City of Oneida Fire Department

Established 1896

SOP/SOG Best Practices Guideline

Section 1.0.0

General Administration

1.0.1 MISSION STATEMENT

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Mission Statement	**SECTION / TOPIC: General Administration**
Number: 1.0.1	**Date Issued: January 01, 2014**
Number of Pages: 3	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

None

OPFA	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The Oneida Fire Department operates under a general guiding principle known as our Mission Statement. The mission statement broadly defines the purpose and goals of the organization, establishing a philosophical foundation on which to build programs and services. All members of the department should consider the mission statement in every activity or document produced by the agency.

3.0 SCOPE

The Mission Statement applies to all members of the Oneida Fire Department who are currently serving in the Fire Department or to any who act on its behalf.

4.0 DEFINITIONS

These definitions are pertinent to these Best Practices SOP/SOG's.

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

City of Oneida Fire Department Mission Statement

Our Mission…

It is the mission of the Oneida Fire Department to preserve life and property, promote public safety and foster economic growth by meeting and exceeding our community's needs and expectations in any situation when called upon. We will maintain a state of readiness at all times for the citizens we serve and recognize that the community is the reason for our presence. The City of Oneida Fire Department will provide prompt effective fire suppression, advanced emergency medical services, response to specialized rescues, natural disasters and will advance public safety through its fire prevention, investigation and education programs.

Core Values of the Department…

SERVICE
The Department continues its unwavering call to protect and serve with tradition, courtesy, sensitivity, dignity and respect.

BRAVERY
We hold the preservation of life as our sacred duty. Bravery is the ability to overcome fear through fortitude, instinct, training and compassion for others. We aspire to do the right thing, even when it's difficult.

HONOR / INTEGRITY
The enormous commitment necessary to perform the Department's tasks requires excellence of character. We shall maintain the highest ethical standards. Act with sincerity, be honest, promote openness, inspire others through pride, earn the respect and trust of others with the belief that every action reflects on all members of the department, both past and present.

DEDICATION
A commitment to professionalism and our mission will provide the highest quality services to our citizens; we consider the needs of others before our own. We will demonstrate pride and loyalty to the organization.

POSITIVE WORK ENVIROMENT
Enjoy your work be able to laugh. Keep a sense of humor. Work together to solve problems, seek out other opinions, strive for unity.

PREPAREDNESS
By combining all the components of our core values, The City of Oneida Fire Department will maintain its constant state of readiness to meet all challenges both traditional and new.

City of Oneida Fire Department

Established 1896

SOP / SOG Best Practices Guideline

Section Listing

Section	Topic Area
1.0.0	General Administration
2.0.0	Operational
3.0.0	Emergency Medical Service EMS
4.0.0	Special Operations
5.0.0	Fire Marshal
6.0.0	Training Division
7.0.0	Mechanics Division
8.0.0	SCBA Repair Division

Index Listing continued:

City of Oneida Fire Department

Established 1896

SOP / SOG Best Practices Guideline

Index Section 1.0.0 General Administration

Subject	Reference Number	Date Issued	Revision Date
Section 100 General Admin	1.0.0	01/01/14	None
Mission Statement	1.0.1	01/01/14	None
Section Listing	1.0.2	01/01/14	None
Index Listing	1.0.3	01/01/14	None
Chain of Command	1.0.4	01/01/14	None
Organizational Chart	1.0.5	01/01/14	None
Administrative Chart	1.0.6	01/01/14	None
U.S. Flag Etiquette	1.0.7	01/28/14	None
SOP/SOG Best Practices	1.0.8	01/01/16	None
SOP/SOG Development	1.0.9	01/01/16	None
	1.1.0		
JD* Commissioner	1.1.1	01/01/14	None
JD* Fire Chief	1.1.2	01/01/14	None
JD* Assistant Chief	1.1.3	01/01/14	None
JD* Deputy Chief	1.1.4	01/01/14	None
JD* Lieutenant	1.1.5	01/01/14	01/09/15
JD* Firefighter	1.1.6	01/01/14	None
JD* Chaplain	1.1.7	01/01/14	None
	1.1.8		
	1.1.9		

*JD = Job Description

Index Listing continued:

Subject	Reference Number	Date Issued	Revision Date
Bureau of Fire Prevention	1.2.0	01/01/14	None
Training Division	1.2.1	01/01/14	None
Mechanics Division	1.2.2	01/01/14	None
EMS Division	1.2.3	01/01/14	None
SCBA Division	1.2.4	01/01/14	None
Rules of Conduct	1.2.5	09/12/14	None
Officers Rules of Conduct	1.2.6	09/12/14	None
Disciplinary Procedures	1.2.7	09/12/14	10/15/15
Electronic Communication	1.2.8	06/30/14	None
Cell Phone Policy	1.2.9	07/14/14	None
Uniform Classifications	1.3.0	01/20/14	None
Badges and Insignias	1.3.1	01/20/14	None
Awards, Medals & Citations	1.3.2	01/01/16	None
Ceremonial Procedures	1.3.3	01/01/16	None
Funeral/Visitation/LODD	1.3.4	04/01/14	None
Employee Appraisal Policy	1.3.5	04/10/14	None
Public Relation/Customer Service	1.3.6	01/04/14	None
	1.3.7		None
	1.3.8		
Approved Clothing Items	1.3.9	03/26/13	12/10/14
Hazard Communication Program	1.4.0	01/04/16	None
Trading Work Time (swap)	1.4.1	04/13/14	None
	1.4.2		
	1.4.3		
	1.4.4		
	1.4.5		

*JD = Job Description

1.0.4 FIRE DEPARTMENT CHAIN OF COMMAND

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Fire Dept. Chain of Command	**SECTION / TOPIC: Administration**
Number: 1.0.4	**Date Issued: January 01, 2014**
Number of Pages: 3	**Revised Date:**

Prepared	Approved	Approved
X _____	X _____	X _____
Preparer	Approved	Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

New York State Executive Order 26
NFPA 1561: Standard on Emergency Services Incident Management System.
NFPA 1600: Standard on Disaster/Emergency Management and Business Continuity Programs
NFPA 1500 Standard for Occupational Safety and Health Programs
NYS Department of Homeland Security & Emergency Services ICS 100 – 400 courses
US Army Command Policy AR-600-20

NYS Executive Order	Executive Order Number 26
OPFA Contract	
NFPA	NFPA 1561,1600.
NIMS	HSPD 5, ICS -100, 200, 300, 400

2.0 PURPOSE

To establish clear lines of communications for conducting fire department business and activities within the City of Oneida Fire Department, for both emergent and non-emergent situations.
For the department to effectively work together a common command structure must exist. The ICS and NIMS system has been adopted by The United States Fire Administration, and is recommended by The National Fire Protection Association as the standard to be used in all single and multi-agency emergency responses.

3.0 SCOPE

All indivuals working under the Chain of Command for the City of Oneida Fire Department.

4.0 DEFINITIONS

These definitions are pertinent to these Best Practices SOP/SOG's.

Chain of Command: The hierarchical orderly line of authority in command, control, executive, or management positions with in the ranks of the Oneida Fire Department.
ICS: Incident Command System
NIMS: National Incident Management System
HSPD-5 : Homeland Security Presidential Directive 5 "Management of Domestic Incidents"
Open Door Policy: Encourages open communication, feedback, and discussion about any matter of importance to an employee. The Oneida Fire Department open door policy provides the expectation that an employee will address concerns, ideas, or suggestions first with his or her immediate supervisor and then follow the chain of command.

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

The City of Oneida Fire Department is a Quasi Military Organization structured around the Chain of Command concept. Communications for department related activities shall be conducted through the Chain of Command. Department activities include, but are not limited to the following: clarification of policies and procedures, work assignments, requests for information within the organization, and requests for information outside the organization that may pertain to normal work duties. Specifics may include, but are not limited to the following; requests for information pertaining to vacations, holidays, sick leave, training activities, station assignments, payroll, workers compensation, and requests to meet with Fire Chief, Assistant Chief, Public Safety Commissioner, Members of the Oneida Common Council or Mayor.

The employee begins the communication process with requests or discussions with his/her immediate supervisor. If response from the supervisor is unsatisfactory or an issue must be taken to the next level, communication will be from the employee through the supervisor to the next level. The process of communications will continue from supervisor to shift commanders to Chief of the department. Communications from the top of the organization will be accomplished opposite of the above. If in doubt about communication procedures contact your supervisor. Employees will follow the "Chain of Command" for all matters including concerns, recommendations, and complaints. To bypass the Chain of Command will only delay corrective action, as the problem will be referred back to the appropriate supervisor

The chain of command assists commanders at all levels to achieve their primary function of accomplishing the shift's assigned mission/assignment while caring for personnel and property in their charge. A simple and direct chain of command facilitates the transmittal of orders from the highest to the lowest levels in a minimum of time and with the least chance of misinterpretation. The command channel extends upward in the same manner for matters requiring official communication from subordinate to senior.

Shift Commanders "Deputy Chiefs" are responsible for everything their command does or fails to do. However, shift commanders subdivide responsibility and authority and assign portions of both to various subordinate officers and fire department members. In this way, a proper degree of responsibility becomes inherent in each member of the shift. Commanders delegate sufficient authority to subordinates Lieutenant or Firefighters in the chain of command to accomplish their assigned duties, and commanders may hold these subordinates responsible for their actions. Commanders who assign responsibility and authority to their subordinates still retain the overall responsibility for the actions of their commands.

Proper use of the chain of command is vital to the overall effectiveness of the Oneida Fire Department. Shift Commanders must acquaint all their Officers and Firefighters with its existence and proper function. Effective communication between senior and subordinate firefighters within the chain of command is crucial to the proper functioning of all shifts. Therefore, Officers and Firefighters will use the chain of command when communicating issues and problems to their leaders and commanders.

CHAIN OF COMMAND:

Fire Chief
Assistant Chief **
Deputy Chief
Lieutenant
Firefighter
**In absence of the Chief

OPEN DOOR POLICY:

The Fire Chief has an "open door" policy for those employees desiring a conference. This request will be made through the proper channels.

That being said, Shift Commanders will establish an open door policy within their shift. Firefighters are responsible to ensure that the Officers are made aware of problems that affect discipline, morale, and mission effectiveness; and an open door policy allows members of the command staff to present facts, concerns, and problems of a personal or professional nature or other issues that the firefighters has been unable to resolve. The timing, conduct, and specific procedures of the open door policy are determined by the shift commander. He or she is responsible for ensuring that Officers and Firefighter are aware of both the Fire Chiefs and Shift Commander's open door policy.

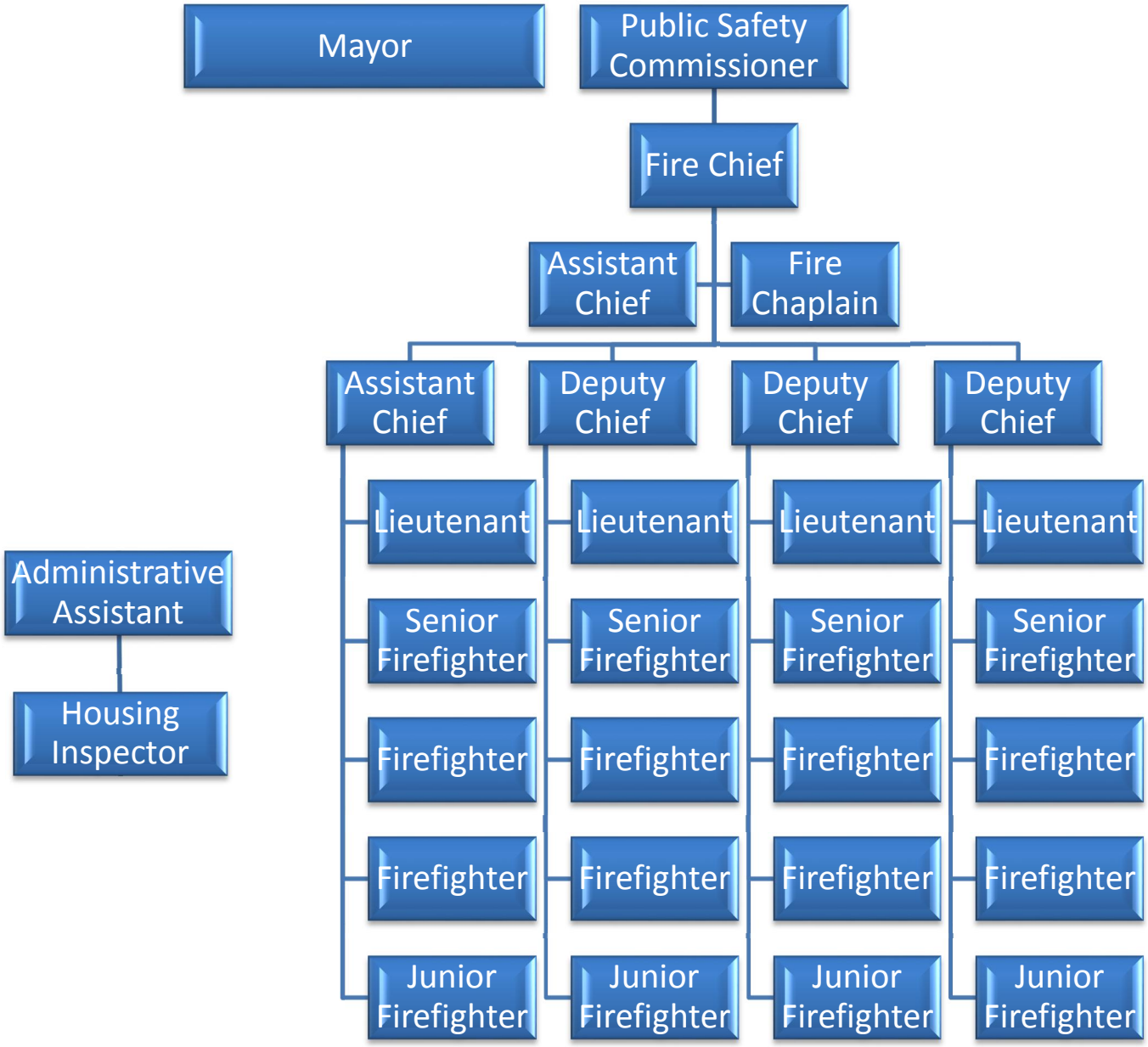
EMERGENCY OPERATIONS:

Communication at the scene of an emergency or other fire department operation will be conducted as per the Incident Command System. Orders issued at a scene will be carried out without delay. Situations regarding specific safety issues will be brought to the attention of the Company Officer, Incident Commander or Safety Officer.

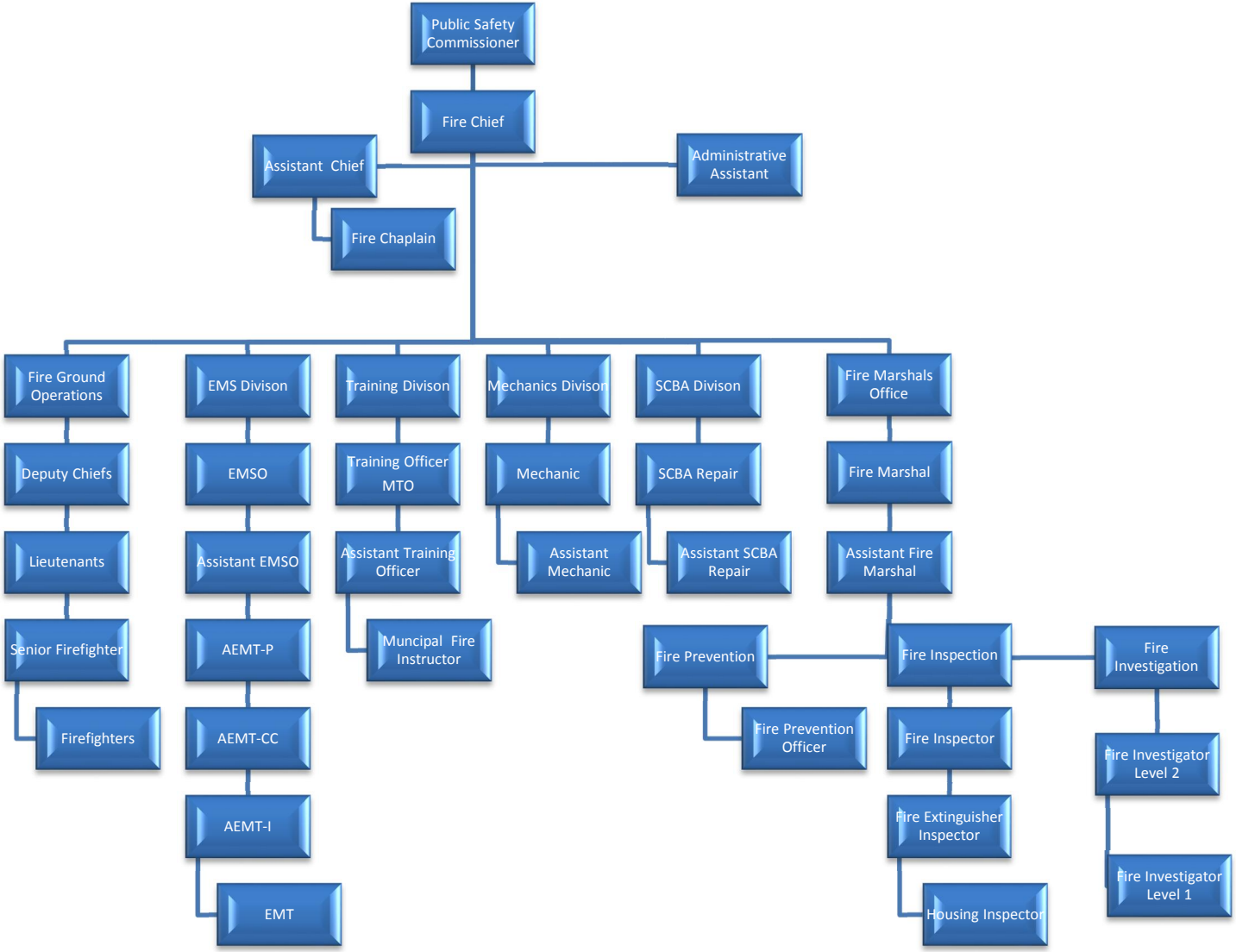
When operating at a multi agency operation members of the Oneida Fire Department will take command from members of the Oneida Fire Department unless orded to do so by Oneida Fire Department Command.

ORGANIZATIONAL CHART: See 1.3.2 ONEIDA FIRE DEPARTMENT ORGANIZATIONAL CHART
ADMINISTRATIVE CHART: See 1.3.3 ONEIDA FIRE DEPARTMENT ADMINISTRATIVE CHART

Oneida Fire Department Organizational Chart 1.0.5



Oneida Fire Department Administrative Chart 1.0.6



1.0.7 U.S. FLAG ETIQUETTE

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: U.S. Flag Etiquette	**SECTION / TOPIC: Administration**
Number: 1.0.7	**Date Issued: January 28, 2014**
Number of Pages: 10	**Revised Date:**

Prepared	Approved	Approved
X _____	X _____	X _____
Preparer	Approved	Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

United States Code (Flag), Title 4- Chapter1, Title 36-Chapter 3
U.S. Air Force Academy- Flag Fold Protocols
PBCFR - Standards

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

This SOP/SOG Best Practices Guideline is intended to provide tools, background and historical information on the display, disposition, and use of flags. Flags are an integral part of Fire Department events. The following information on flags is historical and informational in nature. Flags play an important role in ceremonies. There are very formal rules of etiquette with regard to their use and display. The national flag of the United States of America is the most important symbol of our nation's past and future. It is important to display it proudly and properly.

3.0 SCOPE

This SOP/SOG provides Oneida Fire Department members in guidance and history for excellence in protocol, decorum, customs and courtesies during Fire Department ceremonies, conferences, and social events, in hosting visitors and in honors afforded at fire department funerals in support of the Fire Department mission.

4.0 DEFINITIONS

These definitions are pertinent to these Best Pratices SOP/SOG's.

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

HISTORY:

Flags are almost as old as civilization itself. Imperial Egypt as well as the armies of Babylon, Chaldea, and Assyria followed the colors of their kings. The Old Testament frequently mentions banners and standards. Many flags of different designs were present in parts of the American colonies before the Revolution. When the struggle for independence united the colonies, the colonists wanted a single flag to represent the new nation. The first flag borne by the Army as a representative of the 13 colonies was the Grand Union flag. It was raised over the Continental Army at Cambridge, Massachusetts, on January 2nd, 1776. That flag had the familiar 13 stripes (red and white) of the present flag, but the blue square contained the Crosses of St. George and St. Andrew from the British flag.

The Stars and Stripes flag was born on June 14th, 1777, two years to the day after the birth of the Army. On that date, Congress resolved that the flag of the United States be 13 stripes, alternate red and white, and that the union be 13 stars, white in a blue field, representing a new constellation. The arrangement of the stars on the blue field was not specified.

According to some historians, the Stars and Stripes were first raised over Fort Stanwix, New York, on August 3rd, 1777. In that Army version of the flag, the stars were arranged in a circle. (The Navy version had the stars arranged to form crosses similar to the British flag.)

When Vermont and Kentucky joined the Union, the flag was modified so that there were 15 stars and 15 stripes. It was that flag, flying triumphantly over Fort McHenry, Maryland, on September13th and 14th, 1814, which inspired Francis Scott Key to compose the verses of "The Star Spangled Banner." That flag was the national banner from 1795 until 1818. Thus, when it was raised over Tripoli by the Marines in 1805, it was the first United States flag to be hoisted over conquered territory in the Old World.

Later, it was flown by General Andrew Jackson at the Battle of New Orleans. Realizing that adding a stripe for each new state would soon spoil the appearance of the flag, Congress passed a law in 1818 fixing the number of stripes at 13 and providing for the addition of a star in the Blue Union for each new state. The star is to be added and the new flag to become official on the Fourth of July following the admission of the new state to the Union. It was not until shortly before the Civil War that the Stars and Stripes actually became the National Color.

SALUTES:

The National Color renders no *Salute* (dip). An exception to this rule is followed by Naval vessels when, upon receiving a *Salute* of this type from a vessel registered by a nation formally recognized by the United States, the compliment must be returned. All other flags including, State, Municipalities, Organizational flags salutes (dips) in all department ceremonies while the National Anthem is being played.

DISPLAYING:

The flag of the United States represents the living country and is considered a living thing. Rules and customs for displaying the U.S. flag, adopted by an act of Congress in 1942 and amended in 1976, are found in Title 36 of the United States Code.

NOTE: No other flag or pennant should be placed above or, if on the same level, to the right of the flag of the United States of America except during church services conducted by Naval chaplains at sea, when the church pennant may be flown above the flag, and except as required by multinational agreements to which the U. S. is a signatory.

- It is the universal custom to display the flag only from sunrise to sunset on buildings and on stationary flagstaffs in the open. However, when a patriotic effect is desired, the flag may be displayed twenty-four hours a day if properly illuminated during the hours of darkness.

- The union, the field of blue with the grouping of stars representing the individual states, is the honor point and is the flag's right. When the flag is displayed, the union is always to the top and to the flag's own right (the left of the observer).

- When carried, the flag is always free, never stretched flat or carried horizontally. In the company of other flags, the U.S. flag is always on the marching right (the flag's own right) or, if there is a line of other flags, in front of the center of that line.

- When a number of flags of states, or localities, or pennants of societies are grouped and displayed from staffs, the U.S. flag is in the center and at the highest point of the group.

- If all flags are displayed from staffs of the same height, the flag of the United States is placed in the honor position, to the right of the other flags (to the left of the observer).

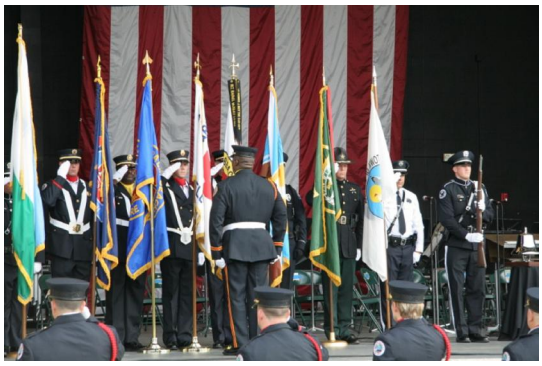
- When flags of two or more nations are displayed, they are flown from separate staffs of the same height, they are of approximately equal size, and the U.S. flag is to the right of the others.

- When displayed either horizontally or vertically against a wall, the union should be uppermost and to the flag's own right, that is, to the observer's left. When displayed in a window or bay, the flag should be displayed in the same way, with the union or blue field to the left of the observer in the street.

- The flag of the United States is never used as drapery. It is displayed hung flat against a wall or flown free from a staff. It is not festooned over doorways or arches, tied in a bow, or fashioned into a rosette. It is not used to cover a speaker's desk or draped over the front of a platform. For those purposes, bunting may be used, giving the blue of the bunting the place of honor at the top of the arrangement or in the center of the rosette.

- When the flag is displayed over the middle of the street, it should be suspended vertically with the union to the north in an east and west street or to the east in a north and south street.

- Traditionally, there is one permissible departure from the rules for display of the flag of the United States: in a dire emergency, the flag may be flown upside down as a distress signal.



