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City of Allen Fire Department Personnel Ordinance

The Fire Department Personnel Ordinance is vital to the organization and daily operations. While not an SOP, it is important for all personnel to be familiar with the Ordinance and its associated documents.

ACCIDENT / INCIDENT INVESTIGATION REPORT

NAME AND TITLE OF EMPLOYEE INJURED	DATE INCIDENT OCCURRED
ASSIGNED DEPARTMENT	TIME INCIDENT OCCURRED
LOCATION WHERE INCIDENT OCCURRED	MEDICAL ATTENTION REQUIRED
SUPERVISOR OF EMPLOYEE	SUPERVISOR AT TIME OF INCIDENT (IF DIFFERENT)
NAME OF WITNESSES	CONTACT INFORMATION OF NON EMPLOYEE WITNESSES
DESCRIPTION OF INCIDENT	
CAUSE OF INCIDENT	
TYPE OF EQUIPMENT EMPLOYEE WAS OPERATING	
CORRECTIVE ACTIONS	
INVESTIGATING SUPERVISOR	
RISK MANAGER CONTACTED	

*THIS FORM SHOULD BE USED FOR ANY TYPE OF INCIDENT AND FORWARDED TO RISK MANAGEMENT IN A TIMELY MANNER.

Mission Statement

Mission
It is the mission of the Allen Fire Department to be READY to serve our community. All equipment will be READY, and all personnel will be physically and mentally READY.

Value Statement
The Allen Fire Department expects all personnel to value the needs of the community, the organization, and the team before self.

Purpose:

To define the authority, applicability, objectives, distribution, and revision of Standard Operating Procedures in the Allen Fire Department.

Procedures:

Authority

These procedures apply to all employees of the Allen Fire Department and are consistent with the proper application of Personnel Policies and Procedures of the City of Allen.

It is the responsibility of each employee of the Department to follow and maintain a thorough working knowledge of the rules, regulations, policies, procedures, directives and/or memoranda that affect them. It is the employee's duty to keep himself/herself fully informed as to his/her responsibilities and expected conduct in fulfilling the mission and goals of the Department.

Objectives

The rules, regulations, policies, and procedures provided by the Department may not provide a solution to every question or problem that can arise in an organization established to render emergency services. However, they are sufficiently comprehensive to cover, either in a specific or general way, the responsibilities, obligations and duties of the employees of the Department.

They are not intended to limit any employee in the exercise of his/her judgment or initiative in taking the action a reasonable person would take in extraordinary situations and/or situations not specifically covered by a procedure. By necessity, much is left to the loyalty, integrity and discretion of each employee.

Deviations from rules, regulations, policies, and procedures provided by the Department shall be documented and reported via the chain of command.

Distribution

The drafting, revision and distribution of new and/or revised SOPs will be coordinated through the Fire Chief.

Proposal of New or Revised SOPS

All personnel are encouraged to submit their suggestions for establishing new procedures and/or revising or eliminating current SOPs. Suggestions shall be typed in a memo format and submitted through the chain of command. Your proposal should provide specific information including the number and title of the SOP to be changed, the section(s) and item(s) to be modified, the verbiage to be changed or deleted, and the verbiage to be added.

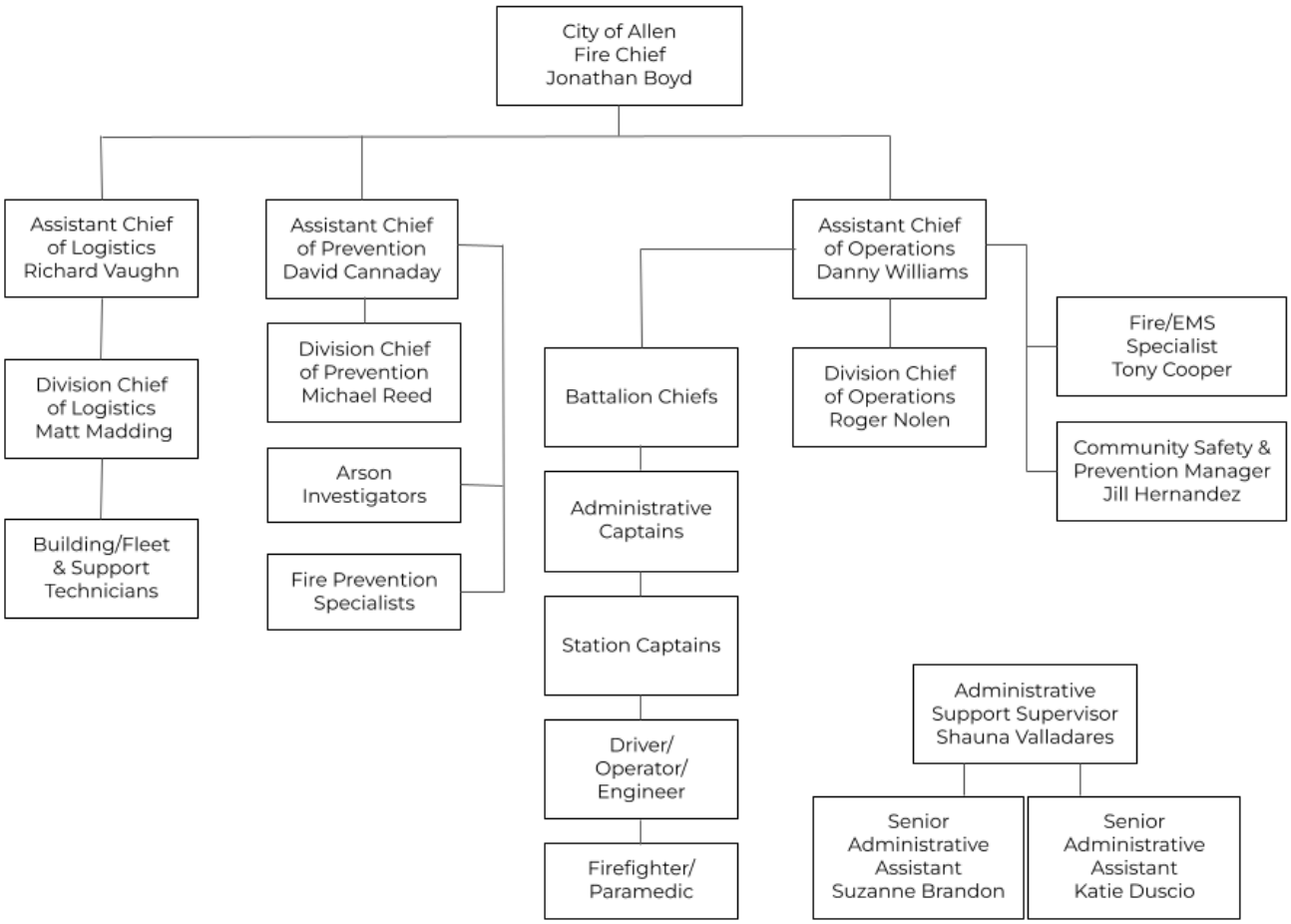
Purpose:
The purpose of this document is to provide for a regular and well-defined line of supervision.

Procedure:
The Allen Fire Department operates as a paramilitary organization. Ideally, all requests, orders and commands should be issued by an individual's immediate supervisor through a regular and well-defined line of supervision.

However, while conducting routine business or sometimes during emergency situations, requests and/or orders may need to be issued by someone other than the individual's immediate supervisor. This could be another supervisor or officer in the Department or a person operating under the delegated authority of their supervisor.

Should an individual be given an order or assignment that conflicts with a previous order, the individual shall inform the supervisor or officer issuing the conflicting order of the previous order and who issued it. If the supervisor insists on the execution of his/her order, the individual shall comply. The supervisor issuing the conflicting order shall notify the other supervisor of the change as soon as possible.

Line of Supervision



Purpose:
To define the acceptable and expected conduct for department personnel.

Procedure:

Each member of the department is expected to operate in a highly self-disciplined manner and is responsible for regulating his/her own conduct in a positive, productive and mature manner. Each member shall be held accountable for any actions that are determined to be in violation of this code.

The Allen Fire Department Code of Conduct does not supersede the City of Allen Personnel Policies and Procedure Manual.

The Code includes, but is not limited to the following:

Fire Department Officers Shall:

1. Report to work at the appointed time and be in the appropriate uniform ready/fit for emergency response and ensure that all personnel and resources under their supervision are also.
2. Conduct a morning briefing with assigned personnel.
3. Perform the duties, accept the responsibilities and have the authority of their position.
4. Enforce the policies, procedures, rules and regulations adopted by the City of Allen and the Allen Fire Department.
5. Immediately address and document all incompetence, misconduct, tardiness, and procedure violations.
6. Respond promptly to address the questions of subordinates relative to the operation of the department.
7. Supply timely, neat, accurate, complete, written reports and check for the completeness and accuracy of all reports prepared by personnel under their supervision.
8. Pass on all appropriate procedures, memos, communications and records pertaining to the operation of the department to personnel under their supervision in a timely manner.
9. Evaluate and report to their immediate supervisor any unusual occurrences concerning the fire department.
10. Oversee the safety of personnel under their supervision.
11. Report all actions worthy of merit or recognition.
12. Direct and participate as appropriate in the operations at fires and other emergencies.
13. Supervisors shall manage in a competent, effective, considerate manner.
14. Station officers shall take a leadership role in all assigned fire prevention-related activities, training sessions, station and apparatus maintenance programs, physical fitness programs, pre-fire plans, and special programs.
15. Ensure all assigned personnel and apparatus remain in their assigned district at all times except for scheduled or authorized occurrences, aside from emergency calls for service.
16. Retain a working knowledge of Driver/Operator/Engineer and Fire Fighter positions.
17. Ensure that all station access points (excluding public lobbies) are either attended or secured.

All Personnel Shall:

1. Report to duty at the appointed time and be able to perform their duties or make the proper notification of their inability to report to work.
2. Be in the appropriate uniform and prepared to respond.
3. All employees shall comply with any verbal or written request, order or command properly issued by a supervisor, ranking officer or person with delegated authority.
4. Participate in all tasks assigned by their supervisor and report status of assignment back to them.
5. Share the responsibility for maintaining a harassment free workplace.
6. Not engage in fisticuffs, threats, temper tantrums, or other forms of physical violence.
7. Not engage in neglect or carelessness resulting in damage to City property.
8. At all times treat the public with respect and professionalism.
9. Report immediately to the appropriate supervisor any collisions, injuries, property damage or property loss.
10. Use the proper procedure for reporting violations of rules and regulations, incompetence or misconduct.
11. Not engage in inefficient or sub-standard work performance.
12. Not engage in intimidation or coercion of one individual by another through sexual harassment, racial or ethnic slurs, age-based remarks or because of a membership or non-membership in any church, society, fraternity, labor organization, religion, or creed.
13. Not engage in the coercion or intimidation of a fellow employee based on job tenure or subject a fellow employee to hazing.
14. Not engage in a conflict of interest to the department or use their position with the department for personal gain or influence.
15. Abide by all policies and procedures.
16. Remain in their assigned district at all times except for scheduled or authorized occurrences, aside from emergency calls for service.
17. Work competently in their positions to cause all Department programs and activities to operate effectively and efficiently.
18. Supervisors will manage in an effective, considerate manner, and subordinates will follow instructions in a positive, supportive manner.
19. Always conduct themselves in a manner that creates good order inside the Department.
20. Not display, view, or distribute sexually oriented materials in the workplace or on Fire Department property.
21. Keep themselves informed to do their jobs effectively.

22. Supply timely, neat, complete, accurate, written reports.

23. Not interfere in any matter not relative to one's self or assigned subordinate.

24. Not make negative or otherwise disparaging comments about coworkers outside a formal complaint process to the appropriate supervisor.

25. Cooperate in all investigative processes and provide complete and accurate testimony therein.

26. Not be absent from duty without notice.

27. Perform lawful work assigned; submit to required medical evaluation or drug screening necessary to evaluate job performance; not engage in the use of profane or abusive language toward coworkers, officials, or citizens; cooperate in lawful investigations.

28. Not engage in theft or unauthorized use of City materials, equipment, or vehicles; or the falsification of work orders, time sheets, or any official documents or paperwork, including falsifying or omitting employment information on job applications or resumes.

29. Return to work immediately following a specified leave of absence, vacation, illness, or injury leave.

30. Recognize that deliberate, false, or frivolous accusations of harassment can have serious effects on innocent men and women, their reputation, and their families; therefore, false accusations will result in severe disciplinary action up to and including termination. This includes but is not limited to misusing terms such as 'hostile work environment, retaliation, or harassment.' These terms have specific legal definitions. Ignorance of their meaning will not be an acceptable defense for their misuse.

31. Notify the Assistant Chief of your assigned division within one business day in the event that a certification or license that is required to perform your job has expired, been suspended, revoked, or is otherwise restricted. These include but are not limited to the Texas Department of Public Safety operator's license, Texas Department of State Health Services Paramedic Certification or License, and/or Texas Commission on Fire Protection Firefighter Certification. Do not perform work duties without the proper, valid certification or license.

32. There is NEVER any excuse to be impolite or rude to a member of the public or another team member; any problem can be solved by courteous, polite behavior.

Purpose:
To outline acceptable attire and grooming standards by which all AFD personnel shall abide.

Procedures:

Hair Styles and Length
Personnel shall have their hair cut and trimmed to always present a neat appearance.

1. Hair may be worn over the ears. However, the length of the hair may not extend beyond a line parallel with the top of the ear canal. The entire ear canal must be visible when viewed from the side.
2. The hair on top of the head will be neatly groomed. The length and/or bulk of the hair will not be excessive or present a ragged, unkempt, or extreme appearance.
3. Personnel shall keep their hair styled in such a way as to prevent it from interfering with the proper donning of the SCBA mask. They may wear their hair without regard to length if it is pulled back or retained in some manner, without compromising a neat appearance.
4. Members may choose to have their hair “colored” or “bleached” if the finished hair color appears natural and/or does not draw undue attention.

Facial Hair
1. Male personnel shall be clean-shaven at the start of their shift, except that a moustache may be permitted, provided it complies with the provisions below.
2. Moustaches will be neat and trimmed around the mouth opening. The mustache must not interfere with the proper seal and/or function of the SCBA mask.

Beards are prohibited for uniformed fire personnel. Sideburns should be kept neatly trimmed and shall not extend lower than the opening of the ear canal. They will be of an even width from top to bottom.

Jewelry
Certain jewelry may be worn under the following conditions.

Finger Rings, personnel may, at their own risk, choose to wear finger rings while on duty, provided they adhere to the following.
- Only one ring may be worn on each hand.
- The rings shall not interfere with the donning of gloves or have sharp edges that could puncture exam gloves.
- Rings shall not display symbols or language that the public would find offensive.

Earrings are prohibited at all times for all personnel.
- Personnel may choose to wear simple, tasteful earrings during times where "Dress Casual Attire" is allowed.
- When allowed, only one earring per ear is acceptable.

Necklaces are permitted for all uniformed fire personnel under the following circumstances.
- Necklaces shall not be worn on top of the uniform or undershirt.
- No pendants may have language or symbols that would be considered offensive by the public.
- Necklaces shall not extend more than one inch beyond the chin when the wearer is bent over parallel to the ground.

Body Piercing Jewelry
Body piercing jewelry is prohibited while on duty for all fire department personnel. This includes any of the following.
- Tongue rings and/or barbells.
- Nose rings and/or studs.
- Any piercing on other structures of the head (eyebrow, lip, etc.).

Body piercings that are covered by clothing and not detectable through clothing, are permitted as long as they do not interfere with the performance or safety of the wearer.

Tattoos or Body Art

The Fire Chief shall approve tattoos/body art on a case-by-case basis. Tattoos or body art deemed unacceptable by the Fire Chief shall be covered when in view of the public.

Wearing Apparel

Purpose:

It is important that each employee presents a professional appearance and can be readily identified. This document defines the uniforms and uniform related items that are to be worn by members of the department.

Procedure:

Uniforms
The Allen Fire Department has several different uniforms. Only the latest issued version shall be worn.

The Class "B" uniform is the normal work uniform for personnel assigned to field operations. The Class "B" uniform is the regular issued/approved uniform and shall be worn all days between the hours of 0700-1700 including weekends and holidays. After 17:00 the Class "B" uniform may be worn without the issued uniform shirt and with the issued T-shirt when making emergency responses. Battalion Chiefs have the authority to make exceptions to these hours for official work-related needs of the department.

The Class "B" uniform is comprised of the following items:

a) Uniform shirt; issued. Only the issued T shirt shall be worn underneath.
b) Uniform pants; issued.
c) Black belt with buckle; issued.
d) Ball cap; Issued (optional but if worn shall be worn facing forward).
e) Black footwear provided by employee.

The Class "A" uniform is a formal uniform. The Class "A" uniform is comprised of the following items:

a) White long sleeve dress shirt: issued
b) Black tie; issued
c) Black Dress Coat; issued
d) Black Dress Pants; issued
e) Black leather belt
f) Polishable Black shoes provided by the employee.
g) Approved Insignias and Badges; issued

The Class "A" uniform shall be worn:

a) At formal departmental ceremonies
b) As deemed necessary by a Chief Officer

1. Location and position of collar insignias:
   a) Collar brass indicating rank shall be worn on the white long sleeve shirt collar. Fire department rank insignia on the shirt collar shall be centered 1/2" from the tip on a line that bisects the angle of the tip. (figure 3a)
   b) Black dress coat collar insignia pins shall be the Fire Department bugles and either gold (crossed) or silver (parallel) depending on rank. Fire department rank insignias shall be worn 1/2" from the tip on a line that bisects the angle of the tip.
2. Location and position of Award Commendation Bar(s):
   Award commendation bars shall be worn on the class "A" uniform dress coat. They shall be pinned in a manner that is centered on the right-front opposite the department badge.

A. Honor Guard Uniform:
   1. This uniform is identical to the Class "A" listed above plus:
      a) White Gloves; issued
      b) White Bell Style Hat; issued
      c) Honor Guard Badge, collar brass and chords; issued
      d) Black Belt
   2. This uniform will be worn by members of the Honor Guard at ceremonies approved by an Assistant Fire Chief or higher.

B. The winter Coat may be worn with the Class B uniform, issued.

C. The issued job shirt may be worn with the Class B uniform.

D. The winter knit cap may be worn with the Class B in cold weather.

E. The Department issued Identification Badge attachment options are the issued lanyard or other approved method (A/C of Operations approves) ID Badge to be worn when subject to emergency response and you are not in a Class "B" uniform.

F. No amendments or adornments shall be made to department uniforms, including wearing pins, insignias or ribbons unless approved by the Fire Chief.

G. Personal cell phones and/or pagers may be worn provided they blend in with the uniform and do not detract from the professional image. These devices must not be permitted to interfere with emergency incidents, customer service, classes, meetings, etc.

Workout Apparel

A. The workout clothing is primarily to be used for working out but may be worn for other activities.
   1. The workout clothing is comprised of the following items:
      a) T-shirt; issued.
      b) Dark blue shorts.
      c) Dark blue job shirt; issued
      d) Dark blue sweatpants.
      e) Dark blue uniform pants; issued.
      f) Athletic shoes provided by the employee.
   2. Work out clothing may be worn:
      a) For workout activities.
      b) Sleepwear
      c) With bunker pants or issued class B pants during an emergency response (Department issued ID Badge required).
      d) After 1700 hours at the discretion of the station captain.
         * Public appearances after 1700 hours including station tours, special details/assignments, away from station on non-emergent activity, etc. will require wearing the Class "B" uniform as defined above.

The Texas Department of State Health Service has ruled that EMS personnel must "when on an in-service vehicle or when on the scene of an emergency, be prominently identified by, at least, the last name and the first initial of the first name, the certification or license level and the provider name." Therefore, if you are in these circumstances and wearing the issued T-shirt, you must also be able to display your Department ID Badge.

Special Event Apparel

The special event uniform shall be worn by personnel assigned to work the special event and will consist of all of the components of the Class B uniform except that issued uniform shorts may be worn in place of the issued uniform pants.

Administration Wear

Administration has the discretion to select their apparel from those approved above or to wear business attire.

Issue and Replacement

Employees are responsible for all issued items and the maintenance of those items.

A. All issued apparel is considered the property of the Allen Fire Department and is intended for use while on duty.
B. It is the responsibility of each employee to maintain and wear apparel in a condition that is not faded, torn, frayed, wrinkled, dirty, or stained.
C. Items that have become unfit for duty shall be returned to the Allen Fire Department when new items are issued.

Uniform Cleaning

Uniforms/work out clothing shall be cleaned per manufacturer's instructions.

Infection Control

Uniforms or clothing contaminated with body fluids shall be laundered at the station after the incident as soon as possible.

Purpose:
To define the work hours of Allen Fire Department personnel.

Procedure:

The fire department shall be divided into four shifts: "A" shift, "B" shift, "C" shift and "D" shift. The first three shifts shall alternate between the 1-3, 2-3 schedule. This will be done by 24 hours on duty followed by 72 hours off duty, and 48 hours on duty and 72 hours off duty. A, B, B, C, A, A, B, C, C, A, B, B, and so on.
The official relief time shall be 0700 hours. "D" shift shall work an average of forty (40) hour week schedule.

A. Personnel assigned to A, B, and C shift shall report to their duty assignment and have their turnout gear in place at 0700 hours.
B. The maximum consecutive hours worked by shift personnel shall be 72 hours, unless otherwise approved by the Battalion Chief.
C. Personnel assigned to "D" shift shall report to their assigned location as prescribed by the Chief of the department.
D. The fire department may from time to time alter normal work hours of an individual. This is to meet specific training or operational needs for the department.

In an extraordinary situation where an employee cannot report to duty for an unforeseen and unavoidable circumstance, the employee must notify the on-duty Battalion Chief (BC) by 0600 hours on the assignment date. The employee shall call 214.509.4411 and speak with the BC or leave a message including:

- employee name and work assignment (i.e. Tom Jones, 7C)
- anticipated time of return to work
- call back number

If an employee needs to cancel a scheduled vacation day, personal day, or holiday, the employee must call in by 0600 of the day being cancelled. If known ahead of time, it is preferable for the employee to cancel the day ahead of time to minimize over-scheduling of personnel.

Overtime Procedure

Overtime may be required to maintain the established minimum staffing levels. Below is the procedure that shall be used to fill required overtime positions. The Battalion Chief has the authority to change staffing as needed to ensure equality during mandatory overtime assignments.

1. No one shall be selected to fill a minimum staffing vacancy below their pay grade without the approval of the Fire Chief or Assistant Fire Chief of Operations.
2. The on-duty Battalion Chief (BC) shall be required to ascertain whether each on duty shift employee is interested in working extra time the following day(s).
3. When extra time is needed to maintain minimum staffing, the following will determine the staffing level:
   A. The Battalion vehicle will be staffed by two personnel at the rank of Captain or higher. At least one of these personnel must be approved by the Assistant Chief of Operations to serve as Battalion Chief.
   B. Fire apparatus (engines and trucks) shall have a minimum of 3 personnel. One shall be either a Captain or a DOE serving out of class as a Captain. If the DOE is absent or serving out of class, the remaining two positions shall be from the Firefighter rank, with one serving out of class as a DOE.
   C. MICUs shall be staffed with two personnel from the Firefighter rank.
   D. If a station is missing their Captain and DOE, the BC Office shall swing the DOE from another station having both their Captain and DOE.
4. Shift Personnel are reminded that work assignments are from 0700 to 0700 hours. You are not relieved of your duties until your replacement has arrived to take your place. If your relief is not here at 0700, you are required to remain until you are relieved. Forced extra time is exceedingly rare but may be required if we do not have sufficient personnel in the proper classifications sign up for extra time.

*Extra time is a more accurate description of time worked in excess of your normal work schedule since the use of sick leave alters when extra time is paid as overtime.

Purpose: This document establishes the Allen Fire Department's commitment to safety and requirements for addressing workplace safety.

Procedure:

Commitment and Involvement

The AFD is committed to providing employees with a safe and healthy workplace. Employees must report unsafe conditions and not perform unsafe work tasks.

Employee recommendations to improve safety and health conditions will be given thorough consideration by our management team. Management will give priority to the correction of unsafe conditions.

The primary responsibility for the coordination, implementation, and maintenance of our workplace safety program has been assigned to the Assistant Fire Chief of Operations.

The AC of Operations will be actively involved with employees in establishing and maintaining an effective safety program, which includes:

- Promoting safety.
- Providing safety and health education and training.
- Reviewing and updating workplace safety rules.

Safety Committee

A Safety Committee has been established to recommend improvements to our workplace safety program and to identify corrective measures needed to eliminate or control recognized safety and health hazards. The safety committee consists of the Assistant Chief of Operations, Fire Chief, and rotating members at large. The Assistant Chief of Operations is the Safety Program Coordinator.

The Safety Committee will be responsible for reviewing and updating workplace safety rules. The Safety Committee will be responsible for updating the workplace safety program by evaluating employee injury and collision records, identifying trends and patterns, and formulating corrective measures to prevent recurrence. The Safety Committee meets on an as needed basis.

SAFETY AND HEALTH TRAINING

Safety and Health Orientation

Workplace safety and health orientation begins on the first day of employment. Each employee has access to a copy of this safety procedure for review and future reference. Supervisors will ask questions of employees and answer employees' questions to ensure knowledge and understanding of safety rules, policies, and job-specific procedures described in our workplace safety program and other procedures. All employees will be instructed by their supervisors that compliance with the safety rules is required.

Job-Specific Training

- Supervisors will initially train employees on how to perform assigned job tasks safely.
- Supervisors will carefully review with each employee the specific safety rules, policies, and procedures that are applicable and that are described in the safety procedure and other policies.
- Supervisors will give employees verbal instructions and specific directions on how to do the work safely.
- Supervisors will observe employees performing work. If necessary, the supervisor will provide a demonstration using safe work practices or remedial instruction to correct training deficiencies before an employee is permitted to do the work without supervision.
- All employees will receive training or be checked off on the safe operation of equipment prior to its use in the field.
- Supervisors will review safe work practices with employees before permitting the performance of new, non-routine, or specialized procedures.

Individual employees will be retrained after the occurrence of a work-related injury caused by an unsafe act or work practice, and when a supervisor observes employees displaying unsafe acts, practices, or behaviors.

COLLISIONS, INJURIES, AND PROPERTY DAMAGE/LOSS
The prevention of collisions, injuries, and property damage/loss is a top priority.

COLLISIONS
A vehicle collision occurs when a moving fire department vehicle contacts another vehicle, object, or person. A parked department vehicle that is struck by another vehicle, person or object also constitutes a collision. Should a collision occur, the following documentation is required to be completed by the Battalion Chief:

- Investigation memo
- Accident/Incident Report
- Allen Fire Department Work Order.
- Witness statement from all witnesses.
- Police Report
- If an employee injury is also involved, the injury section below is also required.
- Drug and alcohol testing will be required for the operator involved in a vehicular accident per section 16.04-2-C of the City's Personnel Policies and Procedures Manual.

Collisions occurring while responding to an emergency call require the vehicle to stop and check for injuries and damage. If the collision is minor and no injuries occurred, the vehicle may proceed to the call once dispatch is notified and a police response is requested. The other driver shall be informed, and a Fire Department representative will be left at the scene.

An incident investigation will be performed at the time of the incident by the Battalion Chief on duty using the following procedures:

- Implement temporary control measures to prevent any further injuries.
- Review the equipment, operations, and processes to gain an understanding of the incident.
- Identify and interview each witness and any other person who might provide clues to the collision's cause(s).
- Individual witness statements shall be obtained (written) and submitted from all persons who viewed the collision (as attachments).
- Investigate causal conditions and unsafe acts; make conclusions based on existing facts.
- Provide recommendations for corrective actions.
- Indicate the need for additional or remedial safety training.
- Complete a memo detailing the above information and all other documentation required below (Investigative Memorandum).
- Submit the complete and accurate required documentation to the Assistant Chief of Operations by the end of the shift.

INJURIES
An injury is any physical damage to a person's body. Cuts, scrapes, sprains, strains, and broken bones are examples of injuries. The following is required depending on the severity of the injury. Drug and alcohol testing will be required for any injured personnel.

Minor Injury Requiring First Aid Only
If you sustain an injury requiring minor first aid treatment: administer first aid treatment to the injury or wound and immediately inform your supervisor. The supervisor will complete the following documentation: Investigation memo (outlined above)

- Accident/Incident Report
- Obtain witness statements from all witnesses.

Injury Requiring Non-Emergency Medical Treatment
If you sustain an injury requiring treatment other than first aid: inform your supervisor and arrange for transportation to the nearest Emergency Department or the City of Allen designated clinic. Drug and alcohol testing will be required for the operator involved in a vehicular accident per section 16.04-2-C of the City's Personnel Policies and Procedures Manual Your supervisor will complete the following:

- Investigation memo (outlined above)
- Accident/Incident Report
- Obtain witness statements from those who observed the injury.

Emergency Medical Treatment

If you need emergency medical treatment, you will become an EMS patient and be transported to the appropriate medical facility. Drug and alcohol testing will be required for the operator involved in a vehicular accident per section 16.04-2-C of the City's Personnel Policies and Procedures Manual

Your supervisor will complete the following:

- Investigation memo (outlined above)
- Accident/Incident Report
- Obtain witness statement from those who observed the incident.

PROPERTY DAMAGE/LOSS

Property Damage is defined as any cosmetic or operational damage to department property. This includes damage caused during operation. Property Loss is defined as the inability to account for assigned department property. Should either of these occur; the following is required:

- Written memo or email via the Chain of Command (Captain to the BC)
- The Battalion Chief will determine if a Work Order is necessary.

RECORDKEEPING PROCEDURES

The Safety Coordinator will control and maintain all safety procedures, compliance documentation and employee collision and injury records. Records are maintained for a minimum of five (5) years and include, but are not limited to:

- Collision Investigation Reports
- In-house Safety and Health Inspections
- Texas Workers Compensation Commission Form TWCC - 1
- First Aid Log
- Injury log
- Minutes of Fire Department Safety Committee Meetings
- Training Records

Fleet Maintenance

All Fleet maintenance records will be retained by the Assistant Chief of Logistics for the life of the vehicle.

Daily Inspections

At the beginning of each tour of duty, all employees will inspect their work areas. Personnel will inspect their assigned vehicles and facilities and note their findings in the appropriate manner.

Periodic Review and Revision Components

The Safety Committee members will review and revise the components of this Safety Procedure for effectiveness and implementation. Special attention will be devoted to areas and criteria that demonstrate or trigger a failure in a program component, introduction of new procedures, processes, or equipment.

Purpose:

To define a process for releasing information**.**

Procedures:

Inquiries

Allen Fire Department personnel who receive inquiries pursuant to a Fire or EMS incident arising out of the performance of their official duties as an employee of the Department shall refer such persons directly to Fire Administration.

Subpoenas

Any Department personnel receiving a subpoena to appear before the court pursuant to a Fire or EMS incident arising out of the performance of their official duties as an employee of the Department shall forward a copy of said subpoena to the office of the Fire Chief within twenty-four (24) hours of receipt.

Release of Records

A. Basic Incident Reports (NFIRS) are considered public information and may be released by Fire Administration upon proper request.

B. Records relating to emergency medical care are confidential and only the Department's Custodian of Records shall provide or reveal the contents of a patient's medical records.

C. Procedure for release by the Custodian of Records:

Requests for Access from the Patient or the Patient's Personal Representative

1. If a patient or their authorized representative requests access to or a copy of a patient's record, the requestor shall complete City of Allen's "Patient Request for Access" Form.

2. The City of Allen shall verify the patient's identity, or, if the requestor is not the patient, the name and identity of the representative and whether the representative has the authority to act on the patient's behalf. If the requestor comes to obtain the record in person, he or she shall show a current driver's license, or other form of government-issued picture identification.

3. Upon receipt of the completed "Request for Access to Protected Health Information Form" and verification of the requestor's identity, the City of Allen will act upon the request within 30 days, preferably sooner.

Granting Access

1. If access is approved, the patient or authorized representative should generally be provided the right of access in the manner requested on the Access Form.

2. City of Allen may charge a reasonable cost-based fee for copying PHI for the patient or authorized representative in accordance with federal and state laws. The fee for providing an electronic copy of PHI shall not be greater than City of Allen's labor costs in responding to the request for the copy.

Denial of a Request for Access

1. If the request for access is denied, the Privacy Officer shall send the requestor a "Denial of Request for Access to Protected Health Information Form," outlining the reason for the denial and explaining the individual's rights regarding the denial. Patient access may be denied for the reasons listed below:

    a. If the information the patient requested was compiled in reasonable anticipation of, or use in, a civil, criminal or administrative action or proceeding.

    b. If the information the patient requested was obtained from someone other than a healthcare provider under a promise of confidentiality and the access requested would be reasonably likely to reveal the source of the information.

    c. If a licensed healthcare 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.

    d. If the PHI makes reference to another person (other than a healthcare 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; or

    e. If the request for access is made by a requestor as a personal representative of the individual and a licensed health professional has determined, in the exercise of professional judgment, that access is reasonably likely to cause harm to the individual or another person.

2. If the denial of the request for access to PHI is for reasons c., d., or e. above, then the patient may request a review of the denial of access by sending a written request to the Privacy Officer.

    a. City of Allen will designate a licensed health professional, who was not directly involved in the denial, to review the decision to deny the patient access. City of Allen 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. City of Allen will provide the patient with written notice of the determination of the designated reviewing official.

        D. The patient may also file a complaint in accordance with City of Allen's "Procedure for Filing Complaints About Privacy Practices" if the patient is not satisfied with City of Allen's determination.

City of Allen Fire Department
Request for Confidential Communications of PHI Form

Patient Name: _____Phone:_____

Street Address: _____

City: _____State: _____ Zip Code: _____

Email: _____Date of Birth: _____

Right to Request Confidential Communications of Your PHI and Our Duties:

You (or your authorized representative) have the right to request that we send your PHI to an alternate location (*e.g.,* somewhere other than your home address), or in a specific manner (*e.g.,* by email rather than regular mail). We will comply with reasonable requests when required by law to do so. We will notify you about our decision regarding your request in writing.

Requested Confidential Communications:

Below, please describe the manner in which you would like us to communicate PHI to you and specify what PHI you would like us to communicate in that manner. Specify dates that this request would apply during, and other details that will allow City of Allen to accurately and completely fulfill your request.

_____

_____

Signature of Requestor: _____ ***Request Date:*** _____

Requestor Information (if requestor is different from patient):

Name: _____

Relationship to Patient (parent, legal guardian, etc.):_____

Street Address: _____

City: _____State: _____ Zip Code: _____

City of Allen Fire Department
Request for Access to Health Information Form

Patient Name: _____Phone:_____

Street Address: _____

City: _____State: _____ Zip Code: _____

Email: _____Date of Birth: _____

Records: Please describe the records you are requesting and specify dates of service and other details that will allow us to accurately and completely fulfill your request.

_____

_____

Method of Access:

____ **Mail** to the following address:_____

___ **Email** the following email address:_____

____ **Electronic Record Request**

____ **Fax** to the following number: _____

____ **Send a copy** of the information to the following individual:

Designated Third Party: _____

Street: _____

City: _____State: ___ Zip Code: _____

Email address: _____

__ **I will pick up** a copy of the information in person with current picture id at 310 Century Parkway Allen, TX 75013.

Signature of Requestor: _____ ***Date:*** _____

Requestor Information (if requestor is different from patient):

Name: _____

Relationship to Patient (parent, legal guardian, etc.):_____

Street Address: _____

City of Allen
Denial of Patient Request for Access Form

[INSERT DATE]

City of Allen
310 Century Parkway
Allen, TX 75013

[INSERT REQUESTOR'S NAME AND ADDRESS]

Dear [INSERT REQUESTOR'S NAME]:

We have carefully reviewed your request to have access to certain protected health information (PHI). Unfortunately, we are unable to grant your request for access to this information. The basis for this denial is that:

1. ___ The information you requested was compiled in reasonable anticipation of, or use in, a civil, criminal or administrative action or proceeding.
2. ___ The information you requested was obtained from someone other than a healthcare provider under a promise of confidentiality and the access requested would be reasonably likely to reveal the source of the information.
3. ____ A licensed healthcare 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.
4. ____ The protected health information makes reference to another person (other than a healthcare 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.
5. ____ The request for access is made by you as a personal representative of the individual about whom you are requesting 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.

The denials for reasons #1 or #2 are final and you may not appeal the decision to deny access to the information. Denials of access for reasons #3, #4, or #5 may be reviewed in accordance with the review procedures described below.

REVIEW PROCEDURES

If the denial of your request for access to PHI is for reasons #3, #4, or #5, you may request a review of the denial of access by sending a written request to our Privacy Officer, at the above address.

We will designate a licensed health professional, who was not directly involved in the denial, to review the decision to deny you access. We will promptly refer your request to this designated review

official. The review official will determine within a reasonable period of time whether the denial is appropriate. We will provide you with written notice of the determination of the designated review official.

You may also file a complaint in accordance with our complaint procedures (available upon request) if you are not satisfied with our determination.

Sincerely,

Privacy Officer
City of Allen

City of Allen Fire Department
Patient Request for Amendment of PHI Form

Patient Name: _____Phone:_____

Street Address: _____

City: _____State: _____ Zip Code: _____

Email: _____Date of Birth: _____

Right to Request Amendment of Your PHI and Our Duties:

When required by law to do so, we will amend your information within 60 days of your request and will notify you when we have amended the information. We are permitted by law to deny your request to amend your medical information in certain circumstances, such as when we believe the information you have asked us to amend is correct. City of Allen is entitled to bill for services based on PHI in its current form or upon which it has already relied until such time as the amended information becomes effective.

Request for Amendment of PHI:

Below, please describe the PHI that you are requesting us to amend and how this information should be amended with as much specificity as possible. Specify dates of service and other details that will allow City of Allen to accurately and completely fulfill your request.

_____

_____

_____

Signature of Requestor: _____ ***Request Date:*** _____

Requestor Information (if requestor is different from patient):

Name: _____

Relationship to Patient (parent, legal guardian, etc.):_____

Street Address: _____

City: _____State: _____ Zip Code: _____

Acceptance of Patient Request for Amendment Form

[INSERT DATE]

City of Allen
310 Century Parkway
Allen, TX 75013

[INSERT REQUESTOR NAME AND ADDRESS]

Dear [INSERT NAME OF REQUESTOR]:

We have reviewed your request for amendment to protected health information (PHI). Please be advised that we have made the appropriate amendment to the PHI or record that was the subject of your request.

We are now requesting that you grant us permission to notify persons who may have relied upon the original PHI or who may need to see the amended PHI. On the attached Authorization form, please identify to us any individuals you know of who may need the amended PHI and then sign the statement giving us permission to provide them with the updated PHI. Then, please return that form to City of Allen to the address listed above, Attn: Privacy Officer.

If you have any questions, please contact City of Allen's Privacy Officer at 214-590-4400.

Sincerely,

Privacy Officer
City of Allen

Enclosure: Parties That Need My Amended PHI Form

Parties That Need My Amended PHI
(To be attached to Acceptance of Request for Amendment of PHI Form and mailed to patient)

I request that City of Allen provide my amended PHI to the following persons (list contact information for individuals that need the amended PHI):

_____

_____

_____

Signature of Requestor: _____ ***Date:*** _____

Requestor Information

Name: _____

Relationship to Patient (if patient is not requestor): _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Denial of Patient Request for Amendment Form

[INSERT DATE]

City of Allen
310 Century Parkway
Allen, TX 75013

[INSERT PATIENT NAME AND ADDRESS]

Dear [INSERT PATIENT NAME]:

We have reviewed your request for amendment to your protected health information. Please be advised that we must deny your request to amend this information at this time.

The basis for this denial is:

1. ____ City of Allen did not create the PHI at issue.
2. ____ The PHI is not part of a designated record set.
3. ____ City of Allen has determined that the PHI at issue is accurate and complete.
4. ____ The PHI is not available for inspection as provided by law.
5. ____ The PHI was received from someone else under a promise of confidentiality.

You have the right to submit a written statement to us if you disagree with our denial of your request. You may file your statement directly to our Privacy Officer at the address listed above, Attn: Privacy Officer.

If you do not submit a statement disagreeing with our decision to deny your amendment request, you may request that we provide your initial request for amendment, and a copy of our denial of your request with any future disclosures of the protected health information (PHI) that was the subject of your request for denial.

If you have any questions, please contact our privacy officer at 214-509-4400 for more information.

Sincerely,

Privacy Officer
City of Allen

Fire Department Rider/Observer

100.10

Issued 09/24/03
Reviewed Nov 2019
Revised 01/17/2019

Purpose:
To define a procedure to allow non-department persons to ride apparatus

Procedures:
Non-Fire Department employees may be allowed to ride provided they fall into one of the following categories:

1. EMS Riders with approval from the Battalion Chief as part of a clinical rotation from an EMT or EMTP program.
2. Family members who are at least 16 years old and have completed the appropriate waiver.
3. Persons approved by a Chief Officer for public relations or training purposes.

EMS observers shall be scheduled by the Battalion Chief. Family members wishing to ride shall be approved by the Battalion Chief at least one shift in advance. A waiver must be filled out, signed, and notarized. Minors must have a parent's signature.

All riders are required to abide by Department regulations and shall be dressed in a professional manner in a single-colored polo type shirt, dark pants and dark shoes. EMS riders may participate in EMS activities only while under the supervision of paramedics. Other guests may only observe.

Employee Awards Program

100.12

Issued 02/01/06
Reviewed Nov 2019
Revised 12/13/2016

Purpose: To establish a process to honor AFD employees and recognize those who have attained personal or project goals, displayed heroism, or in another way provided outstanding service. Encourage participation in the nomination process.

Procedure

Awards Selection Committee
The Awards Selection Committee will be composed of graduates of the AFD Citizens Fire Academy. The Committee shall review nominations and make the award selections.

Nominations
Nominations are accepted throughout the year and may be submitted by any member of the Department. Each nomination should include detailed information and documentation to support your candidate's eligibility. The Fire Chief will collect the nominations and provide them to the Award Selection Committee.

Annual Awards

Fire Fighter/Paramedic of the Year: to be presented to the Fire Fighter/Paramedic or Driver/Operator/Engineer who through his/her dedication, professionalism and extra effort, provided outstanding service to the Department and the community.

Fire Officer of the Year: to be presented to the Fire Officer who through his/her dedication, professionalism and extra effort, provided outstanding service to the Department and the community while achieving the goals and mission of the City of Allen and the Department.

Public Educator of the Year: to be presented to the shift employee who has done an outstanding job of educating the citizens of Allen in the area of fire safety. This individual possesses a strong belief that education is the key to fire prevention. This person may contribute by teaching classes, constructing education materials, or creating lesson plans for fire safety education programs. This individual continually seeks opportunities, scheduled or not, to educate the public on fire safety.

Special Awards
Nominations for these awards must be verified by an AFD officer at the rank of Battalion Chief or higher prior to submittal.

The Special Awards are:

Medal of Honor: The Medal of Honor may be presented to any member of the Department who distinguishes himself or herself by displaying extraordinary heroism in an honorable circumstance.

Medal of Valor: The Medal of Valor may be presented to any member of the Department who exhibits unusual courage on or off duty in a situation where there is more than usual danger to the member and the member is aware of the danger.

Civic Achievement Award: The Civic Achievement Award may be presented to any member of the Department who brings positive recognition to the Department through involvement in civic activities. This participation may include activities with civic groups and with other governmental agencies where the member's participation is primarily at his/her own volition and is primarily during his or her off-duty hours.

Lifesaving Award: The Lifesaving Award may be presented to an individual of the Department whose actions on or off duty result in the saving of a human life. Documentation and supporting evidence should include statements by witnesses to the incident, medical personnel, etc.

Distinguished Unit Award: The Distinguished Unit Award may be presented to any Company of the Department whose actions as a team during an incident result in the saving of a human life or the prevention of significant property damage or loss while in the performance of their assigned duties.

Special Recognition Award: To be presented to a member of the Department who deserves special recognition that does not fit into any of the above categories.

Purpose:

Establish daily minimum staffing for in-service apparatus.

Procedure:

A. Minimum Engine/Truck Staffing:
   1. Captain/Acting Captain
   2. D.O.E/Acting D.O.E.
   3. FF-P

   At least one of the positions shall be authorized at the paramedic level.

B. Minimum MICU Staffing:
   1. FF-P
   2. FF-P

   Both of these positions shall be authorized at the paramedic level; except during an official employee preceptorship (FTO and Preceptee).

C. Minimum Battalion Staffing:
   1. Chief Officer, Battalion Chief or Authorized Captain
   2. Captain

   The Battalion Chief is authorized to temporarily reduce staffing on this vehicle to one Captain (or higher-ranking officer) providing response coverage exists by a Chief Officer.

   If staffing levels fall below minimum at any time the Battalion Chief shall be notified immediately.

D. If any member is assigned training, special event, or activated on a mutual aid assignment, that member will be backfilled with extra time personnel to the extent possible. These instances will be documented in the staffing RMS and time coded in the time sheet system for tracking purposes.

Purpose:

To define terminology and establish procedures for requesting, approving and regulating subs.

Procedures:

A sub is defined as, "a defined period of time when an individual, who would normally be on duty, arranges to have an approved AFD employee voluntarily work in his/her place." The agreement is by mutual consent between the two parties. Both parties understand the City of Allen is not responsible for reimbursement in the event the sub is not "paid back."

No sub will be approved or allowed to occur except as set forth in this procedure.

A sub request is initiated when an individual desiring a sub completes and submits the appropriate module in the Records Management System. A sub is not authorized until all the steps in the approval process have been completed and approved. Sub requests take time to process and shall be submitted with enough advanced notice.

All subs will be on a time for time basis. Subs will not constitute eligibility for the Fair Labor Standards Act overtime payment.

Subs must be within the same classification of requesting employee, i.e.:

FF/P for FF/P
D/O/E for D/O/E or D/O/E for Captain
Captain for Captain or Captain for D/O/E
Battalion Chief for Battalion Chief (or a Captain approved by the Assistant Chief of Operations)

Sub 'pay back' shall occur within 1 calendar year from the original sub. Any employee with three or more sick leave occurrences on sub "payback" dates will lose sub privileges for a 12-month period and be subject to disciplinary action for sick leave abuse.

Subs are considered a privilege and may be restricted because of a disciplinary action, during an employee's probationary period or during an individual's assignment to a required training or remediation program such as the paramedic preceptor program or a performance improvement program.

Vacation and Holiday Leave

200.03

Issued 10/01/94
Reviewed Oct 2025
Revised 10/08/2025

Purpose:

Establish departmental procedures for the scheduling and use of vacation and holiday time.

Procedure:

Fire Department Personnel shall select holiday and vacation time through an established process which takes place each fall. This process is as follows:

Selection will be done in "rounds" with the selection order for each round based on an individual's seniority. To allow for maximum pick for all personnel, no partial shifts may be scheduled.

ROUND #1

Six shifts will be scheduled by each member in the first round (4 ½ holidays, ½ Vacation, 1 Personal Day). This round will be two individual 24-hour tours (shifts) and two 48-hour tours (shifts). Holidays must be scheduled as follows:

- 2 holidays maximum in the first six months and 2 in the last six months of the year; or,
- All 4 holidays after June 30

ROUND #2

The second round of picks will be for vacation time. Personnel may schedule a maximum of five (5) **full** shifts (120 hours total) (individual 24-hour tours or 48-hour tours) in this round. Personnel shall not schedule time above what is accrued.

ROUND #3

The third round of vacation picks personnel may schedule their remaining amount of accrued time.

General Information and Important Changes

Six (6) personnel will be allowed to schedule off per shift in advance.

After all holidays and vacations are scheduled, personnel may sign up as an alternate for days that have the maximum number of personnel scheduled off. Long term injury/illness, training, deployments, and sick calls will reduce the number of spots if all 6 are not scheduled in advance. In instances where extra time is needed or mandatory extra time is assigned, no vacation or holiday requests will be approved.

Nothing in this policy shall prevent the Fire Chief, or designee, from staffing the shift as necessary for the appropriate operation of the department.

If an employee needs to cancel a scheduled vacation day, personal day, or holiday, the employee must call in by 0600 of the day being cancelled. If known ahead of time, it is preferable for the employee to cancel the day ahead of time to minimize over-scheduling of personnel.

Vacation and Holiday Benefits Accrual

Fire department personnel shall accrue vacation and holiday leave in accordance with City of Allen Personnel Policies and Procedures.

Sick Leave

200.04

Issued 07/22/04
Reviewed Oct 2025
Revised 10/8//2025

Purpose: The purpose is to define sick leave and the proper procedure when requesting sick leave.

Procedure:
In general, Sick Leave may be used for the following situations:

1. Personal illness/injury
2. Family illness/injury
3. Routine healthcare appointments which cannot reasonably be scheduled outside working hours.

**See the City of Allen Policies and Procedure Manual for the city policy in its entirety.

Request for Sick Leave- Administrative Personnel
Administrative employees shall contact their supervisor in accordance with City Policy.

Request for Use of Sick Leave- Shift Personnel
Limited Duration Illness or Injury

1. The employee must notify the on-duty Battalion Chief (BC) by 0600 hours on the assignment date to request sick time.
2. The BC must be called at 214-509-4411. If the on-duty BC is unavailable, a voice mail shall be left with the following information:
   - employee name and normal work assignment (i.e. Tom Jones, 5C)
   - statement of need to utilize sick leave
   - Call back number
3. A limited duration illness or injury that extends continuously for not more than two shifts must be reported to the BC on a shift-to-shift basis.
4. "D" shift personnel must report to his or her supervisor at the beginning of their workday.
5. During a calendar year, personnel will be permitted to utilize sick time up to 5 shifts/occurrences without the need for a physician note. If sick leave/sick calls are used in excess of this, personnel will be required to provide a note from a physician.
6. Additionally, if supervisors see a pattern of excessive sick leave, the supervisor can request a note from a physician.

Prolonged Illness or Injury- Shift Personnel

1. A prolonged illness or injury is one that extends or is expected to extend continuously for three shifts or more.
2. All firefighters with a prolonged illness, prolonged injury, or to care for a family member with a prolonged illness or injury (to include the birth of a child, surgery, and medical treatments) must meet with a Human Resources representative and complete FMLA request paper work 30 days in advance of the absence or to the extent that he/she is able to. The FMLA request must be completed regardless of type of paid leave being used during the absence.
3. A physician's diagnosis of a prolonged illness or injury will require the firefighter or family member designee to report as described above. Human resources shall also be notified by the employee or his/her designee. Notification must include the approximate sick leave time requested.
4. An employee suffering a prolonged illness or injury that has completed steps 1 and 2 of this section will thereafter be required to contact his/her Battalion Chief by 0800 hours on the first normally scheduled shift of the week (Sunday, Monday, or Tuesday) for the duration of the prolonged illness or injury. Documentation of contact failures shall be recorded with the time and date of each failure. It shall be the responsibility of the BC to report a prolonged illness or injury to the Assistant Fire Chief of Operations.
5. An illness or injury progress report from the employee to the Battalion Chief and Human Resources will be required periodically. The report shall be submitted when requested until the illness or injury is remedied or alternate resolutions are administered through the City of Allen.
6. A fire fighter that is required to take three or more consecutive shifts of sick leave must provide the Battalion Chief and Human Resources with a written doctor's release before returning to work. The explanation shall show proof the individual is capable of performing his/her job including any and all medical restrictions.
7. Any employee who fails to provide the necessary medical documentation will not be permitted to return to duty.
8. The Assistant Chief of Operations shall review all of the processed data and determine if or when the individual can return to work.

Optional Use of Vacation Leave When Ill

Employees may request to utilize holiday or vacation time to cover "sick time" only if it does not create overtime or eliminate another employee from an "alternate" leave position. Should a sick call create overtime or eliminate an alternate, the employee calling in sick MUST use sick time. Employees who do not have adequate sick time available may be subject to disciplinary action in accordance with the City of Allen Policies and Procedures Manual Chapter 11 Standards of Conduct, 11.03 E, Absence Patterns.

For Shift Personnel, this is acceptable provided:

- the employee makes the request at the time of notification of desire to use sick leave; and,
- the BC authorizes this use at the time of the sick leave notification.

For administrative personnel, this is acceptable provided:

- The employee makes the request at the time of notification of desire to use sick leave and,
- The supervisor authorizes this use at the time of the sick leave notification.

