dispatch will be preceded by the unit/person’s radio I.D. The OCFRD dispatch center does not use 10 codes, QSL signals, etc. All transmissions will be made in plain English. The FCC prohibits any use of profanity on the air.
- Units should always be acknowledged or answered using their unit ID.
 - Command should always be acknowledged or spoken to by their command name. I.e., “Orange County to Maitland Command”.
 - The phrase “Orange County copies”, “check” or “understood” should not be used. The dispatcher should repeat back the pertinent information, including the unit ID.
 - i.e. **Unit**, “E45 on the scene, single story, ordinary construction, 1100 square foot residential, smoke showing from the roof.”
 - **AIP**: “E45 reporting single story, ordinary construction, 1100 square foot residential, smoke showing from the roof.”
- e. The OCFRD has 16 primary radio channels that are commonly used for emergency and non-emergency communications.
- f. The radio channels are numbered 1-16 and are generally used as follows:
- FIRE 1 - Emergency dispatching and unit status changes
 - FIRE 2 - Non-emergency communications from units to dispatch
 - FIRE 3 - Alarms in Progress - Eastside - Alarms with less than 4 units
 - FIRE 4 - Alarms in Progress - Eastside - Alarms with more than 4 units
 - FIRE 5 - Alarms in Progress - Southside - Alarms with less than 4 units
 - FIRE 6 - Alarms in Progress - Southside - Alarms with more than 4 units
 - FIRE 7 - Alarms in Progress - Northside - Alarms with less than 4 units
 - FIRE 8 - Alarms in Progress - Northside - Alarms with more than 4 units
 - FIRE 9 - Alarms in Progress - Northside - Overflow Alarms
 - FIRE 10 - Inter-Agency communication (other agencies calling OCFRD)
 - FIRE 11 - Alarms in Progress - Overflow
 - FIRE 12 - Fire Loss Management
 - FIRE 13 - Maintenance
 - FIRE 14 - Unit-to-Unit Communications
 - FIRE 15 – Tactical Field Repeater Access
 - FIRE 16 – Unit-to-Unit Direct on Fireground

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Radio Communications		
Section:	Emergency Operations – Communications		
SOG #:	240.01	Page:	7 of 8
Effective Date:	August 1, 2008	Revision Date:	

- g. Dispatch personnel are responsible for making the notifications as outlined in this procedure. Maitland Fire Department personnel are responsible for ensuring that pagers, telephones, etc. are in good working order. Fire Administration is responsible for providing a printout of employee’s telephone numbers quarterly.

2.10 Automatic Notifications

- a. Ambulances - The AIP operator is responsible for ensuring that a transport capable ambulance is responding to every medical emergency in the City of Eatonville and mutual aid response areas within Orange County. In most cases, this need will be fulfilled by a commercial ambulance company and in others; Maitland Fire Department will be responsible for transporting the patient. This notification may/may not occur electronically but it is still the AIP operator’s responsibility to call commercial ambulance companies to ensure that they received electronic notification. If a commercial ambulance has not radioed ‘responding’ within 2 minutes from time of dispatch, the AIP operator will call the commercial ambulance dispatcher to confirm availability.
- b. Law Enforcement - The AIP operator is responsible for ensuring that the appropriate law enforcement agency has been notified on any incident involving an illegal activity or auto accident. Whenever the call comes in via 9-1-1, the law enforcement dispatcher is usually still on the line and the call taker should verify if the law enforcement agency is en route. This also may occur during the 9-1-1 call but it is the AIP dispatcher’s responsibility to ensure that it has been done.
- c. The Maitland Police Department responds to all auto accidents within the City of Maitland. Florida Highway Patrol – FHP responds to all auto accidents occurring in unincorporated Orange County. Eatonville Police Department responds to all accidents within the City of Eatonville. It will be the responsibility of the AIP operator to make this notification to the appropriate police agency.
- d. All notifications will be noted in the CAD system Incident History.

2.11 Requested Notifications

- a. Office of the Fire Marshal - Occasionally units will arrive on the scene of a location that requires immediate action by the City of Maitland Fire Marshal. Upon request, the dispatcher will notify the Fire Marshall to respond, if necessary.
- b. State Fire Marshal’s Offices - The State Fire Marshal’s Office handles all arson investigations for the OCFRD and will investigate any incident where the cause of the fire is unknown.

Maitland Fire Rescue Department

Standard Operating Guidelines


Title:	Radio Communications		
Section:	Emergency Operations – Communications		
SOG #:	240.01	Page:	8 of 8
Effective Date:	August 1, 2008	Revision Date:	

- c. At least one public safety unit should remain on the scene until the Fire Marshal arrives. This is to maintain the chain of custody of any evidence present as well as to provide security for the scene. The SFM does not normally handle investigations of brush fires. The Division of Forestry handles these.