POSTING AND RETIRING THE COLORS:

Formal assemblies conducted indoors begin with the presentation of the Colors, referred to as posting the Colors, and end with the retirement of the Colors. The following instructions outline the procedures for posting and retiring the Colors, with a head table and without hea table.

Since indoor areas vary in size, configuration, and intended purpose, these instructions do not apply to all situations.
Therefore, persons planning an indoor ceremony can modify these instructions based on their specific floor plan.

The Color Guard forms outside the entrance to the dining area, auditorium, or meeting hall. The audience is directed to stand until the Colors are posted. If the playing of the National Anthem (or other appropriate music) and the invocation are scheduled, the audience will remain standing until they are completed.

When the arrangements include a head table, the Color Guard enters in a line formation, preferably, or forms in a line immediately inside the room and moves to a position centered on and facing the head table.

The Color Guard will hold colors until the National Anthem or Pledge of Allegiance are complete. Once completed the Color Guard will post the Colors in a designated stand and exit the area.

CONDUCT DURING HOISTING, LOWERING OR PASSING OF FLAG:

During the ceremony of hoisting or lowering the flag or when the flag is passing in a parade or in review, all persons present in any classification of **department uniform** should render the military salute.

Members of the Armed Forces and veterans who are present but not in uniform may render the military salute.

All other persons present not in department uniform should face the flag and stand at attention with their right hand over the heart, or if applicable, remove their civilian headdress with their right hand and hold it at the left shoulder, the hand being over the heart.

Citizens of other countries present should stand at attention. All such conduct toward the flag in a moving column should be rendered at the moment the flag passes.

LOWERING FLAG TO HALF-STAFF:

The term "half-staff" means the position of the flag when it is one-half the distance between the top and bottom of the staff.

The flag, when flown at half-staff, should be first hoisted to the peak for an instant and then lowered to the half-staff position. The flag should be again raised to the peak before it is lowered for the day.

On Memorial Day the flag should be displayed at half-staff until noon only, and then raised to the top of the staff.

COVERING A CASKET:

When the flag is used to cover a casket, it should be so placed that the union is at the head and over the left shoulder. The flag should not be lowered into the grave or allowed to touch the ground.

NATIONAL ANTHEM:

During the playing of The National Anthem when the flag is displayed, individuals in department uniform should render a military salute at the first note of the anthem and maintain that position until the last note.

Members of the Armed Forces and veterans who are present but not in uniform may render the military salute in the manner provided for individuals in uniform.

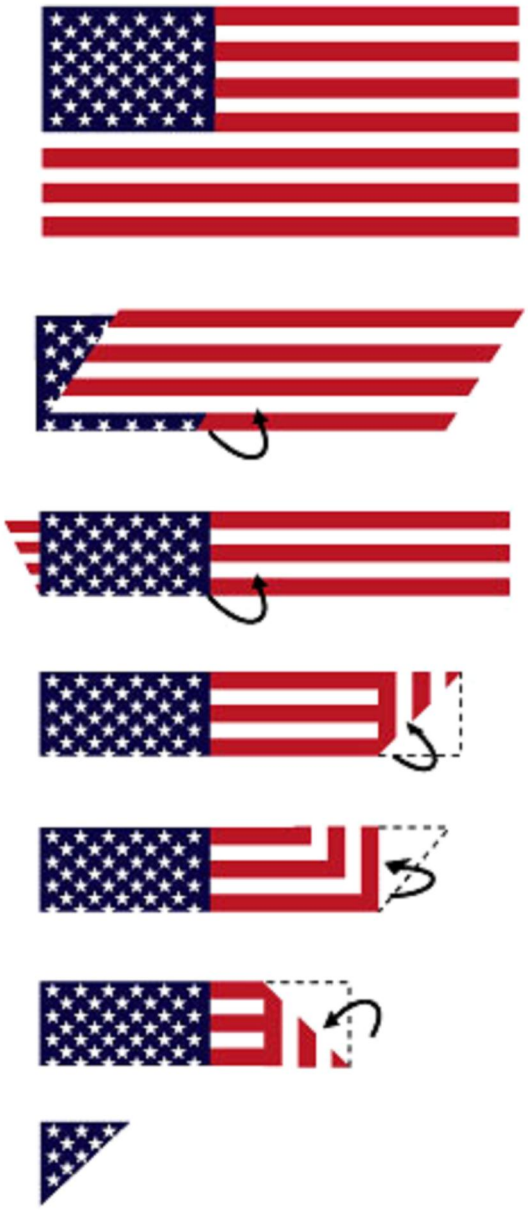
All other persons present should face the flag and stand at attention with their right hand over the heart. Personnel not in uniform should remove their civilian headdress, if applicable, with their right hand and hold it at the left shoulder, the hand being over the heart.

When the flag is not displayed, all present should face toward the music and act in the same manner they would if the flag were displayed.

The laws relating to the flag of the United States of America are found in detail in the United States Code. Title 4, Chapter 1 pertains to the flag; Title 18, Chapter 33, Section 700 regards criminal penalties for flag desecration; Title 36, Chapter 3 pertains to patriotic customs and observances. These laws were supplemented by Executive Orders and Presidential Proclamations.

Saluting Etiquette For National Colors and Fire Department Ceremonies

- National Anthem
- Pledge of Allegiance
- TAPS Passing in Review (Parades
- Draped Coffin Passing
- Transfer of Flag
- Flag to Half-Staff
- Flag Raising
- Flag Retiring



Step 1
To properly fold the Flag, begin by holding it waist-high with another person so that its surface is parallel to the ground.

Step 2
Fold the lower half of the stripe section lengthwise **over** the field of stars, holding the bottom and top edges securely.

Step 3
Fold the flag **again** lengthwise with the blue field on the **outside**.

Step 4
Make a triangular fold by bringing the striped corner of the folded edge to meet the open (top) edge of the flag.

Step 5
Turn the outer (end) point inward, parallel to the open edge, to form a second triangle.

Step 6
The triangular folding is continued until the entire length of the flag is folded in this manner.

Step 7
When the flag is completely folded, only a triangular blue field of stars should be visible.

MEANING OF THE FLAG FOLD:

As an Army and Navy custom, the flag is lowered daily at the last note of "*Retreat*". Special care should be taken that no part of the flag touches the ground. The Flag is then carefully folded into the shape of a tri-cornered hat, emblematic of the hats worn by colonial soldiers during the War for Independence. In the folding, the red and white stripes are finally wrapped into the blue, as the light of day vanishes into the darkness of night. This custom of special folding is reserved for the United States Flag alone.

FLAG FOLDING CEREMONY:

The flag folding ceremony described by the Uniformed Services is a dramatic and uplifting way to honor the flag on special days, like Memorial Day or Veterans Day, and is sometimes used at retirement ceremonies.

Here is a typical sequence of the reading:

****

(Begin reading as Honor Guard or Flag Detail is coming forward).

The flag folding ceremony represents the same religious principles on which our country was originally founded. The portion of the flag-denoting honor is the canton of blue containing the stars representing the states our veterans served in uniform. The canton field of blue dresses from left to right and is inverted when draped as a pall on a casket of a veteran who has served our country in uniform.

In the Armed Forces of the United States, at the ceremony of retreat the flag is lowered, folded in a triangle fold and kept under watch throughout the night as a tribute to our nation's honored dead. The next morning it is brought out and, at the ceremony of reveille, run aloft as a symbol of our belief in the resurrection of the body.

****

(Wait for the Honor Guard or Flag Detail to unravel and fold the flag into a quarter fold--
resume reading when Honor Guard is standing ready.)

The first fold of our flag is a symbol of life.

The second fold is a symbol of our belief in the eternal life.

The third fold is made in honor and remembrance of the veteran departing our ranks who gave a portion of life for the protection of our country to attain a peace throughout the world.

The fourth fold represents our weaker nature, for as American citizens trusting in God, it is to Him we turn in times of peace as well as in times of war for His divine guidance.

The fifth fold is a tribute to our country, for in the words of Stephen Decatur, "Our country, in dealing with other countries, may she always be right; but it is still our country, right or wrong."

The sixth fold is for where our hearts lie. It is with our heart that we pledge allegiance to the flag of the United States of America, and to the republic for which it stands, one nation, under God, indivisible, with liberty and justice for all.

The seventh fold is a tribute to our Armed Forces, for it is through the Armed Forces that we protect our country and our flag against all her enemies, whether they are found within or without the boundaries of our republic.

The eighth fold is a tribute to the one who entered in to the valley of the shadow of death, that we might see the light of day, and to honor mother, for whom it flies on mother's day.

The ninth fold is a tribute to womanhood; for it has been through their faith, love, loyalty and devotion that the character of the men and women who have made this country great have been molded.

The tenth fold is a tribute to father, for he, too, has given his sons and daughters for the defense of our country since they were first born.

The eleventh fold, in the eyes of a Hebrew citizen, represents the lower portion of the seal of King David and King Solomon, and glorifies, in their eyes, the God of Abraham, Isaac, and Jacob.

The twelfth fold, in the eyes of a Christian citizen, represents an emblem of eternity and glorifies, in their eyes, God the Father, the Son, and Holy Ghost.
When the flag is completely folded, the stars are uppermost, reminding us of our national motto, "In God we Trust."

(Wait for the Honor Guard or Flag Detail to inspect the flag--after the inspection, resume reading.)

After the flag is completely folded and tucked in, it takes on the appearance of a cocked hat, ever reminding us of the soldiers who served under General George Washington and the sailors and marines who served under Captain John Paul Jones who were followed by their comrades and shipmates in the Armed Forces of the United States, preserving for us the rights, privileges, and freedoms we enjoy today.

DISPOSAL OF THE NATIONAL COLORS:

The United States Flag Code states: The Flag, when it is in such condition that it is no longer a fitting emblem of display, should be destroyed in a dignified way, preferable by burning. Throughout America, volunteer organizations commonly carry out this duty as an act of community service, destroying old, worn, tattered, frayed, and/or faded flags. These organizations perform formal ceremonies observing flag etiquette while properly disposing of the national colors.

Local community organizations can be contacted directly for disposal arrangements such as:

- American Legion Post
- VFW
- Marine Corps League
- Boy Scouts
- Funeral Homes

1.0.8 SOP / SOG Best Practices Policy

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: SOP / SOG Best Practices Policy	**SECTION / TOPIC: General Administration**
Number: 1.0.8	**Date Issued: January 1, 2016**
Number of Pages: 6	**Revised Date: January 28, 2016**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: Chief Kevin Salerno	By: Chief Kevin Salerno	By:

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NFPA	
NIMS	

2.0 PURPOSE

The SOP / SOG Best Practices Manual for the City of Oneida Fire Department will explain its underlying philosophy. By providing a standard, written source of Departmental policies and procedures that will promote a fair; unbiased work environment and an effective and efficient operation of the City of Oneida Fire Department.

3.0 SCOPE

This SOP/SOG pertains to all personnel in this organization.

4.0 DEFINITIONS

None

5.0 GENERAL USE PROCEDURES

General Provisions

The major functions of the City of Oneida Fire Department are;

- to prevent fires from starting
- to prevent injuries and the loss of life or property
- confine and extinguish a fire to the place of origin
- to train, plan and prepare for natural and manmade disasters
- to extinguish unwanted fires.
- to provide basic and advanced emergency medical care

From the point of view of the City Government, this involves the services of fire prevention, firefighting, determining cause and origin, emergency medical services, and efficient emergency management. To achieve true success, the Department must win and retain the confidence and respect of the public, which it serves.

This can be accomplished only by a constant and earnest endeavor on the part of all members and employees of the Department to perform their duties in an efficient, honest, businesslike, and a professional manner, by exemplary conduct, and showing in the public mind that the Fire Department is a most vital requisite to public well-being.

The rules and regulations herein set forth are compiled, adopted, and published by the Chief of the Fire Department for the information, guidance, government, discipline, and administration of the City of Oneida Fire Department, and the members and employees of the Department as to obligations required of them in the proper performance of their duties.

Any violation of these regulations may be the subject of disciplinary actions against all persons responsible for such violations, unless otherwise directed by the Fire Chief.

These rules and regulations cannot (nor are they expected to) provide a solution to every question or problem that may arise in an organization designed and established to render emergency service. It is expected, however, that they will be sufficiently comprehensive, and provide the members and employees of the City of Oneida Fire Department guidance as to their obligations and duties.

They are not designed nor intended to limit any member or employee in the exercise of his judgment or initiative in taking reasonable action in extraordinary situations. By necessity, much must be left to the loyalty, integrity, training and discretion of the members and employees. The degree to which individual members and employees demonstrate these qualities in the discharge of their duty, the Department will measure up to the highest standard required and expected by the citizens.

All members and employees of the City of Oneida Fire Department are bound by these rules and regulations, regardless of the duties that may be assigned them. **It shall be the duty of every member and employee to familiarize him/herself with the contents of these rules and regulations, and to conduct him/herself in accordance with their precepts.**

Cooperation:

No Shift shall become so isolated from the other Shifts of the Department so as to interfere with efficient inter-departmental relationship and morale. All members of the Department shall work together, always to obtain a higher degree of cooperation.

Officers and Members to Know Rules and Regulations.

Policies and procedures delineated in this SOP / SOG Best Practices Manual apply to all personnel as designated, and are issued for the purpose of effecting standardization.

Supervisors are charged with the responsibility of acquiring a thorough knowledge of the subject matter contained herein, and with enforcing strict compliance therewith.

No set of rules and regulations is workable or effective unless there is complete accord on the part of the supervisory officers in complying with, and enforcing them. Senior officers are encouraged to instruct subordinates frequently in the enforcement of the rules and regulations issued therewith.

Lack of knowledge of any of the provisions of the rules and regulations will not be accepted as an excuse for failure to observe the rules.

The right and power to amend, alter, rescind, or add to these rules and regulations, in whole or in part, is reserved by the Fire Chief, as from time to time the good of the service may require.

Faithful performance of duty and exemplary conduct will be guiding factors in evaluation of the members of the Department for promotion.

All previous rules, regulations, and orders, in conflict with these rules and regulations, are hereby revoked.

Attitude Toward Profession:

The City of Oneida Fire Department members and employees shall regard the discharge of their duties as a public trust and recognize their responsibility to public service.

By diligent study and sincere attention to self-improvement, they shall strive to make the best possible application of science to the fire service and strive for effective leadership and public influence in matters affecting public safety.

They shall appreciate the importance and responsibility of their position, and hold the fire service to be an honorable profession, rendering valuable service to their community and their country.

Responsibility:

A. It shall be the responsibility of all members of the City of Oneida Fire Department to familiarize themselves with, and conform to, the policies, regulations, and procedures contained within the City of Oneida Fire Department SOP / SOG Best Practices Manual.

B. It shall be the responsibility of all City of Oneida Fire Department Officers to supervise and command their subordinates within the guidelines and philosophies contained within the department SOP / SOG Best Practices Manual.

Policy:

The City of Oneida Fire Department shall establish an SOP / SOG Best Practices Manual containing written, standardized, operational policies, procedures, and regulations. This manual is for the use of every member of the Department, to help each person be a better representative of 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 and officers 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 the City of Oneida laws, ordinances and policies, and the laws of the State of New York.

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.

Authority:

A. Pursuant to the authority vested in the Fire Chief by State Law and Local Ordinance, the SOP / SOG Best Practices Manual is hereby established as the standard, written reference source of Department Rules, Regulations, Policies, Procedures, and Operations.

B. The contents of the SOP / SOG Best Practices Manual shall supersede any conflicting information contained in any other City of Oneida Fire Department publication.

C. At no time will this document supersede the City of Oneida Code, City of Oneida Personnel Rules and Regulations Handbook, State or Federal laws, the Labor Agreement (contract), any State or Regional EMS Protocols or any other policies approved by the Mayor, Public Safety Commissioner or the City Council.

Philosophy:

A. Policies in the form of reasonable guidelines are necessary for the proper operation of any organization. Such policies must be standardized in a workable, readable format, which is made available to all levels of the organization.

B. Knowledge of the policies and procedures by Fire Department members is essential for the maintenance of discipline, and the development of teamwork and morale.

C. The policies, procedures, and regulations contained within this Manual are intended to be reasonable and workable guidelines of a positive nature.

D. The necessity for periodic review and revision of policies and operational procedures is recognized as a highly important component of this system. Such a process has been incorporated as part of this Manual.

E. This SOP / SOG Best Practives Manual cannot be expected to provide a solution to every question or problem, which may arise in an organization established to provide an emergency service delivery system. It is expected, however, that it will be sufficiently comprehensive to cover, either in a specific or general way, the majority of operational and administrative activities, which involve the members of the City of Oneida Fire Department.

F. The existence of these written guidelines is not intended to limit any member in the exercise of judgment or initiative in taking the action a reasonable person would take in extraordinary situations which may arise in the fire service. Much, by necessity, must be left to the loyalty, integrity, training and discretion of members.

Keeping Informed:

Within sixty (60) days of January 1, 2016, 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.

As new SOP / SOG Best Practice Guidelines are released to each shift commander, the shift commander will review each one with every member of their respective shift and each member will acknowledge they have reviewed each SOP / SOG Best Practice Guideline by signing the acknowledgement form that was issued with the Guideline.

1.0.9 SOP/SOG DEVELOPMENT & REVISIONS TO GUIDELINES

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: SOP Development & Revisions	**SECTION / TOPIC: General Administration**
Number: 1.0.9	**Date Issued: January 1, 2016**
Number of Pages: 3	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By:

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NFPA	
NIMS	

2.0 PURPOSE

This standard operating procedure/guideline is to addresses the organization and development process for the creation of the Oneida Fire Department Best Practices SOP/SOG(s). It will also provide an outline for the approval, distribution, implementation, evaluation, and review for new and existing Standard Operating Procedures. In the case of updating written guidelines and policies already in existence for the operation of the Fire Department. These best practices guideline will, provide instructions and an outline so that Fire Department members may have the ability to review or update the various guidelines contained in this handbook.

3.0 SCOPE

This SOP/SOG pertains to all personnel in this organization and those assigned to develop or update any and all SOP/SOG Best Practices for the Oneida Fire Department.

4.0 DEFINITIONS

None.

5.0 GENERAL USE PROCEDURES

General Information:

Fire Department personnel are encouraged to create/draft Standard Operating Procedures for the department when they believe that a guide would be of assistance to the operations of the Department. Personnel are also encouraged to review existing Standard Operating Procedures to ensure these procedures meet the current needs of the Department. If at any time it is felt that an addition, correction or the removal of an SOP/SOG in part or in its entirety should be administered this guideline will address the process to do so.

SOP/SOG Best Practices Guideline Development:

Format:
1. Policy Reference
2. Purpose
3. Scope
4. Definitions
5. General Use Procedures

Followed by any attachments

Instructions / Procedures

1. The following steps shall be followed in order for a new SOP/SOG Best Practices Guideline to accepted and placed into use.

   A. Standard Operating Procedure is drafted or a request is made for a particular subject matter to be addressed.
   B. Standard Operating Procedure is then forwarded to the Deputy Chief in-charge of the departments SOP/SOG Best Practices Guidelines.
   C. The Deputy Chief in charge of the SOP/SOG Best Practices Guideline edits the submitted Standard Operating Procedure and assigned an Article, Title, Number, Section and Effective Date and signs the document.

D. The Deputy Chief then will submit the proposed SOP/SOG Best Practices Guideline to the Assistant Chief for review.
E. The Assistant Chief will then submit the proposed SOP/SOG Best Practices Guideline to the Chief for final approval and Signature.

After the development process is completed and the approval process is finished the Fire Chief shall place a schedule for the SOP/SOG Best Practices Guideline to go into effect. The Standard Operating Procedure will be forwarded to the Shift commanders for review with the members of the shift and distribution of the document if so desired. Location of the implemented SOP/SOG Best Practices Guideline at a minimum will be located in the following locations: Chief's Office, Watch Desk, and Training Room.

After completing the review Shift Commanders shall ensure that the new SOP/SOG Best Practices Guideline is understood and all personnel have acknowledged their understanding of the publication and signed the Acknowledgement Form. The Shift Commander will return the signed form to the Assistant Chief. (Acknowledgement Form located at the end of this document)

SOP / SOG Number:_____ **Date:**_____

Shift Commander:_____ **Shift #:**_____

Lieutenant:_____

FF:_____ **FF:**_____

FF:_____ **FF:**_____

1.1.1 COMMISSIONER OF PUBLIC SAFETY

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Commissioner of Public Safety	**SECTION / TOPIC: Admin. Rules & Regs**
Number: 1.1.1	**Date Issued: January 01, 2014**
Number of Pages: 2	**Revised Date: :**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

City of Oneida Fire Department Operations Manual June 2004
City Charter Article X [Department of Public Safety] Section 10.1 Section 10.5 – 10.7

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The following Job title and description outlines the responsibilities, duties and powers of the office of Commissioner of Public Safety as it pertains to the City of Oneida Fire Department.

3.0 SCOPE

Job title and responsibilities for the position of Commissioner of Public Safety

4.0 DEFINITIONS / JOB TITLE

These definitions are pertinent to these Best Practices SOP/SOG's.

Job Title: Commissioner of Public Safety
Reports To: Mayor City of Oneida
Rank Indicator: None

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

Article X of the City of Oneida Charter states in Section 10.1 Department of Public Safety. There shall be a department of public saftey which shall be headed by the Commissioner of Public Safety and shall include the Bureau of Police and the Bureau of Fire.

The Commissioner of Public Safety, subject to provision of law, shall have cognizance, jurisdiction, direction, supervision and control of the government, administration, disposition of said Bureau of Fire, and shall possess and exercise full and exclusively all powers to perform all duties pertaining to the government, maintenance and direction of said Bureau, the apparatus, property thereof and building furnished therefore including the fire alarm system and shall have the general direction and supervision of the expenditure of all monies appropriated to said Bureau. The Commissioner of Public Safety shall possess such other powers and perform such other duties as may be prescribed by the City Charter or Local Law and Ordinances.

The Commissioner of Public Safety shall appoint a Chief of the Fire Department under Civil Service Rules and Regulations. He/She shall appoint a First Deputy Chief who, during the absence or disability of the Chief, shall possess the power and perform the duties of the Chief. As per Section 10.4 of the City Charter.

The Commissioner will promulgate Rules and Regulations not inconsistent with law for the government of the Fire Department, and regulate the powers and duties of the Officers and Firefighters.

The Commissioner shall appoint, as vacancies exist, all Officers and Firefighters under Civil Service Laws, Rules and Regulations. As per Section 10.4 of the City Charter.

The Commissioner shall hear, try and determine any charges perferred against any Officer or Firefighters of said fire department, providing said charges are in writing; in form prescribed by the Commissioner of Public Safety and a copy thereof is served upon the accused.

1.1.2 FIRE CHIEF

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Fire Chief	**SECTION / TOPIC: Admin. Rules & Regs**
Number: 1.1.2	**Date Issued: January 01, 2014**
Number of Pages: 3	**Revised Date: :**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

City of Oneida Fire Department Operations Manual June 2004
City Charter Article X [Department of Public Safety] Section 10.1 Section 10.5 – 10.7

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The following Job title and description outlines the responsibilities, duties and powers of the position of the Chief of Fire as it pertains to the City of Oneida Fire Department.

3.0 SCOPE

Job title and responsibilities for the position of Fire Chief

4.0 DEFINITIONS / JOB TITLE

These definitions are pertinent to these Best Pratices SOP/SOG's.

Job Title: Fire Chief
Reports To: Mayor City of Oneida, Public Safety Commissioner
Rank Indicator: 5 X Bugles

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

Article X of the City of Oneida Charter states in Section 10.6 The Fire Chief shall be appointed by the commissioner of public safety & be directly responsible to him. The Fire Chief shall be the executive head of the Bureau of Fire and shall have supervision & control of the stationing & transferring of all officers and firefighters. It shall be the Fire Chiefs duty to see that all the SOP / SOG Best practices guidelines are carried out in the best interest of the Fire Department.

The Fire Chief Shall:
Manage four subordinate supervisors Deputy Fire Chiefs, and is ultimatly responsible for four other officers (Lieutenants) and firefighters and any support staff assisned to the Bureau of Fire.

The Fire Chief is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Essential Duties and Responsibilities include the following. Other duties may be assigned as delineated in the position description adopted by the civil service commission.

Develops, plans, and implements fire department goals, objectives, rules, regulations, general orders, SOP/ SOG guidelines and work methods that comply with Federal, State, and local laws and in response to assessment of community needs.

Establishes, within policy guidelines, appropriate service and staffing levels.

Coordinates, administers, & monitors fire & emergency response activities, personnel, & programs.

Issue all of the above mentioned in writing, distribute to the membership and post in the station.

Essential Duties and Responsibilities continued:

The Fire Chief will assume personal command, direct and coordinate activities of the City of Oneida Fire Department at alarms of fire and/or any incident deemed necessary. Including but not limited to fire prevention, suppression, emergency medical services, natural disasters, disaster planning, hazardous material mitigation and any special operations by performing the needed duties personally or through subordinate supervisors.

Directs investigations into causes of fires and inspections of buildings for fire hazards

Evaluates fire prevention and fire control policies by keeping abreast of new methods and conducting studies of departmental operations.

Reports to the Commissioner of Public Safety as deemed necessary

Directs correspondence to appropriate officers.

Provides consultation and staff assistance to city council and other governmental officials.

Supervises and participates in the development and administration of the fire department budget.