Physical Ability Test (PAT)

Shift personnel who are not on duty for three or more consecutive shifts involving a personal illness or injury may be required to take and pass the PAT before being allowed to return to duty. This will be determined on a case-by-case basis by the Assistant Chief of Operations. Additionally, a shift employee may be asked to take and pass the PAT at any time if the Assistant Chief of Operations has reasonable suspicion that the incumbent's physical ability is insufficient to perform their job.

Purpose: To define procedures for reporting and filing paperwork associated with a worker's compensation claim.

Procedure:

Notification
All work-related injuries must be immediately reported to their immediate supervisor. The supervisor will ensure the injured employee's medical needs are met and begin filling out the appropriate paperwork. The Battalion Chief shall be notified immediately of the injury and status of the employee who will in turn notify the Assistant Fire Chief of Operations and the Risk Manager. Personnel will utilize the notification method as determined by Human Resources and Risk Mangement.

Injury
An injury is any physical damage to a person's body. Cuts, scrapes, sprains, strains, and broken bones are examples of injuries. The following is required depending on the severity of the injury. Drug and alcohol testing will be required for any injured personnel requiring medical treatment.

Minor Injury Requiring First Aid Only
If you sustain an injury or are involved in a collision requiring minor first aid treatment: administer first aid treatment to the injury or wound and immediately inform your supervisor. The supervisor will complete the following documentation:

- Investigation memo (reference AFD SOP 100.08)
- Accident/Incident Report
- Obtain witness statements from all witnesses.

Injury Requiring Non-Emergency Medical Treatment
If you sustain an injury requiring treatment other than first aid: inform your supervisor and arrange for transportation to the nearest Emergency Department or the City of Allen designated clinic. Your supervisor will assist with transportation, if necessary. A urine drug screen must be completed and forwarded to the Risk Manager.

- Investigation memo (reference AFD SOP 100.08)
- Accident/Incident Report
- Obtain witness statements from those who observed the injury.

Emergency Medical Treatment
If you need emergency medical treatment, you will become an EMS patient and be transported to the appropriate medical facility. A urine drug screen must be completed and forwarded to the Risk Manager.

- Investigation memo (reference AFD SOP 100.08)
- Accident/Incident Report
- Obtain witness statement from those who observed the incident.

Following medical evaluation and/or treatment, the physician must complete a form called "Work Status Report". This form must be returned to Human Resources and a copy forwarded to the Battalion Chief before the employee will be allowed to return to work. Employees that present a "restricted duty" work status report must return to duty unless there is specific documentation from the physician indicating they are unable to work. Employees that return "with restrictions" will be on modified duty. This will be coordinated between Risk Management, the Assistant Chief of Operations, and the employee. They will perform duties that align with their restrictions as determined by the Battalion Chief.

The BC shall notify the Assistant Chief of Operations if the injured employee misses more than three (3) consecutive days of work for FMLA filing status. The Assistant Chief of Operations shall notify Human Resources. Human Resources will then send the employee the proper forms for filing FMLA.

Return to Full Duty
Employees who suffer work-related injuries shall present a work release to his/her Battalion Chief signed by his/her physician with no restrictions for return to full duty. The Assistant Chief of Operations shall ensure Human Resources Department receives this document as soon as possible.

Modified duty is not a permanent assignment, and the employee is subject to the City of Allen Policies and Procedures Manual (CAPPM) Chapter 18, Section 18.03 D Return to Full Duty. Employees on modified duty are also prohibited from secondary employment activities as defined in CAPPM Chapter 18, Section 18.03 B Qualifications #5.

Out of Class Compensation

200.06

Issued 08/07/04
Reviewed Nov 2025
Revised 11/29/2025

Purpose:
To define a procedure regarding out-of-class service and compensation.

Procedures:
"Out of class (classification)" is defined as the temporary reassignment to and service in a higher-ranking classification. For example, a FF/P has met the definition of serving out of class if s/he is assigned and serves as a D/O/E while the normally assigned D/O/E is on vacation. The same would be true for a D/O/E assigned to serve as a Captain or a Captain assigned to serve as a Battalion Chief.

Administrators who assume certain duties of another administrator in their absence are not necessarily serving out of class.

Out of class assignments are a privilege and are not guaranteed. Supervisors are to restrict out of class assignments to those meeting certain minimum skills or experience criteria. Out of class assignments may be restricted because of a performance or disciplinary action. Supervisors should make every attempt to distribute out of class assignments in an equitable manner, but ensure competency is maintained in the position.

The Assistant Chief of Operations shall ensure that sufficient Captains are READY to serve out of class as Battalion Chief on each shift. This is accomplished through an out-of-class approval process developed and managed by the Assistant Chief of Operations.

Captains having approval from the Assistant Chief of Operations to serve out of class as the Battalion Chief and holding a place on the most recent Battalion Chief eligibility list should be considered first for temporary duty as the Administrative Captain or Battalion Chief on their shift. The Assistant Chief of Operations makes this staffing decision.

'Administrative Captain' is a station/shift assignment made by the Assistant Chief of Operations during the annual station/shift assignment process. It is not a promotion or administrative assignment as defined by ordinance. Any Captain can be assigned to this position for a shift or longer as needed by the department. Personnel are not permitted to serve out of class as an Administrative Captain. The Assistant Chief of Operations shall use the Administrative Captain position to develop and maintain Captains to serve out of class as Battalion Chief when needed and to develop Captains for the betterment of the department and the personnel involved. Administrative Captain assignments will be rotated as deemed prudent. Captains interested in this assignment should make a formal request during the annual process or upon a vacancy in the assignment.

Voluntary Service in a Different Classification and Personnel Development
From time to time an employee may request to serve voluntarily in a higher classification to assist in their development. Voluntary service in a higher classification for development purposes, driving practice, pumping practice, job shadowing, etc. are not considered out of classification service under this procedure and do not qualify an employee for out of classification assignment pay. These are only to occur when an out of classification assignment is not necessary to maintain normal staffing.

Out of Class Service Time Calculation
The time served in an out-of-class assignment is calculated from the moment the service begins until the moment the service ends. The service needs to equal 15 minutes increments.

Record Keeping
For simplicity in record keeping and recording:

- Any out-of-class service shall be recorded in the records management system.

Purpose:
To define and establish individual and company performance standards for personnel assigned to shift operations. The standards in this procedure will be used to evaluate knowledge, skills and abilities at the individual, company, and shift level. These standards will provide the Department with a means for recognizing acceptable to outstanding performance as well as identifying and correcting performance deficiencies.

Procedure:
To achieve and maintain an acceptable level of performance the following personnel must fulfill their responsibilities as defined in this section:

Battalion/Division Chiefs
The Battalion Chiefs and the Operations Chief are responsible for establishing, evaluating and revising performance standards.

Officers
Officers shall ensure that both they and their personnel can satisfactorily perform all individual and company performance standards. Officers shall evaluate their personnel in accordance with these standards as often as necessary to ensure proficiency. Officers shall review the evaluation results with their personnel and assist their personnel in correcting any substandard performance. At selected times throughout the year, the Battalion Chiefs will ask shift personnel to display their proficiency on these tasks. The performance of an individual shall reflect directly upon the Officer(s) in that person's chain of command up to and including the Assistant Chief of Operations.

Shift Personnel
It is the ongoing responsibility of all shift personnel to prepare for and successfully perform all applicable performance standards. All shift personnel shall be capable of performing all standards applicable to their rank and the next higher rank.

Safety
Safety shall be the primary consideration when conducting performance evaluations. At no time during an evaluation shall safety be compromised for speed. Personnel will be required to operate all equipment and apparatus according to the manufacturer's recommended safe operating guidelines. It shall be the responsibility of each officer to ensure that all drills, evolutions and performance evaluations are conducted in a safe manner.

INDIVIDUAL PERFORMANCE STANDARDS
The standards in this section represent basic tasks that all operations personnel are expected to individually perform to a satisfactory level. The general information provided below shall be used when conducting and evaluating individual performance standards. Specific criteria are provided with each task or evolution. Individual performance standards shall be measured by observing and/or testing individuals as they perform the tasks and/or evolutions described in this procedure. All evaluations shall be conducted in accordance with the conditions and criteria established in this procedure.

Individuals shall receive a satisfactory or unsatisfactory rating based on the following:

Satisfactory – The evolution or activity was completed in compliance with this procedure, executed safely, within the established time limits, and all benchmarks were satisfactorily performed in the proper sequence.

Unsatisfactory – The evolution or activity was not completed in compliance with this procedure, or executed in an unsafe manner, or all benchmarks were not satisfactorily completed (and in proper sequence), or the time limit was exceeded.

Street Knowledge
Objective:
Personnel shall correctly identify specific features of the City with 90 percent minimum accuracy.

Conditions:
All personnel will be responsible for knowing major streets in the city.

Apparatus Familiarity
Objective: When given the name of an equipment item on an apparatus, personnel shall correctly locate and identify the item in 45 seconds or less. Individuals may also be required to explain or demonstrate the proper use and/or maintenance of equipment.

Conditions: The evaluation shall begin with the individual standing beside the apparatus. When given the equipment name, the individual shall walk directly to the equipment location and identify the equipment by placing their hand on the item. The term "equipment" includes all tools and appliances carried on or in the apparatus (compartments, cabs, patient compartments, etc.).

The evaluator will randomly select equipment items from an apparatus inventory list. The evaluator will test only one person at a time and will give each person only one item at a time. Time starts when the evaluator gives the signal to begin. Time stops when the individual's hand touches the correct item. At the evaluator's discretion, the individual may then be asked to explain or demonstrate the proper use of the item.

An unsatisfactory rating will be given if one of the following occurs:

- Personnel initially open the wrong compartment door when attempting to locate the item.
- Personnel initially place their hand on the wrong piece of equipment.
- Personnel take longer than 45 seconds to correctly locate and identify the equipment item.
- Personnel, when asked by the evaluator, are unable to describe or demonstrate proper use.

SCBA Donning
Objective: Personnel will demonstrate the proper donning of an SCBA in 60 seconds or less.

Conditions:
Personnel shall have the option of donning the SCBA from the apparatus bracket or from the ground position. Personnel shall wear all protective clothing normally worn when donning an SCBA.

Benchmarks:

1. Cylinder valve is fully opened before shouldering the SCBA.
2. Shoulder straps and waist straps are properly adjusted and fastened.
3. Face piece is in place and properly adjusted.
4. The hood is properly in place, under collar and over face piece straps (no skin showing).
5. The regulator is securely attached to the face piece, and the individual is breathing air from the SCBA cylinder.
6. The helmet is in place, with chinstrap adjusted and seated below the supply line.

Time starts when personnel begin opening the cylinder valve. Time stops when all benchmarks have been completed.

An unsatisfactory rating will be given if an individual fails to don the SCBA in 60 seconds or less, or fails to satisfactorily complete all benchmarks.

Fire Service Knots and Hitches
Objective: Personnel shall tie the knots and hitches listed below in 45 seconds (each) or less using two or less attempts. Individuals may also be required to explain the proper use of knots and hitches.

Conditions:
Given a length of rope, personnel will tie the following knots and hitches in succession:

1. Square Knot
2. Bowline *
3. Figure Eight on a Bight *
4. Figure Eight Follow Through
5. Clove Hitch with a Half-Hitch Safety *

6. Becket/Sheet-bend *

*Required by the Texas Commission on Fire Protection

The object or equipment the rope is to be tied around/to will be designated. The evaluator will examine each knot before allowing the individual to proceed to the next one. Time starts when the evaluator gives the signal to begin. Time stops when the individual indicates completion by releasing the rope.

An unsatisfactory rating will be given if one of the following occurs:

- Personnel fail to correctly tie any knot or hitch.
- Personnel take longer than 45 seconds to correctly tie any knot or hitch.
- Personnel require more than two attempts to correctly tie any knot or hitch.
- Personnel, when asked by the evaluator, are unable to describe the proper use of a knot or hitch.

COMPANY PERFORMANCE STANDARDS

The standards in this section represent tasks and/or evolutions requiring the efforts of two or more personnel to satisfactorily perform. The general information provided below shall be used when conducting and evaluating company performance standards. Specific criteria are provided with each task or evolution.

Performance will be measured by observing companies perform the procedures and techniques established by the Department and defined in this procedure. All evaluations shall be conducted in accordance with the criteria and conditions established within this procedure.

The term “company” is used throughout this procedure. It refers to both the personnel assigned to the apparatus and the apparatus itself.

The standards in this procedure shall apply to all apparatus capable of performing a specific evolution. For example, ladder trucks that have a pump and carry hose will be expected to satisfactorily complete all hose lay evolutions.

Unless otherwise specified, all personnel involved in the evolutions shall be properly clothed in firefighting and safety gear. Those individuals operating handlines shall wear SCBA; however, SCBA masks shall not be worn.

In evolutions requiring two or more companies, the evolution objective and all benchmarks must be satisfactorily completed for all companies to receive a satisfactory rating. In evolutions employing two or more companies, there shall be a 30-second delay between each arriving company. Evolutions will start with personnel in the normal riding configuration with seat belts fastened.

The evaluator shall see that pressures and/or flows are within $\pm$ 10 percent of the pressures/flows specified in the evolution. Failure to maintain pressures and/or flows within $\pm$ 10 percent of those specified for a period of 10 seconds or more shall result in an unsatisfactory rating.

In evolutions requiring master streams, at least one company member shall be designated as a “spotter”. The spotter’s responsibility is to ensure that the master stream is striking the intended target by communicating with the master stream operator via portable radio.

When a booster tank is used to supply the first attack line, a second line shall not be charged until a permanent water supply is established. Booster tanks shall not be used to supply master streams. Booster tanks shall not be used to support automatic sprinkler/standpipe systems.

Once streams are placed in service, the flows shall continue until the evaluation is complete.

- Evolutions’ requiring the actual flow of water from a nozzle shall not be considered complete until the evaluator is satisfied that an effective stream has been obtained at each nozzle specified in the evolution.
- Failure to supply an adequate water supply for the evolution shall be considered a serious deficiency in operations and shall result in an unsatisfactory rating.

- Failure to maintain water pressure in any line until all lines are properly operating shall be considered an undesirable interruption of the attack. Interruptions of 10 seconds or more shall result in an unsatisfactory rating.
- Failure to obtain water from a hydrant before the booster tank is empty, or the inability to maintain flow when changing from tank to hydrant supply, shall be considered an undesirable interruption of the supply. Interruptions of 10 seconds or more shall result in an unsatisfactory rating.

Companies shall receive a satisfactory or unsatisfactory rating based on the following:

Satisfactory – The evolution was completed in compliance with this procedure, executed safely, within the established time limits, and all benchmarks were satisfactorily performed and in proper order.

Unsatisfactory – The evolution was not completed in compliance with this procedure, was not executed in an unsafe manner, all benchmarks were not satisfactorily completed, proper sequence was not followed, or the time limit was exceeded.

Forward Lay Attack Line

Objective:

A single company shall forward lay an LDH supply line from a designated hydrant and place a pre-connected hose line in operation flowing Class A foam (0.3 percent) at a flow of 150 gpm. Maximum time allowed: 3 minutes

Conditions:

Stage or ready apparatus and personnel away from the hydrant. When given the signal, the company will proceed to the hydrant. Time starts when the company stops at the hydrant.

Benchmarks:

1. Lay an LDH supply line from the hydrant a distance of 300 feet.
2. Advance an attack line from the engine a distance of 200 feet.
3. Charge the attack line with water from the booster tank.
4. Position two fully protected personnel at the nozzle.
5. Establish a flow of 150 gpm.
6. Smoothly convert from booster tank supply to hydrant supply.

Time stops when the attack line is flowing at 150 gpm and all benchmarks have been completed.

Forward Lay/Two Attack Lines:

Objective:

A single company shall forward lay an LDH supply line from a designated hydrant and place one pre-connected hose line in operation flowing at a flow of 150 gpm. Additional personnel (from a medic unit or another company) shall place a second pre-connected hose line in operation. Maximum time allowed: 4 minutes

Conditions:

Stage or ready apparatus and personnel away from the hydrant. When given the signal, the company will proceed to the hydrant.

Time starts when the company stops at the hydrant. (Additional personnel's start time will be delayed for 30 seconds).

Benchmarks:

1. Lay an LDH supply line from the hydrant a distance of 300 feet.
2. Advance an attack line from the engine a distance of 200 feet.
3. Charge the attack line with water from the booster tank.
4. Position two fully protected personnel at the nozzle.
5. Establish a flow of 150 gpm.
6. Advance a back-up line from the engine a distance of 200 feet.
7. Smoothly convert to hydrant supply.
8. Charge the back-up line after establishing hydrant supply.

9. Position two fully protected personnel on the back-up line.
10. Establish an appropriate flow from line 2.

Time stops when the attack lines are flowing and all benchmarks have been completed.

Forward Lay/Deckgun Operations:
Objective:
A single company shall forward lay an LDH supply line from a designated hydrant and place the deckgun fog nozzle in operation flowing 500 gpm. Maximum time allowed: 2.5 minutes

Conditions:
Stage or ready apparatus and personnel away from the hydrant. When given the signal, the company will proceed to the hydrant. Time starts when the company stops at the hydrant.

Benchmarks:
1. Lay an LDH supply line from the hydrant a distance of 300 feet.
2. Establish hydrant supply.
3. Prepare the deckgun for service and signal for water when ready.
4. Charge the deckgun upon receiving a "ready" signal from the deckgun operator.
5. Establish a flow of 500 gpm from the deckgun nozzle.
6. One member of the company, equipped with a portable radio, will assume an appropriate position to serve as a spotter.
7. The deckgun operator must be able to receive verbal instructions from the spotter via headset, outside speaker, or portable radio.

Time stops when the deckgun stream is established with the designated flow and all benchmarks have been completed.

Forward Lay/Elevated Master Stream Operations (using a single company):
Objective:
A single company equipped with an elevated master stream device shall forward lay an LDH supply line from a designated hydrant and place an elevated master stream in operation flowing 750 gpm. Maximum time allowed: 3.5 minutes

Conditions:
Stage or ready apparatus and personnel away from the hydrant. When given the signal, the company will proceed to the hydrant. Time starts when the apparatus stops at the hydrant.

Benchmarks:
1. Lay one LDH supply line from the hydrant a distance of 300 feet.
2. Position apparatus and prepare elevated master stream for service. The ladder/boom assembly shall be elevated to approximately 75 degrees, rotated approximately 30 degrees from the centerline of the apparatus, and extended approximately 25 feet from its fully retracted position.
3. Establish hydrant supply.
4. Charge the elevated master stream device.
5. Establish a flow of 750 gpm.
6. One member of the company, equipped with a portable radio, will assume an appropriate position to serve as a spotter.
7. The master stream operator must be able to receive verbal instructions from the spotter via headset, outside speaker, or portable radio.

Time stops when the elevated master stream is established with the designated flow and all benchmarks have been completed.

Forward Lay/Automatic Sprinkler and Standpipe Operations:

Objective:

A single company shall forward lay an LDH supply line from a designated hydrant and supply the sprinkler/standpipe connection with a pressure not to exceed 150 PSI through two 3" supply lines. Maximum time allowed: 3.5 minutes

Conditions:

Stage or ready all apparatus and personnel away from the hydrant. When given the signal, the company will proceed to the hydrant. Time starts when the company stops at the hydrant.

Benchmarks:

1. Lay one LDH supply line from the hydrant a distance of 300 feet.
2. Supply the sprinkler/standpipe connection with two 100 ft. of 3" lines from the apparatus.
3. Establish hydrant supply.
4. Charge the supply lines to FDC and establish a flow of 260 gpm,(1 1/8" smooth bore nozzle) not to exceed of 150 PSI.

Time stops when a flow of 260 gpm is established and all benchmarks have been completed.

It is expected that all personnel will successfully complete these evaluations, scores and deficiencies will be noted in the respective employee's annual performance management system appraisal.

Purpose:
To establish a procedure on the use and possession of tobacco, electronic cigarettes and other inhalation delivery devices while on duty, on fire department property or while wearing an AFD uniform in a public place.

Procedure:
The City has provided tobacco cessation incentives to employees. To help ensure a positive public image, all AFD fire stations and training facilities are designated as tobacco-free facilities. The use of all tobacco products is strictly prohibited on all AFD property and vehicles except the areas identified for each station.

Employees using the tobacco areas are directly responsible for ensuring the cleanliness of the area and removing associated waste.

During extended training events or emergency incidents, the OIC may designate an area where tobacco products may be used during break times. The OIC should choose a location that is out of the view of public if possible.

Electronic cigarettes and other inhalation devices that give the appearance of tobacco smoking, regardless of the substance being delivered, shall be considered tobacco use and restricted as described above.

Purpose:
The Wellness and Fitness Program shall provide health promotion activities that identify physical and mental health risk factors and shall provide education and counseling to help minimize health problems and enhance overall well-being.

Successful weight management requires a lifelong commitment to healthful lifestyle behaviors including healthy eating practices and daily physical activity.

Procedure:
Organization
The Program includes: an annual medical physical examination; a fitness assessment, an exercise program; nutrition and tobacco cessation materials; and a worker assistance program. The Program establishes a proactive approach and recognizes that each member must take ownership of their overall health by actively participating in the Program.

The Program was developed in keeping with Chapter 8 of NFPA 1500 *Standard of Fire Department Occupational Safety and Health Program* and meets requirements of the Texas Commission on Fire Protection.

Annual Medical Physical
All sworn personnel are required to complete an annual medical physical. The Assistant Chief of Operations will receive a report from the medical provider that will indicate a general status of the employee. This report will indicate either:

- **Fit for Duty** – A letter from the evaluating physician declaring the member fit for duty.

- **Not Fit for Duty** – A letter from the evaluating physician declaring the member is not fit for duty. This means that a medical condition has been detected that would put the member and/or others at risk. The employee will not be allowed to serve in a shift assignment until the employee produces a physician's release to return to normal duty.

Annual Physical Ability Test (PAT)
All sworn personnel are required to successfully complete the PAT at least once a year at a time determined by the Assistant Chief of Operations. Successful completion and instruction are as follows:

1. Ladder Climb- The candidate, wearing appropriate workout attire, a 35 lb. weighted vest and gloves, shall climb a 75' aerial ladder, fully extended, at a 72-degree angle and return to the starting position on the pedestal. There is a five-minute time maximum. Each rung must be touched in the ascent and decent.
2. 2 Minute Rest- following successful completion of the aerial ladder climb, the candidate will rest for a period of 2 minutes at the start line for the next step in the process.
3. Series events- The candidate will have 13 minutes to complete the series events.
    a. Hose couple- the task must be completed properly before the candidate moves to the next step. If the candidate fails to properly complete the task, he/she must correct before moving on. Time continues regardless of any need to correct a mistake.
    b. Hose drag- the candidate drags the charged hose through the obstacles. If the candidate fails to properly complete the task, he/she must correct before moving on. Time continues regardless of any need to correct a mistake.
    c. Stair climb with hose pack- the candidate climbs the stairs while shoulder carrying the hose pack to the 4th floor of the training tower. If the candidate fails to properly complete the task, he/she must correct before moving on. Time continues regardless of any need to correct a mistake.
    d. Hose pull- the candidate must pull the hose up via the provided rope. The hand over hand method is to be used. The candidate is not allowed to pull the rope over the railing for mechanical advantage. The candidate may rest the rope on the railing if needed. Failure to use the hand over hand method will result in failure of the PAT. The time continues throughout any correction.
    e. Stair decent- take hose pack downstairs. Must carry the pack as in "c."
    f. Kaiser Machine- utilizing the provided dead blow sledgehammer, the candidate shall strike the weight with the sledge to move the weight the prescribed distance.

g. Dummy Drag- the candidate shall move the dummy the prescribed distance utilizing any carry they desire. Time stops when the dummy's feet cross the line/cone.

Physical Ability Test Failure
Sworn personnel that fail any portion of the PAT will be assigned alternate duty and prescribed a workout plan by a peer fitness trainer. Alternate duty assignment is effective for 90 days or the successful completion of the PAT. Failure to successfully complete the PAT and/or expiration of the alternate duty agreement may result in disciplinary action up to, and including, termination.

Injuries incurred during the PAT will be documented and addressed per the Safety SOP. Sworn personnel returning from an on-duty injury may be required to successfully complete the PAT before returning to shift.

Exercise Prescription
A considerable amount of discretion is allowed in selecting the physical activities comprising an individual's exercise program.

Exercise Participation
All shift personnel are required to actively participate in a department approved exercise program. All shift personnel must participate a minimum of 75% of the shifts the employee is on duty each month. For this procedure, any assignment to emergency response in a station-based operations position for 12 or more hours shall trigger this workout requirement. An assignment for less than 12 hours or a special assignment (such as to a committee or the Allen USA Celebration) shall not trigger this workout requirement regardless of the number of hours worked.

There is **NO** specifically designated workout period. Station officers are to use their discretion when the workout program will be most applicable with the daily schedule.

Failure to meet these minimum requirements shall be recorded as a procedure violation, will result in disciplinary action and will be reflected in the annual performance evaluation. Successful completion of this requirement will also be noted in Employee Initiative section of the employee's annual evaluation.

Exercise Log
All exercise participation must be documented every shift in the RMS and Target Solutions on the shift it occurs prior to going off-duty. Supervisors shall monitor their assigned employees' exercise participation and documentation in the RMS. Failure of employees to participate and/or properly document their exercise participation on the shift of occurrence shall be addressed by their supervisor in a timely fashion.

Employees document their participation in the RMS. In the notes section the employee shall input what he or she did for that day. (i.e. treadmill for 30 minutes at a moderate intensity, lifted weights for 45 minutes on upper body - light weight/high rep, or did the Crossfit Workout of the Day).

Tobacco Cessation
The Allen Fire Department and the City of Allen encourages all members to quit the use of tobacco. The City's EAP offers assistance in tobacco cessation for all department users. Contact your Battalion Chief of HR for more information.

Stress Management
The Employee Assistance Program (EAP) is a behavioral health program provided for all employees and their families. These services are generally free of charge to employees and their families. The EAP provides timely and effective counseling to employees to address workplace and personal issues including but not limited to: substance abuse treatment, marital therapy, stress reduction, and individual treatment for emotional issues. An employee may contact the EAP for services directly.

The EAP also provides supervisors with a resource to recommend or remand an employee who is experiencing emotional issues that are or have the potential to impact job performance.

EAP Recommendation
An EAP "recommendation" is made in the event a supervisor notes that an employee is experiencing emotional/psychological difficulties, but the difficulties have not reached the point of significantly impacting job performance.

When recommendations are made, the supervisor is not informed of the employee's attendance, course of treatment, or discharge date. Employees receiving counseling services through a supervisor's recommendation are covered by all the statutory rights of confidentiality afforded a self-referral.

EAP Remand
In the event a supervisor determines that job performance is significantly impaired, and the employee requires counseling services, the employee may be mandated to the EAP as a condition of continued employment. The "remand" process is initiated by a supervisor but must be approved in advance by the Battalion Chief or higher-ranking chief officer.

When an employee is remanded for care, he/she will be required to sign a release of information during their consultation with the referring supervisor and a chief officer. This release specifies that the provider release the following to the Director of Human Resources:

- Confirmation that the employee is attending counseling sessions.
- Progress on treatment plan.
- Reports of drug screens, if required for treatment.
- Motivation, participation, and cooperation of the employee in counseling.
- Date of completion of services.

Critical Incident Stress
Case studies of major incidents where numerous injuries or fatalities occurred have revealed that significant numbers of emergency personnel experienced some form of stress-related symptoms following the incident. Many of these symptoms were transitory and most personnel had no long-term detrimental effects. These studies, however, have also revealed that a percentage of personnel do experience some form of long-term detrimental effects resulting from exposure to such an incident. Some of these effects have been delayed, surfacing later after a period of no apparent symptoms. Without professional intervention, these personnel have experienced declining work performance and deterioration of family relationships, as well as increased health problems. The objective of this procedure is to provide professional intervention after major incidents to minimize stress-related injury to Fire Department personnel.

Fire Department response to incidents that expose personnel to unusually strong emotional involvement qualifies for "Critical Incident." The following are examples of incidents that shall be selected for debriefing:

- Serious injury or death of a Fire Department member or other emergency personnel.
- Mass Casualty Incidents.
- Serious injury or death of a civilian resulting from Fire Department operations (i.e., auto accident, etc.).
- Death of a child, or violence to a child.
- Loss of life of a patient following extraordinary and prolonged expenditure of physical and emotional energy during rescue efforts by Fire Department personnel.
- Incidents that attract extremely unusual or critical news media coverage.
- Any incident that is charged with profound emotion.
- An incident in which the circumstances were so unusual or the sights and sounds so distressing as to produce a high level of immediate or delayed emotional reaction.

Process

Shift Officers and employees share the responsibility for identifying/recognizing incidents that qualify for debriefing. When an incident is identified as a "Critical Incident" (as described), a request for debriefing shall be made. This can be done from the scene. Additionally, any member who feels a need for an individual, confidential, debriefing may initiate the process by contacting the EAP.

Attendance to a debriefing is encouraged for all personnel who were directly exposed to the traumatic aspects of an incident or otherwise identified as a person suffering symptoms. Exceptions may be granted by the Assistant Chief of Operations.

Critical incident debriefing is not a critique of Fire Department operations. The debriefing process allows personnel to discuss their feelings and reactions and, thus, reduce the stress resulting from exposure to critical incidents. All debriefings will be confidential. Debriefings may be conducted anywhere that provides ample space, privacy, and freedom from distractions.

The debriefing team will consist of professionals in stress-related counseling. The Allen Fire Department's role in the debriefing process will be to assist and support the professional counselors as necessary.

Circumstances of a critical incident may require individuals or companies be taken out of service. Such decisions may include returning personnel to their station(s) in an out-of-service status and allowing crew(s) to determine for themselves when they are mentally and physically prepared to return to service. In other circumstances, the crew member(s) may decide that they cannot return to duty, or the professional counselor may recommend relief from duty for the balance of the shift. If this is the case, appropriate steps should be taken to notify the member's spouse, roommates, or family of his/her status, and to provide direction on how they can best assist the member through this difficult time. Under no circumstances is such action to be construed as a negative toward the member.

Purpose:

It will be the policy of the Allen Fire Department that mandatory extra time will be utilized to maintain minimum staffing in the event vacancies cannot be filled with voluntary extra time.

Policy:

Mandatory extra-time is defined as "extra time worked by personnel under direct order to fulfill minimum staffing requirements". To qualify as a mandatory "shift", an employee must be held 1 hour or more.

All shift personnel may be required to work mandatory extra-time and will be placed on the mandatory list according to their seniority (hire date) and rank. Mandatory extra time will be filled according to placement on the list starting with the least senior. Probationary firefighters who have not successfully completed the FTO process are eligible provided they are not placed on a medic unit.

Procedure:

The Battalion Chief or Administrative Captain will utilize voluntary extra time prior to using this procedure. Voluntary extra-time personnel can ride one level below their rank. Members can volunteer to take the mandatory extra time the morning of to drop themselves lower on the list. The member who is at the top of the list must work the extra time or find a swap.

The member up for mandatory extra time will be responsible for filling the vacancy. Trade-outs or swaps to fill the mandatory slot are allowed. The member who agrees to work the extra time as a trade or swap will be considered to have worked their mandatory extra time and be placed at the bottom of the list.

At the time the need for mandatory extra time is determined, the next member on the list is ordered to fill the vacancy to maintain minimum staffing. If the member that is up for mandatory extra-time is off duty, (i.e., vacation, sick, holiday or sub) the next member on the list will fill the mandatory overtime vacancy. The off-duty member will remain at the top of the mandatory list until they complete their mandatory extra-time assignment. They will then move to the bottom of the list.

The Battalion Chief has the option to bypass a member who is at the top of the list but is scheduled for vacation/holiday/sub the following shift for pre-planned personal time off. This bypass will not alleviate the member from his/her position on the list and will remain at the top until their mandatory extra time has been worked.

A-Shift will cover B-Shift - B-Shift will cover C-Shift - C-Shift will cover A-Shift

In rare circumstances, a member may be called back after 0700 if there is an instance where another member must leave, and no voluntary extra-time personnel are available. Every attempt to find voluntary extra time will be made before referring to the mandatory procedure.

List Maintenance:

A mandatory extra-time list for Battalion Chiefs, Administrative Captains, Station Captains, DOEs, and Firefighters will be maintained. The list will reset at the beginning of each calendar year. The list will be viewable to all personnel so they may prepare for upcoming mandatory extra time. The list will be protected for editing by the BC or Admin Captain only and may be viewed in the staffing platform.

Shift Transfers:

Shift transfers will restart a member's eligibility for mandatory extra time. The member transferring will be placed on the list by seniority in their respective rank classification.

Special Events:

Special event staffing does not initiate the use of mandatory extra time. The Battalion Chief will fill the vacancies with on-duty personnel/apparatus.

Nothing in this policy shall prevent the Fire Chief from staffing the shift as necessary for the appropriate operation of the department.

Purpose:
These procedures will be adhered to by all employees of the Allen Fire Department (AFD) as prescribed by the Healthcare Insurance Portability and Accountability Act (HIPAA) of 1996, Public Law 104-191, enacted by Congress on August 21, 1996, Standards for Privacy of Individually Identifiable Health Information, 45 CFR Parts 160 and 164; and Public Law 111-5 of February 17, 2009, known as the American Recovery and Reinvestment Act of 2009, Title XII, Subtitle D – Privacy, Sections 13400, *et seq.*, the Health Information Technology and Clinical Health Act (HITECH). Violation of these procedures may subject the violator to disciplinary actions as outlined in the Allen Fire Department Rules and Regulations. Violations of these procedures can also result in certain civil and criminal penalties as prescribed by state and federal law.

All Allen Fire Department employees will be trained in the following procedures upon initial assignment to any field or staff position within the Department. Subsequent training will be undertaken as necessary to make certain all employees operate within these procedures as written or amended.

Procedure:

Patient- A patient is defined as any of the following:

1. Any person that communicates a chief complaint.
2. A person that is unable to communicate a chief complaint but is in obvious distress or in need of medical attention.
3. Any person AFD personnel perform a patient assessment on to either confirm or rule out a potential medical condition.
4. Persons that are obviously dead or a person the AFD terminates resuscitation on in the field per medical control via current protocols.
5. Persons that **may** be a victim of an aggravated assault, domestic abuse, or other violent crimes.
6. Any person who desires transport to a hospital emergency room for treatment by a physician.

Protected Healthcare (Medical) Information- Information created, received, used, or disclosed in any form, whether on paper, orally, or electronically pertaining to a patient's past or present physical or mental health condition that can be identified to a specific individual by any of the following:

Name	Insurance #	Photographs
Address	Medicare of Medicaid #	Vehicle Lic. Or I.D. #s
Telephone #	Social Security #	Professional Lic or Cert. #s
Fax #	Driver License #	Email address
Account #s	All ages above 89	Web Univ. Resource Locators
Device I.D. and Serial #s	Internet Protocol Addresses	Biometrics Identifiers

Also included are any other unique identifying numbers, characteristics, or code that could be used to identify healthcare information to a specific person. Protected healthcare (medical) information excludes employment records maintained by the Department on it's own employees.

Note: None of the above identifiers are protected information by themselves for the purpose of these procedures. This information is only protected when accompanied by patient medical information.

Patient Medical Record- any form, check sheet, dispatch sheet, insurance form, etc., that contains identifiable patient medical information.

Section 1 Privacy Officer

The Assistant Chief of Operations will act as the Department's Privacy Officer. His/her responsibilities include, as the Department's Custodian of Records, ensuring that all patient medical information is kept confidential and that any releases of protected medical information is in accordance with Federal and State law as well as ordinances of the City of Allen. The Privacy Officer will be

responsible for reviewing all requests for release of protected medical information except those allowed for by law for treatment, payment, and healthcare operations. The Privacy Officer will also review and respond to all complaints and inquiries regarding the Department's HIPAA compliance efforts.

Section 2 Permitted Uses of Protected Health (Medical) Information

Members of the Department should only disclose Protected Health Information (PHI) for the treatment of the patient, to seek payment for the treatment of the patient and for other healthcare operations including but not limited by the following:

Quality assurance	Employee review activities	Training of EMS students
Licensing	Public health purposes	Medical control oversight

Members can release PHI as required by law for reporting abuse and neglect. PHI can also be released to members of the patient's family or friends that are directly involved in the patient's care. Caution is advised when releasing PHI to family members and close friends. If the patient possesses the present mental capacity to make a healthcare decision, the patient should be asked and given the opportunity to object to such disclosures of PHI. Other non- routine disclosures of PHI are required by law but should be reviewed by the Department's privacy officer prior to the release of PHI.

Section 3 Coordination with Law Enforcement

Coordination of activities of the fire and police departments on the scene of emergencies is important for both agencies. It is also important for both to respond in a professional and efficient manner. PHI can be exchanged with the police department in certain situations, but it must be noted that the police department is not a covered entity under HIPAA and therefore the fire department does face restrictions on when and how much PHI it can share with them. **No one** is allowed a copy of the patient report except for the receiving facility. A subpoena, subpoena duces tecum, or authorization (medical release) must accompany all police requests for copies of patient reports. All subpoenas, subpoenas duces tecum, and medical releases (authorizations) will be sent to the Department's Custodial of Records and reviewed by the Department's Privacy Officer. All requests for patient reports will follow the Department's Information Release/ Subpoena section. This procedure can be found in S.O.P. 100.09 of the Allen Fire Department Standard Operating Procedures Manual.

The following is a list of situations in which PHI can be shared with the police verbally.

1. Patient is a victim of a crime
2. Patient is in custody of the police
3. Reporting of legally specified wounds (ex. gunshot, stabbing)
4. Fire department personnel reasonably believe patient is a victim of abuse, neglect, or domestic violence. (Can also release PHI to a government authority, including a social service or protective service organization, authorized by law to receive reports of such abuse, neglect, or domestic violence.) The patient must be informed that the report was or will be made. Fire department personnel will not disclose the reporting of abuse, neglect, or domestic violence if:
    a) The disclosure could put the patient or an individual in serious harm.
    b) The disclosure would be given to the suspected perpetrator.
5. If in the course of providing emergency care disclosure of PHI is necessary to alert law enforcement officials to the commission and nature of a crime, location of crime, location of victims of a crime, and/or the identity, description, and location of the perpetrator of such crime.
6. Patient is deceased, and police are handling notification of medical examiner, coroner, justice of the peace, or funeral director. Fire department personnel can also give PHI directly to medical examiners, coroners, justice of the peace, funeral directors or their designees.
7. In response to a law enforcement officers request for the purpose of identifying or locating a suspect, fugitive, material witness, or missing person, provided the PHI is limited to driver license information, SS#, place of birth, type of injury, date and time of treatment, date and time of death, and a description of distinguishing physical characteristics.
8. Patient has made an admission of harming someone or himself/herself.
9. Patient is suspected of being a danger to himself/herself.

10. Patient is suspected of being a danger to fire department personnel. **(Get police department's help in transport.)**
11. Patient has a communicable disease that law enforcement personnel have been exposed to.

Information that is contained on a patient's driver's license and automotive insurance card is not PHI by itself and can be given to law enforcement for their reporting requirements. Also, information about a patient's location in or around automobiles at the scene of a motor vehicle collision can be given to law enforcement for their reporting requirements.

Law enforcement officers should not routinely enter the patient compartment area in the MICU's. Access can be granted to officers after fire department personnel have completed the patient assessment process and PHI is safeguarded.

It is encouraged that law enforcement be allowed to use the patient compartment of the ambulance in situations that warrant it to be the safest and/or most practical place to conduct a public safety interview. **At no time should law enforcement obtain identification information directly from the patient report.**

Section 4 Security and Privacy of PHI

It is important that all PHI be kept confidential and secure. Information about incidents the fire department responds to should be kept confidential and not be reported to anyone (verbally or written) except for patient treatment, billing, healthcare operations, and what is allowed by law and included in this procedure. Likewise, all PHI either written or electronic should always be kept secured to ensure others who do not have a need to know cannot access it. The following procedures will be used to make sure all PHI both written and electronic remain private and secure:

1. Keep all written PHI and patient reports stored in a manner in which others who do not have a need to know cannot read them. All written reports should be kept secure before and after they have been entered into the computer reporting system. This will require that the written reports **not** be left unattended and/or left on fire station desks awaiting entry into the computer system. It will be necessary to deposit all EMS reports into the provided lock box once the required computer reporting is completed. All EMS reports will be stored under lock and key in the EMS administration offices and all off site storage facilities. All EMS key holders are on a need-to-know basis for either administration or billing purposes. Storage facility key holders are official City of Allen employees whose normal job duties include the management of records for the entire city.

   All written materials that contain PHI and are not included as part of the official patient report will be destroyed by shredding before disposal. All copies of official patient reports that are used for administrative purposes or issued to individual fire department employees for appearance in court will be destroyed by shredding before disposal. All original written patient reports will be destroyed by shredding once the maximum required City of Allen retention schedule has been reached.

   All requests for posting of medical notices at fire stations, made by patients or their representatives, must go through the Privacy Officer before posting. All such notices will only be posted if the patient or guardian of the patient signs an authorization for the fire department to display the medical information inside the fire stations in public view.

2. All electronic patient reports will be kept in a manner that will ensure privacy and security of PHI. All software that is used to access PHI will be password protected. Each fire department employee will have a unique password that will not be shared with others. Levels of security will be set up and maintained for fire department employee's access to PHI on a need-to-know basis. All fire station computers that have access to PHI will be setup to make sure that a time out or auto log off feature is enabled. These features are designed to keep those who do not have a need to know from accessing PHI in cases that the computer is left logged on due to a rush to leave the station to respond to emergencies. All administration personnel will ensure that they are logged off software that contains PHI before leaving their workstations. Future PHI software upgrades will only be considered if they contain up to date privacy and security functions that are in compliance with federal and/or state law, whichever is greater at the time of the upgrade.

   The City of Allen IT Department and Allen Police IT divisions also have access to certain parts of the fire department's electronic patient reports for the maintenance and backup of the data, software, and systems. Each of these departments and

divisions will be trained on all federal and state laws regarding safeguarding of PHI. Each employee of these departments and divisions will be required to complete a PHI Confidentiality Agreement to continue to work on systems that contain PHI. All software that contains PHI will be backed up on a regularly scheduled basis that is approved by the City of Allen IT Department.

All inquires about PHI that are received at the fire station level should be directed to fire administration. All other requests, subpoenas, subpoenas duces tecum, and requests containing authorization (medical releases) will follow the Allen Fire Department's Procedure for Processing Requests for EMS Records located in the City of Allen Fire Department SOP #100.09 Information Release/Subpoena.

Section 5 Telephone, Fax, and E-mail Policy

It is recognized that within the scope of business practices of the Allen Fire Department it is routinely necessary to transmit PHI over the telephone, fax machine, and through email. Safeguards must be taken to protect PHI from those who do not have a need to know. Persons that have telephone contact with the fire department should be verified as someone with a need to know before the release of any PHI.

Example: A patient calls the administrative offices to find out about an ambulance bill. The person receiving the call should ask the patient to verify some identification information on the account before discussing any PHI with them. This should be done to ensure that you are talking to the patient or a person that is working with the patient's full support and knowledge.

All telephone inquiries received by fire stations regarding PHI should be forwarded to the fire administration phone # (214-509-4400) and given a contact name (Privacy Officer) for their inquiry. All individuals that are contacted by fire department employees to discuss PHI should be verified as the intended recipient before PHI is exchanged.

All faxes and emails that contain PHI should be verified twice as to the intended recipient. Both fax cover sheets and endings to emails that contain PHI should contain an approved confidentiality statement in the event the fax or email is inadvertently received by an individual who does not have a need to know. All fax machines that could be used to send or receive PHI will be physically located in spaces that are not accessible to the public or by other employees of the city not covered by a confidentiality agreement.

Section 6 Notice of Privacy Practices

A HIPAA required Notice of Privacy Practices will be posted inside all MICU's. This notice will be divided into two layers. Since there is limited wall space in each MICU only layer 1 will be posted. Layer 1 will contain all key information, including contact address and information on how to obtain layer 2.

The attending paramedics are also required by law to give the patient a copy of the HIPAA required Notice of Privacy Practices and to receive a signature from the patient acknowledging receipt of the notice. It is understood that this is not practical on all patients. If the patient is unable to sign an acknowledgment of receipt, the attending paramedics will put UTO (unable to obtain) in the signature of acknowledgment blank on the back of the patient form.

The complete Notice of Privacy Practices will be made available to any patient who requests a copy. The complete notice will also be posted on the City of Allen's web site as required by law.

Section 7 Patient Rights

Patients should be provided a Notice of Privacy Practices and should acknowledge receipt of it. Authorization forms (medical releases) should be completed for non-routine use of PHI. Patients have the right to:

1. Access their health record
2. Request an amendment of their record
3. Receive an accounting of certain disclosures made of their record
4. Request restriction on uses and disclosures of their record

5. Request on methods of communication
6. Notification of a breach of unsecured PHI

Section 8 Access and Amendment of Patient Medical Record

Patients will be given access to their medical records. Procedures for requesting access are contained in the Procedure for Processing Requests for EMS Records located in SOP 100.09.

The patient may request in writing that their medical records be amended. The fire department may deny the patient request if the department was not the originator of the information, or the department believes the information is/was accurate at the time the patient was seen. Patients who knowingly give false identification to paramedics and then request that information to be changed by administration will be referred to law enforcement for verification of correct identification.

When an amendment is made, a note will be added to the record to indicate the change, but the original information will not be deleted. If the patient's request is denied an explanation will be provided to the patient and noted in the record. The patient may contest the denial and request that a separate explanation be added to the medical record. This explanation will be allowed provided it is in writing, no longer than one 8½" X 11" page in length, single-spaced, single sided, with no smaller than an 8-font type.

Section 9 Accounting of Disclosures

Patients have a right to receive an accounting of certain disclosures of the patient's protected health information in the six years prior to the date of the patient's request. The patient must make their request in writing. Each disclosure of protected health information other than for treatment, payment, and healthcare operations will be documented in a database for future accounting requests. The accounting to the patient will:

1. Be in writing
2. Include the dates of disclosure and to whom the information was sent
3. Describe what information was sent
4. State the purpose of the disclosure

In any one 12-month period, one (1) accounting will be provided at no cost to the patient. Additional disclosures will be at the same cost of electronic records in the summary of charges listed in the Procedure for Processing Request for EMS Records located in S.O.P. 100.09. All requests from representatives other than the patient or the patient's guardian will be charged. Certain disclosures may be withheld from the accounting as provided by law.

Section 10 Restrictions on Use and Disclosure

The patient may request a restriction regarding disclosure of the patient's protected health information beyond those restrictions already imposed by the government. The fire department may elect to accept the restriction or not. However, if the request is accepted, the fire department must abide by the request and may only reverse the position after the patient has been appropriately notified.

Section 11 Restrictions on Communications Method with Patient

The City of Allen generally will not agree to a restriction unless required by law to do so. City of Allen is required to abide by any restrictions that it agrees to. City of Allen must grant patients the right to pay for a service out-of-pocket and abide by a request not to submit a claim to the insurer for that service.

If the City of Allen receives a request from a patient or authorized representative asking City of Allen to refrain from a claim to a health plan and the Privacy Officer determines that City of Allen has either been paid in full, or that City of Allen has received reasonable assurances that it will be paid in full for that service, then City of Allen will grant the request for restriction and not submit a claim to insurance for that service. Patients must make a new request for all subsequent services.

Unless the City of Allen is required by law to agree to a request for restriction of PHI, the Privacy Officer shall deny the request.

Section 12 De-identification of Information

The privacy rule applies to "individually identifiable health information" and not to de-identified information. The Rule states *that one can share a de-identified record with anyone, anytime, and for any reason.* To comply with the Rule, all identifiers listed in the

definition section of these procedures will be deleted before the health information is shared with anyone other than those that are approved under the law.

Section 13 PHI Confidentiality Agreement

All employees of the City of Allen who have access to protected health information will be required to complete a PHI Confidentiality Agreement. This agreement certifies that they have read, understand, and will comply with the Allen Fire Department's Procedures for Patient Healthcare Information Privacy and Security.

Section 14 Business Associate Agreement

All vendors who do business with the City of Allen and have access to PHI will be required to enter into a Business Associate Agreement. HIPAA requires this agreement before any PHI can be given to a vendor. A separate agreement can be utilized or an existing contract with the vendor can be modified to fulfill this requirement. A database will be compiled and maintained by the Assistant Chief of Operations of all vendors who have access to the Department's PHI.

Section 15 Eternal Vigilance

It will be the responsibility of all personnel to make sure the Patient Healthcare Privacy and Security Procedures are followed. It will be the responsibility of the Department's Officers to spot check on a day-to-day basis for compliance of these procedures.

Section 16 Complaints

If a patient is concerned their privacy rights have been violated, or they disagree with a decision that has been made about access to their medical records, they may contact the Department's Privacy Officer (Assistant Chief) at 214-509-4400 or mail the complaint to:

Allen Fire Department
Attn: Privacy Officer
310 Century Parkway
Allen, Texas 75013

The patient may also send a written complaint to the U.S. Department of Health and Human Services. All complaints to the Allen Fire Department will be logged into a computer database for documenting and tracking compliance issues with HIPAA.

Note: The Allen Fire Department retains the right to change these procedures at any time. Before a significant change is made in these procedures the Department's Notice of Privacy Practices will be updated and posted in all MICU's. Patients can obtain a new notice at any time by contacting the above address or by visiting the City of Allen's Web Site at www.cityofallen.org

City of Allen Fire Department
Patient Request for Restriction of PHI Form

Patient Name: _____Phone:_____

Street Address: _____

City: _____State: _____ Zip Code: _____

Email: _____Date of Birth: _____

Right to Request Restrictions Regarding Your PHI and Our Duties:

You (or your authorized representative) have the right to request that we restrict how we use or disclose your PHI for treatment, payment or healthcare operations, or to restrict the information that is provided to family, friends and other individuals involved in your healthcare. However, we are only required to agree to a requested restriction when you ask that we not release PHI to your health plan (insurer) about a service for which you have paid Allen Fire Department in full.

Request for Restriction of PHI:

Below, please explain your request for restricted uses and disclosures of your PHI. Please indicate for what purposes you would like to restrict the PHI and specific parties to whom you would like us to not provide PHI. The Allen Fire Department will consider your request and promptly let you know whether or not we agree to your requested restriction(s).

_____

_____

_____

Signature of Requestor: _____ ***Request Date:*** _____

Requestor Information (if requestor is different from patient):

Name: _____

Relationship to Patient (parent, legal guardian, etc.):_____

Street Address: _____

City: _____State: _____ Zip Code: _____

Review of Patient Request for Restriction

For city of allen fire department use only:

Review of Patient Request for Restriction of Protected Health Information
(To Be Completed by City of Allen Privacy Officer after a request for restriction)

Patient Name: _____ Date Request Received: _____

RESTRICTION REQUEST DENIAL

Date of Denial: _____ Date Patient Notified: _____

Reason for Denial:

_____

_____

RESTRICTION REQUEST ACCEPTANCE

Date of Acceptance: _____ Date Patient Notified: _____

Type of PHI to be Restricted:

_____

Parties to Restrict PHI to:

_____

If request was for restriction to insurance company, did patient pay in full for the service? _____

Date of Payment: _____

Additional Comments:

_____

(Keep in Patient File With Completed Patient Request for Restriction of Protected Health Information Form)

City of Allen Fire Department
Patient Request for Accounting of Disclosures of PHI Form

Patient Name: _____Phone:_____

Street Address: _____

City: _____State: _____ Zip Code: _____

Email: _____Date of Birth: _____

Right to Request an Accounting of Disclosures of PHI and Our Duties:

You (or your authorized representative) have the right to receive an accounting of certain disclosures of your PHI made within six (6) years immediately preceding your request. But, we are not required to provide you with an accounting of disclosures of your PHI: (a) for purposes of treatment, payment, or healthcare operations; (b) for disclosures that you expressly authorized; (c) disclosures made to you, your family or friends, or (d) disclosures made for law enforcement or certain other governmental purposes.

Request for an Accounting of Disclosures of PHI:

Below, please specify the period of time for which you are requesting an accounting of disclosures of your PHI. If you do not specify a time period, City of Allen will provide an accounting of disclosures during the previous six (6) years that we were required to track.

