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Standard Operating Procedures for Fire Departments

Richard M. Ellis

University of Tennessee, Knoxville

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PUBLIC SAFETY

STANDARD OPERATING PROCEDURES FOR FIRE DEPARTMENTS

BY RICHARD M. ELLIS,
MUNICIPAL CONSULTANT



Compiled by
MUNICIPAL TECHNICAL ADVISORY SERVICE
of The University of Tennessee
in cooperation with The Tennessee Municipal League

Authorization Number E14-1050-00-0019-86

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CITY OF
STANDARD OPERATING PROCEDURES
FOR
FIRE DEPARTMENT

Municipal Technical Advisory Service

The University of Tennessee • 891 Twentieth Street • Knoxville, Tennessee 37996-4400 • Telephone 615/974-5301

May 6, 1986

Dear City Officials:

Fire suppression and prevention represent one of a municipality's most critical and visible services. The provision of fire services in any manner less than professionally can be embarrassing at its least and catastrophic at its worst. This manual will provide a guide and suggestions for development of a fire department operations guide. It does not provide detailed fire suppression and prevention guidelines as these are provided in a number of technical publications. What the manual does is to provide a model framework within which a typical fire department might operate.

I would like to recognize and thank Chief Bruce Hill and the members of the Maryville Fire Department for their diligent and conscientious contribution in the preparation of this publication. Chief Hill and his department worked with MTAS Management Consultant Rich Ellis in the production of the manual. Their efforts will positively impact on all departments that utilize this publication.

As always, any input and suggestions are welcome regarding this manual and its format and content.

Sincerely,



C.L. Overman
Executive Director

CLO:rgb



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INTRODUCTION

The purpose of this Fire Manual is to provide standards for the operations of the Fire Department.

This manual is for the use of every member of the Department, to help each person better represent the profession and the Department.

The Department is judged by the performance of each individual member. Therefore, all of us should strive for a high level of fire service.

Although most of the common and generally used operations are covered and the rules of good conduct are recorded, each firefighter and each incident must be considered separately. Therefore, this manual in no way should be interpreted as removing all of the discretionary powers of individual firefighters in individual situations. Wherever possible, Departmental policies and procedures must be followed. However, when the incident indicates the need to make a judgment decision, the firefighter is not, and cannot be, restricted by this manual.

No manual, however detailed, can be used as a substitute for good judgment.

Upon appointment to the Department, it is most important that you fully realize the responsibilities imposed upon you and the confidence placed in you. It is not just a "job" to which you have been appointed. It is a position of TRUST. The preservation and the safety of life and property are proof that a firefighter has been faithful to this trust.

When you accept a position as a firefighter, you become a part of the municipal and state government. One of your many responsibilities is the enforcement of city ordinances and the laws of the State of Tennessee. You should also study these rules and regulations and be completely familiar with all the requirements of your position. This will not only make you a valuable asset to the Department and to the community, but also will prove to be an invaluable asset to you personally as you seek promotion to a higher rank in the Department.

At no time will this document supersede the City Code, Personnel Rules and Regulations, Administrative Handbook, or any other recognized work which is in ordinance form.

CODE OF ETHICS

FIRE DEPARTMENT

To strive to recognize the importance and honor of my profession.

To conduct personal and official life so as to inspire public confidence.

To prevent personal gain or profit from being the object of my endeavors in whatever position I will hold.

To judge fellow firefighters by standards I myself hold, and never jeopardize the safety of any fellow firefighters.

To regard it as my duty to possess adequate knowledge to perform my job and avail myself to opportunities to learn more about my profession.

To avoid alliances with persons or businesses whose goals are inconsistent with the performance of a firefighter.

To never claim unjustly qualifications I do not possess.

To share publicity equally with fellow firefighters whether favorable or unfavorable.

To pledge loyalty to my supervisors, fellow firefighters and to the organization I represent.

To bear constantly in mind that the truth is to be sought before the case is made, so that the stature to Tennessee firemen be enhanced rather than tarnished.

I.

DEFINITIONS

I. DEFINITIONS

1. Accountability - A subordinate is answerable to his or her superior for proper execution of assigned duties.
2. Acting - Serving temporarily in a position to which the member ordinarily is not assigned, usually in a position of higher responsibility. The acting member shall have the authority, responsibility, and duties of the higher position.
3. Administrative Instruction - An order issued by an officer establishing a principle, policy, or procedure concerning a given subject not covered by a general order, special order or a manual, and directed to members under the command of or within the responsibility of the issuing officer.
4. Chain of Command - The unbroken line of authority extending from the Chief through a single subordinate at each level of command down to the level of execution.
5. City - The area within the corporate limits of _____, Tennessee.
6. Department - The _____ Fire Department.
7. Departmental Order - An inclusive term embracing fire regulations, general orders, special orders, and administration instructions.
8. Duty - A service that a subordinate is obligated to perform when assigned to do so by a superior.
9. General Order - A written order, issued by the Fire Chief, applicable to the Department as a whole or to a division thereof, which establishes a principle, policy, or procedure concerning a given subject. It is effective permanently from the date issued and is in force until revoked by a subsequent General Order.
10. Insubordination - The refusal to obey or comply with a lawful order from a member of a higher rank or position.

11. Member - All employees of the Department.
12. Off Duty - The time when a member is not serving in a specified assignment as a Department employee.
13. Officer - (List here all personnel who have been given job duties which involve the supervision of other members of the Department. Also include as an officer any specialized administrative officer such as Training Officer or Fire Inspector.)
14. Officer-In-Charge - Any officer in charge of a shift. (Include the rank in your Department who would normally be in charge of a shift).
15. On Duty - A member is on duty during the period when actively engaged in the performance of regularly assigned duties, when performing a special mission for the Department, while traveling either to or from a place of employment, or when directed by a supervisor to perform in the service of the Department at other than regularly assigned duty hours.
16. Procedure - The official method for dealing with any given situation.
17. Report - A written communication in the appropriate form.
18. Responsibility - A designated obligation which is established and can only be transferred by the governing body. Responsibility cannot be transferred on one's own initiative.
19. Rule - A prescribed guide for conduct or action. A regulation controlling conduct issued by the Fire Chief.
20. Shall or May - "Shall" means mandatory; "may" denotes permissiveness.
21. Shift - Assigned duty hours.
22. Special Orders - A written order issued by the Fire Chief applicable to the entire Department or to a division thereof, which establishes a temporary principle, policy or procedure on a given subject, usually for a specific period of time. When the effective period is not specified, it automatically becomes inoperative with the passing of the incident or situation causing its issuance.

23. **Supervisor - An officer who has been assigned by the Fire Chief or by job description to supervise the work of others.**
24. **Suspension - The act of temporarily denying a member the rights and privileges of performing duties as a member of the Department.**

II.

GENERAL RULES AND REGULATIONS

II. GENERAL RULES AND REGULATIONS

1. Purpose

- 1.01. These rules and regulations cannot, nor are they expected to, provide a solution to every question or problem which may arise in an organization established to render emergency services. It is expected that they will be sufficiently comprehensive to cover, whether in a specific or general way, the obligations and duties of the members of the Fire Department.
- 1.02. They are not designed nor intended to limit any member in the exercise of his judgment or initiative in taking the action a reasonable person would take in extraordinary situations. Much, by necessity, must be left to the loyalty, integrity and discretion of members. To the degree which the individual member demonstrates possession of these qualities in the application of a conscientious discharge of his duty, and to that degree alone will the Fire Department measure up to the high standard required of the fire service.

2. Scope

- 2.01. These rules and regulations apply to all employees as designated, (general, applying to all members, and subsequent divisions apply to those personnel specifically classified).
- 2.02. These rules and regulations shall apply where applicable to volunteer support personnel. All personnel connected with the Fire Department, under its control, shall abide by these rules and regulations.

3. Enforcement

- 3.01. Enforcement of these rules and regulations shall be done by the process as established by Departmental policy and the chain of command.

- 3.02. The responsibility for such enforcement shall be as designated by the descriptions, or Departmental policy, or as delegated by the Chief of the Fire Department.

4. Daily Station Rules

- 4.01. The uniform of the day will be shirts, pants, black belt, buckle and black shoes. Boots may be worn, but must be black. Canvas and athletic style shoes are not permissible.
- 4.02. All equipment must be checked by the on-coming shift. Anything found out of order must be reported to the Chief. Any equipment needing repairs should be taken care of immediately. The equipment should be clean and neat at all times.
- 4.03. The fire station should be cleaned inside and out and remain clean and neat at all times.
- 4.04. If men desire to cook and eat meals at the station, this should be done within the hours of 7:00 a.m. and 8:30 a.m. The p.m. dinner should be between 4:00 p.m. and 6:00 p.m. and the kitchen cleaned by 6:00 p.m. This gives ample time for cooking, eating and cleaning the kitchen and utensils. This gives seven and one half hours per shift to devote to fire department designated activities.
- 4.05. Paid personnel must be available at all times during their shift. Visitation by non-departmental personnel is permitted only with permission of the Shift Commander.
- 4.06. When a member on duty has permission from a supervisor to be relieved by another firefighter, it is the duty of the firefighter being relieved to have a replacement that is a firefighter qualified at the same level as the firefighter being relieved. It shall be the duty of the replacement firefighter to be present for duty at the agreed upon time of reliefment.

- 4.07. Members shall report to duty at the time and place and in the proper uniform specified by Department orders or by a superior officer, unless an absence is authorized by competent authority. The inability of a member to report must be reported to a supervisor one hour prior to the regular on-duty time. Members shall be punctual in reporting for duty, special assignments, and in meeting appointments. Members in uniform while off duty shall conduct themselves as though they were on duty.
- 4.08. Watch duties shall include but not be limited to (these are suggestions):
- a. Answer all telephones - fire and business.
 - b. Wash all laundry.
 - c. Trash container detail.
 - d. Check doors in hallway, as per memo.
 - e. Clean kitchen area and empty small trash cans, make sure living area is cleaned and neat at bedtime.
 - f. Greet all visitors.
 - g. Security check of Fire Department area at bedtime.
 - h. Security check of front doors to municipal building at bedtime.
- 4.09. Monday - Friday: Members on duty from 0650 to 1730 shall not loiter in the lounge area except during meal time and breaks.
- 4.10. Monday - Friday: Members on duty shall not sleep or watch television between the hours of 0650 - 1730.

5. General Rules

All members of the Fire Department shall:

- 5.01. Familiarize themselves with and be obedient to the station orders, rules and regulations of the Fire Department, and fire control laws.
- 5.02. Attend all fires or alarms to which they may be assigned, detailed, or summoned, and assert

their greatest energy and best ability to perform their full duty under any and all circumstances.

- 5.03. Keep themselves in readiness to perform their duty and not absent themselves from duty or place of assignment without specific permission of their superior officer.
- 5.04. Exercise precautionary measures to avoid injuries to themselves and other while in the performance of duty. Become familiar with and abide by all safety rules and all policies, orders, and manuals issued by the Fire Department.
- 5.05. Exercise due caution to avoid unnecessary damage to or loss of Department property.
- 5.06. Be responsible for the safekeeping and proper care of all Department property in their charge.
- 5.07. Practice economy in the use of supplies and metered services and see that waste is avoided.
- 5.08. Accord obedience, respect, and courtesy to superior officers and those performing the duties of a higher rank.
- 5.09. Be courteous and respectful in their dealings with the public.
- 5.10. Promptly notify the Senior Duty Fire Officer of any inability to report for duty at the time required.
- 5.11. If relieved from duty, promptly surrender all Department property to their supervisor.
- 5.12. When assigned to act in a position of higher rank, accept responsibility for the performance of the duties of that position.
- 5.13. Report any accidents, sickness, or injury occurring to themselves while on duty immediately to their supervisor, no matter how trivial.