Directs the selection, supervision, training, development, and discipline of department personnel.

Is responsible for the administration of fire department response with contract Townships in accordance with contract agreements.

Coordinates mutual fire protection plans, emergency responses, and other department activities with surrounding jurisdictions, other departments, and organizations.

Confers with officials and community groups and conducts public relations campaigns to present need for changes in laws and policies and to encourage fire prevention.

Coordinates reviews and prepares a variety of plans, reports, presentations, and records.

Updates monthly billing records and prepares department payroll and financial records.

Participates in employee relations activities related to the fire department, including providing advice and assistance for management negotiations.

While some of the afore mentioned tasks are necessary for the work of the Fire Department, they are not an essential part of the purpose of this position and may also be performed by other unit members as delegated.

1.1.3 ASSISTANT CHIEF

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Assistant Chief	**SECTION / TOPIC: Admin. Rules & Regs**
Number: 1.1.3	**Date Issued: January 01, 2014**
Number of Pages: 3	**Revised Date: : January 09, 2015**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

City of Oneida Fire Department Operations Manual June 2004
City Charter Article X [Department of Public Safety] Section 10.1 Section 10.5 – 10.7

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The following Job title and description outlines the responsibilities, duties and powers of the position of the Assistant Chief as it pertains to the City of Oneida Fire Department.

3.0 SCOPE

Job title and responsibilities for the position of Assistant Chief

4.0 DEFINITIONS / JOB TITLE

These definitions are pertinent to these Best Pratices SOP/SOG's.

Job Title: Assistant Chief
Reports To: Fire Chief
Rank Indicator: 4 X Bugles

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

The Assistant Chief Shall:
The Assistant Chief shall be the Assistant Chief of the Bureau of Fire. If the position of the Fire Chief is vacant or unable to conduct himself due to disability then the Assistant Chief shall have supervision & control of the stationing & transferring of all officers and firefighters, and all other responsibilites assigned to the position of the Fire Chief. It shall be the Assistant Chiefs duty to see that all the SOP / SOG Best practices guidelines are carried out in the best interest of the Fire Department. In the absence of the Fire Chief, the Assistant Chief shall assume the responsibility of the Fire Chief and see that the department continues to operate in the direction perscribed by the Fire Chief.

Shall complete and maintain the following certifications/licenses throughout employment.

- A valid New York State Driver's License
- New York State Basic Firefighting Training Certification
- New York State Emergency Medical Technician Certification

Essential Duties and Responsibilities include the following. Other duties may be assigned.

The Assistant Chief will first and foremost be required to perform the duties of a Deputy Fire Chief as delineated in the position description adopted by the civil service commission.

The Assistant Chief when called upon shall assist the Fire Chief with the overall direction, coordination, and evaluation of all units. Will assist in carrying out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems asigned by the Fire Chief

Essential Duties and Responsibilities continued:

At incidents where the Chief is present, if necessary, shall assume the responsibility of the Incident Safety Officer, unless the Chief determines otherwise. If the Chief is not present, shall assume the role of command and will assign an Incident Safety Officer.

Assists with the development, planning, and implementation of fire department goals, objectives, rules, regulations, and work methods that comply with Federal, State, and local laws and in response to assessment of community needs.

Coordinates, administers, and monitors fire and emergency response activities, personnel, and programs in the absence of the Fire Chief.

In the absence of the Fire Chief will assume personal command, direct and coordinate activities of the City of Oneida Fire Department at alarms of fire and/or any incident deemed necessary. Including but not limited to fire prevention, suppression, emergency medical services, natural disasters, disaster planning, hazardous material mitigation and any special operations by performing the needed duties personally or through subordinate supervisors.

When directed, supervises and participates in the development and administration of the fire department budget.

Assists in correspondence to appropriate officers.

Assists in consultation and staff assistance to city council and other governmental officials.

Assists in the selection, supervision, training, development, and discipline of department personnel.

Participates in employee relations activities related to the fire department, including providing advice and assistance for management negotiations.

Will stay informed of all pending matters by the Fire Chief.

Be just, dignified and civil in his/her treatment of other officers and firefighters and not use loud or abusive language or show favoritism among his/her firefighters.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Duties will also encompass those of the lieutenant.

While some of the afore mentioned tasks are necessary for the work of the Fire Department, they are not an essential part of the purpose of this position and may also be performed by other unit members as delegated.

1.1.3 ASSISTANT CHIEF

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Assistant Chief	**SECTION / TOPIC: Admin. Rules & Regs**
Number: 1.1.3	**Date Issued: January 01, 2014**
Number of Pages: 3	**Revised Date: : January 09, 2015**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

City of Oneida Fire Department Operations Manual June 2004
City Charter Article X [Department of Public Safety] Section 10.1 Section 10.5 – 10.7

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The following Job title and description outlines the responsibilities, duties and powers of the position of the Assistant Chief as it pertains to the City of Oneida Fire Department.

3.0 SCOPE

Job title and responsibilities for the position of Assistant Chief

4.0 DEFINITIONS / JOB TITLE

These definitions are pertinent to these Best Pratices SOP/SOG's.

Job Title: Assistant Chief
Reports To: Fire Chief
Rank Indicator: 4 X Bugles

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

The Assistant Chief Shall:
The Assistant Chief shall be the Assistant Chief of the Bureau of Fire. If the position of the Fire Chief is vacant or unable to conduct himself due to disability then the Assistant Chief shall have supervision & control of the stationing & transferring of all officers and firefighters, and all other responsibilites assigned to the position of the Fire Chief. It shall be the Assistant Chiefs duty to see that all the SOP / SOG Best practices guidelines are carried out in the best interest of the Fire Department. In the absence of the Fire Chief, the Assistant Chief shall assume the responsibility of the Fire Chief and see that the department continues to operate in the direction perscribed by the Fire Chief.

Shall complete and maintain the following certifications/licenses throughout employment.

- A valid New York State Driver's License
- New York State Basic Firefighting Training Certification
- New York State Emergency Medical Technician Certification

Essential Duties and Responsibilities include the following. Other duties may be assigned.

The Assistant Chief will first and foremost be required to perform the duties of a Deputy Fire Chief as delineated in the position description adopted by the civil service commission.

The Assistant Chief when called upon shall assist the Fire Chief with the overall direction, coordination, and evaluation of all units. Will assist in carrying out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems asigned by the Fire Chief

Essential Duties and Responsibilities continued:

Assists with the development, planning, and implementation of fire department goals, objectives, rules, regulations, and work methods that comply with Federal, State, and local laws and in response to assessment of community needs.

Coordinates, administers, and monitors fire and emergency response activities, personnel, and programs in the absence of the Fire Chief.

In the absence of the Fire Chief will assume personal command, direct and coordinate activities of the City of Oneida Fire Department at alarms of fire and/or any incident deemed necessary. Including but not limited to fire prevention, suppression, emergency medical services, natural disasters, disaster planning, hazardous material mitigation and any special operations by performing the needed duties personally or through subordinate supervisors.

When directed, supervises and participates in the development and administration of the fire department budget.

Assists in correspondence to appropriate officers.

Assists in consultation and staff assistance to city council and other governmental officials.

Assists in the selection, supervision, training, development, and discipline of department personnel.

Participates in employee relations activities related to the fire department, including providing advice and assistance for management negotiations.

Will stay informed of all pending matters by the Fire Chief.

Be just, dignified and civil in his/her treatment of other officers and firefighters and not use loud or abusive language or show favoritism among his/her firefighters.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Duties will also encompass those of the lieutenant.

While some of the afore mentioned tasks are necessary for the work of the Fire Department, they are not an essential part of the purpose of this position and may also be performed by other unit members as delegated.

1.1.4 DEPUTY CHIEF

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Deputy Chief	**SECTION / TOPIC: Admin. Rules & Regs**
Number: 1.1.4	**Date Issued: January 01, 2014**
Number of Pages: 4	**Revised Date: :**

Prepared	Approved	Approved
X _____	X _____	X _____
Preparer	Approved	Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

City of Oneida Fire Department Operations Manual June 2004
City Charter Article X [Department of Public Safety] Section 10.1 Section 10.5 – 10.7

NYCRR	Part 426 Minimum Standards for Firefighting Personal
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The following Job title and description outlines the responsibilities, duties and powers of the position of the Deputy Chief as it pertains to the City of Oneida Fire Department.

3.0 SCOPE

Job title and responsibilities for the position of Deputy Chief

4.0 DEFINITIONS / JOB TITLE

These definitions are pertinent to these Best Pratices SOP/SOG's.

Job Title: Deputy Chief
Reports To: Fire Chief, 1st Deputy Chief
Rank Indicator: 3 X Bugles

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

Deputy Chiefs Shall:
Deputy Chiefs shall be responsible to and under the direct supervision of the Fire Chief. They have the responsibility of commanding the firefighting forces in the City of Oneida.

Deputy Chiefs shall be responsible at all times, when on duty for the efficiency and discipline of Officers and Firefighters under their command and shall supervise the work of subordinates at fires or other emergencies and while at the fire station or during department business.

Deputy Chiefs shall see that all the SOP / SOG Best practices guidelines are carried out in the best interest of the Fire Department. In the absence of the Fire Chief and 1st Deputy Chief during emergencies, Deputy Chiefs shall assume the responsibility of the Fire Chief and see that the department continues to operate in the direction perscribed by the Fire Chief.

Shall complete and maintain the following certifications/licenses throughout employment.

- A valid New York State Driver's License
- New York State Basic Firefighting Training Certification
- New York State Emergency Medical Technician Certification

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Deputy Chiefs shall perform the duties of a Deputy Fire Chief as delineated in the position description adopted by the civil service commission.

Deputy Chiefs are responsible to determine priorities coordinate, administer, and monitor fire and emergency response activities, personnel, and programs under his/her command.

Essential Duties and Responsibilities continued:

The Deputy Chief shall assist the Fire Chief with the overall direction, coordination, and evaluation of that Deputies assigned units. Deputies will assist in carrying out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include interviewing, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems assigned by the Fire Chief. Deputies shall assist with the development, planning, and implementation of fire department goals, objectives, rules, regulations, and work methods that comply with Federal, State, and local laws and in response to assessment of community needs.

In the absence of the Fire Chief and 1st Deputy he/she will assume personal command, direct and coordinate activities of the City of Oneida Fire Department at alarms of fire and/or any incident deemed necessary. Including but not limited to fire prevention, suppression, emergency medical services, natural disasters, disaster planning, hazardous material mitigation and any special operations by performing the needed duties personally or through subordinate supervisors.

Immediately notify the Fire Chief and the Fire Marshal if a fire is suspicious or is incendiary in origin and cooperate fully with them in their investigation.

Shall be responsible at all times when on duty for the good order and discipline of Officers and Firefighters assigned to their command, and when general orders, rules or regulations, SOP/ SOG's of the department are violated see that correct and prompt disciplinary action is taken.

Prior to the start of the shift, delegate or assign personnel to the log book as to their assignment for the tour. Then to effectively administer accountability for its subordinates until tours end.

See that all general work duties are completed by the end of the day.

Personally inspect or investigate all natures of emergencies or complaints received to the department while in command of the shift unless delegated and then follow up on the nature.

See that all emergency and non-emergency NFIRS documents are completed after each call.

See that all department and company training are carried out as scheduled by the training division in accordance with NYS Minimum Standards for Firefighting Personnel NYCRR Part 426.

See that all Fire Safety Inspections and reports assigned to the company by the Fire Marshal's Office are completed as assigned.

Compose or transmit to the Fire Chief or respective Division, reports covering the following:
Run reports, Complaints, Special reports, Sickness or Injuries to subordinates under their command, Accidents to apparatus or equipment, Lost or stolen items and any other job pertinent information that should be passed along as essential information not to hinder operations.

Essential Duties and Responsibilities continued:

Be just, dignified and civil in his/her treatment of other officers and firefighters and not use loud or abusive language or show favoritism among his/her firefighters

Duties will also encompass those of the lieutenant.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Shall perform other duties assigned by the Fire Chief.

While some of the afore mentioned tasks are necessary for the work of the Fire Department, they are not an essential part of the purpose of this position and may also be performed by other unit members as delegated.

1.1.5 LIEUTENANT

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Lieutenant	**SECTION / TOPIC: Admin. Rules & Regs**
Number: 1.1.5	**Date Issued: January 01, 2014**
Number of Pages: 5	**Revised Date: :**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

City of Oneida Fire Department Operations Manual June 2004
City Charter Article X [Department of Public Safety] Section 10.1 Section 10.5 – 10.7

NYCRR	Part 426 Minimum Standards for Firefighting Personel
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The following Job title and description outlines the responsibilities, duties and powers of the position of the Lieutenant as it pertains to the City of Oneida Fire Department.

3.0 SCOPE

Job title and responsibilities for the position of Lieutenant

4.0 DEFINITIONS / JOB TITLE

These definitions are pertinent to these Best Practices SOP/SOG's.

Job Title: Lieutenant
Reports To: Fire Chief, Deputy Chiefs
Rank Indicator: 1 Silver Bugle Dress Uniform, 1 Silver Bar Work Uniform

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

Lieutenants Shall:
Lieutenants shall be responsible to and operate under the direct supervision of the Deputy Chief. In the absence of the Deputy Chief they have the responsibility of commanding the firefighting forces in the City of Oneida until relieved.

Lieutenants shall be responsible at all times, when on duty for the efficiency and discipline of Firefighters under their command and shall supervise the work of subordinates at fires or other emergencies and while at the fire station or during department business.

Lieutenants shall see that all the SOP / SOG Best practices guidelines are carried out in the best interest of the Fire Department. In the absence of the Superior Officers during emergencies, Lieutenants shall take the responsibility of the First Line Supervisor and see that the department continues to operate in the direction prescribed by his/her superiors.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Lieutenants shall perform the duties of Lieutenant as delineated in the position description adopted by the civil service commission.

Shall complete and maintain the following certifications/licenses throughout employment.

- A valid New York State Driver's License
- New York State Basic Firefighting Training Certification
- New York State Emergency Medical Technician Certification

The Lieutenant shall assist the Shift Commander "Deputy Chief" with the direction, coordination, and evaluation of the subordinates assigned to the shift. Lieutenants will assist in carrying out First Line supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include training employees; planning, assigning, and directing or dividing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems assigned by superiors. Lieutenants shall assist with the implementation of fire department goals, objectives, rules, regulations, and work methods that comply with Federal, State, and local laws and in response to assessment of community needs.

Essential Duties and Responsibilities continued

Lieutenants shall be active participants (work along hand in hand with firefighters) and supervise in the day to day activities of the shift. Lieutenants shall see that all general work duties and respective assigned tasks are carried out to completion by the end of the shift.

Lieutenants are responsible to determine priorities, coordinate, administer, and monitor fire and emergency response activities, personnel, maintain crew integrity and programs under his/her command.

In the absence of the Fire Chief or Deputy Chief will assume personal command, direct and coordinate activities of the City of Oneida Fire Department at alarms of fire and/or any incident deemed necessary. Including but not limited to fire prevention, suppression, emergency medical services, natural disasters, disaster planning, hazardous material mitigation and any special operations by performing the needed duties personally or through subordinate members.

Immediately notify the Fire Chief and Fire Marshal or their assistant if a fire is suspicious or is incendiary in origin and cooperate fully with them in their investigation.

Lieutenants shall have a thorough knowledge of the duties of this office and shall be responsible at all times when on duty for the good order and discipline of Firefighters assigned to their supervision, and when general orders, rules or regulations, SOP/ SOG's of the department are violated see that correct and prompt disciplinary action is taken.
Lieutenants are the "backbone" of the fire department and shall motivate and develop firefighters; Lieutenants set good examples for subordinates to follow, they lead by example. They encourage a desire in subordinates to perform well without supervision, demonstrate confidence in subordinates and help them develop self-confidence and self-esteem, foster and maintain good morale among subordinates. Lieutenants give subordinates opportunities to provide input into decisions, they communicate the concerns of management to subordinates and encourage acceptance among subordinates of department policies, procedures, goals and objectives. Ensure fairness and equal treatment of subordinates when making assignments. Recognize and commend good performance by subordinates, help subordinates determine and achieve their personal and professional goals. Provide subordinates opportunities to grow, learn and develop additional skills.

Prior to the start of the shift will assign personnel to the log book as to their assignment for the tour. Then will effectively administer accountability for its subordinates until tour ends.
Personally inspect or investigate all natures of emergencies or complaints received to the department while in command of the shift.

See that all emergency and non-emergency NFIRS documents are completed after each call.

Shall perform other duties assigned by the Fire Chief or Deputy Chief promptly and efficiently.

Essential Duties and Responsibilities continued:

Implements training and education of firefighting personnel assigned to the shift and requires company members to become proficient in their respective duties. Will hold company drills and see that all department and company training are carried out as scheduled by the training division in accordance with NYS Minimum Standards for Firefighting Personnel NYCRR Part 426.

See that all Fire Safety Inspections and reports assigned to the company by the Fire Marshal's Office are completed as assigned.

Be responsible for the cleanliness and maintenance of the station and of the apparatus, tools, equipment and other bureau property assigned to or stored therein. Whenever they ascertain that repairs or adjustments are necessary for efficient operation of such property; they shall immediately notify the proper authority.

Sees that entries in the logbook of all matters pertaining to the department and the administration of his/her company are logged properly.

Notify the Deputy Chief on duty of any matter or absence because of sickness or injury or late for duty and staff accordingly.

When a member is injured in the line of duty: forward as soon as possible a written report concerning the injury following the chain of command and also record the injury into the logbook.

At no time leave the station during his/her tour, unless relieved by an officer or with permission from the Fire Chief or Deputy Chief on duty except on emergency leave.

Acquaint new firefighters with the apparatus, tools, equipment and telephone watch.

Notify the officer in charge of instruction and training of any deficiencies in his/her company so that the proper training program may be established.

At a fire or other emergency, unless otherwise ordered by a superior officer shall remain with his company and take a suitable position to direct the work of his/her firefighters.

Before leaving the scene of a fire or other emergency where his/her company or unit performed service; carefully inspect apparatus for any damage or missing tools and equipment.

Immediately following return to quarters from an alarm, drill or test; require that apparatus to be cleaned, inspected, and serviced.

Be just, dignified and civil in his/her treatment of other officers and firefighters and not use loud or abusive language or show favoritism among his/her firefighters.

Essential Duties and Responsibilities continued:

Compose or transmit to the Deputy Chief and/or Fire Chief reports covering the following:
Run reports, Complaints, Special reports, Sickness or Injuries to subordinates under their command, accidents to apparatus or equipment, lost or stolen items and any other job pertinent information that should be passed along as essential information not to hinder operations.

Lieutenants are responsible for the safety and well being of all members at all times.

Work under stress and use good judgment in emergency situations.

Maintain mental capacity, which allows the capability of making sound decisions and demonstrating intellectual capabilities.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Communicate clearly and concisely, both orally and in writing.

Evaluate the work performance of subordinates.

Evaluate the work performance of probationary firefighters under their command and report on progress or lack of with the shift commander.

Recognize job performance problems in assigned personnel and take action to correct these problems.

Provide constructive feedback to subordinates regarding their work performance.

Discuss job-related problems with subordinates and allow them to explain their behaviors.

Discuss personal problems with subordinates when they seek guidance.

Investigate and respond appropriately to reports or complaints regarding subordinate misconduct (e.g., sexual harassment).

Investigate and appropriately respond to complaints from assigned personnel, and try to take corrective action.

Establish and maintain effective working relationships with those contacted in the course of work including a variety of City and other government officials, community groups, and the general public.

While some of the afore mentioned tasks are necessary for the work of the Fire Department, they are not all an essential part of the purpose of this position and may also be shared or performed by the shift commander or delegated.

1.1.6 FIREFIGHTER

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Firefighter	**SECTION / TOPIC: Admin. Rules & Regs**
Number: 1.1.6	**Date Issued: January 01, 2014**
Number of Pages: 4	**Revised Date: :**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

City of Oneida Fire Department Operations Manual June 2004
City Charter Article X [Department of Public Safety] Section 10.1 Section 10.5 – 10.7

NYCRR	Part 426 Minimum Standards for Firefighting Personal
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The following Job title and description outlines the responsibilities, duties and powers of the position of the Firefighter as it pertains to the City of Oneida Fire Department.

3.0 SCOPE

Job title and responsibilities for the position of Firefighter

4.0 DEFINITIONS / JOB TITLE

These definitions are pertinent to these Best Pratices SOP/SOG's.

Job Title: Firefighter
Reports To: All Officers
Rank Indicator: Silver Maltese Cross

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

Firefighters Shall: Firefighters shall report to and operate under the direct supervision of any assigned officer of the City of Oneida Fire Department.

Firefighters shall have a thorough knowledge of and see that all the SOP / SOG Best practices guidelines are carried out in the best interest of the Fire Department. In the absence of the Superior Officers during emergencies, the most senior firefighter shall take the responsibility of command and see that the department continues to operate in the direction prescribed by his/her superiors until relieved.

Shall complete and maintain the following certifications/licenses throughout employment.

- A valid New York State Drivers License
- New York State Basic Firefighting Training Certification
- New York State Emergency Medical Technician Certification

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Firefighters shall perform the duties of Firefighter as delineated in the position description adopted by the civil service commission. The firefighters will assist in carrying out the department's responsibilities and assist with the implementation of fire department goals, objectives, rules, regulations, and work methods that comply with Federal, State, and local laws and in response to assessment of community needs in accordance with the organization's policies and applicable laws.

Firefighters perform public safety work involving the protection of life and property by fighting fires, responding to emergency incidents, using Emergency Medical Services(EMS) skills, and engaging in fire code enforcement, public education, and station and equipment maintenance activities. This position is responsible for performing related duties as required.

Essential Duties and Responsibilities continued:

Firefighters effectively perform public safety work with the main focus of first Life Safety, then Incident Stabilization and then Property Conservation all while engaging in moderate to strenuous physical activity and work long hours under emotional stress during emergency situations

Establish and maintain effective working relationships with employees, coworkers, supervisors, and the general public.

Respond to both emergency and non-emergency calls to assist the public.

Respond to fire incidents and conduct tasks including interior attack, search and rescue of victims, ventilation, salvage, overhaul, or fire-ground support operations as directed.

Shall, wear a SCBA (self contained breathing apparatus) in IDLH (immediately dangerous to life and health) atmospheres in accordance with the respiratory protection standard.

Respond to emergency medical incidents and serve as a member of the medical team as directed.

Participate in emergency rescue operations and support specialized teams including various types of rescue incidents such as fast water, dive, high angle, trench, auto extrication, and building collapse.

Communicate with superiors during fire by use portable two-way radios.

Learn the street system and physical layout of the City of Oneida.

Drive emergency vehicles operated by the department such as pumpers, aerial apparatus and utility vehicles.

Assist in performing routine maintenance of all fire apparatus and tools of the department including non-powered tools such as axes pike poles, ladders, and other miscellaneous equipment to maintain operational readiness.

Perform routine facility maintenance, including the equipment associated with the building at the Oneida Fire Department to maintain operational readiness.

Participate in fire inspections with the company in enforcing the New York State Fire Code and or City of Oneida Code.

Participate in ongoing continuous fire and emergency medical related training.

Respond to hazardous materials incidents and support the Hazardous Materials Team as directed in the identification, mitigation, and containment of hazardous material spills.

Essential Duties and Responsibilities continued:

Participate in emergency management functions such as spotting for severe weather and storms responding to natural disasters and notifying the appropriate chain of command.

Participate in public education programs by assisting in conducting fire department tours, demonstrations, and presentations.

Participate in pre-fire analysis, in reviewing target hazards within the company district, and establishing actions to be taken at the time of an incident.

Shall perform Watch Duties, Stand watch to receive incoming alarms and information, answer phones, and monitor access to the station house and all other related watch duty assignments.

Shall raise and lower the flag as per flag etiquette.

Perform all other related duties as assigned.

1.1.7 FIRE DEPARTMENT CHAPLAINS

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Fire Department Chaplain	**SECTION / TOPIC: Admin. Rules & Regs**
Number: 1.1.7	**Date Issued: January 01, 2014**
Number of Pages: 10	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

City of Oneida Fire Department Operations Manual June 2004
Federation of Fire Chaplains

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The following Job title and description outlines the responsibilities, duties and powers of the position of the City of Oneida Fire Department Chaplain(s). Because of the major risks and constant stresses faced by fire service personnel in the line of duty, a chaplain or chaplains will be appointed to serve the diverse spiritual needs of the Fire Department employees within the City of Oneida Fire Department.

3.0 SCOPE

Job title; duties, responsibilities and ethics for the position of Department Chaplain

4.0 DEFINITIONS

These definitions are pertinent to these Best Pratices SOP/SOG's.

Job Title: Fire Chaplain Honorary Deputy Chief
Reports To: Chief
Rank Indicator: 3 X Bugles Gold

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

The Chaplain will be appointed by written order of the Fire Chief. The Chaplain will have the honorary rank of Deputy Chief and shall be sworn in as an active member of the Bureau of Fire with all privileges and respect to the rank classified as a Deputy Chief; without command or administrative authority.

The City of Oneida Fire Department Chaplain will serve the diverse spiritual needs of the Fire Department employees. The Chaplain will provide spiritual guidance and moral support and conduct religious services as required. The Chaplain will administer rites and religious education; make pastoral calls and counsel individuals and families regarding personal, moral and spiritual matters; maintain liaison and cooperative relationships with social service agencies and other community organizations.