- d. Red Cross Responder – In the event an occupant is displaced from their home, usually due to fire or water damage, an ARC responder may be notified to assist. During business hours, Monday-Friday 0800-1630, the Red Cross should be notified at their office 407-894-4141. After hours, the Red Cross can be reached by activating the A RED CROSS paging group in the Supervisor or MedCom PC.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Automatic / Mutual Aid Responses			
Section:	Emergency Operations - Communications			
SOG #:	240.02	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

The stated purpose of the Mutual Aid – Working with External Agencies guideline is to provide mutual assistance to the parties for control of fire, emergency medical services, hazardous materials control, and/or other emergency support in the event of a major fire, disaster or other emergency.

2. PROCEDURE:

2.1 Request for Assistance

The Commanding Officer or Incident Commander of the Maitland Fire Department at the scene of an emergency within the boundaries of its geographical jurisdiction is authorized to request assistance from any other party to the Mutual Aid/Inter-local Agreement if confronted with an emergency situation at which there is need for equipment or personnel in excess of that available by the department.

2.2 Response to Request

Upon receipt of a request as provided for in Paragraph No. 1 the person(s) receiving the request shall immediately take the following action:

- a. Determine if the department has equipment and personnel available to respond to the request of the Requesting Party and determine the type of the equipment and number of personnel available.
- b. Determine what available equipment and what available personnel should be dispatched in accordance with the plans and procedures established by the parties.
- c. In the event the requested equipment and/or personnel are available, then the Commanding Officer shall authorize dispatch such equipment and personnel to the scene of the emergency with proper operating instructions.
- d. In the event the requested equipment and/or personnel are not available, then the Commanding Officer shall immediately advise the Requesting Party of such fact.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Automatic / Mutual Aid Responses		
Section:	Emergency Operations – Communications		
SOG #:	240.02	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	

2.3 Command Responsibility at Emergency Scene

Command at the scene of a mutual aid incident shall be as dictated by the department's procedures for incident command.

2.4 Post Response Responsibility


Upon completion of the rendering of assistance, such assistance and help as is necessary will be given by the parties to locate and return any items of equipment to the fire department owning said equipment.

2.5 Pre-Incident Planning

The commanding officers of the agencies to the inter-local agreement may, from time to time, mutually establish pre-incident plans which shall indicate the types of and locations of potential problems areas where emergency assistance may be needed, the type of equipment that should be dispatched under such circumstances, the number of personnel that should be dispatched under such circumstances and the training to be conducted to ensure efficient operations. Such plans shall take into consideration the proper protection by the Responding Party of its own geographical jurisdiction. The parties hereto agree to take such steps as are feasible to standardize equipment such as couplings, hose, and apparatus, so that said equipment can be fully utilized by either of the parties hereto.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Challenging Calls for Service			
Section:	Emergency Operations – Communications			
SOG #:	240.03	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth Neuhard</i>			

1. PURPOSE:

To set forth a standard for challenging an alarm within the City of Maitland.

2. PROCEDURE:


When challenging an alarm contact OCFD dispatch on OCFD TAC 1, advise your unit ID and the unit you will be challenging. After acknowledgement, select the appropriate radio TAC and advise the unit you are challenging of your location. At that point the decision will be made as to which unit will continue to respond. The closest unit and/or the unit with the most appropriate resources will continue to the alarm.

2.1 Considerations:

- a. Your location and the unit you are challenging.
- b. Traffic patterns, time of day and weather.
- c. Is your vehicle staffed with the appropriate personnel for the alarm? Ex. ALS or BLS engine, transport unit, aerial. Consider the type of call.
- d. When challenging another agency that may be closer, consider adding your unit to the alarm instead of canceling other units.
- e. Does the call require special equipment that you are attempting to replace such as a tanker or squad?
- f. Confirm information to B45 and/or OCFD dispatch.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Emergency Call Button Activation			
Section:	Emergency Operations – Communications			
SOG #:	240.04	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To set forth a standard for implementing procedures for activating the emergency call button (ECB) on mobile and portable radios.

2. PROCEDURE:

The emergency call button on mobile and portable radios is designed to be used for only the most serious or exigent of situations. Activation of the ECB locks out all other radio traffic and provides immediate access to radio operators until the activation is canceled.

ECB activations are separate from “May Day” events. These should be handled as otherwise outlined (see SOG 210.04).

It shall be the responsibility of Fire Administration to provide the OCFRD communications center with current identification information all radios in service within the Maitland Fire Department. That information will apply to all mobile radios and portables, both those assigned to individuals or by position.