- 5.14. Notify their supervisor within 24 hours of any change of residence or telephone number.
- 5.15. Keep their persons, uniforms, beds, and lockers in a neat, clean condition. Persistence in uncleanness or offensive habits will be just cause for disciplinary action.
- 5.16. Promptly notify their supervisor of any matter coming to their attention that they believe would affect the interest and welfare of the department.
- 5.17. Participate in drills and other department training activities as directed, be thoroughly familiar with all equipment they may be required to use in the full performance of their duties, and perform related work as required.
- 5.18. Under direction of the Fire Chief, members detailed to the various divisions of the Department shall have charge of the administrative duties of their respective divisions, and shall be responsible for the maintenance of discipline and authority.
- 5.19. Suggestions for the improvement of the Fire Department or well-being of the members will, when presented through channels, be welcomed and carefully considered.
- 5.20. Members making recommendations for changes, alterations, or improvements shall consult with and report in writing to their supervisor and to no other agency unless otherwise directed by the supervisor. All such recommendations shall be forwarded in writing to the Fire Chief with the approval or disapproval of the intermediate officers noted thereon.
- 5.21. All regular members of the Fire Department shall be regarded as a part of the working force and may be required to perform such duties as circumstances of the service demand.

- 5.22. Uniforms and equipment as may be provided from time to time shall be issued to members by the appropriate officer. The Fire Chief shall keep an accurate record of such issuance, or designate an officer to maintain proper records.
- 5.23. All members are subject to the rules and regulations and orders concerning the government of all city employees, particularly such rules and regulations as apply to conduct, discipline, and transgression of regulations.
- 5.24. Members shall not belong to any organization, association, or society which will in any manner divide the loyalty to the Fire Department and the City of .
- 5.25. No member shall use employment with the Fire Department for the purpose of personal gain.
- 5.26. No member shall lend their name as representative of the Fire Department to any commercial enterprise; nor shall the member approve or countenance the use of the name and prestige of the Fire Department for any such purpose.
- 5.27. No member shall directly or indirectly intercede with a member of a hearing board, a government official, or any judicial or quasi-judicial hearing in his or her own behalf or for or against any member of the department whose hearing is pending or being heard, except as provided by law.
- 5.28. No member shall directly or indirectly solicit the influence or intercession of any persons to effect their promotion, transfer, or their personal gain.
- 5.29. No member shall solicit or accept the personal or financial aid of any subordinate to promote their private interests or those of any superior officer.

- 5.30. Members shall not loan, sell, give away, or appropriate for their own use any public property, nor shall they pilfer or be guilty of theft at fires or elsewhere.
- 5.31. Members shall not use their employment with the Department to attempt to influence the vote of any person for or against any candidate for public office.
- 5.32. Members shall avoid political or religious arguments in quarters or elsewhere while on duty.
- 5.33. No member shall report for, or be on duty under the influence of any intoxicating liquor, drug, or substance; nor shall they be absent from duty or render themselves unfit to perform their duties for reasons attributable to or produced by indulgence in intoxicants.
- 5.34. No member shall bring or cause to be brought into quarters any intoxicating liquor, illegal drug, or illegal substance.
- 5.35. If any member is taking a legally prescribed drug, it is their responsibility to notify the supervisor and to determine the ability to operate equipment.
- 5.36. No member shall be party to any malicious gossip, report, or activity which would tend to disrupt the morale in the Department or bring discredit to the Department or any member thereof.
- 5.37. No member shall use obscene, uncivil, or boisterous language at fires, in quarters, or at any time in the presence of the general public. Engagement in altercations under any circumstances is prohibited.
- 5.38. The falsification of records, the making of misleading entries or statements with intent to deceive, or the willful mutilation of any useful department record, log, or document will be considered a serious offense.

- 5.39. Smoking by members will not be permitted at any time or place where smoking is prohibited by regulations. Violations of this rule will be considered a serious offense. Smoking will be prohibited on all fire apparatus and at fires and emergencies. Reasonable exceptions may be made by the fire officer at a scene when it is determined that an emergency no longer exists. This authority will not extend to permitting smoking on firefighting apparatus or in prohibited areas. Firefighting apparatus does not include department sedans or pickups.
- 5.40. Members shall not gamble in quarters, on details, or while on duty.
- 5.41. Inefficiency or indifference of members in the performance of their duties shall be sufficient cause for disciplinary action.
- 5.42. Punctuality is required of all members. Failure to report for duty or place of assignment at the time specified will be considered cause for disciplinary action. Tardiness shall be reported immediately.
- 5.43. No member shall willfully disobey any lawful order issued by a superior officer; nor shall any member speak disrespectfully of or to any superior officer or any member of the Department.
- 5.44. The wrongful or injurious exercise of authority on the part of any member of the Department will be the basis for disciplinary action.
- 5.45. Members are expressly forbidden to engage in any rough or boisterous conduct or similar activities that would interrupt the normal activities of the Department.
- 5.46. Members shall, when being relieved, acquaint their successors with details of the preceding tour of duty, giving the successor keys and/or equipment necessary, and such information as may be needed for the continued efficient operation of the Department.

- 5.47. Members shall familiarize themselves with the contents of all communications posted on the official bulletin board.
- 5.48. Members shall keep all wearing apparel, uniforms, and other personal belongings, when not in use, in a locker, closet, or other proper place provided for this purpose. The locker or closet shall be kept in a neat and clean condition at all times and the door kept closed.
- 5.49. Members shall not change or alter the arrangement of firefighting equipment or apparatus without the approval of the Fire Chief.
- 5.50. The violation of any of the provisions of the rules and regulations or orders of the Fire Department, or the neglect or evasion of the duties prescribed, shall be the subject of disciplinary action.

6. Firefighters

- 6.01. Firemen shall be under the immediate supervision of their company commanders.
- 6.02. They shall extinguish fires and take proper precautions to prevent rekindle thereof.
- 6.03. They shall respond with their units to all alarms and emergency calls and perform duties as required.
- 6.04. They shall keep apparatus, equipment, tools and their uniforms in a clean and serviceable condition.
- 6.05. They shall keep the station and premises neat, clean, and in good condition.
- 6.06. They shall perform related work as their superior officer may assign.
- 6.07. They shall attend training functions as assigned by superior officers and/or the training division.

7. Driver-Engineer

- 7.01. Driver-engineers shall at all times drive and operate apparatus in a manner consistent with safety. Due regard for the welfare of the public and the Department shall govern the operation of all apparatus.
- 7.02. Driver-engineers shall, under the supervision of their officers (company commanders), be responsible for the condition and operation of apparatus to which they are assigned and be held strictly accountable for its readiness for service.
- 7.03. Driver-engineers shall acquaint themselves with the topography, physical conditions, streets, and numbering system, and other matters affecting response to emergencies.
- 7.04. Driver-engineers shall familiarize themselves with practices and procedures relative to water supply, fire streams, pump capacities, motor, pump, and other operations which will enable them to efficiently perform their duties.
- 7.05. Driver-engineers shall possess a valid chauffeurs license, shall know provisions of the vehicle code of the State and traffic regulations, and shall be familiar with their responsibilities as drivers and pump operators of Fire Department automotive equipment.
- 7.06. Driver-engineers of structural firefighting motor apparatus shall observe the following safety precautions:
- A. Authorized Riders : No persons other than a member of the Fire Department shall be permitted to ride on fire apparatus, except when authorized to do so by the Fire Chief.
 - B. Warning Devices.
 - 1. Red lights and sirens shall be used as emergency warning signals in responding to alarms.

2. Sirens on motor vehicles shall not be sounded except when responding to an alarm.

C. Speed.

1. Motor fire apparatus shall be driven at a safe speed under all conditions.
2. Fire apparatus shall be slowed and brought to a stop if necessary, before crossing streets against red traffic lights.

D. Parking At The Scene Of A Fire.

Fire apparatus shall not be parked or left standing at the scene of alarms in such a manner as to unduly obstruct traffic, and free flow of traffic shall be established as soon as possible.

E. Returning to the fire station.

1. Motor fire apparatus, when returning from an alarm, shall be driven as non-emergency equipment and the drivers shall abide by all traffic regulations of the Department and of the State and City.
2. The fire apparatus shall not be backed into the fire station or backed up at any time, except in an emergency, standing to the side or rear of apparatus to safely guide the driver. The driver and ground guide shall maintain eye contact at all times. In the event eye contact is lost, the driver is to stop immediately.

7.07. All personnel detailed to drive structural firefighting motor apparatus shall conform, as applicable, with above articles.

7.08. Shall attend training functions as assigned by superior officers and/or training division.

8. Fire Lieutenants

- 8.01. Fire Lieutenants shall be responsible for the full performance of duties delegated to them and shall require subordinates under their command to comply with all orders, rules and regulations, practices and procedures of the Fire Department, and shall promptly report (in writing by well-sustained charges) any flagrant violations or dereliction.
- 8.02. Fire Lieutenants shall be just, dignified, and firm in their dealings with subordinates, and see that good order, and proper discipline is maintained among members of the Fire Department.
- 8.03. When in their judgment an offense committed by a member under their command which is sufficiently serious to warrant immediate action, Fire Lieutenants shall have the power to summarily relieve such members of his duties. An immediate verbal report on such action shall be made through channels, followed by proper and well-sustained written charges on which official relief from duty may be made to the Fire Chief.
- 8.04. It shall be their duty to decide a question of doubt on the part of their subordinates relative to the interpretation of regulations or orders, and in sudden emergencies to prescribe the immediate action to be taken.
- 8.05. Members in charge of companies shall keep a daily log of the activities and operations of their respective units. Fire Lieutenants and members in charge of the various subdivisions of the Department not specifically charged with the duty of keeping a log shall keep on file in an orderly manner reports and materials relative to the function of their office.
- 8.06. Fire Lieutenants shall be responsible for the correct notation of all verbal orders and directions having a general application; and at the time of relief, shall advise oncoming officers of occurrences and happenings incidental to their tour of duty.

- 8.07. Fire Lieutenants shall make prompt verbal report to their superior officer of any unusual occurrence concerning the Department during their shift. All occurrences are to be investigated at once, and, when necessary, a written report containing facts of the case shall be prepared and forwarded to the Fire Chief immediately.
- 8.08. Fire Lieutenants shall preserve, until their purpose has been served, all orders, notices, communications, and records pertaining to the operation of their respective units.
- 8.09. Fire Lieutenants shall be responsible for the completeness, accuracy, and dispatch of all reports with which they are concerned. No reports or communications will be intercepted or unnecessarily delayed in transit.
- 8.10. In the conduct of the business of the Fire Department, officers shall, if possible, personally and directly administer the affairs with which they are concerned.
- 8.11. Fire Lieutenants shall cause all fires to be extinguished with the least possible danger to life and property, prevent unnecessary damage by water or other extinguishing agents, take proper precautions against rekindle, and leave the premises in a safe condition.
- 8.12. Fire Lieutenants shall take precautionary measures to prevent unnecessary risks to members of the Department.
- 8.13. Whenever a member of the Fire Department saves a human life at the risk of his own, or performs an especially commendable act, the officer under whom the act was performed shall make a full report on the matter to the Fire Chief as soon as possible.
- 8.14. The numerical quota of all units will be maintained as far as practicable; deficient manpower jeopardizes the efficient operation of the service and shall be reported immediately to the Fire Chief.