The First Amendment to the Constitution of the United States reads in part: "Congress shall make no law establishing religion, or preventing the free exercise thereof." While there has been much talk about the establishment clause; separating government from religion, military, police, firemen, and even hospital workers are prevented from the free exercise of their religion by scheduling shift work, hazardous and inaccessible locations, and of course "natural events." In order to provide for the free exercise part of that right, Congress has established, and the Supreme Court of the United States has affirmed the policy of chaplaincy, believing that God is the answer to man's dilemma, the Oneida Fire Department Chaplain bears witness to the love and power of God through pastoral care to Fire Department employees and the people they serve. This pastoral care is offered to all people, regardless of race, sex, culture, creed, or religion. The Fire Department Chaplain should be led in his or her own faith in God's reconciling love to be available and ready to serve those in need. The Chaplain's ministry provides a source of strength to the Fire Department employees (and their families), and the community.

The chaplain of the fire department is a vital position in the fire service. It is a job that is demanding, confidential, trusting, and needful for the lives of firefighters and their families. The chaplain shall promote these guidelines and accept the chaplaincy with pride but serve in it with humility, constantly calling on God for strength and wisdom.

The daily life of a firefighter and uniqueness of the job will create stressors unlike very few other jobs such as:

1. LEVEL OF UNCERTAINTY OR UNKNOWN
2. INTERPERSONAL TENSIONS
3. EXTREME PHYSICAL CONDITIONS
4. HUMAN TRAGEDY AND CARNAGE
5. FEAR

There is no time while on duty that these pressures are not potentially present. Therefor the department Chaplain must understand the life of a firefighter and need to thoroughly understand the undertaking of the Chaplain. The chaplain must be able to recognize the signs of stress within department personnel and have methods to effectively help firefighters cope with the pressures they face on a daily basis.

QUALIFICATIONS AND TRAINING

The individual appointed to the position of Fire Department Chaplain will be:
An ordained member of the clergy
In good physical health
Interested in the fire service
Be prepared to serve in a crisis zone
Willing to commit the time necessary to make the ministry effective.
Committed to learn the skills necessary to effectively relate to and minister to firefighters and EMS personnel.
To the extent possible, the Chaplain will be given the opportunity to meet with members and staff of the department, visit the stations and receive guidance in understanding fire department organizations and procedures. Training will also be provided to help him protect himself and to be able to render proper help to assist members on the emergency scene.

After appointment the Chaplain may be issued the following equipment:
Standard turnout gear, including coat, pants, boots, gloves, and helmet with “Chaplain” markings.
Chaplain’s badge, business cards, and Fire Department identification card “Chaplain”
Class A uniform

DUTIES OF THE FIRE DEPARTMENT CHAPLAIN:
Fire Department Chaplain Position Description

Spiritual Guidance
Two important functions of the fire department chaplain are to help firefighters and their families in times of crisis and to help them with their spiritual needs. Of all the many duties the chaplaincy may entail, these are the principle responsibilities. The most important is to simply be available when called upon. Spiritual need is the greatest of all needs and the chaplain must be able to meet this need. It is also a hard area for many ministers to get a "handle on." The spiritual witness is more often by action rather than by word. The example set by the chaplain in all phases of life has more bearing on the firefighter than "preaching" about it. Another important part of these functions is to understand the personal religious needs of the firefighters and to call their own minister to assist as soon as possible, if the family so desires.

Assistance in Emergency Situations:
Dealing with families when a disabling injury or a death occurs is a primary function of the chaplain. To provide the best service at this type of incident, the chaplain should respond as often as possible to all major fire situations. If an injury to a firefighter occurs, the chaplain should meet the firefighter at the hospital, quickly determine the extent of the injury from the hospital staff, and then notify the family in a manner that will not cause undue panic or grief. At the time of the initial call or contact with the family, a decision should be made as to whether the family will need transportation to the hospital. When the family arrives, the chaplain should have an accurate report concerning the firefighter's condition. At major fire incidents it is often the chaplain who is free to assist in handling unruly or hysterical people. This becomes a needed function at rescues, extrications, situations that draw a sizeable crowd, nursing homes, or incidents where children are involved. The importance of keeping a cool, calm demeanor during these times, along with the ability to explain to the public what is actually taking place, is a service the chaplain can perform. Comforting the bereaved and offering positive direction to the victim's family are priorities at these types of incidents. The chaplain can explain the types of assistance available to victims through the Red Cross, or other community service and benevolent organizations. When these interventions are used at the scene of an emergency, the results are generally successful in not only aiding the victims, but also in keeping distraught citizens from interfering with the performance of emergency operations.

Liaison With Hospitals and Clinics:
A chaplain should frequently visit local hospitals and medical clinics to build rapport with medical personnel. These visits help the chaplain to receive accurate and helpful reports from the hospital professionals who have confidence in the chaplain with whom they have become acquainted. This information aids the family of the firefighter in understanding what is taking place and to better understand the condition of their family member.

DUTIES OF THE FIRE DEPARTMENT CHAPLAIN:
Fire Department Chaplain Position Description

Conducting/Assisting at Funerals
The chaplain can assist a family in funeral arrangements for both active and retired firefighters. They may even officiate at the service or assist the family minister. Assistance frequently is done in the form of organizing the details of the funeral service. Details to be considered include establishing an honor guard, preparing fire department apparatus for the funeral procession, organizing fire department members at the church or funeral home and at the cemetery, determining the location of the funeral, and arranging for procession escorts. The chaplain must develop a good working relationship with local funeral directors to help them understand the special rituals involved in a fire department funeral.

Support and consolation for the firefighter's family and children are responsibilities of the chaplain. The chaplain should always send condolences at the time of death of any member of a fire department and represent the department by offering any assistance needed. This is a responsibility of the fire department chaplain that should never be neglected.

Weddings:
The chaplain may be called upon to perform weddings for fire department personnel. Wedding etiquette, premarital counseling, and the actual performance of the ceremony are areas of expertise that the chaplain should take special care to develop. The chaplain should make known to department members any preferences held toward the actual wedding ceremony.

Counseling:
The daily pressures of the society in which we live has greatly contributed to the need for competent, caring counsel. It is not recommended that the chaplain should attempt to conduct counseling in all areas. The need for counseling in the areas of marriage, profession, family, substance abuse, delinquency, children, finances, critical incident stress management, and a host of other problem areas can quickly overwhelm an overzealous chaplain. The chaplain should be aware of the basics in these areas, and be knowledgeable of the type of help individuals may need. If the chaplain does not feel qualified, or for some reason is not able to counsel with a firefighter or family member, it is necessary to be able to direct them to a qualified counselor. Counselors may be available through members of an employee assistance program or other resources developed by the chaplain.

Visitation:
A great deal of comfort, spiritual aid, friendship, and solid supportive help can be given to the sick, distraught, and injured through personal contact. Regular visitation at home, in the work place, and in the hospital is an important function of the chaplain. It is an excellent time for the chaplain to represent the administration and let the firefighter know that the department is thinking about him or her and is concerned about his or her welfare.

DUTIES OF THE FIRE DEPARTMENT CHAPLAIN:
Fire Department Chaplain Position Description

Availability:
The chaplain must be available as much as possible. When the chaplain cannot be available, it should be made known and someone else made available to fill in such as the Police Chaplain. In order for the chaplain to be available or reachable at all times, it is necessary for the fire department or dispatcher to be able to contact him or her by telephone, pager, or radio at all times.

Gaining Respect:
Gaining the respect of fire department members is a must for the effectiveness and credibility of the chaplain. It should be noted that respect cannot be demanded, it must be earned by the chaplain as he or she works to develop a relationship with the fire department administration and members. Respect comes as the chaplain demonstrates commitment, dedication, and care for firefighters and their families. The chaplain gains respect by showing respect for members of the department through his or her words and actions. The chaplain earns respect by continuing to participate in fire department activities, emergency and routine, regardless of how hard the going may get.

Attending Functions of the Fire Department:
The chaplain may be called upon to represent the fire department at official functions or public meetings to give an invocation, dedicatory prayer, or benediction. Many times the chief and other active members of the department or city administrators are tied up with important meetings or scheduled activities. It may fall to the chaplain to represent these people at social functions, homes, hospitals, before civic groups, or to other fire departments. It is often the chaplain who carries expressions of sympathy, condolences, or congratulations to firefighters and their families. In today's fire service it is becoming more and more difficult for the fire chief to make all the required personal contacts with firefighters and their families. This can be a valuable function that the chaplain can perform for the chief to meet the needs of the rank and file department members and communicate messages from the administration.

Communications With Firefighters:
Communications with firefighters has been mentioned in different ways throughout this document. Communication in one form or another is the most important service the chaplain provides and is greatly needed by fire service personnel. Personal, direct contact by visiting fire personnel should be built into every chaplaincy program. Communications also takes place through telephone calls, sending letters or cards on Christmas, Easter, Thanksgiving, and other special occasions. Sympathy cards can be sent to those in need, as well as congratulations for marriages, births, promotions, special recognition for valor, etc. All of the foregoing methods of communication are recommended practices that will build relationships and keep lines of communication open between the chaplain and the firefighters that are served.

DUTIES OF THE FIRE DEPARTMENT CHAPLAIN:
Fire Department Chaplain Position Description

Retired Firefighters:
A major effort should be made by the chaplain to assist retired firefighters and their families. This can be done by keeping in touch with the leaders of the retired firefighters association and by being alert to notice the needs of retired personnel. Chaplains should be available to minister to the needs of retired personnel as they would for active duty firefighters.

DUTIES OF THE CHAPLAIN

The below listed duties constitute only a brief summary of what may actually be required in any situation that may be encountered. The Chaplain must remain constantly alert and sensitive to needs and the means he must employ to meet those needs.

Emergency Situations. The Chaplain will respond when contacted by dispatch or fire department personnel, or at his own discretion, and will report at the scene to the officer in charge. When at the scene, the Chaplain will be under the command authority of the officer in charge. The Chaplain will respond as follows:

1. To the scene when:
    - A working fire of second alarm or greater is in progress.
    - A critical incident is in progress.
    - A critical injury or death to a firefighter is reported.
    - The incident involves a victim that is a member of a department members' family.
    - Whenever the incident commander determines that the services of the Chaplain may be of value in the ongoing emergency operation.
2. This may include situations where:
    - The victim or family is highly emotional or unstable.
    - Care is needed for the family of the victim while treatment is underway.
    - The victim or the family requests the services of a chaplain or clergy.
    - The incident commander feels the presence of the Chaplain would be of benefit to the victim or to department personnel.
3. To the hospital when:
    - The incident commander or paramedic providing treatment determines that the victim or family may need support or counsel.
    - The victim's family needs to be located and notified.
    - A member of the fire department is the victim.

DUTIES OF THE CHAPLAIN continued

Follow-Up Actions.

On-the-Scene Duties:

1. Provide appropriate victim assistance to free operational personnel for fire fighting duties.
    - Comfort and counsel
    - Referral to appropriate community agencies for assistance.
    - Help contact persons, insurance agents, family members, etc. in all cases, the Chaplain will find out a victim's church or religious preference and attempt to notify the pastor or church.
2. Provide appropriate assistance to fire fighters engaged in fire fighting activities..
    - Watch for signs of physical or emotional stress.
    - Assist in providing firefighting needs (water, rest, etc.)

Post-Emergency Duties:

1. Conduct follow-up to insure victims are receiving necessary assistance.
2. Insure firefighter's needs are met in the areas of on-the-job injuries, critical incident stress, etc.

Routine Duties

1. Duties within the fire department.
    - Visit all stations and shifts.
    - Visit hospitalized department members and members of their families.
    - Be available for helping or counseling members of the department in times of stress or difficulty.
    - Assist when requested by any division of the department in their programs.

2. Attend fire department functions.
    - Conduct funeral/memorial services as needed and requested.
    - Be a member of the Critical Incident Stress Debriefing team.
    - Be on-call on a twenty-four hour a day basis.

3. Duties outside the fire department.
    - Represent and interpret fire department goals and concerns to the churches and religious institutions of the community.
    - Assist when requested with public events or public information needs.
    - As time permits, and as requested, conduct extended ministry to victims and their families.

GENERAL GUIDELINES FOR THE CHAPLAINCY

The Chaplain does not replace the home church pastor, but seeks to support the concern of every church for its members who may be in professions with special risks or needs. Moreover, the Chaplain must be for the advantage of every member of the department, regardless of his or her nationality, race, sex, or religion.

Any communications a person makes to the Chaplain is on a strictly confidential basis and will not be released to department members or any other person. Any fire personnel may go to the Chaplain without having to notify his or her supervisor or anyone else.

Any fire department officer or member (including administrative staff) who becomes aware of any situation which may need the response of the Chaplain may contact the Chaplain directly. Fire department administration will keep current telephone numbers for the Chaplain. The Chaplain may also be contacted through fire department administration if desirable. Examples of situations where the Chaplain my be contacted include, but are not limited to:
a. Death, injury to, or hospitalization of a fire department member.
b. Death, injury to, or hospitalization of a fire department member's spouse or child.
c. Death in a fire department member's close family

Fire Chaplain Ethics

Society today is very much aware of ethics. Everyone is called upon to account for his/her personal life and for his/her performance of duties. Therefore, the following are the Canons of Ethics for Oneida Fire Department Chaplains.

PRIMARY RESPONSIBILITIES FOR THE ONEIDA FIRE DEPARTMENT CHAPLAIN
The Chaplain must represent to all members of the department morality, justice, fidelity, and peace. Therefore, to all he/she shall discharge his/her duties to that end.

DUTY TO BE WELL VERSED IN MORAL LAWS AND DEPARTMENTAL REGULATIONS
The Chaplain shall apply himself/herself to a greater understanding of moral laws (including ethnic differences) and department regulations, as well as the ethics by which he/she must live and guide others.

UTILIZATION OF PROPER MEANS
The Chaplain shall be mindful of his/her responsibility to pay strict heed to the selection of proper means on the discharge of the Chaplain's office. Violating the laws of God and/or department regulations may instill in the minds of departmental personnel and the public these dispositions. The employment of improper means, no matter how worthy the end, is certain to destroy all respect toward the Chaplain. If laws and regulations are to be honored by others, they must be honored by the Chaplain who represents morality and justice.

Fire Chaplain Ethics continued:

COOPERATION WITH DEPARTMENT AND RELIGIOUS OFFICIALS IN THE DISCHARGE OF DUTIES

The Chaplain shall cooperate with department and other religious officials in the discharge of his/her duties regardless of religious affiliation. The Chaplain shall be meticulous in guarding against the use of his/her office or person in a way that may bring disrepute to himself or herself, Fire Department Chaplaincy, or the department. In any situation open to question, the Chaplain shall seek counsel from the respective religious and/or department authority.

CONDUCT TOWARD THE COMMUNITY

The Chaplain, in performing his/her duties shall inevitably deal with members of the community. The Chaplain shall on these occasions perform ministerial services in such a manner as becomes the office of Chaplain. The Chaplain will give service to the community where he/she can without interfering with Fire Department procedure or infringing on the ministry of others. While dedicated to the service of Fire Department personnel and their families, the Chaplain also has a responsibility of service to all humanity.

PROFESSIONAL CONDUCT OF FIRE DEPARTMENT CHAPLAIN

PRIVILEGE: Because of the nature of the information received in personal counseling and through confidential reports or observations, the Chaplain will maintain strict professional privilege in these matters.

OTHER CHURCHES: The Fire Department Chaplain's own personal convictions do not give him/her the right to distain the faith of others nor attempt to proselytize them for his/her own church. The Chaplain shall strive for an unbiased understanding of all faiths and be acquainted with their liturgies. The Chaplain shall conduct himself/herself in a manner that will foster great fellowship with churches other than his/her own and will attempt to win the good will of all.

FAVORS: The Chaplain bears the heavy responsibility to foster integrity and honor within the department. The Chaplain shall guard against placing himself/herself in a position in which any person can expect special consideration through him/her or in which the public can reasonably presume that special consideration has been given.

PROFESSIONAL ATTITUDE: The chaplain shall always discharge his/her duties with a feeling of serious responsibility. By diligent study for self-improvement and dedicated service toward Fire Department personnel, he/she shall strive for effective moral leadership and high-spirited morale. The Chaplain shall appreciate the importance and the responsibility of the department and hold his/her office as essential in assisting all officers to render valuable service to the department and community.

1.2.0 BUREAU of FIRE PREVENTION

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Bureau of Fire Prevention	**SECTION / TOPIC: Admin. Rules & Regs**
Number: 1.2.0	**Date Issued: January 01, 2014**
Number of Pages: 5	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

City of Oneida Fire Department Operations Manual June 2004
City Charter Article X [Department of Public Safety] Section 10.1 Section 10.5 – 10.7

NYS V & T Law	
CFR	
NFPA	921 Fire and Explosion Investigation
NIMS	

2.0 PURPOSE

The following are Job titles, descriptions, outlines and the responsibilities, duties and powers of the positions within the Bureau of Fire Prevention (commonly referred to as the Fire Marshal's Office and the term Bureau of Fire Prevention or Fire Marshal's Office will have the same meaning and be interchangeable) as it pertains to the City of Oneida Fire Department.

3.0 SCOPE

All Officers and Firefighters in the course of their duties who conduct Fire Prevention activities.

4.0 DEFINITIONS

These definitions are pertinent to these Best Pratices SOP/SOG's.

Fire Marshal: Oversees the day to day operation of the Bureau of Fire Prevention in and for the City of Oneida Fire Department.
Assistant Fire Marshal: Assists the Fire Marshal with the Bureau of Fire Prevention
Fire Inspector: Conducts Fire and Life safety inspections in accordance with the NYS Uniform Fire Prevention and Building Code.
Fire Investigator: Conducts fire investigations in determining origin and cause of all fires
Fire Prevention Officer: Conducts life safety education on behalf of the Oneida Fire Department.
Fire Extinguisher Repair: Performs repair & maintenance of City owned fire extinguishers.
Housing Inspector: Performs Property Maintenance Inspections

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

The Bureau of Fire Prevention shall consist of the Fire Marshal, Assistant Fire Marshal, Fire Inspectors, Fire Investigators, Fire Prevention Officers, and the Extinguisher Repairman. The City of Oneida Fire Marshal's Office works to preserve and protect life and property from fire, explosion and natural hazards through the efforts of a highly trained and dedicated staff in partnership with the City of Oneida Police Department, other members of Law Enforcement, as well as the community. This is accomplished through both aggressive criminal and accidental investigation of fire and explosive incidents, quality fire protection engineering services, support of area agencies in fire suppression, enforcement of the New York State Fire Prevention & Building Code, and public fire prevention and public safety education. All in accordance with the organization's policies and procedures and work methods that comply with Federal, State, and local laws and in response to assessment of community needs.

The Fire Marshal shall be in Charge of the Bureau of Fire Prevention and will administer his/her position in conformity with the policy and practices of the Bureau and shall formulate and put into effect a program of operation with specific Rules and Regulations governing the functions of the Bureau. Said programs shall be subject to the approval of the Fire Chief.

The Fire Marshal shall be in the non-competitive class of Civil Service but must have at least the rank of a permanent Fire Lieutenant under Civil Service Rules. The Fire Marshal will serve by the recommendation of the Fire Chief and approval of the Commissioner of Public Safety. Shall have a minimum of three years experience in code enforcement.

The Fire Marshal's Office shall administer the Knox Box program for the City of Oneida.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

The Fire Marshal shall:

Establish a yearly budget and oversee the operations of the Bureau of Fire Prevention.

Maintain a current Code Enforcement Officer Certification with the NYS Division of Codes.

Supervise and delegate responsibilities to Assistant Fire Marshal and subordinates.

Be thoroughly familiar with the City Charter, The Oneida City Code, NYS Uniform Fire Prevention & Building Code and all related references. NYS Multiple Dwelling Law.

Require all Officers and Firefighters assigned to the Bureau to become familiar with the laws, ordinances and other information pertinent to their assignment.

Require all reports and communications relating to the operation of the Bureau to be conducted, filed and completed in a correct and timely manner.

Conduct comprehensive, technical inspections of buildings and property to verify that exits, fire protection equipment and systems, building construction, interior finishes and decorations, and occupant load conforming to any applicable fire and safety codes, laws, regulations, and standards.

Direct inspections of Commercial buildings, Places of public assembly and other buildings or occupancies to ensure compliance with fire and safety regulations.

Conduct comprehensive inspections of businesses that handle, process, transport, or store hazardous materials to ensure compliance with applicable fire and safety laws, regulations, and standards.

Explain and interpret provisions of fire codes to building owners, managers, and employers.

Discusses conditions and recommend safe methods of storing flammables or other hazardous materials.

Informs owner or manager of conditions requiring correction or the consequences thereof.

May observe third party testing of equipment or inspections within the City of Oneida such as School inspections, Fire Alarm tests, Elevator inspections to ensure conformance to fire and safety codes.

Prepare a report of violations or unsafe conditions.

Essential Duties and Responsibilities continued:

Issue correction orders for fire hazards not corrected on subsequent inspection and enforce code when owner refuses to cooperate.

Check engineering and construction plans of commercial, industrial, and other designated structures to evaluate layout, construction, and inclusion of required fire protection systems and equipment for code compliance.

Conduct inspections and acceptance tests for fire protection equipment, automatic fire sprinkler systems, fire alarm systems, and similar devices.

Provide technical advice to contractors, architects, engineers, and developers on sprinkler systems, storage systems, hazardous materials, and related fire code issues.

Review and approve plans, and conducts inspections of special events such as exhibits, fairs, conventions, concerts, firework displays and carnivals.

Perform 911 addressing.

Keep a file of inspection records and prepare reports of activities.

Coordinate with the local organizations to provide fire prevention and education programs at events or within schools.

See that all members of the Fire Prevention Bureau complete and maintain required training pertinent to their job description and/or requirements.

Assistant Fire Marshal Shall:

Be fully capable and trained in assuming the duties and responsibilities of the Fire Marshal in his/her absence.

Assist the Fire Marshal with the enforcement of the City of Oneida Code and the NYS Uniform Fire Prevention and Building Code as directed.

Act as coordinator of the Fire Investigation Unit.

Supervise and designate responsibilities of Housing Inspectors

Fire Inspector Shall:

Assist the Fire Marshal with the enforcement of the City of Oneida Code and the Fire and Property Maintenance Code as directed.

Be familiar with the laws, ordinances and other information pertinent to their assignment.

Require all reports and communications relating to the operation of the Bureau to be conducted, filed and completed correctly and in a timely manner.

Maintain a current Code Compliance Technician Certification with the NYS Division of Codes within 12 months.

Fire Investigator Shall:

Assist the Fire Chief in determining the Origin and Cause of any fire in which an investigation is deemed necessary, by the Officer in Charge.

Will conduct all investigations in accordance with NFPA 921 guide for fire and explosion investigation.

Must obtain and maintain a fire investigator level 1 certification.

Fire Prevention Officer(s) shall:

Conduct fire and life safety education to the public and organizations as directed.

Maintain an inventory of fire prevention and education material.

Fire Extinguisher Repair Shall:

Establish a yearly budget for the repair and maintenance of Fire Department and City fire extinguishers.

Maintain an inventory of all extinguishers and perform routine maintenance as required.

Attend Fire Extinguisher repair class at the NYS Fire Academy within 12 months

Housing Inspector Shall:

Perform Property Maintenance Inspections as directed by the Assistant Fire Marshal.

1.2.1 TRAINING DIVISION

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Training Division	**SECTION / TOPIC: Admin. Rules & Regs**
Number: 1.2.1	**Date Issued: January 01, 2014**
Number of Pages: 5	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

City of Oneida Fire Department Operations Manual June 2004
NYCRR Minimum Standards for Firefighting Personnel
NYCRR Minimum Standards for Firefighting Personnel Administrative Procedures

NYCRR	Part 426 & Part 427
NFPA	1041 Standandard for fire service Instructor Professional Qualifications
US History.Org	http://www.ushistory.org/Franklin/philadelphia/fire.htm
Abrashoff, D. M. Captain	It's Your Ship- Management Techniques From the best damn ship in the Navy

2.0 PURPOSE

A well trained department is a primary concern, and an effective way to prevent injuries, deaths, and unnecessary equipment and property damage. This department fully supports firefighter training, both in-house and from outside sources. Each member is encouraged to fully partake in any training opportunities that are available. These best practices SOP/SOG guidelines set established minimum training requirements for members of the department. The following are Job titles, descriptions, outlines and the responsibilities, duties and powers of the positions within the Training Division as it pertains to the City of Oneida Fire Department.

3.0 SCOPE

All Officers and Firefighters active within the City of Oneida Fire Department.

4.0 DEFINITIONS

These definitions are pertinent to these Best Pratices SOP/SOG's.

Training Officer: Establishes the fire departments training program and directs the day to day operations of the Training Division of the Oneida City Fire Department.
Assistant Training Officer: Assists the Training Officer with the record keeping and implementation of the training of the Fire Department.
Municipal Training Officer: Instructor designated by the Fire Chief who has met the requirements of Part 426.4 and approved by the State Fire Administrator in writing.
Municipal Fire Instructor: Instructor designated by the Fire Chief or designee who has meet the requirements of Part 426.4 and approved by the State Fire Administrator in writing.