Period of time for which I am requesting an accounting: _____

Signature of Requestor: _____ ***Request Date:*** _____

Requestor Information (if requestor is different from patient):
Name: _____
Relationship to Patient (parent, legal guardian, etc.):_____

Street Address: _____

City: _____State: _____ Zip Code: _____

City of Allen Fire Department
Patient Authorization to Use and Disclose PHI Form

Patient Name: _____ Phone: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Email: _____ Date of Birth: _____

By signing this Authorization, I hereby direct the use or disclosure by City of Allen of certain protected health information (PHI) pertaining to the patient listed above. This Authorization concerns the following information about the patient:

_____

This information may be used or disclosed by City of Allen and may be disclosed to:

_____

I understand that I have the right to revoke this Authorization at any time, except to the extent that City of Allen has already acted in reliance on the Authorization. To revoke this Authorization, I understand that I must do so by written request.

I understand that information used or disclosed pursuant to this Authorization may be subject to redisclosure by the recipient and no longer subject to privacy protections provided by law.

I acknowledge that I have read the provisions in the Authorization and that I have the right to refuse to sign this Authorization. I understand and agree to its terms.

This authorization expires on: _____ (date or event).

Signature: _____ ***Date:*** _____

Personal Representative Information (if signer is different from patient):

Name: _____

Relationship to Patient (parent, legal guardian, etc.): _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Purpose:
To help prevent fire department personnel from contacting and/or contracting infectious diseases.

Procedures:

A. Treat body fluids of all persons as if they were infected.
B. All personnel shall don disposable protective gloves before beginning any emergency patient care. Extra pairs shall be readily available to emergency personnel.
C. Hands and other exposed skin surfaces will be washed with a non-abrasive soap and running water after any direct patient contact as soon as patient care allows. Wash hands immediately after gloves are removed.
D. Plastic goggles and masks shall be worn for intubations, cricothyrotomy, childbirth, and during any chance that blood or body fluids may splash into your eyes or mouth
E. Sharp objects such as needles, catheter stylets, and scalpels shall be handled as if infected and with extra ordinary care. Place all used needles in puncture resistant containers.
F. Mechanical ventilators, bag valve masks, pocket face masks with one-way valves, or other devices shall be utilized when patient ventilation is required.
G. Blood or body fluid spills shall be cleaned up with disinfectant, such as bleach or other chemical germicides. Contaminated equipment and medical devices shall be cleaned in a like manner. Use cleaners with adequate ventilation.
H. Leak proof bags shall be used to transport linens or other materials contaminated by blood or other body fluids. Label bags clearly with, “contaminated materials.” Wash contaminated clothing in hot water for at least 30 minutes or dry clean.
I. I.V. or other solutions shall be discarded after use. No bottle or bag fluid remnants shall be reused.

Purpose:

To define the process for Allen Fire Department employees should they be exposed to the bodily contaminants in a manner likely to transmit an infectious disease during the performance of their duties.

Procedures:

Definition of an exposure:

An exposure occurs when a patient's blood or other bodily fluids enter the employee's body either:

- Percutaneously - Through the skin from a blood contaminated needle or a break in the skin (cut, abrasion, healing wound, etc.).
- Mucotaneously - Through the mucus membrane by the spraying or splattering of blood or other body fluids into the eye, nose, or mouth.

Inhalation Exposure:

- Inhalation of bacteria, virus, or other products directly or indirectly during patient contact. Examples include, but are not limited to, meningitis, tuberculosis, etc.

Examples of Non-exposure Events

- blood on intact skin
- blood on clothing or equipment
- touching an infected person
- talking to an infected person

Prevention

All personnel shall comply with universal blood and body fluid precautions as prescribed in AFD SOP 210.02 and EMS protocols. Personal protective equipment is adequately stocked on each apparatus and includes but is not limited to:

- Disposable gloves
- Disposable gowns
- Eye protection/face shields

Exposure Reporting Procedure

Each apparatus shall have an Infectious Exposure Report Packet containing all the appropriate documents for reporting and documenting the exposure. The exposure shall be reported and documented immediately as required by the Texas Workers Compensation Commission (TWCC) Rule 122.3 and 122.4. The proper documentation and labs must be received by TML, via Human Resources within 10 days of the exposure or the claim will be denied. Denial of the claim will also occur if:

- It is determined the patient has no communicable disease.
- There is no route for the exposure to exist. (open sores, skin lesions, scratches, etc.)
- A sharps injury occurs without the ability to identify a specific patient associated with the sharps.
- If the patient is not tested within the 10 days for a communicable disease.

If an employee of the Fire Department suffers an exposure to an infectious disease, the following procedure shall be followed:

1. While in the field, wash or irrigate the affected area as quickly and thoroughly as possible.
2. Report the exposure to his/her supervisor immediately. The supervisor will ensure the following documents are completed.

    - Allen Fire Department Infectious Exposure Report Form
    - Authorization for Testing and Release of Patient Information Exposure to Communicable Diseases form (non-contaminated sharps injury "needle stick")
    - TDSHS Contaminated Sharps Injury Reporting Form 59-I0666 (if applicable)
    - TWCC 1 Form
    - Signed and notarized sworn affidavit

3. Exposed personnel that arrive at the receiving hospital shall contact the charge nurse of the ED receiving hospital for a "non-employee exposure" and have labs drawn.

   NOTE: Personnel who are exposed but who do not have labs drawn at the receiving hospital should report to Presby Allen Emergency Department.
4. The Battalion Chief shall be notified who will in turn notify the Assistant Fire Chief of Operations and the Risk Manager.
5. Upon returning to the station the exposed person shall complete a memo explaining the circumstances of the exposure and submit through their Captain to the Battalion Chief. A copy shall then be forwarded to the Assistant Fire Chief of Operations and Medical Control for review.
6. The TWCC1, signed and notarized affidavit, and all other documentation shall be sent to HR within 24 hours of the exposure.

   NOTE: Allen Police Department Sergeants and front desk personnel are notaries and should be contacted for exposures occurring after hours, weekends, and holidays.
7. The exposed person is responsible for obtaining the test results of their blood work from the treating facility and getting a sworn affidavit signed and notarized. All documents shall then be forwarded to Human Resources who will ensure it is submitted to TML on or before the 10th day.
8. Any personnel who experience difficulty obtaining the required labs, consent, and/or paperwork shall contact the Battalion Chief who will in turn contact the Risk Manager.

Purpose:

To define the Acquisition/maintenance a Texas Department of State Health Services Certification/License, Medical Director's Authorization and Assistant Fire Chief of Operation's Authorization as assigned by the Assistant Fire Chief of Operations.

Procedures:

ACQUISITION OF TEXAS DEPARTMENT OF STATE HEALTH SERVICES CERTIFICATION/LICENSE

The number and level of certified personnel in the AFD will be directed toward providing the highest level of Emergency Medical Service to the City of Allen. The definition of "highest level of service" will change as time and technology progress. Such changes may necessitate:

- Currently uncertified/licensed employees to acquire and maintain Texas Department of State Health Services (TDSHS) Certification/license and Authorizations.
- Currently certified/licensed employees to acquire and maintain a higher level of TDSHS Certification/license and Authorizations.
- Other changes to best serve the City of Allen.

Personnel assigned to acquire a new or upgraded TDSHS Certification/license are responsible for successfully completing the assignment on the first attempt.

COMPLETION OF PRECEPTOR PROGRAM

Successful completion of the Preceptor Program is a prerequisite for both the Medical Director's and Assistant Fire Chief of Operation's Authorizations. Failure of the Preceptor Program is considered a failure to acquire both the Medical Director's and the Assistant Fire Chief of Operation's Authorizations.

ACQUISITION/MAINTENANCE OF MEDICAL DIRECTOR'S AUTHORIZATION

It is important to realize AFD personnel are acting under the license of the Medical Director when providing emergency medical services to the community. The Medical Director has the ability and obligation to provide this authorization only to those who meet his/her standards.

Personnel are required to acquire and maintain their Medical Director's Authorization as assigned by the Assistant Fire Chief of Operations. The Medical Director has the ability to revoke his/her authorization with sufficient cause.

ACQUISITION/MAINTANENCE OF ASSISTANT FIRE CHIEF OF OPERATION'S AUTHORIZATION

All AFD personnel are required to obtain and maintain the Assistant Fire Chief of Operation's Authorization at the level assigned. This may require the successful completion of additional training programs and/or certifications beyond basic certification or license.

The Assistant Fire Chief of Operation's is vested with the responsibility and authority to grant, deny, revoke, suspend, restrict, upgrade and/or downgrade the Assistant Fire Chief of Operation's Authorization for all AFD personnel.

A suspension of the Assistant Fire Chief of Operation's Authorization during an investigation shall not be considered a failure to maintain the Assistant Fire Chief of Operation's Authorization.

The Assistant Fire Chief of Operations, as a result of an investigation, can impose a revocation of his/her authorization, a permanent assignment to a lower status, probation/remediation, or an immediate return to current status. A revocation of authorization or permanent assignment to a lower status will result in termination from the Department.
Probation/remediation successfully completed in the specified time frame will result in reinstatement of the Assistant Fire Chief of Operation's Authorization. Probation/remediation will not be considered a failure to maintain Authorization unless the conditions of probation/remediation are not successfully met.

MAINTENANCE OF TDSHS CERTIFICATION/LICENSE

Providing the highest level of EMS to the City of Allen requires that all personnel maintain their TDSHS Certification/License as assigned by the Assistant Fire Chief of Operations.

TDSHS Certifications/Licenses are maintained through meeting requirements established by the State. These requirements are established and updated by the TDSHS. The TDSHS will supply interested parties with a copy upon request**.** It will be the responsibility of the Battalion Chief to check current EMS status of each person assigned to them at the first shift of each month using the internet-based query program from TDSHS.

FAILURE TO ACQUIRE OR MAINTAIN TDSHS CERTIFICATION/LICENSE, MEDICAL DIRECTOR'S AUTHORIZATION, AND/OR ASSISTANT FIRE CHIEF OF OPERATION'S AUTHORIZATION

Failure to acquire or maintain TDSHS Certification/license, Medical Director's Authorization and/or the Assistant Fire Chief of Operation's Authorization as assigned by the Assistant Fire Chief of Operations will result in termination from the Department.

EMS PERSONNEL/ADMINISTRATION RESPONSIBILITY

Assistant Fire Chief of Operations and EMS Personnel share in the responsibility of assuring that TDSHS certifications are maintained. The responsibilities that fall upon EMS personnel include but are not limited to:

- obtaining and maintaining certifications/license and authorizations as assigned.
- attending the appropriate number and category of CE hours.
- maintaining skills/attending and passing skills testing.
- completing, signing and retaining personal copies of required CE paperwork in a timely manner.
- taking the State test at assigned time/place.
- performing required actions, paperwork, etc. for recertification.
- attending/completing classes as assigned.

The Assistant Fire Chief of Operation's is responsible for:

- assigning personnel to obtain and maintain TDSHS Certification/License and Authorizations.
- providing adequate amount and category of CE to meet state requirements.

Preface
Controlled substances are regulated by both the Drug Enforcement Administration (DEA) of the United States Department of Justice and the State of Texas Department of Public Safety. A physician dispensing this drug must be registered with both above agencies. Only a consulting physician may dispense a controlled substance to an EMS unit, i.e., any hospital pharmacy may not dispense a controlled substance directly to fire department personnel. The Allen Fire Department consulting physician is the Medical Director of the Allen Fire Department EMS System. A requisition, signed by that doctor, or his designee is required to issue a controlled substance to the Allen Fire Department stations. The consulting physician must maintain all controlled substance records at the physicians registered location, which must be the central office location of the owner or operator of the ambulance service, i.e., the fire department's administrative offices at 310 Century Allen, Texas. The physician is also held responsible by the DEA for the security of the controlled substances. Therefore, the following procedures shall be followed by the fire department paramedics and enforced by all fire department officers for handling and use of controlled substances.

The Assistant Fire Chief of Logistics shall act as the receiving agent for all controlled substances supplied to the Allen Fire Department, a requisition, signed by Assistant Fire Chief of Logistics, or his designee is required to obtain controlled substances from the supplier. The Fire Department must maintain all controlled substance records at the fire department's administrative offices at 310 Century Allen, Texas. The Fire Department is also held responsible by the DEA for the security of the controlled substances. Therefore, the following procedures shall be followed by the fire department paramedics and enforced by all fire department officers for handling and use of controlled substances.

Purpose:
The purpose of this standard operating procedure is to ensure proper storage, administration, and accountability of controlled substances within the Allen Fire Department. The guidelines for this standard operating procedure are mandated by the statues established and enforced by the Drug Enforcement Agency (DEA), Federal Controlled Substances Act, Texas Controlled Substances Act and the Texas Department of State Health Services EMS Division.

All fire stations will have a DEA registration for controlled substances.

Procedure:
It is the standard operating procedure of the Allen Fire Department that all storage, distribution and administration of controlled substances shall follow all applicable laws and regulations.

STORAGE

All controlled substances, as identified by the DEA, Schedules II through Schedules V shall be maintained under a secure locking system that utilizes an electronic locking system with individual secure pin numbers for every individual in the Allen Fire Department. The pin number is for the exclusive use of the person that it was assigned; pin numbers are not to be shared with anyone. The use of these pin numbers will enable the system to maintain an audit trail. Override keys required for accessing the controlled substances system will be secured to the Knox key that is in a mounted KeySecure® system.

The main storage area in which controlled substances are kept for distribution will require the use of a safe and placement behind a lockable door. The storage area at substations will be in a Narc ID Vault. This main storage area may only be accessed by authorized employees. **Each day, during morning checks**, station personnel will need to perform the daily visual check and complete the Shift Change function on station and apparatus vaults.

DISTRIBUTION

All controlled substances that are removed from the main supply must be immediately transferred to a receiving Narc ID Vault. Individuals who distribute controlled substances to the stations or apparatus will also ensure the medication appears not to be tampered with or damaged, by accounting for the presence and integrity of tamper evident seals or caps. Only Captains or the OIC at substations are permitted to access the station supply of narcotics located in the NarcID Vault.

ADMINISTRATION

Controlled substances should only be handled during times when they may be required or actually required for patient care.

Prior to preparation of a controlled substance for patient use, it is required that medics visually inspect the selected medication to ensure proper type, packaging, tamper seal, and expiration date. This check shall be confirmed by another paramedic.

When controlled substances are administered to a patient the following are required within the patient's documentation, completed by the medical crew.

1. Incident number.
2. Patients name.
3. Date and time of administration.
4. Dosage administered.
5. Route
6. Name of physician ordering drug.
7. Name of paramedic administering drug.

Any controlled substance that remains unused after patient care must be wasted immediately in the sink or trashcan at the emergency room by the crew and documented in the EMS RMS (Records Management System). The wasting shall be confirmed by another paramedic.

PROCESS

If at any time there appears to be an error or tampering, the Battalion Chief, or in his absence the Administrative Captain, will be notified immediately by telephone.

The medications shall be kept in a sealed container with a tamper resistant tag, those containers are kept in a plastic box in the NarcID Vault. The crews should take the box with them into a call if they feel that narcotics will be needed. The box should be placed back into the NarcID Vault and the questions answered as soon as possible, during or after the call, but before leaving the hospital. Never leave the narcotic box unattended.

While at the hospital the EMS crew will waste the unused portion of the controlled substance(s) that were administered (if any) and document in the EMS RMS (Records Management System).

When the supply narcotics at a station has reached a level at which a refill is required, the Captain or OIC shall notify the on-duty Battalion Chief or Administrative Captain, who will then make arrangements to refill the NarcID Vault.

RECORD RETENTION

The Allen Fire Department shall retain all records pertaining to the use, administration and storage of Narcotics for a period of not less than 2 Years, after that time the records may be destroyed, with authorization of the Assistant Fire Chief of Logistics.

DRUG DIVERSION

A drug diversion is defined as: 1) acquiring or obtaining of a controlled substance by an illegal method and/or 2) the diverting of legally obtainable drugs into illegal channels.

AFD employees who engage in illicit activities with controlled substances subject themselves not only to State or Federal prosecution for possessing, selling, using, or diverting controlled substances, but shall also immediately become the subject of independent action regarding their continued employment with the City of Allen and the Allen Fire Department.

All AFD personnel are required to **immediately** report any knowledge of a drug diversion to their supervisor. The supervisor shall immediately notify the Assistant Fire Chief of Operations through the appropriate chain of command. The AFD shall treat such information as confidential and shall take all reasonable steps to protect the identity of the employee furnishing the information from their coworkers. A failure to report information regarding a drug diversion will be considered a violation of this procedure and subject the employee to disciplinary action up to and including termination.

Anytime that a drug diversion is suspected, the tampered medication (if available), may be sent off to a laboratory for analysis. All personnel that are involved shall be immediately sent for drug screening at an appropriate facility.

DESTRUCTION OF EXPIRED CONTROLLED SUBSTANCES

Expired controlled substances will be collected by two individuals and returned to central supply where they will be recorded and stored for destruction.

After proper notification has been delivered, the Allen Fire Department will arrange to have the controlled substances destroyed, Pursuant to CFR 21 Ch. II Part. 1307.21 the DEA regional office will be contacted using DEA Form 41 as notification of scheduled destruction of controlled substances two weeks prior to actual date of action. Or the controlled substances will be returned to a DEA approved reverse distributor for destruction, in which case they will fill out the form 41 and notify the DEA.

All schedules 2-5 medications that are returned to the central inventory shall be placed in a sealed bag or box, the count shall then be verified by two individuals, and a sticker with the same information shall be adhered to the sealed bag or box. The bag or box will then be sealed with evidence tape (covering all possible access locations to the container) and then placed in the vault until destruction occurs. The log sheet for the specific expired medication will be updated to reflect the proper amount stored in the expired medication vault.

Purpose:

To implement a QI/QA process compliant with State requirements and to help ensure a consistently high quality of patient care within our emergency medical system.

Quality Improvement/Quality Assurance Procedures:

All patient care reports will be evaluated using the Incident Review Form (IRF) embedded in the patient care reporting system. The Captain or OIC will complete an IRF on all EMS patient care reports generated by the personnel assigned to their respective station during their assigned shift. This evaluation shall take place on the same shift as the incident except for incidents that do not conclude with enough time remaining in the shift (after approximately 6 AM). The goal of the IRF is to identify and correct patient care documentation issues in a timely manner as well as to record patient care events of significance.

The EMS Specialist and/or the Assistant Chief of Operations will perform a secondary review of the patient care report and IRF. They will look for both positive outcomes and areas for improvement. To the extent possible under HIPAA, patient follow ups will be performed. Any relevant update on the patient's condition as well as follow-up regarding the IRF will be shared with the appropriate personnel.

Advanced review: On rare occasions, the Assistant Chief of Operations may determine that personnel involved in patient care need to be assembled to review an incident in greater detail. When an advanced review is necessary, those involved will be notified of the need for an advanced review as well as the specific issues to be discussed. An advanced review will be limited to those involved in the incident, AFD chief officers, a representative from the Medical Director (if applicable), and the Administrative Captain.

Skill Tracking

Advanced skills performed by EMS personnel will be tracked. The data will be utilized to document skills retention and identify training necessities to ensure an adequate standard of care throughout the department. All EMS personnel will receive a periodic summary stating their precision and accuracy with regards to advanced skills.

Skill Verification

All skills, basic and advanced, will be reviewed periodically. All EMS personnel are required to demonstrate proficiency of all skills at their respective EMS Certification/Licensure level. These evaluations will be performed in accordance with AHA, TDSHS, and Medical Control guidelines.

EMS Protocol Proficiency

EMS personnel are required to demonstrate proficiency of the AFD EMS Protocol at their respective EMS Certification/Licensure level.

EMS Performance

The performance of personnel on specific incidents and the entire Emergency Medical System may be independently reviewed by the Assistant Chief of Operations and/or EMS Specialist at the direction of the Fire Chief. Findings and recommendations will be made available to the Operations Chief for his/her action as deemed necessary.

Accepting Abandoned Child

210.10

Issued 02/01/06
Reviewed Nov 2019
Revised 01/18/2019

Purpose:
This document defines the procedure for accepting possession of abandoned children in accordance with Section 161.001 of the Texas Family Code.

Overview:
Section 161.001 of the Texas Family Code requires an emergency medical care provider to take possession of a child 60 days old or younger if the parent or other person who is entitled to possess the child voluntarily leaves the child with the provider and does not express intent to return for the child.

The emergency care provider is also required to perform **any act necessary** to protect the physical health or safety of a child taken into possession.

Procedure:
If a parent presents any AFD employee with a child intending upon leaving it in accordance with Section 161.001 of the Texas Family Code, the employee will accept the child without conflict and then immediately inform the on-duty Captain, Battalion Chief and the Allen Police Department. An APD officer will be requested to immediately respond to the respective station to ensure child and employee safety in case the parent, other parent or other relatives appear. The APD officer will remain with the child until the Department of Protective and Regulatory Services (DPRS) takes custody of the child from AFD personnel.

If possible, obtain the child's age, medical history, medication or food allergies, last feeding and again if the parent intends to return for the child.

The child will immediately become a patient and be transported to Presby Hospital of Allen. The child will receive a thorough medical examination and any treatment deemed necessary by the attending EMS personnel. The AFD EMS personnel will remain with the child until DPRS takes custody of the child.

DPRS (commonly known as Child Protective Services) must be notified immediately that we have taken possession of a child and the child will be transported to Texas Health Resources of Allen. DPRS can be reached locally at (817) 321-8680, if there is no answer at this number, contact DPRS at the Law Enforcement Only Hotline in Austin at (800) 872-5300. DPRS is required to assume the care, control and custody of the child immediately upon receipt of the notice.

Purpose:

Fire Department transportation and/or treatment for individuals incarcerated by the City of Allen Police Department.

Procedures:

Individual Under Arrest

1. Follow medical control protocols for assessment, intervention, and documentation.
2. Fire Department transportation will require that an Allen Police Officer accompany the individual, in the back of the ambulance, to the emergency facility.

Individual Released From Incarceration Prior to Treatment and/or Transportation

1. Any individual who is released from incarceration prior to transport is no longer considered a prisoner and has the right to refuse treatment and/or transportation by the Allen Fire Department provided they meet the requirements to refuse.
2. An individual who is released from incarceration and is transported to an emergency facility has the right to refuse treatment and may leave the facility at his/her own risk.

Witness to Prisoner Self-administered Medication Injection Response Procedure

The fire department shall be dispatched and respond per normal medical incident procedures when there is a police request for paramedics to witness a self-administered medication injection by any person incarcerated in the Allen Police Department jail.

Personal Safety

1. The prisoner shall be properly restrained by police personnel if a safety threat is perceived.
2. Paramedics shall be physically separated from the prisoner when he/she is in possession of a syringe.
3. Paramedics shall take any other precautions that they deem necessary to ensure their safety.

Witnessing Guidelines

1. Obtain vital signs only if it is safe to do so and medical history from the prisoner before administration.
2. Paramedics shall verify, to the best of their capabilities, that the medication type and dosage to be self-administered is correct. This shall be accomplished by a visual inspection of the contents and label.
   NOTE: Police should pre-screen all prisoners to determine if the medication will be necessary during the incarcerated period in Allen. Pre-screening will allow time to verify the medication is prescribed to the individual prior to contacting the Allen Fire Department.
3. Observe the prisoner self-administer the medication from a safe distance. If possible, the paramedics should remain outside of the jail cell.
4. After the medication is administered, the prisoner shall be handed the sharps container to properly dispose of the syringe.
5. Monitor the prisoner for approximately five (5) minutes and record a second set of vitals.
6. The paramedics shall complete the Allen Fire Department Emergency Medical Services Patient Report. Indicate in the remarks section that fire department personnel responded to witness self-administration of a prescription medication injection. The patient will also have the opportunity to sign the required "HIPPA" paperwork. If the patient refuses, regular procedures are followed and a copy will be mailed to the prisoner's residence.
7. Reaffirm to the police jailer that monitoring the prisoner shall be necessary and to request a full EMS response should the prisoner develop any reaction to the medication.

Purpose:

Under the Health Information Technology for Economic and Clinical Health Act (the "HITECH Act") Allen Fire Department has an obligation, following the discovery of a breach of unsecured protected health information ("PHI"), to notify each individual whose unsecured PHI has been, or is reasonably believed to have been, accessed, acquired, used, or disclosed. The Allen Fire Department also has an obligation to notify the Department of Health and Human Services ("HHS") of all breaches. In some cases, the Allen Fire Department must notify media outlets about breaches of unsecured PHI. This policy details how Allen Fire Department will handle and respond to suspected and actual breaches of unsecured PHI.

This Policy applies to all Allen Fire Department employees who contact PHI. All suspected breach incidents shall be brought to the attention of the department's Privacy Officer and he/she shall investigate each incident to determine if a breach occurred and initiate the appropriate response to the incident.

Procedure:

Breach Defined

1. A breach is the acquisition, access, use, or disclosure of unsecured PHI in a manner not permitted under the HIPAA Privacy Rule which compromises the security or privacy of the PHI.

    a. An acquisition, access, use, or disclosure of PHI created, received, maintained or transmitted by the Allen Fire Department that is not permitted by HIPAA is presumed to be a breach unless the Allen Fire Department demonstrates that there is a low probability that the PHI has been compromised based on a "risk assessment" of at least the following factors:

        i. The nature and extent of the PHI involved, including the types of identifiers and the likelihood of re-identification.

        ii. The unauthorized person who used the PHI or to whom the disclosure was made.

        iii. Whether the PHI was actually acquired or viewed.

        iv. The extent to which the risk to the PHI has been mitigated.

    b. "*Unsecured Protected Health Information"* is PHI that has not been rendered unusable, unreadable, or indecipherable to unauthorized individuals through the use of a technology or methodology specified by HHS for securing PHI - available on HHS's website at: http://www.hhs.gov/ocr/privacy. Generally, PHI is "unsecured" if it is not encrypted by strong encryption technology or if it has not been properly destroyed. If the PHI is able to be used, read, or deciphered it is "unsecured."

2. A breach does not include any of the following:

    a. Unintentional acquisition, access, or use of unsecured PHI by an employee at the Allen Fire Department or someone acting under the authority of the Allen Fire Department if the acquisition, access, or use was made in good faith and within that individual's scope of authority, so long as the information was not further used or disclosed in violation of HIPAA.

    b. Any inadvertent disclosure of PHI by an Allen Fire Department employee who is generally authorized to access PHI to another person at the Allen Fire Department who is generally authorized to access PHI, so long as the information received as a result of such disclosure was not further used or disclosed in violation of HIPAA.

c. A disclosure of PHI where the Allen Fire Department has a good faith belief that an unauthorized person to whom the disclosure was made would not reasonably have been able to retain the information.

Reporting a Suspected Breach Incident

1. All Allen Fire Department employees are responsible for immediately reporting a suspected breach incident to a supervisor or the Privacy Officer. Allen Fire Department employees shall report all known and suspected HIPAA violations.

2. The Privacy Officer will notify management about the suspected incident.

3. The Privacy Officer shall document the date that the suspected breach of unsecured PHI occurred (if known) and the date(s) on which the supervisor and the Privacy Officer were notified about the incident.

Investigating a Suspected Breach Incident

1. The Privacy Officer shall then initiate an inquiry to determine whether an actual breach has occurred and what actions, if any, are necessary.

2. After gathering all available information about the incident, the Privacy Officer shall conduct an analysis to determine whether an actual breach of unsecured PHI occurred.

3. If the Privacy Officer determines that a breach of unsecured PHI has **not** occurred, the reasons behind that conclusion shall be thoroughly documented.

4. If the Privacy Officer determines that a breach of unsecured PHI has occurred, the reasons behind that conclusion shall be thoroughly documented and the Privacy Officer shall proceed to notify all necessary parties in accordance with this policy. If a substandard job performance issue is suspected or discovered, an investigation may be conducted in accordance with City of Allen Fire Department Personnel Ordinance No. 2264-2-04.

Breach Notification to Affected Individuals

1. Following the discovery of a breach of unsecured PHI, the Allen Fire Department will notify each individual whose unsecured PHI has been, or is reasonably believed to have been, accessed, acquired, used, or disclosed as a result of such breach. The Privacy Officer shall be the party who is primarily responsible to make proper notice, in consultation with Allen Fire Department management.

2. A breach shall be treated as discovered by the Allen Fire Department as of the first day on which the breach is known, or, by exercising reasonable diligence would have been known to the Allen Fire Department or any person, other than the person committing the breach, who is an employee or agent of the Allen Fire Department.

3. The Allen Fire Department shall provide the notification without unreasonable delay and in no case later than 60 calendar days after discovery of a breach.

4. If a law enforcement official states to the Allen Fire Department that a notification, notice, or posting would impede a criminal investigation or cause damage to national security, the Allen Fire Department shall:

   a. Delay notification for the time period specified by the official if the statement is in writing and specifies the time for which a delay is required; or

b. If the notice is a verbal statement, delay notification temporarily, and no longer than 30 days from the date of the oral statement, unless a written statement is submitted during that time. If the statement is made orally, the Privacy Officer shall document the statement, including the identity of the official making the statement.

5. The Allen Fire Department shall provide written notification, in plain language, by first-class mail to each affected individual at the last known address of each individual. If the affected individual agreed to receive electronic notice of breaches, the Allen Fire Department may provide notice by electronic mail. The notification may be provided in one or more mailings as information becomes available.

6. The Privacy Officer shall utilize the Allen Fire Department's "Individual Notice of Breach of Unsecured PHI" template when sending notice to affected parties. The Notice shall include, to the extent possible:

   a. A brief description of what happened, including the date of the breach and the date of the discovery of the breach, if known.

   b. A description of the types of unsecured PHI that were involved in the breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, or other types of information were involved).

   c. Any steps individuals should take to protect themselves from potential harm resulting from the breach.

   d. A brief description of what the Allen Fire Department is doing to investigate the breach, to mitigate harm to individuals, and to protect against any further breaches; and

   e. Contact procedures for individuals to ask questions or learn additional information about the incident from the Allen Fire Department. These contract procedures shall include a toll-free telephone number and an e-mail address to reach the Allen Fire Department's Privacy Officer.

7. If the Privacy Officer determines that affected individuals need to be contacted immediately to protect them from potential harm, the Privacy Officer shall contact those individuals by telephone or other means as soon as possible. The Allen Fire Department shall still send written notice to these individuals about the incident.

8. If the Allen Fire Department knows that any affected individual is deceased and the Allen Fire Department has the address of the next of kin or personal representative of the individual, the Allen Fire Department shall provide written notification by first class mail to either the next of kin or personal representative.

9. If the Allen Fire Department has insufficient or out-of-date contact information for any affected individuals, the Allen Fire Department shall use a substitute form of notice that, in the informed opinion of the Privacy Officer, will reach the individual. Substitute notice is not required in cases where there is insufficient or out-of-date contact information for the next of kin or personal representative of a deceased individual. Substitute notice will be provided in the following manner:

   a. If there is insufficient or out-of-date contact information for fewer than 10 affected individuals, then substitute notice may be provided by an alternative form of written notice such as placing a notice in the newspaper, calling the patient, or other means.

   b. If there is insufficient or out-of-date contact information for 10 or more individuals, then the substitute notice shall: (i) be conspicuously posted on the Allen Fire Department's home page of its website for 90 days, or conspicuous notice in major print or broadcast media in geographic areas where each affected individual likely resides; and (ii) include a toll-free phone number for the Allen Fire Department that remains active for at least 90 days where individuals can learn whether their unsecured PHI may be included in the breach.

Breach Notification to the Media

1. For a breach of unsecured PHI involving more than 500 residents of a single state or jurisdiction, the Allen Fire Department shall notify prominent media outlets serving the state or jurisdiction about the breach. The Privacy Officer shall be the party in charge of making such notice and shall make such notification in consultation with the Allen Fire Department management and legal counsel.

2. Notification to the media shall be made without unreasonable delay and in no case later than 60 calendar days after discovery of the breach.

3. Notification to the media shall include all information that must be included in the individual notice.

Breach Notification to HHS

1. The Allen Fire Department shall notify HHS of all breaches of unsecured PHI in accordance with this policy.

    a. For breaches of unsecured PHI involving 500 or more individuals, the Allen Fire Department shall provide notice to HHS when it provides notice to affected individuals. Notice must be provided in the manner specified on the HHS Website at: http://www.hhs.gov/ocr/privacy/hipaa/administrative/breachnotificationrule/. The Privacy Officer shall be responsible for ensuring that such notice is submitted to HHS and must consult management before submitting the information to HHS.

    b. For breaches of unsecured PHI involving less than 500 individuals, the Allen Fire Department shall maintain a log of such breaches and report them to HHS on an annual basis. The Privacy Officer shall report these breaches to HHS annually, no later than 60 days after the end of the calendar year in which these breaches were discovered. This shall be done in the manner specified on the HHS Website at: http://www.hhs.gov/ocr/privacy/hipaa/administrative/breachnotificationrule/. The Privacy Officer shall ensure that the information is submitted to HHS by March 1 of each year and must consult with management before submitting the information to HHS.

Breach Notification in Accordance with State Law

1. The Privacy Officer shall also determine, in consultation with legal counsel, whether the Allen Fire Department has any additional breach notification obligations under applicable Texas laws or other state laws.

2. The Allen Fire Department must look to each state in which an affected individual resides when making this determination and shall consult legal counsel licensed to practice in those states.

Administrative Requirements

1. The Privacy Officer shall record and maintain thorough records of all activities related to suspected and actual breach incidents.

2. In the event of a suspected crime, or other unlawful activity, local, state, or federal law enforcement may need to be notified. That determination will be made by management with recommendation from the Privacy Officer. The Privacy Officer shall coordinate communications with outside organizations and law enforcement.

3. The Allen Fire Department will train all its employees so that they are able to identify suspected breaches of unsecured PHI and know to report all suspected breaches to the appropriate party immediately.

Employees who violate this policy will be subject to disciplinary action, up to and including termination.

Individual Notice of Breach of Unsecured PHI
[INSERT DATE]

Via First Class Mail
[INSERT NAME OF AFFECTED INDIVIDUAL]
[INSERT LAST KNOWN ADDRESS FOR AFFECTED INDIVIDUAL]

Re: [Suspected] Breach of Your Protected Health Information

Dear [INSERT NAME OF AFFECTED PARTY]:

City of Allen is committed to patient privacy, and we strive to protect the confidentiality of our patients' healthcare information. We take steps to quickly identify and immediately address all known or suspected breaches of your healthcare information.

City of Allen [believes] [has information] that your health information [may have been] [was] improperly [accessed, used, disclosed]. Therefore, we are providing this notice to you so that you are aware of and informed about the incident, and so that you can take any further steps that may be necessary to protect your health information.

[**Provide a brief description of what happened, including the date of the breach and the date City of Allen discovered the breach**. *Example:* It was brought to our attention that on April 3, 2014, one of our employees accessed your electronic patient file for non-business-related reasons and without authorization. We discovered this on April 5, 2014.]

[**Give a brief, generic description of the types of unsecured PHI that were involved in the incident such as: full name, SSN, DOB, home address, account number, condition, etc.** *Example:* The file that was breached contained your home address, your Medicare identification number, your healthcare condition, and your date of birth.]

[**Explain any steps that the individual should take to protect themselves from potential harm from the breach**. *Example:* We recommend that you carefully monitor explanations of benefits (EOBs) or other remittance advice or account statements received from your health insurer to determine if any other person has used your identity to obtain health care. If you receive an EOB or bill for health care services that you believe you did not receive, immediately contact your insurer and the health care provider who furnished the services.]

[**Briefly explain what City of Allen is doing or has done to investigate the breach, to mitigate harm to the individual, and to protect against further breaches.** *Example:* City of Allen has spoken with the employee to ascertain what information was accessed and retained while viewing your file. We also audited access and download logs for that computer to determine whether other unauthorized parties could have gained access to your information and whether any patient information was extracted from the computer. We found no activity that indicates that any other party accessed your information.]

[**Provide contact procedures for the individual to ask questions or learn additional information, including either: a toll-free telephone number, an email address, website, or postal address.** *Example:* We encourage you to contact us at 214-509-4400 and ask to speak with our Privacy Officer for more information about this incident. We are happy to answer your questions or to provide you with any additional information that you might require.]

We sincerely regret any inconvenience that this incident has caused and we have taken all appropriate steps to ensure that your health information is protected and that a similar incident does not happen in the future. We value your trust in City of Allen and we consider patient privacy a top priority. If there is anything we can do to assist you, please contact us at the toll-free number above.

Sincerely,
Privacy Officer
City of Allen

Purpose

This policy establishes City of Allen's procedures for reporting a security incident and the steps that will be taken by City of Allen to investigate and act when a potential or actual security incident occurs.

Procedure

Security Incident Defined

A "security incident" is an attempted or successful unauthorized entry, breach or attack on the electronic information system that we use to create, receive, maintain or transmit e-PHI. Security incidents include unauthorized probing and browsing of the files, a disruption of service in our information system and incidents where e-PHI has been improperly altered or destroyed. Security incidents also include things such as a virus, hacking attempt or incident, "phishing" incident, malware installation, corrupt data or other similar incident involving City of Allen's information system.

Reporting a Security Incident

1. All staff members are responsible for immediately reporting a suspected security incident immediately to the Privacy Officer or an immediate supervisor.

2. When a suspected security incident occurs, the Privacy Officer shall have the reporting staff member and other members with knowledge of the incident complete City of Allen's "Internal Breach/Security Incident Reporting Form."

3. The Privacy Officer will be responsible for initiating an immediate investigation to isolate the problem and take whatever action is necessary to protect the information system and e-PHI and other vital electronic information.

4. The Privacy Officer will notify management immediately in the event the incident cannot be immediately corrected, or if any e-PHI or other vital information is altered or destroyed. Management will also be notified of any completed investigation and the outcome of the investigation.

5. In the event of unlawful activity via the use of City of Allen's information system, local, state, or federal law enforcement may be notified. That determination will be made by management with recommendation from the Privacy Officer. The Privacy Officer is responsible for coordinating communications with outside organizations and law enforcement.

6. Whenever a security incident is suspected or confirmed to have occurred, remedial action will be taken, including disciplinary action against any individual staff members when it has been confirmed that they caused or contributed to the incident.

Privacy Officer Responsibility

The Privacy Officer is responsible for the following:

1. Initiating the appropriate incident management action, including restoration.
2. Determining the physical and electronic evidence to be gathered as part of the incident investigation.
3. Monitoring that any damage from a security incident is repaired or mitigated and that the vulnerability is eliminated or minimized where possible.
4. Determining if a widespread communication is required, the content of the communication, and how best to distribute the communication.
5. Communicating new issues or vulnerabilities to the system vendor and working with the vendor to eliminate or mitigate the vulnerability.
6. Initiating, completing, and documenting the incident investigation.
7. Determining whether the incident may qualify as a breach of unsecured PHI requiring breach notification under City of Allen's "Policy on Breaches of Unsecured Protected Health Information."

Purpose

This policy establishes our security measures to protect our electronic information systems, networks and applications and as well as buildings and equipment from natural and environmental hazards, and unauthorized intrusion.

Procedure

Facility Access Controls

1. Access to areas of our facility that contain our information system with PHI will be granted only to those with a verifiable and approved business need to have access.

2. Access control will be established with physical hardware that prevents improper or inadvertent entry into a secure area. This hardware may include combination locks, swipe cards, smart cards and other devices on all doors housing our information system equipment.

3. Any space in a building that we share with another entity that contains PHI that we create, receive, maintain or transmit will be maintained at the same level of security as if we owned the space. Specifically, we will protect that area from access by others in the building who are not part of City of Allen.

4. Disabling or circumventing any of the physical security protections is strictly prohibited. Any problems with physical security measures must be reported to the Privacy Officer immediately.

Access Control and Validation Procedures

City of Allen has established procedures for controlling and validating a staff member's access to our facilities. Access to various areas of the facilities will be based on the role of the staff person and their need to access an area.

Workstation Security and Use

1. A "workstation" is defined as any electronic computing device, such as a desktop computer, laptop computer, mobile electronic device or any other device that is used to create, receive, maintain or transmit PHI.

2. All workstations (including fixed locations such as in our billing or business office and mobile workstations such as with portable electronic devices for field use) should be password protected so that they may not be accessed without authentication by an authorized user.

3. All workstations are set up to lock out after a set time period so that if the staff member is no longer using the workstation for a set period of time, access will not be permitted without the proper password.

4. Procedures are established for each work area, depending on the nature of the work area to limit viewing of workstation device screens to only those operating the workstation wherever possible.

   a. In office areas, all screens should be pointed away from hallways and open areas. The screens should be pointed away from chairs or other locations where non-staff members, such as patients, may be.

   b. In field operations, ambulance personnel will need to follow procedures to ensure that the devices are not left in an open area, such as a countertop in the Emergency Department.

Disposal of Hardware and Electronic Media Devices and Media Controls

1. City of Allen carefully monitors and regulates the receipt and removal of hardware and electronic media that contain PHI and other patient and business information into and out of our stations and other facilities.

2. Generally, simple deletion of files or folders is not sufficient to ensure removal of the file or data. This simply removes the directional “pointers” that allow a user to find the file or folder more readily. Deleted files are usually completely retrievable with special software and computer system expertise.

3. City of Allen has in place procedures for the disposal of hardware, electronic media, and e-PHI stored on hardware and other electronic media.

Purpose:
In order to earn the maximum credit possible under the ISO training section, comply with the Texas Commission on Fire Protection's Continuing Education requirements and help ensure continuity in operations, all field personnel must complete training as outlined in this procedure.

Procedure:
Approved Fire Training
All field personnel must obtain **20 hours** per calendar month of fire related training. Credit for training can be received from the following sources:

1. Assignments supplied by the Operations Division. These assignments must be completed each month in their entirety regardless of the total number of hours earned by an individual that month.

2. Company level training completed at Allen Fire Stations or Allen Training Tower.

3. Formal Fire Related Classes which are pre-approved and/or conducted by the AFD Operations Division. On-duty personnel assigned to attend these classes must attend regardless of the total number of hours earned by an individual that month.

Completion of each training session shall be recorded in the RMS.

Every effort must be made to complete assignments each month, however, should absence from duty prevent an individual from completing the 20-hour requirement, additional hours may be used from the following categories to supplement the individual's training:

1. Building Surveys conducted and documented.
2. Individual Study of Promotional materials or Fire Periodicals - IFSTA books, periodicals, etc.

Completion of each drill shall be recorded in the RMS.

NOTE: EMS CE and protocol review do not apply the ISO and CE Training SOP and should not be recorded in the RMS.

ISO Facility Drills

Personnel are required to complete 18 hours of Certified Training Facility hours each year. If personnel do not attend the scheduled ISO drills, these hours must be obtained at locations approved by the Operations Division.

The station Captain is responsible for ensuring the scheduling and completion of the assigned company drills each month.

These drills shall be documented only in the RMS.

Drills shall be held at the drill tower or other locations approved by the Operations Division. The drill tower must be reserved and the SOP regarding the use of this facility be followed.

EMS CE / Recertification Requirements

220.02

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Purpose:

Personnel with a TDSHS certification are responsible for following this procedure regarding CE and recertification.

Procedures:

The Texas Department of State Health Services (TDSHS) requires the accumulation of continuing education (CE) contact hours over the certification period. A contact hour is defined by TDSHS as 50 consecutive minutes of attendance and participation in an approved CE experience.

Continuing Education

EMT and Paramedic members of the Department accumulate CE contact hours in the following manner:

A. By attending the EMS CE offered or approved by the AFD.
B. By attending TDSHS approved training courses offered outside the Department.

Attendance Requirements for EMS CE

A. Paramedics and EMTs on duty are required to attend CE.
B. All station captains shall be responsible for monitoring the CE attendance of paramedics and EMTs assigned to their supervision and evaluate that they are on track to obtain the appropriate level and content of CE for recertification. Battalion Chiefs shall monitor their assigned station captains in this same manner.
C. Personnel are not authorized to attend EMS CE outside an assigned work schedule (i.e. coming in for CE on an "off duty" or holiday/vacation/sick leave shift).
D. If an employee's absence has caused the employee not to accumulate the appropriate amount of CE, the employee is responsible for obtaining the CE in a timely manner. This will be accomplished on the employee's own time and at his/her own expense.

Record Keeping

A. Each member will maintain records of his/her CE attendance by keeping the certificate distributed after CE.
B. The individual will be responsible for completing and maintaining CE documentation and recertification paperwork required by the State.
C. The individual is responsible for maintaining his/her personal CE records as required for TDSHS inspection.
D. The individual must carry a valid TDSHS certification card on their person while on duty.
E. The individual is required to keep the TDSHS informed of their current mailing address for the notification of reporting, recertification requirements, CE evaluations, and any other correspondence. The Fire Department does not receive any communication from the TDSHS unless your certification has been suspended.

Recertification Process

Beginning June 1, 2020, all EMS certificate/license holders will need to have completed a fingerprint-based background check before their renewal application can be approved. If an EMS certificate/license holder has NOT completed a fingerprint-based background check, they will need to schedule an appointment with IdentoGO at their convenience. Please note, due to legal restrictions, an individual who completed a fingerprint-based background check for another agency will have to complete another one specifically for DSHS/EMS. This must be completed 60-90 days prior to the expiration date.

To verify if an EMS certificate/license holder has already completed a fingerprint-based background check for DSHS EMS, click on the appropriate level below.

https://www.dshs.texas.gov/emstraumasystems/recertinfo.shtm

Follow the steps below to complete the registration process for fingerprinting.

- Click this link: https://uenroll.identogo.com/
- Enter 11BSBH Code and select "go"
- Click Schedule or Manage Appointment
- Fill out all required data, ensure your name matches your proof of identity you take to the appointment
- Select a date and time for fingerprints
- Contact the BC to pay the associated fee
- Once completed, select renew online and complete

The AFD does not receive notification concerning the impending expiration of TDSHS certifications of employees. These notifications are sent to the address the individual has on record with the TDSHS. The individual is responsible for maintaining the correct information with the TDSHS, monitoring their certification for impending expiration, and renewing utilizing the renewal process. If you experience trouble with the renewal process, contact your Battalion Chief for assistance.

Purpose: To define a program intended to ensure new paramedics receive adequate evaluation and training before they can act independently in the EMS and/or existing paramedics are retrained as needed.

Procedure:
General Administrative Processes
The assigned Captain shall play an important role in the preceptor program through active involvement and oversight of the process.

Any portion of the program may be extended as deemed necessary by the Assistant Chief of Operations.

During the program, the Battalion Chief must approve a preceptee's use of leave or sub(s).

Successful completion of the program when assigned is a requirement of employment. Failure of the program shall result in discharge in accordance with City Policy.

The employee must provide, and the Assistant Fire Chief of Operations will verify proof of proper EMS certification through the Texas Department of State Health Service (TDSHS) prior to having any patient contact.

Due to the various work schedules of those involved in conducting and participating in the program, minor adjustments may be made to the prescribed timelines. The preceptee may be asked to complete one or more of the components slightly ahead or behind the prescribed timeline. Such adjustments do not afford special consideration.

Phase 1:
A kickoff meeting shall be held with the preceptee, FTO, Captain, and Battalion Chief. The purpose of this meeting is to exchange information about the roles and responsibilities, provide documentation, and respond to any questions the participants may have.

The new employee will be authorized to function as an EMT-P Restricted. The new employee is to participate in patient care in a learning capacity and is **not** to make patient care decisions or perform beyond his/her restricted status. This is an acclimation period to our system. The new employee's Captain is directly responsible for insuring the employee works within his/her restrictions while gaining exposure to and experience in our system. During this time, the Captain will provide study time and direction to the new employee to become familiar with the AFD's protocols as well as our medical equipment, supplies, and operations.

The preceptee shall be assigned to an Engine or Truck company and successfully complete the following:

- EKG Test and Protocol Exam: The preceptee must score 80% or higher on each of these exams. The preceptee will have two re-test opportunities with a 3-5 shift gap between test failure and retesting. If the preceptee fails the exam (protocol or EKG) 3 times they have failed the preceptor program.

Phase 1 will last for a minimum of 10 shifts.

Phase 2
The preceptee and FTO shall ride the MICU together for 20 shifts.

At the completion of these 20 shifts, the Captain, with input from the FTO, shall indicate in writing whether the preceptee has completed an adequate number of significant cases to afford an accurate evaluation of the preceptee's performance. If additional shifts are determined to be required, the Captain shall request an extension by sending a memo to the Assistant Chief of Operations (via the chain of command) making the request.

Mega Code: The mega code examination is a practical, individual, scenario-based exam given to the preceptee to test their knowledge and critical thinking. The Mega Code is a pass / fail exam based on protocol-based scenarios, using a department approved score sheet. The mega code shall be performed with a minimum of a Battalion Chief and an FTO in attendance. The preceptee must pass the exam. The preceptee will have two re-test opportunities with a 3-5 shift gap between test failure and retesting. If the preceptee fails the exam 3 times, they have failed the preceptor program.

Upon successful completion of Phase 2, the following will occur:
- The Captain and FTO shall write a recommendation concerning the preceptee's ability to function in the AFD EMS

system. This recommendation shall summarize the preceptee's performance in the preceptor program and contain a specific recommendation of whether the preceptee should be allowed to function in the EMS system. This evaluation shall be forwarded to the Battalion Chief and Assistant Fire Chief of Operations for review.

- The Assistant Fire Chief of Operations, with input from the respective Battalion Chief, shall consider the preceptee's performance and the recommendation from the Captain and FTO. The Assistant Fire Chief of Operations may:
    - Forward a recommendation for Medical Director's Authorization to the Medical Director.
    - Decline to forward the recommendation to the Medical Director based upon evaluation of the information provided. In this event, enough documentation to support the decision must be provided. Such a decision is considered a failure of the preceptor program.
- Upon receipt of the recommendation from the Assistant Fire Chief of Operations, the Medical Director shall approve or decline the authorization. If the Medical Director declines to provide his authorization, sufficient written documentation to support this decision must be provided. This is considered a failure of the preceptor program.
- The Assistant Fire Chief of Operations shall provide the preceptee with a written release upon successful completion of the program or written notice of failure of the program.

Purpose:
To provide procedures and safety standards for the training facilities at Fire Station #1.

Procedure:
Scheduling
All scheduling will be done through the operations division on a first comes, first serve basis. If circumstances change and you need to cancel your reservation, please let the operations division know as soon as possible.

Drill Tower Operational Responsibilities

A. Instructor- Responsible for monitoring and supervising individuals and companies that are participating in the evolution. The instructor will also designate a safety officer and be responsible for the following:
   1. Obtain and ensure adequate fire/ambulance coverage for the city.
   2. Notify Dispatch of availability status.
   3. Ensure personnel safety and accountability.
   4. Conduct pre- and post-evolution briefings to ensure participants have obtained the objectives/job performance requirements.
   5. Ensure proper levels of protective clothing are utilized.
   6. Review and assist as needed in the development of the training evolutions.
   7. Direct training evolutions in compliance with standards and SOP's governing training evolutions.

B. Safety Officer- Designated person at all evolutions that have the responsibility for the following:
   1. The prevention of unsafe acts.
   2. The elimination of unsafe conditions.

Drill Tower Evolutions- The drill tower is four stories in height. It can be used but not limited to the following training exercises:
   1. Simulated fires using generated smoke **(NO LIVE FIRES).**
   2. Sprinkler operations.
   3. Hose evolutions
   4. Ground ladders
   5. Aerial ladders.
   6. High angle rescue.
   7. Search and rescue.

A. Safety check prior to conducting a simulated smoke-filled building:
   1. Participants must have knowledge and familiarity of the layout to facilitate any necessary evacuation of the building.
   2. All windows and doors throughout the structure will be unlocked and in working order.
   3. All general components of the tower are to be intact i.e. handrails and guardrails.

B. **Clean up/Lock up**
   1. It is the responsibility of those using the facility to clean up at the end of the training session.
   2. Drain sprinkler riser.
   3. At the completion of use, close all windows and doors. Make sure all ground level doors and gates are locked.

Training Room Facility-
   A. Classrooms must be scheduled as stated above.
   B. Clean up/Lock up
      1. It is the responsibility of those using the facility to clean and lock up.

Purpose:
To provide procedures and safety standards for live-fire training at the AFD's training site located at 310 Century Parkway.

Procedures:
As an approved training facility through the TCFP, the AFD is required to have a live fire training procedure. Under no circumstances, will the AFD conduct live fire training at our training facility located at 310 Century Parkway. The information below is intended solely to comply with TCFP training facility requirements.