- 8.15. No Fire Lieutenant shall interfere in matters or operations for which another fire officer of equal rank is responsible, except with the latter's consent, or by order of a superior officer. Conflict of authority must be strictly avoided.
- 8.16. Under no circumstances shall any member or officer of the Fire Department make derogatory statements or adversely criticize Department policy or Departmental activities of other officers, except in an official written communication, through channels, addressed to the personal attention of the Fire Chief, or personally by oral report to the Fire Chief.
- 8.17. Fire Lieutenants in charge at the scene of any fire shall have full power and authority to direct the operation of extinguishing the same and to take the necessary precautions to prevent its spread.
- 8.18. Fire Lieutenants shall assign members to work incidental to the cleaning and maintenance of quarters and apparatus equalizing the duties as nearly as possible.
- 8.19. Fire Lieutenants shall attend training functions as assigned by shift captain and/or training division.

9. Fire Prevention Inspector

- 9.01. The Fire Prevention Inspector shall conduct inspections of industrial, commercial, schools, churches, nursing centers, kindergartens, theaters, or any place of public assembly.
- 9.02. The Fire Prevention Inspector shall enforce all Local, State and Federal laws relating to fire prevention.
- 9.03. The Fire Prevention Inspector shall keep records of all inspections.
- 9.04. The Fire Prevention Inspector shall return to the place(s) where violations were found within 30 days of inspection to see that violations have been corrected.

- 9.05. The Fire Prevention Inspector shall conduct fire drills at all city schools. He shall make a written report (to the Principal and Fire Chief) of any recommendations relating to corrections which need to be made.
- 9.06. The Fire Prevention Inspector shall make residential inspections when requested by the owner. He shall make written recommendations to the residential owner and keep a copy for his files of things that should be corrected.
- 9.07. The Fire Prevention Inspector shall be courteous at all times.
- 9.08. The Fire Prevention Inspector shall investigate all suspicious fires. He shall work with the Fire Chief, and also the State Fire Marshal's Office to prosecute all arsonists.
- 9.09. The Fire Prevention Inspector shall interview all persons who possess pertinent information in prosecuting arsonists.
- 9.10. The Fire Prevention Inspector shall make a written report and acquire evidence needed to present in court.
- 9.11. The Fire Prevention Inspector shall present a list of inspections, violations, and violations corrected each month to the Fire Chief.
- 9.12. The Fire Prevention Inspector shall keep all members of the Fire Department informed on changes to structures which he is made aware of that might hinder or alter firefighting techniques.
- 9.13. The Fire Prevention Inspector shall hold classes relating to fire prevention as needed.
- 9.14. The Fire Prevention Inspector shall do other duties as assigned by superior officers.

10. Fire Captains

- 10.01 The position of Fire Captain is one of utmost importance in the enforcement of discipline and in the maintenance of efficiency. The Fire Captain will consider it his duty to be vigilant while setting a good example, requiring that his command measure up to the standards of Departmental requirements.
- 10.02. Fire Captains shall be in control of their respective companies while on duty, and shall be responsible for putting into effect the policy, rules and regulations, practices, and procedures of the Department.
- 10.03. Fire Captains shall respond with their companies to all fire alarms and emergency calls as directed by Department policy, and, when first to arrive at a fire scene, shall assume command until the arrival of a superior officer of the Fire Department.
- 10.04. Fire Captains shall familiarize themselves with their assigned area, including buildings, streets, hydrants, target hazards, etc.
- 10.05. Fire Captains shall use good judgment in the performance of their duties and at fires, shall be particularly judicious in laying hose lines, placing ladders, spotting equipment, calling for assistance, and other operations necessary for the preservation of life and property.
- 10.06. Fire Captains shall train and instruct the members of their companies by regularly conducted drills, and will insure that the efficiency and coordination of their commands are maintained at a high standard.
- 10.07. In the absence of regularly appointed Driver-Engineers or other members assigned to duties requiring particular skill, Fire Captains, with the approval of their immediate superior, shall designate members who, in their judgment, are fully qualified and properly trained to act in such positions.

- 10.08. Fire Captains shall not permit intoxicated or otherwise undesirable persons to remain in or about quarters at any time. Children will not be permitted in quarters unless accompanied by an adult. Loitering about quarters by any unauthorized persons is prohibited.
- 10.09. Fire Captains shall not permit members to go off duty until properly relieved or until other arrangements have been authorized by their immediate superior. All members should be on duty ten (10) minutes before shift.
- 10.10. At the change of a working shift, Fire Captains shall advise their command of all orders and Department communications received during the previous shift, and shall impart any additional information or instructions deemed necessary for the operation of their companies.
- 10.11. Fire Captains shall see that all fire apparatus and equipment assigned shall be maintained in the manner prescribed by the Chief.
- 10.12. Fire Captains shall see that all apparatus and equipment assigned to or stored in the Fire Department quarters is properly cared for and protected.
- 10.13. When two or more Fire Captains are located in the same quarters, they shall confer with each other in regard to repairs, supplies, and upkeep of quarters. They shall work harmoniously together and shall share the responsibility equally.
- 10.14. Fire Captains shall post on the bulletin board, for a period of 30 days, such communications as may require the further attention of personnel. After this period, those communications shall be filed in a convenient place for future reference and shall be kept until their usefulness is passed.
- 10.15. Fire Captains shall keep in their log a correct record of date of assignment, resident address, telephone number, and other pertinent information concerning members of their company.

- 10.16. Fire Captains shall require that due caution is exercised when leaving quarters with fire apparatus. In multiple alarm responses, Fire Captains shall work together to establish the most practical routes for response to alarms. Absolute understanding between Fire Captain and Driver-Engineers regarding response procedure and routes must be obtained. Where practicable, companies shall proceed along the same pre-arranged route. Particular caution shall be observed at those intersections where apparatus responding from other stations may enter or cross.
- 10.17. Fire Captains shall require company fire-fighters, except Driver-Engineers, to wear regulation fire helmets and turnout (bunker) coats from the time of receipt of an alarm until after the emergency when, at his or the Chief's discretion, they may dispense with the firefighting operations. During training involving an actual fire, personnel shall wear regulation protective clothing.
- 10.18. While the Chief and Assistant Chief are gone, the most senior Fire Captain shall be in charge of the Department and shall have authority per Department policy.

11. Assistant Chief

- 11.01. The Assistant Chief on duty shall rank next below the Chief in authority.
- 11.02. The Assistant Chief shall put into effect the policies and procedures of the Fire Department. In absence of the Chief, he shall be responsible for the Fire Department, performing duties and exercising the authority of the Chief.
- 11.03. He shall respond to alarms of fire and other emergencies as required by the Chief, and assume command until the arrival of the Chief.
- 11.04. At frequent intervals he shall visit each fire company and Fire Department building where he will conduct an inspection of quarters, equipment and personnel.

- 11.05. He shall witness drills, supervise training, make investigations, and keep fully informed of conditions within their activity, heed all evidence of neglect or inefficiency, and take corrective action as required.
- 11.06. He shall supervise company pre-fire planning activities.
- 11.07. He shall prepare and submit reports and records as required by the Chief and perform other related duties as assigned.
- 11.08. In the absence of regularly appointed Fire Captains, the Assistant Chief, with the Chief's approval, shall designate qualified members to act in their stead.
- 11.09. He shall coordinate activities of the various divisions within the Department per Department policy.

12. Fire Chief

- 12.01. The Fire Chief is the administrative and technical head of the Fire Department, and by authority of the _____ shall be responsible for the following:
- 12.02. Control all activities and operations of fire extinguishment, pre-fire planning, fire prevention, and fire investigation.
- 12.03. Conduct fire extinguishment operations with primary regard for the protection of life and property.
- 12.04. Take proper precautionary measures to insure that premises on which fires occur are left in such condition that they will not rekindle and further endanger life or property.
- 12.05. Respond to fire alarms and other related emergency calls, and deploy fire apparatus and Fire Department personnel in the most advantageous manner for the control and extinguishment of fire and preservation of life and property.

- 12.06. Insure proper management, discipline, and training of members of the Fire Department.
- 12.07. Establish suitable measures to put into effect the policies, rules and regulations, and procedures necessary for the efficient operation of the Fire Department.
- 12.08. Report to the _____ in writing concerning any member of the Fire Department who by reason of age, disease, accident, or other incompetency does not, or cannot fully and promptly perform the duties of his position, and recommend the member's separation or reassignment.
- 12.09. Maintain personnel records relating to training, work assignments, annual leave schedules, etc.
- 12.10. Maintain a balance of personnel on platoons by appropriate assignment, detail, or transfers, and schedule annual leave through the year to provide maximum personnel on duty at all times.
- 12.11. Hold a meeting with subordinate fire officers not less than semi-monthly for the purpose of reporting on training practices, policy matters, working conditions, and other related subjects that may affect the efficiency of Fire Department operations.
- 12.12. Frequently observe Fire Department operations and see they are carried out efficiently and in accordance with instructions.
- 12.13. Conduct weekly inspections of personnel, quarters, apparatus, and equipment.
- 12.14. Supervise training, including volunteers, pre-fire planning surveys, and company fire prevention inspections.
- 12.15. Maintain rules and regulations and the Fire Department library in an up-to-date condition, making it readily available to all Fire Department personnel.

- 12.16. Maintain an accurate record of all business transacted by the Fire Department.
 - 12.17. Maintain a complete record of fire apparatus and fire equipment, including cost, maintenance, and operating expenses.
 - 12.18. Maintain a complete record and cost of operating supplies.
 - 12.19. Review official correspondence without delay and take action as required and appropriate.
 - 12.20. Submit to the _____ an annual budget estimate for firefighting equipment and supplies with supporting justification.
 - 12.21. Be responsible for and keep up-to-date on all Fire Department records required by current instructions.
 - 12.22. Fill positions within the Department as authorized by the _____, as in compliance with the Department promotional procedures and policies.
 - 12.23. Shall head the office of administration which coordinates and supervises all operations within the Department.
13. Staff Positions and/or Division Heads
- 13.01. All personnel under the above description shall abide by the rules and regulations as they pertain to their rank.
 - 13.02. The personnel covered by this section shall also abide by any requirements or regulations covered by job descriptions and/or department policy statements.
 - 13.03. Staff positions shall perform functions covered by job descriptions for their positions, under non-emergency, routine circumstances.

- 13.04. Staff positions shall perform line functions at emergency scenes commensurate with their rank; however, under emergency situations, the line person with equal rank of the staff person shall be the superior authority on the emergency scene.
- 13.05. Staff persons will cooperate with line persons at emergency scenes. Common sense and reasonable judgment will prevail at all activities in which staff and line personnel are working.
- 13.06. Line personnel will cooperate with staff personnel at non-emergency activities planned and initiated by various department divisions.

14. Keeping Informed

- 14.01. Within twenty (20) days of issuance of this manual it shall be the duty of every member of the Department to be thoroughly familiar with Department rules and regulations relating to their specific duties and responsibilities.
- 14.02. Within sixty (60) days of issuance of this manual every member of the Department shall be required to sign a statement indicating they have read and understand this manual. Failure of any member of the Department to comply will be deemed to be in neglect of duty and subject to disciplinary action.

15. Working Hours

- 15.01. Place your department's work schedule in this section.

16. Duty Requirements

- 16.01. Fire services will be provided to the community twenty-four (24) hours each day.
- 16.02. A member on duty shall not leave an assigned area or detail except on official business and shall, in the event of absence from the assignment, advise his or her supervisor of the time of departure and return and nature of the business.