2.1 Activation

- a. Maitland Fire Rescue Department personnel may activate an ECB to communicate an emergency message over the air whenever a voice message cannot be transmitted. Reasons may include, but are not limited to:
 - Inability to speak due to injury;
 - Personnel are in imminent danger and cannot otherwise communicate that; or
 - Anytime the volume of radio traffic impedes voice communications for matters meeting the criteria of items 1 and 2 above.

- b. Anytime an ECB is activated, the activation is transmitted to the communications center for which the radio is selected. The activation will demonstrate the ID of the unit activating the ECB. When using OCFRD tacs 1-15, activation of the ECB will be acknowledged by OCFRD personnel. (also see OCFRD order # GO 07-90) When activated on MFD fire channels, activation will be acknowledged by Maitland Police Department’s communications center at Apopka dispatch on the Maitland Police (MPD 1) frequency.

Maitland Fire Rescue Department


Standard Operating Guidelines

Title:	Emergency Call Button Activation		
Section:	Emergency Operations – Communications		
SOG #:	240.04	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	

- c. When activated, the receiving communications center operator will call for confirmation of activation.
- If not in danger or if unintentionally activated, the unit activating the call button will indicate by identifying themselves and confirming the accidental nature of the activation.
 - If in danger and capable, the crew will confirm the nature of the activation, give a situational report, give location and what type of assistance is needed.
 - Situations other than those reflected above, including a ‘no response’ condition, will be understood to mean the activating units are in danger and in need of additional fire service and/or law enforcement assistance.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Emergency Calls Received at Station			
Section:	Emergency Operations – Communications			
SOG #:	240.05	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:


To establish a guideline for Fire/Rescue personnel to follow when calls for emergency assistance are received at the Fire Station.

2. PROCEDURE:

- a. Always speak in a calm, distinct and competent voice.
- b. Take charge of the conversation. After the initial exchange, determine the needs of the calling parties, stop any superfluous conversation and get the facts as quickly as possible.
- c. Ask questions. Take all the information pertaining to the call and write them down. Do not leave details to memory.
- d. Obtain the following:
 - Name of the caller
 - Address of the incident
 - Nature of the incident
 - Call back phone number
- e. If the caller indicates they may be in a dangerous situation, such as inside a structure that is on fire, instruct them on the proper way of exiting the building.
- f. Have the caller hang up the phone and call 911.
- g. Notify Tac 1 of the call and report a “still alarm” – follow the procedure outlined for “still alarms” in SOG 240.01.
- h. If you receive a call for an emergency in another agency’s jurisdiction which is not covered by OCFRD’s communication center; call OCFRD communications and notify them of the emergency. Orange County will forward the call to the appropriate jurisdiction.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Vehicle Operations			
Section:	Emergency Operations – Facilities & Equipment			
SOG #:	250.01	Page:	1 of 6	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

The Fire Department shall consider health and safety as primary concerns in the specification, design, construction, acquisition, operation, maintenance, inspection, and repair of all vehicles.

2. PROCEDURE:

Vehicle Operators must continually weigh Risks vs. Benefits when responding to emergencies. Safe arrival is essential for our members to be effective in emergency and non-emergency operations.

2.1 Inspection, Maintenance, and Repair of Vehicles

- a. All vehicles shall be kept as clean as possible. The driver of any vehicle is responsible for the cleanliness and appearance, both interior and exterior.
- b. Members assigned the responsibility of operating any department vehicle shall, upon commencing their tour of duty, carefully inspect the condition and serviceability of their vehicle, noting any defect, damage or missing equipment. Failure to inspect a vehicle prior to assuming control and failing to identify any such condition may result in assigning the responsibility for such defect, damage or missing equipment to the member neglecting to adhere to this policy.
- c. Any Fire Department vehicle found to be unsafe shall be placed out of service until repaired. Repair work will require a repair order to be signed by the requestor and then forwarded to City Garage. After being repaired, the vehicle shall be inspected prior to being placed back in service by the designated vehicle operator.
- d. The fuel level of each vehicle must be checked at the beginning of each shift and properly serviced as needed. All vehicles will be turned over to the on-coming shift with a minimum of 3/4 tank of fuel. All other fluid levels are to be checked by garage personnel each week.
- e. Inventory sheets shall be followed during check out and inventory books filled out for **EACH** vehicle, **EACH** day. Each book is to be signed by the OIC daily.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Vehicle Operations		
Section:	Emergency Operations – Facilities & Equipment		
SOG #:	250.01	Page:	2 of 6
Effective Date:	August 1, 2008	Revision Date:	

- f. One day per week, each vehicle will have a "weekly" checkout at which time **ALL** equipment will be removed from every compartment, checked and serviced thoroughly according to manufacturer's recommendations, and the compartment and equipment cleaned.
- g. In the event any damage is incurred to a department vehicle, or if mechanical trouble becomes apparent during operation, the operator will immediately notify the OIC, then complete all appropriate paperwork. (Repair forms, accident forms.)
- h. Department vehicles are not to be used for pushing or towing any vehicle except as emergency operations dictate.