5.0 BEST PRACTICES, PROCEDURES, GUIDELINES & INFORMATION

The Training Division shall consist of the Training Officer, Assistant Training Officer, A Municipal Training officer who by all rights should be the Training Officer but under special circumstances may not be and Municipal Fire Instructors. An Officer of the department shall be the Training Officer and shall be responsible to the Fire Chief for the proper administration of the Training Division.

All training shall be conducted in accordance with the organization's policies and procedures and work methods that comply with Federal, State, and local laws and in response to assessment of community needs.

The Training Officer shall be in Charge of the Training Division and will administer his/her position in conformity with the policy and practices of the Division and shall formulate and put into effect a program of operation with specific Rules and Regulations governing the functions of the Division. Said programs shall be subject to the approval of the Fire Chief and conform to all requirements of the State of New York.

The Training Officer shall be in the non-competitive class of Civil Service but must have at least the rank of a permanent Fire Lieutenant under Civil Service Rules. The Training Officer will serve by the recommendation of the Fire Chief and approval of the Commissioner of Public Safety. The Training Officer shall have a firm background and vast knowledge in training and be efficient in instruction of other firefighters.

Benjamin Franklin, one of the founding fathers of our great country, early fire fighter, and possibly one of the first training officers in the fire service stated; “an ounce of prevention is worth a pound of cure”, and “well done is better than well said”. Ben Franklin understood the value of early time investment and the importance of preparation. He also understood that actual delivery of services as expected was proof that one could do as they stated.

More recently, Captain D. Michael Abrashoff, former Commander in the United States Navy, stated the mission of his ship and crew was to be “combat ready”. Captain Abrashoff evaluated training efforts, and revamped them when and where necessary. He worked to ensure responsiveness to demands placed upon him and his crew. Like Ben Franklin; he believed in the value of training for what one likely will face, and performance being the measuring stick.

What can the Oneida Fire Department learn from these two men as it relates to fire service training? Three concepts:

- Preparation and training is a necessary and an important function.
- The importance of mission focus.
- Measurement is found in performance not words.

The mission of the Oneida fire department and fire Service has not changed, and is easily described in the industry through three short phrases in a prioritized manner:

1. Life Safety
2. Incident Stabilization
3. Property Conservation

What has changed over time is the broadening scope of a fire department’s services and responsibilities related to its mission. To reflect the changes of expanded services and responsibilities, the term “fire department” and “fire fighters” is often replaced with less inclusive terms like “emergency services” and “all-hazards responders”. These changes have resulted in fire departments seeing increased workloads; that in turn require increased training demands, skill requirements, and contact hours to ensure competency and safety. Fire service training is no longer simply fire based, nor solely decided on a local level. Fire departments are now guided, in part, by national fire service standards, accreditation and certification, and continuing education requirements. There are also increased societal and financial influences of emphasis on topics of firefighter safety and health, expanded roles and large incidents, incident management, “hot topics”, cultural diversity, ethics, legal issues, and use of mutual aid and regionalization.

Training is recognized as an important and essential organizational function. The training officer of a fire department is directly responsible to ensure that responders are well prepared and capable of performing required duties. The training officer of yesterday will not suffice in today’s demanding emergency services world. Along with increased departmental training needs, training officers’ have seen increases in their own duties and responsibilities. In some cases, they may add to their own workload by assuming additional duties, adding or expanding services, or changing the direction of their position as they see fit. If allowed, the position may become an extension of the personality of the individual that fills the role. Departmental training may reflect the individual training officer’s likes, dislikes, beliefs, and philosophies, rather than organizational needs to complete its mission.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Training Officer / Municipal Training Officer Shall:

Establish a yearly budget for the Training Division. Oversee the Division of Training, Analyze the departments training needs, order all needed supplies and equipment essential to the operation.

Record and submit all required paperwork to the Division of Homeland Security & Emergency Services, Office of Fire Prevention & Control as required by NYCRR Part 426 and 427.

Develops and implements or approves training programs for Fire Department employees, covering specialized areas such as fire training, special operations, emergency medicine, physical fitness, safe work practices, etc., as well as promotional and leadership development, new departmental policies and procedures, SOG's etc.

Develops teaching outlines and lesson plans; determines content and duration of training programs and academies, some of which lead to certification for department members.

Researches training materials; prepares and distributes materials including announcements, handouts, tests, evaluations and visual aids including online curriculum.

Coordinates and schedules training programs with City, outside agencies, and/or other instructors to supplement departmental training activities.

Maintains records, monitors expiration dates of employee certifications, and assists with timely renewal as required.

Prepares and presents reports relating to training activities, will post monthly training schedules. Utilizes computer software applications such as word processing, spreadsheet and database.

Evaluates Probationary Firefighters and will submit a report to the Fire Chief as to recommending approval or remediation respective to their permanent appointment status within the department.

Implements safety programs and practices at facilities as assigned.

Maintains training facilities and props. Manages a variety of projects within the fire department as assigned by the Fire Chief.

Understands and follows national standards and departmental policies and procedures and SOG's relating to the essential work functions. Attends conferences, workshops and seminars for professional development purposes as related to the position.

Supervise & delegate responsibilities to the Assistant Training Officer and Municipal Fire Instructors.

Will obtain NYS MTO Certification within 18 months of appointment.

Assistant Training Officer Shall:

Assist the Training Officer as requested to the following:

Establishing a yearly budget.

Record all submitted paperwork related to individual shift training and submit a monthly training report the Fire Chief.

Assist with Developing and implementing training programs for Fire Department employees, covering specialized areas such as fire training, special operations, emergency medicine, physical fitness, safe work practices, etc., as well as promotional and leadership development, new departmental policies and procedures, SOG's etc.

Assist in teaching outlines and lesson plans: content and duration of training programs and academies, some of which may lead to certification for department members.

Researches training materials; prepares and distributes materials including announcements, handouts, tests, evaluations and visual aids including online curriculum.

Assist in coordinating and scheduling training programs with City, outside agencies, and/or other instructors to supplement departmental training activities.

Assist or evaluate Probationary Firefighters and will submit a report to the Fire Chief as to recommending approval or remediation respective to their permanent appointment status within the department.

Assist in maintains training facilities and props.

Shall obtain Fire Instructor 1 Certification within 24 months of appointment.

Other duties may be assigned.

Municipal Fire Instructor(s) Shall:

Complete all required training assigned by the Training Division outlined in the 100 hour in-service training program and all other supplemental training assigned.

Direct the fire training at the company level and assure that the course taught conforms to the requirements of NYCRR Part 426.

Submit the required documentation attesting to the completion of all training.

1.2.2 MECHANICS DIVISION

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Mechanics Division	**SECTION / TOPIC: Admin. Rules & Regs**
Number: 1.2.2	**Date Issued: January 01, 2014**
Number of Pages: 4	**Revised Date:**

Prepared	Approved	Approved
X _____	X _____	X _____
Preparer	Approved	Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

City of Oneida Fire Department Operations Manual June 2004

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The mission of the Mechanics Division is to support the members of the Oneida Fire Department by providing exemplary fleet management practices to all vehicles and equipment. This support includes all aspects of fleet maintenance: preventative maintenance; scheduled maintenance; unscheduled maintenance; and deferred maintenance. " Safety is no accident" The following are Job titles, descriptions, outlines and the responsibilities, duties and powers of the positions within the Mechanics Division as it pertains to the City of Oneida Fire Department.

3.0 SCOPE

Mechanics Division personnel and members of the Oneida Fire Department.

4.0 DEFINITIONS

These definitions are pertinent to these Best Pratices SOP/SOG's.

Mechanic – Heads Mechanics Division in regards to service and repair of all Oneida Fire Department equipment maintains records and inventory.
Assistant Mechanic – Assists Mechanic with needed repairs and service.
City Garage – Oneida City Department of Public Works Maintenance Garage

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

MECHANICS DIVISION

The Mechanics Division shall consist of the Mechanic and Assistant Mechanic. The Mechanic shall be responsible to the Fire Chief for the proper administration of the Mechanics Division.

All service and repairs shall be conducted in accordance with the organization's policies and procedures and work methods that comply with Federal, State, and local laws and in response to assessment of community needs.

The Mechanic shall be in Charge of the Mechanics Division and will administer his/her position in conformity with the policy and practices of the Division and shall formulate and put into effect a program of operation with specific Rules and Regulations governing the functions of the Division. Said programs shall be subject to the approval of the Fire Chief and conform to all requirements of the State of New York.

The Department Mechanic shall be in the non-competitive class of Civil Service but must have at least the rank of a permanent Firefighter under Civil Service Rules. The Mechanic will serve by the recommendation of the Fire Chief and approval of the Commissioner of Public Safety. The Mechanic should have knowledge in fire apparatus, vehicle repair and service of fire department equipment.

The Mechanics Division may provide onsite support of vehicles and equipment.

The Department Mechanic will assist in the specification, acquisition, and acceptance of new and replacement vehicles and equipment.

The Mechanics Division will maintain an aggressive preventive maintenance program to ensure minor problems are repaired at an early stage, preventing larger, more costly repairs. The Division shall maintain a log of all scheduled or performed maintenance to easily track repairs, and maintain the Fire Department Fleet in a cost effective manner.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

The Mechanic Shall:

Supervise division operations by monitoring and allocating resources, maintaining and updating inventory with vehicle or equipment removals and replacements, projecting upcoming vehicle replacements, troubleshooting and resolving operational and technical problems, checking mechanics room for safety and cleanliness, responding to and answering safety concerns and recalls, and reallocating inventory as needed.

Perform preventive maintenance on fleet vehicles and equipment. Such as but not limited to changing oil, repairing or replacing tires, lubing chassis, changing air and fuel filters, belts, batteries, alternators, valves, hoses, checking fluids and inspecting parts and engines for abnormalities. Oversees the maintenance of tools, supplies and equipment assigned to the Oneida Fire Department.

Ensure that all division work conforms to local, state, and federal governmental regulations, and other applicable rules and requirements.

Coordinate vehicle modifications and repairs by consulting with vehicle users, contact repair facilities, coordinate repair work with internal and external parties, and evaluate potential emergency equipment repair and installations and performing emergency repairs.

Processes, modifies, approves and maintains work orders, prepares status reports and requisitions, and informs motor vehicle office of registration and license requests, removals, and inventory updates.

Maintain records on all maintenance and repair work performed; track recalls, inspection dates, and warranties for all vehicles.

Coordinates the annual testing of third party inspections relating to Fire Service equipment.

Handles inventory control by maintaining inventory of items purchased, open orders, back orders and being repaired, and writing requisitions and proposals for accounting and purchasing.

Essential Duties and Responsibilities continued:

Inspect, adjust and/or diagnoses vehicle issues to then make minor repairs for both mechanical and electrical failures, defects in fire apparatus and related equipment or to determine the extent of necessary overhaul or repair.

Perform general overhaul and repair work on related fire equipment such as but not limited to generators, saws, lights, portable pumps, fire tools ext.

Install emergency equipment or tools for emergency vehicles and systems as necessary.

Perform vehicle body work and collision repair.

Fabricate and weld to repair equipment as necessary.

Operate vehicles and equipment to aid in diagnostics; pick up and deliver vehicles and parts.

Establish and manage a yearly budget for the Mechanics Division.

Maintain a Log Book for all related duties of maintenance and service, damage or repair.

Produce timely reports to the Chief as to the status of the Division.

Assist the Training Division in formulating training programs on apparatus and equipment.

Post notifications relating to safety information, or new equipment that is placed in-service as it pertains to the department.

Perform related duties as required.

Assistant Mechanic Shall:

Assist the Department Mechanic with the maintenance of Fire Department equipment and vehicles.

Maintain the departments Material Safety Data Sheet books.

All other duties assigned.

1.2.3 Emergency Medical Services Division

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: E.M.S. Division	**SECTION / TOPIC: Admin Rules & Regs**
Number: 1.2.3	**Date Issued: January 01, 2014**
Number of Pages: 4	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: LT. David Hoffman, EMS Officer	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFRENCE

City of Oneida Fire Department Operations Manual June 2004

NYS DOH BEMS	Chapter VI of Title 10, part 800, and Public Health Law Article 30
NAEMT	Code of Ethics for EMS Practioners

2.0 PURPOSE

The mission of the Emergency Medical Services Division is to provide the City of Oneida Fire Department and its Emergency Medical Technicians of all levels with the equipment and the training to properly and professionally serve the citizens of the City to the best of the department's ability. All policies and procedures will be designed and implemented with regards to the highest standards possible and will fulfill the requirements set forth in New York State Department of Health Chapter VI of Title 10, part 800, and Public Health Law Article 30. The following are job titles, descriptions, outlines and the responsibilities, duties and powers of the positions within the EMS Division as it pertains to the City of Oneida Fire Department.

3.0 SCOPE

All Officers and firefighters in the City Of Oneida Fire Department.

4.0 DEFINITIONS

Emergency Medical Services Officer (EMSO) - Establishes the medical training program for the City of Oneida Fire Department, and directs the day to day operations of the EMS Division including supply inventory, quality improvement and review, revenue recovery, and other medical related duties.

Assistant Emergency Medical Services Officer (AEMSO) - Assists with above duties as needed by the EMSO.

Certified Lab Instructor (CLI) - Evaluator recognized by the State to observe and evaluate practical skills of EMS providers.

Certified Instructor Coordinator (CIC) - Instructor recognized by the State who has met the requirements to teach Emergency Medical classes.

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

The Emergency Medical Service Division shall consist of the Emergency Medical Services Officer (EMSO), the Assistant Emergency Medical Services Officer (AEMSO), and any Certified Lab instructors as designated by the EMSO.

The EMSO shall be in charge of the EMS division and will administer his/her position in conformity with the policy and practices of the Division, and shall formulate and put into effect a program of operation with specific Rules and Regulations governing the functions of the Division. Said programs shall be subject to the approval of the Fire Chief and conform to all requirements of the State of New York Department of Health, Bureau of EMS.

The EMSO shall be in the non-competitive class of Civil Service, but must have at least the certification of Advanced EMT, Critical Care Technician or Paramedic. The EMSO will serve by the appointment of the Fire Chief and the approval of the Commissioner of Public Safety. The EMSO shall have a firm background in Emergency Medicine as it relates to Pre-hospital care.

Essential Duties And Responsibilities include the following. Other duties may be assigned.

Emergency Medical Services Officer (EMSO) shall:

Establish a yearly budget for the EMS Division and analyze the department's needs, in regards to Emergency medical care, and ensure that all supplies and equipment both in-house and on the apparatus are available as needed to perform duties.

Develop and implement a training program that offers the opportunity for all EMS providers to maintain current certifications. This will include EMT and AEMT certifications, CPR, and any other requirements set forth by the Region or New York State in the future.

Determines the content and duration of training programs within the department and ensures that assignments are being properly completed. Monthly reports will be produced and posted so all EMT's are aware of progress.

Record and submit to New York State or the Region any documentation required for recertification, education, or patient data.

Maintains records, monitors expiration dates of employee certifications, and assists with timely renewals.

Conduct any training outside of the Department for other City Employees as requested by the Fire Chief, ex. CPR, First Aid, etc.

Oversee all Continuing Quality Improvement, and attend any meetings as required by the Region. This may be delegated to the AEMSO; however, the responsibility ultimately falls on the EMSO.

Develop all policies as they pertain to Emergency Medical Services, and upon approval of the Fire Chief will implement said policies and ensure they are followed.

Be designated the Controlled Substances Officer for the City of Oneida Fire Department and as such will be approved by the Fire Chief, the Controlled Substances Agent, and New York State.

Oversee the Revenue Recovery program for the Department.

Understand and follow all New York State requirements and departmental policies and SOG's relating to Emergency Medical Services. Attend conferences, workshops, and seminars for professional development purposes as related to the position.

Supervises and delegates responsibilities to the AEMSO.

Will obtain CPR Instructor and CLI certifications within 18 months of appointment.

.**Assistant Emergency Medical Services Officer (AEMSO) shall:**

Assist the EMSO with the following:

Establishing a yearly budget

Inventory and ordering of supplies

Developing a yearly training program and assist the EMSO with documentation and recording of all training completed.

Instruction of monthly training topics as assigned by the EMSO

Attend regional and County meetings as required or in the absence of the EMSO.

Be a participating member of the Continuing Quality Improvement Committee.

Administer the Revenue Recovery Program for the Department including documentation of funds received and outstanding.

Obtain CPR instructor and CLI certifications within 18 months of appointment.

Must be an advanced level EMT

Other duties may be assigned

Certified Lab Instructor:

Assist with bi-annual Continuing Medical Evaluations (CME) when needed. CLI may be appointed by the EMSO, and will assist with CME's as requested or in the absence of the EMSO and assistant.

1.2.4 SCBA DIVISION

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: SCBA Division	**SECTION / TOPIC: Admin. Rules & Regs**
Number: 1.2.4	**Date Issued: January 01, 2014**
Number of Pages: 4	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NFPA 1981: STANDARD ON OPEN-CIRCUIT SELF-CONTAINED BREATHING
OSHA's Respiratory Protection Standard 29 CFR 1910.134

ANSI/CGA G7.1	**ANSI/** CGA-G7.1 **Commodity Specification, Compressed Gas Association Standard**
CFR	**OSHA's Respiratory Protection Standard 29 CFR 1910.134**
NFPA	**NFPA 1981: STANDARD ON OPEN-CIRCUIT SELF-CONTAINED BREATHING**
	NFPA 1500: Standard on Fire Department Occupational Safety & Health Program

2.0 PURPOSE

The SCBA Division of the Oneida Fire Department provides up to date and compliant respiratory protection for all firefighters in the form of the Scott Aviation Air-Pak 4.5 self-contained breathing apparatus (SCBA). This SCBA is approved and maintained under NFPA 1981 Standard on open-circuit, self contained breathing apparatus for the fire service, 2013 edition, for use in atmospheres that may be immediately dangerous to life and health. The following are Job titles, descriptions, outlines and the responsibilities, duties and powers of the positions within the S.C.B.A. Division as it pertains to the City of Oneida Fire Department.

3.0 SCOPE

S.C.B.A Division personnel and members of the Oneida Fire Department.

4.0 DEFINITIONS

These definitions are pertinent to these Best Pratices SOP/SOG's.

S.C.B.A. – Self Contained Breathing Apparatus
S.C.B.A. Repairman – Heads S.C.B.A. Division in regards to maintenance and repair of Self contained breathing apparatus and all associated equipment. Maintains records and inventory.
Assistant S.C.B.A. Repairman – Assists S.C.B.A. repairman as requested.
IDLH - Immediately Dangerous to Life and Health

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

SCBA DIVISION

The SCBA Division shall consist of the SCBA Repairman and Assistant SCBA Repairman. They shall be responsible to the Fire Chief for the proper administration of the SCBA Division.

All service and repairs shall be conducted in accordance with the organization's policies and procedures and work methods that comply with Federal, State, and local laws.

The SCBA Repairman shall be in Charge of the Division and will administer his/her position in conformity with the policy and practices of the Division and shall formulate and put into effect a program of operation with specific Rules and Regulations governing the functions of the Division. Said programs shall be subject to the approval of the Fire Chief and conform to all requirements of the State of New York.

The SCBA Repairman shall be in the non-competitive class of Civil Service but must have at least the rank of a permanent Firefighter under Civil Service Rules. The SCBA Repairman will serve by the recommendation of the Fire Chief and approval of the Commissioner of Public Safety.

The SCBA Repairman will assist in the specification, acquisition, and acceptance of new SCBA equipment.

The SCBA Division will maintain an aggressive preventive maintenance program to ensure that any and all issues that can be found prior to any incident and are repaired as soon as possible, preventing safety issues, or more costly repairs. The Division shall maintain a log of all scheduled or performed maintenance to easily track repairs, and maintain the air packs and associated equipment in a cost effective manner.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

The SCBA Repairman Shall:

Establish guidelines that are compliant with NFPA 1500 and OSHA's Respiratory Protection Standard 29 CFR 1910.134 and that these guidelines address the safe use of respiratory protection equipment. These guidelines are not intended to replace, but to work in conjunction with the City of Oneida Fire Department Respiratory Protection Plan.

Shall complete a field level Maintenance course

Shall see that all the SOP / SOG Best practices guidelines are carried out in the best interest of the Fire Department.

Supervise division operations by monitoring and allocating resources, maintaining and updating inventory of equipment; remove or replace damaged items from service, project upcoming replacements, troubleshoot and resolve operational and technical problems, check the SCBA room for safety and cleanliness, respond to and answer safety concerns and recalls, and reallocating inventory as needed. Updated current equipment to comply with the required standard.

Perform preventive maintenance on equipment. Such as but not limited to SCBA; masks, bottles, pass alarms, harnesses, hoses, straps, voice amplifiers. Oversees the maintenance of tools, supplies and equipment assigned to the SCBA Division.

Ensure that all division work conforms to local, state, and federal governmental regulations, and other applicable rules and requirements.

Coordinate repairs by contacting approved repair facilities, coordinate repair work with internal and external parties, and evaluate potential emergency equipment repair.

Processes, modifies, approves and maintains work orders, prepares status reports and requisitions, and inventory updates.

Maintain records on all maintenance and repair work performed; track recalls, inspection dates, and warranties for all devices.

Coordinates the annual testing of 3rd party inspections relating to SCBA Division equipment.

Handles inventory control by maintaining inventory of items purchased, open orders, back orders and being repaired, and writing requisitions and proposals for accounting and purchasing.

Maintain an adequate reserve air supply provided by reserve cylinders and by an on-site refilling station.

Essential Duties and Responsibilities continued:

See that all reserve respiratory protection equipment is stored in a ready for use condition and shall be protected from damage or exposure to rough handling, excessive heat or cold, moisture, and, or other elements.

Shall be tasked with completing the required third party inspection and maintenance of the department's filling station for SCBA's.

Shall see that breathing air used to fill SCBA cylinders shall comply with the requirements of ANSI/CGA G7.1, Commodity specification for air, with minimum air quality of Grade D, a moisture content of no more the 24 parts million, and a max particulate level of 5 mg/m (3) air.

See that when the Oneida Fire Department compresses its own breathing air, the department shall be required to provide documentation that a sample of the breathing air obtained directly from the point of transfer from the filling system to the SCBA cylinder has been tested and that it complies with ANSI/CGA G7.1.

SCBA cylinders shall be hydrostatically tested as required by the manufacturers and applicable governmental agencies. All in service SCBA cylinders shall be stored fully charged inspected prior to filling according to NIOSH requirements, CGA standards, and manufacturers' recommendations.

Shall conduct annual fit testing of all personal with correct respiratory protection equipment.

Shall verify that each member is issued the proper fitting respiratory protection equipment; it shall be verified by qualitative or quantitative fit testing on an annual basis and whenever new types of respiratory protection equipment of face pieces are issued.

Establish and manage a yearly budget for the SCBA Division.

Produce timely reports to the Chief as to the status of the Division.

Perform related duties as required.

Assistant SCBA Repairman Shall:

Assist the SCBA Repairman with the maintenance of Fire Department equipment assigned to the SCBA Division.

Shall oversee the gear inspection and collection of documentation related to.

Complete all other duties assigned.

Shall complete a field level Maintenance course

1.2.5 RULES OF CONDUCT

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Rules Of Conduct	**SECTION / TOPIC: General Administration**
Number: 1.2.5	**Date Issued: September 12,2014**
Number of Pages: 6	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NFPA	
NIMS	

2.0 PURPOSE

To establish minimum standards of conduct in the City of Oneida Fire Department and to provide a listing of the general rules of operation for the City of Oneida Fire Department personnel.

3.0 SCOPE

This policy applies to all members of the City of Oneida Fire Department. It shall be the responsibility of each member to comply with these policies. Furthermore it shall be the responsibility of each Officer to see that each member under their command complies with these policies.

4.0 DEFINITIONS

None

5.0 GENERAL USE PROCEDURES

Rules of Conduct

1. Fire Department personnel shall not participate in conduct unbecoming a public employee, including actions which reflect unfavorably on the efficiency of the City, cause embarrassment or are damaging to the City or in general reflect unfavorably on the City, its employees or its citizens.

2. Members shall keep their Officers advised on all matters of interest to the Department and may make suggestions and recommendations for increasing its efficiency, preferably in writing.

3. A member shall notify his/her immediate supervisor of any injury received in the line of duty, upon evidence of receipt of said injury. A written report must be made within twenty-four (24) hours of the injury or as soon as possible.

4. Communications of every nature shall be addressed to the firefighter's Officer, and not circumvent the chain of command.

5. At the scene of emergencies and other public activities, Officers are to be addressed by rank and surname. At other times where informality may be appropriate, keeping in mind the respect due the position, given names may be used.

6. No member shall lend, sell, or give away any property belonging to the Fire Department without permission of the Fire Chief, nor shall they pilfer or be guilty of theft at fires or elsewhere.

7. Smoking or the use of tobacco is prohibited while handling gasoline, while refueling apparatus, driving or riding in apparatus and while inspecting or preplanning a building. Discretion is to be used at all times when in public.

8. Members shall not attend to personal business or personal matters while on duty, to the detriment of their assigned duties.

9. During a normal 24-hour tour of duty, most assigned activities will be regulated to occur in the period from 0700 through 1700 hours, where possible. The attempt to maintain this schedule is a perogative of management, and in no way precludes additional assignments which may have to be engaged in or at other hours of the 24-hour day, including, but not limited to, the handling of emergencies. All assigned duties are to be performed, irrespective of the time of day or day of week.