- 16.03. Members are subject to call for extra duty at any time and must keep the communications center informed as to their location and availability at all times. Members off-duty shall report immediately upon receipt of an order in compliance with instructions given them at the time of notification.
- 16.04. Firefighters on duty from 0650 to 1730 shall not loiter around the lounge area. Exception to this rule is lunch hours and breaks.
17. Keeping Of Animals At Fire Stations
- 17.01. Under no circumstances shall any animal be kept at the fire station on a permanent basis.
18. Fire Station Rules
- 18.01. Each member will be provided a bed in which to sleep and a locker in which to keep linens and other belongings. At no time shall linens or belongings be left on chairs or be left lying around the sleeping area. The shift supervisor will advise each member on duty when to change linen.
- 18.02. All beds will be made up neatly utilizing the spreads and linens by 0700 every morning.
- 18.03. Smoking in the sleeping area will not be permitted at any time.
- 18.04. Every morning the sleeping area, the lounge, the kitchen, bathrooms, all walkways, and the engine room will be cleaned. The shift supervisor is responsible to see that each member shares in the general clean-up of the station(s) each morning.
19. Residence And Telephone Requirements
- 19.01. Members shall maintain a telephone in their residence.

- 19.02. Members shall keep the Department informed as to their current address and telephone number.
- 19.03. Members shall live within the boundaries of the county serviced.

III.

DISCIPLINARY GUIDELINES

III. DISCIPLINARY GUIDELINES

1. Introduction

It is the purpose of these rules to establish administrative procedures concerning disciplinary actions. These guidelines will be made available to and understood by all Fire Department personnel. All Department personnel will sign a statement that they have read and understand these guidelines.

2. Authority and Responsibility of Supervisors

2.01. Whenever there is a violation of the rules and regulations presented herein, any supervisor may temporarily suspend from duty, with pay, any subordinate pending review. This emergency relief of duty shall be effective until the next business day or until the employee is returned to duty by the Fire Chief.

2.02. In every case of suspension the supervisor, within twenty-four (24) hours of the suspension, shall submit a written report through the chain of command to the Fire Chief stating the name of the suspended employee together with detailed information pertaining to the reasons for the temporary suspension. A copy of the written statement shall be submitted to the employee affected and placed in his or her personnel file. In all cases, the final decision for further action, suspension, or dismissal shall rest with the Fire Chief with approval from the . An employee determined to be innocent of charges against him shall be returned to duty.

3. Procedures

3.01. Disciplinary Action:

Any member of the Department may be made the subject of disciplinary action for the commission of any prohibited act, for incompetence, insubordination, inefficiency,

nonfeasance, or for failure to observe Department rules and procedures. Disciplinary action may take one of these forms:

- a. Oral reprimand.
- b. Written reprimand.
- c. Suspension without pay.
- d. Demotion.
- e. Dismissal.

3.02. Whenever a member's performance, attitude, work habits, or personal conduct falls below a desirable level, the member's supervisor shall inform the member promptly and specifically of such lapses and shall give counsel and assistance. The supervisor is to note the incident requiring an oral reprimand in writing and place the note in the member's personnel files. This note is to remain in the member's personnel file for no more than one (1) year.

3.03. In situations where an oral reprimand has not resulted in the expected improvement, or when more severe initial action is warranted, a written reprimand may be sent to the employee, and a copy shall be placed in the member's personnel file.

3.04. A member may be suspended without pay by the Fire Chief with the approval of the for serious violations of rules and regulations as stipulated in this manual for a period not to exceed fifteen (15) days in any twelve (12) month period.

A written statement stipulating the reasons for the suspension must be submitted to the and to the affected member twenty-four (24) hours prior to the suspension. A member determined to be innocent of charges shall be returned to duty with full pay for the period of his or her suspension. Supervisors may relieve a member from duty when they feel such immediate action is necessary.

4. Dismissal and Demotion

- 4.05. The Fire Chief, with approval of the _____, may dismiss or demote any member for the good of the Department and the City. Reasons for dismissal may include, but shall not be limited to the following:
- a. Incompetence or inefficiency in the performance of duties.
 - b. Conviction of a criminal offense or a misdemeanor involving moral turpitude.
 - c. Violation of any lawful and reasonable regulation, order, or direction made or given by a superior officer, or insubordination that constitutes a serious breach of discipline.
 - d. Public intoxication or drinking any intoxicating beverages while on duty, being addicted to the use of narcotics, or being under the influence of a drug or narcotic while on duty.
 - e. Theft, destruction, carelessness, or negligence in the use of City property.
 - f. Disgraceful public conduct or language toward the public or fellow member, or abusive public criticism of supervisors or other public officials.
 - g. Unauthorized absence or abuse of leave privileges.
 - h. Incapacity to properly perform duties because of a permanent or chronic physical or mental defect.
 - i. Acceptance of any valuable consideration which was given with the expectation of influencing the member in the performance of duties.
 - j. Falsification of records or use of official position for personal advantage.

- k. Failure to pay or to make reasonable provision for the future payment of just debts.
- l. Loss of a member's driver's license and driving privileges by due process of law when the employee's position makes the operation of a motor vehicle necessary in the performance of duties.
- m. Violation of any provisions of the City Charter, City Code, personnel rules and regulations, or these rules.

The member shall be furnished with advanced written notice of the proposed action, the reasons therefore, and of the member's right to appeal the charges. This notice shall be provided no less than five (5) working days prior to the effective date of the dismissal or demotion. The member may be retained in a duty status, on leave, or suspended with or without pay. If the member fails to respond to the advance notice, the proposed action shall be effective on the date specified with no need for further action. The member may appeal the action to the .

5. Grievance Procedures

- 5.01. It is the policy of the City to provide a procedure for the presentation and adjustment of points of misunderstanding or disagreement which arise between members and their supervisors, and to assure members that their problems shall be considered fairly, rapidly, and without reprisal.
- 5.02. A grievance is a misunderstanding, a complaint, a point of view, or an opinion pertaining to conditions of employment; relationships between a member and supervisor; or relationships with other members. Such misunderstandings, complaints, points of view, and opinions

will be considered a grievance except in cases where they relate to personnel actions arising from position classification, pay reduction, suspension, and dismissal.

- 5.03. The following procedure is provided to govern presentation and adjustment of such disagreements. Its purpose is to determine what is right rather than who is right, and to provide a vehicle for free discussion between members and their supervisors to encourage better understanding of the many policies and procedures which affect the members and management. The member, upon feeling that a grievance has occurred, shall immediately discuss the matter with his or her immediate supervisor. If the matter is not disposed of to the satisfaction of the member and the supervisor, the following steps will be followed:
- a. The member shall, within five (5) working days from the date of the occurrence of the alleged grievance, submit in writing to his or her immediate supervisor a complete statement of what is felt to be the grievance and the relief requested.
 - b. Within five (5) days of receipt of the written grievance, the supervisor shall make a decision in writing. The alleged grievance may be resolved at any step in this procedure by mutual concurrence of the member and the supervisor.
 - c. If the supervisor's response does not resolve the grievance to the satisfaction of the member, or if the supervisor fails to reduce a decision to writing within the time period stipulated, the alleged grievance shall be forwarded through the chain of command to the . The same procedure as outlined above shall be followed. In all cases, the decision of the shall be final.

IV.

JOB DESCRIPTIONS

IV. JOB DESCRIPTIONS

1. Purpose

- 1.01. The following pages deal with job descriptions for the various ranks within the Fire Department. They are intended as a guideline for personnel to use in defining duties and responsibilities, authority, and job requirements among the various ranks and position within the Department.
- 1.02. Staff personnel and heads of the various divisions within the Department shall comply with the job description for their rank as established for that division or staff function by the Fire Chief, and the description of duties and responsibilities as stated in the division descriptions for their respective divisions.

2. Fire Chief

- 2.01. This is responsible administrative and technical work in the direction of all employees and activities of the City Fire Department. The employee in this class is responsible for the protection of lives and property of the city and for the organization and direction of all fire service functions. Work involves planning, directing, and controlling fire inspection, fire prevention operations, etc. The work also extends to supervision and providing for the training, assignment, and discipline of all Department members. The employee in this class consults with the Fire Chief concerning all fire plans and policies; however, he is expected to function independently of direct supervision with respect to technical fire procedures and practices. Work is reviewed by the Fire Chief through observation, analysis, and overall city fire protection.

2.02. Examples of Work Performed:

Plans, organizes, and directs all activities of the Fire Department. Analyzes the fire prevention and fire hazards of the City, plans fire prevention and fire safety programs, directs inspection of buildings for fire hazards. Prepares Department budget requests. Supervises and participates in the training of members of the fire force, with particular attention to persons at the supervisory level. Assumes command at emergency situations and fires. Attends meetings and public gatherings to explain Fire Department activities. Attends functions and obtains citizen support of fire projects. Performs related work as required.

2.03. Knowledge, Skills and Abilities:

Thorough knowledge of the principles and practices of equipment employed in modern fire-fighting. Thorough knowledge of fire hazards and fire prevention techniques. Thorough knowledge of the use of fire records and their application to the solution and evaluation of fire problems and in the effective planning of fire programs and assignments. Thorough knowledge of controlling federal, state, and local laws and ordinances. Ability to command the respect of officers and men, and plan, assign, and direct, supervise and evaluate their work. Ability to express ideas clearly and concisely both orally and in writing. Ability to establish and maintain effective working relationships with other city officials and the public.

2.04. Minimum Requirements of Training and Experiences:

Either 1)

Completion of two years college level course work in general administration and five years experience in municipal fire work, two years of which must have involved supervisory and minor administrative responsibility.

Or 2)

Graduation from a standard senior high school and seven years experience in municipal fire work, three years of which must have involved supervisory and minor administrative responsibility.

3. Fire Prevention Inspector

3.01. Definition of Class:

This is responsible technical work in the inspection of the City for fire hazards. This is an important inspection position entailing responsibility for the enforcement of the Tennessee Standards of Safety. This work requires thorough knowledge of fire and explosion hazards, fire extinguishing equipment, fire alarm equipment, and a general knowledge of building construction. The Fire Prevention Inspector works under the general direction of the Fire Chief and exercises considerable independent action. Improper performance of duties could have serious implications resulting in severe fire losses in the City.

3.02. Examples of Work Performed:

Inspects public buildings and schools to determine presence of fire hazards, presence of ample fire extinguisher protection, ample and safe means of egress, and that fire protection facilities are operating properly. Inspects manufacturing plants and facilities to determine safety of manufacturing processes, storage procedures and practices related to the installation and handling of chemicals, explosives and flammable liquids. Performs important public relations work in connection with the fire prevention program which involves working closely with the individuals, the business community, and schools. Follows through on complaints and notifies property owners of violations. Conducts monthly fire drills at City Schools. Performs related work as required.

3.03. Required Knowledges, Skills and Abilities:

Thorough knowledge of fire prevention standards and methods, fire and explosion hazards, fire extinguishing equipment and fire alarm equipment. Familiarity with pertinent ordinances and the Tennessee Standards of Safety. Familiarity with National Fire Protection Association Code Requirements. Ability to establish and maintain good public relations; personal integrity; good physical condition.

3.04. Minimum Requirements of Training and Experience:

Several years of experience in fire related work and completion of a standard high school course; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities. Possession of a valid driver's license issued by the State of Tennessee.

3.05. Investigation of suspicious fires will be the duty of the Fire Prevention Inspector.

4. Fire Captain

4.01. Definition of Class:

The Captain assists the Fire Chief in the administrative activities of the Department and may serve as its Chief Training Officer and does related work as required. The work requires thorough knowledge of approved firefighting and prevention methods and ability to train subordinate officers and personnel. Specific assignments of responsibilities and general instruction regarding plans, policies, and objectives of the Department are from the Fire Chief. The Captain exercises some supervision over Departmental personnel and gives instructions and training concerning procedures to follow in the station and at fire scenes. He may assume the role of Fire Chief in the latter's absence.