2.2 Drivers / Operators of Fire Department Vehicles

- a. Only members who are trained and certified in the proper operation shall operate Fire Department vehicles. (Must have EVOC to operate Rescue and staff vehicles). Must be a designated Relief Driver and EVOC trained to operate other apparatus (Refer to training plan)
- b. Drivers of Fire Department vehicles shall have a valid driver's license. Any changes in DL status (i.e. citation, suspension, revocation, etc.) shall be reported immediately to the member's Lieutenant and Battalion Chief.
- c. Members will only use department vehicles for performing their official duties. Under no circumstances will department vehicles be used for private use, unless otherwise authorized.
- d. Drivers of Fire Department Vehicles shall be directly responsible for safe and prudent operation under **ALL** conditions. When the driver is under supervision of an officer (Lieutenant or Engineer), that officer shall also assume responsibility for the actions of the driver.
- e. Driver shall not move Fire Department vehicles until persons in the vehicle are seated and secured with seatbelts in the approved riding positions. Members must be dressed in turnout gear and belted during response except in rare and unusual circumstances. The OIC and driver must evaluate these situations and make a decision as to the risk vs. Benefit of making exceptions to this rule
- f. A spotter will be utilized while backing any Fire Department apparatus (Engines, Trailers, Rescue).

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Vehicle Operations		
Section:	Emergency Operations – Facilities & Equipment		
SOG #:	250.01	Page:	3 of 6
Effective Date:	August 1, 2008	Revision Date:	

2.3 Fleet Safety and Operators Conformity To The Rules of The Road

- a. Vehicle safety includes the establishment of standards for vehicle testing, inspections, preventive maintenance, and defensive driving. Defensive driving is a matter of personal practice, which involves proper motivation, and the development of a positive mental attitude toward driving. Members are urged to adopt the correct mental attitude and response in order to drive defensively while practicing fleet safety. It is the intent of this department to reinforce safe driving habits through in-service training, driving training courses, close supervision, and discipline. Members of this department government and are constantly under close scrutiny of the public while operating a department vehicle. Because this is true, members have a duty to operate vehicles in a safe, courteous, and legal manner in conformity with Florida Statutes.

- b. Chapter 316.051 of the Florida Statutes provides that:
 - The rules of the road apply to the operation of vehicles upon all state and county highways, municipal streets and alleys, and wherever vehicles have the right to travel.

 - The operators of all vehicles owned by the United States, this State, or any county, city, town, district, or any other political subdivision, must conform to the provisions of this chapter.

2.4 Operating as an Authorized Emergency Vehicle

- a. Florida State Statute 316.003 (1) provides that the definition of an Emergency Vehicle is: Vehicles of the Fire Department, Police vehicles, and such Ambulances and emergency vehicles of municipal departments, public service corporations operated by private corporations, and the Department of Transportation as are designed or authorized by the department or the Chief of Police of an incorporated city or any sheriff of any of the various counties.

- b. Every authorized emergency vehicle shall be equipped with a siren, whistle, or bell, capable of emitting sound audible under normal conditions from a distance of not less than 500 feet and must be approve by the department, but such a siren shall not be used except when the vehicle is operated in response to an emergency call, in which event the driver of the vehicle shall sound the siren when conditions warrant to warn pedestrians and other drivers of the approach thereof.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Vehicle Operations		
Section:	Emergency Operations – Facilities & Equipment		
SOG #:	250.01	Page:	4 of 6
Effective Date:	August 1, 2008	Revision Date:	

- c. There are only two types of responses recognized by this department: Emergency and Non-emergency. A true emergency is defined as a situation in which there is a high probability of death or serious injury to an individual or significant property loss and action by emergency personnel may reduce the seriousness of the situation. OIC's and drivers must weigh risks vs. benefits based on information received during dispatch and update information when determining response mode. Additionally, the same consideration must be made for other responding units and the private ambulance company. These units should be notified to slow their response unless emergency response is necessary after FD units arrive on the scene.
- d. Every authorized emergency vehicle shall be equipped with oscillating, rotating or flashing lights of sufficient intensity, when illuminated, to be visible at 500 feet in normal sunlight, but such lights shall not be used except when in response to or on the scene of an emergency call, in which event the driver shall operate all oscillating, rotating or flashing lights, continuously to warn pedestrians and motorists of the approach thereof.
- e. F.S. 316.072 (5) states the driver of an authorized emergency vehicle, except when otherwise directed by a police officer, may:
- Park or stand, irrespective of the provisions of normal traffic flow.
 - Proceed past red or stop signal or stop sign, but only after slowing down as may be necessary for safe operation.
 - Exceed the maximum speed limits so long as he does not endanger life or property.
 - Disregard regulations governing direction, movement or turning in specified directions, so long as he does not endanger life or property.