10. All personnel are held responsible for any and all equipment, uniforms, badges, name plates, etc., that have been issued to the individual. In case of damage or lost items personnel shall:

a. Report loss or damage to immediate supervisor.

b. Make a written report explaining the circumstances.

The supervisor will forward the report to the Deputy Chief. A study will be made of the circumstances surrounding the loss or damage and the individual may be subject to reimbursement of the cost of the item and/or disciplinary action.

11. Any member called for jury duty on a duty day will be excused from their assigned duties for the actual duration of the jury duty. In the event of release from jury duty during the employee's normal working hours, he/she shall be expected to return to his/her Shift. An employee will receive full pay from the City during jury service, provided they sign over the jury pay to the City of Oneida.

12. Television viewing during following hours may be permitted 07:00 – 0800, 12:00 – 13:00 and after the regular work hours of 17:00, if all related duties are completed.

13. Private vehicles must be parked in the designated areas when reporting to duty.

14. When a member of the Department, or any instructor operating under the direction of the Fire Chief, is conducting a training class, he/she will be in charge of all members of the class without regard to rank.

15. All members scheduled for training sessions will report to class in the appropriate uniform, as directed.

16. Shifts conducting training sessions outside of the Fire Station shall notify the Chief that they are out of Station, for training or keep a member inside to receive alarms.

17. All Fire Department members must have telephone service, and must provide the Fire Department with their telephone number.

18. Any Fire Department member who has been absent from their Shift on authorized duties, and returns to find their Shift out of quarters, shall immediately ascertain:

a. The nature and location of the Company's activity.
b. Instructions from their Company Officer regarding his/her reporting to their Company's location.

19. The use of tobacco in all forms is permitted in only designated areas.

20. Prior to backing any Engine, Ladder Truck, or Rescue, a spotter shall be assigned at the rear of the apparatus (with a portable radio if possible). It shall be the responsibility of this spotter to guide the driver and to ascertain that a clear travel path exists. It is the driver's responsibility to obtain a spotter, and to follow directions given. The driver is also responsible for monitoring the movement and positioning of their apparatus to avoid an accident.

21. Fire Department personnel shall not participate in any fighting or violence on City property at anytime. Members are expressly forbidden to engage in any rough or boisterous conduct or similar activities that would interrupt the normal activities of the Department.

22. Fire Department personnel shall not participate in any horseplay when such activity contributes to the injury or ineffectiveness of the employee, the public, another employee, or damage to City property at any time.

23. Fire Department personnel shall not participate in any unauthorized possession or threatening use of weapons to include, but not limited to firearms, ammunition, explosives, or knives on City property at any time.

24. Every member shall be alert to detect incendiary cases of suspicious origin and shall immediately report such findings to their supervisor. If incendiary evidence is detected, he/she shall prevent its removal or unnecessary disturbance, except by direction of supervisors.

25. Fire Department personnel shall not participate in the failure to report any mistreatment of a client, member, or any other individual.

26. Fire Department personnel shall not participate in endangering health or safety of self or others.

27. Fire Department personnel shall not participate in destruction, abuse or unauthorized use of City property or equipment.

28. Fire Department personnel shall not participate in stealing City property, or property of another individual.

29. All members shall keep their persons, uniforms, beds, closets and lockers in a neat, clean condition. The doors on closets and lockers shall be kept closed at all times when not on duty. Persistence in uncleanness or offensive habits will be just cause for disciplinary action.

30. All members shall practice economy in the use of supplies and metered services and see that waste is avoided.

31. All members shall accord obedience, respect, and courtesy to superior officers and to those performing the duties of a higher rank.

32. When assigned to act in a position of higher rank, members shall accept responsibility for the performance of the duties of that position.

33. All members shall promptly notify their supervisor of any matter coming to their attention that they believe would affect the interest and welfare of the Department.

34. Beds may not be occupied between 0700 and 1700 hours, Monday thru Saturday, except in unusual cases of illness or if a firefighter has not had sufficient rest due to firefighting activities the night before. This shall be determined by an immediate supervisor and reported to the appropriate Commander or Shift OIC. (This does not pertain to those individuals who are off duty and still in bed at shift change)

35. Suggestions for the improvement of the Fire Department of the well being of the members will, when presented through channels, are encouraged, welcomed and will be carefully considered.

36. Members making recommendations for changes, alterations, or improvement 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 through the proper chain-of command to the Fire Chief, with the approval or disapproval of the intermediate Officers noted there on.

37. No member shall use employment with the Fire Department for the purpose of personal gain.

38. 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.

39. No member shall report under, or be on duty under, the influence of any intoxicating liquor, drug, or illegal substance.

40. No member shall bring or cause to be brought into quarters any intoxicating liquor, illegal drug, or other illegal substance.

41. In the best interest of the Department, any member taking medication under the care of a physician that could interfere with his/her ability to function shall notify their immediate supervisor and shall not be allowed to remain on duty.

42. No member shall be a party to any malicious gossip, report, or activities which tend to disrupt the morale in the Fire Department or the bring discredit to the Fire Department or any member thereof.

43. 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 at Fire Stations is prohibited under any circumstances.

44. Language, jokes, and expressions which can be considered racist, sexist, or otherwise discriminatory, hostile, or offensive will not be tolerated. Stereotypical comments directed at a particular sex, race, ethnic group, nationality, religion, even if made in jest, may be perceived as demeaning by members of that group and, therefore, are not conducive to good morale. All members should refrain from making such comments, assist others in recognizing that such comments are hurtful, and direct complaints of this issue through the chain of command.

45. Members shall, before being relieved, acquaint their successors with details of the preceding tour of duty; giving the successor any equipment necessary and such information as may be needed for the continued efficient operation of the Department.

46. Members shall familiarize themselves with the contents of all communications posted on the official bulletin boards of the Fire Department.

47. Members shall not change or alter the arrangement of firefighting equipment or apparatus without the approval of the Fire Chief or in his absence the Assistant Chief.

48. Punctuality is required of all members. Tardiness shall be reported immediately through the chain of command. A member who fails to report to their assigned tour of duty at 07:00 in uniform and does not furnish well-sustained reasons for the failure to do so may be subject to such formal charges and penalties as the Officer in Charge deems appropriate.

49. 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.

50. The wrongful or injurious exercise of authority on the part of any member of the Department will be the basis for disciplinary action.

51. The violation of any of the provisions of the rules and regulations, SOG/SOG Best Practices Guidelines or orders of the Fire Department, or the neglect or evasion of the duties prescribed, shall be the subject of disciplinary action, up to and including termination.

52. Employees shall not be involved in any illegal activity of any kind, directly or indirectly.

1.2.6 OFFICERS RULES OF CONDUCT

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Officers Rules of Conduct	**SECTION / TOPIC: General Administration**
Number: 1.2.6	**Date Issued: September 12, 2014**
Number of Pages: 6	**Revised Date:**

Prepared	Approved	Approved
X _____	X _____	X _____
Preparer	Approved	Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NFPA	
NIMS	

2.0 PURPOSE

To establish minimum standards of conduct in the City of Oneida Fire Department and to provide a listing of the general rules of operation for Officers within the City of Oneida Fire Department.

3.0 SCOPE

This policy applies to all Officers of the City of Oneida Fire Department. It shall be the responsibility of each Officer to comply with and enforce these policies and guidelines.

4.0 DEFINITIONS

None

5.0 GENERAL USE PROCEDURES

Officers Rules of Conduct

1. Officers shall be just, dignified, fair, and firm at all times.

2. Officers shall maintain order and discipline at all times. They will and shall be held responsible for the enforcement of the provisions of all rules, regulations, Standard operating Procedures, Guidelines, Best Practices and General Orders of this Fire Department.

3. Officers shall see to it that all fire fighting units under their supervision are manned by such Officers and members as may be sufficient to properly perform any required duty, within prevailing Department policies.

4. Officers shall not permit apparatus to leave the quarters unless on call, training, inspections, public education, repair work, meals or other official Department business.

5. Officers shall report promptly, by a well-documented report, all violations of the law, ordinances, conduct standards or General Orders to their superiors.

6. Officers shall always have in quarters, a qualified driver for each line apparatus that is in service.

7. All accidents to apparatus or members must be promptly and fully reported. If possible, an accident report must be completed within twenty-four hours and before the employee (s) involved leaves their tour of duty. This must be a written report and must be signed by the employee (s) involved and their OIC. If such accident was caused by negligence or any incompetence of drivers, such information must be included in the report. Statements from any witnesses shall also be included in this report.

8. Officers are to insure that all personnel riding apparatus shall use proper safety equipment, including that all personnel are seated where seats are provided, and that seat belts are properly buckled before the apparatus moves.

9. Officers shall insure that all fires are extinguished with the least possible damage to life and property. Caution shall be used to prevent unnecessary damage by water or Fire Department personnel.

10. Officers shall have command of their assigned station and all equipment and shall be subject to the supervision of the Fire Chief.

11. Officers shall have, or cause to have, visitors escorted and politely given explanations about the building and/or occupants. Visitors are not permitted in the private areas of the station, such as the sleeping quarters or bathhouses, unless permission has been granted by the Ranking Shift OIC.

12. Officers shall not permit anyone, except a member of the Department to ride on the apparatus when responding to or returning from an alarm, except as instructed by the Assistant Chief or Fire Chief.

13. Officers shall conform to all company operations, including the keeping of necessary records, including fire incident reports and other such records as required, maintaining the watch, care and maintenance of all property, apparatus, and equipment under their command, to the standards of the Fire Chief, and shall enforce the Conduct Standards, and General Orders governing the same.

14. Officers shall forward all reports or communications that may be required to the Fire Chief.

15. Officers shall read over all reports and narratives made by members of their shift and see that the report is intelligent and written with neatness and care.

16. Officers shall require members of his command to report at a designated area at a designated time when reporting for duty for changing of shifts. He shall read or cause to be read to the members all orders issued since the previous tour of duty. He shall announce the necessary instructions for the day. He shall visually inspect all members in regards to their grooming habits and uniform requirements.

17. Officers shall make or cause to be made an inspection of sleeping areas and shall require that all bedding be made up neatly and uniformly. All members of the Fire Department, uniforms and lockers/closets are to be kept in a neat, clean condition. Persistence in un-cleanliness or offensive habits will be just cause for disciplinary action. All wearing apparel, uniforms and personal belongings, when not in use, are to be kept in a locker, closet, or other property place provided for this purpose.

18. Officers shall not allow beds to be occupied between 0700 and 1700 hours, Monday thru Saturday, except in unusual cases of illness, if a firefighter has not had sufficient rest due to firefighting activities the night before.

19. Officers shall assume command of fires under prevailing procedures, and shall exercise the same until a higher-ranking Officer arrives and assumes command.

20. Officers shall not allow the use of profane, indecent, or unseemly language, nor allow or permit members or visitors to speak disrespectfully of any other Officer or member.

21. Officers shall not allow gasoline to be used in quarters for cleaning purposes, nor permit any person to smoke or allow a naked flame of any description while and where motorized apparatus is being refueled.

22. Officers shall not allow lounging about the station by undesirable or intoxicated persons, nor shall they allow any bed or room to be occupied by any persons not a member of the Department or not regularly assigned, except by permission of the Fire Chief.

23. Officers shall see that all unnecessary lights are extinguished and doors closed when not in use and shall be responsible for strict economy in the use of all supplies, power, and fuel.

24. Officers shall not allow the use of tobacco products other than in designated areas.

25. Officers shall cause each new appointee to their command to be thoroughly instructed and shall see that no probationary employee is assigned to any important detail until he/she is thoroughly familiar with the duties to be performed.

26. Officers shall not allow property to be used for the storage of any automobile or other property not owned, hired by, or loaned to the City except by permission of the Fire Chief.

27. Officers shall not allow intoxicating liquors or other drugs of abuse to be brought into or used in the station.

28. Officers shall not allow radios or other instruments to be operated at a level that will disturb other members in the sleeping area during sleeping hours. Sleeping hours are between 2100 hours and 0700 hours.

29. Officers shall direct the drivers and shall control the speed of apparatus, not allowing excessive speed, within the margins of state and local safety requirements, and Department policy.

30. Officers shall have a correct list of all tools and appliances carried on their assigned apparatus. This list will be used during morning apparatus checks and upon return from an alarm. A report shall immediately be made of any damaged or missing property.

31. Officers shall see that the apparatus is, at all times, ready for use and shall be held responsible for all equipment thereon. Officers are required to report, in writing, all apparatus maintenance needs, such as tire replacement, body repair, etc.

32. Officers shall report promptly to the Fire Chief, with all particulars thereof, if any municipal department, public service or other corporation, or any individual or any officer or employee of any such corporation or department has interfered with the work of the Department or has refused the cooperation required and necessary for the greatest efficiency of this Department. No member of the City of Oneida Fire Department, other than the Fire Chief, Assistant Chief or Deputy Chief, shall directly complain to or enter into any controversy with any department, corporation, or individual. The Deputy Chief shall forward all such information to the Fire Chief.

33. Officers shall require each member of their shift to properly clothe him/herself to safeguard against sickness or injury which might be brought on by being unnecessarily exposed to the weather, and will not allow members of the Department on fire grounds without proper fire equipment.

34. Officers shall not permit any changes or alterations to be made in the building or on apparatus by Company members, except by permission of the Assistant Chief or Fire Chief. Officers will ascertain the authority of any contractor, mechanic, or other person reporting at the station to make repairs, alterations, paint, install any equipment, perform any labor, or furnish any material, before permitting them to proceed. An accurate record shall be kept of time required in the performance and proper entry made in the daily report.

36. Officers shall forward, through the Deputy or Assistant Chief, all reports addressed to the Fire Chief.

37. Officers on duty shall attend that all scheduled meetings (inspections, fire prevention, etc.) unless specifically excused by the Fire Chief, are completed as scheduled.

38. Officers will see that the U.S. Flag is in good repair and is properly illuminated. Flags will be flown at half-mast only under the orders of the Fire Chief as per SOP SOG 1.0.7 Flag Etiquette.

39. All incoming papers and memos shall be given to the Shift Officer. Each Officer is responsible for seeing that each member of his/her Company reads and understands the information contained.

40. Officers shall be responsible for the appearance of their personnel. Uniforms shall be neat and clean and otherwise in good condition. Work uniforms are to be used at the discretion of OIC.

41. Officers are responsible to report all overtime for personnel under their command within the pay period in which it occurs.

42. Personnel may only conduct authorized Fire Department business while out of their station on Departmental activities.

43. Officers shall not permit horseplay when such activity contributes to the injury or ineffectiveness of the employee, the public, another employee, or damage to City property at anytime.

44. Officers shall not permit unauthorized possession, threatening use of weapons to include, but not limited to firearms, ammunition, explosives, or knives on City property at anytime.

45. Officers shall not participate or permit participation in non-departmental related work/activities while on duty, which interferes with job description.

46. Officers shall not distribute or permit unauthorized distribution of any City or Departmental written or printed material of any description.

47. Officers shall not permit any mistreatment of a customer, client, visitor, or any other individual and shall report any such action to the Fire Chief.

48. Officers shall not endanger or permit endangering the health or safety of self or others.

49. Officers shall not permit destruction, abuse or unauthorized use of City property or equipment.

50. Under no circumstances shall any animal be kept in quarters without permission of the Fire Chief.

51. Officers shall not permit conduct unbecoming a public employee including actions which reflect unfavorably on the efficiency of the City, cause embarrassment or are damaging to the City or in general reflect unfavorably on the City, its employees or its citizens.

1.2.7 DISCIPLINARY PROCEDURES

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Disciplinary Procedures	**SECTION / TOPIC: General Administration**
Number: 1.2.7	**Date Issued: September 12, 2014**
Number of Pages: 11	**Revised Date: October 15, 2015**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

SOP / SOG 1.1.1 Commissioner of Public Safety
City Charter Article X

SOP / SOG 1.1.2 Fire Chief
OPFA Contract

NFPA	
NIMS	

2.0 PURPOSE

The purpose of this Policy is to establish procedural guidelines to be utilized in progressive disciplinary action steps and will be consistently administered when disciplinary actions are warranted. Disciplinary action is a tool to allow OIC's to deal effectively with members whose performance or conduct is unacceptable, unsafe or in violation of the departments SOP/SOG Best Practices Guideline and standards. All disciplinary actions will be in accordance with the Labor Agreement between the Oneida Paid Firefighters Association Local 2692 and the City of Oneida.

3.0 SCOPE

This document shall pertain to all members of the City of Oneida Fire Department and provide progressive disciplinary action procedures; that is intended to enhance the abilities of the City of Oneida Fire Departments officers and supervisors in their responsibility to maintain the high professional standards of conduct in accordance with the job descriptions of the department.

4.0 DEFINITIONS

Verbal Warning or Counseling - Counseling by a supervisor to make an employee aware of unacceptable conduct or performance, and outlining a course of action to remedy the problem.
Written Warning – Written documentation by a supervisor to make an employee aware of unacceptable conduct or performance, and outlining a course of action to remedy the problem.
Official Letter of Reprimand – Disciplinary action by a supervisor to make an employee aware of unacceptable conduct or performance, and outlining a course of action to remedy the problem. This document to remain in member's file unless dated for removal. The document may then be removed with the discretion of the member's immediate supervisor and Fire Chief.
Disciplinary Probation – A probationary period for disciplinary purposes not to exceed 12 months and cannot be extended.
Unfounded / Exonerated – Investigation found no grounds for action.
Suspension – Time off for a specified period of time.
Demotion – The movement of a member from a position or removal from a position title.
Termination – The separation of a member from service for cause.

5.0 GENERAL USE PROCEDURES

It will be the policy of City of Oneida Fire Department to administer discipline fairly, reasonably, and impartially. Employees and the City are best served when discipline is administered to correct actions rather than punitive. Fair and reasonable discipline, applied consistently will receive firm support and can be expected to be upheld. All Disciplinary action is taken to promote the efficiency of department operations. In exercising discipline, the department will give due regard to each member's legal rights and will ensure that disciplinary actions are based on objective considerations without regard to age, color, disability, national origin, political affiliation, race, religion, gender, sexual orientation, or other non-merit factors. However, discipline which is not supported by facts, or imposed arbitrarily must be avoided and is unacceptable.

Progressive Discipline Procedures:

Progressive Disciplinary Action is the application of a series of disciplinary steps that may gradually increase in magnitude from an established first step implementation to the final step in the process, which is dismissal. The intent of progressive disciplinary action is to provide training, correct behavior, and to prevent occurrences that may lead to more severe actions. While progressive disciplinary action is designed to improve performance by gradually increasing in magnitude until satisfactory results are accomplished, **The City of Oneida and the City of Oneida Fire Department reserve the right to apply the level of discipline that is commensurate with the magnitude and severity of the offense. Furthermore the Fire Chief will have the final say in the dispensing of any discipline or discharge.**

Progressive Discipline:

Any action that requires discipline, such as the violation of orders or procedures of the Oneida Fire Department, but not limited to, may be handled by one or more of the following actions, as well as other actions that may not be listed:

1. Verbal warning
2. Written warning
3. Official letter of reprimand
4. Ineligibility for call back
5. Loss of Vacation time
6. Suspension with pay
7. Suspension without pay
8. Demotion
9. Dismissal from the department

In some cases, one or more steps may be omitted.

First Level Supervisor's Responsibilities: (Shift Commanders - Deputy Chiefs)

The supervisor will advise the employee that a possible violation may exist and that an investigation will be conducted. **All personnel shall comply with directives given by any supervisor concerning the providing of written or oral accounts of the incident being investigated.** The immediate supervisor shall accurately compile complete documentation of the facts pertaining to the incident which shall include written accounts of personal observances, statements of witnesses, a statement of explanation by the employee involved and any other relevant facts or information that is pertinent to the incident. The supervisor at this level shall prepare a recommendation stating whether or not further disciplinary action should be initiated. When disciplinary action is recommended, the supervisor's statement will reflect the type and level of disciplinary action being recommended. All recommendations will include the necessary justifications. This documentation shall be forwarded to the Chief or if unavailable the Assistant Chief via the chain of command. In the absence of the shift supervisor the immediate supervisor will prepare all needed information for the shift supervisor to review and then approve.

Supervisors at this level are authorized to issue the following disciplinary actions. A letter of those actions shall be forwarded to the Assistant Chief for review upon his review will discuss the matter with the Fire Chief if the Assistant Chief feels further action should be taken will submit that recommendation to the Fire Chief.

- Verbal Warning
- Written Warning
- Official Letter of Reprimand

***See Definition of Levels/Steps of Progressive Disciplinary Action.**

- All Actions taken will be in accordance with Section 36 Discipline & Discharge of the Labor Agreement of The City of Oneida and the Oneida Paid Firefighters Association Local 2692.
- At all times, documentation and fact finding procedures should begin immediately following an alleged or perceived policy violation or infraction occurrence.
- The immediate supervisor will make every effort possible to verify that the information obtained is accurate and complete. After reviewing the compiled information, the appropriate next level supervisor will be contacted and apprised of the incident and submit the compiled data to the next level supervisor.
- The immediate supervisor or next supervisor within the chain of command will perform any additional investigations or documentation adjustments deemed necessary to ensure that accuracy and consistent policy application are adhered to.

Second Level Supervisor's Responsibilities: (Management - Fire Chief, Assistant Chief)

- The supervisor at this level will review all documentation submitted, conduct any additional fact finding that is necessary and prepare an accompanying document recommending that disciplinary action be initiated or not initiated. All recommendations will include the necessary justifications.
- Supervisors at this level are authorized to issue the following disciplinary actions after the submitted recommendations have been reviewed and approved by the Fire Chief or his designee.

  - Verbal Warning
  - Written Warning
  - Official Letter of Reprimand
  - Ineligibility for call back
  - Loss of Vacation Time
  - Suspension with Pay

***See Definition of Levels / Steps of Progressive Disciplinary Action.**

- All Actions taken will be in accordance with Section 36 Discipline & Discharge of the Labor Agreement of The City of Oneida and the Oneida Paid Firefighters Association Local 2692.

Third Level Supervisor's Responsibilities: (Department - Head Fire Chief)

- All recommendations will be reviewed by the Fire Chief to ensure that due process and fact finding reflects consistent application in regard to the scope and magnitude of the violation or impropriety.
- If it is found that the supervisor's recommendations for actions or no action have not been made, the Chief will take the necessary measure to ensure that the recommendations are prepared and submitted.
- The Fire Chief is authorized to initiate the following disciplinary actions.

  - Verbal warning
  - Written warning
  - Official letter of reprimand
  - Ineligibility for call back
  - Loss of vacation time
  - Suspension with pay
  - Suspension without pay
  - Demotion or Termination of title position
  - Dismissal or Termination from the department

***See Definition of Levels/Steps of Progressive Disciplinary Action.**

- All Actions taken will be in accordance with Section 36 Discipline & Discharge of the Labor Agreement of The City of Oneida and the Oneida Paid Firefighters Association Local 2692.

Adherence to, and consistent application of disciplinary action recommendations in accordance with this policy is the primary responsibility of the supervisors involved in the disciplinary action process.

<u>Classification of Discipline Levels:</u>

There will be three (3) classifications of discipline. They are as follows:

Classification III: Lowest form of discipline given by immediate supervisor usually used as a corrective action and could result in Verbal or Written Warning, or an Official Letter of Reprimand.

Classification II: A more serious violation or a progressive issue that was not corrected and has repeated or compounded. May result in Verbal or Written Warning, or an Official Letter of Reprimand, Ineligibility for call back, Loss of Vacation Time, Suspension with pay.

Classification I: Highest level for the most serious infractions directly handled by the Fire Chief. May result in Verbal or Written Warning, Official Letter of Reprimand, Ineligibility for call back, Loss of Vacation Time, Suspension with pay, Suspension without pay, Demotion or Dismissal.

Classification III Examples of Discipline are: But Not Limited To

- Insubordination (willfully disobeying a superior)
- Tardiness
- Inefficient, incompetent or negligent in the performance of duties.
- Foul and/or abusive language in or at the public
- Inappropriate behavior not meeting the high standards of the fire department
- Failure to follow SOP / SOG's the normal standard of care or operational procedures.
- Unauthorized absence from job or work site or station.
- Inability or failure to maintain satisfactory working relations with co-workers and/or citizens.
- Poor Uniform
- Intentionally upsetting the morale of the Department
- Sleeping on duty during unauthorized times.

Classification II Examples of Discipline are: But Not Limited To

- Failure to follow orders
- Gambling on the job
- Unauthorized absence without notification
- Negligent or careless use of city equipment.
- Acting on behalf of the City of Oneida Fire Department without authorization
- Disgraceful personal conduct or language toward the public or fellow employees
- Incompetence or inefficiency in the performance of duties.
- Fighting.
- Cowardice

Classification I Examples of Discipline are: But Not Limited To

- Being intoxicated or drinking any intoxicating beverages while on duty, or being under the influence of a drug or narcotic while on duty.
- Theft of city property or another employee's property.
- Intentional destruction or carelessness, or negligence in the use of City property.
- Falsifying any reports or log books.
- Gross insubordination such as refusal to work, threatening, abusing or striking a co-worker.
- Lying or willfully omitting critical information on an application.
- Failure to report to duty for three (3) days without being excused.
- Conviction of a criminal offense or of a malfeasance involving moral turpitude.