4.02. Examples of Work Performed:

Assists the Fire Chief in planning and directing the activities of the Department. Inspects the men, stations, and equipment for proper appearance and condition. Assists the Fire Chief as directed in the administration of the Department. Assigns and supervises major maintenance tasks relating to equipment, stations, and grounds. Assists in the development of the Department's budget. Conducts regular training courses and instructs personnel in the firefighting and emergency operations. Makes daily reports concerning personnel and activities. Performs related work as required.

4.03. Knowledge, Skills and Abilities:

Thorough knowledge of the principles and practices and equipment employed in modern firefighting. Thorough knowledge of fire hazards and fire prevention techniques. Thorough knowledge of the use of fire records and their application to the solution and evaluation of fire problems and in the effective planning of fire programs and assignments. Through knowledge of controlling federal, state and local laws and ordinances. Ability to command the respect of officers and men, plan, assign, and direct, supervise and evaluate their work.

4.04. Acceptable Experience and Training:

Extensive successful firefighting experience, at least three years of which shall have been as a shift commander; completion of a standard high school course, and preferably possession of a diploma from a recognized fire training school; or any equivalent combination of experience and training which provides the required knowledges, skills and abilities. Necessary special qualification-possession of a valid driver's license issued by the State of Tennessee.

5. Fire Lieutenant

5.01. Definition of Class:

This is supervisory and skilled firefighting work in directing the activities of the Fire Department on a single platoon. The employee in this class is responsible for the direct command of the firefighting force on a platoon. Command assignments involve responsibility for discipline of subordinates and the proper maintenance of apparatus and equipment, and acts as a drill instructor for the Department. At a fire, the Fire Lieutenant is responsible for effectively directing the firefighters until relieved of command by a superior officer. Work is reviewed through inspections, review of reports and maintenance of apparatus.

5.02. Examples of Work Performed:

Responds to fire alarms, determines route to be taken by the fire company. Directs work of firefighters pending the arrival of a superior officer, supervises laying hose line, placing ladders, directing water streams, ventilating buildings, rescuing persons and conducting salvage operations. Supervises cleaning and maintenance of equipment and quarters, inspects personnel and maintains discipline, instructs the drill of men in firefighting methods and techniques and related subjects, transmits orders and information between shifts. Makes periodic inspections of the City to become familiar with layout of buildings and the location and the conditions of fire hydrants, streets and major fire hazards. Performs related work as required.

5.03. Knowledges, Skills and Abilities:

Extensive knowledge of the geography and street layout of including the location of streets and fire hydrants. Considerable knowledge of firefighting and fire prevention

principles, practices and procedures. Knowledge of the operation and maintenance of the various types of apparatus and equipment used by the fire department. Ability to supervise and instruct subordinate personnel in the use of such equipment. Some knowledge of the laws and ordinances applicable to fire hazards. Ability to analyze situations quickly and to adopt the most effective course of action with due regard to surrounding hazards and personal safety of men. Ability to train and instruct firefighters in proper firefighting principles, practices and procedures.

5.04. Minimum Requirements of Training and Experience:

Graduation from a standard high school and four years experience as a firefighter, some of which must have been experience as an Driver-Engineer.

5.05. Necessary Special Qualification:

Possession of a driver's license issued by the State of Tennessee.

6. Driver-Engineer

6.01. Definition of Class:

This is general duty firefighting work in combating, extinguishing, preventing fire and maintenance of vehicular equipment operated by the Fire Department. The employees in this class are responsible for protection of life and property, and all equipment operated by the Department. Must be able to perform duties with a minimum of close supervision. Duties must be performed skillfully in the operation and maintenance of all equipment within the department, including all duties as required under the general classification of firefighter.

6.02. Examples of Work Performed:

Performs skilled duties in operation and maintenance of all equipment operated by the department. Responds to alarms as directed by his Superior Officer to a specific location, driving the principal equipment as assigned to him and for which he has assumed responsibility for maintenance and service. Will locate the equipment as directed and assist in connections to insure safe working conditions as related to pressure and operations of the equipment. Will see that equipment is maintained at safe and efficient water pressure and nozzle pressure levels, (being especially watchful of engine and fire pump to prevent over-heating, low fluid levels, or other avoidable causes that would result in untimely shut down of the apparatus and equipment).

6.03. Knowledge, Skills and Abilities:

Must have thorough knowledge of firefighting responsibilities and duties. Must be able to operate and maintain a wide variety of first-aid and firefighting apparatus and all other equipment as directed. Must wear, operate, and maintain a wide variety of all-service and self-contained breathing apparatus. Must handle and work from and maintain auxiliary power generators, electric hacksaws, cutting equipment as provided. Duties require considerable physical exertion and sometimes great hazard potential to his health and safety. When not engaged in use and/or maintenance of regular equipment, he must perform a wide range of housekeeping and station maintenance functions as assigned by a Superior Officer.

6.04. Minimum Requirements of Training and Experience.

Completion of an accredited standard high school course, or equivalent thereto, and at least three years experience as a firefighter, plus any other experience and training which provides the required knowledge, skills, and abilities. Possession of a valid driver's license issued by the State of Tennessee.

7. Firefighter

7.01. Definition of Class:

This is general duty firefighting work in combating, extinguishing, and preventing fire. The employees in this class are responsible for the protection of life and property through firefighting activities usually performed under close supervision. Work requires performance of hazardous tasks under emergency conditions which may involve extreme exertion under such handicaps as smoke and cramped surroundings. A large part of duty time is taken up in City-wide inspections, performing supervised training, and maintaining equipment and quarters. Work is normally performed under close supervision in accordance with well-defined procedures, and assignments are received from Departmental Superiors both in firefighting and maintenance duties.

7.02. Examples of Work Performed:

Responds to fire alarms with a company, connects hose, holds nozzle and directs water streams. Forces entry of premises for firefighting, rescue and salvage operations, uses chemical fire extinguishers, bars, hooks, lines and other equipment. Removes persons from danger, holds life nets, administers first-aid to injured persons, performs salvage operations such as throwing covers, sweeping water and removing debris. Participates in fire drills and attends training classes in firefighting, first-aid, and related subjects. Performs general maintenance work in the up-keep of fire department property, cleans and washes walls and floors, makes minor repairs, washes and dries hoses, paints, and otherwise maintains quarters. May operate departmental radio communications on special assignments, receives alarms and notifies appropriate companies, summons on-call personnel. Performs related work as required.

7.03. Knowledge, Skills and Abilities:

Knowledge of the street system and physical layout of or the ability to acquire this knowledge rapidly. Ability to understand and follow oral and written instructions. Ability to learn a wide variety of firefighting duties and methods including the operation of firefighting apparatus in a reasonable working test period. Ability to perform the mechanical work involved in operating and maintaining firefighting apparatus equipment and tools. Physical strength and ability free of physical defects as indicated by a physical examination.

7.04. Minimum Requirements of Training and Experience:

Graduation from a standard 4 year high school.

8. Volunteer Firefighter

8.01. Definition of Class:

This is general volunteer firefighting work in combating and extinguishing fires when called upon for help by the Fire Department. Personnel in this class are responsible for the protection of life and property through firefighting activities performed under supervision of the on-duty command officer. Work may require performance of hazardous tasks under emergency conditions which may involve extreme exertion under such handicaps as smoke and cramped surroundings. Work is performed under close supervision in accordance with well-defined procedures, and assignments are received from Departmental Superiors both in firefighting and maintenance duties.

8.02. Examples of Work Performed:

Responds when called to fire alarms with a company, connects hose, holds nozzle and directs water streams. Forces entry of premises for firefighting, rescue and salvage operations, uses chemical fire extinguishers, bars, hooks, lines, and other equipment. Removes persons

from danger, holds ladders, administers first-aid to injured persons, performs salvage operations such as throwing salvage covers, sweeping water, and removing debris. Participates in Fire Department training classes in fire-fighting, first-aid and related subjects. Performs general clean-up work of fire equipment after responding to an alarm, including reloading and cleaning of hose, bringing of extra equipment to alarm.

8.03. Knowledge, Skills and Abilities:

Knowledge of the street system and physical layout of . Ability to understand and follow oral and written instructions. Ability to learn a wide variety of firefighting duties and methods. Ability to perform under hazardous conditions. Physical strength and ability free of physical defects.

8.04. Minimum Requirements of Training and Experiences:

Participates in six (6) hours of training with the Fire Department each month. This can be accomplished by attending special classes or training with the on-duty shift.

8.05. Necessary Special Qualifications:

Possession of a valid driver's license issued by the State of Tennessee. Means of transportation to answer alarms and a telephone listed for answering of alarms.

9. Staff Positions and/or Division Heads

- 9.01. All personnel under the above description shall abide by the rules and regulations as they pertain to their position.
- 9.02. The personnel covered by this section shall also abide by any requirements or regulations covered by job descriptions and/or Department policy statements.

- 9.03. Staff positions shall perform functions covered by job descriptions for their positions under non-emergency routine circumstances.
- 9.04. Staff positions shall perform line functions at emergency scenes commensurate with their rank; however, under emergency situations the line person with equal rank of the staff person shall be the superior authority on the scene.
- 9.05. Staff persons will cooperate with line persons at emergency scenes. Common sense and reasonable judgment will prevail in all activities in which staff and line personnel are working.
- 9.06. Line persons will cooperate with staff persons at non-emergency activities planned and initiated by various department divisions.

V.

CHAIN OF COMMAND

V. CHAIN OF COMMAND

1. Definition and Description

1.01. Definition

- a. The chain of command of the Fire Department is that order or chain of vested authority and responsibility by which the business of the Department shall be conducted.
- b. It serves the function of allowing information to flow in an orderly manner from volunteer to the Chief and to all steps between.
- c. The chain of command is that vehicle used for all orders, grievances, requests, etc., and its proper use by all members of the Department is both necessary and mandatory.

2. Proper Use

- 2.01. The proper use of the chain of command depends upon each member of the Department working within his assigned sphere of authority and responsibility.
- 2.02. In reporting to duty, requesting or bearing information, or entering into the business of the Department in any way that does not lie directly within his sphere of authority or responsibility, the member of the Department will report to, or request from his superior or subordinate as the case may be, the needed information.
- 2.03. Suggestions for the improvements of the Fire Department or well-being of the membership will, when presented through channels, be welcomed and carefully considered.

VI.

FIRE DEPARTMENT ORGANIZATION

VI. FIRE DEPARTMENT ORGANIZATION

1. Organization

1.01 The Fire Department is divided into the following divisions:

- a. Field Operations
- b. Training
- c. Volunteers

1.02 Each division is under the direct control and supervision of the Fire Chief who shall delegate operational authority as specified in this manual through command officers who shall be appointed by established personnel policies and procedures.

2. Division of Field Operations

2.01 Organization of the division.

- a. The Division of Field Operations shall be under the command of the Shift Captain on each shift of on-duty emergency service personnel. He shall be directly responsible to the Chief.
- b. The Division shall be made up of two sections: Fire Suppression and Fire Prevention.
- c. The Shift Captain shall have operational authority over all shift personnel and firefighters.

2.02 Fire Suppression

- a. The majority of Departmental employees shall be assigned to this section. The primary goal of this section shall be to coordinate suppression and control of fires and fire hazards, and the protection of citizens from injury and death due to fire and other emergencies.