The preceding provisions will not relieve the driver of an authorized emergency vehicle from the duty to drive with due regard for the safety of all persons, nor will such provisions protect the driver from the consequences of his reckless disregard for the safety of others.

- f. Although Florida Statutes permit the operator of an authorized emergency vehicle proceed past a red signal or stop sign after slowing down as necessary for safe operation, the policy of this department will require the operator of any department

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Vehicle Operations		
Section:	Emergency Operations – Facilities & Equipment		
SOG #:	250.01	Page:	5 of 6
Effective Date:	August 1, 2008	Revision Date:	

vehicle to make a full and complete stop at all official stop signals or signs when responding to an emergency assignment.

- g. When responding to an actual or suspected emergency, members of this department will proceed at a reasonable speed while assessing existing road and traffic conditions. Extreme caution must be observed in severe weather conditions and when changing lane-to-lane, turning, and changing direction of travel.
- h. The greater the speed of the vehicle, the greater the chance of an accident. Extreme speeds will not be condoned. Response speed should generally not exceed the posted speed limits by more than 10 - 15 miles per hour. Higher speeds may be justified under certain circumstances and conditions, but members of this department will be held accountable for the results of their actions after a careful review.
- i. While responding to emergency calls, the oscillating, rotating, and flashing lights will be used continuously; the siren shall be used as conditions warrant. (Warning shall be given when proceeding through intersections even when green light is present.) (This can be limited to blasts from the air-horn or intermittent siren yelps.) When necessary, siren activation will be continual – (i.e. proceeding through red lights, heavy traffic, etc.)

Remember, using these devices only gives the right to request the right of way; it does not guarantee receiving it.

- j. There may be times when the police department will ask us to respond to an emergency situation, but for their own reasons request us not to use lights and siren. Response under these conditions shall be routine at the discretion of the vehicle operator.
- k. Vehicle operators shall not cross medians with apparatus except in rare and unforeseen situations. If the decision is made to cross a median, the operator must ensure it can be done in a safe manner without causing damage to the apparatus.
- l. Vehicle operators shall not take on traffic in opposing lanes except in rare and unforeseen circumstances.
- m. When transporting a patient in a Rescue vehicle, extreme care must be observed during “emergency” transport (as defined in MFD Practice Parameters), the speed limit should be observed and siren utilized as necessary. The intent of this mode of transport is to avoid delay at stop signs, heavy traffic, and red lights. It allows for

Maitland Fire Rescue Department
Standard Operating Guidelines


Title:	Vehicle Operations		
Section:	Emergency Operations – Facilities & Equipment		
SOG #:	250.01	Page:	6 of 6
Effective Date:	August 1, 2008	Revision Date:	

procession after complete stop when required. It is not the intent to allow for exceeding the speed limit. This could endanger not only the patient but our members performing as attendants as well.

- n. During patient transport in any mode (emergency and non-emergency) the engine retarding system in the Rescue unit shall be disabled to provide a smooth transport.
- o. The “No-Smoke” on units shall be engaged before driving forward into the drive through bays.
- p. Vehicle wheel chocks will be assigned to each emergency vehicle. The vehicle operator will insure that a chock or set of chocks are placed in such a way as to prevent the forward and backward movement of a parked/unattended emergency response vehicle that is outside of the confines of a fire station. Chocks are to be used in conjunction with either air or mechanical brakes. Chocks are to be used in both emergency and non-emergency situations (excluding staff vehicles).

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Apparatus Maintenance			
Section:	Emergency Operations – Facilities & Equipment			
SOG #:	250.02	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To define a procedure for completing vehicle repair and maintenance forms thus providing written communication between members and the City Garage relating to equipment/apparatus issues.

This form will be completed whenever repair/maintenance issues arise related to apparatus and equipment. Equipment shall be maintained as defined in SOG 250.01

2. PROCEDURE:

- a. Complete top section of form.
- b. Select appropriate equipment or unit.
- c. Provide a description of the problem.
- d. Deliver the unit or equipment to the City Garage for repair.
- e. Sign the form and fill in time and date (delivered by).
- f. Have the form signed by Garage personnel (received by).
- g. Fill in the time and date.
- h. Tear off Pink Copy, place on clipboard in Lieutenant office at the respective station.
- i. White and Yellow copy stay with the Garage.
- j. If parts are on order, document this on the form (all colors).
- k. When equipment has been repaired, Garage will notify FD to pick up equipment. They will fill out “notice to p/u”
- l. When FD personnel pick up the equipment from the Garage, sign “received by”, time and date.
- m. Yellow copy will accompany the equipment and shall be returned by the Garage with the equipment when repaired.