Classification I Examples of Discipline are: But Not Limited To Continued

- Violation of any lawful and reasonable regulation, order, or direction made or given by a superior; or insubordination that constitutes a serious breach of discipline.
- Unauthorized absences or abuse of leave privileges.
- Incapacity to perform essential functions of a job because of a permanent or chronic physical or mental defect that cannot be reasonably accommodated.
- Acceptance of any valuable consideration which was given with the expectation of influencing the employee in the performance of his/her duties.
- Falsification of records or use of official position for personal advantage.
- Loss of an employee's driver's license and driving privileges.
- Incompetence or inefficiency in the performance of duties or actions leading to injury.
- Conviction of a criminal offence.

Explanation of Discipline Classifications:

Classification I offenses may result in immediate termination of the employee.

Classification II offenses may result with the employee receiving a verbal or written warning on the first offense. If repeated after the written warning, the employees discipline shall follow the order of progressive discipline and may be a loss of vacation time, suspended without pay. If after suspension, the employee repeats the offense; their discipline could proceed to termination.

Classification III offense will follow all the steps of a Class II offense starting with a verbal warning.

Documentation:
All warnings and actions, oral and written, shall be documented. Copies of these warnings or actions shall be sent to the employee and the Fire Chief, with a copy being kept in the employee's personnel file. If further notification is needed the Fire Chief or his designee will notify those involved.

Verbal Warning - A verbal warning may be issued by the employee's immediate supervisor. A written notation/memo of this warning will be retained by the Fire Chief or the appropriate supervisor in the supervisor's common file. The employee will be made aware of unacceptable conduct or performance, and outlining a course of action to remedy the problem A copy of this documentation will be forwarded to the Fire Chief.

Written Warning – A written warning may be issued to an employee depending upon the extent of the policy or procedure violation. The written warning will identify the violation, state the expected corrective action and inform the employee that if the behavior in question continues, the unacceptable behavior or performance could lead to more serious disciplinary action being administered. The written warning will be retained in the employees personnel file unless dated for removal. The written warning may be removed if the employee has exhibited the necessary performance improvement during that time period.

Official Letter of Reprimand – An Official Letter of Reprimand may be issued to an employee by a supervisor to make an employee aware of unacceptable conduct or performance, and outlining a course of action to remedy the problem. This document to remain in member's file unless dated for removal.

NOTE: This disciplinary action level is not automatically dispensed without regard to the extent of the violation committed. The supervisors that are authorized to dispense discipline at these levels have the option of recommending more severe discipline.

The following steps in the progressive disciplinary action process require that a formal determination hearing per Section 36 "Discipline & Discharge" of the Labor Agreement of The City of Oneida and the Oneida Paid Firefighters Association Local 2692.

Ineligibility for Call Back – The employee is not permitted to return for call back unless ordered by the Chief or Assistant Chief.

Loss of Vacation Time – The employee is docked a specific number of vacation days.

Suspension With Pay - The employee is suspended with pay for a designated period.

Suspension Without Pay - The employee is suspended without pay for a designated period.

Demotion - An employee holding rank or a classified position may receive a reduction in pay steps or classification. The terms and conditions of the step reduction in pay on the demotion will be stated in the **Notice of Decision** rendered by the Fire Chief.

Discharge - The employee is discharged when the magnitude or severity of the violation or impropriety is of a nature that should require termination of employment. Cause for discharge will be determined by the Fire Chief & Commissioner of Public Safety in conjunction with the City's Mayor, Civil Service Director and the City's Attorney in accordance with Section 36 Discipline & Discharge of the Labor Agreement between The City of Oneida and The Oneida Paid Firefighters Association Local 2692.

ALL DISCIPLINE SHALL BE FOR JUST CAUSE.

If disciplinary action is to be carried out, the action will be determined by sound judgment based upon:

- The seriousness of the violation.
- Mitigating circumstances, if any.
- The employee work performance record and disciplinary action history.
- Reasonable consistency in applying similar penalties to similar offenses.
- The prospect that disciplinary action may play a rehabilitative role.
- Other relevant factors arising out of city or department practice or the peculiarities of the particular incident under consideration.

Ordinarily, discipline may be applied in a progressive fashion, with a more severe penalty following successive violations. This is particularly true where a relatively minor offense is repeated. However, serious offenses may call for more severe penalties. When the final recommendation is completed, it will be sent to the appropriate person with authority to take disciplinary action in accordance with the Labor Agreement. The recommendation will indicate the specific dates of any changes in the employee pay status such as the dates of a suspension or the dates of termination.

SECTION 36 DISCIPLINE AND DISCHARGE – Per The Labor Agreement Between The City Of Oneida & The Oneida Paid Firefighters Association Local 2692

No employee shall be disciplined or discharged without just cause and due process.

A hearing shall be held to investigate the charge prior to the imposition of discipline and discharge.

An employee covered by this Agreement who has successfully completed his probationary period shall utilize the following procedure for disciplinary and discharge matters in lieu and in place of procedure specified in Section 75, 76, and 77 of the Civil Service Law.

Disciplinary action shall include, but not limited to, written reprimands, suspension, demotion, discharge, fines or any combination thereof or other such penalties as may be imposed by the Employer. A notice of such discipline shall be in writing and served upon the employee. The specific acts for which discipline is being imposed and the penalty shall be specified in the notice.

Service of the notice of discipline shall be made by the Chief of the Fire Department, if possible and if such cannot be effected by the Chief of the Fire Department, it shall be made by registered or certified mail, return receipt requested. The time limits for presenting a grievance as defined in this section will commence at the time of receipt of the notice of discipline to the employee.

If the employee disagrees with the disciplinary action imposed, the employee and/or Local 2692 representative may submit a grievance at "Step 2" rather than Step 3, except the Commissioner's hearing shall be held within (10) days from the date the Commissioner receives the grievance, and the Commissioner shall make his determination in writing within five (5) days of the date of completion of the hearing. Failure to submit a grievance within twenty-one (21) calendar days of receipt of the notice of discipline will constitute acceptance of the imposed penalty by the employee and the Association and the matter will be settled in its entirety.

An employee shall have the right to be represented in disciplinary matters by Local 2692 representative and /or Local 2692 legal counsel if the employee elects to do so. Nothing contained herein shall be construed as limiting the right of an employee to informally resolve the disciplinary matter by settlement with the Chief of the Department and the employee may waive his rights to the procedure as outlined herein. Any settlement agreed upon between parties shall be reduced to writing and shall be final and binding upon all parties.

A disciplinary action shall be commenced by the City within twenty-one (21) calendar days from the date the Chief becomes aware of the alleged act(s) or omission(s) constituting the grounds for the disciplinary action, but in no event shall a disciplinary action be commence more than one (1) year after the date of the alleged act(s) or omission(s) constituting the grounds for the disciplinary action unless the alleged act(s) and/or omissions constitute grounds for a felony charge under the New York State Penal Law.

Attached is a copy of the departments counseling form.

CITY OF ONEIDA

DEPARTMENT OF PUBLIC SAFETY
BUREAU OF FIRE

Kevin Salemo, *Chief*

109 North Main Street
Oneida, New York 13421
TEL: 315-363-1910
FAX: 315-363-3437

COUNSELING SESSION

Date:

To:

From:

On this date you were counseled about the following issue(s):

_____
_____
_____
_____

Your response to the above issue(s) was as follows:

_____
_____
_____
_____

We discussed the following plan for improvement/corrective action expected:

_____
_____
_____
_____

We have a follow-up meeting on:_____

_____
Signature of Supervisor

_____
Signature of Department Head

_____
Signature of Employee
(Signature is required to show that the contents of memo were discussed with you.)

Memo distribution: Department Head, Employee, Employee Personnel File

1.2.7 DISCIPLINARY PROCEDURES

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Disciplinary Procedures	**SECTION / TOPIC: General Administration**
Number: 1.2.7	**Date Issued: September 12, 2014**
Number of Pages: 11	**Revised Date: January 9, 2015**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

SOP / SOG 1.1.1 Commissioner of Public Safety
City Charter Article X

SOP / SOG 1.1.2 Fire Chief

NFPA	
NIMS	

2.0 PURPOSE

The purpose of this Policy is to establish procedural guidelines to be utilized in progressive disciplinary action steps and will be consistently administered when disciplinary actions are warranted. Disciplinary action is a tool to allow OIC's to deal effectively with members whose performance or conduct is unacceptable, unsafe or in violation of the departments SOP/SOG Best Practices Guideline and standards. All disciplinary actions will be in accordance with the Labor Agreement between the Oneida Paid Firefighters Association Local 2692 and the City of Oneida.

3.0 SCOPE

This document shall pertain to all members of the City of Oneida Fire Department and provide progressive disciplinary action procedures; that is intended to enhance the abilities of the City of Oneida Fire Departments officers and supervisors in their responsibility to maintain the high professional standards of conduct in accordance with the job descriptions of the department.

4.0 DEFINITIONS

Verbal Warning or Counseling - Counseling by a supervisor to make an employee aware of unacceptable conduct or performance, and outlining a course of action to remedy the problem.
Written Warning – Written documentation by a supervisor to make an employee aware of unacceptable conduct or performance, and outlining a course of action to remedy the problem.
Official Letter of Reprimand – Disciplinary action by a supervisor to make an employee aware of unacceptable conduct or performance, and outlining a course of action to remedy the problem. This document to remain in member's file unless dated for removal. The document may then be removed with the discretion of the member's immediate supervisor and Fire Chief.
Disciplinary Probation – A probationary period for disciplinary purposes not to exceed 12 months and cannot be extended.
Unfounded / Exonerated – Investigation found no grounds for action.
Suspension – Time off for a specified period of time.
Demotion – The movement of a member from a position or removal from a position title.
Termination – The separation of a member from service for cause.

5.0 GENERAL USE PROCEDURES

It will be the policy of City of Oneida Fire Department to administer discipline fairly, reasonably, and impartially. Employees and the City are best served when discipline is administered to correct actions rather than punitive. Fair and reasonable discipline, applied consistently will receive firm support and can be expected to be upheld. All Disciplinary action is taken to promote the efficiency of department operations. In exercising discipline, the department will give due regard to each member's legal rights and will ensure that disciplinary actions are based on objective considerations without regard to age, color, disability, national origin, political affiliation, race, religion, gender, sexual orientation, or other non-merit factors. However, discipline which is not supported by facts, or imposed arbitrarily must be avoided and is unacceptable.

Progressive Discipline Procedures:

Progressive Disciplinary Action is the application of a series of disciplinary steps that may gradually increase in magnitude from an established first step implementation to the final step in the process, which is dismissal. The intent of progressive disciplinary action is to provide training, correct behavior, and to prevent occurrences that may lead to more severe actions. While progressive disciplinary action is designed to improve performance by gradually increasing in magnitude until satisfactory results are accomplished, The City of Oneida and the City of Oneida Fire Department reserve the right to apply the level of discipline that is commensurate with the magnitude and severity of the offense.

Progressive Discipline:

Any action that requires discipline, such as the violation of orders or procedures of the Oneida Fire Department but not limited to, will be handled by one of the following actions:

1. Verbal warning
2. Written warning
3. Official letter of reprimand
4. Loss of Vacation time
5. Suspension without pay
6. Demotion
7. Dismissal from the department

In cases requiring severe measures, one or more steps may be omitted.

Supervisor's Responsibilities: First Level (Shift Commanders Deputy Chiefs & Lieutenants)

The supervisor will advise the employee that a possible violation may exist and that an investigation will be conducted. **All personnel shall comply with directives given by any supervisor concerning the providing of written or oral accounts of the incident being investigated.** The immediate supervisor shall accurately compile complete documentation of the facts pertaining to the incident which shall include written accounts of personal observances, statements of witnesses, a statement of explanation by the employee involved and any other relevant facts or information that is pertinent to the incident. The supervisor at this level shall prepare a recommendation stating whether or not further disciplinary action should be initiated. When disciplinary action is recommended, the supervisor's statement will reflect the type and level of disciplinary action being recommended. All recommendations will include the necessary justifications. This documentation shall be forwarded to the Chief or if assigned, the Assistant Chief via the chain of command. When applicable, any other first level supervisor will review the documentation of the incident and submit a separate recommendation to the second level supervisor.

Supervisors at this level are authorized to issue the following disciplinary actions. A letter of those actions shall be forwarded to the Fire Chief and if the supervisor feels further action should be taken will submit that recommendation to the Fire Chief.

- Verbal Warning
- Written Warning
- Official Letter of Reprimand

***See Definition of Levels/Steps of Progressive Disciplinary Action.**

- At all times, documentation and fact finding procedures should begin immediately following an alleged or perceived policy violation or infraction occurrence.
- The immediate supervisor will make every effort possible to verify that the information obtained is accurate and complete. After reviewing the compiled information, the appropriate next level supervisor will be contacted and apprised of the incident and submit the compiled data to the next level supervisor.
- The immediate supervisor or next supervisor within the chain of command will perform any additional investigations or documentation adjustments deemed necessary to ensure that accuracy and consistent policy application are adhered to.

Supervisor's Responsibilities: Second Level (Management - Fire Chief, Assistant Chief)

- The supervisor at this level will review all documentation submitted, conduct any additional fact finding that is necessary and prepare an accompanying document recommending that disciplinary action be initiated or not initiated. All recommendations will include the necessary justifications.
- Supervisors at this level are authorized to issue the following disciplinary actions after the submitted recommendations have been reviewed and approved by the Fire Chief or his designee.

  - Verbal Warning
  - Written Warning
  - Official Letter of Reprimand
  - Loss of Vacation Time
  - Suspension without pay

***See Definition of Levels / Steps of Progressive Disciplinary Action.**

Supervisor's Responsibilities: Third Level (Department Head Fire Chief, Public Safety Commissioner)

- All recommendations will be reviewed by the Fire Chief and Public Safety Commissioner to ensure that due process and fact finding reflects consistent application in regard to the scope and magnitude of the violation or impropriety.
- If it is found that the supervisor's recommendations for actions or no action have not been made, the Chief will take the necessary measure to ensure that the recommendations are prepared and submitted.
- Supervisors at this level are authorized to initiate the following disciplinary actions after the submitted documentation have been reviewed by the Fire Chief and approved by the Public Safety Commissioner.

-Verbal warning
-Written warning
-Official letter of reprimand
-Loss of Vacation Time
-Suspension without pay
-Demotion or Termination of Title Position
-Dismissal or Termination from the department

***See Definition of Levels/Steps of Progressive Disciplinary Action.**

Adherence to, and consistent application of disciplinary action recommendations in accordance with this policy is the primary responsibility of the supervisors involved in the disciplinary action process.

Classification of Discipline Levels:

There will be three (3) levels of discipline. They are as follows:

Level III: Lowest form of discipline given by immediate supervisor usually used as a corrective action and could result in Verbal or Written Warning, or an Official Letter of Reprimand.

Level II: A more serious violation or a progressive issue that was not corrected and has repeated or compounded. May result in Verbal or Written Warning, or an Official Letter of Reprimand, Loss of Vacation Time, Suspension without pay.

Level I: Highest level for the most serious infractions directly handled by the Fire Chief and Commissioner of Public Safety. May result in Verbal or Written Warning, Official Letter of Reprimand, Loss of Vacation Time, Suspension without pay, Demotion or Dismissal.

Level III Examples of Discipline are: But Not Limited To

- Insubordination
- Tardiness
- Inefficient, incompetent or negligent in the performance of duties.
- Foul and/or abusive language in or at the public
- Inappropriate behavior not meeting the high standards of the fire department
- Failure to follow SOP / SOG's the normal standard of care or operational procedures.
- Unauthorized absence from job or work site or station.
- Inability or failure to maintain satisfactory working relations with co-workers and/or citizens.
- Poor Uniform
- Intentionally upsetting the morale of the Department
- Sleeping on duty during unauthorized times.

Level II Examples of Discipline are: But Not Limited To

- Failure to follow orders
- Gambling on the job
- Unauthorized absence without notification
- Negligent or careless use of city equipment.
- Acting on behalf of the City of Oneida Fire Department without authorization
- Disgraceful personal conduct or language toward the public or fellow employees
- Incompetence or inefficiency in the performance of duties.
- Fighting.
- Cowardice

Level I Examples of Discipline are: But Not Limited To

- Being intoxicated or drinking any intoxicating beverages while on duty, or being under the influence of a drug or narcotic while on duty.
- Theft of city property or another employee's property.
- Intentional destruction or carelessness, or negligence in the use of City property.
- Falsifying any reports or log books.
- Gross insubordination such as refusal to work, threatening, abusing or striking a co-worker.
- Lying or willfully omitting critical information on an application.
- Failure to report to duty for three (3) days without being excused.
- Conviction of a criminal offense or of a malfeasance involving moral turpitude.

Level I Examples of Discipline are: But Not Limited To Continued

- Violation of any lawful and reasonable regulation, order, or direction made or given by a superior; or insubordination that constitutes a serious breach of discipline.
- Unauthorized absences or abuse of leave privileges.
- Incapacity to perform essential functions of a job because of a permanent or chronic physical or mental defect that cannot be reasonably accommodated.
- Acceptance of any valuable consideration which was given with the expectation of influencing the employee in the performance of his/her duties.
- Falsification of records or use of official position for personal advantage.
- Loss of an employee's driver's license and driving privileges.
- Incompetence or inefficiency in the performance of duties or actions leading to injury.
- Conviction of a criminal offence.

Explanation of Discipline Levels:

Level I offenses may result in immediate termination of the employee.

Level II offenses may result with the employee receiving a verbal or written warning on the first offense. If repeated after the written warning, the employees discipline shall follow the order of progressive discipline and may be a loss of vacation time, suspended without pay. If after suspension, the employee repeats the offense; their discipline could proceed to termination.

Level III offense will follow the all the steps of a Class II offense starting with a verbal warning.

Documentation:

All warnings and actions, oral and written, shall be documented. Copies of these warnings or actions shall be sent to the employee and the Fire Chief, with a copy being kept in the employee's personnel file. If further notification is needed the Fire Chief or his designee will notify those involved.

Disciplinary Action Review:

A formal investigative interview may be conducted by the Fire Chief or his designee for disciplinary review when circumstances dictate that a more thorough understanding of the facts are needed, the need to improve the factual basis of decision making is evident and to determine what level of disciplinary action is appropriate. After the review process by the Fire Chief is completed and the determination warrants discipline above the Level's authority, written recommendations for a determination hearing before the Fire Chief will be submitted. All documents accompanying the recommendation will be via the Chief and or Commissioner of Public Safety if nessary.

Upon approval, and at the direction of the Fire Chief and or Commissioner of Public Safety, a written statement of a determination hearing process will be prepared and delivered to the appropriate personnel. A resulting statement of the decision, which may range from an official letter of reprimand to a formal announcement of suspension, demotion, or termination will be prepared and delivered to the employee in compliance with City Policy.

Verbal Warning - A verbal warning may be issued by the employee's immediate supervisor. A written notation/memo of this warning will be retained by the Fire Chief or the appropriate supervisor in the supervisor's common file. The employee will be made aware of unacceptable conduct or performance, and outlining a course of action to remedy the problem A copy of this documentation will be forwarded to the Fire Chief.

Written Warning – A written warning may be issued to an employee depending upon the extent of the policy or procedure violation. The written warning will identify the violation, state the expected corrective action and inform the employee that if the behavior in question continues, the unacceptable behavior or performance could lead to more serious disciplinary action being administered. The written warning will be retained in the employees personnel file unless dated for removal. The written warning may be removed if the employee has exhibited the necessary performance improvement during that time period.

Official Letter of Reprimand – An Official Letter of Reprimand may be issued to an employee by a supervisor to make an employee aware of unacceptable conduct or performance, and outlining a course of action to remedy the problem. This document to remain in member's file unless dated for removal.

NOTE: This disciplinary action level is not automatically dispensed without regard to the extent of the violation committed. The supervisors that are authorized to dispense discipline at these levels have the option of recommending more severe discipline.

The following steps in the progressive disciplinary action process require that a formal determination hearing be conducted by the Fire Chief and or his designee. Those steps are:

Suspension - The employee is suspended without pay for a designated period that will not exceed Thirty (30) working days.

Loss of Vacation Time – The employee is docked a specific number of vacation days.

Demotion - An employee holding rank or a classified position may receive a reduction in pay steps or classification. The terms and conditions of the step reduction in pay on the demotion will be stated in the **Notice of Decision** rendered by the Fire Chief and or Commissioner of Public Safety.

Discharge - The employee is discharged when the magnitude or severity of the violation or impropriety is of a nature that should require termination of employment. Cause for discharge will be determined by the Fire Chief & Commissioner of Public Safety in conjunction with the City's Mayor, Civil Service Director and the City's Attorney.

Appeal:

When an employee disagrees with the contents of a written reprimand the employee may file a written reply in accordance to the charges.

All employees shall have the right to appeal any and all disciplinary actions. Prior to suspension or discharge, the employee has the right to have his Union Steward present and upon request, will be permitted to discuss his/her suspension or discharge in an area made available by the city before he/she is required to leave the premises. An employee who is suspended or discharged shall be given a written notice stating the reasons for the action. A copy of the same shall be given to the Union and all such disciplinary action shall be reviewed through the grievance procedure.

ALL DISCIPLINE SHALL BE FOR JUST CAUSE.

Formal Discipline Determination Hearing With Employee And Representative:

As soon as possible after completion of the investigation and preparation of the **DISCIPLINARY HEARING** notice, the employee will be served with a written notice of possible disciplinary action stating the specific charges. By serving this notice of possible disciplinary action, the employee will be informed of a determination hearing by personal delivery or certified mail, in compliance with this policy. Unless waived in writing by an employee, all determination hearings will be held as scheduled. An employee has the right to representation. The conducting of these hearings is at the discretion of the Department Head and may be delegated to his designee. The hearing is intended to provide the employee with an explanation of the charges and provide an opportunity for the employee to present their version of the incident. The response of the employee, including his own explanation of the incident if not previously obtained, or mitigating circumstances, will be noted. Suggestions or statements of the employee's representative will be courteously received and noted. The employee will be given the right to respond, orally or in writing, to the charges made and any written response must become a part of the **DISCIPLINARY ACTION REPORT** and taken into consideration prior to a final determination being made. It is Fire Department policy to maintain a courteous relationship with employee representative for the mutual exchange of relevant information. However, these administrative processes are not adversary hearings, and protracted or argumentative debates are to be avoided.

Final Determination:

Within three (3) working days after the determination hearing the Department Head conducting the determination hearing will issue his or her decision in writing as to the disciplinary action to be taken, if any. If, as a result of further investigation, employee response, or other considerations, discipline is decided against, the employee will be notified, and no entry will be made in the individual's **PERSONNEL FILE**.

If disciplinary action is to be carried out, the action will be determined by sound judgment based upon:

- The seriousness of the violation.
- Mitigating circumstances, if any.
- The employee work performance record and disciplinary action history.
- Reasonable consistency in applying similar penalties to similar offenses.
- The prospect that disciplinary action may play a rehabilitative role.
- Other relevant factors arising out of city or department practice or the peculiarities of the particular incident under consideration.

Ordinarily, discipline may be applied in a progressive fashion, with a more severe penalty following successive violations. This is particularly true where a relatively minor offense is repeated. However, serious offenses may call for more severe penalties. When the final recommendation is completed, it will be sent to the appropriate person with authority to take disciplinary action in accordance with the Labor Agreement. The recommendation will indicate the specific dates of any changes in the employee pay status such as the dates of a suspension or the dates of termination.

Notice:

Formal notification to the employee of disciplinary action (except reprimands) will be in accordance with this Policy. The employee should sign for the copy of this letter, if presented personally, or the letter should be sent to the employee by certified mail. Copies will be provided to the City Personnel on an as need basis per the Fire Chief. The employee shall be furnished an advance written notice containing the nature of the proposed action, the reasons therefore, and his/her right to appeal the charges orally and/or in writing before the Public Safety Commissioner. During the advance notice period the employee may be retained in duty status, placed on leave, or suspended with or without pay at the discretion of the Fire Chief. The notice shall be furnished at least ten (10) calendar days prior to the proposed effective date of the action. If the employee fails to respond to the advance notice pursuant to the appeals process, the proposed action shall be effective on the date specified with no need for further action.

- All disciplinary proceedings will be in accordance with the Labor Contract between The City of Oneida and The Oneida Paid Firefighters Association Local 2692, Section 36 – Discipline and Discharge.

Attached is a copy of the departments counseling form.

CITY OF ONEIDA

DEPARTMENT OF PUBLIC SAFETY
BUREAU OF FIRE

Kevin Salemo, *Chief*

109 North Main Street
Oneida, New York 13421
TEL: 315-363-1910
FAX: 315-363-3437

COUNSELING SESSION

Date:

To:

From:

On this date you were counseled about the following issue(s):

_____
_____
_____
_____

Your response to the above issue(s) was as follows:

_____
_____
_____
_____

We discussed the following plan for improvement/corrective action expected:

_____
_____
_____
_____

We have a follow-up meeting on:_____

_____
Signature of Supervisor

_____
Signature of Department Head

_____
Signature of Employee
(Signature is required to show that the contents of memo were discussed with you.)

Memo distribution: Department Head, Employee, Employee Personnel File

1.2.8 ELECTRONIC COMMUNICATION POLICY

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Electronic Communication Policy	**SECTION / TOPIC: General Administration**
Number: 1.2.8	**Date Issued: June 30, 2014**
Number of Pages: 5	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NFPA	
NIMS	

2.0 PURPOSE

While electronic communication tools are tremendous assets to our workplace when used appropriately, abuse of these resources can put both employees and the City at risk. Therefore it is important that each employee read and understand this policy. This will help minimize the risk, both to the employee and to the City, inherent in the abuse or misuse of these systems. Abuse and misuse of these systems will result in disciplinary action. The use of City of Oneida electronic resources implies an understanding of an agreement to this policy.