Prior to being permitted to participate in live-fire training evolutions, the student shall have received training to meet the performance requirements for Fire Fighting I in NFPA 1001, Standard for Fire Fighter Professional Qualifications, related to the following subjects:

1. Safety
2. Fire behavior
3. Portable extinguishers
4. Personal protective equipment
5. Ladders
6. Fire hose, appliances, and streams
7. Overhaul
8. Water supply
9. Ventilation
10. Forcible entry

The on-site lead instructor will ensure that the water supply rate and duration for each individual live-fire training evolution is adequate to control and extinguishment of the training fire, the supply necessary for backup lines to protect personnel, and any water needed to protect exposed property. The on-site lead instructor will ensure that the buildings or props being utilized for live-fire training are in a condition that would not pose an undue safety risk.

A safety officer shall be appointed for all live-fire training evolutions. The safety officer shall have the authority, regardless of rank, to intervene and control any aspect of the operations when, in his or her judgment, a potential or actual danger, accident, or unsafe condition exists. The safety officer shall not be assigned other duties that interfere with safety responsibilities. The safety officer shall not be a student. No person (s) shall play the role of a victim inside the building. The participating student-to-instructor ratio shall not be greater than five to one.

Prior to the ignition of any fire, instructors shall ensure that all personal protective clothing and/or self-contained breathing apparatus are NFPA compliant and being worn in the proper manner.

Prior to conducting any live fire training a pre-burn briefing session shall be conducted. All participants shall be required to conduct a walk-through of the structure in order to have a knowledge of and familiarity with the layout of the building and to be able to facilitate any necessary evacuation of the building.

All participants must comply with Allen Fire Department policies regarding the use of personal protective clothing, self-contained breathing apparatus, emergency evacuation, and the Incident Management System.

The Allen Fire Department will respond to any EMERGENCY that threatens HUMAN LIFE, SAFETY or PROPERTY. Dispatch will assign the closest available unit(s) with the appropriate capability to control the emergency, upon receipt of adequate information (location and nature of the emergency). In cases when the fire department is not the appropriate response agency; or is not capable of delivering the needed assistance; or if the situation is not a true emergency, an attempt will be made to place the caller in contact with an appropriate responder(s).

Dispatching Calls for Service

Call Taker

The primary responsibility of the Call Taker is to determine, without delay, the nature and location of the emergency, the source of the call (call back number), and to verify entry of the incident into the CAD system. The Call Taker will determine the appropriate response (Incident Nature Code) based on the information gathered from the caller. Additional details may be sent to responding units as they become available.

Incident Nature Codes

The Call Taker enters the appropriate Incident Nature Code based on the information derived from the caller. The CAD system determines the appropriate response based on the nature of the emergency and the location of the incident.

Incident Dispatch Transmission

The dispatcher is responsible for reviewing the fire department units suggested for dispatch by the CAD system. The dispatcher may modify the unit selection based on additional information or other factors. The dispatcher will transmit the incident call for service to the assigned units by sending the information to the FIRE STATION terminals and Mobile Data Computer terminals (MDC's) via the dispatch console radio system. All pending calls shall be dispatched immediately. Any delay in dispatching the call, lasting more than 60 seconds, shall be noted in the remarks with the reason for the delay.

The substance of the basic voice dispatch message broadcast over the Station Alert (Channel 8) will be:

- Dispatch Tone(s)
- Units Assigned
- Type and/or Nature of Incident
- Address and/or Location (Name of Business, if applicable)
- Cross Street(s) and Box Number

Response Confirmation Transmission

The initial company responding to a call for service will transmit unit number, EN ROUTE, and the incident address/location. Dispatch will correct any wrong information immediately following the responding unit's transmission.

Example: "Truck 2 is EN ROUTE to 3200 Green Meadow Circle"

Additional responding units will confirm their response by transmitting unit number and EN ROUTE.

Example: "Medic 1 is EN ROUTE"

Any unit responding from a location other than their assigned station will transmit unit number, EN ROUTE, the incident address/location (if applicable), and the address or intersection from which the unit is responding.

Example: "Truck 2 is EN ROUTE to 3200 Green Meadow Circle responding from 647 Exchange Parkway"

Unit Arrival Confirmation

The first arriving unit at a call for service will transmit unit number, ON SCENE, and the incident address/location.

Example: "Truck 2 is ON SCENE at 3200 Green Meadow Circle"

Additional units arriving at a call for service will transmit unit number and ON SCENE as they arrive.

Example: "Medic 1 is ON SCENE"

Post Incident Unit Clearing

Engines/Trucks released from a call for service will transmit AVAILABLE, UNAVAILABLE, or UNDERSTAFFED via MDC. Units that transmit UNAVAILABLE or UNDERSTAFFED will transmit AVAILABLE immediately upon reaching minimum staffing requirement via MDC. If the MDC is inoperable, transmit the status via radio.

Engines/Trucks will retrieve personnel from hospitals in UNDERSTAFFED status and in the following manner: Units from Stations 1-5 PHA and MCM, Units from Stations 4-5 CMC.

Medics transporting patients will utilized the MDC to enter destination location and unit status. If the MDC is inoperable, medics will transmit "ENROUTE to (hospital name), PRIORITY (1, 2, or 3), CODE (1 or 3), and beginning mileage" and transmit "OUT at (hospital name) and ending mileage." The Medic will transmit AVAILABLE as soon as status permits.

Special Call

A Special call is a request for the dispatch of any combination of additional unit types, unit capabilities or specific units. The requestor must specify the desired quantity of unit types or capabilities or the specific units desired. When formulating a recommendation for a special call, no consideration is given to the units already assigned to the incident. All response requirements for the special call request are satisfied by the recommendation of additional units. Any request for additional units shall be dispatched within 60 seconds. Any delay in dispatching the units shall be noted in the remarks with the reason for the delay.

Air Ambulance

When an air ambulance is requested, Dispatch shall attempt to dispatch PHI first on even calendar days and Careflite first on odd calendar days. If any air medical's estimated time of arrival is greater than ten minutes, dispatch shall attempt to find a closer air ambulance. The ETA shall immediately be transmitted to the Incident Commander along with any delays in dispatching an air ambulance.

Structure Fire Response

FIRST ALARM – This consists of three engines, one truck, two ambulances, and the Battalion Chief. Dispatch will initiate fill-in companies for Allen Fire Department fire station's #3 and #4. To effectively obtain a level of staffing and units necessary to mitigate the incident, the Incident Commander will transmit requests for additional resources in the following manner:

Example: "Dispatch from Green Meadow Command"
"Green Meadow Command from Dispatch – Go ahead"
"Green Meadow Command - I need a SECOND ALARM on this incident"
"Dispatch received – a SECOND ALARM will be dispatched"

SECOND ALARM – This response includes the units as listed in the FIRST ALARM plus an additional two engines, one truck, one Battalion Chief, one medic.

The dispatched medic will bring Rescue 1 to the scene, with their MICU, and establish the Rehabilitation Division.

THIRD ALARM – This response includes the units as listed in the FIRST and SECOND ALARM plus an additional two engines, one truck, and one Battalion Chief.

FOURTH ALARM – This response includes the units as listed in the FIRST, SECOND and THIRD ALARM plus an additional two engines and one truck.

** Any request for additional units shall be dispatched within 60 seconds. Any delay in dispatching the units shall be noted in the remarks with the reason for the delay.

Allen Fill-In Request

The Dispatcher is responsible for requesting units to maintain the best available coverage for the entire city. This responsibility includes the authority to request mutual aid companies from neighboring cities to fill in at Allen Fire Department fire stations. The fill-in procedures will be initiated by dispatch on any FIRST ALARM assignment or multiple alarm requests.

The need for fill-in companies must also be evaluated when:

1. Three or more units are UNAVAILABLE due to a time-consuming incident
2. All Allen resources are UNAVAILABLE and areas of the city will be unprotected for more than 15 minutes.

Self-Initiating an Incident

A unit initiating a new incident shall request the desired assignment and give the nature and location to the dispatcher using ALF-01. Additional information and reports shall be transmitted after the call for service is dispatched.

Disregarding Units

It is the practice of the Allen Fire Department to continue a response to a call for service when dispatched. The OIC may elect to reduce the number of units responding and/or to reduce the response code when additional information received warrants. The OIC can elect to clear on single family residential fire/medical alarms if the alarm company tries to cancel.

Change Of Status

Units transmitting UNAVAILABLE when not on a call for service (i.e., apparatus mechanical problems) shall notify Dispatch and t to the on-duty Battalion Chief the reason and the length of time they will be UNAVAILABLE. When becoming AVAILABLE again, units are responsible to report this status change to Dispatch and the on-duty Battalion Chief.

UNDERSTAFFED status refers to an Engine/Truck with only the Captain and DOE positions staffed (one must be EMT-Paramedic level), and is AVAILABLE for Medical calls for service ONLY.

Training Status

When AFD units are attending any departmental training within the city, units shall advise dispatch or use the MDC to place them in training status. Upon the completion of the departmental training, units shall advise dispatch or use the MDC to place them back into their normal response district. Upon leaving the city limits for departmental training (i.e., CCCC), units shall transmit UNAVAILABLE and then transmit AVAILABLE upon re-entering the city limits.

Alarm Systems Test/Station Tour

The station speakers are to be tested daily. Each station's tones are to be sounded at 0800 hours. The stations will respond in order unless it is empty.

0800 Hours Alarm Systems Test:

Dispatch: "*0800 hours alarm systems test, 0800 hours alarm systems test. All stations receiving acknowledge in order. City of Allen Fire Department*"

Stations: "*Central Station received, Station 2 received…*"
Dispatch: "*All stations received at 0800 hours*"

Station Tour Test:

Dispatch: "*No emergency, no emergency. If this had been an actual alarm, the address, cross streets and nature of call would have been repeated over the speakers. City of Allen Fire Department*"
Station: "*Central station received*"

Type of Incident

Incident Nature can be broken down into several different types of incidents. Following are the Incident Nature Descriptions and response requirements for the respective Incident Types (call for service).

An additional fire apparatus and BC 1 shall be dispatched to any incident located on either US 75 or Sam Rayburn Toll Way.

Aircraft Crash	Full Alarm
Assist PD	Single Apparatus (1E or 1T)
Bomb Threat	Single Apparatus (1E or 1T)
EMS	Medical (1M, 1E or 1T)
EMS-Call with PD	Medical (1M, 1E or 1T)
Fill In	Single Apparatus (1E or 1T)
Fire Alarm	Single Apparatus (1E or 1T)
Fire Investigation	Single Apparatus (1E or 1T)
Grass Fire	Single Apparatus (1E or 1T)
Haz Mat	Single Apparatus (1E or 1T)
Injury Crash	Medical (1M, 1E or 1T)
Med & Burglar Alarm	Medical (1M, 1E or 1T)
Medical Alarm	Medical (1M, 1E or 1T)
Mutual Aid Fire	Single Apparatus (1E or 1T)
Mutual Aid Med	Medic Only
Prevention	Fire Marshall
Public Assist	Single Apparatus (1E or 1T)
Rescue Call	Rescue (1M, 1E or 1T, 1T, 1BC)
Shooting	Medical (1M, 1E or 1T)
Stabbing/Cutting	Medical (1M, 1E or 1T)
Structure Fire	Full Alarm
Suicide	Medical (1M, 1E or 1T)
Test	Single Apparatus (1E or 1T)
Trash Fire	Single Apparatus (1E or 1T)
Unlock	Single Apparatus (1E or 1T)
Vehicle Fire	Single Apparatus (1E or 1T)
Wire Down	Single Apparatus (1E or 1T)

Identification Numbers

Chief 1	Fire Chief
Chief 2	Assistant Fire Chief of Operations
Chief 3	Assistant Chief of Logistics
Marshal 1	Assistant Fire Chief of Prevention
Chief 4	Division Chief – Operations
Chief 5	Division Chief-Logistics
Battalion 1	On-Duty Battalion Chief
Marshal 2	Division Chief of Prevention
Marshal 3	Fire Prevention Specialist
Marshal 4	Fire Prevention Specialist
Marshal 5	Fire Prevention Specialist
Marshal 6	Fire Prevention Specialist
Battalion 2	Ford F350 - Reserve Command Vehicle
Team 1 & 2	EMS teams for special events

Purpose:
Standard operating communications at the scene of an emergency will be conducted in a basic format that will maintain consistency at all incidents.

Procedure:
To begin a radio transmission, the sender must identify both the unit initiating the message and the unit where the message is directed ("Engine 3 from M3"). The receiving unit will acknowledge that it is ready to receive the message by restating its unit identification number and the phrase "Go ahead", ("M3, go ahead"). The phrase "Go ahead" indicates that the receiver is standing by for the message. The sender will send the message when it hears the phrase to "Go ahead". The receiver will acknowledge the receipt of the message by stating the receiving unit's identification number and a brief restatement of the message. Dispatch will acknowledge all communications received by briefly restating the message. Particular attention will be given to repeating the incident size-up, progress reports, requests for additional resources and the "Loss Stopped", and "Under Control" reports.

Radio Communications:
Short-Specific – Keep your message short and be specific. Prior to the transmission, briefly formulate the message to send. Choose precise terms that will communicate the desired message as clearly and briefly as possible.

Clear Tone/Self Control/Effective Rate – The sender must speak clearly and use self-control when transmitting a message on the radio. A sender who speaks too fast or too slow can break up the continuity and effectiveness of the message. A high or low-pitched voice can produce a transmission that is inaudible. An awareness of voice control by the sender will enhance the production of a message that is clear and audible.

Well-Timed/Spaced – Emergency transmissions must receive priority. Do not use valuable airtime for unimportant messages and or insignificant details.

Task Oriented/Company Oriented – An order that is assigned to a company must always include a specific task or tasks, which the sender wants to accomplish. Safety of the company must always be considered and; therefore, the task should fall within the capabilities of the company or other unit(s).

Indicate Objective – An assignment must indicate both the company and the task to accomplish. It must direct the company where to go, who to report to, what the task will be and what the objective of the task is. It should provide the company with what to do but not how to do it.

Common Terminology – Common terminology will be utilized during radio transmissions. Specialized lingo (such as ten-codes) or uncommon terminology causes confusion and hampers interoperability.

Mobile Data Computers (MDC)
To help alleviate radio traffic, the Mobile Data Computer (MDC) may be used in place of radio communications, except for checking "enroute" and "on scene". An MDC shall not be used for emergency scene communications. Medic units who need incident times for reports should utilize the MDC to obtain the incident times.

The station OIC shall ensure that the MDC personnel list accurately reflects all personnel assigned to the apparatus at shift change. The OIC shall also ensure any changes to personnel throughout the shift are immediately updated on the MDC.

Purpose:
The purpose of the incident management system is to provide for the systematic development of a command organization that will enhance fire fighter safety and the effectiveness of emergency operations.

Procedure:
The incident management system will be implemented on all emergency incidents. Every member of the Department is expected to maintain a thorough working knowledge of this system.

Incident Management System
The incident management system used by the Allen Fire Department is the National Incident Management System (NIMS) and can be located on-line at the FEMA website.

Purpose:
This document provides the method for establishing, performing as and terminating incident command utilizing the NIMS (SOP 240.01) at all emergency incidents.

Procedure:

Responsibilities of Command
The Incident Commander's mission is to ensure the successful completion of any, and all, of the following objectives that are applicable to the incident:

1. Provide for the safety, accountability, and welfare of personnel throughout the incident.
2. Provide for life safety, rescue salvageable victims and treat the injured.
3. Stabilize the incident; mitigate any hazards.
4. Conserve property and the environment; prevent unnecessary damage.
5. Provide for customer service; ensure
6. that all reasonable actions are taken to assist victims.

Functions of Command
To facilitate the completion of the objectives listed above, the Incident Commander must perform the following functions:

1. Assume and announce Command and establish an effective operating position.
2. Rapidly evaluate the situation.
3. Initiate, maintain, and control the communications process.
4. Identify the overall strategy, tactical objectives, and action plan.
5. Give companies and personnel specific assignments and require regular status reports.
6. Develop a command organization that matches the needs of the incident.
7. Review and revise the action plan as needed.
8. Keep track of the companies assigned to the incident and the assignment of each of those companies.
9. Provide regular progress/status reports.
10. Provide for the continuity, transfer (if appropriate), and ultimate termination of command.

Establishing Command
The Allen Fire Department shall establish command at the following incidents:

- Structure fires
- Rescues (confined space, swift water, high-angle, trench, etc.)
- Hazardous materials incidents
- Mass Casualties
- Incidents with 3 or more apparatus (escalating incidents such as mva's, grass fires, etc.)
- Where deemed necessary by the OIC

At these incidents, it shall be the responsibility of the first-arriving officer or acting officer to initiate the incident management system. However, in certain situations it will be the responsibility of the second-arriving officer or acting officer to assume command as described in "Fast Attack Mode".

Initial Radio Report
The first arriving officer shall activate the incident management system by giving a brief report and selecting the most appropriate command option. The initial radio report shall include:

- The identification of the arriving unit.
- A brief description of the situation.
- The assumption, identification, and location of command: or the announcement that the fast attack mode has been selected.
- Any obvious safety concerns.
- A brief description of initial action.
- A request for additional resources (if needed).

Medical Initial Report

- The identification of the arriving unit.
- Announcement of command as deemed necessary by the OIC.
- Announcement of patient contact once it has been made.

Command Options

The first arriving officer has several command options to choose from depending on the situation. These options are listed below and define the company officer's direct involvement in tactical activities, and the modes of command that may be utilized:

- *Medical Assistance Mode*:
  These situations require treatment or assistance for patients who are in need of Emergency Medical Care.

- *Investigation Mode*:
  These situations require investigation by the initial-arriving company while other responding units remain staged. In these situations, the officer shall go with his/her company to provide the appropriate level of supervision, while using a portable radio to command the incident.

- *Fast Attack Mode*:
  These situations require both immediate action and the company officer's direct involvement. In these situations, the officer shall go with his/her company to provide the appropriate level of supervision. However, the officer must still provide an initial report as described and utilize a portable radio to communicate with other responding units as necessary. In these situations command shall be automatically assumed by the second arriving officer.

  1. Should the situation arise where the second arriving officer cannot locate or communicate with the first arriving company (after two (2) radio attempts), he/she shall assume command and initiate whatever actions are necessary to confirm the safety of the missing crew.

- *Command Mode*:
  Certain incidents, by virtue of their size, complexity, or potential for rapid expansion, require immediate and strong command. In these cases, the company officer shall establish a safe and effective command position and focus his/her efforts of the overall management of the incident.

  When an officer selects the command mode, the remaining members of the company may be utilized in one of the following ways.
  1. A member of the company may be designated as the acting officer and the company placed into action with two or three members. The collective and individual capabilities and experience of the company members must be considered.
  2. Company member may be utilized to assist command.

Benchmarks

The following benchmarks will be given over the radio to Dispatch by the Incident Commander at the appropriate times during the operation to meet the strategic and tactical objectives of the incident:

- Primary Search Completed – Designates the completion of a rescue operation or search.
- Under Control – Designates the fire is controlled by the resources at the scene and will not require additional equipment and/or staffing.
- Loss Stopped – Designates the fire and fire control has ended. This is normally used at the conclusion of salvage and overhaul operations.
- Secondary Search Completed – Designates a thorough search has been done of the scene.
- PAR's – Personnel Accountability Report's, as necessary/required.

Risk Management Profiles

Operating at emergency incidents poses an inherent risk of injury and/or death. The Allen Fire Department is committed to providing the safest possible work environment for its personnel. It is important that all personnel operating at incidents operate in a safe manner. Each employee must operate with an awareness of their own safety in mind, as well as others operating around them. Allen Fire Department operations at incidents will be governed by the principal of Acceptability of Risk and will utilize the IAFC's "10 Rules of Engagement for Structural Fire Fighting" (http://www.iafc.org/associations/4685/files/rules.pdf) as a guide. Towards that goal:

- We WILL risk our lives a lot, in a calculated manner, to save SAVABLE lives.
- We WILL risk our lives a little, in a calculated manner, to save SAVABLE property.
- We WILL NOT risk our lives at all for lives or property that are already lost.

Operating Procedure

One of the Incident Commander's responsibilities is to identify the overall strategy, tactical objectives, and action plan. As the Incident Commander develops his/her action plan, he/she must include the following concepts and/or activities:

- Operations shall be limited to those that can be safely performed by the personnel available at the scene.
- Personnel shall follow the Department's personnel accountability procedure (SOP 240.04).

Fire/Police Joint Operations

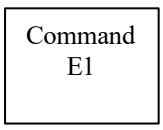
Incidents involving both police and fire personnel should be coordinated through a unified command structure.

Command Organization

In order for an Incident Commander to effectively manage an incident, he/she must first be able to direct, control, and track the position and function of all operating companies. The command organization must develop at a pace that stays ahead of the tactical deployment of resources. The size and scope of the incident determine the size and complexity of the command organization. Simply put, this means that a small scale or "simple" incident can be managed with a small command organization, while a large scale or complex incident will require a large command organization.

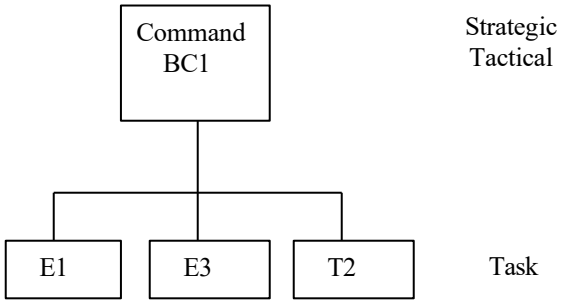
- Incidents are managed by addressing issues on three levels: strategic, tactical, and task:
  1. The strategic level involves the overall command of the incident and includes developing an action plan, establishing major objectives, predicting outcomes, assigning resources, and assigning specific tactical objectives. The Incident Commander is responsible for the strategic level of the incident.
  2. The tactical level involves directing operational activities towards specific objectives. On a small incident, the Incident Commander may retain responsibility for the tactical level. While on larger incidents, he/she will assign another officer(s) to be responsible for the tactical level of the incident. The accumulated achievements of tactical objectives should accomplish the strategy outlined in the action plan.
  3. The task level involves those activities normally accomplished by individual companies or specific personnel. Task level activities are routinely supervised by company officers. The accumulated achievements of task level activities should accomplish the tactical objectives.

- "Simple" incidents involving a single company combine the responsibility for all three levels in the command organization. The company officer determines the strategy and tactics and supervises the crew doing the task.



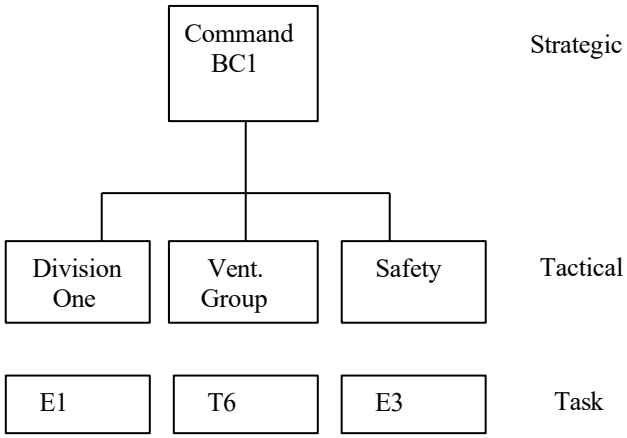
Strategic
Tactical
Task

- "Routine" incidents involving a small number of companies usually require an additional layer in the command organization. The Incident Commander retains responsibility for the strategic and tactical levels. Companies operate at the task level and report directly to the Incident Commander.



- Larger, more complex incidents, involving several companies, usually require three layers in the command organization. As the nature of an incident begins to exceed the Incident Commander's capability to effectively manage the entire operation, he/she must assign another officer(s) to be responsible for the tactical level of the incident.

Tactical level supervisors are utilized to manage a group of resources operating in a specific geographical area or performing a specific function and have the authority to make decisions and assign resources within the boundaries of the overall action plan. Tactical supervisors report directly to the Incident Commander. Companies operate at the task level and report directly to a tactical officer. The Incident Commander retains responsibility for the strategic level.



- Division Designation. Division is a generic term used for geographical operations.
- Group Designation. Group is a generic term used for functional operations.

1. The Incident Commander will determine and designate the "front' of the operation, which will be designated as "Side Alpha". In facing "Side Alpha" the side to the left will become "Side Bravo", the rear will become "Side Charlie", and the side to the right will become "Side Delta". Corresponding exposures will be designated as "Exposure Bravo", "Exposure Charlie", etc.

2. For clarity of radio communications, the phonetic designations of "Alpha", "Bravo", "Charlie", and "Delta" sides shall be used. (Ex, "Command from Delta Division"")

- As an incident continues to escalate and additional divisions/groups are established, the number of divisions/groups may exceed the span of control that can be effectively managed by the Incident Commander. In this situation, the command

organization can be expanded to meet the needs of the incident through the implementation of branches and sections. Staff officers can be utilized to fill branch and section positions as needed.

Division or Group Operations

The use of tactical supervisors (divisions/groups) reduces the span of control and provides an effective command organization. When divisions/groups have been established the Incident Commander can concentrate on overall strategy and resource management, allowing division/group supervisors to manage their assigned tactical objectives. It is the ongoing responsibility of the Incident Commander to assign divisions/groups as required to effectively manage the operation. Generally, division/group responsibilities should be assigned early in an incident, typically to the first company assigned to a particular area or function. Whenever possible, divisions/groups shall be supervised by company officers or acting officers.

- The Incident Commander should begin to assign divisions/groups based on the following factors;

  1. Incidents that will eventually involve a number of companies or functions and exceed the capability of the Incident Commander to directly control.
  2. When the Incident Commander can no longer effectively manage the number of companies currently involved in the operation.
  3. When companies are involved in complex operations or situations that present special hazards and require close control over operating companies.
  4. When companies are operating from tactical positions over which the Incident Commander has little or no direct control.

- When establishing a division/group, the Incident Commander must provide the division/group supervisor with the following information:

  1. The tactical objectives for the division/group. When time permits, the overall strategy should also be explained so the division/group supervisor will understand how his/her assignment fits into the overall plan.
  2. The designation for the division/group. The divisions/groups radio designation should describe either the geographical location (Alpha, Bravo, Charlie, Delta, roof division etc.) or the functional responsibility (salvage, transportation, etc.) of the division.
  3. The identity of the resources assigned to the division/group, and any orders that may have been issued before the division/group supervisor was assigned.

- Division/group supervisors are responsible for their tactical deployment of the resources at their disposal in order to complete the objectives assigned by the Incident Commander. Division/group supervisors should maintain a visible position as much as possible to directly supervise and monitor operations. This will require division/group supervisors to be equipped with the appropriate protective clothing and equipment for their area of responsibility. A Division/group supervisor must have a portable radio and be able to maintain radio communications with the Incident Commander.

  Division/group supervisors are expected to:

  1. Account for all assigned companies.
  2. Maintain communications with the assigned companies and command.
  3. Complete objectives assigned by command.
  4. Monitor all hazardous situations and risk to personnel and take appropriate actions to ensure the companies are operating in a safe manner.
  5. Monitor work in progress and take appropriate actions to ensure that companies are operating in an effective manner.
  6. Coordinate actions with related activities and adjacent divisions/groups.
  7. Monitor the welfare of assigned personnel and request rehab for fatigued companies.
  8. Request additional resources as needed.
  9. Provide command with frequent progress reports.

  Note: Command must be advised immediately of significant changes, particularly those involving the ability or inability to complete an objective, a hazardous condition, etc.

Regular transfer of supervision procedures shall be followed when transferring division/group responsibility.

- When a company is assigned to a division/group, the company must be told to what division/group, and the name of the division/group supervisor they will be reporting to. The division/group supervisor must be informed of which companies have been assigned by the Incident Commander. It is then the division/group supervisor's responsibility to provide companies with specific instructions.

The primary function of the company officers' working within a division/group is to direct the operations of their personnel in performing their assigned task. Company officers are expected to:

1. Account for all their personnel.
2. Operate within the command structure; freelancing by companies or individuals cannot be allowed.
3. Maintain communications with their personnel and division/group supervisors.
4. Complete task assigned by their division/group supervisor.
5. Monitor hazardous situations and risk and take appropriate actions to ensure that personnel are operating in a safe manner.
6. Monitor work in progress and take appropriate action to ensure that personnel are operating in an effective manner.
7. Provide their divisions/groups with frequent progress reports.

Note: Division/group supervisors must be advised immediately of significant changes, particularly those involving the ability or inability to complete their objectives, a hazardous condition, etc.

Resource Staging

Staging provides a method for coordinating the response and arrival of units at the scene of the incident. Staging helps the Incident Commander utilize his/her resources in the most appropriate manner:

- Level I staging is simply a predetermined plan to coordinate the arrival of units responding on an initial alarm.

- Level II staging occurs when Command directs incoming apparatus to a designated staging area. Command may choose to implement Level II staging in major incidents. This staging area must be located within reasonable distance of the incident and will serve as a resource pool of additional apparatus.

  When Level II staging is implemented, Command must assign an individual or a company to serve as a staging supervisor. The Incident Commander may identify a location or delegate this responsibility to the staging supervisor. The staging supervisor will be responsible for the following activities:

  1. Coordinating with the Allen Police Department to provide traffic control and access as needed for the staging area.
  2. Ensuring that all apparatus are safely parked with their crew intact.
  3. Maintain a log of the resources available on the staging area.
  4. Determining the minimum resources that must be maintained in the staging area and coordinating the request for these resources with Dispatch.
  5. Maintain control over staging in a visible and accessible location.
  6. Provide response information to out-of-town companies.

- Level III staging is a community-wide staging of significant mutual aid resources summoned to assist in a major community disaster such as a tornado, weapons of mass destruction event, or similar disaster. Level III staging will result in staging of resources at a site REMOTE to the emergency operation in order to allow proper briefing and disaster zone entry and assignment arrangements to be made. Typically, a regional shopping mall, High School Parking Lot, or stadium parking lot would be utilized for staging of this magnitude.

Transfer of Command

The arrival of a higher-ranking officer does not mean that command has been transferred to that officer. Chief and staff officers will report to the command post unless specific assignments for these officers have been defined in other operating procedures. Should it become advantageous to transfer command, the following procedures outline the transfer of command process:

- The officer assuming command must communicate with the person being relieved. This may be by radio or face-to-face; however, face-to-face is the preferred method.

- The person being relieved shall brief the officer assuming command on at least the following:
    1. Incident conditions
    2. Action plan
    3. Progress
    4. Safety considerations
    5. Assignments of companies and personnel
    6. Appraisal of need for additional resources
- The person being relieved will be utilized to the best advantage by the officer assuming command.

The Incident Commander has both the overall responsibilities for managing an incident, and the complete authority to do so. Should a higher-ranking officer want to effect a change in the management of an incident, he/she must be on the scene of the incident. Then, he/she can choose to either assist the Incident Commander or assume command. Incident Command is only transferred when the transfer of the command process outlined above has been completed.

Communications
Effective communications are critical to the safety of personnel and the successful management of any incident. It is imperative that all personnel operating at an incident understand their role in the operations and their specific assignment(s).

The communications procedure provided below shall be followed at all incidents where "Command" has been established:

1. Radio communications shall be conducted on a channel dedicated to the incident. BC1 shall ensure this is initiated while enroute to all structure fire calls.
2. Whenever possible, the Incident Commander should be in a quiet environment utilizing a vehicle radio.
3. Every company and team operating at the incident must have a portable radio.
4. For clarity of radio communications, personnel assigned to in-service apparatus shall be identified using the phonetic designations of "Alpha", "Bravo", "Charlie", "Delta", and "Echo" in conjunction with their seat assignment as follows:
    a. Seat #1 (Officer) - E1 Alpha
    b. Seat #2 (Driver) - E1 Bravo
    c. Seat #3 (FF) - E1 Charlie
    d. Seat #4 (FF) - E1 Delta
    e. Seat #5 (FF) - E1 Echo
5. Each individual assigned as a division/group supervisor must have a portable radio.
6. Communications shall be in a standard, plain language, format as used in day-to-day operations.
7. Orders/assignments shall be repeated to ensure they are understood and correctly carried out.
8. When Incident Command issues an assignment face-to-face, those assignments shall be announced over the radio to ensure everyone at the incident is aware. (Including Dispatch)
9. Division/group supervisors shall use the division/group's radio designations in all radio communications; e.g., "Command from Transportation group."
10. Communication between company officers and their division/group supervisor should be conducted in a face-to-face manner whenever possible. Division/group supervisors will communicate with Command.
11. Teams, companies, or division/group supervisors who lose the ability to communicate via radio, shall immediately report (face-to-face) to their supervising officer and withdraw from the Hazard Zone as quickly as possible. A PAR should be conducted to verify the safe withdrawal of all affected personnel.

- The term "Emergency Traffic" shall be used by any unit encountering an immediately perilous situation and will receive the communication priority. When the term "Emergency Traffic" is used, all personnel must suspend talking on the radio and standby for an emergency announcement and/or instructions. The channel will absolutely belong to any unit making the "Emergency Traffic" announcement.

    1. Example: "All units from command with emergency traffic. Abandon the building immediately, abandon the building immediately."

2. Personnel should be aware that other departments might use different terms other than "Emergency Traffic" in emergency situations.

- The term "Mayday" shall be used by anyone encountering a situation where a firefighter is trapped, lost, or injured in a "Hot Zone." When the term "Mayday" is used, all personnel must suspend talking on the radio. Incident Command should obtain a location of the trapped or injured firefighter and activate a Rapid Intervention Team (see SOP 240.05 Rapid Intervention Team).

1. Example:

E3:	"Mayday, Mayday, Mayday, E3 Mayday!"
Command:	All units standby for emergency traffic. Unit with "Mayday" from command>
E3:	E3 has two firefighters (give the names) trapped on the second floor after a roof collapse.
Command:	E3 from command we are sending the RIC.

Emergency Abandonment

Emergency abandonment can be initiated by anyone at the incident; however, it must be communicated through the chain of command to ensure that all personnel have abandoned the structure and are accounted for. The steps in the abandonment process, or system, are described below.

- "Emergency Traffic" shall be announced over the fire ground channel.
    1. Example: "Command from Division 1 with emergency traffic. Abandon the building immediately, abandon the building immediately."

- The Incident Commander shall give the order to immediately abandon the structure or area over the fire ground channel.
    1. Example: "All units from command with emergency traffic. Abandon the building immediately, abandon the building immediately."

- Each division/group (and any companies or staff personnel working directly for Command) shall immediately acknowledge receipt of and compliance with Command's abandonment order.

- If every unit operating at the incident does not immediately acknowledge the abandonment order, the Incident Commander shall instruct the Dispatcher to transmit the order to "Abandon the Building," The Incident Command should also instruct the Driver/Operator/Engineer on the scene to turn the high-low tone of the electronic siren and/or activate their air horns. The alert shall last for a period not less than 10 seconds and not to exceed 15 seconds.

    1. Fire Department vehicles shall use the high-low tone and/or air horns for emergency abandonment purposes.
    2. It is important to silence the sirens and/or air horns after 15 seconds to allow effective radio communications.

- When a company or team members hear the radio announcement or audible alert to abandon, they must immediately communicate the need to abandon to the other members of their company or team and to other personnel working nearby. Company and team members should quickly exit together using the same exit path unless safety dictates otherwise.

Purpose:
This procedure provides an overview of the strategy and tactics used by the Allen Fire Department during structural firefighting operations.

Procedure:

Standard Company Operations and Responsibilities
Standard company operations assign basic fireground functions and activities to companies based upon the capability and characteristics of each type of apparatus. Standard company operations integrate the efforts of engine, truck and medic companies to achieve rescue, fire control and property conservation activities by assigning major fireground functions to the particular company who can best accomplish the task. These basic functions shall provide the framework for field operations for each respective company listed below:

Engine Company Functions:

- Search, rescue and treatment.
- Stretch/advance hoselines.
- Operate nozzles.
- Pump Operations.
- Ground Ladder Operations
- Lighting Operations
- Overhaul Operations
- Extrication
- IRIT/RIT
- Property conservation

Truck/Aerial Company Functions:

- Search, rescue and treatment.
- Ventilation operations.
- Forcible Entry.
- Ladder/Aerial operations
- Lighting Operations
- Overhaul Operations
- Extrication
- IRIT/RIT
- Property conservation

Medic Company Functions:

- Rehabilitation.
- Transportation of sick or injured.
- General firefighting duties as assigned by Command.

The assignment of these basic operations represents a standard fireground plan for tactical operations designed to improve the effectiveness and safety of all companies working together. This does not limit a company to only its listed functions. Every company is expected to perform all basic fireground functions safely within the limits of their capability. It will be an on-going responsibility of Command to integrate tasks and functions as required with the resources available on-scene. This plan should in no way limit the initiative of any officer and should enhance the decision-making process of all officers by establishing a standard operational framework.

Risk Management Considerations for Structural Fire Operations
Allen Fire Department operations at structural fires will be governed by the principal of Acceptability of Risk and will utilize the IAFC's "10 Rules of Engagement for Structural Fire Fighting" at http://www.safetyandhealthweek.org/wp-content/uploads/2012/05/Safety_ROE_Lesson_Plans.pdf as a guide. In terms of tactical priorities this means:

A. We will place AFD personnel at significant risk only to save SAVABLE lives, i.e. Rescue. This means that AFD personnel will be placed in significantly dangerous situations ONLY when both of the following conditions are met:

   1. A high probability exists that victims are present in the fire building.

   2. A high probability exists that victims are alive and savable, i.e. the building hasn't collapsed, flashover hasn't occurred in the affected area, and smoke and heat conditions are compatible with life.

B. We will place AFD personnel at risks only slightly AND in a carefully calculated manner to save buildings or property, i.e. Fire Control. This means that once rescue has been accomplished, AFD personnel will be withdrawn from the structure and interior operations ended unless EACH of the following conditions is met:

   1. There is structure or property of value that can still be saved, AND

   2. The building is examined and found to be structurally sound and, is of a construction type that is resistant to collapse from fire effects during the time frame that the interior operation will be conducted. This will include an assessment of common attic and "between" floor spaces, AND

   3. The building can be or has been successfully ventilated to allow for entry and tenability, and a reduced potential for flashover, AND

   4. Adequate resources are present and adequate fire flow can be applied to the fire to achieve a reasonable expectation of success in fire control, AND

   5. A Rapid Intervention Team (RIT TEAM) is established or being established.

C. WE WILL NOT PLACE FIREFIGHTERS AT RISK TO SAVE LIVES OR PROPERTY THAT ARE ALREADY LOST!

We will recognize that fireground dangers continue AFTER fire control and we will not expose our personnel to risk from fire by-products or structural failure during property conservation activities.

Incident Priorities

The action plan is based on four incident priorities that must be completed to safely stabilize every fire. These tactical priorities identify three separate functions and an overriding "umbrella" function that must be completed in priority order. They are:

A. Firefighter Safety & Survival - The safety of our personnel operating on the fireground is the first priority of the incident commander. A well-organized and disciplined fireground will not only allow the other priorities to be accomplished in a more efficient manner, it will also greatly reduce the risk to AFD personnel.

B. Rescue - The activities required to save occupants including the removal of those who are threatened and the treatment of those who are injured.

C. Fire Control - The activities required to stop the forward progress of the fire and to bring the fire under control.

D. Property Conservation - The activities required to stop or reduce additional loss to property.

Although these functions must be completed in order, in many cases it is necessary to overlap activities. Examples include the need to achieve interior tenability with fire control efforts to support the primary search, or the need to initiate salvage operations while fire control efforts continue. It is, however, important to remember that even though these priorities may overlap, the overall focus of operations must be on the uncompleted tactical objective with highest priority.

Rescue Operations

The goal of rescue operations is to safely locate, remove, and/or protect occupants/victims. To facilitate this goal, it is standard operating procedure to conduct two separate searches whenever possible. The first search is called the "primary search." The primary search is conducted during initial operations and covers all involved and exposed occupancies that can be entered. The other search is called the "secondary search." The secondary search is conducted after fire control efforts are completed and covers all involved and exposed occupancies. In some situations, the extent of the fire may prevent a primary search, but a secondary search is always conducted.

Fire Control Operations

The goal of fire control operations is to conduct an aggressive, well-placed, and adequate fire attack. To facilitate this goal the incident commander must decide on arrival, and throughout the incident, whether operations will be conducted in an offensive mode or a defensive mode. The incident commander will make this decision based upon initial conditions (size-up) and in accordance with the Risk Management Section of this procedure.

The factors most critical to this decision are:

- Fire extent & exposure problems.
- Structural conditions.
- Entry capability.
- Ability to rescue savable victims.
- Ability to save savable property.
- Ventilation needs & possibilities.

Offensive Strategy is based on an interior attack, with related support, to quickly bring the fire under control. The basic offensive plan includes the following actions:

1. Command is established in accordance with SOP 240.02 and 240.01 (Incident Command and IMS).
2. Resources are assigned to conduct a primary search supported by hose lines as appropriate in accordance with SOP 240.05 and 240.07 (Rapid Intervention Team(s) and Search and Rescue).
3. First arriving personnel, including the first arriving company officer, will begin a fast, aggressive, interior attack.
4. Initial attack efforts must be directed toward supporting the primary search. The first line must be placed to protect victims and avenues of escape.
5. ALL personnel must consider the most dangerous direction and avenue of fire extension as it affects rescue activities and confinement efforts.
6. Offensive fires should generally be attacked from the unburned side unless such an attack will result in an unacceptable delay in the fire attack.
7. Should an attack from the "burning" side be determined to be appropriate, the following must occur:
    a. Proper consideration must be given to the potential of fire spread into savable victims and/or property.
    b. The fire stream pattern used shall be either (a) fog nozzle set on straight stream, or (b) solid stream from a smooth bore nozzle
    c. The fire stream should generally be played off the ceiling of the involved space to reduce the potential for "pushing" the fire.
    d. The gpm flow of the attack line(s) must be sufficient to immediately absorb the heat generated and achieve fire "knockdown" to prevent driving the fire throughout the structure.
8. Backup the initial attack with additional lines and personnel. A good rule of thumb for initial line placement is
    a. One line ON the fire
    b. One line ABOVE the fire
    c. One charged BACKUP line at the point of entry.
9. Provide the support activities such as forcible entry and ventilation that are necessary to support the attack.
10. When fires involve concealed spaces such as attics, construction voids, dropped ceilings, etc., it is very important for companies to determine fire spread in these areas and operate streams as necessary to cut off the fire. **REMEMBER: Fire in void spaces containing load bearing trusses is a major contributing factor in structural collapses – the inability to rapidly access fire conditions in these areas is an indication to remove personnel from the structure and go defensive.**

11. Ensure that there is an adequate water supply for continued operations.
12. Evaluate the success of the attack and revise the action plan as necessary.
13. It is standard operating procedure to conduct an offensive attack whenever conditions permit. However, the incident commander and division supervisors must remember the following guidelines related to offensive operations.
    a. Offensive attack crews must be highly mobile; as their movement slows down, they become more defensive and less effective.
    b. Offensive attack operations should have an effect on the fire quickly; and if the fire is not going out, you are losing the battle. A rule of thumb is the "One Minute Rule". If the fire situation is not noticeably better within the first minute of nozzle operation, do something different – change the flow, change the line position or consider withdrawal and re-thinking the problem.
    c. The incident commander must constantly monitor the effects of the fire attack and be prepared to reinforce, re-deploy, or change modes as necessary.
14. When crews are operating inside, exterior streams cannot be operated into the structure through windows, doors, or ventilation openings.
    a. This does not mean that master streams cannot be used to protect exposures, knock down flying brands, or extinguish fires in soffits or other areas on the outside of the structure remote from inside crews.
    b. If a master stream is used OVER the fire building, the stream shall be directed upwards so that it is broken by gravity and produces only a rainfall on the effected building.

Master streams shall not be directed **into a structure when interior crews are operating inside the same building.

Offensive to Defensive Strategic Change requires the incident commander to communicate to all companies and receive acknowledgement. This change is made as conditions deteriorate, and offensive operations are not successful. The term WITHDRAW shall be used to bring companies out in an orderly fashion with tools and equipment (see emergency abandonment SOP 240.02 for imminent danger). A PAR will be completed once crews acknowledge and have exited the structure.

Example: "Division 1 from Command, WITHDRAW from the structure, we are changing to a defensive strategy".

Defensive Strategy is based on an exterior attack, with related support, to protect exposures, stop the forward progress of the fire, and ultimately bring the fire under control. There are many reasons for going to a defensive operation, any one of which is sufficient reason to withdraw from the structure and go to a defensive operation. These include, but are not limited to the following:

1. No savable lives or property are present.
2. The building cannot be successfully ventilated.
3. The building shows signs of structural weakness or collapse.
4. It is not possible to determine the type of construction present in attic or floor voids and evidence of fire or "hot smoke" exists in these areas.
5. Inadequate resources are present to apply and maintain an adequate fire flow through manual means to achieve fire control.
6. Inadequate resources are present to allow for the creation and deployment of a RIT team.

The basic defensive plan includes the following actions:

1. Command is established or continued in accordance with SOP 240.02 and 240.01 (Incident Command and IMS).
2. The decision of "how much" of the structure or neighborhood to "write-off" is made and key tactical operating positions identified.
3. ALL personnel are withdrawn from the fire building to a distance at least equal to the exterior wall height of the building.

4. Master streams and exposure handlines are placed in service as necessary to protect exposures and bring the main body of fire under control.

    a. All exposures, both immediate and anticipated, must be identified and protected; the first priority in defensive operations is to protect exposures.

    b. When the exposure problem is severe, such as a wood shingle roof, fire in high winds, an effective way to protect exposures is to place large amounts of water on the main body of fire to eliminate flying brands. In other words, KILL THE THERMAL COLUMN!

    c. In all defensive operations, the aggressive use of master streams is highly recommended. The use of spotters for master streams helps ensure their effectiveness.

5. Ensure that there is an adequate water supply for continued operations.

6. Evaluate the success of the attack and revise the action plan as necessary.

Property Conservation Operations

The goal of property conservation is to keep property loss to a minimum. To facilitate this goal property conservation (salvage) operations must include the activities necessary to stop both direct and indirect fire damage, and those required to minimize damage from firefighting operations. Property conservation should remain an ongoing priority throughout an incident.

Salvage, overhaul and customer service activities represent major components of property conservation operations. Each may be addressed separately or simultaneously depending upon the circumstances encountered at each incident. Almost every fire produces a need for some type of loss control activity. While the activities and operations listed in this procedure predominantly apply to fire incidents, personnel are encouraged to seek out opportunities to apply these principles and concepts at other incidents - EMS, Special Operations, etc.

Incident commanders must ensure that appropriate property conservation operations are aggressively and expeditiously carried out. The basic objectives of property conservation operations are:

- Protect fire department personnel from danger due to unstable structure and fire by-products.
- Stop additional loss by eliminating or reducing the source of the damage, and/or by protecting or removing salvageable contents.
- Verify that the fire is completely extinguished.
- Return the occupancy to use and/or secure the property whenever possible.

Safety of personnel remains a paramount concern during all phases of structural firefighting; property conservation operations is no exception. Prior to initiating property conservation operations, the incident commander must ensure the following conditions are met:

- An exterior and interior inspection of the building shows no signs of potential structural failure.
- Electrical and gas services have been disconnected or shut off.
- The HVAC system has been shut down to prevent spreading products of combustion to other areas of the building as well as to avoid contaminating the system.
- All hazardous materials have been identified and accounted for.
- The Department's procedures on personal protective equipment and SCBA use are followed and enforced.
- Whenever possible rotate companies so that fresh crews can take up the post incident operations

As an incident progresses and the incident commander begins to turn his/her attention to property conservation, the concepts and/or activities listed below should be included in the action plan.

A. Monitor fire suppression and overhaul operations to ensure that these activities are not unnecessarily contributing to property damage.

    1. Apply appropriate amounts of water using the proper fire attack method.

2. When employing forcible entry techniques - limit the amount of damage to structural components to that which is necessary to obtain the tactical priority - *Always try before you pry.*
3. Limit the area in which fire fighters are operating to only that which is necessary.

B. Assign a company to salvage operations as early in the incident as it is appropriate to do so. Initial activities by this company should include an evaluation of salvage needs and the resources that will be required.

C. Initiate smoke removal activities early.

1. Use natural and/or positive pressure ventilation as appropriate. Avoid blowing smoke through unaffected areas of the structure.
2. Remove smoldering materials from inside the structure.
3. If appropriate, turn off the building's ventilation system to avoid contaminating unaffected areas of the structure and/or the HVAC system itself.

NOTE: In some cases, it may be appropriate to use the building's HVAC system to remove smoke if the system was designed to do so.

D. Take steps to limit damage caused by water.

1. Control water from leaking couplings.
2. Ensure that any activated sprinkler heads are shut down as early as it is appropriate to do so. HOWEVER, care should be taken to ensure that the fire is out or that overhaul hose lines are in place BEFORE shutting the system down!
3. Ensure that broken water pipes are shut down.
4. Where appropriate, drill or cut holes in sheetrock to allow excess water to drain.

E. Prevent damage to undamaged contents.

1. Move contents to a safe location within the structure or group contents and cover them.
2. Place blocks under the legs of furniture to raise it up and out of water.
3. Wipe water and debris off undamaged furniture and horizontal surfaces.
4. Use hall runners to protect undamaged/ salvageable carpet.
5. When making inspection holes or pulling ceiling, remove or cover items below whenever possible and when time permits.

F. Leave a professional signature.

1. Cover ventilation holes and broken windows.
2. Where appropriate, remove excess debris, sweep, and clean up.
3. Where appropriate, "square-up" and/or cover inspection holes. Exception: when special hazards are present i.e. asbestos, etc.
4. Provide boxes for the owner's use in packing and moving their belongings, if feasible.

When possible, locate debris piles out of public view and cover with anchored plastic sheeting.

Overhaul Operations

Overhaul is a significant component of loss control operations. The main objective of overhaul operations is to seek out and extinguish all remaining fire, control loss and stabilize the incident scene by providing for fire fighter safety. Rekindles must always be eliminated. The incident commander is responsible for ensuring that overhaul operations meet these objectives.

A. Fire suppression operations often overlook small pockets of fire concealed in construction voids or hidden under debris. Hidden fire may be evidenced by the following signs:

- Discolored, charred materials
- Peeling or bubbled paint
- Smoke emission from cracks
- Cracked masonry
- Rippled wallpaper
- Heat in wall, ceilings or floors that can be felt with the back of the hand or heat indicated by a thermal imaging camera.
- Popping, cracking or hissing sounds in concealed spaces

B. Overhaul operations must thoroughly search the fire scene to detect and extinguish these hidden fires or "hot spots" before they rekindle. The incident commander will incorporate the following activities in the overhaul action plan:

1. Assign a company to overhaul operations as early in the incident as it is appropriate to do so. Initial activities by his company should include an evaluation of overhaul needs and the resources that will be required.
2. Thoroughly examine the floor, wall, and ceiling areas showing evidence of extensive decomposition due to fire.
3. In addition, check wooden door jambs, air conditioning vents and registers, baseboards, door and window casings, and around light fixtures and electrical outlets.
4. Remove insulation in attic fires as needed to extinguish all remnants of fire.
5. Plenum spaces, voids, and pipe chases should receive careful inspection as they provide routes for fire spread throughout a structure.

C. Command will be responsible for insuring that the fire area has been thoroughly overhauled and is responsible for total fire extinguishment.

D. The Department's thermal imaging camera WILL BE USED to examine all fire affected portions of the building to ensure that all "hot spots" are detected and eliminated.

E. Command will be further responsible for scheduling post-incident drive-by/walk-through inspections of the fire building to eliminate any rekindles

1. At least one post-incident inspection will be scheduled, and Command will determine the need for additional inspection.
2. Post-incident inspections may include a walk through the building or areas that are safe to enter.
3. Crews should search for any evidence of smoke or remaining hot spots.

An examination of contents below salvage covers should be conducted.

Customer Service Activities

The policy of our Department is to do everything reasonably possible to assist our customers. While customer service activities may have to be deferred due to other emergency calls or overload conditions, AFD companies will return to the scene at the earliest opportunity to complete our standard level of customer service.

Several examples of customer service activities are listed below. The incident commander should ensure that any of these activities that are appropriate for the situation are carried out.

A. Assign someone to the owner/resident to answer questions and explain fire department operations.

1. Talk to the property owner or representative to determine their priorities for salvage. Often, family heirlooms, pictures, business records, and important documents are more important than furnishings.

2. Advise the owner to contact his/her insurance representative as early as possible.

B. Allow the owner the use of a Department cellular telephone if necessary.

C. Identify any mental health needs of the occupants or responsible party, as well as any spectators or evacuees. (i.e., effects of shootings, mass casualty, highly visible critical rescue, etc.) Notify the on-call Chaplain for assistance in this area.