Maitland Fire Rescue Department
Standard Operating Guidelines

Title:	Apparatus Maintenance		
Section:	Emergency Operations – Facilities & Equipment		
SOG #:	250.02	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	

- n. Place the yellow copy on the clipboard, discard the pink copy.
- o. Equipment issues should be documented in the station pass-on books.
- p. OIC shall check the clipboard daily to determine if equipment is out of service.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Inventory of Tools & Equipment			
Section:	Emergency Operations – Facilities & Equipment			
SOG #:	250.03	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To insure all equipment is present and in working order.

2. PROCEDURE:

- a. Perform a check of headlights, turn signals, scene lights, warning lights and all audible devices. Walk around the vehicle and note any damage to the vehicle, tires, or exterior equipment. Check the tires for wear, cracks and pressure.
- b. Pumpers - The pump will be pressurized up to 130psi and maintain pressure for 30 seconds. If the pump has manual relief valve, then it should be set to no greater than 130psi. Check the tank water level visually to insure it is full.
- c. Using the vehicle inventory list assess every piece of equipment to insure they are on the vehicle and in proper place. Any items not found need to be documented and reported to the OIC.
- d. All equipment carried on the unit will be checked out thoroughly each day to assure they are in working order.
- e. All portable radio batteries will be changed daily.
- f. Check all the fuel and oil levels on chain saw, cut off saw, generators, extrication pumps and PPV fan.
- g. Every piece of medical supplies will be checked. Any damage or missing items need to be documented with the proper forms and OIC notified.
- h. Every morning after vehicle check out the vehicle inventory book will be signed by the OIC.
- i. **Remember – “Every piece of equipment everyday”.**

Maitland Fire Rescue Department

Standard Operating Guidelines


Title:	Inventory of Tools & Equipment		
Section:	Emergency Operations – Facilities & Equipment		
SOG #:	250.03	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	

SATURDAY VEHICLE DETAIL

Saturday will be vehicle detailing day. On this day thoroughly clean the inside and outside of all vehicles. All moveable parts will be moved and its hardware checked to ensure their tightness, ex. Screws, nuts, bolts, etc. to insure working order. Pull the equipment off the vehicle one compartment at a time to thoroughly clean the compartment and equipment. Completely drain the tank and fire pump and refill with fresh water. Exercise all drains valves and levers to insure all are in working order.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Engine Retarding Systems			
Section:	Emergency Operations – Facilities & Equipment			
SOG #:	250.04	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:


To clearly define the appropriate uses of engine retarding systems. The “Exhaust Brake” is an engine retarding system specifically adapted to fire apparatus for the purpose of slowing the forward momentum of the vehicle when the driver releases the accelerator pedal. The system augments the vehicle’s braking system, reduces wear and tear on the brake pads, and assists the driver in controlling the vehicle.

2. PROCEDURE:

- a. The “Exhaust Brake” installed on Maitland’s emergency response vehicles are to be engaged at all times while operating the vehicles when road surfaces are dry. If **road surfaces are wet**, the switch for the engine retarding system is to remain in the “OFF” position until such time as the roads are once again dry and it is safe to utilize the system.
- b. For vehicles with “HI / LO” exhaust brake positions: The switch is to remain in the “HI” position at all times when the exhaust brake is being utilized.
- c. The exhaust brake shall not be engaged on the rescue units during patient transport.
- d. It is important to follow the manufacturer’s recommendations for the various types of vehicle retarding systems currently available and in use on emergency response vehicles.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Request for Public Education			
Section:	Fire Prevention – Public Education			
SOG #:	310.01	Page:	1 of 2	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish basic guidelines pertaining to the Public Educational Programs addressing Fire Prevention / Life Safety and its delivery for the Maitland Fire Department.

2. PROCEDURE:

The Maitland Fire Department provides a Public Education Fire Prevention / Life Safety Program which places an emphasis teaching fire/life safety skills and techniques to our citizens and businesses to eliminate or minimize injury or fire losses.

2.1 Administration

- a. The Fire Marshal shall oversee the Public Education Fire Prevention / Life Safety Program for the Department. Said Fire Marshal shall manage and administer the program and perform other job functions as outlined in current job descriptions and as directed by the Fire Chief.
- b. The Fire Marshal will remain apprised of all changes regarding requirements set for continued delivery of fire prevention educational classes within the City; and will make recommendations to the Fire Chief on mandated changes to guidelines, policies, and programs.
- c. The Fire Marshal shall develop new programs on an as needed basis utilizing current fire and life safety data and studies.