- b. The duties and responsibilities of all personnel assigned to Fire Suppression are covered in these rules and regulations and the appropriate job description.
- c. Duties at fires and other emergencies:
 - 1. The Lieutenants and assigned personnel shall respond to all emergencies as per Department policy and as designated by the Shift Captain.
 - 2. The Lieutenants and assigned personnel shall be directly responsible to the Shift Captain, to whom they shall report, whose orders they shall execute, following the chain of command.
 - 3. Assigned personnel shall answer fire or emergency alarms within the district of their assigned company, carrying out the duties assigned to them by the Shift Captain, following the chain of command.
- d. Other duties:
 - 1. The Shift Captain shall keep such records and submit such reports and recommendations as required by Department policy.
 - 2. Assigned personnel shall perform company inspections and training functions as assigned by the Shift Captain.

2.03 Fire Prevention

- a. Fire Prevention Inspectors are members of the Department appointed to fill these specialized positions by the Fire Chief in accordance with personnel policies and procedures established by the City of .
- b. Fire Prevention Inspectors shall be directly responsible to the Fire Chief when performing fire prevention functions as prescribed by policies and procedures

established in this manual and other directives. However, when a Fire Prevention Inspector responds to a fire or emergency, he or she shall be responsible to the Shift Captain.

c. Duties and responsibilities:

1. Coordination of all public fire prevention education activities by the Department, which involved working closely with individuals, the business community and schools.
2. Coordination and scheduling (in cooperation with the Shift Captain) of all company inspection activity.
3. Periodic fire inspection of all occupancies, other than one and two family dwelling units, within the city. One- and two-family dwelling units should be inspected on a voluntary basis.
4. Enforcement of fire codes recognized by the Fire Department, and the elimination of fire hazards in occupancies located in the city.
5. Assist in the investigation of all fires of suspicious origin in accordance with Department policy.
6. Assist the Training Officer in educating fire service personnel in special or peculiar hazards located in the City.
7. Recommend to the Fire Chief standard pre-fire plans for particular locations of high or unusual hazard in the city.
8. Keep accurate records of all inspections.
9. Fire Prevention Inspectors shall work a 40-hour week, but may be diverted to working as a fire service employee at any time as the need may arise.

3. Volunteers

- 3.01. The volunteer section of the Fire Department is staffed by individuals from the community who devote their spare time to participate in departmental activities. Volunteers are to act as firefighters at all emergencies, drills, and community activities, and may be called to respond to emergencies as deemed necessary by the Shift Captain or the Fire Chief.
- 3.02. Volunteer firefighters are paid a minimum of \$5.00 per call for the first two (2) hours. They are compensated at the rate of \$5.00 for each additional hour, or portion of an hour over two (2) hours.
- 3.03. Volunteer firefighters who are employees of other city departments, including the Utilities Board and Housing Authority, shall be paid their regular rate of pay when responding to a call during normal work hours. If the city employee is required to be on duty for more than four (4) hours, he or she is entitled to one and one half their regular rate of pay.

4. Training

- 4.01. The head of this section is known as the Training Officer who is selected by, and reports directly to, the Fire Chief.
- 4.02. The Training Officer has the following duties and responsibilities:
- a. Initial recruit orientation.
 - b. In-service training.
 - c. Special training for apparatus operators.
 - d. Officer training.
 - e. Other specialized courses relating to the fire service.

- f. Development of programs to test the proficiency of individual firefighters and fire companies in the evolution and practices appropriate to the operation of fire-fighting apparatus.
 - g. Development of written examinations to be given to fire service personnel (paid and volunteer) to determine their knowledge of duties and responsibilities.
- 4.03. The Training Officer shall respond to all major fires or emergencies and assist in extinguishing them, if needed. He shall observe and bring to the attention of the proper authority, in writing, any dangerous practices in the use of firefighting equipment and apparatus. He shall observe and report to the Chief his evaluation of operations and practices of the officers, members, and units. A copy of the report shall go to the Officer-In Charge of the fire or emergency.
- 4.04. The Training Officer shall maintain records and submit reports and recommendations as needed; and will inform the Chief of the progress of students and the activities of the Training Division.

VII.

UNIFORMS

VII. UNIFORMS

1. General

- 1.01. Rules of dress and appearance create a standard for all members of the Department. Uniform, appearance, and dress rules are established to present to the public fire personnel who are clean and neatly groomed, to instill a degree of personal discipline among members, and to insure that clothing and hair styles will not be detrimental to safety or job performance.
- 1.02. Deviations from uniform, dress, and appearance rules are permitted only with the authorization of the Fire Chief. When on duty all members shall be groomed and clean.
- 1.03. After initial issue of uniforms, any replacement items must be approved by the Chief or his designee. Clothing worn out or damaged will be turned in prior to authorized purchase of replacement items.
- 1.04. The standard uniform (as designated by current Department policy) shall be worn at all times when not engaged in clean up, maintenance, or strenuous training.
- 1.05. Collar brass and badge shall be worn in accordance with Department policy.
- 1.06. Turnout gear will be issued and it is the responsibility of the individual to keep it clean. Turnout gear will not be left on trucks when going off duty, but will be returned to the rack.

2. Items of Issue

- 2.01. The following items will be issued to firefighters when they are employed by the Department. A proper record of such issuance shall be kept by the Shift Captain responsible for the issue. An inventory card of this equipment shall be kept by the Fire Chief.

a. Fire Safety Gear

Two	bunker coats
Two	pair of bunker pants
Two	fire helmets
Two	chin straps
Two	pair gloves
Two	pair boots
Two	pair suspenders
Two	set eyeshields
Two	spanner wrenches
Two	flashlights

b. Uniforms

Four	uniform shirts - summer
Four	uniform shirts - winter
Two	activity clothing
Four	pair uniform pants
One	uniform jacket
Two	badges
Two	nameplates
Two	uniform ties
One	set collar brass

3. Items Lost or Stolen

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

- a. Personal check made out to the City of
- b. Payroll deductions.

4. Turn In Of Gear (at termination)

4.01. Upon termination, all items issued by the Department will be turned in to the Shift Captain on duty. The Shift Captain will

certify in writing that the items have been turned in and are acceptable. Items damaged beyond normal wear and obviously maliciously damaged (as determined by the Chief) shall be replaced as previously stated under C.3.01. of this chapter.

5. Personal Hygiene and Grooming

- 5.01. All employees of the Fire Department are expected to maintain a neat and clean appearance at all times. Uniforms are expected to be clean and pressed when coming on duty with arrangements to acquire another uniform if the one you are wearing becomes soiled to the point of presenting an unfavorable appearance.
- 5.02. Hair shall be kept trimmed and not allowed to grow long over the ears, on the neck or over the collar. Sideburns may be extended to the bottom of the ear. Mustaches are allowed if kept neat and trimmed so as not to extend past the lip line. Beards will not be permitted.
- 5.03. Personal hygiene habits will be practiced at all times. Keeping the body free of dirt and odor is a must where group living is practiced. Dirty hands and fingernails are a source of infection when treating injuries. The taking of showers after fires and manual work is encouraged, not only for your personal appearance, but also for your own safety and health.
- 5.04. Dirty clothes, linens, and shoes will not be left in lockers.
- 5.05. Shoes shall be cleaned and shined when wearing the uniform.

6. Hardware, Badge, Collar Pin, Name Plate, Etc.

- 6.01. Department badge must be worn on your left side just above the pocket. If badge holes are not in the shirt or coat, it will be worn one-half way between the pocket and the collar.

- 6.02. All collar pins, (or officer pins) must be worn on each side one inch from the tip of collar in the center.
- 6.03. Fire Department patches must be on your left shoulder one inch from the seam of the shoulder in the center of arm.
- 6.04. The United States Flag must be worn on your right shoulder one inch from the seam of the shoulder in the center of the arm.
- 6.05. No other badges or patches shall be worn unless authorized by the Fire Chief.
- 6.06. Name plate and plate for years of service shall be worn on right side just above the pocket.

VIII.

DAILY OPERATIONS SCHEDULE

VIII. DAILY OPERATIONS SCHEDULE

1. On-coming and off-going shift personnel (officers, Driver-Engineers, and Firefighters) will discuss and pass on all information needed to operate shifts during forthcoming time period.

6:50AM - 7:00AM

Get into uniform

Make Bed

7:00AM - 9:00AM

Check assigned apparatus

Clean bathroom

Clean bedroom/vacuum

Clean day room/kitchen/office

Clean glass-office and day room windows

Mop (wet) floor

Cook breakfast

Wash dishes

8:00AM

Mail pick-up

9:00AM - 12:30PM

Training/assigned tasks

12:30PM - 1:00PM

Light lunch break--no cooking

1:00PM - 4:00PM

Training/assigned tasks

4:00PM - 6:00PM

Supper--no cooking after 6:PM

10:00PM - 6:00AM

Designated sleep period

6:00AM

Wake-up time

6:40AM

Vacate bed area

2. Daily Station Clean-Up Routine

- 2.01. Monday through Saturday: Vacuum all carpets in the bedroom, training room, and throw rugs at doors. Dust furniture in bedroom, day room and office area. Empty and wash all trash cans in living quarters. Sweep or dust mop all floors in living quarters that do not have carpet. Wash, scrub, and disinfect all toilets and urinals each day, Sundays included. Wet mop bathroom, day room, kitchen, and office floor. Clean mirror in bathroom, all window and door glass in living quarters and office area (bedroom windows excluded) with window cleaner. Sweep or pick up any trash, leaves, etc., in apparatus room as needed. Refill towel and toilet tissue holders as needed. All soiled towels and dish clothes shall be washed each shift. Bed linens will be washed as scheduled by Shift Captain.
- 2.02. Wednesday and Saturday: Scrub bathroom tiled walls, scrub and disinfect shower stalls. Empty and scrub portable trash containers.
- 2.03. Thursday: Wheeled trash containers are to be cleaned and scrubbed after trash pick-up.
- 2.04. Saturday: All kitchen cabinets are to be cleaned inside and out. All old items to be thrown away.
- 2.05. Sunday: Wash, scrub, and disinfect all toilets and urinals. Mop bathroom floor.
- 2.06. Saturday: Bay area: Remove all oil, grease, etc. and spots from floor using designated cleaner. Wash or dust all equipment, furniture, appliances, etc. as required. Weather permitting, pull all apparatus from bay area and flush floor with hose stream. Wash and dry all apparatus. Storage room to be cleaned and all articles put in designated place. All equipment in apparatus room put in designated place. Weekly apparatus maintenance check, per check list.

- 2.07. During each shift the toilet bowl fixtures and wall urinals are to be washed and disinfected. Each shift will make a nightly security check of buildings and doors. Each shift - the ramp and all assigned areas shall be kept clear of ice and snow at all times.

IX.**GENERAL FIRE-FIGHTING INSTRUCTIONS**

IX. GENERAL FIREFIGHTING INSTRUCTIONS

1. Response to Fires

1.01. Structure Fires:

The Fire Department shall respond to all chimney fires and structure fires.

1.02. Brush Fires:

If personnel are available, two men shall be on the brush truck. There shall be no prescribed limit of personnel riding the main pumper.

1.03. Car Fires and Wrecks:

In this type of fire, the main pumper shall be sent to the scene from or from . In addition, the brush truck will be sent to the scene in accordance with the area in which the car fire or wreck has occurred.

1.04. Response to , Mutual Aid and Remote City Owned Property:

The station which will respond will be designated by the Officer in Charge.