D. Arrange or provide transportation as needed.

E. As soon as it is possible and safe, have an officer escort the owner through the structure. NOTE: Whenever possible, a post-incident walk-through with the property owner should be conducted after loss control measures are complete. This will be with the approval of the incident commander, safety officer, and investigative personnel.

F. Help the owner retrieve any personal items they need to get through the next few hours. Where appropriate, help the owner box their valuables and label the boxes appropriately.

G. Take appropriate actions to secure the structure.

1. Personnel should consult the owner/ occupant to determine specific security needs - the owner's insurance carrier may provide security services especially at large commercial or industrial occupancies.
2. Cover ventilation holes and broken windows.
3. Remove remaining glass shards from frames of broken windows.
4. Provide barricades, hazard tape or post guards to identify and guard against hazards that cannot be removed or stabilized.
5. Notify the PD watch commander of the security condition of the structure prior to leaving the scene.

H. Provide an appropriate level of care to pets and animals in distress or deceased.

1. Account for and locate pets.
2. Remove deceased pets from the structure and place out of sight of the owner. Discretely discuss the situation with the owner and make every effort to honor the owner’s wishes for disposition of the pet.
3. Contact Animal Services for assistance if necessary.

Personnel Accountability

Purpose:

To account for all personnel operating at an emergency scene.

Procedures:

Operational Responsibilities

Any accountability system depends on the discipline of the personnel operating at the incident. The incident commander must keep track of the companies at the incident, division/group supervisors, and each of their assignments. Division/group supervisors must account for the companies assigned to their division/group. Incident management procedures must be followed, and freelancing by companies or individuals is not allowed. Operational responsibilities that are critical to personnel accountability include:

A. Maintaining company integrity is absolutely essential. Company officers must be able to account for their personnel at all times.
   1. Company members shall enter and exit together.
   2. Personnel must remain within sight, voice, or touch distance of each other while within the hazard zone.
      - *Never leave a team member working alone.*

B. The **buddy system** recognizes that a company may divide into teams to accomplish tasks requiring less than full company strength. When a company divides into teams, the company officer serves as the team leader of one team. The company officer designates one member of the other team as the team leader.
   1. The officer assigns tasks to the team leader.
   2. Each team operating within the hazard zone must have a portable radio.
   3. Each team operating within the hazard zone must have at least two members.
   4. Team members shall always enter and exit the hazard zone together.
   5. When a team completes its tasks, the team leader shall report to their company officer for the next task assignment.
      - Teams are formed by, and at the discretion of company officers to perform a specific task. These tasks should be short term in nature, allowing the company to reform before given their next assignment.

Accountability Equipment

The actual items to facilitate this system are defined and described below:

A. **Personnel Accountability Tags (PAT's)** are plastic tags with the member's name.
   1. PATs are issued to every department member that responds to emergency incidents. A total of three PATs shall be given to each member, and color coded by rank (White-Chief Officer, Red-Captain, Green-DOE, Yellow-Firefighter).
   2. When off-duty, PATs are stored under the brim of the member's firefighting helmet.
   3. When responding with a company, the member's PATs shall be attached to the company responder board and passport.
   4. At shift change, the arriving individual's PATs are placed on the company responder board and passport, according to their assigned position. The company officer/OIC shall place their PAT in the top position, driver/operator in the second, and fire fighters in the remaining positions.

B. **Company Responder Boards** are mounted in the apparatus and PATs are attached to the board.
   1. Each member is responsible for keeping the responder board accurate.
   2. Anytime personnel do not respond with their company, the PAT shall be removed from the responder board and passport.
      For example: *If a crew member is required to assist a Medic en route to the hospital, the officer removes that member's PAT from the responder board and passport and makes sure the PATs are attached to the Medic's responder board and passport.*
      The board, therefore, accurately identifies those fire fighters riding with that company.
   3. The company responder board shall remain on the apparatus.
      - *Command may need to retrieve the board to accurately identify members that have responded with that company if a lost personnel situation arose.*

C. **Passports** are plastic boards labeled with the company's identity and PATs attached to the board to account for each company operating. The Driver/Operator shall not place his/her PAT on the passport unless he/she is in the hazard zone.

   1. The incident commander shall request passports, and the company officer shall transfer their passport to the incident commander at their first face-to-face opportunity.

- *Example: "All units from Command, request passports."* If an engine company has already been assigned a task before the passport was requested and/or if there is a physical distance/barrier between the assigned task and the incident commander, the company officer will leave the passport on the engine for the incident commander/aide to retrieve.

2. Staff personnel do not have passports. Staff shall transfer their PAT to the incident commander.
3. The incident commander shall hold the passports for each company and the PATs for any staff personnel working with or for command.
4. If part of one company combines with another company, the PATs on the passport should reflect the personnel movement.

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D. **Make-up Sets** consist of a blank passport and PATs. Masking tape is applied to these items which allow the required information to be recorded. A make-up set of each personnel accountability hardware shall be carried on the command vehicle to be used when mutual aid companies do not have accountability equipment. shall obtain a make-up set from the staging supervisor or from the incident commander.

- *A temporary make-up passport shall be used by the mutual aid company while on the incident scene.*

E. **Replacement Equipment** shall be used to temporarily replace lost or damaged items until they can be permanently replaced.

- *Extra equipment is available.*
- *Masking tape is applied to these items which allow the required information to be written on each item.*
- *When a permanent replacement is received, the tape is removed, and the make-up item is returned.*

Personnel Accountability Report-PAR

A Personnel Accountability Report (PAR) is a systematic method of reporting through the command structure so that all personnel operating at the incident are accounted for. Conducting PARs on a regular basis throughout an incident enhances the safety of all personnel at the incident scene and improves the incident commander's ability to recognize lost or trapped firefighters.

Personnel Accountability Reports shall be conducted:

- At a change from offensive to a defensive strategy.
- After any unexpected or catastrophic event, such as a flash over, backdraft, or structural collapse.
- After an emergency evacuation.
- At the first report of a missing fire fighter.
- Prior to suspending the use of passports.
- At the discretion of the incident commander.

A. Conducting a PAR

1. For the company officer or team leader, a PAR is confirmation that the members assigned to their company are personally accounted for. This can be done by seeing, touching, or hearing other team members. Confirmation is given by the company officer to the incident commander.
   - *Secondhand information is not acceptable as a valid confirmation.*
2. For command, the PAR is complete when the safety of every member assigned to the incident has been confirmed and reported through the command structure. The incident commander must verify that a PAR is received from each division or company.

B. PAR

1. Command shall make an announcement over the fire ground channel when a PAR benchmark is reached. For example, "All units from Command, standby for PAR."
2. Command then contacts each division and/or company to confirm a PAR. Command shall conduct this process by starting with the personnel at the greatest risk.
   - *"Division one from Command. Do you have a PAR?"*
3. Divisions and/or companies shall provide their report when contacted.
   - *"Division one has PAR with E1 and T2. "or" Division one does not have PAR, unable to locate T2B."*
   - *Note the time on the tactical work sheet and report the results to Dispatch. For example, "Dispatch from Command, PAR is complete, we have PAR for all companies."*
4. Unless directed otherwise, implementation of a PAR shall not suspend strategic and tactical operations when the PAR request is announced.

Purpose:

This procedure identifies the requirements for and the operation of Rapid Intervention Crews (RICs). Following this procedure will ensure compliance with the OSHA Respiratory Protection Standard, 29 CFR 1910.134, sometimes referred to as the 2-In/2-Out rule.

Procedure:

Required Use of RICs

This procedure shall be implemented at all "working" structure fires beyond the incipient stage and other incidents where fire department members are subject to hazards that would be immediately dangerous to life and/or health (IDLH).

Interior Team

An entry team consisting of a minimum of two (2) firefighters, with SCBAs, working together as a team, maintaining voice or visual contact at all times, and in radio contact with their Division/Group Supervisor or IC, is required to initiate interior structural firefighting operations.

Exterior Team or Initial Rapid Intervention Crew (IRIC)

An IRIC is a temporary, fully equipped and trained RIC, with a minimum of two (2) firefighters, assigned at the outset of an incident to allow the interior team to enter an IDLH, potential IDLH, or unknown atmosphere.

IRIC is generally unsupported by additional truck/engine companies until Command upgrades the IRIC to a dedicated RIC as soon as practically possible.

An IRIC SHALL be on standby outside the structure to provide assistance or perform rapid rescue, if needed. Voice, visual, or radio contact is required between the interior and IRIC at all times.

One of the IRIC members must be free of all other tasks and be solely dedicated to tracking interior personnel. This function is to account for and initiate a fire fighter rescue. This accountability information must be given to the Accountability Officer or the Incident Commander before being reassigned. Radio, PPE, and SCBA are required for this assignment.

While the second IRIC member may perform some other tasks, this individual must be able to abandon them without jeopardizing the safety and health of others at the scene. These tasks may include serving as incident commander, safety officer, or equipment operator. Radio, required PPE, and SCBA should be donned as soon as possible.

It shall be a priority of the Incident Commander to upgrade an IRIC to a dedicated RIC as soon as practically possible.

Standard Implementation of IRIC Two-Person Crew

An IRIC should be used when command option "Rapid Intervention Mode," sometimes referred to as Fast Attack, is utilized by the first arriving company officer. The plug person assumes the primary IRIC position and the engineer assumes the secondary IRIC position. The Medic personnel may also fill this roll. This would allow for an interior attack when the second due company has a delayed response.

Instruction/Procedures

Before initiating interior firefighting operations, a minimum of four firefighters SHALL be on the scene. They SHALL work in compliance with "2 In/2 Out" procedure requiring a minimum of a two-person entry team and a minimum of a two-person (IRIC) on standby outside the structure.

Exceptions:

1. **Incipient Stage Fires**

   Entry may be made while a fire is in the incipient stage. This is defined as "a fire in the initial or beginning stage which can be controlled or extinguished by a portable fire extinguisher, Class II standpipe, or small hose. (Note: AFD personnel will wear full protective clothing in these situations.)

2. **Known Life Hazard**

   Where initial arriving personnel find a known life hazard or known rescue situation and immediate action could prevent the loss of life or a serious injury, deviation from this procedure is permitted within the following parameters:

   - The Incident Commander SHALL notify dispatch by radio that a rescue is being attempted with less than four firefighters on the scene.
   - Dispatch SHALL notify all other responding units that entry is being made with less than four firefighters on the scene.
   - After completing a search of the structure or rescue of the occupants, firefighters are to withdraw from the structure until "2 In/2 Out" procedures can be implemented with arrival of additional personnel.
   - ALL deviations of the "2 In/2 Out" procedure shall be documented in the incident report and subject to a written report on request from the Fire Chief.

Rapid Intervention Crew (supported RIC)

The Rapid Intervention Crew (RIC) is a full engine or truck company with a minimum of three (3) firefighters, preferably four (4), specifically designated as a back-up/rescue team, standing by to assist interior personnel. At least one RIC shall be assigned when additional personnel arrive at the scene of an incident involving interior fire suppression operations, and whenever multiple teams are operating inside an IDLH atmosphere. The Rapid Intervention Crew must be created upon the arrival of 2nd alarm companies if not previously established.

At the discretion of Command, a Rescue Supervisor shall be assigned to the Command staff to facilitate the action plan of the RIC operation. This position is not considered to be a member of the RIC but a position essential to coordinating the efforts of the rapid intervention team. The Rescue Supervisor will assure the RIC has the necessary equipment and support by reporting to command the equipment, additional personnel, and supplies needed to affect the rescue. The Rescue Supervisor will allow Command to continue to coordinate the overall strategic goals of the incident. (i.e. fire suppression, exposure protection, etc.)

Dispatch and Implementation

Command should utilize a first alarm company for RIC duties, if possible. If the first alarm response is committed to emergency activities, Command must request additional unit/units from dispatch. The RIC unit should stage on-scene in a location to maximize their options and check in with Command. During major operations, RICs will normally be assigned a standby position near the Command Post, point of entry, or the rehab operation. A minimum of one company will be required.
Command may assign more than one company, if necessary. Operations of a large or more complex nature may call for multiple RIC units to stand by at different entry points. After assignment of a company to RIC, Command has the following options for use:

1. Assign the company RIC duties and be designated RIC.
2. Cancel the company en route, but only after the declaration of "fire under control" and a PAR has been satisfactorily completed.
3. Assign the company to other duties, such as heat relief for working crews, overhaul duties, etc.

If assigned a non-RIC task, another company should be requested by Command to be available for emergencies affecting fire fighters.

RIC Responsibilities

Upon assignment of RIC responsibilities, the RIC company officer shall monitor the tactical radio channel and initiate a tactical worksheet noting location of operating companies. Upon arrival at the incident, the RIC company officer shall obtain a detailed briefing from the Incident Commander or the IRIC they are relieving on the status and location of all assigned companies.

Furthermore, the RIC supervisor shall continue to coordinate with Command to maintain an accurate tactical worksheet and shall obtain a copy of the Tactical Response Guide (TRG), if one is available.

All RIC members will assume a ready state, including full protective clothing and SCBA, except for the face piece. For other types of incidents, the protective clothing and equipment will be appropriate for the hazards.

The RIC supervisor will closely monitor the assigned radio channel at all times to keep up with location of companies, changing conditions, important information, etc.

The team should gather a basic complement of forcible entry and exit tools, a thermal imaging camera, plus a Scott RIC pack at their staging location. Usually, the SCBA for the Incident Commander and the DOE will be available. Based on radio information, building size, building construction, etc., other tools and equipment should be gathered, checked out, and made ready for service. These may include chain saws, circular rescue saws (with appropriate blade), hydraulic tools, air bags, a-jax tools, air bottles, hydraulic jacks, ladders, charged hose line, rescue or search rope, and hand tools.
In some cases, the RIC may need to conduct a reconnaissance to maintain awareness of working companies and conditions, and to identify safety and access concerns. The team must be able to react immediately to sudden emergency events at the incident site. In all cases, the RIC must have the ability to rapidly deploy.

In some situations, protective hose lines may need to be deployed at tactical advantage points (i.e. windows, doors, roof, etc.). RIC companies should assess the need for other access points to provide for egress, rescue, and ventilation. Forcible entry may be necessary. When companies are operating on floors above ground, the RIC should consider positioning ground ladders to allow for emergency egress and rescue.

RIC Responsibilities Checklist:

- Initiate a tactical worksheet noting location of operating companies
- Obtain a detailed briefing from the Incident Commander or the IRIC
- Obtain a copy of the TRG
- Assume a ready state, including full protective clothing and SCBA
- Monitor the assigned radio channel at all times
- Gather forcible entry and exit tools, thermal imaging camera, plus a Scott RIC pack
- Consider conducting a reconnaissance
- Consider protective hoselines
- Consider positioning ground ladders

Commitment to Rescue of a Lost or Trapped Firefighter
Upon report of a lost or trapped firefighter, **Command** shall deploy the RIC(s) to the last reported location of the lost/trapped firefighter(s), unless the nature of the event, (explosion, collapse, etc.) indicates there is no possible chance of survival and endangers the RIC at an unacceptable level. The Company Officer of the RIC shall be assigned the "Rescue Group" designation. Appropriate rescue equipment and crews must be quickly assembled and organized. Use of a lifeline will enhance the RIC safety and provide for a travel line for personnel and tools and will allow for the direct removal of rescued firefighters.

Assignment Objectives

Command

- Designate a rapid intervention crew, maintain and support the team.
- Deploy the RIC
- Develop a firefighter rescue action plan.
- Maintain command and control over the incident and the basic fire ground activities.
- Transfer command and supervise firefighter rescue activities.

Rescue Supervisor

- Work for command.
- Assign strategy and tactics for the firefighter rescue plan.

Rapid Intervention Crew Supervisor

- Report to command.
- Size up the incident.
- Brief rapid intervention crew members.
- Place ladders to upper levels.
- Open up the building.
- Monitor fire ground activities and maintain an awareness of crews operating in hazard areas.
- Supervise firefighter rescue activation.
- Consider use of a lifeline on all rapid intervention deployments.
- Assess and maintain air supply.

Whenever an RIC is deployed, it shall be replaced as soon as possible to back up the crews involved in the RIC operation.

High-rise Fires

For high-rise fires, RICs will be assigned to standby positions in the Resource Staging. A secondary standby location may be assigned by command.

Lost/Trapped Fire Fighter

240.06

Purpose:
This procedure outlines specific actions that should be taken by the lost or trapped firefighter and specific actions that Command should take when becoming aware of a possible lost or trapped firefighter.

Procedure:
Lost/Trapped Firefighter Basic Self-Survival Responsibilities
The following are basic guidelines for firefighters to follow if they become lost or trapped in a building. The rescue of trapped or lost firefighters in a burning building is especially time sensitive. There is a very narrow "window of survivability" for a firefighter who is out of SCBA air supply or trapped by approaching fire. Individual firefighters must not delay reporting to command if they become lost, trapped, or in need of assistance. Company officers must also not delay the reporting of lost firefighters or inability to complete accountability reports. Command and division/group supervisors must always assume that the missing firefighter is lost in the building until the firefighter can be accounted for. Command must also restructure the strategy and action plan to include a priority rescue effort.

All crews must have a portable radio. Minimum crew size is two and the crew must remain intact. Crews must have an assignment and must be working under the direct supervision of a division/group supervisor or Command.

Call for Help Immediately
Firefighters who find themselves lost, trapped, or injured must immediately use the "Mayday" terminology to announce their situation while they continue to attempt to find their way out. Firefighters should not delay notification of distress. Notifications should occur as soon as the firefighter THINKS he or she MAY be in trouble. Delay compromises the window of survivability.

Lost firefighters should give Command information as to who they are, how many firefighters, what division/group they were operating in, where they think they are (as accurately as possible). A description of building structures surrounding them, sounds of nearby activities, (i.e., ventilation saw noise), or any other information that might help direct rescue crews (RIC) to their location should be given.

"Mayday" Radio Message
The radio message "Mayday" will be used by a lost, trapped, or injured firefighter to report their status as being in trouble and needing rescue. Any member may use "Mayday" to report a lost firefighter. **Any report of "Mayday" is priority radio traffic.** The term "Mayday" will be reserved ONLY to report lost or trapped firefighters. The term "Mayday" should be repeated followed by company or firefighter name that is calling Command. (Ex: Mayday, mayday, mayday E7, Firefighter Doe, mayday.) Then stop and wait for confirmation/response before continuing with additional information. (Ex: All units from command standby for emergency traffic, E7 Firefighter Doe go ahead.) Then the firefighter should transmit any additional information as noted above to help in the location and rescue. The LUNAR (Location, Unit, Name of firefighter, Action/Assignment, Resources needed for rescue) report can be used to help the firefighter remember information to include. The term "emergency traffic" will be used to report other emergencies.

Activate Portable Radio Emergency Button
If unable to contact Command through normal radio procedures, lost or trapped firefighters must activate the portable radio emergency button and communicate with dispatch. Pushing the emergency button will set off an alarm in dispatch. The emergency alarm will beep in the dispatcher's headset and will activate a flashing red box around the radio channel icon on the computer terminal. It will continue to alarm until manually acknowledged by the dispatcher.

Activate PASS Device
As soon as a firefighter recognizes he/she is lost or trapped, the PASS device must be manually activated to sound the audible tone. The PASS device must remain on until rescued. If the device interferes with the lost firefighters communicating critical radio messages to the incident commander or rescuers, the device may be turned off temporarily. Once messages are completed, the device must again be manually activated.

Crews Stay Together
Members who separate from each other make it difficult for rescuers to find all firefighters. Crew members shall stay intact as a crew to enhance their chances of ALL being rescued and allow easier, more efficient extrication.

Follow the Hose or Lifeline Out

Crew members should stay with the hoseline (or lifeline) and follow it out whenever possible. All firefighters must remember that the female side of the coupling leads toward the nozzle (the fire), and the male side of the coupling leads toward the pump (outside). The male and female sides of a connected coupling can be distinguished from one another by noting the longer rocker lugs on the male coupling. (Long Lugs Lead Home). The hoseline should always be treated as a safety line to the outside. Where lifeline ropes are in use, follow the lifeline to the exterior.

Searching for an Exit

A lost firefighter should always attempt to get out of the building by whatever means possible. Where doors, windows, or other egress is not available, firefighters should next attempt to reach an exterior wall. Once at the wall, he/she will be able to search for doorways, windows, and hallways that generally lead to the outside. Rescuers will first search hallways, around walls, and around windows and doors, before sweeping large interior areas. For this reason, firefighters must avoid collapsing in the middle of open spaces. Getting to one of these areas increases the chance of being rescued early. These actions also provide predictable activities that will aid rescuers.

Retreat to a Safe Refuge

Where the firefighter cannot find a way out, but there is a safe refuge (protective room or floor) away from the fire that the firefighter can retreat to; he/she should take advantage of this location. Command and the rescuers should then be advised of the location by whatever means possible.

Stay Calm and Conserve Air

A conscious effort must be made by the lost firefighter to control breathing. Unnecessary talking or physical activity must cease, unless absolutely needed. Firefighters must control and pace their physical exertion activities in order to extend their SCBA air supply.

SCBA Facepiece Filter

If the SCBA air supply becomes depleted, the firefighter may use the protective hood as a filter of toxic atmospheres. The firefighter should disconnect the regulator from the face piece and place the hood over the SCBA face piece inhalation valve attachment area.

Horizontal Position

If a firefighter cannot get out, he should assume a horizontal position on the floor that maximizes the audible effects of the PASS device. The firefighter should attempt to take this position at an exterior wall, doorway, or hallway that maximizes quick discovery by rescue crews.

Flashlights/Tapping Noises

If assuming a position to await rescuers, the firefighter should attempt to position his flashlight toward the ceiling. This will enhance the rescuer's ability to see the light and locate the downed firefighter. If able, the firefighter should attempt tapping noises to assist rescuers in locating him (i.e., hitting the tool against a metal roll-up door).

Company or Division/Group Supervisors

Company officers or division/group supervisors who are unable to locate a crew or firefighters assigned to them, must immediately notify command and use "Mayday" to notify all personnel operating on the fireground. When possible, the company or division/group supervisor should include who is missing, last known location, and actions being taken. Firefighting positions must

not be abandoned during the rescue effort and the company and division/group supervisors must control free-lancing. Command will initiate a rescue effort.

Rescue of Lost/Trapped Firefighters

This section identifies individual, company and command level activities for the search and rescue of a lost or trapped firefighter(s).

A. Command Responsibilities

Rescue needs generally fall into two categories. Either the firefighter (or firefighters) is trapped by a collapse or lost in a smoke-filled burning building. The most significant problem and difference between the two categories is that the search area can be substantially larger for a lost firefighter than that encountered in a collapse situation. On the other hand, a collapse presents a major extrication situation. In some cases, lost or trapped firefighters may be able to radio to Command that they are lost and in need of rescue, before being incapacitated when the SCBA goes empty. Other problems may include a possible secondary collapse, separated and scattered crews, and confusion of the last known location of the crew or crew member.

B. Command Response to a Missing Firefighter

The incident commander MUST ALWAYS assume that the missing firefighter is lost or trapped in the building until the firefighter is accounted for. Rapid, concise decisions and actions must be taken to increase survivability. The following is a list of actions to be taken by Command for a reported missing or trapped firefighter. These are guidelines and do not necessarily need to be accomplished in the order listed. The first five (5) must be accomplished very rapidly.

1. **Emergency traffic**
    a. Immediately upon a report of a missing or trapped firefighter "Emergency Traffic" will be sounded to alert all personnel working on the fireground of the situation. (Ex: "All units from Command, Emergency Traffic, we have a missing firefighter from Engine 1 last seen on the second floor".)
2. **All non-emergency traffic will cease**.
    a. In some cases, individuals may be lost or trapped, but still able to communicate, and be able to report their situation themselves. When firefighters are missing or unaccounted for, the Incident Commander may move all other units to a new incident channel in order to reduce the chance of a call for help being covered by other radio traffic. If the Incident is moved to a new channel, it will be the responsibility of Command to assign a monitor for the original radio channel until the incident is concluded.
3. **Change the plan to a high priority rescue effort**
    a. The incident commander must restructure the plan to include a high priority firefighter rescue effort. A rapid, well thought out, rescue plan must be developed and the command organization expanded. The plan and objectives must be communicated to other Command staff and division/group supervisors for implementation.
4. **Immediately request additional alarms**
    a. At least one additional alarm should be immediately requested including one medic unit for every two missing firefighters. Additional multiple alarms may be requested based on circumstances and potential. Level Two staging should be implemented. Early consideration should be given to heavy equipment resources such as backhoes, tractors, and cranes for assistance in structural collapses.
5. **Fireground accountability**
    a. A Personnel Accountability Report (PAR) must be immediately requested from all companies operating on the fireground. This is especially important in situations of structural collapse. Command cannot develop an effective rescue plan until accurate information is available on the number of missing firefighters, their identity, their last reported work area, and which companies are affected.
6. **Commit the Rapid Intervention Crew**
    a. Based on the "think, plan, act" sequence and the new "Size-up," Command will immediately send the RIC to the most appropriate location to initiate search and rescue efforts (typically the last reported work area). The RIC will be designated as "Rescue Group" and coordinate activities at that location. The group supervisor will assign specific

areas or grids of the building to each rescue team (company) to conduct searches before entering the building. Search efforts must be closely coordinated between division/groups and Command must be kept informed. Additional available resources in staging may also be committed to rescue efforts.

7. **Withdrawal of companies from affected area**
   a. In some situations, such as collapse, crew members can get separated. The only practical method to obtain an accurate roll call for a PAR may be to withdraw crews to the exterior. Withdrawal is a judgment call based on circumstances at the time, information available, and resources. It may not be practical or possible to do. However, the absolute need for a PAR and information on missing firefighters remains a critical priority.
8. **Do not abandon firefighting positions-provide reinforcement**
   a. Abandoning firefighting positions during the rescue effort should be avoided. Command and crews should take aggressive measures to protect trapped or missing firefighters from the effects of the fire. Efforts should be concentrated on reinforcing

   b. existing positions and keeping the fire out of the rescue area and providing appropriate ventilation and lighting. In some situations, it may be appropriate to write off some areas of the building in order to relocate companies and crews to better protect the rescue effort.
9. **Multiple RIC's**
   a. Depending on the size of the rescue area and the complexity of operations, more than one RIC may be needed to fill additional support positions or division/groups.
10. **Assign a Safety Group**
    a. Rescue operations are high risk. The rescue operation may be taking place in a post-collapse environment, or a flashover may have occurred. Emotions may be high, and firefighters will tend to want to freelance and take chances. A Safety Group in the affected area will help control the risk taking. A Safety Group must be implemented. An available Officer should assume this group as soon as possible. Other Safety Group responsibilities will be to conduct an assessment of the hazards, thus, allowing time for the Rescue Group supervisor to concentrate on the critical rescue effort. These group supervisors must work hand in hand to ensure that a safe and effective rescue operation is conducted.
11. **Expand the command organization**
    a. The Incident Commander must be proactive and aggressive in developing and expanding the command organization.
12. **Notify IMT and Special call Chief officers**
    a. Additional Chief Officers will be needed to fill key division/groups and Command Team positions. Command should special call AFD IMT and initiate a call back of off-duty officers, as needed.
13. **Early establishment of Treatment and Transportation Groups**
    a. The Incident Commander must have treatment personnel in a position to immediately treat any rescued firefighters. A Transportation Group must also be in place and coordinating activities with the Treatment Group supervisor.
14. **Open/unlock all doors, if appropriate**
    a. All doors in the immediate area should be unlocked or forced open, and at least the immediate interior area quickly searched. In most cases the doors should be left open to provide an emergency escape route, unless doing so will have negative effects on the fire. In all cases, the doors must remain unlocked.
15. **Ventilate, maintain tenability/lighting**
    a. Reducing smoke conditions, through effective ventilation, improves the air quality for any victims, and will enhance search and rescue capabilities through increased visibility of the interior. Both vertical and positive pressure ventilation should be aggressively employed. Early lighting of the operation (both interior and exterior) needs to be included.
16. **Coordinate and control the search efforts**
    The Incident Commander must ensure that a complete, coordinated, and controlled search is conducted. Close coordination of all search efforts is a must in order to eliminate duplicate searches that waste time. All areas must be thoroughly searched.
17. **RIC-SCBA**

a. The rescue crew should enter the building with one RIC Pack or SCBA for each reported lost/trapped firefighter. Missing firefighters may have exhausted their SCBA air supply or may be trapped and cannot be quickly extricated. In each case, the firefighter must be provided "clean" air to increase survivability.

18. **Special Operations Teams**
    a. Special Operations Teams (SOT) and other specialized equipment should be requested at all structural collapses that have trapped firefighters.
19. **Watch for structural stability of the building**
    a. All personnel must watch the structural stability of the building throughout the rescue effort.
20. **Strong supervision required**
    a. Strong supervision and control will be required by all officers. Emotions will be very high. Firefighters in this situation will tend to want to freelance or take higher risk. Treatment personnel will need to be restricted to only those needed. Crowd control of our own non-essential personnel may be required.

21. **Media control**
    a. Command will need to control the media early and throughout the incident. Information on the identities and conditions of lost firefighters must be restricted until after next-of-kin are notified. Media film crews should be restricted to areas that are safe and at a distance that will prevent visual or facial identification of any victims.
22. **Notify Chaplin and create Welfare Group**
    A Welfare Group will need to be established early. This will aid in notification of next-of-kin and allow Command to stay ahead of the media identification. Chief Officers should be assigned to direct this group. Additional Chief or staff officers will be needed to fill subordinate positions within the Group.
23. **Ensure that dispatch monitors radio channels**
    Command must ensure that dispatch monitors radio channels. Should a lost firefighter declare emergency on a channel other than the fireground tactical channel, Command must be immediately directed to the lost firefighter's channel for direct communications.
24. **Portable radio emergency button activation**
    Upon receiving a portable radio emergency button activation, Command will immediately request from Dispatch the radio identification/assignment (i.e., E3). Contact will be immediately made with Engine 3 to determine if a true emergency exists.
25. **RIC standby teams**
    Due to the high-risk nature of rescue operations, Command must establish another RIC to protect rescue crews. The RIC should stand by at a location near the rescue operation. More than one RIC may be needed.

GENERAL CONSIDERATIONS

When searching for a lost ff, rescue teams should consider the following:

- Use of thermal imaging camera.
- Visible sighting of trapped firefighters such as arms or legs.
- Knowledge of their last known location.
- The sound of PASS devices audible tones.
- Shouts for help from the collapsed area.
- Tapping noise, etc.
- Sounds of portable radio broadcast in the collapse area.
- Breathing, moaning sounds.
- The sound of the SCBA alarm sounding.
- Radio request for help from portable radios from with the collapse area.
- Tracing attack hoselines into the collapse area.
- Tracing of life lines into the area.
- Evidence of building structures or locations that were described by lost firefighters.
- Flashlight beams.

- Location of ladders, fans, lights, or other equipment being used by missing firefighters.
- Open or unlock all doors.
- Search the immediate area of doorway first.
- Search hallways before interior rooms.
- Search exterior walls (interior sides) before searching interior spaces.
- Search large interior spaces in a detailed grid pattern.
- Ensure all areas are searched.
- Take one RIC Pack or SCBA for each lost firefighter in the search area.

Use lifelines when searching “off hoseline” to ensure safety of rescuers.

Purpose:
This procedure shall provide specific guidelines for search and rescue at emergency incidents.

Procedure:
The major goal of rescue operations is to safely locate, remove, and/or protect occupants/victims. To facilitate this goal, it is standard operating procedure to conduct two separate searches whenever possible. The first search is called the "primary search." The primary search is conducted during initial operations and covers all involved and exposed occupancies that can be entered. The other search is called the "secondary search." The secondary search is conducted after fire control efforts are completed and covers all involved and exposed occupancies. In some situations, the extent of the fire may prevent a primary search, but a secondary search is always conducted.

A. Primary Search: Time is the critical factor in the primary search. Companies must quickly go through all affected areas and verify the removal and/or safety of occupants.

1. Primary search activities must be conducted during initial operations, or it is not a primary search.
2. The incident commander must structure initial operations around the completion of the primary search and must make specific primary search assignments.
3. All initial attack efforts must be directed toward supporting rescue. For example, hose lines must be placed in a manner to control interior access, confine the fire, and protect avenues of escape. The incident commander and all companies must understand that the operation is in a rescue mode until the primary search is completed.
4. The incident commander and operating companies cannot depend on reports from spectators to determine the status of occupants. Reports as to the number and location of occupants can be used to support primary search efforts, but not to replace them. Companies must complete a primary search whenever entry is possible.
5. Adequate resources to properly perform rescue AND to treat any discovered victims are a critical function of the Incident Commander. A significant rescue and/or treatment problem is a bonafide reason to call for additional alarms EVEN if fire conditions do not otherwise warrant it.
6. The following factors must be considered when developing a rescue action plan:
    a. Number, location, and condition of victims.
    b. Effects the fire is having on the victims.
    c. Ability of fire personnel to enter the building, remove or protect victims, and control the fire.
7. Occupants/victims should be rescued in the following order:
    a. The most severely threatened.
    b. The largest number.
    c. The remainder in the fire area.
    d. Any exposed areas.
8. As rescue operations are initiated, the incident commander may have to make a basic, although difficult, decision: “Do we remove the victims from the fire, remove the fire from the victims, or use some combination of the two?”
9. In some cases (Example: Sprinkled Hotel) occupants may be safer in their rooms or a safe area within the structure, than if they are moved through contaminated areas.
10. Normal means of access/egress such as stairs, halls, and doors should be used to remove victim(s) whenever possible.
11. Usually, when rescue efforts deviate from using normal means of egress, they will be slower and require more resources.
12. When primary search companies encounter and remove victims, the incident commander must assign additional companies to continue the search.

13. The incident commander must provide for the treatment of victims after their removal. Multiple victims should be removed to one location for effective triage and treatment.
14. The use of the Department's Thermal Imaging Camera may be of some benefit in the detection of victims under low visibility conditions.
15. The completion of the primary search shall be reported by the incident commander using the following standard benchmark terminology: "Primary search completed." Do not use the terms "primary search" until the entire primary search is completed. Communicating to the IC a partial search, such as a second-floor search, should be communicated by saying, "second floor search complete." Multiple "primary searches" can create a misunderstanding.
16. When fire conditions make entering the structure and conducting a primary search impossible, the incident commander shall report these conditions and that a primary search will not be conducted.

B. Secondary Search: Thoroughness is the critical factor in the secondary search. Companies must very thoroughly go through all affected areas to verify that there are no victims and/or to locate any victims that may have been missed during the primary search.

1. After fire control and ventilation activities have been completed, the incident commander must make specific secondary search assignments.
2. The secondary search should be completed by different companies than those involved in the primary search.
3. Thoroughness during the secondary search is most critical. Any possible victims, including pets, must be found during the secondary search.

The completion of the secondary search shall be reported to the incident commander using the following standard benchmark terminology: "Secondary search completed."

Purpose:
To establish procedures to meet the physiological and psychological needs of Allen Fire Department personnel engaged in emergency operations.

Procedures:
While fire department members cannot be completely insulated from the hazards and difficulties encountered during emergency operations, the intent of this procedure is to lessen the chance of injury resulting from sustained operations.
The purpose of this procedure is to:

- Protect the life and health of personnel committed to emergency operations.
- Establish procedures for implementation and operation of the Rehabilitation Group during emergency operations. In sustained operations with fully implemented ICS structure, the Rehab Group is part of the Medical Unit. In typical operations in which the full ICS structure is not filled, the Rehab Group can be part of the Operations Section.
- Delineate the authority and responsibility for implementing these procedures.

INCIDENT COMMANDER RESPONSIBILITIES
It will be the responsibility of the Incident Commander to ensure the safety and welfare of all fire fighters assigned to an incident. The Incident Commander will establish a Rehabilitation Group as soon as possible following the initiation of tactical operations whenever the following conditions exist:

- Fire department personnel are involved in operations at a level and/or for a period of time that is likely to result in extreme physical exertion.
- Structure Fires.
- During any prolonged operations.
- Climatic or environmental conditions that indicate the need to establish a Rehab Group include temperatures above 80 degrees F. and below 35 degrees F.
- Anytime the heat index is above 105º
- Anytime the heat stress index is above 105º (Example B).
- Add 10º to the chart for protective clothing.
- Add 10º to the chart for direct sunlight.
- High Rise incidents.
- Hazardous materials incidents.
- Crime scenes/police standoffs.
- Large public events.
- Training activities.
- Trench Rescue.
- Other incidents at the Incident Commanders discretion.

REHABILITATION GROUP PROCEDURES
When the Incident Commander has made the decision to establish the Rehabilitation Group at an incident for which it was not automatically dispatched. He/she will designate an individual not involved in on-going operations to serve as Rehab Group Supervisor, ideally this person will be one of the personnel off the medic(s) that are assigned to bring the rescue to the scene.

The Incident commander will be responsible for the following duties:

1. Requesting a Rehabilitation response
2. Establishing the Rehab Group

The Rehab Group Supervisor will be responsible for the following duties:

- See diagram “A” for typical rehab setup configuration.
- The site should be off of the immediate fire ground area but easily accessible to personnel coming from the fireground. All personnel shall be made aware of the rehab location as soon as it is practical.
- The site shall be in an area where protective clothing may be removed if necessary.

- The Rehab Group Supervisor shall consider the need for additional ambulances staged at the rehab site for medical treatment. The Rehab Group Supervisor shall request these through the chain of command.
- The site will be away from the "hot zone" and uphill and/or upwind of hazardous materials incidents.
- The site will provide for prompt re-entry to the emergency scene when rehab is complete.
- The site will be large enough to handle numerous personnel with adequate room for all to rest and relax.
- The site will be free from vehicle exhaust.
- The site will be as quiet as possible.
- The site will have restricted media access.
- The site will have appropriate access for SCBA replenishment/refill, if necessary.
- The site will provide easy entrance/exit routes for ambulances.
- If possible the site will provide a restroom facility or have one nearby.
- If fatalities are involved, the rehab site shall be out of the view of the fatality recovery area.
- If possible, the site should provide a climate-controlled area.
- The Rehab Group Supervisor shall have the authority to send a FF back to operations or remove a FF from the operation.

The Rehab Group Supervisor shall consider establishing the following positions as dictated by the size or nature of the incident.

- Accountability
- Medical Evaluation and Treatment

ASSIGNMENT TO THE REHABILITATION GROUP

Companies will be assigned as a unit to the Rehab Group based on the following considerations:

- The Incident Commander (IC) or the Safety Officer believes that a particular individual or company is in need of rehab.
- The Company officer determines that a particular individual or company is in need of rehab.
- A member of a company requests rehab.
- The following is a list of suggested activities that the company officer or OIC can use to determine if a member of his or her company needs rehab.
    - The exhausting or near exhausting of a 45- or 60-minute cylinder
    - The exhausting or near exhausting of (2) 30- m i n u t e cylinders
- Cylinder changes need to be at least 10 minutes in duration and consist of some form of hydration during this time period.
    - Any time encapsulating chemical protective clothing is worn
    - 40 minutes of intense work without an SCBA
- Companies may be assigned to Rehab Group relatively early in an incident in order to facilitate the establishment of an effective company work rotation schedule.

REHABILITATION GROUP OPERATIONS

Reporting

- Companies will be assigned to the Rehab Group as a complete unit, with the exception of the Driver/Operator/Engineer if he/she is actively engaged in operating apparatus.
- Companies will check in with the Rehab Group as a unit and will be released as a unit when rehab procedures are complete.
- If a situation arises in which one member of a company will be required to remain in the Rehab Group for an extended period, the remaining members of the company may be released to resume operations. The Rehab Group Supervisor will document the location and disposition of the remaining company member to ensure accountability. That information will be communicated to the Incident Commander.
- The Rehab Group will actively communicate with the Incident Commander to provide timely information on the status of companies assigned to the Rehab Group.
- The Rehab Group will periodically check on the status of Driver/Operator/Engineer to determine their rehab requirements.

The following operations will be conducted within the Rehab Group:

1. The company will report to the rehab group.
2. The members will shed their protective gear, at a minimum SCBA's and turnout coats as appropriate.
3. An initial set of vital signs will be taken and recorded on the AFD rehabilitation tag and a routine focused assessment will be performed.

Paramedics assigned to the Rehab Group will evaluate vital signs, visually examine firefighters, and make proper disposition (return to duty, continued rehab, or medical treatment and transport). Continued rehab will consist of additional monitoring of vital signs, providing rest, and providing fluids for re-hydration. Medical treatment for members whose signs and/or symptoms indicate potential problems will be provided in accordance with standard EMS procedures. Paramedics will be assertive in an effort to find potential medical problems early.

- Each company will rest for 10 to 20 minutes, replace body fluids, and utilize cooling or heating methods as appropriate. If necessary, personnel shall be given O2 therapy or food as determined by paramedics assigned to the Rehab Group or until the FF feels that they are fit to return to duty and their vitals meet the release parameters.
- Prior to being released from rehab vital signs and another routine visual assessment will be accomplished. Vital signs are within acceptable limits as described below:
  - The heart rate is not greater than 100 beats per minute
  - The SPO2 saturation is more than 95%
  - The CO reading is not more than 5%
- Then the firefighter may be released from rehab.
- Firefighters will also be treated by using the AFD 3 step Carbon Monoxide Exposure Assessment Tool, located on the back of the AFD Rehab Tag.
- The Rehab Group Supervisor will advise command of the company's ready status.
- The Company will return to duty through the Rehab Group Supervisor for accountability purposes.

SUPPLIES

The Rehab Group will be appropriately supplied with the equipment and supplies necessary to adequately conduct rehabilitation operations.

- During routine operations, the Rehab Group will have appropriate body fluid replacements available. Acceptable body fluid replacement liquids include water or a re-hydration solution.
  - 2 servings of water to 1 serving of electrolyte solution
- During extended operations, the Rehab Group will coordinate with the Incident Commander to obtain appropriate high carbohydrate snack foods.
- During operations that extend into more than one operational period, the Rehab Group will coordinate with the Incident Commander to obtain complete meals for operational personnel. Food for such meals should contain high carbohydrate and low-fat content. Soup or stew is recommended because it is digested much faster than sandwiches or fast-food products.

Standard rehabilitation equipment that will be kept on the rescue at a minimum will be:

- (5) 5 Gallon Buckets
- (50) Clean and dry towels
- (20) Folding Chairs
- (1) Large cooler full of ICE
- (2) Cases of Water
- (2) Cases of Electrolyte solution or a “Squencher” type substitute
- (50) Rehabilitation evaluation Tags
- (3) Clipboards
- (1) Rad-57 Co Monitor

The Rehab Group Supervisor shall consider providing the equipment listed below, depending on the incident and environment. Quantities will be driven by the size and/or type of incident.

- Tents and/or canopies for shade
- Fans and/or misting equipment
- Tarps and blankets
- Portable heaters
- Dry clothing / dry PPE
- Rehab area marking equipment
- Beverage serving equipment
- Climate controlled vehicle, i.e. school bus

Incident Safety Officer

240.09

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Purpose:
This procedure shall provide specific guidelines for the Incident Safety Officer.

Procedure:

The function of incident scene safety must be carried out at all incidents. It is the responsibility of the incident commander who cannot perform this function due to the size or complexity of the incident to assign or request response of an incident safety officer to the incident.

Incident Safety Officer Minimum Qualifications:

1. The incident safety officer shall have and maintain knowledge of safety and health hazards involved in emergency operations.
2. The incident safety officer shall have and maintain knowledge of building construction.
3. The incident safety officer shall have and maintain knowledge of the fire department's personnel accountability system.
4. The incident safety officer shall have and maintain knowledge of incident scene rehabilitation.

Activities at all Incidents:

1. Report to the on-scene incident commander.
2. At an emergency incident where activities are judged by the incident safety officer to be unsafe or to involve an imminent hazard, the incident safety officer shall have the authority to alter, suspend, or terminate those activities. The incident safety officer shall immediately inform the incident commander of any actions taken to correct imminent hazards at the emergency scene.
3. At an emergency incident where an incident safety officer identifies unsafe conditions, operations, or hazards that do not present an imminent danger, the incident safety officer shall take appropriate action through the incident commander to mitigate or eliminate the unsafe condition, operation, or hazard at the incident scene.
4. The incident safety officer shall monitor conditions, activities, and operations to determine whether they fall within the criteria as defined in the fire department's risk management plan. When the perceived risk(s) is not within these criteria, the incident safety officer shall take action as outlined above.
5. The incident safety officer shall monitor the scene and report the status of conditions, hazards, and risks to the incident commander.
6. The incident safety officer shall ensure that the fire department's personnel accountability system is being utilized.
7. The incident safety officer shall ensure that established safety zones, collapse zones, hot zone, and other designated hazard areas are communicated to all members present on scene.
8. The incident safety officer shall ensure that the incident commander establishes rehab as needed.
9. The incident commander shall provide the incident safety officer with the incident action plan. The incident safety officer shall provide the incident commander with a risk assessment of incident scene operations.
10. The incident safety officer shall evaluate motor vehicle scene traffic hazards and apparatus placement and take appropriate actions to mitigate hazards.
11. The incident safety officer shall monitor radio transmissions and stay alert to transmission barriers that could result in missed, unclear, or incomplete communication.
12. The incident safety officer shall communicate to the incident commander the need for assistant incident safety officers due to the need, size, complexity, or duration of the incident.

Activities at Structure Fires:

1. All activities as specified above in the "Activities at All Incidents" category, as well as the following:
2. The incident safety officer shall ensure that a rapid intervention crew is available and ready for deployment at all times during firefighting operations.
3. Where fire has involved a building or buildings, the incident safety officer shall advise the incident commander of hazards, collapse potential, and any fire extension in such building(s).

4. The incident safety officer shall evaluate visible smoke and fire conditions and advise all personnel on the potential for flashover, backdraft, explosion, or other fire event that could pose a threat to operating teams.
5. The incident safety officer shall monitor the accessibility of entry and egress of structures and the effect it has on the safety of members conducting interior operations.

Activities at Special Operations:

1. All activities as specified above in the "Activities at All Incidents" category, as well as the following:
2. The incident safety officer shall attend strategic and tactical planning sessions and provide input on risk assessment and member safety.
3. The incident safety officer shall ensure that a safety briefing, including an incident action plan and an incident safety plan, is developed and made available to all members on the scene.
4. The incident safety officer shall ensure that hot, warm, decontamination, and other zone designations are clearly marked and communicated to all members.
5. The incident safety officer shall meet with the incident commander to determine rehabilitation, accountability, or rapid intervention needs. For long-term operations, the incident safety officer shall ensure that food, hygiene facilities, and any other special needs are provided for members.

The need, size, complexity, or duration of an incident can necessitate the need for additional assistant incident safety officers. Incidents such as high-rise fires, hazardous materials incidents, and special operations require additional assistance. In these cases, the incident safety officer should inform the incident commander of the need to establish a safety group. Under the direction of the incident safety officer, assistant incident safety officers can be assigned to handle scene monitoring, action planning, risk management, interior safety at a high-rise incident, or operations safety at hazardous materials incidents or special operations, or serve as relief for the incident safety officer during extended incident operations.

Purpose:
This procedure provides an overview of the tactics and strategy used by the Allen Fire Department during high-rise firefighting operations. It also identifies certain activities that must take place at every high-rise fire.
The intent is to help guide first arriving companies to perform standardized functions on the fireground but is not intended to limit the judgment or decisions of the Incident Commander. For our purposes this procedure shall be used for all occupancies four or more stories or 55' tall, whichever is less.

Procedure:

Incident Management System
The incident management system described in this procedure is based upon the "***Model Procedures Guide for High-Rise Firefighting"***, prepared by the National Fire Service Incident Management System Consortium, and published by Fire Protection Publications, Oklahoma State University.

A tactical deployment of the first alarm assignment should be followed whenever possible, i.e., **Fire Attack**, **Lobby Control**, **Resource Staging**, and **Level II Staging**. Give immediate consideration to the floor above the fire and backup company for fire attack. However, the incident command system should not drive the incident, the incident drives the command system, i.e., do not fill out the command structure at the expense of tactically covering the fire.

This SOP will not supersede SOP 240.02 Incident Command, as SOP 240.02 will still be the basis for management of an emergency incident.

Priority Deployment of First Alarm Assignment
The actions of the first arriving companies will make for a successful emergency operation, which is brought to an early conclusion. Initial actions at a high-rise emergency must fall into a priority order if the operation is to progress smoothly to a successful conclusion. The lead-time necessary to get personnel and equipment in position at their assignment is the single greatest difference between controlling an incident in a high-rise structure as opposed to an incident at ground level. The incident Commander must plan ahead.

A. First-In Company
After giving radio size-up, the officer assumes responsibilities of the **Incident Commander** and leads the company as the fire attack team into the building.
The primary responsibility of this team is to locate and identify the emergency and determine its scope. At a minimum, the attack team will carry their SCBA and spare bottles, portable radio(s), forcible entry tools, high rise pack, standpipe pack and hand light(s).

Second-In Company
This company establishes **Lobby Control**. This is a critical assignment. Lobby Control has a significant responsibility for personnel safety because they control elevators and vertical access routes. Lobby Control also controls the air handling system and coordinates logistical support between **Level II Staging** and **Resource Staging**. In a working incident this responsibility will probably require the assignment of an additional company. Supplying water to the building standpipe system will be the responsibility of the second-arriving company's DOE.

B. Additional Companies
Resource Staging should be established utilizing a company from the first alarm assignment consistent with strategic considerations and priorities. **Resource Staging** personnel must ascend by a safe route and set up staging, normally two floors below the fire. Resource Staging is the assembly point where a reserve of personnel and equipment are maintained awaiting assignment within the building. **Top Control** should be established and is responsible for all floors above the fire floor. **Top Control** responsibilities include evacuation of occupants, ventilation of smoke, and checking for fire extension. **Level II Staging** may be established by available DOE's from the first alarm or by a greater alarm company.

The basic requirements of the Incident Command System have been met with the establishment of **Fire Attack**, **Lobby Control**, **Resource Staging**, **Top Control**, and **Level II Staging**. Any additional resources will be assigned by the Incident Commander to

supplement the system and implement incident strategy. In larger incidents, it is necessary to build upon and augment the basic system established by the first alarm assignment. As more resources are committed to the incident, command level responsibilities must be assigned on a priority basis to ensure a smooth and effective expansion of the system.

C. Consideration for Assignment of Chief Officers:

1. The first arriving chief assumes the duties of the Incident Commander.
2. The second arriving chief may be assigned as the Operations Section Chief.
3. The third arriving chief may be assigned as the Logistics Section Chief.
4. The fourth arriving chief may be assigned as the Safety Officer to provide recon of the incident.
5. The fifth arriving chief may be assigned as the Planning Section Chief.

Additional Divisions/Groups

At times it may be necessary to implement additional divisions as needed to maintain an adequate span of control. Some additional divisions and a brief description are as follows:

A. Stairwell Support- Coordinates and supervises movement of equipment from ground level to fire floor. Usually operates on a separate radio channel.

B. Evacuation- Coordinates egress of building occupants to a "safe refuge" area, or out of the building.

Please refer to the High-rise Manual for specific information concerning roles and responsibilities of each division or section.

Accountability

The Incident Commander shall be responsible for the overall personnel accountability at an emergency incident. The Incident Commander shall initiate an accountability worksheet at the beginning of operations and shall maintain that system throughout the incident. Subordinate officers, such as Division/Group Supervisors, shall be responsible for the accountability of resources and personnel assigned to their control. They shall maintain an ongoing awareness of the location and condition of companies assigned to their command. Members shall be responsible to follow personnel accountability procedures as per SOP 240.04.

Lobby Control and Staging divisions will maintain accurate records of all personnel entering and operating within the fire building. Departure of all personnel will also be documented.

Elevator Use

Although elevators are necessary for moving large numbers of people throughout the building under normal circumstances, experience has proven that the operation of elevators under fire conditions can be erratic and dangerous. Elevators are subject to serious malfunctions from the effects of heat, smoke, and water on drive machinery and/or control equipment.

Elevators **shall not** be used as a means of ascent in a building under investigation for a fire emergency until AFD personnel have determined that the entire elevator shaft is not threatened with fire. Please reference **"Section XIII. Fireman Service – Phase II Operation"** instructions in this procedure.