2.2 Fire Safety Public Educational Programs

- a. The Fire Marshal shall establish fire/life safety public educational programs that meet the goals and objectives of the Department.
- b. These programs will be designed to address pertinent issues that could affect the living and working environment within the City of Maitland.
- c. Current programs are, but are not limited to:
 - CPR Classes
 - First Aid Classes
 - Free Blood Pressure Checks
 - Fire Station Tours and Orientation

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Request for Public Education		
Section:	Fire Prevention – Public Education		
SOG #:	310.01	Page:	2 of 2
Effective Date:	August 1, 2008	Revision Date:	


- Disaster Preparedness
- Home Smoke Detector Program
- Home Fire Safety Surveys
- Fire Safety in the Work Place
- Fire Extinguisher Classes
- National Fire Prevention Week Activities

2.3 Public Educational Program Scheduling

- a. Scheduling of programs and classes shall be accomplished through Fire Administration and/or the Fire Marshal depending upon the program(s) requested.
- b. Classes involving Operations resources shall be scheduled through the Fire Administration via telephone at (407) 539-6226 with an appointment placed on the Operations FDPL calendar and notification will be sent to the Battalion Chiefs, Lieutenants, OIC's via an Outlook appointment.
- c. Classes involving primarily the Fire Marshal shall be scheduled through that office via telephone at (407) 539-6228 with an appointment placed on the Fire Marshal's schedule via Outlook. If Operations assistance is needed by the Fire Marshal for a given class, the FM shall coordinate through the Battalion Chiefs for such assistance.
- d. In the absence of the Fire Marshal, scheduling for those classes normally handled through that office will be handled by the Deputy Chief.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Fire Investigations			
Section:	Fire Prevention - Fire Investigation			
SOG #:	320.01	Page:	1 of 1	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish a guideline for the investigation of fires within the City limits of Maitland.

This procedure is to be followed for all fire investigations. This guideline is applicable to all members of the Department. Authority to deviate from this procedure rests with the Fire Marshal, Fire Chief or their designee, who is solely responsible for the results of any deviation.


2. PROCEDURE:

- a. In order to be consistent and to assure all fire investigations are conducted properly, the Battalion Commander or Incident Commander (IC) and the Company Officer shall be the preliminary investigator and will investigate each fire and determine possible cause and origin. If a preliminary cause and origin cannot be determined by the IC, the Fire Marshal shall be notified to respond for cause determination and investigation.
- b. The Fire Marshal representative shall determine if the State Fire Marshal's Office (SFMO) shall be notified with a request for an investigator to respond to the incident utilizing the guidelines set forth in Chapter 69A-61, RULES OF THE BUREAU OF FIRE AND ARSON INVESTIGATIONS, Florida Administrative Code.

Later consideration must also be given in the contact of the City's Building Official and/or Code Enforcement Officer for informational purposes. The investigator shall work to establish the cause and origin of a fire / explosion incident through careful investigation and analysis of the available evidence.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Fire Inspection Program			
Section:	Fire Prevention - Fire Inspection Program			
SOG #:	330.01	Page:	1 of 4	
Effective Date:	August 1, 2008	Revision Date:		
Authorized By:	Kenneth J. Neuhard, Fire Chief <i>Kenneth J. Neuhard</i>			

1. PURPOSE:

To establish basic guidelines pertaining to the Fire Prevention / Life Safety Program and its delivery for the Maitland Fire Department.

This guideline will cover all members of the Department. The Fire Chief will have final authority for changes to the Fire Prevention / Life Safety Program. Authority to vary from this guideline rests with the Fire Marshal or the Fire Chief.

2. PROCEDURE:

a. The Maitland Fire Department provides a Fire Prevention / Life Safety Program which places an emphasis on fire safety inspection skills and techniques to eliminate or minimize municipal losses. Enforcement jurisdiction is outlined in the Maitland Code of Ordinances, Chapter 6 , Article II based on the Florida Fire Prevention Code, current edition (FFPC). The key program objectives for this program are as follows:

- Assess life safety and fire risks in comparison to the delivery of fire protection and its effects.
-
- Locate, record and affect corrections to common problems concerning life safety and property correction
-
- Create and maintain thorough records and database in order to measure and analyze the effectiveness of the fire prevention / life safety program.

b. Florida Statute 633 establishes the Fire Chief of the City of Maitland as the Authority Having Jurisdiction (AHJ), and that the AHJ shall determine whether the provisions of the Code are met. Any requirements that are essential for the safety of building occupants and that are not specifically provided for by the Code shall be determined by the AHJ. (FFPC 101 4.6)