1.05. Alarm Fire (Automatic Alarm Fire) (To be developed)

1.06. Bomb Threats. (To be developed)

1.07. Severe Weather or Disasters. (To be developed)

1.08. Search Rescue. (To be developed)

1.09. Sewer Manhole. (To be developed)

1.10. Firefighting Techniques for Hazardous Materials. (To be developed)

1.11. Unusual Circumstances:

If any circumstances concerning the City of occurs, the Fire Department Officer-In-Charge shall have the discretion of making particular judgments.

2. Response to Structure Fire Scenes

- 2.01. Upon arrival to the fire scene, the first engine shall attack the fire.
- 2.02. The officer who arrives at the scene first shall make the decision concerning whether or not to lay the line. Responsibilities include:
- a. The size of the attach line is to be determined by the first officer on the scene.
 - b. The siamese shall be attached to one outlet and the gate valve shall be attached to the second outlet of the hydrant for the second lay if needed.
 - c. The hose clamp should always be put on the supply line by the engineer or hydrant man. In addition, the hose clamp should always be put 10-15 feet behind the male coupling (when support line is being laid).
 - d. Support engine returns to hydrant for support purposes only.
 - e. The man assigned to the hydrant shall attach the gate valve.
 - f. After the support engine is hooked up, the hydrant is to be opened slowly until it is completely and fully opened. When closing the hydrant, it also shall be done slowly until completely and fully closed using the hydrant wrench.
 - g. After the hydrant is turned on, the hydrant man shall return to the fire scene.
 - h. The Engineer should remain with the engine at all times. The Engineer may be removed from the engine upon request of the Officer-In-Charge.

- 2.03. On any structural fire, no hose less than 1 1/2 inches will be used. Additional hose size will be at the discretion of the Officer-In-Charge.
- 2.04. The Officer-In-Charge shall determine when and what type of ventilation procedures will be used.

3. Requirements For Fighting Fires

- 3.01. No person shall go into a burning building alone. The buddy system (i.e., at least two people go into the building on a line) shall be used at all times.
- 3.02. Every firefighter, whether regular or volunteer, when engaging in fighting fires, shall be 100% properly clothed in firefighting attire. This includes the helmet, coat, boots, gloves, shield, etc.
- 3.03. Any time a person is on a ladder, there shall be a man at the foot of the ladder, heeling the ladder.
- 3.04. When a structure fire occurs, at least two persons should be equipped with a self-contained breathing apparatus.
- 3.05. If the procedure of the Fire Department (i.e., to lock a leg in a ladder) cannot be used, then a safety belt shall be required.
- 3.06. Car Fires - All firefighting personnel shall approach the car engine from the side. The position of the fire trucks shall be in accordance with the hazardous condition. It shall be the discretion of the Officer-In-Charge to determine what and where the position shall be.

4. The "Oklahoma Fire Fighting Manual"

IFSTA - International Fire Science Training Association) shall be the official firefighting training manual for the City of Fire Department.

5. Responsibilities After A Fire

5.01. Duties of Fire Personnel.

- a. Every wet, dirty, or damaged hose used on equipment at fire scene shall be replaced with clean dry hose of the same type.
- b. All wet and dirty hose will be washed and rinsed.
- c. Upon return to the fire station (after a fire), all damaged hoses shall be marked and removed for maintenance.
- d. If the conditions are presumed necessary, all fire equipment should be washed, fuel tanks filled, and quarters cleaned before shift change.
- e. In all instances, the wet hose should be put in its proper place until it is dry.

5.02. Duties of Fire Officers After A Fire.

The Officer-In-Charge shall have the authority to determine the number of personnel needed to restore equipment and clean-up at the station after returning from a fire or emergency response. This includes all off-duty personnel and volunteers after a fire or return to station from emergency response. It shall be the responsibility of Officers-In-Charge to maintain proper records of all personnel, both off duty and volunteer, during their assigned duties.

X.

RADIO PROCEDURES

X. RADIO PROCEDURES

1. General Procedures

All radio operators should control themselves, remain calm, and refrain from uncivil, unkind, angry, ironical or derogatory remarks. This rule should apply under the more trying and exasperating conditions of heavy radio traffic. If subjected to such treatment by others, the operator should avoid replying and should proceed to handle the business at hand. If any corrective or disciplinary action should be taken, the operator should report improper behavior to a superior officer. All records shall be kept in an orderly manner and in such detail that the required data is readily available.

1.01. Purpose and Control:

All communications, regardless of their nature, shall be restricted to the minimum practical transmission time. The purpose of a public safety communication system is to rapidly and accurately handle official dispatches and information between mobile units and their stations, between stations, and to and from other Departments within an area.

1.02. Rules of Message Handling:

The rules for message handling outlined in this manual shall ordinarily be followed. However, when this is impossible, the delivery of information is more important than the method. The radio telephone system normally will operate as a free net (each station transmitting routine traffic as the need requires). However, operators at all stations shall exercise normal care not to break up transmissions in progress between other area stations and shall stand by courteously and promptly when so requested.

1.03. Distress and Emergency:

Although the communications center has a signal to indicate emergency traffic, the international distress signal is "May Day", and should be remembered by all operators. Because

it is impossible to list all situations where an emergency signal should or should not be used, the person acquainted with the situation must make this decision. Misuse of these signals will destroy their effectiveness.

1.04. Reading Messages:

Always read messages in groups or phrases. Repeat each phrase twice. Remember the receiving operator must make a written copy of everything. Transmit slowly enough for copying, but do not drag it out. When giving names of persons or places which may be difficult to understand, pronounce and then spell them, using the standard phonetic alphabet.

1.05. Under rules and regulations of the Federal Communications Commission,

IT IS UNLAWFUL:

- a. To transmit superfluous signals, messages, or communications.
- b. To use profane, indecent, or obscene language.
- c. To willfully damage or to permit radio apparatus to be damaged.
- d. To play music through transmitter.
- e. To cause unlawful or malicious interference with another radio communication.
- f. To intercept and use or publish the contents of any radio message without the express permission of the proper authorities in your department.
- g. To make unnecessary or unidentified transmission.
- h. To transmit without first making sure the intended transmission will not cause harmful interference.

1. To make any adjustments, repairs, or alterations to your radio transmitter. It is required by law that only a professional radio technician, holding a second class license or higher, may make adjustments and repairs.
- j. To deny access to your radio equipment if a properly identified representative of the FCC asks to inspect it.
- k. To transmit a call signal, letter, or numeral which has not been assigned to your station or car.

2. Phonetic Alphabet

2.01.	A	Adam	N	Nora
	B	Boy	O	Ocean
	C	Charles	P	Paul
	D	David	Q	Queen
	E	Edward	R	Robert
	F	Frank	S	Sam
	G	George	T	Tom
	H	Henry	U	Union
	I	Ida	V	Victor
	J	John	W	William
	K	King	X	X-ray
	L	Lincoln	Y	Young
	M	Mary	Z	Zebra

Example: The name is Barry:

B-Boy A-Adam R-Robert R-Robert Y-Young

3. Military Time Conversion

5.01:

12:01 midnight	to 12:59 a.m.	0001 0059
1:00 a.m.	to 1:59 a.m.	0100-0159
2:00 a.m.	to 2:59 a.m.	0200-0259
3:00 a.m.	to 3:59 a.m.	0300-0359
4:00 a.m.	to 4:59 a.m.	0400-0459
5:00 a.m.	to 5:59 a.m.	0500-0559
6:00 a.m.	to 6:59 a.m.	0600-0659
7:00 a.m.	to 7:59 a.m.	0700-0759
8:00 a.m.	to 8:59 a.m.	0800-0859
9:00 a.m.	to 9:59 a.m.	0900-0959
10:00 a.m.	to 10:59 a.m.	1000-1059
11:00 a.m.	to 11:59 a.m.	1100-1159
12:00 noon	to 12:59 a.m.	1200-1259
1:00 p.m.	to 1:59 p.m.	1300-1359
2:00 p.m.	to 2:59 p.m.	1400-1459
3:00 p.m.	to 3:59 p.m.	1500-1559
4:00 p.m.	to 4:59 p.m.	1600-1659
5:00 p.m.	to 5:59 p.m.	1700-1759
6:00 p.m.	to 6:59 p.m.	1800-1859
7:00 p.m.	to 7:59 p.m.	1900-1959
8:00 p.m.	to 8:59 p.m.	2000-2059
9:00 p.m.	to 9:59 p.m.	2100-2159
10:00 p.m.	to 10:59 p.m.	2200-2259
11:00 p.m.	to 11:59 p.m.	2300-2359
12:00 midnight	2400

4. Fire Dispatch Procedures

4.01. Alerting Fire Dispatch Personnel:

- a. When a fire is reported, GET FULL DIRECTIONS - Name, Address, and Phone Number - and if the person calling does not know the house number, get something to identify the location - such as: close to store; cars in driveway; nearest neighbor; color of house, etc.
- b. Give complete information to _____ and the Police Department.
- c. Clear the Fire Department by radio. (Example, the _____ Fire Department is running 10-33 traffic to house fire at 105 Doe Street).
- d. If needed, call the _____ and give them the location and type of fire.
- e. All calls from other cities will be given to the Officer-In-Charge. He will advise the procedures to be followed.
- f. The Officer-In-Charge will advise when to call the off-duty/volunteer firefighters.
- g. If in doubt about any fire procedure, contact the Fire Chief.

5. Bomb Incidents

- 5.01. The Communications Officer receiving a call of a bomb threat shall:
 - a. Notify the Officer-In-Charge.
 - b. Notify the Police Dispatcher.
- 5.02. The procedure to follow will be under the directions of the Police Officer-In-Charge of the incident.

XI.

PUBLIC RELATIONS

XI. PUBLIC RELATIONS

1. Good Public Relations Are Established By

1.01. Public relations means making a favorable impression on anyone having contact with the Fire Department. Good public relations are established by acceptable behavior, actions, and appearances. This applies both while on call as well as in the station.

Good public relations can be established by:

1. Treating the public with courtesy and consideration.
2. Taking the time to explain why certain actions must be taken while on duty or at a fire, the reason for which may not be clear to a person who has not had fire training.
3. Taking special care to avoid unnecessary damage to or soiling of private property at fires; clean up carefully after fires and responses.
4. Avoiding loud and profane talk at all times.
5. Staying away from the fire station if consuming alcohol and at no time responding to a call while drinking in any form.
6. Keeping the fire station and grounds clean and attractive.
7. Discussing the problems of the Department with the Chief or other officers and not in public.

XII.**TESTING AND MAINTENANCE OF FIRE HYDRANTS AND FIRE HOSE**

XII. TESTING AND MAINTENANCE OF FIRE HYDRANTS AND FIRE HOSE**1. Fire Hose Testing**

- 1.01. All fire hose will be tested according to I.S.O. (Insurance Service Office) standards.
- 1.02. All fire hose should be tested during the month of May. Every shift will participate in testing the hose.
- 1.03. All hose will be tagged and repaired as soon as possible.

2. Fire Hydrant Maintenance

- 2.01. Every fire hydrant within the City of shall be fully painted within sixty (60) days of installation.
- 2.02. The bonnet will be color coded.
- 2.03. The bottom of the fire hydrants shall be painted by the Water Department. Under no circumstances shall any other type of paint be used.
- 2.04. Fire hydrants shall be completely cleaned and free from weeds. The months of May through October shall be designated as the time period to clean fire hydrants.
- 2.05. A weed trimmer or some other type of tool suitable for cleaning around the fire hydrants shall be used.
- 2.06. Every cap that is missing and every broken fire hydrant will be reported in writing to the
by the Officer-In-Charge or the Fire Chief.

XIII.