Upon verification by AFD personnel that the elevators are safe to use during emergency operations, a Fire Department member shall be designated to control the operation. At no time will an elevator be used to ascend higher than five floors below the fire floor. Personnel must have a working knowledge of elevators and elevator operation in order to function safely during high-rise operations.

Standpipe Operations

Consideration will be given to stretching hand lines from the engine for fires occurring on the first and second floor, after determining location of the fire. You should always use the standpipe system with fire occurring on the third floor. It is not advisable to attempt to stretch hand lines or supply lines from ground level for use on the third floor unless the standpipe system is determined out of service. Avoid committing hand lines until location of the fire is confirmed. At no time will standpipe connections be made on the fire floor, unless the connections can be made in a protected area. Personnel should be prepared to encounter pressure-reducing devices/valves.

Ventilation

A. Windows

Accomplished by use of tempered glass panels, usually located in each corner of the exterior wall and at specific horizontal intervals. Normally required to be aligned vertically throughout building.

The window should have a marking in a lower corner to designate it as tempered. A reasonable attempt should be made to coordinate glass breaking with personnel at street level to ensure that the area of fallout is clear of people.

B. Stair Shafts

Regardless of whether the shaft only opens into the building or has an outside entrance, these shafts should be pressurized in order to remove the smoke as quickly as possible. This may be accomplished by stair shaft pressurization fans or by positive pressure supplied by the Fire Department.

Primary emphasis shall be placed on the stair shaft utilized by the Fire Attack Team or stair shaft used to access staging.

Use of HVAC System

These systems can cause the spread of smoke through the building. However, an HVAC system can also assist in the removal of smoke by utilizing the building system to selectively supply and/or exhaust air from areas or floors within a building. Unfortunately, many variations are found in HVAC systems, systems may be manually or automatically activated by smoke detectors. Some systems may use a combination of manual or automatic activation.

Unless personnel are totally familiar with an HVAC system encountered at an incident, the HVAC system should be shut down until proper operation has been verified. This will enable the effective and timely utilization of a particular system and/or prevent the accidental spread of heat, smoke, and other contaminants.

Electrical Systems

Termination of electrical power by Fire Department personnel is not warranted due to the fact that the shutdown procedures for these large buildings are complicated and extremely dangerous. Consultation with the Building Engineer prior to any electrical shutdown is advisable in order to maintain power to fire pumps, elevators and necessary lighting. AFD personnel will not shutdown any major electrical systems.

Search/Evacuation

A. Fire Attack

Experience has shown that the most effective means of saving lives and facilitating rescue in a high-rise fire emergency is an aggressive attack on the fire. A quick, aggressive attack combined with proper ventilation offers the best means of containing the products of combustion and the spread of the fire, and thereby affords building occupants the greatest degree of protection. Containment of the fire and controlling the products of combustion will allow time for the relocating, and where necessary, evacuation of building occupants.

Since access for the Fire Attack Team will be via stairwell, the fire attack may have to be delayed until control of the stairwell has been established above the fire floor. This is to ensure exiting occupants will not be exposed to the products of combustion.

Relocation of occupants to a place of safe refuge should be carefully coordinated.

One stairwell should be dedicated to occupant traffic, under Fire Department control, and one stairwell should be dedicated exclusively for Fire Department operations. This effort can be coordinated and controlled through the use of the building communications system, if equipped.

In the event of a working fire, all access stairwells should be pressurized with Fire Department "**electric"** blowers, if the buildings system is not operational or is non-existent.

B. Searching the Building

During a working fire, the whole building must be searched to ensure all building occupants are accounted for. People may be found in high-rise buildings at any time of the day or night.

Searching a large, high-rise building will be a time consuming process and could require many personnel. The search should be conducted on a priority basis, beginning in the immediate area of the fire and then advancing to the area above the fire that may have been exposed, and concluding with the balance above and below the fire.

Strict control and documentation of the search will be necessary to ensure that each room on each floor is searched and duplication of effort is kept to a minimum. Each elevator car must be located, inspected, and verified empty. Elevator cars located above the fire must be verified empty because of the significant danger to occupants who may be in the cars.

C. Relocation of building occupants to a place of safe refuge. Due to the population within some high-rise structures, total evacuation of these people for even a working high-rise fire is not practical.

Any attempt to totally evacuate one of these buildings would severely and negatively impact fire suppression operations, as well as our ability to move those occupants to a place of safety that is not threatened by the fire.

A better alternative is to relocate the minimum number of occupants to areas of safe refuge within the building. For a working fire, relocate occupants from the fire floor and at least two floors above and two floors below the fire to a safe location, preferably below the fire, to facilitate our operations.

In most situations occupant safety and fire department access can be obtained by clearing these five floors. Except for these five floors, building occupants should remain where they are. If further relocation or evacuation is necessary, it must be controlled and implemented by the Fire Department and coordinated with the existing building evacuation plan.

D. Evacuation underway prior to Fire Department arrival.

The success of controlling the fire and protecting the occupants will depend on our ability to control the stairwells.

If an evacuation is underway upon our arrival, we must gain control of it. The Incident Commander will determine which stairwell is the most suitable for fire attack and concentrate resources to control that stairwell. The remaining stairwells will be designated as evacuation stairwells.

The occupants three or more floors below the fire should be directed to remain on their floor until occupants above the fire can be evacuated.

Occupants on floors three or more above the fire should also be directed to remain in place until they are told to evacuate.

It is critically important to the peace of mind of the occupants, and our ability to control them, that the Fire Department members assisting with the evacuation project confidence and professionalism.

E. Handling Evacuees

A corridor should be established to lead occupants to an assembly area away from the building. This corridor, and the assembly area, may be defined with fire line tape or rope. Use police officers, if available, to keep people moving all the way to the assembly area. The Allen Police Department personnel should be given the assembly area responsibility and make a roster of people under their supervision.

Staffing Considerations

Command Officers must understand that a minor to moderate fire in a high-rise building will tax our resources. Rule of thumb calls for a minimum of two crews assigned per hand line and at least three companies awaiting assignment in staging. Estimated work time per firefighter is approximately 10–15 minutes. Rapid and progressive requests for additional personnel must be made early in order to sustain an aggressive fire attack.

Fireman Service – Phase II Operation

1. An elevator can only be placed in Fireman Service – Phase II or taken off Fireman Service – Phase II when the car is at the landing where the lobby key switch is located.
2. Once a Fireman Service car has been placed in Fireman Service – Phase II, it will continue in Phase II operation regardless of the position of the lobby keyed switch. This feature can be utilized to restore other cars in the bank to normal service while the Fire Department continues to use the Fireman Service car or cars.
3. Lobby Switch:

   OFF – Normal Operations

   ON – Elevators will return to return area, shutdown with the doors open.

If the switch is turned to OFF, this resets elevators to normal operation. Only to be done by direct FGC order upon system reactivation.

BYPASS – Bypasses alarm received from smoke detectors or sprinkler alarm. You cannot remove the key in the BYPASS position.

4. To place car into Fireman Service – Phase II Operation:

   A. Remove key from switch in lobby after turning switch to ON position.

   B. Use same key in elevator car, place switch into ON position. Only the buttons in the respective car will activate the car.

5. Upon entering car and activating the switch, press the "door closed" button and hold until doors close fully. Select floor number button.

6. After car starts moving, press "call cancel" button or reset button. Car should stop at next landing.

7. If car does not stop, immediately select next available safe floor. Push the "door open" button and hold until doors open completely and leave car. Mark as defective and notify command.

8. If the car does not stop at next available floor, attempt to force doors open, thus interrupting the interlock switch.

9. Precautionary stops every five floors. Check hoist ways for smoke.

10. If the car is operating normally when you reach the selected floor, press the "door open" switch. The door will automatically close if constant pressure is not kept on the switch until door is completely open. This is a safety feature so door will close if adverse conditions are met.

11. If heat and smoke conditions are met and letting off of the "door open" button does not close doors automatically, press the "door closed" button and manually assist the closing. If doors still fail to close, don SCBA mask and evacuate the car. Proceed to the nearest stairwell as pre-determined.

12. To move from any floor, the "door closed" button must be pushed and another floor selected.

13. Elevators should not be returned to the lobby floor until the officer has determined that the unit has arrived at the proper location. A firefighter can be assigned to stay with the elevator and make sure that it does not move from the floor until safe access to the fire stairs is assured.

14. Whenever an elevator has been placed in Fireman Service – Phase II, it should be operated by a firefighter in the car.

15. The "emergency stop" button shall not be tested. It shall only be used when it becomes necessary. The use of this button will cause the car to make an abrupt stop. The use of this button puts an abnormal strain on the hoisting cables and may stretch them.

16. Water in the elevator shaft may make operations extremely hazardous. Water may negate the car's electrified safeties and cars may move with car doors and hoistway doors open. Members may fall down open shafts under smoky conditions with limited visibility.

17. As a general rule, exit elevators when their operation becomes erratic. Place cars out of service by leaving the car door in the open position by the use of the control panel or blocking them open. The car shall be marked to prevent others from attempting to use the car. Command shall be notified.

Purpose: This document establishes structure and guidelines for the management of operations in a multi-casualty emergency medical situation.

Procedure:
A mass casualty incident will be a situation in which the number of patients involved and/or severity of their injuries requires coordination with several hospitals and situations in which complex extrication, treatment, or patient transportation problems are encountered.

Examples of an MCI include:
- Major transportation accidents.
- Fires and explosions (with multiple victims).
- Hazardous materials accidents (with multiple victims).
- Structural collapses.
- Severe weather situations.

Upon arrival at a multiple patient incident, the first-arriving Department unit will assume command and begin an initial size up of the situation. Upon determination of a MCI, the incident commander must immediately advise dispatch that an MCI is in progress.

As soon as possible, an initial triage report should be broadcast to dispatch with the number and priority of victims.

Basic Operational Approach
This plan is intended to address the handling of incidents involving a significant number of patients in need of emergency care. This standardized approach to incident management is designed with the inherent flexibility to adapt to disasters involving 5 to 500 persons.

The following priority order of ICS assignments shall be followed:
1. Incident Command
2. Triage
3. Extrication
4. Medical treatment
5. Transportation
6. Staging

This priority flow for a typical MCI is designed to assure that all MCI incidents are handled in a systematic way to ensure that maximum care is provided to the greatest number of victims. Following the establishment of command, the first priority is to locate and triage the patients and, if necessary, remove them from any immediate danger. This may include extrication of trapped patients. Ambulatory (Priority 3) patients should be removed immediately to an assembly area where limited care is available. Priority 1 and 2 patients are moved to medical groups for more intensive medical care after being triaged.

Medical groups are established for Priority 1 (immediate life threatening) and Priority 2 (serious) patients in a safe, convenient location to concentrate medical resources to provide field treatment and stabilization.

Patients are moved from the medical areas to medical facilities according to their triage priorities and the availability of transportation resources, which may include MICU's, buses, or other vehicles as appropriate. All Department personnel must be aware that MCI's will require personnel to mentally "shift gears" from the normal process of providing immediate care for each victim to a process of providing varying levels of care to a large number of grouped victims.

MICU crews shall remain intact and available for triage and treatment. Truck and engine company personnel will be used for scene rescue, treatment, supply, and other staffing related tasks.

Divisions/Groups

To properly manage a MCI, appropriate divisions/groups must be created to enable command to delegate the responsibility for key operational areas of the emergency.
The function of Triage may be accomplished by the Extrication Group or Medical Group (depending on the incident).
These divisions/groups would include some or all of the following:

Extrication Group

The extrication group is utilized in multi-patient incidents and in situations that require physical extrication of trapped victims. The extrication group is responsible for locating, removing, and transporting patients to appropriate treatment areas.

The extrication group is also responsible for any rapid patient treatment that is necessary prior to removal of the patient.

An important decision must be made whether to provide triage at the actual site, to move the patients quickly to a separate treatment area, or to treat the patients where they are found. This will depend on the safety of the site and the arrangement of patients. Command must also decide if extrication can be performed with the number of personnel on the scene or delayed until all other victims have been cared for or until additional help has arrived.

The extrication group responsibilities may be summarized as follows:

- Determination of location, number, and condition of patients.
- Determination whether triage is to be conducted on site or at a medical area.
- Evaluation of resources needed for extrication of trapped patients and removal of patients to the medical area.
- Evaluation of resources needed for triage and preliminary treatment of patients (approximately one company per five victims).
- Communication of resource requirements to command.
- Allocation of assigned resources. If patients are over a large area, company officers will be assigned to groups of victims.
- Supervision of assigned companies with emphasis on face-to-face communications.
- Establishment of assembly area for Priority 3 patients to await delayed transportation. These patients should be relocated to assembly as soon as possible to reduce overall confusion.
- Reporting of progress to command and “all clear” when all victims have been removed.
- Coordination with other divisions/groups as required.
- Safety of patients and rescuers.
- Continually monitor patients for a change in priority and move the patient to the proper treatment area accordingly.

Medical Group

The medical group is responsible for establishing and managing treatment area(s) in a safe location to provide field stabilization and continuing medical supervision of Priority 1 and Priority 2 patients awaiting transportation to medical facilities. The treatment area should have only one way in (from extrication/triage) and one way out (to transportation). The treatment area should be divided into Priority 1 and Priority 2 treatment zones.

The medical group is responsible for:

- Evaluation of resources required for treatment and/or triage and reporting need to command.
- Identification and establishment of suitable Priority 1 and Priority 2 treatment areas.
- Assignment and coordination of resources to provide suitable treatment for all patients.
- Triage of arriving patients and continuing evaluation of patient conditions.
- Determination of transportation priorities for patients.
- Reporting progress to command.
- Coordination with other divisions/groups.

The medical group should have a readily identifiable entrance. Traffic cones or other markers should be used to make this entrance obvious and the location should be announced. Personnel should be assigned to meet and direct arriving litter bearers on the placement of patients in Priority 1 and 2 areas.
Patients arriving at the medical group without triage tags must be triaged at the entrance and tagged. The medical group supervisor or his designee should be located at the entrance of the group for this purpose.

Medical group personnel must continue to assess patient condition in an on-going basis to maintain appropriate triage classifications and to set treatment and transportation priorities.

If the condition of a patient changes significantly (better or worse), it may be necessary to transfer the patient to a higher or lower priority area.

Firefighting personnel, paramedics, medical staff, and others may be assigned to the medical group. The medical group supervisor must have specific assignments for these varied personnel to patients in need of treatment and provide the necessary level of support.

The medical group supervisor is responsible for maintaining a supply cache inside the treatment area. Medical supplies are to be delivered by arriving Department units. If the incident is very large, it may be advantageous to establish more than one treatment area or group in different locations.

Transportation Group

The Transportation group is responsible for the management of patient transportation from the treatment area to appropriate medical facilities in consultation with the medical group and hospital base station control.

Transportation group responsibilities include:

- Determination of patient transportation requirements and availability of ambulances and other transportation by continuous liaison with the rescue, treatment, and staging group supervisors.
- Reporting of resource requirements and help progress to command.
- Identification of helicopter and ambulance staging and landing areas.
- Communication with the hospital base station control to obtain medical facility status and allocation of patients to these facilities according to hospital capability, availability of transportation, and when possible, hospital specialty.
- Physical transportation of victims to the loading areas, following notification of “ready to transport” from the treatment groups. This may require multiple pickup points and each will be controlled by a group supervisor reporting to transportation.
- Providing direction to patient transport vehicles as to pick up points, number of patients, and assigned hospital destination. The assigned personnel at the pickup point will confirm the ambulance’s departure.
- Provide for documentation of patient transportation and destination.
- Provide for helicopter landing area and loading assistance.

Staging

Staging provides a method of insuring adequate on-hand resources while providing for an organized flow of vehicular and personnel traffic into the emergency area. The standard Department staging procedures shall be followed with the following additions and exceptions:

- The first-arriving engine company will proceed directly to the scene and assume command. All other units will follow Level 1 staging procedure unless Level 2 staging is announced by command.
- All outside agencies shall be staged in a Level 2 staging area which shall be located at a sufficient distance to keep the scene clear and maintain access.
- Request for staged resources will be directed to command. Command will then notify the staging division supervisor.

- Crews departing staging on foot shall carry medical supplies and backboards with them, which shall be deposited at the treatment area. Crews on apparatus equipped with extrication or other special tools will report with their apparatus as designated. If possible, a shuttle will be used to move equipment.
- Separate staging areas may be requested by transportation for MICU's, helicopters, buses, or other equipment as necessary. Medical supplies may be removed from these vehicles and sent to treatment as necessary.

Purpose
The Allen Fire Department will resolve Hazardous Materials incidents when feasible and contact outside agencies for assistance when necessary. This document establishes procedures related to these activities.

Background
A hazardous material is defined by NFPA as a substance (gas, liquid, or solid) capable of creating harm to people, property, and the environment. The United Nations has grouped hazardous materials into nine classes of products designated by a number code and description. The nine classes are:

- Explosives
- Gases (compressed, liquefied, dissolved)
- Flammable liquids
- Flammable solids
- Oxidizers
- Poisons
- Radioactive
- Corrosive
- Other regulated materials

Response to hazardous material releases are based on incident conditions and the identification of the product and its known hazards, such as flammability, explosion potential, toxicity, and or reactivity. Factors such as container size, leak severity, life safety, container integrity, and environmental impact may also affect response criteria.

Weapons of Mass Destruction (WMD)
Incidents involving chemical, biological, or nuclear weapons will require the assistance of multiple outside agencies due to the inherent complexity and severity. WMD incident response and full mitigation is beyond the scope and capabilities of the Allen Fire Department but will require first arriving units to accurately identify the additional resources necessary to ensure a successful outcome. Recognition and identification are essential to the responder safety and the exposed public. Mass decontamination of victims, strict scene control and access, and evacuation procedures should be the first considerations with incidents involving WMD. Agents used in WMD are, but not limited to:

A. Chemical
   1. Nerve Agents – Sarin, Soman, Tabun, VX, etc.
   2. Blister Agents (vesicants) – Mustard, Lewisite
   3. Blood Agents – Hydrogen Cyanide, Cyanogen Chloride, Arsine, etc…
   4. Choking Agents – Chlorine, Phosgene, etc…
   5. Irritants – Chloropicrin, Mace, Tear Gas, Pepper spray.

B. Biological
   1. Viruses – Ebola, Smallpox, etc.
   2. Biological Toxins – Ricin
   3. Bacteria – Anthrax, Bubonic/Pneumonic Plague, Cholera, etc.

C. Nuclear
   1. Dirty Bombs

Levels of Hazardous Material Incidents
NFPA 471 designates hazardous material incidents as listed below. The different levels assist with determining operating procedures and training activities as well as emergency response planning.

A. Level 1
Incidents that can be safely handled by the first arriving engine or truck company. Examples of Level 1 incidents include:
- Small fuel spills, less than 5 gallons that has not entered soil or water.

- Small contained chemical spills of 5 gallons or less. The spill involves a known product that does not require evacuation or present a serious health or environmental hazard.
- Bomb threat– escalate to Level 3 if detonation has occurred.

B. Level 2
Incidents that cannot be controlled by initial responding units without additional assistance from the Battalion Chief. Examples of Level 2 incidents include:
- Unidentified material of any quantity.
- Fuel spills greater than 5 gallons.
- Chemical spills greater than 5 gallons and/or chemical spills requiring limited evacuation because of a moderate health or environmental hazard.
- Discovery of any placards, NFPA 704 marking, or any other distinguishing characteristics that would suggest the incident is beyond the capabilities of the initial assignment.
- Police Department request for Haz-Mat Team.

C. Level 3
Incidents involving large quantities of known or unknown hazardous products. The incident may exceed the capabilities of the Allen Fire Department and its immediate resources. Mutual aid from other departments and outside agencies as well as the activation of the city's emergency operation plan may be necessary. Examples of Level 3 incidents include:
1. Large releases of flammable, toxic, or reactive hazardous materials that have originated from either fixed facility storage or the transportation process.
2. Chemical related injuries requiring immediate medical attention.
3. Explosive materials of any quantity that are a severe hazard to life, property, and the environment.
4. Tank truck accidents involving hazardous materials regardless of whether product release has occurred or not.
5. A hazardous material release requiring immediate evacuation of a large area because of severe health or environmental hazards
6. Incidents where Weapons of Mass Destruction are suspected or known.

Incident Management

Allen Fire Department incident management procedures shall be followed during Haz-Mat incidents. The Fire Department will assume command of the incident and will oversee all operations. These activities may include identifying the hazard, confining the hazard, evacuation, and notification of other agencies.

Fire personnel will consider the specifics of the situation and available resources to determine the best course of action. Some incidents will be handled by Fire personnel only, and others may require the assistance of several City Departments, private contractors, and other government agencies.

A. The Incident Commander shall notify the Environmental Services Coordinator and Community Services Department of any Haz-Mat incident where there is air, water, or soil contamination.

1. On request from the Fire Department, the Environmental Services Coordinator will provide the Fire Department Incident Commander with on-site technical assistance to ensure the proper mitigation of any health, safety, or environmental concerns at an incident.

B. The Haz-Mat Group Supervisor should allow the role of incident commander to be fulfilled by another on scene or arriving officer. Examples of the different groups or divisions that may be established during a hazardous materials incident include:

1. Haz-Mat Group (Operations)
2. Safety Officer (Site Access Control)
3. Decon Group
4. Resource Group (Staging)
5. Medical Group

Other group assignments may also be necessary as determined by the incident commander.

Initial Response

The response/arrival of the first company to an incident involving hazardous materials and the first few minutes after arrival are critical. Action or inaction can affect the severity of the incident.

When approaching a possible Haz-Mat incident, officers must be cautious and avoid placing their company in a dangerous position. Slow down or stop to assess any visible activity taking place. Try to determine if hazardous materials are involved in the incident. Recognition is the primary goal. Officers must, in a safe manner, attempt to identify:

- The type and quantity of material involved.
- The source and location of release.
- The possibility of contamination.
- The immediate exposure problem.
- The threat to life safety.

This information shall be communicated to dispatch and used by officers to determine if their company can handle the incident or if the assistance of the Battalion Chief.

A. If the officer determines that the incident is within the capabilities of the initial assignment, the officer shall notify dispatch that the present assignment can handle the incident and proceed to mitigate the problem.

1. Items carried on each fire apparatus to handle these types of incidents include:
    - *2 - bags of absorbent.*
    - *5- 5-gallon pail liners.*
    - *2- 5-gallon recovery pail.*
    - *1- flat shovel (non-sparking).*

2. Personnel should avoid contaminating themselves or protective clothing with hazardous materials. Avoid operations that require personal contact with hazardous products. If contamination is present, decontamination will be required. *(refer to decontamination SOP 250.04)*

3. Company officers should not hesitate to request information, assistance, or instructions from the Battalion Chief.

B. If the first arriving officer discovers any placards, NFPA 704 marking, or any other distinguishing characteristics that would suggest the incident is beyond the capabilities of the initial assignment, the officer shall take the following actions:

1. Escalate the incident to a Level 2 or Level 3 Haz-Mat Incident by requesting the appropriate resources.

2. Continue size-up. Evaluate the effects of wind, topography, and location on the situation.

3. Attempt to isolate the immediate area around the product. Hold any persons or vehicles that may be contaminated in the area of refuge inside the Hot Zone.

4. Treat all unidentified containers as hazardous until proven otherwise.

5. Communicate with command to report critical information.

6. Advise responding units of proper access routes and to stage until instructed to take specific action. Units must stage in a safe location, taking into account wind, spill flow, explosion potential, and any other hazard.

Advising the Incident Commander

It will be important for the Hazmat Group Supervisor to communicate with team members, other technical personnel, and the Incident Commander. This task will be ongoing throughout the incident.

A. For example, any of the information and/or potential actions listed below that are applicable to the incident should be passed on to, and discussed with, the Incident Commander.

1. Type of product involved.
2. Exact location of release.
3. Amount of product involved.
4. Source of release.
5. Action needed to control the incident.
6. Need to Isolate/Evacuate.
7. Need to upgrade incident.
8. Need to request special equipment.
9. Other circumstances of interest.

B. When the hazardous material(s) and the problem have been identified, it is important to develop a site-safety action plan based on the initial size up and additional information that has been gathered. Once the action plan has been determined, the Haz-Mat Group Supervisor will meet with Hazmat Group members for a briefing on the hazard and the plan of action to mitigate the hazard. With the approval of the incident commander, the action plan is then implemented.

Establishing Control Zones

Control zones should be established at an incident as soon as possible to reduce contamination by controlling and directing the operations and movements of personnel at the incident. A site map that shows wind direction and topography will be helpful. Boundaries for the various control zones are established using information gathered by monitoring the incident. Personnel should move only through the access control points in order to maintain control of the site and to prevent the spread of contamination across zones. Control zones should be monitored to ensure that they are in the proper locations as the incident progresses. It may be necessary to expand the zones or, in some cases, reduce them. There are three control zones that are referred to as the hot zone, the warm zone, and the cold zone.

A. Exclusion Zone (Hot Zone)

This is the area where contamination does or could occur. All personnel entering the hot zone must wear the prescribed level of protection and must be monitored by the Safety Officer. Access into the Hot Zone shall be limited to those persons necessary to control the incident. The outer boundary of the zone is called the hot line. Consider the distances needed to prevent fire or explosion from affecting personnel outside the zone, the physical area necessary to conduct site operations, and the potential for contaminants to be blown from the area. Also, consider a change in wind direction. The hot line should be clearly marked with red hazard tape, however, signs or rope may be substituted if necessary.

B. Contamination Reduction Zone (Warm Zone)

This zone is a buffer between the hazard area and the safe area. Personnel and equipment decontamination takes place in this area. All personnel must be in prescribed protection when entering the warm zone. The warm zone should be large enough to accommodate all of the decontamination procedures that will take place in it. The Safety Officer and Decon Group Supervisor controls this area and the boundaries are also marked for identification. Yellow hazard tape is preferred, however signs or rope may be substituted.

C. Support Zone (Cold Zone)

The cold zone is the outermost part of the hazard site and is considered a non-contaminated zone or clean area. All support equipment and personnel are staged in this area.

Evacuate/Isolate

The immediate incident area should be isolated at all hazardous materials incidents. Serious incidents may require the evacuation of citizens who work or reside close to the incident scene. The evacuation distance may be several thousand feet or several miles, depending on the material involved. Recommended isolation/evacuation distances can be found in the DOT Emergency Response Guidebook, HM references, and/or obtained from CHEMTREC.

The Incident Commander, under advisement from the Hazmat Group Supervisor may consider “sheltering in place” as a viable option for exposures such as schools, nursing homes, hospitals and the like. Careful consideration of the toxic/flammable qualities of the

product, direction, and speed of travel of the toxic material, and proximity of the exposure shall be analyzed prior to determining the viability of a "shelter in place" action.

A. When reference sources or judgment indicate that an evacuation is necessary, Hazmat Group Supervisor shall communicate this need to the Incident Commander, who will coordinate the evacuation. In developing an evacuation plan the Incident Commander must consider:

- Distance to be evacuated.
- Target occupancies within this distance, such as schools, hospitals, and nursing homes.
- Needed vs. available personnel.
- Relocation area for those evacuated.
- The effects of wind and weather conditions on contaminant spread.

B. Members of the Hazmat Group should not participate in the actual evacuation. Hazmat Group personnel should work towards stabilizing the incident while evacuation measures are taking place.

Levels of Personal Protective Equipment (PPE)

The wearing of protective equipment at Haz-Mat incidents is a necessity. However, there is no single protective ensemble that will satisfy the need for protection under all conditions. Equipment used to protect the body from contact with known or anticipated chemical hazards is divided into four levels. Personal Protective Equipment (PPE) at a hazardous materials incident will vary depending on the material involved, thus identification is the foundation for proper decision making. The four levels of PPE are outlined below in descending order of protection.

A. Level A

Level A equipment should be selected when the highest level of skin, respiratory, and eye protection is needed. This equipment shall be used by the Hazmat Group or other trained individuals. The following equipment constitutes Level A PPE:

1. SCBA.
2. Fully encapsulating chemical resistant suit that offers vapor protection.
3. Inner and outer gloves (chemical resistant).
4. Boots (chemical resistant).
5. Radio communications.

B. Level B

Level B equipment should be worn when the highest level of respiratory protection is needed, but a lesser level of skin protection is necessary. This level of protective equipment is worn by Hazmat Group members and/or other Department members who have received proper training. The following equipment constitutes Level B PPE:

1. SCBA.
2. Disposable chemical protection that offers liquid splash protection.
3. Gloves, chemical resistant.
4. Boots, chemical resistant.
5. Radio communications.

C. Level C

Level C equipment should be worn when the hazard criterion for skin protection is low but respiratory protection is needed. This equipment is worn by Hazmat Group members and/or other Department members who have received proper training. The following equipment constitutes Level C PPE:

1. SCBA.

2. Disposable chemical splash coverall.
3. Gloves (chemical resistant).
4. Radio communications.

D. Level D

Level D equipment is worn when the hazard to skin is very low and respiratory protection is not needed. This level of protection can be worn by all Department operations personnel. The following equipment constitutes Level D PPE:

1. Full structural firefighting protective clothing.

Rescue Operations

Rescue operations shall only be considered when there is an opportunity to save "savable" victims, and when all appropriate safety precautions have been met. Entry teams should remove injured persons from the Exclusion Zone with as little direct personal contact as possible. Rescued persons should be brought to the Contamination Reduction Zone for immediate decontamination and medical evaluation. In the event the rescue must be made immediately on arrival, responders must set up emergency decontamination procedures. *(refer to decontamination SOP 250.04)*

Site Entry

Fire Department personnel will only enter atmospheres or contaminated areas that do not require protection above Level D personal protective equipment. Personnel must work in teams and a back up team must be present and ready for entry if needed. Decon operations and medical surveillance must be in place prior to making entry. Emergency escape routes must be predetermined and warning signals for site evacuation must be established. Primary and emergency communications methods must be established prior to site entry in case of radio or equipment failure.

Actions

The following activities are examples of actions that may be performed at hazardous materials incidents to stabilize the situation and eliminate the hazard. All of these will probably not be necessary at every incident.

A. Defensive Actions
   1. Remove uninvolved materials.
   2. Construct dams, dikes, channels.
   3. Apply class A/B combo foam to reduce flammable vapors.
   4. Remove ignition sources.

B. Offensive Actions
   1. Cool material containers.
   2. Stop leaks that are minor in nature and the product volatility/hazard is known.
   3. Apply dilution.

C. Environmental Concerns

The Fire Department will make every effort to prevent or limit contaminants from entering the water supply or soil by utilizing the following control measures.

1. Using absorbent pads and booms to collect hydrocarbons.
2. Using inert materials such as clay, sand, and peat moss.
3. Using vacuum services to pick up pooled amounts of liquids.
4. Removal of soil as deemed necessary.
5. Limited use of dispersants, emulsifiers, and biological additives.

Decontamination

Decontamination is the process by which contaminants are removed or neutralized from personnel and equipment without contaminating the environment.

Note: For details on how to set up and operate the decontamination corridor, refer to *SOP 250.04.*

Initial Debriefing

When possible, a debriefing will be conducted before operations personnel are permitted to leave the scene. The debriefing should include information about the material involved and any signs or symptoms of exposure. During this time information can be gathered for the Post Incident Analysis.

Hazardous Material Disposal

Once a hazardous material incident no longer poses a threat to life, property, or the environment, it becomes a clean-up and/or disposal operation in which the Fire Department and City may or may not be involved. Procedures applicable to those incidents in which the Department and/or City may become involved are provided below.

A. Relatively small spills of a known product such as gasoline, diesel fuel, oil, etc., (less than 5 gallons) can usually be picked up using the absorbent carried on each apparatus. Contaminated absorbent should be placed in the 55-gallon recovery drum housed at each station. Pail liners that are empty and dry should be placed in station dumpsters.

1. Care must be taken to ensure that only compatible materials are placed in these drums. If there is any doubt, the Battalion Chief should be consulted. The following materials are considered compatible and shall be the only materials the Allen Fire Department will absorb and place in the station recovery drums.

   a) Oil

   b) Diesel

   c) Gasoline

   d) Hydraulic fluids

2. When drums are approximately 2/3 full, the Battalion Chief should be contacted by the station Captain to arrange for removal and replacement.

B. Except for picking up spills with absorbent as discussed above, personnel shall NOT take possession of the product unless authorized by the Battalion Chief. The City of Allen developed an ordinance to establish the financial responsibility related to hazardous material releases. It shall be the responsibility of the Incident Commander to notify the responsible party(ies) that they are liable for the costs incurred by the City. City of Allen Ordinance 1493-5-97 section 1 states "*Any party(ies) who accidentally, negligently, or intentionally causes or is responsible for a hazardous material(s) incident within the City will be liable for the payment of costs incurred by the Fire Department, Police Department, Health Department, Public Works Department, and other departments or agencies which assist to abate such an event".* A copy of the ordinance, financial responsibility form, and a hazardous materials remediation reference list will be available to the Incident Commander and will be located in the command board on each apparatus. When this is not possible, the Battalion Chief shall approve the use of a private company contracted by the Allen Fire Department.

Incident Reporting

Every Haz-Mat incident requires the completion of a standard incident report. The report must include a thorough incident summary that documents the situation found, the steps taken to mitigate the incident, and the final outcome. The report should also include PPE and exposure information for the Hazmat Group members involved in the incident.

A. The Haz-Mat Group Supervisor will be responsible for the incident report on every Haz-Mat incident that required assistance from the Hazmat Group.

B. A separate Haz-Mat cost recovery form (hazmat itemized billing sheet) shall also be completed for every incident that took over an hour to mitigate and/or any incident that required assistance from the Hazmat Group. The cost recovery report must include complete information regarding the responsible party, the equipment used, on scene times of responding apparatus, and any other agencies involved.

C. All reports will be reviewed by the Assistant Fire Chief of Operations and forwarded to the Fire Department's Senior Administrative Assistant.

Post Incident Analysis

At some time after the incident has been terminated it will be necessary to conduct a post incident analysis. The purpose of this analysis is to identify situations, both good and bad, that occurred during the operations.

Equipment Inventory

Central Station personnel, with the assistance and support of the Battalion Chief shall maintain, inventory, and test all supplies and equipment assigned to the team according to manufacturers' recommendations and guidelines. Equipment shall only be used in conformance with manufacturer's requirements and only at the direction of the Haz-Mat personnel. Any equipment not passing tests or inspection will be removed from service immediately, properly tagged for repair, and personnel will notify the Support Services Division via email and Work Order Request.

Purpose:
The Allen Fire Department will be called upon to deliver a well-organized, planned, and safe decontamination process. This document establishes procedures related to these activities.

Background

Decontamination, the process of removing or neutralizing contaminants, is critical to personnel health and safety at hazardous materials (haz-mat) incidents. Decontamination protects personnel from hazardous substances that can eventually permeate protective clothing, respiratory equipment, tools, and vehicles. It protects personnel by minimizing the spread of hazardous substances into clean areas on-site, prevents the mixing of incompatible wastes, and protects the community by preventing the migration of contaminants from the site. Personnel engaged in hazardous materials incidents may become contaminated in numerous ways, including:

- Contacting vapors, gases, mists, or particulates in the air.
- Being splashed by materials while sampling or opening containers.
- Walking through puddles of liquids or sitting in contaminated soil.
- Using contaminated instruments or equipment.

Emergency Decontamination
Emergency decontamination is the physical process of immediately reducing contamination of individuals in potentially life- threatening situations without the formal establishment of a decontamination corridor. Emergency decontamination may be required for incidents where first arriving personnel enter the exclusion zone for a rescue utilizing level D protective equipment. Situations may occur when personnel become unknowingly or accidentally contaminated while responding to "routine" emergencies where hazardous materials would not be suspected. In either situation, emergency decontamination must be performed in an expedient manner. Emergency entry shall be based on risk vs. benefit and conducted only after consideration of the following components:

- Nature of the incident
- Form of the product
- Material involved (if known)
- Probable use of the product
- Condition of victim/s exposed

Prior to emergency entry, a hose line shall be deployed for the purpose of gross emergency decontamination. All on-scene personnel shall don full PPE (level D) prior to the rescue attempt. Two rescuers will attempt to access the victim(s) while the remaining rescuer(s) standby to provide emergency gross decontamination. Clothing and protective equipment shall be removed to ensure sufficient decontamination. Those individuals will be provided disposable attire and efforts should be made to ensure privacy.

Incidents involving large numbers of victims that will require emergency decontamination must occur expeditiously. The use of multiple hose lines at low pressure or elevated master streams set up as a large shower can be utilized in emergency situations. After emergency gross decontamination, the entry team and victim/s shall be isolated if possible, to determine if further decontamination is necessary.

Hazardous Waste Handling and Disposal
All water from the showers is considered hazardous waste and must be collected and transferred to a suitable container for disposal. A sump pump used to transfer wastewater from the decon shower collection pools to the drums. Disposal of the hazardous waste will be in accordance with state and local regulations.

Financial Responsibility
The City of Allen developed an ordinance to establish the financial responsibility related to hazardous material releases. It shall be the responsibility of the Incident Commander to notify the responsible party(ies) that they are liable for the costs incurred by the City. City of Allen Ordinance 1493-5-97 section 1 states "*Any party(ies) who accidentally, negligently, or intentionally causes or is responsible for a hazardous material(s) incident within the City will be liable for the payment of costs incurred by the Fire Department, Police Department, Health Department, Public Works Department, and other departments or agencies which assist to*

abate such an event". A copy of the ordinance, financial responsibility form, and a hazardous materials remediation reference list will be available to the Incident Commander and will be located in the command board on each apparatus.

Contacting Outside Hazardous Materials Mitigation Resources

Incidents that are beyond the capabilities of the Allen Fire Department will require outside resources including neighboring fire departments, additional City departments, and private contractors who specialize in hazardous materials clean up. The Plano Fire Department has a technician level hazardous materials team and will respond through mutual aid if requested.

Additional departments throughout the City of Allen that shall be notified are the Community Services Department, and the Environmental Services Coordinator. The Incident Commander shall notify these departments of any haz-mat incident or decon operation where there is air, water, or soil contamination. The Community Services Department and the Environmental Services Coordinator, at the request of the Fire Department, can offer technical advice and services as determined by the nature of the incident.

Contacting private clean-up companies will be the responsibility of the person(s) responsible for the hazardous materials release. The Incident Commander will provide a handout to the responsible party which includes the liability waiver, City of Allen Ordinance 1493-5-97, and phone numbers for companies who specialize in hazardous materials clean up. Incidents that occur without the immediate presence of a responsible party, property owner, or manager will require the Incident Commander to be persistent. If it is determined there is no responsible party and the incident will require the use of private companies, the IC shall contact the Battalion Chief for authorization.

Post-Incident Debriefing

A debriefing shall be held as soon as practical for personnel involved in the decontamination and clean-up. Exposed personnel and contractors shall be provided with as much information possible about the delayed effects of the hazardous materials.

Purpose:

To establish operational procedures to be utilized during responses to specialized rescue and/or recovery incidents.

Procedure:

To remain prepared for and respond to below grade/trench rescue emergency requests in strict accordance with all applicable federal, state, local and departmental standards and perform within the scope of the responding members' training.

Training Requirements

A. The minimum training requirement for response personnel is provided through special operations training (CE) two times per year.

B. All personnel may be assigned advanced levels of training.

C. All operations personnel are required to attend specialized rescue continuing education training conducted while on-duty.

Personnel Response Assignments Procedures

A. **Below Grade/Trench Rescue Response**

1. Rescue 1 (R1) and the Special Operations trailer(s) will normally be cross staffed by the Engine or Truck personnel assigned to the same station as R1.

   Note: In the event both the Engine/Truck and the Medic are available to respond the Engine/Truck personnel will respond on R1 and the Medic will follow. The on-duty Battalion Chief will bring the Special Operations trailer.

B. **Other Responses**

1. R1 will respond to all requests made by an Incident Commander. When requesting the Rescue, the Incident Commander should specify staffing requirements. The Battalion Chief will respond to all incidents requiring the use of the rescue or special operations trailer.

Operational Procedures

General

Rescuer safety and accountability shall be the highest priority. The Incident Commander must make decisions that are in the best interest of the entire operation and place the rescuer's safety above other strategic considerations.

A. **Tactical Considerations – Arrival / Establishment of Command / Size-up**

1. The first arriving company officer will establish command and immediately identify and suspend any on-going rescue efforts being conducted in or around the immediate vicinity of the below grade/trench excavation incident.

2. The first arriving company officer will contact a responsible person and/or witness(es) to determine:
   a. What has happened, mechanism of injury to victims and any rescue efforts conducted prior to arrival and the results of those efforts.
   b. Any known or anticipated hazards to rescue personnel and victim(s).
   c. Number of victims.
   d. The length of time since the victim(s) was last seen or contacted. This will help to determine the survivability profile of the victim(s) and if the incident is an offensive operation (victim rescue) or defensive operation (victim recovery). Reaction and response times should be considered. If

additional apparatus and personnel are responding to the incident, the mode of operation (offensive or defensive) and the location of the staging area will be transmitted.

e. If applicable, assign a representative from the Construction Company to act as a liaison between the Construction Company and the Incident Commander. If possible, obtain information about the soil type, any known hazards, and any permit/s or information regarding excavation site.

f. Any other information deemed helpful to the rescue/recovery operation.

3. The first arriving company apparatus crew will:

a. Assist in the cessation of any on-going rescue efforts being conducted in, or in the immediate vicinity of the unsecured below grade/trench excavation incident.

b. Eliminate possible hazards such as electrical, atmospheric, etc. via lockout/tag out or other appropriate mitigation procedures. Eliminate all sources of vibration within 150 feet (minimum) of the below grade/trench excavation incident, including staged apparatus and equipment.

c. Attempt to contact the victim(s) and perform a visual assessment of the incident conditions as soon as possible using a straight ladder to distribute the rescuers weight. Indicators such as tools, work supplies, dislodged clothing, etc. should be utilized to assist in locating the victim(s). DO NOT ENTER AN UNSECURED TRENCH OR BELOW GRADE EXCAVATION PRIOR TO HAZARD MITIGATION, ATMOSPHERIC MONITORING, SHORING EQUIPMENT, OR PLACEMENT OF RAPID INTERVENTION TEAM(S).

Strong consideration should also be given to the use of a thermal imager, if available, to locate the victim(s). The rescuer must utilize proper PPE, SCBA and perform multiple level atmospheric monitoring during this operation. All rescue operations will cease and personnel withdrawn if atmospheric monitoring and/or the visual assessment establish an immediately hazardous situation. Re-entry of rescue personnel into the area will be allowed only when the threat has been mitigated through ventilation, donning of an appropriate level of PPE or other mitigation actions.

Permissible ranges for operation continuation include:

Oxygen – 19.5% to 23.5 %
Lower Explosive Limit - < 10 %
Toxicity – 35 ppm of carbon monoxide or less
Toxicity – 10 ppm of hydrogen sulfide or less

Note: LEL readings are inaccurate in oxygen deficient atmospheres (below approximately 16 %).

d. Establish a perimeter at least 50 feet in all directions of the below grade/trench excavation incident utilizing physical and visual barriers and limit access to the "hazard" zone. Access control personnel should be assigned (Accountability Officer);

e. Perform lock-out/tag-out activities, including the assignment of personnel, as necessary.

f. Establish an equipment cache area and, as necessary, provide other rescue support activities, such as scene lighting, makeshift sheltering, cutting station etc.

g. Determine the depth of the trench, if over 15 feet, contact an engineer or specialist (United Rentals) for assistance prior to entering the trench.

B. **Tactical Considerations – Pre-Entry Operations**

1 The IC will:

a. Decide and request additional resources, as needed. Consideration should be given to law enforcement resources for crowd and traffic control, utility company representatives to control below grade/trench excavation utilities encountered, a public information officer (PIO) for

providing timely and accurate information regarding the incident and operation, and rehabilitation resources.

b. Assign a Safety Officer.

c. Develop an action plan. The Operations Officer, if assigned, shall provide input and be briefed on the plan goals and objectives.

d. Identify properly trained personnel and make assignments in order to conduct the operation assuring that all groups are adequately staffed and briefed on the tactical objectives, including a safety objective.

e. Make an operational safety determination and order the entry operation if deemed safe.

C. **Tactical Considerations – Entry Operations**

1. The Operations Officer will conduct operations from an above grade location with direct visual and verbal contact with rescue entry personnel. The operations officer will also serve as an additional Safety Officer for the hazard zone. Prior to rescuer entry, the Operations Officer must verify each entrant has the appropriate PPE, SCBA or SABA if warranted and emergency haul system (minimum 3:1 for rescuer retrieval).

2. Initial entry tasks include:

a. Donning of PPE appropriate to protect rescuers from identified or potential hazards. Minimum PPE includes rescue helmet, department issued uniform and/or nomex jumpsuit, Class III harness, eye protection, hearing protection (as required), work gloves. Based on atmospheric monitoring, the donning of SCBA or SABA with escape breathing apparatus may be required.

b. Continuous atmospheric monitoring at multiple levels within the below grade/trench excavation, with readings documented, will occur until the rescue operation is complete and the scene is properly secured and returned to a responsible party.

c. Verifying that all hazards within the below grade/trench excavation have been mitigated (utilities, machinery, etc.).

d. Removal of trip hazards.

e. Movement of the spoil pile away from the trench opening two feet (OSHA minimum) to four feet (preferred) with the spoil pile height not to exceed two feet establishing a safe zone. Consideration should be given to sloping or shoring the spoil pile as required and time permitted.

f. Placement of ground pads to extend out from the trench opening two feet (minimum) to four feet (preferred) establishing a safe zone.

g. Establishment of a means of egress utilizing two ladders.

Note: OSHA states that a stairway, ladder, ramp or other safe means of egress shall be located in below grade/trench excavations that are 4 feet or more in depth so as to require no more than 25 feet of lateral travel for employees/workers. Ladders must extend 3 feet over the top of the trench and must be secured to prevent movement while in use.

h. De-watering the below grade/trench excavation.

i. Ventilation of the below grade/trench excavation with electrically powered fans.

j. Supporting and grounding of suspended pipes or conduits.

k. Determining the method, type and amount of equipment to establish a “safe zone” utilizing commercial or site manufactured shoring.

l. Placement of devices and equipment to protect the victim(s) and rescuers within the trench from atmospheric hazards.

m. Proper placement of the most appropriate and available shoring system to prevent secondary collapse into the “safe zone” is required prior to rescue personnel entering the trench. This includes but is not limited to; vertical placement of finform or other approved sheeting, properly braced, utilizing commercially manufactured shoring or site-manufactured cross-braces, wales, wedges and other required material.

3. One rescuer may be utilized to assist in the placement of shoring materials by entering the below grade space via one of the ladders as long as that rescuer makes entry no deeper than the rescuer's waist at grade level. If a possible electrical hazard has been identified, the first entry rescuer will conduct a visual sweep of the "safe area" prior to commencement of rescue operations.
4. The Operations Officer shall ensure that the minimum number of rescue personnel is utilized within the hazard zone as is necessary to conduct a safe, effective and efficient operation. Unassigned and/or inactive personnel should be staged outside the hazard zone until needed. The Operations Officer shall ensure that for every entry rescuer, at least one rescuer is properly prepared and ready to serve as a replacement or rapid intervention rescuer. All entry and rapid intervention personnel (trained to the operations level) must be properly trained in below grade/trench excavation rescues and capable of carrying out the rescue/recovery.
5. The entry teams' primary goal is to locate the victim(s). Rescuers must refrain from utilizing digging devices in the normal manner to prevent injury to unseen victims. A victim's head and torso should be uncovered as quickly as possible. Supplied air or oxygen should be provided to the victim until the rescue is complete.
6. Patient care will be provided based on Allen Fire Department patient treatment protocols. The victim(s) condition and the on-going hazard to rescuers and the victim(s) will determine the level of medical treatment provided prior to extrication and the method of extrication from the below grade/trench excavation. Prior to extrication of the victim(s), the need for decontamination of the victim(s) and entry personnel must be considered and available immediately upon extrication from the below grade/trench excavation. Immediately upon extrication, the victim(s) care shall be transferred to medical personnel.
7. The IC will be notified by the Operations Officer when each victim is extricated, when the rescue operation is complete, and all entry personnel have exited the space.
8. The Incident Commander will conduct a PAR following any ordered evacuation or abandonment of the area, when the mode of operation is changed (offensive to defensive or defensive to offensive), secondary collapse, failure of shoring equipment, or anytime a rescuer cannot be accounted for.
9. Rescuer work periods shall not exceed 15 -20 minutes in the hazard zone when extreme environmental conditions exist. Temperature and humidity shall be utilized to determine the appropriate work periods and rotation through the Rehab Group.

Note: When possible, Operations will provide a P.I.O. representative to the Incident Commander on all below grade/trench excavation incidents. The P.I.O. will help provide accurate information concerning the operation goals and objectives, safety requirements and any other available information designed to reduce confusion about the requirements for conducting a safe operation.

D. Tactical Considerations – Termination

1. Immediately upon notification of completion of the rescue operation, the IC shall request a PAR. All personnel **MUST** be accounted for.
2. The decision to remove tools and equipment will be decided by the IC based on that equipment's use in aiding any subsequent investigations. Inquiries should be made to any authorities having jurisdiction regarding the equipment and its removal.
3. Prior to clearing the scene, the incident scene will be properly secured utilizing physical and visual barriers. The scene should be released to a responsible party.
4. All available equipment should be returned to service on the apparatus or as soon as possible upon return to the station.
5. The IC shall advise dispatch to contact OSHA at 1.800.321.6742 on any incident involving any rescue activities attempted from by-standers prior to fire department arrival or fire department personnel, from a below grade/trench excavation.

- **Note:** When possible and if available, the Incident Commander shall obtain photographs or visual evidence of the operation at various stages of the incident. This evidence, upon request, may be made available to the proper sources for final disposition of the incident and released through the Fire Chief's Office.

Purpose:

To establish operational procedures to be utilized during responses to specialized rescue and/or recovery incidents.

Procedure:

To remain prepared for and respond to confined space emergency rescue requests in strict accordance with all applicable federal, state, local and departmental standards and perform within the scope of the responding members' training.

Training Requirements

A. The minimum training requirement for response personnel is provided through special operations training (CE) two times per year.

B. All personnel may be assigned advanced levels of training.

C. All operations personnel are required to attend specialized rescue continuing education training conducted while on-duty.

Personnel Response Assignments Procedures

A. **Confined Space Rescue Response**

1. Rescue 1 (R1) and the Special Operations trailer(s) will normally be cross staffed by the Engine or Truck personnel assigned to the same station as R1.

   Note: In the event both the Engine/Truck and the Medic are available to respond the Engine/Truck personnel will respond on R1 and the Medic will follow. The on-duty Battalion Chief will bring the Special Operations trailer.

B. **Other Responses**

1. R1 will respond to all requests made by an Incident Commander. When requesting the Rescue, the Incident Commander should specify staffing requirements. The Battalion Chief will respond to all incidents requiring the use of the rescue or special operations trailer.

Operational Procedures

General

Rescuer safety and accountability shall be the highest priority. The Incident Commander must make decisions that are in the best interest of the entire operation and place the rescuer's safety above other strategic considerations.

A. **Tactical Considerations – Arrival / Establishment of Command / Size-up**

1. The first arriving company officer shall establish command and immediately identify and suspend any on-going rescue efforts being conducted in or around the immediate vicinity of the confined space incident.

2. The first arriving company officer shall contact a responsible person and/or witness(es) to determine:
   a. What has happened, mechanism of injury to victims and any rescue efforts conducted prior to arrival and the results of those efforts.
   b. Any known or anticipated hazards to rescue personnel and victim(s);
   c. Number of victims.
   d. The length of time since the victim(s) was last seen or contacted. This will help to determine the survivability profile of the victim(s) and if the incident is an offensive operation (victim rescue) or

defensive operation (victim recovery). Reaction and response times should be considered. If additional apparatus and personnel are responding to the incident, the mode of operation (offensive or defensive) and the location of the staging area will be transmitted.

e. If applicable, assign a representative from the Construction Company to act as a liaison between the Construction Company and the Incident Commander. If possible, obtain information about the space, any permit/s or information regarding the stored product or material inside the space.

f Any other information deemed helpful to the rescue/recovery operation.