The overall goal in the application of the Code is to provide what is considered to be a reasonable degree of safety. (FFPC Section 4.6)

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Fire Inspection Program		
Section:	Fire Prevention – Fire Inspection Program		
SOG #:	330.01	Page:	2 of 4
Effective Date:	August 1, 2008	Revision Date:	

2.1 Administration

- a. The Fire Marshal shall oversee the Fire Prevention / Life Safety Program for the Department. Said Fire Marshal shall manage and administer the program and perform other job functions as outlined in current job descriptions and as directed by the Fire Chief.
- b. The Fire Marshal will remain apprised of all changes regarding requirements set for continued delivery of fire prevention tasks within the City; and will make recommendations to the Fire Chief on mandated changes to guidelines and policies.

2.2 Fire Safety Inspections – Fire Inspectors

- a. The Fire Marshal shall establish a fire safety inspection schedule that meets the goals and objectives of the Department. Inspectors will work to fulfill the inspection schedule based on the stated objectives in this guideline.
- b. Inspectors will use the Department’s designated Fire Safety Evaluation Report to record and provide specific data and general information on possible hazards found in a business occupancy. Prior to serving copies of the report, the Inspector should carefully scan the form line by line to verify that all information is accurate and complete. Information contained on the report should be verbally summarized to the building occupant or property owner; and a copy of the report will be left with said building occupant or property owner. This will ensure the building occupant or property owner will be aware of the found hazards and corrective actions needed.
- c. Fire Inspection Reports are to be maintained in accordance with State records retention schedules and shall be stored in the hard copy address files located in the Building Department offices.

2.3 Conflict Resolution

- a. Should a conflict arise where the fire safety inspection is strongly opposed by a business occupant or property owner, or during the inspection, attitudes and/or cooperation regresses to the point where the inspection is not conducive to its intended purpose, the Fire Inspector shall politely excuse himself/herself and exit the property. The Deputy Chief shall be immediately notified of the situation. The Deputy Chief will do a follow-up on the conflict and will seek resolution. Inspectors will make every effort to complete the inspection. However, confrontations and conflicts will be handled with professionalism in mind.

Maitland Fire Rescue Department

Standard Operating Guidelines

Title:	Fire Inspection Program		
Section:	Fire Prevention – Fire Inspection Program		
SOG #:	330.01	Page:	3 of 4
Effective Date:	August 1, 2008	Revision Date:	

2.4 Enforcement

- a. This section shall be applicable to the Fire Marshal and/or Fire Inspector(s). Enforcement is not a duty of Company Officers.

The Department has a progressive code enforcement program designed to ensure compliance with applicable fire protection codes. After a fire safety inspection, business occupants or property owners shall be afforded ample time and opportunity to remedy hazards noted. Upon non-compliance, the business occupant or business owner may be issued a Notice of Hazard/Violation. This notice outlines the specific sections violated of the Florida Fire Prevention Code; and also outlines potential punitive actions for non-compliance.

Further non-compliance by business occupants or property owners may result in the issuance of Statement of Violation/Notice of Hearing and referral to the Code Enforcement Board.

2.5 Report Filing, Entry, and Retention

- a. Any report completed for the purpose of a fire safety inspection shall be filed with the Office of the Fire Marshal of the Maitland Fire Department. Additionally, information pertaining to the issuance of a Notice of Hazard/ Violation, the issuance of a Statement of Violation/Notice of Hearing or the information pertaining to any plans review will be submitted to this division.
- b. All hard copies of information shall be filed and retained in accordance with Florida Records Retention Schedules.

2.6 Plans Review

- a. All plans that require a life safety code review are submitted through the City's Building Department to the Office of the Fire Marshal. The Department reviews plans for compliance with the applicable provisions of the Florida Fire Prevention Code and those codes and standards adopted therein. Review is accomplished prior to permitting as required in FS 553.
- b. All plans will be reviewed by the Fire Marshal or his designee using the appropriate plans review procedures. If discrepancies are found, the person doing the review will generate a list of discrepancies and submit said list to the applicant for needed corrections.

Maitland Fire Rescue Department
Standard Operating Guidelines

Title:	Fire Inspection Program		
Section:	Fire Prevention - Fire Inspection Program		
SOG #:	330.01	Page:	4 of 4
Effective Date:	August 1, 2008	Revision Date:	

- c. Plans will be signed off on the Plans Review Tracking Card, which is then filed for record-keeping and tracking purposes. Additionally, the plans review data will be entered into the tracking data base.

Kenneth J. Neuhard, Fire Chief
City of Maitland
Fire Rescue Department
1776 Independence Lane
Maitland, FL 32751
407-539-6229
www.itsmymaitland.com

Our family helping yours — whatever it takes.