CARE AND MAINTENANCE OF FIRE ENGINES

XIII. CARE AND MAINTENANCE OF FIRE ENGINES

1. Care of Fire Engines

All Fire Department vehicles will be washed every Saturday. All vehicles shall be washed with soap and water, every window on the vehicle shall be cleaned and all water left on the vehicle shall be wiped off with a dry cloth.

2. Weekly Maintenance Check List on Saturday

3. Periods for Waxing Engines

Every fire engine owned and operated by the City of Fire Department shall be waxed at least on a quarterly basis throughout a calendar year, or as directed by the Officer-In-Charge or the Fire Chief. The period for waxing the fire engines is as follows:

January - April - July - October

XIV.

TRAINING

XIV. TRAINING

1. International Fire Science Training Association (IFSTA) Manuals Shall Be Used For Training
 - 1.01 IFSTA manuals shall be used in the preparation of certification tests, and it shall be employed in the daily operations of training procedures.
 - 1.02 IFSTA manuals shall be updated on a continual basis.
 - 1.03 All procedures shall be taught by Department training personnel in compliance with the IFSTA manuals.
2. Annual Training Requirements
 - 2.01 After completion of the basic fire course at the State Fire School, a new firefighter must pass the certification program for Firefighter I as stipulated in IFSTA manuals during the probationary period, and pass a physical fitness test.
 - 2.02 Within three (3) years after employment with the Department, a firefighter must have passed the certification program for Firefighter II and III, and must have completed 40 hours of in-service training each year to maintain employment with the Department as a firefighter.
 - 2.03 Special training and new programs will be established by training personnel upon approval by the Fire Chief, and upon a determination that such training will be beneficial to the Department and to the City.

XV.

MUTUAL AID AGREEMENTS

MUTUAL AID FIRE PROTECTION AGREEMENT

THIS AGREEMENT entered into this day of , 19 ,
by and among the City of , the City of and the

WHEREAS, Section 6-54-601 and Sections 12-0-101 through 12-9-109 of Tennessee Code Annotated authorize the parties to this Agreement in this state to enter in mutual firefighting assistance; and

WHEREAS, the parties hereto desire to avail themselves of the authority conferred by this law; and

WHEREAS, the purpose of this Agreement is to provide each of the parties, through their mutual cooperation, a predetermined plan by which each render aid to the other in case of emergency which demands fire protection services to a degree beyond the existing capabilities of either party; and

WHEREAS, it is deemed to be in the public interest for the parties hereto to enter into an agreement for mutual assistance in fire protection and in order to increase fire defenses and to ensure fire control, as well as to provide necessary reserves for adequate community protection;

NOW THEREFORE, in consideration of the mutual covenants contained herein by an between the parties hereto, it is hereby agreed as follows:

1. The parties will be expected to respond to calls for fire protection assistance only upon request for such assistance made by the Senior Fire Official on duty, or the Chief of the Fire Department of the requesting party, hereinafter referred to as "Requester". All requests shall be made to the Fire Chief or Senior Fire Official on duty of the responding party, hereinafter referred to as "Responder". Assistance shall be rendered according to the procedures established in operational plans to be developed and agreed to by the individual parties.
2. Upon receipt of a request for assistance by the Senior Fire Official on duty from the requesting party (Requester), and upon a determination by the Senior Fire Official on duty of the responding party (Responder) that the request may be honored without impairing the capacity to provide fire protection within its own jurisdiction, the Responder may take

such steps as necessary to furnish apparatus, manpower and assistance to the Requester as deemed appropriate by Responder. Such response shall remain solely the discretion of the Responder. Assistance shall be rendered according to the procedures established in the operational plan developed and agreed to by all parties to this Agreement.

3. Upon Request for aid received as provided for in Paragraph 1, the Responder will authorize a response as follows:

Minimum request - one fire truck and two fire-fighters.

Maximum response - 50 percent of the personnel and resources of the Responder.

4. Neither party to this Agreement shall be bound to dispatch apparatus, equipment or personnel to the assistance of the other, but every effort should be made to furnish such assistance if, in the judgment of the Responder, such dispatch would not impose upon the community a serious impairment to the fire defenses and fire protection.
5. If there is also an emergency in the jurisdiction of the Responder at the time a request is made, or one occurs in the course of responding to a request under this Agreement, and the Responder determines, after a consideration of the severity of the emergency in his jurisdiction, that the Responder cannot comply with the minimal requirements under the Agreement without endangering life and/or incurring significant property damage in its own jurisdiction, the Responder may choose to use all equipment and personnel in its own jurisdiction. In such case, the Responder shall inform the Requester of this decision.

In cases where two or more requests for mutual aid assistance are made at the same time, thereby making compliance with the minimum requirements of the Agreement impossible for the Responder, the Responder shall determine, based upon an appraisal of the emergencies of the requesting jurisdiction, how best to respond to the requests including the discretion to send all available resources under this Agreement to the jurisdiction which is considered to have the most serious emergency, or deploying resources to each requesting jurisdiction. The Responder shall inform the Requester of the decision.

6. The respective jurisdictions reserve the right to recall at any time equipment and/or personnel dispatched to the other, when in the opinion of the Responder, protection needs in the area from which the equipment and personnel were dispatched so require.
7. Each of the parties to this Agreement agrees, upon request of the appropriate officials as set out in Paragraph 1 of this Agreement, to maintain their Departments in readiness to answer fire calls in the other jurisdiction pursuant to a fire protection assistance agreement.
8. It shall be the responsibility of the Responder to see that all personnel responding to the request for assistance are responsible persons, and the conduct and actions of said personnel shall be the responsibility of the Responder.
9. The services performed and expenditures made under this Agreement shall be deemed for public and governmental services and all immunities from liability enjoyed by the local government within its boundaries shall extend to its participation in rendering fire protection services outside its boundaries.
10. It is understood by each of the parties that any personnel supplied by the Responder in response to this Agreement will be deemed to be working in the course and scope of the employment of the Responder and will not be deemed to be loaned servants of the Requester.
11. When fire personnel are sent to another party per this Agreement, the jurisdiction, authority, rights, privileges, and immunities, including coverage under the Worker's Compensation laws, which they have in Responder's jurisdiction, shall be extended to and include the area in which like benefits and authorities are or could be afforded to fire personnel of the Requester and shall be extended to any geographic area necessary as a result of the request when said personnel are acting within the scope of the authority conferred by this Agreement.
12. The Requester shall in no way be deemed liable or responsible for the personal property of the members of the Fire Department of the Responder which may be lost, stolen or damaged while performing their duties in responding under the terms of this Agreement.

13. The Responder, under the terms of this Agreement, shall assume all liability and responsibility for damage to its own apparatus and/or equipment. The Responder shall also assume all liability and responsibility for any damage caused by its own apparatus and/or negligence of its personnel while en route to or returning from a specific location.
14. The Responder, under the terms of this Agreement, shall assume no responsibility or liability for property damaged or destroyed or bodily injury at the actual scene of any emergency or subsequent emergency responses due to actions which are required in responding under this agreement; said liability and responsibility shall rest solely with the Requester within whose boundaries the property exists or the incident occurs.
15. The respective parties agree that no claim or compensation will be made by either against the other for any loss, damage, personal injury or death of on duty personnel occurring in the performance of fire protection assistance rendered under this Agreement, and all such rights or claims are hereby expressly waived. It is further agreed that no claims will be made for damages or losses occurring as a result of a party's election not to respond, failure to respond promptly, or withdrawal of apparatus and personnel from the scene of a fire.
16. Each part to this Agreement shall assume all costs of salaries, wages, bonuses or other compensation for its own personnel that respond for duty under the terms of the Agreement and shall assume all costs involving the use of apparatus, equipment and tools used specifically in response to the request for aid and shall make no charge for such use to the party requesting assistance. However, any special chemicals used by the responding party from its own supply shall be paid for by the party requesting the aid upon receipt of an itemized statement of costs for such chemicals.
17. Equipment and personnel dispatched by the Responder in response to a request will operate under the immediate supervision and control of the Senior Firefighting Official-In-Charge of the dispatched equipment and personnel, but under the general direction of the Senior Firefighting Official of the Requester at the scene of the fire.

18. It is understood by the parties to this Agreement that no requests will be made, nor any assistance rendered, for fires occurring outside the jurisdictional limits of the Requester.
19. It is further understood by the parties to this Agreement that no assistance will be rendered in cases of civil disorder, or riots, except that assistance will be rendered in cases of major conflagrations during a firefighters' strike where the safety and lives of citizens are in imminent peril.
20. The parties agree to cooperate with each other in pre-fire planning and training to further facilitate the purpose of this Agreement.
21. This Agreement shall be valid only when it is executed by the Chief Executive Officer of the respective parties pursuant to the authority of the governing bodies of such parties.
22. This Agreement supersedes any and all mutual aid agreements previously entered into among the parties hereto and shall remain in effect until terminated by all parties hereto in the form of written notice setting forth the date of termination. Withdrawal from this Agreement by one party hereto shall be made by 30 days written notice to all other parties, but shall not terminate the Agreement among the remaining parties.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first above written.

OPERATIONAL PLAN

FIRE PROTECTION MUTUAL AID AGREEMENT

- I. Criteria for Requiring Assistance
 - A. A state of emergency shall exist or appear imminent.
 - B. The requesting jurisdiction shall have committed or shall have foreseen the need to commit all its available resources.
 - C. A Mutual Response agreement has been adopted between two jurisdictions for the purpose of authorizing the use of the closest personnel and equipment regardless of jurisdictional boundaries.
- II. Procedure for Requesting Assistance
 - A. When actual assistance is required, the Fire Chief (or a designated representative) shall contact the fire dispatch center from which assistance is desired.
 - B. Requests received over public service land line or other means shall be verified by the receiving jurisdiction prior to actual dispatch of assistance.
 - C. The request for assistance shall state:
 - 1) The nature of the emergency and its exact location.
 - 2) The type and number of personnel requested.
 - 3) The type of equipment needed.
 - 4) The name and location of the ranking officer to whom the assisting personnel shall report.
- III. Use of Assistance
 - A. The Chief of the Fire Department of the assisting jurisdiction, or other authorized official, shall

determine the availability and the type of personnel to be dispatched and shall acknowledge the request, stating the amount and type of assistance which will be provided. When a mutual response agreement has been adopted by two (2) contiguous jurisdictions, amount and type of assistance may be predetermined in the agreement.

- B. The assisting personnel shall report to and shall be under the command of the Officer-In-Charge at the scene of operations.
- C. Whenever possible, the assisting personnel shall be deployed as integral units and under the direct supervision of their own officer. If such deployment is not possible, the assisting personnel shall be deployed as members of a team with officers of the requesting jurisdiction. If neither of the preceding is possible, then deployment shall be determined by the ranking officer named in the assistance request.
- D. The nature of the emergency shall be a consideration in determining where the assisting personnel shall be deployed.
 - 1) In the event of a natural disaster, the assisting personnel generally shall be deployed on the scene of the disaster.
 - 2) In the event of a civil disorder, the assisting personnel generally shall be deployed as supporting units.
- E. Responding apparatus and vehicles shall be driven in such manner as will comply with applicable traffic regulations relating to emergency vehicles.

IV. Withdrawal of Assistance

Whenever possible, the assisting personnel and equipment shall be withdrawn pursuant to the mutual agreement of the requesting jurisdictions. If agreement is not possible, either the requesting or assisting jurisdiction may unilaterally withdraw the assisting personnel or equipment, after notifying the other(s) of the intended action. Notification of withdrawal, by mutual agreement or unilaterally, shall be confirmed through the dispatch center of the requesting jurisdiction.