4. The first arriving company apparatus crew shall:

a. Assist in the cessation of any on-going rescue efforts being conducted in, or in the immediate vicinity of the confined space.

b. Eliminate possible hazards such as electrical, atmospheric, etc. via lockout/tag out or other appropriate mitigation procedures.

c. Attempt to contact the victim(s) and perform a visual assessment of the incident conditions as soon as possible. DO NOT ENTER A CONFINED SPACE PRIOR TO HAZARD MITIGATION, ATMOSPHERIC MONITORING, OR PLACEMENT OF RAPID INTERVENTION TEAM(S).
Strong consideration should also be given to the use of a thermal imager, if available, to locate the victim(s). The rescuer must utilize proper PPE, SCBA and perform multiple level atmospheric monitoring during this operation. All rescue operations shall cease and personnel withdrawn if atmospheric monitoring and/or the visual assessment establish an immediately hazardous situation. Re-entry of rescue personnel into the area will be allowed only when the threat has been mitigated through ventilation, donning of an appropriate level of PPE or other mitigation actions.

Permissible ranges for operation continuation include:

Oxygen – 19.5% to 23.5 %
Lower Explosive Limit - < 10 %
Toxicity – 35 ppm of carbon monoxide or less
Toxicity – 10 ppm of hydrogen sulfide or less

Note: LEL readings are inaccurate in oxygen deficient atmospheres (below approximately 16 %).

d. Establish a perimeter at least 50 feet in all directions of the confined space incident utilizing physical and visual barriers and limit access to the “hot” zone. Access control personnel should be assigned (Accountability Officer);

e. Perform lock-out/tag-out activities, including the assignment of personnel, as necessary.

f. Establish an equipment cache area and, as necessary, provide other rescue support activities, such as scene lighting, makeshift sheltering, etc.

B. **Tactical Considerations – Pre-Entry Operations**

1 The IC shall:

a. Decide and request additional resources, as needed. Consideration should be given to law enforcement resources for crowd and traffic control, utility company representatives to control confined space utilities encountered, a public information officer (PIO) for providing timely and accurate information regarding the incident and operation, and rehabilitation resources.

b. Assign a Safety Officer.

c. Develop an action plan. The Operations Section Chief, if assigned, shall provide input and be briefed on the plan goals and objectives.

d. Identify properly trained personnel and make assignments in order to conduct the operation assuring that all divisions/groups are adequately staffed and briefed on the tactical objectives, including a safety objective.
e. Make an operational safety determination and order the entry operation if deemed safe.

C. **Tactical Considerations – Entry Operations**

1. The Operations Section Chief shall conduct operations with direct visual and verbal contact with rescue entry personnel. The Operations Section Chief will also serve as an additional Safety Officer for the hot zone. Prior to rescuer entry, the Operations Section Chief must verify each entrant has the appropriate PPE, SCBA or SABA if warranted, retrieval line/s, and emergency haul system (minimum 3:1 for rescuer retrieval).
2. Initial entry tasks include:
   a. Donning of PPE appropriate to protect rescuers from identified or potential hazards. Minimum PPE includes rescue helmet, department issued uniform and/or nomex jumpsuit, Class III harness, eye protection, hearing protection (as required), work gloves. Based on atmospheric monitoring, the donning of SCBA or SABA with escape breathing apparatus may be required.
   b. Continuous atmospheric monitoring at multiple levels within the confined space, with readings documented, will occur until the rescue operation is complete and the scene is properly secured and returned to a responsible party.
   c. Verifying that all hazards within the confined space have been mitigated (utilities, machinery, etc.).
   d. Removal of trip hazards.
   e. Ventilation of the confined space with electrically powered fans.
   f. Supporting and grounding of suspended pipes or conduits.
3. If a possible electrical hazard has been identified, the first entry rescuer will conduct a visual sweep of the "safe area" prior to commencement of rescue Operations.
4. The Operations Section Chief shall ensure that the minimum number of rescue personnel is utilized within the hot zone as is necessary to conduct a safe, effective and efficient operation. Unassigned and/or inactive personnel should be staged outside the hazard zone until needed. The Operations Section Chief shall ensure that for every entry rescuer, at least one rescuer is properly prepared and ready to serve as a replacement or rapid intervention rescuer. All entry and rapid intervention personnel (trained to the Operations level) must be properly trained in confined space rescues and capable of carrying out the rescue/recovery. It is the responsibility of the Incident Commander to create and assign a Rehab Group Supervisor.
5. The entry team's primary goal is to locate the victim(s). If possible and as necessary, supplied air or oxygen should be provided to the victim until the rescue is complete.
6. Patient care shall be provided based on Allen Fire Department patient treatment protocols. The victim(s) condition and the on-going hazard to rescuers and the victim(s) will determine the level of medical treatment provided prior to extrication and the method of extrication from the confined space. Prior to extrication of the victim(s), the need for decontamination of the victim(s) and entry personnel must be considered and available immediately upon extrication from the confined space. Immediately upon extrication, the victim(s) care shall be transferred to medical personnel.
7. The IC shall be notified by the Operations Section Chief when each victim is extricated, when the rescue operation is complete, and all entry personnel have exited the confined space.
8. The Incident Commander shall conduct a PAR following any ordered evacuation or abandonment of the area, when the mode of operation is changed (offensive to defensive or defensive to offensive) or anytime a rescuer cannot be accounted for.
9. Rescuer work periods shall not exceed 15 -20 minutes in the hazard zone when extreme environmental conditions exist. Temperature and humidity shall be utilized to determine the appropriate work periods and rotation through the Rehab Group.

Note: When possible, Operations shall provide a P.I.O. representative to the Incident Commander on all confined space incidents. The P.I.O. will help provide accurate information concerning the operation goals and objectives, safety requirements and any other available information designed to reduce confusion about the requirements for conducting a safe operation.

D. Tactical Considerations – Termination

1. Immediately upon notification of completion of the rescue operation, the IC shall request a PAR. All personnel **MUST** be accounted for.
2. The decision to remove tools and equipment will be decided by the IC based on that equipment's use in aiding any subsequent investigations. Inquiries should be made to any authorities having jurisdiction regarding the equipment and its removal.
3. Prior to clearing the scene, the incident scene shall be properly secured utilizing physical and visual barriers. The scene should be released to a responsible party.
4. All available equipment should be returned to service on the apparatus or as soon as possible upon return to the station.
5. The IC shall advise dispatch to contact OSHA at 1.800.321.6742 on any incident involving any rescue activities attempted from by-standers prior to fire department arrival or fire department personnel, from a confined space.

- **Note:** When possible and if available, the Incident Commander shall obtain photographs or visual evidence of the operation at various stages of the incident. This evidence, upon request, may be made available to the proper sources for final disposition of the incident and released through the Fire Chief's Office.

Purpose:
To establish procedures for conducting operations at water and swift water incidents. Swift water is defined as emergencies where victims are trapped by moving water or lost and suspected in or near moving water.

Because of the infinite number of possible situations related to water rescue incidents, this procedure will not define specific evolutions to be used. It will give precautions and tactical considerations to follow for safe and effective operations.

Procedure:

Company Responsibilities
The goal is to safely remove the victim and/or rescuer from dangerous or potentially dangerous situations within the scope of their training and equipment supplied by Allen Fire Rescue.

Training will be conducted to ensure competency at the operations level. Regardless of the training outline used, all personnel will meet the requirements of NFPA 1670, operations level. Equipment used will meet NFPA requirements at the time it is purchased and will be replaced according to standards approved by the Department.

Operations
The first arriving OIC will assess the incident variables and establish a command post. Additional resources and equipment will likely be required and shall be requested early in the operation. Allen Fire Rescue will train and perform water rescues to the operations level as defined by NFPA 1670, Chapter 9.

AT NO TIME will AFD personnel enter moving water to perform a rescue. Incidents that exceed our level of training will require the assistance of a technician level team and is available through mutual aid. Early recognition and assessment are critical for a prompt response and successful outcome.

Responsibilities

1. Implement the assessment phase: investigate who, what, when, where, and how many victims.
2. Size up existing and potential conditions including assessing moving water conditions, characteristics, and features in terms of hazards to the victim and rescuer.
3. Identify the resources necessary to conduct a safe and effective water rescue.
4. Implement site control and scene management.
5. Determine the method of victim entrapment.
6. Determine rescue versus body recovery.
7. Ensure safety and accountability of all personnel.

The following basic safety procedures will be followed at every incident. Remember, rescuer safety is the top priority. PAR's shall be conducted every 15 minutes to ensure personnel accountability.

Swift Water Rescue

1. All personnel within 20 feet of water (hazard zone), or where there is the potential to fall in the water, shall wear a personal floatation device (PFD) and a water rescue helmet. **ABSOLUTLEY NO BUNKER GEAR IN THE HAZARD ZONE**
2. Personnel shall utilize throw bags and deploy tension diagonals downstream for victim and rescuer safety.
3. A safety officer trained in swift water operations or technician level shall be designated by command.
4. In flash flood waters where the victim is trapped and not in the water, consider waiting for the water to recede.

Self Rescue

Due to incident conditions, rescuers may fall, slip, or be pulled into the water. The rescuer shall immediately assume the defensive swim position and begin self-rescue. Command shall be notified immediately via a "mayday" and initiate the following:

1. Conduct a par and determine the number and/or identity of the rescuer/s that have entered the water.
2. Initiate an additional alarm with responding companies reporting to a downstream location.
3. Deploy throw bags and tension diagonals to assist the rescuer in the water.

Incident Termination

Companies may require extended on-scene times due to the geographical size of the incident. Once a thorough search has been conducted without location of a victim/body, or successful rescue/recovery, command may choose to terminate the incident. Every effort should be made to contact the victim/family to verify their safety/location.

- Prior to termination of the incident, Command shall conduct a PAR. Command may assign the district engine/truck to monitor the location as the water level recedes to complete a "secondary search".

Community Emergency Response Team

Purpose:
To define and identify Community Emergency Response Team (CERT), establish training standards for CERT members, equipment, and activate, mobilize and communicate with CERT.

Procedure:

Identification
CERT is a voluntary organization composed of Allen Citizens that are educated in disaster preparedness for hazards that may impact the City of Allen and trained in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members shall assist the Allen Fire Department (AFD) during events (i.e. thunderstorms, high winds, tornadoes) that result in numerous emergency calls that overwhelm AFD resources.

CERT Membership
All members of CERT must attend and receive the course completion certificate for the initial CERT Training Program provided by the AFD and CERT Instructors. In addition, to maintain an active status, CERT members must attend at least one quarterly training session per calendar year. To be eligible to attend the initial CERT Training Program, participants must meet the following criteria:

- Be at least eighteen (18) years old, or should be with a parent or have permission to attend and join
- Live or work in or near the City of Allen
- Possess a valid driver's license
- Be able to perform some physical activities
- Be able to pass a background investigation

Training
The initial CERT Training Program shall be hosted by the AFD on approximately an annual basis. This program shall be facilitated by the CERT Instructors and the CERT Coordinator, with teaching assistance by AFD personnel and active CERT members. The initial CERT Training consists of the FEMA sponsored 9 Unit, 8-week course of one night class per week and a disaster simulation drill during the eighth week. To stay in the program, participants must attend six out of the eight classes including the simulation drill and complete all makeup training. It is understood CERT members are community volunteers who have careers. For this reason, the CERT Instructors and CERT Coordinator have discretion in allowing participants to stay in the program who have missed more than two training classes.

Upon successful completing the program, each participant shall be issued a course completion certificate. To be an active member of CERT, the participant must obtain the course completion certificate. Upon receiving the course completion certificate, each participant shall decide if they wish to be an active member of CERT.

The AFD and CERT Instructors will provide quarterly training for all participants who completed the initial CERT Training Program. This training shall consist of lectures and simulation drills. To remain an active member of CERT, members must attend a minimum one training session per calendar year. Any member who fails to attend one training session in a calendar year shall be considered inactive. An inactive member may complete additional training that meets the approval of the CERT Coordinator and CERT Instructors to regain active status.

Activate
Upon becoming an active member of CERT, each member shall provide the CERT Coordinator and CERT Instructors with their cellular number and provider. If a member does not have a cellular phone, they must provide a phone number where they can be contacted. Each CERT member's cellular number and provider shall be placed in the Computer Aided Dispatch system where they can receive pages from dispatch.

The AFD and CERT shall use two levels of activation

Level 1 – Standby

When a potential event is forecasted (i.e. weather-related event) where CERT assistance may be needed, dispatch will page all active CERT members to place them on "STAND BY". Once placed on "STAND BY" each CERT member is responsible for contacting their respective team leader to inform them of their availability to respond if needed. Team leaders shall report the status of their team members to the CERT Coordinator as soon as possible.

Level 2 – Immediate Deployment
When CERT assistance is needed dispatch will send a second page "ACTIVATE" to all active CERT members. Once the "ACTIVATE" page is received, all available active members are to respond to Central Fire Station, unless informed otherwise by their respective team leader.

Potential events may occur without warning or any forecasting (i.e. mass causality incident) that require CERT assistance. When these events occur, dispatch will only send the "ACTIVATE" page. Each CERT member is responsible for contacting their respective team leader to inform them of their availability to respond if needed. All available active members are to respond to Central Fire Station, unless informed otherwise by their respective team leader.

Mobilize
CERT members responding to Central Station shall make contact with a Chief Officer. CERT Team Leaders, Operations personnel, or the EOC will assign a specific reporting location and contact person for each CERT member. CERT members will be responsible for driving their personnel vehicle to their designated location.

The CERT Team Leaders or the CERT Coordinator will designate a CERT member to drive a Department vehicle and pull the CERT Trailer. They will be given a specific location and contact person.

Communications
A communications plan shall be established by the incident/unified command or area command that either directs CERT communications through the command post or EOC. Individual CERT members or CERT teams shall communicate their information to their respective team leader. Each team leader is responsible for communicating with the IC or EOC. Individual CERT members or CERT teams will not communicate with the IC or EOC unless to communicate emergency traffic.

Equipment
Each active CERT member will receive an equipment backpack to be kept in their personal vehicle. The following equipment shall be issued to each CERT member:

- Duffle Bag
- Traffic Cones (6) – Collapsing
- Helmet
- Flashlight
- Multi-Tool (gas wrench)
- Safety Vest
- Roof Light – for vehicles
- Current City/County Maps

The equipment issued to each active CERT member will vary depending on needs and budget. Anytime an active member becomes inactive they must return all issued equipment in a timely manner. Members are expected to keep all equipment items in good working order. Lost or stolen items must be reported to the CERT Coordinator immediately.

In addition to the equipment issued to active CERT members, the AFD shall maintain a variety of equipment allocated for CERT. This equipment shall be kept in the CERT trailers.

Tactical Assignments
CERT members are trained to accomplish a variety of assignments to assist the AFD. Possible CERT assignments include:

- Conducting damage assessments
- Securing down wires

- Assist with evacuations
- Traffic control
- Medical triage and first-aid treatment
- Search (in a nonhazardous zone)

This is not an all-inclusive list of CERT tactical assignments. CERT can be given any assignment within their scope of training and capabilities that does not place CERT members in undue danger.

The AFD and CERT members must keep personnel safety in mind as their first priority. CERT members must know their capabilities and the limitations of their training and equipment and work within those limitations.

CERTs do NOT:

- Suppress fires that cannot be extinguished with a fire extinguisher.
- Enter structures that they consider heavily damaged and dangerous (e.g., leaning or moved from foundation).
- Perform hazardous materials cleanup or respond to incidents involving radiological, chemical, or biological agents.
- Perform medical, fire, or search and rescue operations beyond their level of training.
- Activate or deploy outside of established procedures.

Many CERT members have skills beyond what is taught through the CERT program (e.g. medical and health professionals, heavy equipment operators, etc.). While these skills may be helpful during an emergency or disaster, they are outside of the CERT scope-of-practice and are not authorized activities as a CERT volunteer.

Personnel Administration

Any time a CERT member changes their contact phone number and/or cellular provider they shall provide their new number and/or cellular provider to their respective team leader, who shall notify the CERT Coordinator. It is imperative that this information is communicated immediately.

While CERT members are community volunteers, they must understand they represent the City of Allen and the Allen Fire Department. For this reason, any conduct deemed below the accepted standard of the AFD shall be grounds for expulsion from the CERT program. Any Responder who fails to follow the direction of an AFD official will be removed from CERT Program.

CERT members shall make the CERT Coordinator aware of any personal events that could negatively impact the AFD. Such events include DWI, suspended driving licenses, any arrest, etc… The AFD will review each situation on a case by case basis. Any such situation will be handled discreetly and confidentially.

CERT members must remember that the citizens they come in contact with during an emergency are likely experiencing one of the worst days of their lives. Due to stress, frustration, and/or fear, citizens may treat CERT members in a less than tactful manner.

CERT members are to stay focused in such situations and respond in a professional and courteous manner. At the same time CERT members must complete their assignments and stay firm with their decisions. CERT members may request police assistance through the IC.

The AFD reserves the right to remove any participant from the CERT Program.

Purpose:

To define terminology and establish procedures for response to active attack incidents or incidents that pose a threat of violence (assaults, family violence, barricaded suspects etc.). The OIC will determine the level of protection based on incident information.

Definitions:

Rescue Task Force (RTF) – A group of resources deployed to provide point-of-wound care to victims of an on-going active attack threat. RTFs treat, stabilize and remove injured patients rapidly while wearing ballistic protective equipment and operate under the protection of law enforcement personnel. A typical RTF is comprised of four or five personnel and include a minimum of two trained law enforcement officers and two or three fire department personnel. RTFs will be staffed by members of Engine or Truck companies to allow Medic crews to treat and transport patients.

Hazard Zones:

- **Hot Zone – (Direct Threat Area)** An area where there is a known hazard or life threat such as any area not cleared by law enforcement personnel that may contain an active attacker. ***RTFs will not be deployed to a Hot Zone.***
- **Warm Zone – (Indirect Threat Area)** An area that has been cleared by law enforcement personnel and where there is a minimal or mitigated threat. RTFs deploy into this zone for victim care and extrication.
- **Cold Zone – (Evacuation Care)** An area where there is little or no threat due to geography or having been secured by law enforcement personnel.

Contact Team – A team of law enforcement personnel assigned to advance toward the threat and initiate contact with the active attacker and prevent further injury or loss of life. Contact teams perform primary clearing of areas as they advance.

Casualty Collection Point (CCP) – A location inside the warm zone but secured by law enforcement where RTFs will deploy and begin rapid treatment and triage. Depending on the size and nature of the incident there could be multiple CCP's.

Casualty Evacuation (CasEvac) – The coordinated removal of injured patients to the casualty exchange point by RTFs.

Casualty Exchange Point (CEP) – Also known as the Ambulance Exchange Point, a location established in the warm zone or close proximity to the warm zone, where victims are evacuated to the awaiting transport vehicles. In large scale incidents, ambulances will be in short supply and other vehicles can be used to move the injured to a triage and treatment area.

Procedures:

To establish an integrated response model that includes Rescue Task Force (RTF) teams to enter the warm zone for triage, treatment, and extract victims.

Initial Arriving Units:

Fire department personnel arriving to an active attack incident will stage at a safe distance while PD works to eliminate or mitigate the threat. The Battalion Chief shall establish command and assign a staging group supervisor. Once PD has established their command, it is critical a unified command post is created. This is a law enforcement driven event and effective face to face communication at the unified command post will be necessary. The unified command post will likely be in the warm zone and may be designated as the "forward command post".

Rescue Task Force:

RTFs should be formed quickly at the direction of the Staging Group Supervisor. Incoming law enforcement officers will be directed to the staging area to assemble for RTFs. The Staging Group Supervisor will designate the call sign of each RTF (example Rescue Task Force 1 and Rescue Task Force 2). Incident variables such as number of victims and/or geographical size will dictate the number of RTFs needed. Additional resources will be requested by the Staging Group Supervisor as needed.

RTFs will deploy to a designated location in the warm zone by command, DO NOT DEPLOY to the forward command post. Law enforcement officers assigned to the RTF MUST remain in a position to provide effective defensive cover fire for the team including deployment into and out of the CCP.

Equipment:

RTFs will utilize tactical gear including body armor and ballistic helmets. Tactical medical supplies will be located in each vest and extra supplies will be in a bag on the Battalion and contain the necessary equipment such as tourniquets, pressure bandages, wound pack gauze and chest seals. The tactical med bag will be carried to the CCP and used as needed. Each RTF member will have a portable radio, safety glasses and extra medical exam gloves.

Deploying:

The first RTF will deploy into the warm zone with the purpose of locating and stabilizing patients with the equipment provided. The goal of wound care is to stop major hemorrhages and address airway and breathing issues. The initial RTF must exercise discretion in the amount of time spent with each patient based on the condition of the patient, the situation, and the number of anticipated patients. The primary goal is to provide rapid stabilization techniques to the greatest number of patients possible in the shortest period.

Once at the CCP, the first RTF may elect to create a Rescue Group Supervisor (Med Boss) that is responsible for triage and direct additional arriving RTFs to the critical patients. The Rescue Group Supervisor should also communicate with command the number of patients and coordination of casualty evacuation.

Casualty Exchange Point (CEP):

Patients evacuated by RTFs to the CEP should be quickly loaded to reduce exposure of RTF personnel and vehicle personnel. Law enforcement incident command will create a security detail of officers to protect the loading site as it will be in the warm zone. Coordination between the RTF personnel and command is critical to reduce wait times at the CEP. Command should consider rotating RTFs due to exhaustion if there are large numbers of patients requiring casualty evacuation.

Emergency Evacuation:

If the area an RTF is operating in changes from a warm zone to a hot zone due to a direct and immediate threat, the RTF should seek appropriate cover and concealment and determine if evacuation is necessary. If any member of the RTF is injured during operations, immediate evacuation of that RTF will occur.

Purpose:
To define a standard procedure for wildland, all hazards and US&R team structure, qualifications, appointment, expectations, mobilization staffing and training.

Procedure:
Texas Intrastate Fire Mutual Aid System (TIFMAS) request resources via State of Texas Assistance Request (STAR) and will contact the North Branch Coordinator. The Branch Coordinator issues an email requesting availability of the described apparatus and qualified personnel in the STAR. The Assistant Chief of Operations, or approved designee, will check availability of personnel and communicate with the Branch Coordinator. Resources are selected by the Branch Coordinator who notifies the point of contact (POC) of the assignment.

Wildland Team:
The Allen Fire Department Wildland Team will consist of 24 members. Ideally, a minimum of six members will be Engine Boss (ENGB) or Engine Boss Trainee (ENGBT) qualified.

US&R Team:
Allen Fire Department members who are appointed to the US&R teams (TxTF1 and/or TxTF2) will be activated through the approved Texas Engineering Extension Service (TEEX) alert software and will respond immediately with their availability.

Qualifications:
All Hazards qualification requires personnel to be basic firefighter certified by Texas Commission on Fire Protection. All AFD personnel are currently listed as All Hazards in the TIFMAS system.

Wildland qualification requires personnel to complete Basic Wildland Firefighter S130/S190, L180 and I100 from the National Wildfire Coordinating Group (NWCG). These courses are offered by various agencies including Texas Forestry Service. As the need arises, the Allen Fire Department will provide means for training those interested in the Wildland Team.

For additional information, the TIFMAS Business and Mobilization Procedures should be referenced. https://ticc.tamu.edu/Documents/IncidentResponse/TIFMAS/TIFMAS_Business_Guidelines.pdf

US&R qualification depend on position appointment, i.e. Rescue Specialist, Hazmat Specialist, Medical Specialist, etc., and minimum requirements must be met prior to applying. See here for position specific certification requirements https://texastaskforce1.org/join/

Wildland Team Appointment:
Allen Fire Department personnel interested in qualifying for the Wildland Team will submit a memo of interest to the Assistant Chief of Operations, or approved designee. A list will be retained for future enrollment in Basic Wildland Firefighter certification training as it becomes necessary. Interested personnel must successfully complete the Work Capacity Test (WCT) prior to Basic Wildland Firefighter certification training. The WCT specifics are available here: https://www.nwcg.gov/term/glossary/work-capacity-test-wct Vacancies will be filled with personnel currently certified in Basic Wildland Firefighting.

Expectations:
AFD personnel are always expected to follow the Code of Conduct and present themselves in a professional manner. TIFMAS and TEEX expects all personnel involved in the incident to operate with the highest level of respect. Inappropriate actions or comments, or harassment of anyone assigned to the incident, or failure to follow the designated chain of command, will not be tolerated. This applies even when off duty or outside the incident area or facilities. Noncompliance with these expectations may result in an individual being released from the incident with the appropriate documentation of the circumstances sent to the home unit.

Individuals being released from TIFMAS incident due to Code of Conduct requires the entire strike team to return home, not just the agency apparatus or individual. The ENGB or ENBT will be responsible for documenting the conduct and reporting to the Assistant Chief of Operations. Conduct that reflects negatively on TIFMAS, TEEX or the Allen Fire Department will result in disciplinary action and removal from the team.

On all wildland or all hazards deployments, the Engine Boss will complete an ICS 225 performance evaluation form on each member of the crew and review it with the member. Each deployed member will complete an ICS 225 performance evaluation on the Engine Boss and all completed ICS 225's will be submitted to the Assistant Chief of Operations or designee.

Activation Staffing
Personnel will be selected by the Assistant Chief of Operations, or approved designee, based on the needs of the STAR. An All-Hazards response typically consists of a Type I or Type III engine, one OIC and three firefighters. These responses do not require members to be wildland qualified unless specifically requested by TIFMAS. Wildland response request will require responding personnel to be trained, qualified and active in the Allen Fire Department Wildland Team. AFD's Type III will be staffed with an Engine Boss (ENGB) or Engine Boss Trainee (ENGBT), Engine Operator (ENOP) and two Wildland Firefighter I or II (FF1, FF2).

STAR requests that include immediate mobilization may reduce the availability of off-duty members due to travel time to the station. Positions will be filled to meet the needs of the request but all attempts to evenly distribute mobilizations among the team will be made.

Crew Deployment Lengths:
TIFMAS deployments are typically 14 days including travel to and from the home base. Crew deployments can be extended by TIFMAS with AFD approval. Members agreeing to deploy should plan for a 14-day deployment. Larger incidents may require crew swaps and will be coordinated by TIFMAS. The Assistant Chief of Operations or designee will communicate the travel plan once it is determined.

USAR deployments are typically 14 days including travel to and from the home base. Members deployed may be requested to extend to 21 days but should consult the Assistant Chief of Operations or designee prior to agreeing.

Members returning from a deployment, either TIFMAS or US&R, whose next shift falls within 24 hours of return will receive the shift off to rest and rehab.

Continuing Education:
Each firefighter qualified under TIFMAS in wildland (career and volunteer) will be required to complete a minimum of 4 hours of approved wildland continuing education (RT-130) annually.

Additional Training:
Wildland personnel will be assigned to attend additional courses to help complete their task books. Personnel may request classes through the chain of command to the wildland training coordinator. Budget availability and staffing will dictate when the wildland training coordinator can approve training. Travel forms must be completed and approved prior to the training event.

Purpose:
This document defines the minimum activities that shall take place during a work shift.

Procedure:

Daily Activities

Reporting for Duty

Upon reporting for duty, Captains shall account for personnel and make apparatus assignments. At 0700 hours, all Fire Department shift personnel shall be ready to begin work.

- Personnel will be clean-shaven and well-groomed.
- Personnel will be dressed in appropriate uniform.

Subs and extra-time personnel shall meet the same requirements as permanently assigned personnel. Personnel reporting for work after 0700 hours or without proper uniform or grooming shall be considered late. Individuals are responsible for placing their protective clothing on the assigned apparatus and relieving the personnel assigned to that position.

Daily Apparatus and Equipment Inspection and Maintenance

After reporting for duty, shift personnel will begin apparatus and equipment inspection, inventory, and maintenance. This inspection shall include all apparatus assigned to the station and all equipment on each apparatus. The operational readiness of apparatus and equipment shall be maintained throughout the shift. Water tanks shall be refilled immediately after each use and apparatus fuel tanks shall be filled when the gauge reads one half (½). Apparatus and equipment shall be inspected and inventoried after each use to ensure that all equipment has been returned to the apparatus and is in proper operating condition. Apparatus shall be kept clean throughout the work period. **Personnel will need to complete any assigned checks indicated in the RMS and note/report any deficiencies by 0930.**

Station Maintenance

The Captain will ensure all areas of the station appear neat and clean throughout the shift. AFD personnel shall comply with the detailed list below:

Daily Duties

- Ensure all vehicles/SCBA's are inspected and checked for proper operation according to procedure.
- Wipe down all vehicles as needed.
- Ensure all EMS supplies including medications and equipment are inspected and checked.
- Check all radios and thermal cameras.
- Sweep, Mop and/or Vacuum floors. Sweep/Wash bay as needed.
- Sweep and mop bunker gear storage room as needed.
- Clean all glass in entrance area as needed. Sweep all sidewalks as needed.
- Clean/restock all restrooms. Dust all furniture and shelves as needed.
- Remove all cobwebs and stains or marks from walls and doors in respective areas or rooms each day as needed.
- Check classrooms after each use for basic pickup.
- Raise flags at 0700 and lower at 1700 (weather permitting).

Sunday:

- Check all power tools and fuel cans.
- Reserve apparatus inspection.
- Check all ladders per apparatus checklist.

Monday:

- Clean all air returns/registers. (1st Monday each month).
- Clean oven(s), range, vent hood, refrigerator, grill, and cabinets.

Tuesday:

- Organize and clean shop/storage areas as needed.
- Clean/maintain station tools as needed.

Wednesday:

- Day Room, Office, Exercise Room shall be given a full cleaning.
- Reserve apparatus inspection

Thursday:

- Bedrooms and bathrooms given a full cleaning.

Friday:

- Wash all engine room windows as needed.
- Wash down/clean driveways, sidewalks, and parking lots as needed.

Saturday:

- Clean all compartments on vehicles.
- Sanitize patient compartments on Medics.

Captain Daily Activities

The Captain's responsibilities include but are not limited to:

- Ensure personnel are present and fit for duty (0700).
- Ensure apparatus response readiness (0700).
- Ensure controlled substances are accounted for and Shift Change function is completed.
- Update assigned personnel on MDC (0700).
- Morning briefing with Battalion Chief.
- Attend all assigned activities on time.
- Train/Mentor assigned personnel.
- Respond to and critique alarms.
- Complete/Review fire reports for completeness and accuracy.
- Ensure EMS reports are reviewed for completeness and accuracy prior to going off duty.
- Other paperwork as required (Personnel Performance Appraisals, Daily RMS checks, etc.).
- Prepare for next duty period.
- Medical Supplies/Medication Expiration Check (last three shifts of the month).

Purpose:
To define the inspection of apparatus, equipment, and facilities.

Procedure:

Frontline apparatus or reserve apparatus assigned to a frontline status shall receive a complete inspection on a daily basis. This inspection will be completed by the Driver/Operator. Personnel assigned to an MICU will be equally responsible. The daily check will begin at shift change. Sirens and loud power tools shall be checked after 0930 hours.

Reserve Apparatus
Reserve apparatus will receive the same thorough check. However, this check will be conducted on Wednesday and Sundays, prior to being placed in service, and when returned to reserve status. Please ensure that apparatus used are properly tagged with blue tags that indicate the closest expiration date on the back. For instance, when a reserve medic is placed as in-service ambulance for operations and then goes back to reserve status, it must be tagged prior to dropping off.

Documentation
Any deficiencies in the operation of the apparatus or inoperable or missing equipment shall be noted in the RMS and a work order will be completed and forwarded to the appropriate personnel. If no notification is received it will be assumed the apparatus is functional and all equipment is present and in good condition. New equipment placed on the apparatus or existing equipment that is removed shall be logged.
Any apparatus or piece of equipment that is believed to pose a safety concern shall be taken out of service and reported immediately via the chain of command. The station Captain shall investigate the concern, substantiate the need to remove the item from service, and request to have the item repaired/replaced. If the responsible party changes during the shift, the responsibility of the apparatus and any associated issues or problems are then transferred to that individual.

Facility Check
The Station Captain at each station shall conduct a walkthrough of the facility by 0800 hours each shift. He/she shall look for safety hazards, items in need of repair, and ensure that department property is accounted for. Contact the Battalion Chief immediately for items that need prompt attention or where safety is a concern.

Repairs
Apparatus, equipment, or facility repairs shall be requested through the RMS with a work order and the Battalion Chief shall be notified through the chain of command. Only authorized individuals/contractors shall repair department apparatus, equipment, or facilities. Minor repairs are only to be made with the prior notification of and approval by the Battalion Chief.

Property Damage/Loss
Any property that is discovered to be damaged or lost shall be reported to the Battalion Chief via email. The Battalion Chief will then forward to the appropriate division.

When responsibility for apparatus or equipment cannot be attributed to a specific individual, the following procedure will apply:

- Tools and equipment assigned to fire apparatus are the responsibility of the individual assigned to drive that apparatus. This responsibility is shared by both personnel assigned to an MICU. Equipment not documented as damaged or missing **during the morning apparatus check** will be assumed as being present and in operable condition at the beginning of that shift.

- Apparatus and equipment assigned to a station is the responsibility of the Captain of the station. Equipment not documented as damaged or missing **during the morning facility check** will be assumed as being present and in operable condition at the beginning of that shift.

No employee shall be held liable for equipment which breaks during normal operation, wears out, or fails to operate when that item has been properly maintained and cared for in accordance with departmental procedures or accepted practices.

260.03

Department Vehicle Operation

Issued 08/25/93
Reviewed Nov 2019
Revised 01/21/2019

Purpose:

This document establishes procedures for the safe operation of Departmental vehicles.

Procedures:

For purpose of the procedure, the person behind the wheel of the vehicle is herein referred to as the Driver/Operator/Engineer (DOE).

The DOE of the apparatus shall be directly responsible for the safe and prudent operation of the vehicle under their control. DOE's must respond and react according to the conditions encountered; neither poor road conditions, weather relieves a DOE from the responsibility to drive and operate Departmental vehicles safely.

When under the direct supervision of an officer or an acting officer, that person shall also be responsible for the actions of the DOE. Officers have the responsibility and the authority to allow only those individuals they feel are qualified to operate department vehicles.

It is the responsibility (this does not mean s/he has to personally do it) of the OIC or passenger on an MICU to ensure the station is secure and all bay doors are closed when responding to a call or otherwise leaving the station. (i.e. Please do not leave the station doors open when you leave the station).

To coordinate the safe exit and closing of the bay doors of a departing apparatus, the DOE and OIC or MICU passenger shall ensure the following:

- The bay door in front of the apparatus is fully open prior to exiting the bay and will stay fully open while the apparatus exits. Once clear of the bay door, the vehicle will come to a complete stop. The door will then be completely closed.
- The plymovent (vehicle exhaust removal system) has detached from and is safely clear of the apparatus before reaching the point where damage to the system will occur. The apparatus operator shall pull forward in a slow manner to permit stopping should the plymovent not detach.

Driver/Operator/Engineers shall acknowledge due regard and safety of themselves and others while operating a vehicle.

- DOE shall not move an apparatus until all persons are seated and secured with a safety harness or seat belt in an approved riding position.
- At all times, speed shall be dictated by existing traffic and road conditions.
- Warning lights, opticom, and headlight (or wig wags) shall be used during an emergency response.
- Sirens shall be used in the following:
  - When approaching and negotiating all negative right of way situations.
  - When approaching and negotiating heavy traffic situations, if, there is a potential benefit.
  - At the discretion of the OIC or DOE.

The use of sirens is not required when there is no need or potential benefit, such as late at night when there is no traffic, on a divided highway when the siren has no positive effect on traffic, or when traffic is gridlocked.

DOE's will acknowledge due regard and safety of all personnel and others in all situations. This includes, but is not limited to:

- Stopping at an intersection when encountering a red light in your direction of travel.
- Stopping at an intersection when encountering stop signs.
- Stopping and cautiously proceeding at any other negative right of way intersection.
- Stopping and cautiously proceeding at any blind intersections.
- Stopping and cautiously proceeding when encountering a stopped school bus with the warning lights activated.
- Stopping and cautiously proceeding anytime the DOE cannot account for all lanes of traffic in an intersection.

The DOE shall proceed through all intersections only when all lanes of traffic have been accounted for.

During an emergency response, the DOE shall avoid passing another emergency apparatus. If unavoidable, the arrangement should be done via radio.

Driver/Operator/Engineers shall use extreme caution when making right turns. When making such turns, apparatus shall be slowed sufficiently to allow the safe completion of the turn from the right lane when possible. If a wider turn is necessary, the DOE shall safely maneuver the apparatus into the adjoining lane to make the turn. Caution should be used to account for a vehicle/s that may try to pass on the inside during a right turn, especially wide turns. The DOE must account for traffic in adjoining lanes before, during, and after turns.

Driver/Operator/Engineers shall act cautiously and reduce their speed under wet, foggy, and other hazardous conditions. Auxiliary braking systems used to slow heavy apparatus can adversely affect handling under wet and/or slippery conditions. The manufacturer's recommendations shall be followed when utilizing these devices.

The DOE should avoid backing whenever possible. If required, the backing procedure shall be followed.

DOE's shall be aware of distractions and take all necessary precautions around emergency incidents.

All personnel riding on apparatus will be secured by a safety harness or seatbelt at all times except in the following situations:

- Attending to patient care while in an MICU.
- Loading LDH while in a slow reverse motion.

Adverse Weather Driving

Response speed shall be consistent with the road conditions, weather conditions, and traffic conditions.

The DOE should "get the feel for the road conditions" by testing out the brakes, stopping distances, and slipperiness of road.

The DOE should drive slowly and keep a clear windshield. The DOE shall check the condition of the wipers and defroster to ensure increased visibility.

Avoid locking the vehicle's brakes. This increases the stopping distance. Follow other vehicles at a safe distance. It takes longer to stop on snow and ice as compared to dry concrete.

Purpose:

This document will apply when backing or maneuvering a vehicle with restricted rear visibility or in situations where vehicle clearances are uncertain.

Procedures:

The driver of an apparatus is responsible for utilizing a ground guide for backing and close quarter maneuvering, and any other time deemed necessary.

The Driver/Operator/Engineer (DOE) and Captain assigned to the apparatus will both be responsible for compliance with these procedures.

Backing of vehicles will be avoided whenever possible.

Ground guide(s) will be used when backing, negotiating forward turns with restricted side or rear clearances and where clearances above and below the vehicle are uncertain. The DOE will determine and obtain the necessary number of ground guides to ensure safe maneuvering.

Ground guide(s) will discuss the backing plan with the DOE before proceeding. The process and warning system must be agreed to or upon prior to maneuvering. The ground guides shall remain visible to the DOE.

The vehicle must be immediately stopped anytime one of the following exists:

- The DOE loses sight of the ground guide.
- The DOE is unsure of the signals being provided from the ground guide.

When backing where other vehicle traffic exists, the vehicle's emergency lights will be operating and safety vests or turnout coats shall be worn by the ground guides.

When backing at night, spotlights from the vehicle will be utilized to illuminate the backing/maneuvering area. If flashlights are used, they shall not be directed toward the driver or mirrors.

Ground guides are not permitted to ride on the tailboard or bumpers.

If backing is unavoidable and no ground guides are available, the DOE shall walk around the vehicle to determine any obstructions. The vehicle shall then be cautiously backed while watching for pedestrians, vehicles, and obstructions that may have entered the path of the vehicle.

The following signals are to be used by all ground guides:

Straight Back: One hand above the head with palm facing toward face, waving back.

Turn: Both hands pointing the same direction with the index fingers extended.

Stop: Both arms above the head with hands clinched together.

Verbal: Ground guides may use verbal signals to supplement hand signals.

Avoid close quarter parking. Park away from congested parking areas, straddle several spaces, and have one person stay with the apparatus when possible.

Purpose:
This document identifies parking practices for Fire Department apparatus that will provide maximum protection and safety for personnel operating in or near moving vehicle traffic. It also identifies several approaches for individual practices to keep firefighters safe while exposed to vehicle traffic.

Procedure:
It shall be the procedure of the Allen Fire Department 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.

All personnel shall understand and appreciate the high risk that firefighters are exposed to when operating in or near moving vehicle traffic. Allen Fire Department personnel will operate from a defensive posture. Always consider moving vehicles as a threat to your safety.

Safety Benchmarks
There are approaches that can be taken to protect you and all crew members:

1. Never trust the traffic
2. Engage in proper protective parking
3. Firefighters operating in or near streets or roads must wear their helmets and reflective traffic vests and bunker pants at a minimum, or full protective clothing, for visibility to oncoming traffic. Medic unit crew members are not required to wear bunker pants, but it is recommended.
4. Reduce motorist vision impairment
5. Use reflective traffic cones and flares

Listed below are benchmarks for safe performance when operating in or near moving vehicle traffic.

Always maintain an acute awareness of the high risk of working in or around moving traffic. Never trust moving traffic. Always look before you step. Always keep an eye on the traffic.

1. Ensure control of oncoming traffic before turning attention to emergencies. This is especially important when PD has not previously arrived or established traffic control.

2. 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. This will direct motorist around the scene. Also consider placing apparatus upwind and uphill, this will be required at fires and spills. When blocking lanes with apparatus, cones or flares, be sure to fully block the lane. Leaving a lane partially open will lead to vehicles moving over into other lanes, increasing chances for further accidents. Use cones and/or flares in proximity to the apparatus block to keep traffic from merging back into protected lanes. Apparatus positioning must also allow for adequate parking space for other fire apparatus (if needed), and a safe work area for emergency personnel. Allow enough distance to prevent a moving vehicle from knocking fire apparatus into the work areas.

3. 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.

4. For first arriving engine companies where a charged hose line may be needed, angle the engine so that the pump panel is on the opposite side of on-coming traffic. This will protect the pump operator.

5. 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.

6. At times it may become necessary to advise incoming apparatus of the exact lane/s to block on thoroughfares with multiple lanes. This shall be completed via plain language in accordance with NIMS (i.e. inside shoulder, outside lane, HOV, etc.).

   Example: “E3 from E1 block the inside lane and shoulder north of the accident”.

7. During daytime operations, leave all emergency lights on to provide warning to drivers.

8. For nighttime operations, turn off fire apparatus headlights. This will help reduce the blinding effect to approaching vehicle traffic. Crews should exit the curbside or non-traffic side of the vehicle whenever possible.

9. 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.

10. Wear high visibility reflective safety clothing any time you are operating in or near vehicle traffic.

11. When parking apparatus to protect the scene, be sure to protect the work area also. The area must be protected so that patients can be extricated, treated, moved about the scene, and loaded into ambulances safely.

12. Once enough fire apparatus have "blocked" the scene, park or stage unneeded vehicles off the street whenever possible. Bring in ambulances one or two at a time and park them in safe locations at the scene. This may be behind the protected area of other parked apparatus, or the ambulance may be backed at an angle into a protected loading area to prevent working in or near passing traffic. At residential medical emergencies, park ambulances in driveways for safe loading where possible. If driveways are inaccessible, park ambulances to best protect patient loading areas.

13. 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.

14. Placing flares, where safe to do so, 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.

15. At major intersections a call for police response may be necessary. Provide specific direction to the police officer as to exactly what your traffic control needs are. Ensure the police are parking to protect themselves and the scene. Position medic units to protect patient loading areas.

Highway Operations

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

The Police Department and/or TXDOT will also have a desire to keep the highway flowing. Where need be, the highway can be completely shut down. This, however, rarely occurs.

1. For highway emergencies, we will continue to block the scene with the first apparatus on the scene to provide a safe work area. Other companies may be used to provide additional blocking if needed.

2. The initial company officer, or command, must thoroughly assess the need for apparatus on the highway and their specific positions. Companies should be directed to specific parking locations to protect the work area, patients, and emergency personnel.

3. Other apparatus should be parked downstream when possible. This provides a safe parking area.

4. Staging of rescue companies off the highway may be required. Ambulances should be brought into the scene one or two at a time. A safe loading area must be established.

5. Traffic cones should be placed farther apart, with the last cone approximately 150 feet from the accident to allow adequate warning to drivers. Place and retrieve cones while facing the traffic.

6. Command should establish a liaison with the Police Department as soon as possible to jointly provide a safe parking and work area and to quickly resolve the incident.

The termination of the incident must be managed with the same aggressiveness as initial actions. Crews, apparatus, and equipment must be removed from the highway promptly, to reduce exposure to moving traffic.

Purpose:
To define how AFD selects, purchases, provides, issues, maintains, inspects, cleans/decontaminates, removes from service, repairs, records, and retires personal protective equipment.

Procedure:
The AFD, being a regulated fire department under the TCFP shall:

(1) purchase, provide, and maintain a complete set of protective clothing for fire protection personnel who would be exposed to hazardous conditions from fire or other emergencies or where the potential for such exposure exists. A complete set of protective clothing shall consist of garments including bunker coat, bunker pants, boots, gloves, helmet, and protective hood, worn by fire protection personnel while performing fire-fighting operations.

(2) ensure that all protective clothing which are used by fire protection personnel assigned to fire suppression duties comply with the minimum standards of the National Fire Protection Association suitable for the tasks the individual is expected to perform. Only department issued and/or approved items may be utilized.

(3) maintain records for at least five years, which document compliance with this section.

(4) maintain and provide upon request by the commission, a departmental standard operating procedure regarding the use, selection, care, and maintenance of protective clothing which complies with NFPA 1851, Standard on Selection, Care, and Maintenance of Structural Fire Fighting Protective Ensembles.

PPE SELECTION PROCEDURES AND RISK ASSESMENT
When evaluating PPE for purchase by the AFD a risk assessment will be completed as part of the selection process to include at a minimum:

- Type of duties performed
- Frequency of use
- Organizational experience
- Incident operations
- Geographic location and climate
- Related NFPA standards

The AFD shall review the risk assessment every (2) years or when:

- There are changes that affect the findings of the current risk assessment
- There are changes to departmental SOP's that affect the risk assessment
- Whenever PPE or Ensemble elements are being considered for purchase.

Ensemble elements under consideration shall be certified as compliant with NFPA 1971 by a third-party certification organization.

ISSUANCE OF PPE
When issuing new structural firefighting ensembles or ensemble elements, the organization shall provide users with the instructions provided by the manufacturer on the care, use, and maintenance of their protective ensembles or elements, including any warnings. There are also binders at each station with duplicates of this information. Each member of the AFD shall be issued a primary and back-up set of PPE. The backup set of PPE shall be stored at the Logistics service center.

INSPECTION PROCEDURES:
Personnel shall inspect their personal protective clothing at the start of each shift and after every use and immediately report any defects to their Captain. The Captain shall request replacement or repair needs via RMS and a work order request. Should an item need to be removed from service, and a replacement is not immediately available, a replacement item shall be borrowed from an off-duty employee for the duration of the shift and returned at shift change.

All PPE removed from service shall be turned in to the Battalion Chief. The Battalion Chief shall then forward the PPE to the Logistics Chief for proper disposal.

All PPE failures shall be reported through the chain of command to the Logistics Chief. Logistics then may forward that information to the element manufacturer and certification organization in writing and request written acknowledgement within 30 days.

On the last shift of each month, the Captain or OIC is responsible for inspecting the PPE of his/her assigned personnel and documenting the results in the RMS, under each specific ensembles serial number or ID. The Captain or OIC is responsible for using universal precautions as necessary when handling soiled elements.

Soiled Condition shall be defined as: "The accumulation of sweat, dust, dirt, debris, and other nonhazardous materials on or in an ensemble or ensemble element that could degrade its performance or cause hygiene issues."

At a minimum, inspect for the following:

Coats and trousers shall be inspected for the following:

- Soiled condition
- Contamination from hazardous materials or biological agents
- Physical damage, such as the following:
    - Rips, tears, and cuts
    - Damaged/missing hardware and closure systems
    - Thermal damage such as charring, burn holes, and melting.
- Damaged or missing reflective trim

Hoods shall be inspected for the following:

- Soiled condition
- Contamination from hazardous materials or biological agents
- Physical damage, such as the following:
    - Rips, tears, and cuts
    - Thermal damage such as charring, burn holes, and melting.
- Loss of face opening elasticity

Helmets shall be inspected for the following:

- Soiled condition
- Contamination from hazardous materials or biological agents
- Physical damage to the shell, such as the following:
    - Cracks, crazing, dents, and abrasions
    - Thermal damage to the shell such as charring, burn holes, and melting.
- Damaged or missing components of the suspension and retention systems
- Damaged or missing components of the face shield/goggle system, including discoloration, crazing, scratches to the goggle lens limiting visibility
- Damaged or missing reflective trim

Gloves shall be inspected for the following:

- Soiled condition
- Contamination from hazardous materials or biological agents
- Physical damage, such as the following:
    - Rips, tears, and cuts
    - Thermal damage such as charring, burn holes, and melting.
    - Inverted liner
- Shrinkage
- Loss of elasticity/flexibility

Footwear shall be inspected for the following:

- Soiled condition
- Contamination from hazardous materials or biological agents
- Physical damage, such as the following:
    - Punctures, tears, and cuts
    - Thermal damage such as charring, burn holes, and melting.

- Exposed/deformed steel toe, steel midsole, and shank
- Loss of water resistance

Fire Administration shall conduct an advanced cleaning at a minimum of every 6 months following NFPA 1851 guidelines. A verified ISP will perform an advanced cleaning and inspection every 12 months. Back-up gear that has not been removed from the bag provided by the ISP is not subject to annual advanced inspection. Advanced inspection procedures will be performed through an approved independent service provider in accordance with NFPA 1851, the ISP shall forward all the results of the inspections to the AFD for record keeping. The ISP should include the following data in their reporting:

- Complete liner inspection annually
- Moisture barrier testing with hydrostatic test per NFPA standard
- Any repairs made

CLEANING AND DECONTAMINATION

Cleaning shall be in compliance with the following:

- Universal Precautions shall always be followed when handling soiled gear
- Only AFD personnel shall have contact with soiled or contaminated gear
- Only AFD logistics personnel will perform advanced cleaning on ensemble elements
- Any elements contaminated by hazardous materials or biological agents shall be decontaminated before any additional inspection is initiated.

Soiled PPE shall never be brought into a home, washed in home laundries, or washed in public laundries. Soiled PPE shall be kept in a manner so that the public will not come into contact with it.

Cleaning

After each use any elements that are soiled shall receive a spot cleaning by the end user.

- Initiate preliminary exposure reduction at the incident scene
- Brush off any debris
- Gently rinse off debris with a water hose
- If necessary, gently scrub with a soft bristle brush and rinse off again
- Inspect for soiling and contamination and repeat as needed.

Should spot cleaning fail to render the element(s) sufficiently clean for service, the element(s) shall receive an advanced cleaning. Any element(s) that have been exposed to products of combustion shall be bagged at the incident scene and shall be sent for advanced cleaning after they have received preliminary exposure reduction.

Advanced Cleaning

Only members of the organization who have received training in the cleaning of structural firefighting clothing and equipment shall conduct advanced cleaning. Only AFD approved extractors shall be used, top load machines are prohibited for washing ensemble elements. For advanced cleaning:

- Brush off any debris and dispose of it properly
- Machine cleaning procedure
    1. While insuring you are protected from exposure, disassemble the coat and/or pants.
    2. Place in commercial washer
    3. Initiate proper cleaning cycle and detergent
- After wash is completed, inspect for soiling and contamination and repeat as necessary.

Specialized Cleaning

Elements that are contaminated with hazardous materials or biological agents shall receive specialized cleaning as necessary to remove the contaminants.

Elements that are known or suspected of being contaminated by hazardous materials or biological agents shall be isolated, bagged, and tagged. Notify the Battalion Chief via e-mail. The Battalion Chief will then forward the information to the Logistics Chief. The PPE shall remain out of service until properly cleaned.

Elements that are suspected of being exposed to CBRN materials shall be immediately removed from service and disposed of in the appropriate manner consistent with the agent they were contaminated with.

Bodily Fluid Cleaning
Elements contaminated with bodily fluids shall be cleaned per the manufacturer's recommendations.

General Cleaning and Decontamination Procedures

- The manufacturer's label and instructions shall be followed for cleaning and decontamination.
- Chlorine bleach shall NOT be used to clean or decontaminate garments.
- Heavy scrubbing and high velocity water jets, such as power washers shall not be used.
- Where garments are separable, they shall be separated and like items washed together.

Drying Procedures
The manufacturer's recommendations shall be followed.
Air-drying shall not be performed via direct sunlight.

REPAIR
Any item deemed to need repair, replacement, or retirement shall be removed from service. The Battalion Chief shall be notified as described in the "Inspection Procedure" portion of this procedure and will forward the information to the Logistics Division. Prior to sending PPE to Logistics for repair, it shall be cleaned.

The AFD will use a qualified outside agency for the repair of PPE, all repairs made will be done in accordance with the manufacturer's instructions and comply with NFPA 1971/1994.

The Logistics Division may authorize the repair/replacement of goggle systems, helmet shields, and similar items in compliance with NFPA 1851.

STORAGE

- Ensembles shall not be stored in direct sunlight.
- Ensembles shall be clean and dry before storage.
- Storage area shall be clean, dry and well ventilated.
    - Temperature shall be maintained between -25 degrees and 180 degrees F.
- Ensembles must be protected from accidental physical damage
- Back-up ensembles shall be stored in UV resistant bags at the logistics warehouse
- Soiled ensembles and ensemble elements shall not enter the living quarters of the fire stations, personal vehicles or administration unless properly bagged to prevent cross-contamination.

RETIREMENT
Structural Fire Fighting ensembles and ensemble elements that are worn or damaged to the extent the Logistics Chief deems it impossible or not cost effective to repair, shall be retired. All retired equipment shall be destroyed or disposed of or marked to assure it will not be used in any firefighting or emergency activity, including training. All PPE shall be retired after 10 years, from the date of manufacture, regardless of condition.

PRELIMINARY EXPOSURE REDUCTION (PER)

Anytime PER is applied to a part of the protective ensemble, those pieces must be sent in for an advanced cleaning. PER should be performed by using either:

- Dry Method- removing visible contaminates with a dry brush
- Wet Method-removing contaminates with the use of water spray and detergent/brush

Figure 7.1.1.2(a) Approach for Deciding Handling, Cleaning and Disposition of Ensemble Elements

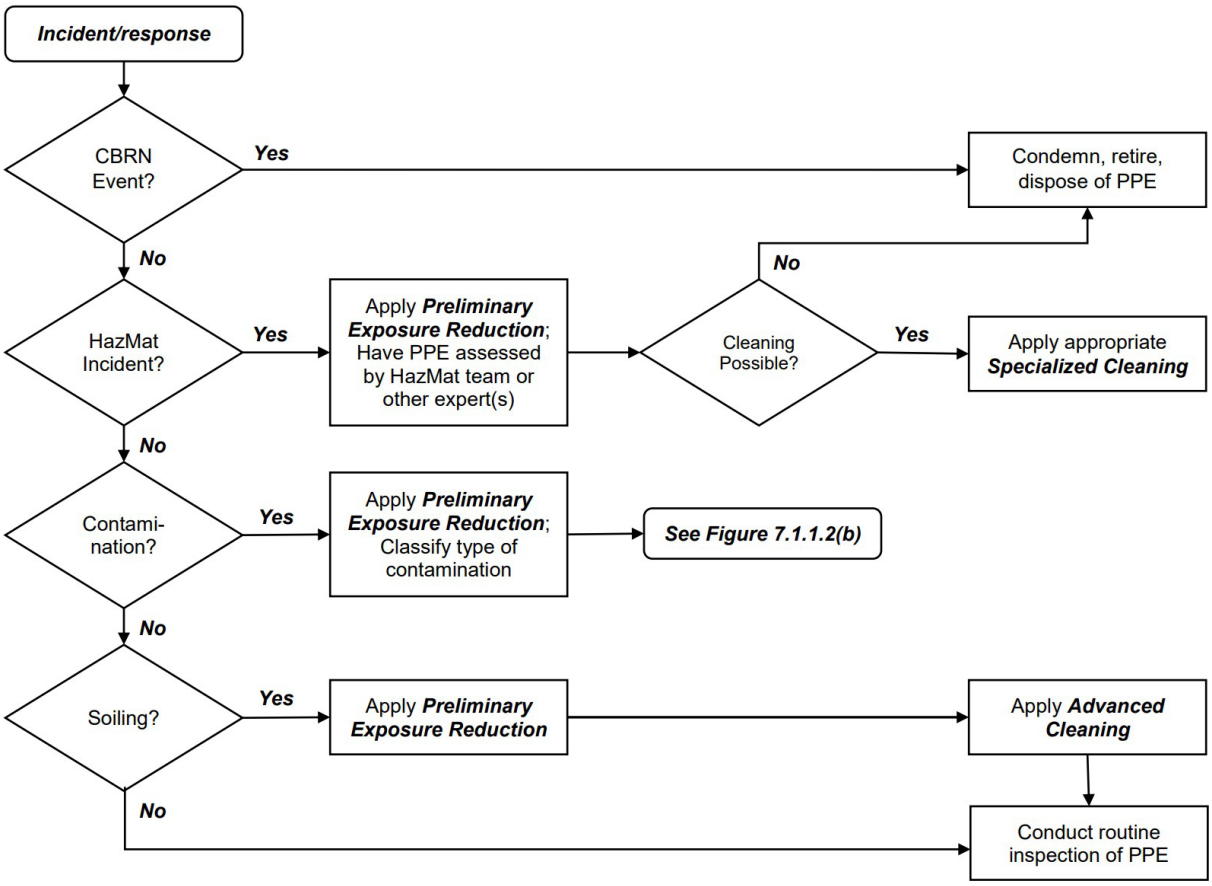
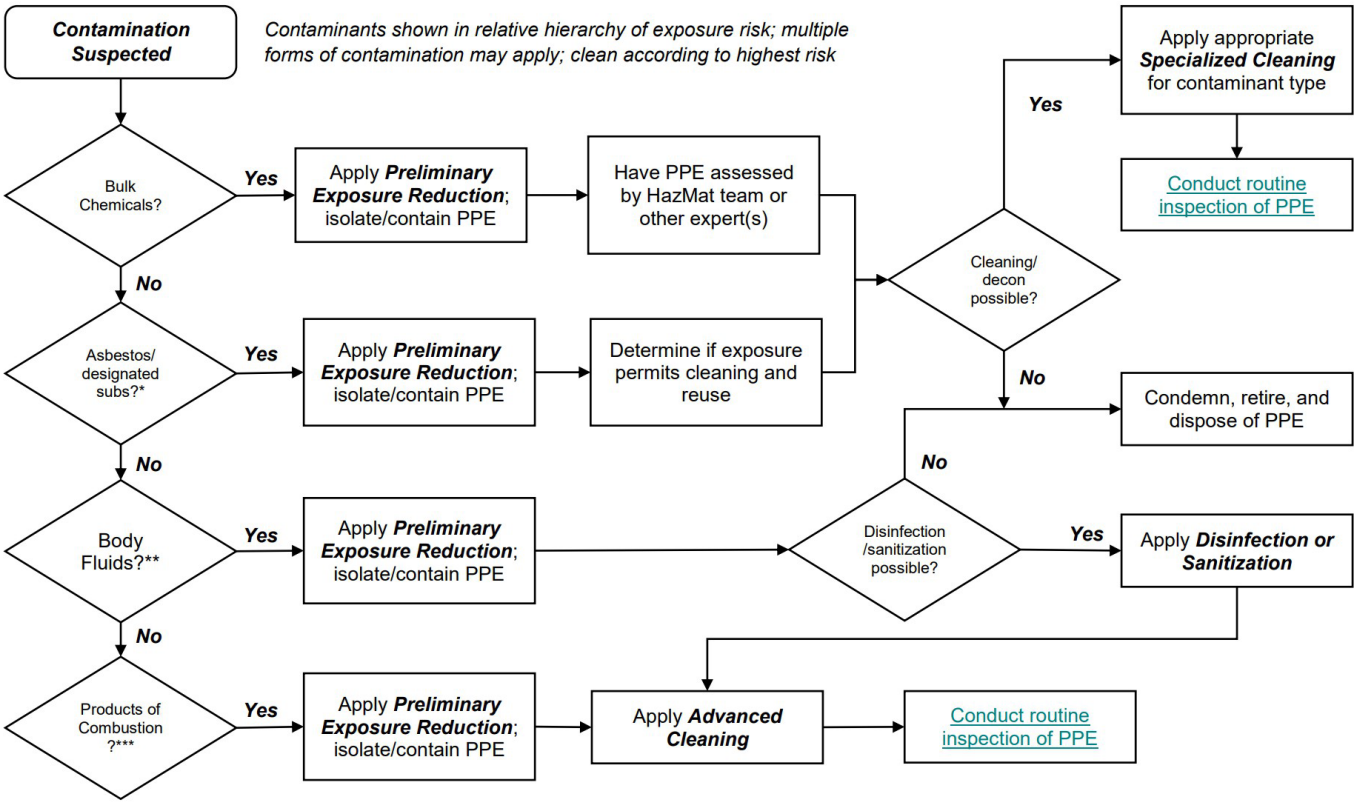


Figure 7.1.1.2(b) Approach for Addressing Specific Types of Contamination



** And other designated substances; ** Includes other microbial contamination; *** Includes any significant structural fire exposure*

SPECIAL INCIDENT PROCEDURE

In instances of severe fire fighter injury or fatality, and in the absence of any other prevailing rule of evidence, the following shall apply:

- The injured/deceased FF's PPE shall be immediately removed from service.
- All such items shall be non-destructively tagged and stored in only paper or cardboard containers. Plastic, air-tight containers shall not be used.
- These shall be secured in a locked, controlled access location. All access shall be documented.
- Reviewed by qualified members of the organization or outside experts to determine the condition thereof.
- Gear shall be placed back in service or retired at discretion of the Assistant Chief of Logistics.

ADORNMENT/ALTERATION/ADDITION TO PPE

No one shall nor shall the organization permit accessories to be added on an ensemble or ensemble element unless:

- The accessory has been certified for use with the element in accordance with NFPA 1971, and
- The organization has the equipment manufacturer's approval to use the accessory with their respective ensemble elements, and
- The Logistics Division must approve any alteration, addition to, or adornment of the issued PPE in writing. Any such alteration, addition, or adornment found shall be immediately removed and a procedure violation documented.
- Only department issued and/or approved items may be utilized as part of an ensemble or ensemble element.

RECORD KEEPING

The AFD (Logistics Division) shall retain copies of the following:

- Instructions from ensemble manufacturer's
- All records necessary to comply with NFPA 1851.
- The following shall be documented in the RMS
    1. Person to whom element is issued
    2. Date of issuance and condition when issued
    3. Manufacturer and model
    4. Manufacturer serial number
    5. Month and year of manufacture
    6. Dates and findings of monthly, advanced cleaning and inspections.
    7. Dates of repair and repairs made
    8. Date of retirement and disposal.

Self-Contained Breathing Apparatus

260.07

Issued 01/29/01
Reviewed Sept 2024
Revised 09/09/2024

Purpose:
Proper selection, purchase, issuance, inspection and removal from service of the AFD's Self-Contained Breathing Apparatus (S.C.B.A.) shall be performed according to the following procedure.

Procedures:
SELECTION/PURCHASING PROCEDURES
When evaluating SCBA for purchase by the AFD, the following will be included in the risk assessment:

- Type of duties performed
- Frequency of use
- Organizational experience
- Incident operations
- Geographic location and climate
- Related NFPA standards and Texas Commission on Fire Protection rule

SCBA under consideration shall be compliant with the applicable NFPA standard.

ISSUANCE OF SCBA
When issuing new SCBA, the organization shall provide users with the instructions provided by the manufacturer on the care, use, and maintenance of the SCBA, including any warnings.

Daily Inspection:
All SCBA assigned to an in-service apparatus shall be inspected and documented daily at the beginning of each duty period. Everyone assigned to a position on an in-service apparatus, hereafter referred to as the assignee, shall personally perform the SCBA inspection of the airpack assigned to their respective position. Any SCBA assigned to a position on an in-service apparatus where there are no employees assigned for that duty period (i.e., four-seat or other spare) shall be inspected by the DOE. The SCBA shall be inspected per the operator's manual. Personnel shall attach and pair/connect the Bluetooth voice amp at the start of each shift.

**At any point a damaged or malfunctioning SCBA, SCBA component, voice amp, or low battery indication is discovered, the unit will be immediately removed from service

After Use Inspection:

1. The SCBA shall be checked for proper operation of all components utilizing the same procedures in the daily inspection.

2. It shall be cleaned thoroughly according to manufacturer's recommendations.

Other Inspections:
Anytime an SCBA is placed on an in-service apparatus at any point during the duty period (i.e., changing apparatus or an airpack being returned after maintenance or repair) it shall be immediately checked for proper operation by its assignee or the DOE in the absence of an assignee, following the daily inspection procedure above.

Anytime an assignee or assignees change their assigned position(s) on an in-service apparatus they shall personally perform the SCBA inspection of the airpack assigned to the respective position, following the daily inspection procedure above.

Monthly Inspection:
All SCBA without an assignee and not on an in-service apparatus shall be inspected and documented monthly on the last day of each month, by the DOE at each respective station.

RIC-PAK Inspection:
Each Rapid Intervention Crew Rescue Pack assigned to an in-service apparatus shall be inspected and documented daily at the beginning of each duty period by the D.O.E. The RIC-PAK shall be inspected per the operator's manual.

S.C.B.A. Inspection Record

- The SCBA Inspection Record shall be completed in the RMS in accordance with NFPA 1989
- These records will be retained for a period of 3 years.

Maintenance:

Only approved personnel shall make repairs to or exchange batteries in SCBA and SCBA components.

Cleaning:

The SCBA shall be cleaned according to the manufacturer's recommendations.

Removal from Service

At any point a damaged or malfunctioning SCBA, SCBA component, or low battery indication is discovered, the unit will be immediately removed from service. It will be tagged in a manner to obviously indicate the unit is out of service. The Captain shall report the out-of-service unit to the Battalion Chief via email.

Cylinders

The AFD will track all SCBA cylinders. The inventory (RMS) will record each cylinder and the required DOT testing and retirement schedule. Any cylinder found to have exceeded the testing or life requirements shall be immediately removed from service.

Upon retirement, all cylinders will be rendered unusable.

Annual Testing

All AFD SCBA and applicable associated equipment shall be tested annually in accordance with all applicable NFPA standards and Texas Commission on Fire Protection rule. The annual testing of SCBA shall be completed by the Logistics Division of the AFD. The records management of said testing along with the calibration of SCBA testing equipment and associated calibration records shall be the responsibility of the Logistics Division of the AFD.

Purpose:
To comply with TCFP requirements on PASS (in conjunction with AFD SOP 260.07).

Procedures:
Proper selection, purchase, issuance, use, inspection, and removal from service of the AFD's Personal Alert Safety Systems (PASS) shall be performed according to the following standard.

Selection/Purchasing Procedures
When evaluating PASS for purchase by the AFD, the following will be included in the risk assessment:

- Type of duties performed
- Frequency of use
- Organizational experience
- Incident operations
- Geographic location and climate
- Related NFPA standards
- PASS under consideration shall be compliant with NFPA 1982.

Issuance of PASS
When issuing new PASS, the organization shall provide users with the instructions provided by the manufacturer on the care, use, and maintenance of the PASS, including any warnings. Personnel shall be trained and remain proficient in the use, care, and operation of the PASS.

Usage of PASS
PASS shall be utilized per the operator's manual every time an SCBA is donned. Since a PASS device is intended to assist in the location of a lost or incapacitated fire fighter, the use of a PASS may also be required when an SCBA is not needed to protect personnel from a current or potential IDLH atmosphere. It is Command's responsibility to identify, assign, and require personnel to use PASS in these instances.

Daily Inspection:
All PASS assigned to an individual user or in-service apparatus shall be inspected at the beginning of each duty period and before each use. Where a PASS is not assigned to an individual user or in-service apparatus for a duty period, the inspection shall be performed at least monthly.

The PASS shall be tested for all its functions and modes. All indicators should be allowed to function to be certain that they work properly. Refer to SOP 260.07 for more detailed information regarding integrated PASS.

After Use Inspection:
The PASS shall be checked for proper operation of all components utilizing the same procedures in the Daily Inspection.

It shall be cleaned thoroughly according to manufacturer's recommendations.

Maintenance:
Only approved personnel shall make repairs to PASS. Any PASS found in need of repair shall be immediately removed from service and tagged in a manner to obviously indicate the unit is out of service.

Cleaning:
The PASS shall be cleaned per manufacturer's recommendations. No solvents shall be used.

Purpose:
SCBA shall be utilized and cleaned according to the following procedure.

Procedure:
All personnel shall fully don and utilize SCBA when entering an IDLH or potentially IDLH atmosphere.

Examples of IDLH atmospheres include but are not limited to:

- Structure fires, including the overhaul phase
- Fixed gaseous fire protection systems within an area that could reduce the O2 levels below 20.9%
- Toxic leaks or spills
- Any oxygen deficient atmosphere
- Fuel spills
- Dumpster fires
- Vehicle fires
- Natural gas leaks
- Any suspect atmosphere, until proven safe

The SCBA shall not be removed until the atmosphere has been determined and declared to be safe by Command. Only Command has the authority to declare an atmosphere safe. The following atmospheric levels are permissible limits per the Occupation Health and Safety Administration. These limits include but are not limited to:

- Oxygen – 19.5% to 23.5 %
- Lower Explosive Limit - < 10 %
- Toxicity – 35 ppm of carbon monoxide or less
- Toxicity – 10 ppm of hydrogen sulfide or less
- Toxicity – 10 ppm of hydrogen cyanide or less

SCBA Use

- Safety shall not be compromised to don SCBA while en route. Fire fighters able to safely don equipment en route shall arrive at the scene ready for immediate assignment.
- SCBA shall be used in accordance with the operator's manual.
- Do not expect to obtain the rated 45 minutes of air supply under strenuous circumstances. High work levels may reduce air supply to only a few minutes.
- It is the user's responsibility to check the pressure gauge periodically to ensure adequate escape time. Be aware of the "point of no return" (i.e. if it took you 15 minutes to get in, it will take you 15 minutes plus to exit by the same route).

Emergency egress indicators
If any of the following occur, egress immediately:

- Exposure to flashover
- Exposure to extremely high temperature
- Harness failure
- Chattering or unusual noises from SCBA
- Submersion in water
- SCBA subjected to high impact such as a fall
- Airflow decreases such that the facemask moves inward toward face during inhalation
- Air flows constantly at a high rate
- Low pressure alarm

Testing

- The Logistics Division shall obtain breathing air samples to be tested by a competent laboratory as required by TCFP, and in accordance with NFPA 1989.
- The Operations Division shall arrange for testing of the SCBA and mask annually for proper function and overall condition. Testing results shall be recorded in the RMS.

Cleaning

Mask

CAUTION: Be careful not to dislodge nose cup or disturb speaking diaphragm/flapper. These are tender parts.

- The mask should be cleaned with cool to warm soapy water.
- Use a mild, non-detergent, dishwashing soap.
- Rinse thoroughly in clean running water, allowing the water to flow through the facemask assembly.
- Shake to remove excess water.
- Plug into low-pressure line.
- Close Air switch; allow free-flow air for a few seconds (this is a must in freezing weather).
- When dry, polish the visor inside and out with a soft, clean, lint-free cloth.
- Ensure all head harness straps are fully extended, ready for use.
- When further cleaning is required due to heavy contamination, clean with manufacturer -recommended disinfectant/cleaner, after rinsing facemask (when available). Solution ratio is 2 caps full to 1 sink full of water. Use of other disinfectants, including alcohol, may cause damage to SCBA components.

Harness

CAUTION: Do not use bleach or any compound containing chlorine, as this will tend to rapidly deteriorate the fabric. Do not immerse vibrating alarm (located inside harness).

- Fully extend all straps.
- Clean off any dirt with a medium bristle brush or sponge and a mild, non-detergent dishwashing soap.
- Wipe off excess water with a soft cloth.
- Return to apparatus, arrange straps and provide ventilation as necessary to promote thorough drying.
- Refer to PASS device SOP for unit cleaning.
- The same solution and techniques may be used to clean the cylinders.

Purpose:
The Breathing Air compressor shall be tested quarterly to assure purity of air to NFPA 1500 specifications.

Procedure:
This test will be conducted by a company under contract with the Allen Fire Department. The contract will require quarterly testing with written reports and approved stickers provided to the Allen Fire Department. The contract shall require a semi-annual change of system filters and an annual change of the compressor oil. The contract will require that a test of an air sample be done after any service to the system. Air testing procedures shall follow NFPA 1989 Guidelines.

If, at any time, the air sample fails its purity test, repairs and maintenance will be ordered to bring air samples into compliance.

Filling of Supply Cylinders and SCBA Cylinders:
A record of any supply or SCBA cylinder refill shall be entered in the AFD records management system (RMS) in accordance with NFPA 1989 – Standards on Breathing Air Quality for Emergency Respiratory Protection.

STANDARD OPERATING PROCEDURE

260.11

Rope Care & Maintenance

Issued 12/22/03
Reviewed Nov 2025
Revised 11/29/2025

Purpose:
To provide procedures for care, inspection, and the safe operation of life safety and utility rope.

Definitions:
Life Safety Rescue Rope – New or used rope (not to exceed 10 years in age) that has passed a complete safety inspection. The rope shall have a minimum breaking strength of 9000 lbs.

Utility Rope – New or used rope of various sizes that has passed a visual inspection for use in hauling fixed loads and shall not be used in any situation where people are supported. Utility rope shall be clearly identified in a black bag and in 100' sections.

Prusik Cord (Rope) – Shall be a minimum diameter of 8mm

Severe Impact or Shock Load – A fall of 5 feet or more with a one-person load, or a drop from above 5 feet for metal objects to a hard surface, e.g., carabineers.

> Note - Ropes used to support weight of persons shall be life safety ropes whether used for training or emergency operations. Life safety ropes used for rescue at fire or other emergency incidents shall not be reused until inspected.

Procedure:
Life Safety Rope Storage – Life safety rope shall be stored in the designated bags and care should be taken to ensure that the rope is not subject to wear, damage, or contamination during storage.

Rope Inspection

I. Each rope shall be inspected and recorded in the RMS, at the following intervals:
   a. After each use.
   b. All life safety rope shall be inspected every three months.

II. Inspect rope by sight and touch. Run every inch of rope through your bare hands. Visually inspect the sheath for damage and feel for deformities in the core, which might also indicate damage. If sheath damage is discovered, inspect the area for "sheath penetration" (small fuzzy spots called "picks" are okay.) If soft or mushy spots are found, inspect the core for permanent damage by "popping" the rope several times. If the soft spot remains, discard that section of the rope. Check labels on each end for accuracy and legibility. Re-label as needed. Document each inspection in the RMS.

III. Life safety rope shall be removed from service if inspection reveals cuts, burns, abrasions, or other damage. A work order shall be completed in the RMS.

IV. Life safety rope shall be permitted to be re-used if inspected after each such use in accordance with manufactures instructions and provided that:
   a. The rope has not been visually damaged by heat exposure, direct flame impingement, chemical exposure, or abrasion.
   b. The rope has not been subjected to a severe impact or shock load.
   c. The rope has not been exposed to chemical liquids, solids, gases, mists, or vapors of any materials known to deteriorate rope.
   d. If there is any question regarding the serviceability of the rope after consideration of the above, the safe course of action shall be taken, and the rope will be removed from service.

V. All life safety rope shall be removed from service at the end of the manufacturer's specified shelf life or ten (10) years, whichever comes first.

VI. Disposal of life safety ropes does not preclude their reuse as utility ropes, provided all markings indicating service ability as life safety ropes are removed.

New Rope
All manufacturers' product labels and information shall remain on ropes until used for required rope markings and the RMS.

Rope Markings

I. All rope will be labeled with a rope ID number.
II. All utility rope will be in 100' sections and stored in a black bag.

Rope Washing Guidelines

Follow manufacturer's recommendations which generally require clean, cool water and mild soap, such as Ivory or Woolite (never use bleach). Use a front load washing machine with Woolite or Ivory on a cool wash, cool rinse cycle. During the rinse cycle, add one (1) cup Downy Fabric Softener to restore natural lubricants lost in washing. Air dry the rope by wrapping it tightly around two poles to prevent pig tailing. Completely dry the rope, as nylon ropes lose approximately 15% of their strength when wet.

CITY OF ALLEN

260.12

Use, Care, and Testing of Fire Service Hose

Issued 02/01/06
Reviewed Nov 2019
Revised 01/21/2019

Purpose:
To comply with NFPA 1962 on testing, care and use, and record keeping of fire service hose.

Procedures:
Proper use, testing, and removal from service of fire service hose shall be performed according to the following procedure.

USE OF FIRE SERVICE HOSE:
Hose shall be inspected when placed in service. Hose shall be service tested at least annually or before it is placed in service for the first time. Hose carried on fire apparatus shall be clean and loaded in such a way that air can circulate under the hose load to eliminate or reduce the growth of mildew in the hose jackets, and rust or corrosion in the hose compartments.

RELAY OPERATIONS:
During relay operations, the maximum pressure setting of the relief valve shall be not more than 10 psi over the static pressure of the water source to which it is connected or not more than 10 psi over the discharge pressure of the supply pump in the relay. Under no circumstances shall the relief valve be set to relieve at a pressure that exceeds 90 percent of the service test pressure of the hose used with the system.

DAMAGE PREVENTION:
Hose, while in use, shall be positioned to minimize mechanical damage and heat exposure. Vehicles shall not be allowed to drive over hose unless the hose is bridged. Water hammer shall be avoided by opening and closing valves slowly. Care shall be taken to prevent the hose from chafing. Avoid dragging LDH unless the LDH is flat. During freezing weather, care should be taken to avoid letting the water freeze inside the hose. If water does freeze inside the hose then the hose shall be thawed and service tested prior to being placed back in service. After each use and before being placed in storage or back in service, the hose shall be drained, cleaned, dried, and inspected as specified in this chapter.

HOSE INSPECTION:
Physical inspection shall determine that the hose, couplings, and any nozzle are free of debris, and exhibit no evidence of mildew, rot, or damage by chemicals, burns, cuts, abrasions, or animals. The inspection shall also include a check to determine whether the service test of the hose is current. The interior of the hose shall be inspected at each end for any physical signs of liner delamination. If the liner shows signs of delamination, the hose shall be removed from service, repaired and retested, or condemned.

Coupling shall be inspected for:

1. Damaged threads
2. Corrosion
3. Slippage on the hose
4. Out-of-round
5. Swivel not rotating freely
6. Missing lugs
7. Loose external collar
8. Internal gasket in good condition
9. Other defects that impair operation

Hose with defective couplings shall be removed from service and repaired or replaced. Care shall be taken not to drop the couplings on pavement or other hard surfaces that can cause damage to the swivel section or exposed threads. Care shall also be taken to prevent vehicles from driving over couplings. All repairs to couplings and hose shall be done by trained personnel.

CLEANING AND DRYING:
After each use, all hose shall be cleaned. If the dirty cannot be brushed from the hose then the hose may be washed with mild soap and water. If the hose has been exposed to hazardous materials, it shall be decontaminated by the method approved for the contaminant. How may then be drained and dried on the hose rack at each station. Once the hose is dry. It must immediately be moved inside out of the sunlight and excessive heat.

STORAGE:
Hose shall be kept out of the sunlight and in a well-ventilated location.
All hose shall be drained, cleaned, dried, and inspected, prior to being place in storage.

HOSE RECORDS:
Accurate hose records shall be maintained for each section of fire service hose.
Each length shall be given a unique identification number for use in recording its history throughout its service life.

The following information, if applicable, shall be included for each length of hose:

1. Assigned identification number
2. Manufacturer and part number
3. Vendor
4. Size
5. Length
6. Type of hose
7. Construction
8. Date received and date put in service
9. Date of each service test and the service test pressure
10. Repairs and new length if shortened
11. Actual damage
12. Exposure to possible damage
13. Reason removed from service
14. Reason condemned
15. Indication that the hose has been removed from service or condemned within the warranty period because of an in-warranty failure
16. Hose that has been removed from service shall be tagged with a distinctive tag with the reason for removal from service noted on the tag.

SERVICE TESTING:
Hose may either be tested by an approved vendor or by AFD personnel. If AFD personnel are conducting the hose test they shall follow the methods listed below:

The service test of fire service hose shall be conducted with the approved hose tester only. Refer to hose tester training outline. Fire service hose shall not be tested with the use of fire apparatus as the pressurizing source. Each length of hose to be service tested shall be inspected prior to service test. Any length of hose that fails the inspection test shall not be service tested and be removed from the service testing area and repaired or condemned. The total length of hose layout for service testing shall be as straight as possible, without kinks or twists, and not exceed 300ft. All LDH shall be service tested while lying flat with a short length of smaller diameter hose with the same or higher proof pressure used to connect the pressure source to the hose being tested. Any hose or coupling that fails the service test shall be removed and tagged for repair or condemned. Any hose that was repaired shall be service tested one section at a time. After service testing is completed, all hose shall be thoroughly cleaned, drained, and dried prior to placing it back in service on a fire apparatus.

CITY OF ALLEN

On-Call Fire Marshal Contact

300.02

ALLEN FIRE-RESCUE

Issued 10/09/07
Reviewed Dec 2019
Revised 11/20/17

Purpose:
To determine how and when to contact the on-call Fire Marshal and/or request a response to a scene.

Procedure:
Company officers can contact the on-call Fire Marshal representative to assist them with fire protection system issues encountered in the field. Dispatch will be able to make contact for you if needed.

The following are examples of incidents when it is appropriate to contact the Fire Marshal's office to respond:

- When reasonable belief exists that the fire is of incendiary origin.
- When severe burn injuries or a fatality occurs.
- Incidents involving fireworks or explosives.
- When juvenile involvement is known or suspected.
- Firefighter Line of Duty Death or Serious Injury related to a fire.
- A situation when the Company Officer needs assistance with a fire protection system activation.

Fire Investigations

300.03

Issued 10/09/07
Reviewed Dec 2019
Revised 11/20/17

Purpose:
The Allen Fire Department is required by City Ordinance to review the circumstances of any fire, explosion, or other hazardous conditions in Allen involving injury or loss of life or damage or destruction of property.

Procedure:
Upon arriving at the fire scene, the Investigator will contact the Incident Commander (IC) to advise the IC of the investigator's presence, establish an Investigation's Division and obtain information that may be pertinent to the investigation.

Cause and Origin Investigation:
Fire Investigations and all aspects related to such investigations (i.e. evidence collection, scene documentation, etc.) shall be conducted in accordance with nationally recognized guidelines (i.e. NFPA 921).

Determination of Criminal Activity:
If it is determined that the fire was a criminal act, the Investigator shall follow established AFD SOPs and the State of Texas Code of Criminal Procedure.

Purpose: To define peace officer requirements and responsibilities.

Procedure:

ARTICLE I - ADMINISTRATION

1. Peace officers within the Fire Marshal's Office, herein referred to as "the Department," are also members of Allen Fire Department. All applicable Standard Operating Procedures and Personnel Policies apply.

2. This Standard Operating Procedure is for internal use only and does not enhance an officer's civil or criminal liability in any way. It should not be construed as the creation of a higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violations of this Standard Operating Procedure, if proven, can only form the basis of a complaint by this Department and only in a non-judicial, administrative setting.

ARTICLE II - PROFESSIONAL CODE OF CONDUCT

Section 1 - General Rules and Duties

1. Duties of Peace officers shall be defined by **Article 2.13** of the *Texas Code of Criminal Procedure*.

2. The primary responsibility of peace officers within the Fire Marshal's Office shall be to uphold the laws of the State of Texas regarding Arson as defined by **Section 28.02** of the *Texas Penal Code*.

3. Sworn peace officers shall carry their badge of authority and identification credentials at all times while on duty and shall furnish their name to any person upon request.

Section 2 - Uniforms

1. Uniforms, as used in this section, shall mean all department-issued or approved attire, ID badges, footwear, belts, ball caps, and related equipment.

2. Equipment, as used in this section, shall include the following:

    A. Firearm and magazines
    B. At least one less-than-lethal weapon
    C. Handcuffs
    D. Portable radio
    E. Body Armor

3. To better facilitate the responsibilities of an on-duty Fire Prevention Officer, the following shall detail the uniform for all inspection and investigative activities:

    A. *Normal business hours.* Issued embroidered shirt and issued pants with black boots or shoes shall be the attire during normal business hours. An issued Allen Fire Department T-shirt or a personally provided T-shirt shall be worn under the uniform shirt. The department issued belt shall be worn.

    B. *After hours/special events/outside agency training:* The uniform described in "A" above shall be worn.

    C. *Investigations:* During active field investigations, the responding Investigator(s) shall be allowed to wear an issued Allen Fire Department t-shirt in place of the uniform shirt and/or utilize the issued PPE, whichever is appropriate for the conditions encountered. Either bunker boots or dress boots with safety toes/shanks shall be worn while on the fire ground.

    D. *Other activities:* When required or approved, the aforementioned uniform may be altered for city sponsored events; i.e. "Celebration USA." This is to be consistent with other members of Allen Fire Department and other city staff as deemed necessary by the Fire Administration and the Fire Chief.

Section 3 - Firearms and Their Use

1. Firearms, as used in this section, shall mean all department-issued or approved weapons and approved secondary weapons which may be owned by the individual peace officer.

2. Any member of the Department who is assigned as a full time Arson Investigator under the standards set forth by the Texas Commission on Fire Protection (TCFP), who has been properly trained as a law enforcement officer, and has met the requirements of a full time Peace Officer under the requirements of the Texas Commission on Law Enforcement (TCOLE) is authorized to carry a firearm.

3. Each peace officer authorized to carry a firearm shall fulfill all qualification requirements set forth by TCOLE. In the event a peace officer does not demonstrate adequate proficiency with a firearm under such TCOLE standards, the individual shall not be permitted to carry a firearm.

4. When on duty, peace officers with the Fire Marshal's Office may be armed with their approved firearm and shall carry with them their badge, identification, and handcuffs. The Fire Marshal shall approve all firearms for carry.

5. When openly carrying a firearm on duty, peace officers shall display the badge of office in plain view so as not to invite unfavorable comment from the public and others. Peace officers shall use prudence and good judgment while carrying firearms. Peace officers will refrain from any irresponsible behavior with firearms.

6. Peace officers shall carry or use, while on duty, only those firearms and ammunition which have been specifically approved by or issued by the Department. An off-duty peace officer may carry his or her own personal firearm, if such firearm and ammunition has been authorized by the Fire Marshal, and the peace officer has qualified with that firearm at least annually under the direction of the Firearms Proficiency Officer (FPO).

7. Peace officers who are authorized to carry firearms and have been issued firearms shall not leave the firearm in a location or under any circumstance that might allow casual loss, theft, or unauthorized use by third parties.

8. A Department owned and/or issued firearm must be cleaned periodically and after each time it is discharged. The exception to this is if a peace officer is involved in a shooting incident. In that case, the integrity of the weapon must be maintained pending investigation. Personally owned firearms approved for use must be cleaned and maintained in good working order.

9. Peace officers may not carry or use any item reasonably considered to be a weapon unless the peace officer has received prior written authorization from the Fire Marshal, and the peace officer has received appropriate certified TCOLE training with the weapon.

10. All peace officers must report to the Fire Marshal any loss, theft, damage or malfunction of his or her issued firearm or ammunition. Only the Firearms Proficiency Officer (FPO) is authorized to have Department owned firearms repaired or modified in any manner. Modification includes any work that permanently changes the internal or external features of the firearm.

11. *Policy:* Firearms may only be discharged by a peace officer when used in the following circumstances:

    A. Where deadly force is authorized, as provided in 3.2.1 (Article 3, Section 2 Subsection 1).

    B. Where the discharge is otherwise approved by the Fire Marshal or designated authority.

12. Firing at a moving vehicle, firing from a moving vehicle, and/or recklessly displaying a firearm are all prohibited actions unless performed in self-defense, under life-threatening situations. Warning shots are strictly prohibited.

13. Any time a peace officer discharges a firearm, whether on or off duty, for any reason other than at an approved range, the peace officer will submit a written report to the Fire Marshal. The report shall adequately explain the circumstances. Each peace officer present at the scene when the weapon was discharged will also submit a written report to the Fire Marshal fully explaining the circumstances.

14. Whenever a peace officer discharges a weapon in the line of duty or accidentally while on or off duty, the peace officer must immediately notify the Fire Marshal.

15. A peace officer who discharges a weapon in the line of duty may be required to submit to a drug/alcohol screening.

16. The peace officer who discharged the weapon will be held accountable for having given forethought to surrounding persons, structures, etc., and for not having discharged the weapon carelessly or in a manner that would endanger other persons or property.

17. For further reference, refer to Article 3 - Use of Force.

Section 4 - Firearms Training and Equipment

1. The Fire Prevention Division shall appoint a Firearms Proficiency Officer (FPO) who shall:

    A. Inspect each firearm for proper function, condition, and caliber.

    B. Conduct a training session at least annually. This training session shall be referred to as a "qualification of proficiency".

    C. Ensure that during the qualification of proficiency that each member attempting to qualify scores of passing during a pre-determined course of fire.

2. *Handgun Caliber:*

    A. Revolvers must be .38 caliber or greater.

    B. Semi-automatics must be .380 caliber or greater for back-up weapons and 9mm or greater for primary weapons.

3. *Rifles:*

    A. A Rifle may only be used:
        - During an event with the deployment of a Rescue Task Force (RTF)
        - During high-risk search and/or arrest warrant execution
        - In other extreme circumstances where an offensive weapon would be appropriate

    B. The approved department-owned duty rifle is as follows:
        - FHN FN-15

    C. The AR-15 style rifle in .223 or 5.56mm caliber are the only department-approved weapons unless otherwise authorized by the Fire Marshal.

D. The unloaded/Storage condition of the police rifle shall be with:

- Chamber empty
- Bolt locked to the rear, dust cover open
- Safety on
- Empty magazine well

DI. The vehicle safe condition of the police rifle shall be:

- Chamber empty
- Bolt closed
- Safety on
- Magazine loaded with 28 rounds of duty ammunition
- The rifle will be secured in a lockable compartment of the vehicle

4. The officer must successfully qualify with each firearm that may be used including primary and secondary (back-up) weapons.

5. The FPO shall record all pertinent information regarding the qualification including the officer's name or ID number, firearms used, and the results of the qualification attempt. After qualification has concluded, the FPO shall assign a grade of Pass or Fail to each officer and retain this information for a period of at least 5 years from the date of qualification.

6. All ammunition (duty and practice) shall be supplied by the Department.

7. Duty ammunition issued by the Department or otherwise approved by the FPO shall be carried in each primary and secondary weapon used while on or off duty.

8. The FPO may allow other members of Allen Fire Department who are not assigned as full time Arson Investigators to qualify for the sole purpose of maintaining the requirements set forth by TCOLE for all commissioned law enforcement officers.

Section 5 - Personal Protective Equipment/Body Armor

Scope and Purpose: It is the policy of this department to maximize Peace Officer safety through the use of body armor in combination with prescribed safety procedures. Body armor is designed to provide a significant level of protection for officers but is not a substitute for the observance of officer safety procedures.

Definition: Peace Officer – for this policy, it refers to individuals that have their peace officer commission carried by the Allen Fire Department and assigned to the Fire Prevention Division.

Field Activities: Duty assignments and / or tasks that place or could reasonably be expected to place officers in situations where they would be required to act in enforcement rather than administrative or support capacities.

1. **Issuance and Replacement of Body Armor**

   a. All body armor issued or replaced must comply with protective and related requirements prescribed under current standards of the National Institute of Justice.
   b. All Peace Officers shall be issued agency-approved body armor.
   c. Body armor that is worn or damaged shall be replaced by the agency. Body armor that must be replaced due to misuse or abuse by the officer shall be paid for by the officer.

2. **Use of Body Armor**

    a. Peace Officers shall wear only agency-approved body armor.
    b. Body Armor will be worn by Officers:
        i. When wearing duty gear
        ii. When involved in an investigation where suspect interaction is apparent
        iii. During firearms qualification and/or training
        iv. When a weapon is worn in public view
    c. Unless exempt as follows:
        i. When an agency-approved physician determines that an officer has a medical condition that would preclude wearing body armor and also requires approval from the Fire Chief
        ii. When the officer is involved in undercover or plain clothes work that the Fire Marshal determines could be compromised by wearing body armor
        iii. When the Fire Marshal determines that circumstances make it inappropriate to mandate wearing body armor that must have the Fire Chief's approval
    d. Personnel involved in the execution of high-risk tactical duties are required to wear body armor whenever discharging those responsibilities. Examples of high-risk tactical situations include planned warrant execution, tactical response situations, etc.
    e. Those Peace Officers not required to wear their body armor shall have their body armor available for use when on duty.

3. **Inspections of Body Armor**

    a. Fire Marshal shall be responsible for ensuring that body armor is worn and maintained as required by this policy through routine observation and periodic documented inspections.
    b. Inspections of body armor shall be conducted as necessary by a qualified person for fit, cleanliness, and signs of damage, abuse, and wear.

4. **Care and maintenance of Body Armor**

    a. Officers shall routinely inspect personal body armor for signs of damage and for general cleanliness.
    b. As dirt and perspiration may erode ballistic panels, each officer shall be responsible for cleaning personal body armor in accordance with the manufacturer's instructions.
    c. Officers are responsible for the proper storage, maintenance and care of body armor in accordance with manufacturer's instructions.
    d. Officers are responsible for reporting damage or excessive wear to the ballistic panels or cover to their supervisor.

ARTICLE III - USE OF FORCE

Section 1 - Force Options

1. Definitions:

    a. "Force" means power dynamically considered, that is, in motion or in action; constraining power, compulsion; strength directed at an end. Force may be applied using a person's body, weapons, equipment and/or other instruments.

    b. "Substantial Force" is the use of force that causes injury to a person such that medical treatment is necessary or appears necessary, or death has resulted.

    c. "Deadly Force" means force which is likely to cause death or serious bodily injury, or which a reasonable, prudent person would consider likely to cause death or serious bodily injury.

2. *Introduction to Use of Force:* It is the policy of the Fire Marshal's Office that its peace officers shall, in every instance; only use that amount of force reasonably necessary to accomplish their lawful mission. Further, it is the Department's policy that a peace officer must reasonably assess a situation and determine it to justify use of a firearm before removing it from its holster or otherwise displaying it. Using or displaying a firearm in circumstances other than those described in this section is contrary to Department policy. In any case where an amount of force greater than compliant handcuffing is used, a "use of force" incident designation will be placed on the applicable report. Furthermore, peace officers will ensure that emergency medical personnel provide care as needed to the involved subject(s).

3. *Custodial Arrest:* Upon arrest of the involved subject(s) by a peace officer with the Fire Marshal's Office, custody shall be transferred to the Allen Police Department for transport to the appropriate detention facility as soon as practicable. At no time may a subject in custody be transported or held in confinement in a fire department vehicle.

4. Situations which require a determination of propriety in the use of law enforcement weapons occur infrequently. However, because of the extreme consequences that result from law enforcement shootings, as well as other kinds of force, the issue must be considered one of vital concern. Notwithstanding the fact that there may be legal justification for using deadly force to deal with those who may perpetrate crimes against persons or property, Allen Fire Department and the Fire Marshal place a greater value on human life than on the protection of property and will act accordingly.

5. It must be understood that the laws justifying the use of deadly force do not obligate a peace officer to use such force, but rather, define the legal parameters within which a peace officer may use deadly force and provide alternative courses of action. Responsibility for making a decision to use deadly force and the use thereof remain solely with the peace officer so acting. Therefore, the peace officer is responsible for having made a reasonable and prudent decision and for having known and complied with the law and policy applicable to the circumstances. The purpose of this section is to define the policy of the Office of the Fire Marshal regarding the use of force and to establish procedures relating to the use of weapons. Although not intended as a strictly enforced set of rules, these guidelines describe the manner in which the policy and procedures will be applied.

Section 2 - Lethal Force/Non-Lethal Force

1. Standard Operating Procedures regarding the use of lethal force shall be defined by **Sections 9.32, 9.33 and 9.51** of the *Texas Penal Code*. Peace officers should be familiar with these sections which mandate legal requirements regarding the use of lethal force. It is the policy of the Fire Marshal that deadly force or the threat of deadly force shall be used by peace officers only in circumstances in which deadly force is immediately necessary.

    A. To protect themselves or others from what they reasonably believe to be an imminent threat of death or serious bodily injury; or

    B. To affect the arrest or prevent the escape of another who has allegedly committed a violent, forcible felony for which the arrest or detention is authorized, or if the peace officer reasonably believes the person's escape represents an imminent threat of death or serious bodily injury to the peace officer or others if the arrest is delayed.

2. The decision to use lethal force is one of the most serious decisions a peace officer can make. In making that decision, peace officers must be mindful of their duty to perform their police mission USING ONLY THAT FORCE REQUIRED TO CARRY OUT THEIR RESPONSIBILITIES EFFECTIVELY AND SAFELY. The peace officer's decision to use lethal force can be justified only by the facts or information reasonably apparent to the peace officer at the time he or she makes the decision to use lethal force. Facts not reasonably apparent to the peace officer, regardless how compelling, cannot be considered in determining whether the use of deadly force was justified. In the event a peace officer is involved in a shooting or critical incident they will be required to go through post incident debriefing no later than 48 hours after the incident. This will be provided for by the Department.

3. *Use of Non-Lethal Force:* A peace officer's decision to employ non-lethal force must be based on reasonable assessment of the surrounding facts reasonably apparent to the peace officer. The amount of force to be used should be relative to those facts. Although use of non-lethal force rarely results in a fatality, that potential does exist. Therefore, consideration must be given to a peace officer's decision to use it.

4. The Fire Marshal may conduct an administrative review to determine whether a peace officer's use of force was justified. A conclusion as to whether use of force was justified will be based on what reasonably appears to be the facts known by the peace officer at the time the force was applied. Information made available after the incident occurred may not be used to justify the peace officer's action.

5. Peace officers shall issue verbal commands before, during, and after a confrontation. Commands given before the actual use of force are essentially warnings that attempt to illicit cooperation from the subject.

ARTICLE IV - EMERGENCY PROCEDURES

Section 1 - Vehicle Pursuits

1. Peace officers within the Fire Marshal's Office shall not engage in vehicle pursuits.

Section 2 - Peace Officers in Need of Assistance (Under Duress)

1. Peace officers within the Fire Marshal's Office shall use all means necessary to repel aggression directed at other peace officers and assist officers under duress in reference to **Article 2.14** of the *Texas Code of Criminal Procedure*.

ARTICLE V - TRAFFIC CODE ENFORCEMENT

1. Peace officers within the Fire Marshal's Office shall not conduct traffic stops or issue traffic citations under any circumstances excluding Fire Lane, Fire Hydrant, or Fire Department Access related parking violations

ARTICLE VI - RACIAL PROFILING POLICY

1. The Racial Profiling Policy is adopted in compliance with the requirements of **Articles 2.131 through 2.136** of the *Texas Code of Criminal Procedure*, which prohibits Texas peace officers from engaging in racial profiling.

2. *Prohibition:* Peace officers within the Fire Marshal's Office are strictly prohibited from engaging in racial profiling. The prohibition against racial profiling does not preclude the use of race, ethnicity, or national origin as factors in a detention decision by a peace officer. Race, ethnicity, or national origin may be legitimate factors in such a decision when used as part of a description of a suspect or witness for whom a peace officer is searching.

3. Collection of Information and Annual Report When Citation Issued or Arrest Made: Allen Fire Department and the Fire Marshal's Office do not conduct traffic stops or issue traffic citations, excluding Fire Lane, Fire Hydrant, or Fire Department Access related parking violations, and is therefore not required to maintain or produce such documentation.

ARTICLE VII - DOMESTIC ABUSE / PROTECTIVE CUSTODY

Allen Fire Department and the Fire Marshal's Office are not lead agencies for investigating domestic abuse or protective custody matters. Peace officers employed by the Office of the Fire Marshal shall uphold the laws of the State of Texas regarding Family Violence, Domestic Abuse, Protective Orders, or Protective Custody and request Allen Police Department assistance as required.

Purpose:
To provide notification procedures when a juvenile fire setter is involved in an incident. Notification of such an incident to the Fire Marshal's Office provides pertinent information so that trends can be determined and an educational intervention can be initiated.

Procedure:
If a juvenile fire setter is identified as being involved in a fire-setting or explosives incident, the fire officer in charge shall gather the following juvenile contact information:

INCIDENT NUMBER:
CHILD'S NAME, GENDER, AGE, ADDRESS:
PARENT/GUARDIAN'S NAME, GENDER, ADDRESS, PHONE NUMBER:

GROUP INVOLVEMENT: (YES OR NO) - IF YES, PROVIDE NAMES, GENDERS, ADDRESSES, PARENT/GUARDIAN'S NAMES, ADDRESSES, PHONE NUMBERS:

The on-call investigator shall be contacted and provided with an update of the incident. The investigator may respond immediately or follow up at a later time depending on the situation.

Station Walk-In / Phone Call / Personal Contact
Gather the required juvenile contact information. Inform the family that a Fire Investigator will follow up with them as soon as possible. Establish an incident number through dispatch for tracking purposes. The required juvenile contact information shall be forwarded via email through the BC to the Prevention Division by the end of the shift. The on-call investigator shall complete the report as soon as possible in the Fire Department Record Management System.

Under no circumstance shall a firefighter or fire officer photograph a juvenile under the age of 17.

Tours of the fire station are inappropriate at this time.

Procedure:

During the ten weeks of the Citizens Fire Academy, all participants are encouraged to ride out at various Allen Fire Stations. Riding out on several occasions **at different stations and with different shifts** will give you the broadest experience. Your ride-outs will hopefully be an educational and enriching aspect of the Academy. To attain the maximum benefit of the time spent at the stations and on the ride outs, a few procedures have been developed.

Signing Up

- Ride outs are strictly optional.
- Participants will sign up for ride-outs during each Academy class. By the end of class, all sign-ups must be completed in order to notify shifts of their riders in a timely manner.
- If you find that you cannot make the ride out, or you will be arriving later than scheduled, please contact the Battalion Chief at 214-509-4411 or Jill at 214-509-4413 or via email jill.hernandez@allentx.gov as soon as possible. On Saturday and Sunday, we ask that you contact the Station Caption of the station at which you were scheduled to ride regarding any changes or cancellations. Telephone numbers for each station are provided in your CFA binder.

Hours

- Ride outs will be scheduled for a **maximum** of five hours between 9 am and 9 pm.
- Riders will be allowed a maximum of two ride-outs per week with no exceptions.
- Riders will be required to leave the station promptly at 9 pm or upon their return to the station if a call extends past 9 pm.

Participants' Role and Safety

- Academy participants are assigned to a firefighter for each of their ride outs. This firefighter will instruct the participant on what is acceptable on an emergency scene. An Academy participant's role during an emergency call will vary based on the type of emergency situation but will generally be observation. Certain situations will allow for very limited participation, while others will be too dangerous.
- Always stay with AFR personnel and follow their instructions. Do not operate on your own.
- Your safety is of primary concern to us, but due to the nature of emergency situations, we expect you to be very safety-conscious at all times.
- Participants will ride on engines and trucks only. No rides on Med Units will be allowed.
- While on emergency calls to private residences, participants are not allowed to enter these homes. Participants will be expected to remain with either the engine or truck.
- Persons who participate in the ride-out program must be physically capable of rapidly boarding fire apparatus when a call is dispatched. This will entail reaching the proper apparatus, stepping up approximately 36 inches to board the apparatus, being seated and seat-belted within 45 seconds. Fire apparatus dispatched to an emergency call will not wait on CFA participants and will depart the station when all fire personnel are aboard.

Dress

- When riding out wear your Academy T-shirt, dark blue pants, and tennis shoes. Avoid wearing jewelry as it may become lost or damaged during emergency operations.
- Once at the station you will be provided a reflective fire vest and a hard hat. The vest must be worn on all emergency calls. The hardhat is required at all fire scenes, with no exceptions. Please leave these items at the station when you leave.

Miscellaneous

- Please indicate on the sign-up sheet if you are interested in eating meals with the firefighters. They purchase their own food and we ask that you contribute to the cost of the meal, typically around $5 per meal. Please be aware that each shift makes their trip to the grocery store early in the day and will purchase extra food for any riders at that time.
- Do not hesitate to help the firefighters with their daily duties.

- Because of a busy training schedule, occasionally a station/shift will not be able to accommodate CFA riders. In these situations, the station/shift will be left off the sign-up sheet.
- **Please do not initiate ride outs through any means other than the CFA weekly ride out list.** Do not contact a station directly to set up a ride out.
- After graduation from the Academy, graduates may ride out once every six months for no more than five hours. Contact jill.hernandez@allentx.gov for day, date, and time availability prior to ride outs.

***Time spent at the stations is meant to be enjoyable as well as an enrichment to your CFA program. It must be stressed, however, that failure to abide by these rules and procedures will result in a participant being prohibited from riding out.