3.0 SCOPE

This SOP / SOG Best Practices Guideline shall apply to all employees who use any means of the City of Oneida Fire Departments Electronic Communication equipment. While at the Oneida Fire Station or at any remote locations while using City of Oneida Fire Department equipment.

4.0 DEFINITIONS

The "City" – referes to the City of Oneida Fire Deaprtment throughout this SOP / SOG Best Practices Guideline

Electronice Communication System- Include but are not limited to Email, computer files, storage, voice mail systems

5.0 BEST PRACTICES, PROCEDURES, GUIDELINES & INFORMATION

City of Oneida Fire Department Electronic Communication Policy

The City of Oneida Fire Department maintains voice mail and electronic computer mail systems to assist in conducting business within the city. The City of Oneida Fire Department's computer and telephones and data stored on them are and remain at all times the property of the city. All messages created, sent, or received over the Internet, the City's E-mail system, or voice mail systems are the property of the city and should be considered public information. Employees have no right to privacy as to any information or file transmitted or stored through the City's systems. While the e-mail and voice mail systems may be accessed by passwords that does not mean that messages are confidential.

It is City of Oneida Fire Department policy that the electronic communications systems are to be used for principally work-related purposes. Any employee who uses these systems in a manner inconsistent with this policy or in violation of any other Departmental, or City policy may be subject to disciplinary action up to and including termination. All employees who use City electronic communications systems shall certify that they have read and fully understand the contents of this policy. Any and all opinions communicated through use of these systems, whether implied or expressed, shall be those of the individual user and are not necessarily the opinions of the City of Oneida Fire Department or its management.

Use of the City's Electronic Communications Systems:

Fire Department employees may use the City's electronic communications systems for performing lawful City business. The City's electronic communication systems are provided by the City solely for employees' business use during City time. Limited, occasional, or incidental use of electronic communication systems (sending or receiving) for personal, non-business purposes is permitted under the following conditions:

- Personal use is limited to break or lunch times and down time;
- Personal use may not interfere with the productivity of the employee or his or her co-workers;
- Personal use may not involve any prohibited activity described in this policy;
- Personal use may not disrupt or delay the performance of City business; or
- Personal use may not consume City resources or otherwise deplete system resources available for business purposes, such as downloading music, video or other unauthorized material.

If the personal use of the City's electronic communications systems results in a cost to the City, the employee must reimburse the cost.

The City reserves the right to delete any electronic communication received by a City employee through the City electronic communications system in order to maintain the effective and efficient operation of the City's system. Deletion may occur at any time with or without prior notification.

Procedure for Distributing Department-wide and City-wide E-mail:

No City employee shall distribute department-wide E-mail without prior approval from his or her Department Supervisor/Director. Department Directors and Supervisors may distribute department-wide E-mail at his or her discretion.

No City employee shall distribute City-wide E-mail. Requests for the distribution of City-wide E-mail must be made through the employee's Department Supervisor/Director. If the Department Supervisor/Director approves citywide distribution, then he or she shall distribute the E-mail to City Department Supervisors/Directors who may then forward the citywide E-mail to the employees under his or her direction.

Prohibited Uses:

It is the responsibility of each City employee to use the City's electronic communication systems in a professional and courteous manner. The City forbids use of its electronic communication systems in a manner that violates any law, regulation, ordinance, or policy or procedure of the City. E-mail and/or the Internet should not be used in any way that is offensive, harmful, or insulting to any person.

Prohibited Uses continued:

Examples of forbidden communications include, but are not limited to the following:

- Viewing or distributing sexually explicit, pornographic, racist, sexist, or material disparaging based on race, origin, sex, sexual orientation, age, disability, religion or political beliefs;
- Viewing or sending messages intended to harass, intimidate, threaten, embarrass, humiliate or degrade another co-worker or that contain defamatory references or any other transmission that violates the City's Sexual Harassment, Discrimination and Harassment in the Workplace Policy and Reporting Procedure, which is incorporated herein by reference;
- Conducting illegal activity including gambling;
- Using electronic communications resources for commercial uses not intended to benefit the company;
- Downloading or distributing pirated software or data, entertainment software, music or games; Sending chain letters;
- Propagating viruses, worms, Trojan horse or trap door program codes;
- Copying, destroying, deleting, distorting, removing, concealing, modifying or encrypting messages or files or other data on any company computer, network or other communications system without the permission of an authorized supervisor;
- Communicating in the name of the City or contacting the media via a chat room or other electronic communications means without company authorization; Releasing protected information via a newsgroup or chat room;
- Attempting to access or accessing another employee's computer, computer account, e-mail or voice mail messages, files or other data without their consent or the consent of an authorized supervisor;
- Using resources for personal use that interferes with business operation, business productivity or distracts employees from their responsibilities.

City employees shall use the same professional courtesy in E-mail communications as is used in other verbal or written communications.

Electronic communications systems are not to be used to copy, send or receive copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization. Electronic communications systems are not to be used for transmission of political messages.

City employees are prohibited from accessing without authorization or tampering with the security of computer/network equipment, files, or E-mail records of any employee. Any attempt to bypass City computer/network security controls (i.e. using unauthorized passwords, etc.) is forbidden.

Electronic "snooping" to satisfy idle curiosity about other individuals is forbidden.

Employees Should Not Expect Privacy:

All City communications systems, hardware, software, temporary/permanent files, and any related systems or devices used in the transmission, receipt, or storage of E-mail/Internet information are City property. The City retains the right to access information transmitted or stored on City electronic communications systems with or without prior notice to employees. Employees should not have any expectation of privacy with respect to any use, professional or personal, of the City's electronic communications systems.

Confidential Information must be Handled Appropriately:

Avoid using electronic communications systems to send confidential, privileged, and/or sensitive information. Employees must exercise a much greater degree of caution in transmitting confidential information by E-mail and/or the Internet, because of the reduced effort that is required to redistribute such information (i.e. at the touch of a button). Confidential information must never be transmitted to anyone who is not authorized to know or receive such information. Furthermore, transmissions may be subject to the Open Records Requirements.

Some examples of information which may be considered confidential include, but are not limited to:

- Information from a personnel file (e.g., Social Security number, personal and/or family information, address and telephone information, etc.)
- Private correspondence of elected officials;
- Information that, if released, would give a competitive advantage to one competitor or bidder over another;
- Information relating to legal advice, questions, proceedings, or proposed legislation;
- Information related to the regulation of financial institutions or securities;
- Trade secrets, commercial or financial information of outside businesses.

Electronic Communications Policy is not a Contract:

This policy does not constitute a contract of any kind. The City of Oneida Fire Department reserves the right to alter the policy at any time to ensure proper City electronic communications.

1.2.9 CELL PHONE POLICY

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Cell Phone Policy	**SECTION / TOPIC: General Administration**
Number: 1.2.9	**Date Issued: July 14, 2014**
Number of Pages: 3	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NFPA	
NIMS	

2.0 PURPOSE

The purpose of this SOP/SOG Best Practices Guideline is to outline the standards for use of cellular phones to ensure the safety of the personnel and the citizens traveling the roadways, and to keep a professional demeanor while on duty. While department issued and personal Phones in the workplace can assist in the mission of the department, they can also contribute to an unprofessional appearance, with the diversity and multitude of alerting tones, music ring tones, etc. In addition, cell phone messaging and/or texting while driving creates both a danger for personnel and the public as well. As the Department is engaged in service to the public, maintaining a safe and professional tenor is mandatory for all personnel to uphold.

3.0 SCOPE

This guideline shall apply to all department employees while on duty or representing the City of Oneida in an official capacity. The term "Cell Phone" shall apply to all electronic devices capable of receiving or sending phone calls, text messages and or emails.

4.0 DEFINITIONS

Lights out : Any time while in the bunkroom after personnal have turned in for the shift.

Classic Ring Tone: Ringer that will emulate a traditional ringtone aleart; no music, voices, special sounds.

5.0 GENERAL USE PROCEDURES

While at work: Employees are expected to exercise discretion in using personal cell phones. Excessive personal calls, texting, etc. can interfere with employee's productivity, safety and be distracting to others. Employees should restrict personal calls, texting, etc. during work time, and should use personal cell phones only during scheduled breaks, lunch periods or after 1700 hrs. Employees should also ensure friends and family members are aware of this policy. Employees who need an exception to this rule due to a personal or family emergency or need to take a call that cannot be done at any other time should first notify their Officer in Charge of this necessity.

Unsafe Work Situations: The Fire Department prohibits the use of cell phones that create unsafe work situations. Personnel shall not engage themselves in personal cell phone conversation or text messaging, while engaged in firefighting activities, emergency operations, patient care, patient transport, and/or on the scene of any emergency call; unless this call is to contact the Officer in Charge, the Oneida Fire Department base station, Madison County 911 or a receiving facility medical facility/medical control or poison control.

Use While Driving: New York state law includes an absolute ban on the use of cell phones and texting – whether personal or business, while driving. The use of cell phones while operating a motor vehicle increases the risk of distracted driving and accidents which may result in other legal liabilities.

Personal Use of City Owned Cell Phones: The use of a City owned cell phone for non-official purposes including voice and texting is not permitted. Only incidental and necessary personal calls that are of limited number and duration and do not conflict with the proper exercise of Fire Department duties will be allowed.

Camera Phones: Camera phones can present risks and potentially compromise sensitive information, investigations, or the privacy of employee's and the public. Video voyeurism prohibits the recording or sharing of images without consent, when the recording was made in a location that the person expected would be private. The use of camera phones by fire department personnel while in the station without a person's consent or while on a call is prohibited.

General Use at Work:

On duty personnel shall have their personal/department issue cell phone on vibrate during work hours 0700-1700. Vibrate shall apply to all message notification, alarms, email settings.

On duty personnel may, with permission from the shift commander after 1700 hours set cell phone alerts to a low volume while performing their workouts or during down time until "lights out". If allowed member will place their cell phone on the classic ringtone and be courteous to others.

The City of Oneida is not liable for the loss or damage of cell phones brought into the workplace.

Cell phone use will not be permitted while operating (driving) an emergency vehicle and/or any City owned vehicles in emergency mode (lights and sirens).

Text messaging/email or other activities will not be permitted while operating (driving) an emergency vehicle and/or any City owned vehicles.

No Bluetooth or wired/wireless headset shall be worn during work hours. Bluetooth or wireless equipment permanently installed in a vehicle for hands free operation of a cell phone may be used (when approved by the Chief).

The Officer in Charge and or Chief may at any time determine the need for phones to have a ring tone for specific emergency events and or non-emergency events. During these situations cell phones shall be set to a standard ring tone during the duration of the event.

Management of Cell Phone Use: It is important that Fire Department officers personally provide a good example of cell phone use, and manages excessive or inappropriate use of such phones by their subordinates.

1.3.0 UNIFORM STANDARDS / CLASSIFICATIONS

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Uniform Standards/Classifications	**SECTION / TOPIC: Admin. Rules & Regs.**
Number: 1.3.0	**Date Issued: January 20, 2014**
Number of Pages: 8	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

To establish for all Fire Department personnel a uniformed dress code to adhere to while on-duty, and when conducting all other official Fire Department business. This policy does not address protective clothing intended to be worn while performing duties in the scene of an emergency.

3.0 SCOPE

The intent of the guideline is to outline the appropriate uniform requirements for all personnel. The primary responsibility rests with each individual. All department supervisory personnel are responsible for the enforcement of these guidelines. Questions regarding the application of any guideline to a particular situation should be directed to the Fire Chief or the Assistant Fire Chief for interpretation. The authority to deviate from this guideline rests with the supervisor who retains full responsibility for the results of any deviation.

4.0 General

The uniform reflects your pride in this department. By wearing the uniform properly, it reflects our commitment to dress and perform as a team striving to achieve a common goal. The following best practices guideline will list approved uniforms that are designed to make all employees of the department look professional in the eyes of the public. Uniforms and equipment, which area assigned to Fire Department personnel, are intended to be safe, functional and present a professional appearance as well. All uniforms shall be kept in good repair whenever worn representing the department

5.0 Uniform Classifications

A proud firefighter always displays the integrity they have by keeping an orderly uniform. Shirts and pants should always be neatly pressed and never wrinkled. Shoes and work boots should be clean and always kept tied

When in public, you should always represent your fire department with pride through your uniform. Whether attending a community function or shopping at the local grocery store your uniform should display the elements of dignity and success.

"Your finest cloths are those you wear as soldiers" –Virginia Woolf

<u>Oneida Fire Department Uniform Classifications</u>

Class A Uniform: Full Dress Uniform
Class B Uniform: Dress Shirt Long Sleeve
Class C Uniform: Dress Shirt Short Sleeve
Class D Uniform: Physical Fitness / Training / Bunk-in
Call Back appropriate clothing

The Fire Department Class A uniform represents the highest traditions of the fire service. All aspects of the uniform are to be worn with pride, and represent the highest degree of professionalism. Grooming is a vital part of presenting a professional appearance and should be considered when the Class A uniform is required.

Class A Uniform:

1. Department issued dress uniform Fire Department hat with hat badge and other designations appropriate to rank.
2. Department issued double breasted navy coat having four buttons with the appropriate finish by rank each embossed with "FD" on the button front. Oneida Fire Department patch on left shoulder.
3. Department issued uniform shirt: long sleeve white with military creases having the Oneida Fire Department Patch on the left shoulder. Shirt shall remain tucked in at all times
4. Under shirt shall be plain white it shall have no lettering or insignia that is visible through the uniform shirt.
5. Department issued tie: black uniform tie, non-glossy. Ties must be tied at all times in a neat fashion and remain tied at all times. Clip on, Velcro, or zipper tie are acceptable if approved.
6. Department issued tie clip: Approved style tie clip, finish shall be appropriate to rank.
7. Department issued pants: matching officer style pants and coat Class A navy slacks.
8. Department issued belt: Department issued black leather smooth 1 ¾, gold or silver buckle (appropriate to rank.)
9. Socks: plain black.
10. Department issued shoes: black patent leather (low cut) high gloss. No boots of any type. Shoes shall be worn tied at all times.
11. Department issued White gloves (when appropriate)
12. Department issued Trench Coat: Trench coat Navy four button ¾ length coat with waist strap having the Oneida Fire Department patch on the left shoulder

Class B Uniform:

1. Department issued uniform shirt: white, blue, navy (appropriate to rank) long sleeve with-military creases. Shirts shall remain tucked in at all times.
2. Shirts will have authorized department patch centered on left shoulder one half inch below the shoulder seam.
3. Under shirt shall be plain white it shall have no lettering or insignia that is visible through the uniform shirt.
4. Department issued tie: black uniform tie, non-glossy. Ties must be tied at all times in a neat fashion and remain tied at all times. Clip on, Velcro, or zipper tie are acceptable if approved.
5. Department issued tie clip: Approved style tie clip, finish shall be appropriate to rank.
6. Department issued belt: Department issued black leather smooth 1 ¾, gold or silver buckle (appropriate to rank.)
7. Socks: plain black.
8. Department issued shoes: Black leather Oxford (low cut) polished. No boots of any type. Shoes shall be worn tied at all times.

The Class C uniform is considered the regular duty work uniform. Personnel in the performance of duties including routine station activities, company fire inspections, in-service training, emergency response activity and selected special details shall utilize the Class "C" uniform.

All personnel shall remain in a minimum of a Class "C" uniform Monday-Friday, 0700-1700. After 1700 Monday-Friday, Saturdays and Sundays, a Class "D" uniform may be worn with the Officer in Charge's (OIC) permission.

Class C Uniform:

1. Department issued uniform shirt: white, blue, navy (appropriate to rank) short sleeve with- military creases. Shirts shall remain tucked in at all times.
2. Shirts will have authorized department patch centered on left shoulder one half inch below the shoulder seam.
3. Under shirt shall be plain white it shall have no lettering or insignia that is visible through the uniform shirt.
4. Department issued pants: navy blue work style pants.
5. Department issued belt: Department issued black leather smooth 1 ¾, gold or silver buckle (appropriate to rank.)
6. Socks: plain black with low cut shoes, or white athletic socks if wearing work boots.
7. Department issued shoes: Black leather Oxford (low cut) polished or department issued work boots shall be worn tied at all times. The front crease of the pants will reach the top of the instep, touching the top of the foot or work shoe at the shoelaces or zipper. Pants shall not be worn tucked into the top of work boots at anytime.
8. Department issued winter jacket: Winter jacket will be a department issued Blauer zip up navy jacket with two buttons on the two front coat pockets and two buttons on the epaulets with the appropriate finish by rank each embossed with "FD" on the button front. The Oneida Fire Department patch shall be affixed on the left shoulder.
9. Department issued winter apparel black gloves and winter hat: Approved department issued black winter gloves and departmental approved winter hats may be worn during winter months only.
10. Department issued "job shirt" may be worn over dress shirt (with name and logo). If desired Shift patches are allowed to be worn on "job shirts." They must be worn centered on the left shoulder one half inch below the seam, and must be neatly sewn. They must coincide with the employee's assigned shift. If a permanent shift transfer is made, the employee will have thirty (30) days to have the proper patch sewn on. After thirty (30) days, the old patch must be removed.

The Class "D" uniform is designed for use during physical fitness activities and special training programs. It will remain the option of the Officer in charge as to the dress required for any training exercise. In addition, the Class D uniform can be used during bunk-in periods, after 1700 Monday- Friday, Saturday, and Sunday only with officer in charge permission.

Class D Uniform:

1. Department issued pants: navy blue work style pants.
2. Department issued belt: Department issued black leather smooth 1 ¾, gold or silver buckle (appropriate to rank.)
3. Socks: plain black with low cut shoes, or white athletic socks if wearing work boots.
4. Department issued navy tee shirt, white for Assistant or Deputy Chiefs (with name and logo) Shirt shall remain tucked in at all times.
5. Department issued navy polo shirt, white for Assistant or Deputy Chiefs (with name and logo) Shirts shall remain tucked in with a minimum of one or two buttons (starting from the bottom) closed at all times.
6. Department issued navy sweat shirt (with name and logo).
7. Department issued navy sweat pants.
8. Department issued navy shorts.
9. Department issued black sneaker.
10. Department issued ball cap.

Name and logo: Name and rank shall be embroidered on right chest in one half inch in block letters. The department logo shall be the IAFF symbol embroidered with Oneida Fire Rescue above and Local 2692 below all color schemes will be approved by the Fire Chief.

All department clothing will be issued or approved by the department. Alteration to any issued apparel must have the Chiefs approval prior such as hash-marks, stripes, patches, et.

Uniforms should be kept neat and clean Class A uniforms must be dry cleaned only and is only worn as a complete set. This will minimize the wear factors that will occur if the pants, for example, are worn without the coat. Dry Cleaning for uniforms can be reimbursed through the individuals clothing allowance.

If any part of the uniform is lost, damaged, or does not fit report it to the Quartermaster or person in-charge of clothing.

If any department issued badge is lost it must be reported immediately to your supervisor and the Chief shall be notified along with a police report shall be placed on file. Failure to do so may result in disciplinary procedures.

Call Back Appropriate Clothing:

Whereas the Oneida Fire Department will not dictate the dress of the individual returning to the fire station for call back procedures. It does however limit what may not be worn while on duty for call back. No offensive symbols or decals or words; no questionable attire will be permitted such as ripped, extremely soiled clothing, clothing that fails to cover for example shorts above the tips of the fingers when placed at ones side or tank tops. No clothing shall be allowed if it possesses a safety concern for example sandals or open toe shoes, and no clothing will be allowed if it is non functional for example dresses or skirts. Members of the Oneida Fire Department should possess in their personal locker clean department issued clothing such as tee shirts, shorts, pants and sneakers to change into if they return to work with any questionable attire.

Requirements for Department Sponsored Activities/Special Details:

Individuals participating in activities conducted by the Department are required to be in a minimum of Class C uniform. The Fire Chief or Assistant Chief may decide that on specific occasions, the department uniform is not required and that civilian attire is acceptable for specific event.

Uniform Alignment- The Military "Gig Line":

Gig Line is a military term that refers to the alignment of the shirt, belt buckle, and trouser fly. In order to be properly dressed, these three should align to form a straight line down the front of a person's body. The name derives from the use of the word "gig" to mean a violation or infraction during inspection. Unpolished brass, un-shined shoes, and sloppy gig lines are all "gigged".

This stemmed back to the early Royal British Navy. A single-banked six-oared pulling boat, assigned to ships (usually for the Captain's use) in Her Majesty's Royal Navy back when they had wooden ships. Young officers with infractions during inspections were stuck cleaning the Captain's Gig, i.e. they were "gigged".

OFD Gig line standard:

1. Class B and C shirts to be fully buttoned and tucked into trousers. The buttoned edge of the shirt flap is in line to the Right Edge of the belt buckle.

2. The Gig Line, extending down, should align to the right edge of the buckle and extend down to the outer edge of the trouser fly.

How to wear the Fire Department Dress Hat:

A long tradition in the American Fire Service and perhaps the most distinctive part of the firefighter Class-A uniform is the Fire Department Bell Cap. OFD Bell Caps are adjustable and have (3) components. The Fire Department Bell Cap is worn with the Class-A uniform only.

- Hat
- Hat Band w/ buttons (silver or gold)
- Two inch (2") Hat Insignia (rank) see 1.3.1 OFD Badges and Insignias

Bell Cap Distinctions:

- Firefighter – Navy with plain black visor, black band with silver "FD" buttons.
- Lieutenant – White with a plain black visor, silver band with silver "FD" buttons.
- Assistant Chief, Deputy Chief's or Chaplains – White with plain black visor, gold band with gold "FD" buttons.
- Chief – White with gold and red oak leaf clusters embroidered on the visor of the hat with a gold band and gold "FD" buttons.

The hat should be worn squarely on the head, with bottom edge of hat (not visor) parallel to and approximately 1- 1 ½ inches above the eyebrows.

Three-digit method:

- The wearer should use the "three-digit method" to aid in properly positioning the Bell Cap.
- Take the index finger and place at the top of the bridge of the nose.
- Hold three fingers (index, middle, ring) together and adjust the hat visor down to meet the tip of the ring finger.
- The tip of the visor will appear to be just over the eye. Adjust as needed.

An appropriate two inch circle rank insignia shall be worn on the front of the Bell Cap.

Chief Officers shall wear on the sides of the Bell Cap centered on the side seam the corresponding amount of gold star appurtenance to bugles. All other hat adornments and insignia will remain standard for the given rank. see 1.3.1 OFD Badges and Insignias

When should personnel wear FD Hats?

Department personnel may wear FD hats during the following occasions:

1. Anytime in Class-A uniform.
2. Parades and funerals.
3. Ceremonial and other social occasions as determined by department.

Fire Department Hat Etiquette:

Use the following general guidelines when wearing FD Bell Cap.

Personnel shall wear FD Bell Cap at all times while outdoors and remain covered until crossing the threshold (doorway) of a structure or entering a vehicle.

If personnel are attending an outdoor ceremony, hats are to remain on at all times during Pledge of Allegiance, National Anthem and Taps.

When entering any indoor and/or covered venues, personal shall remove (uncover) the hat at the door's threshold and carry under left arm. This includes apparatus bays, tents, outdoor pavilions, funeral homes, churches, et cetera.

Ceremonial Honor Guard or other event related members may wear FD Bell Caps in the performance of duty while indoors.

Ceremonial commanders may request personnel to wear (re-cover) Bell Caps during certain aspects of an indoor ceremony. Personnel should follow the commands of ceremonial commanders as requested.

Rule of Thumb: Inside Off, Outside On.

Fire Department Retirees Uniform:

Retired department personnel are authorized to wear department uniform Class-A when attending sanctioned department ceremonies if desired. It is important to note retired personnel in uniform while engaged in community related events are considered ambassadors of the department. Upon first impression, a civilian might not distinguish the difference between retired and active fire service personnel. As such, retired personnel when in department uniform shall conduct themselves in accordance with all department uniform standards established in this Best Practices SOP/SOG Guideline.

Oneida Fire Department Dress Code Recommendation

Event	*Uniform Type*
Funerals	Class A, (B on duty)
Visitations	Class A, (B on duty)
9/11 Ceremonies	Class A
Award Ceremonies	Class A
Promotional Ceremonies	Class A
Parades	Class A
Station Functions	Class B, C
New Media Conference (scheduled)	Class A, B, C
Department Weddings	Class A , N/A

1.3.1 UNIFORM STANDARDS BADGES AND INSIGNIAS

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Badges & Insignias	**SECTION / TOPIC: Admin. Uniforms**
Number: 1.3.1	**Date Issued: January 22, 2014**
Number of Pages: 7	**Revised Date:**

Prepared	Approved	Approved
X _____	X _____	X _____
Preparer	Approved	Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

To establish for all Fire Department personnel a uniformed dress code to adhere to while on-duty, and when conducting all other official Fire Department business. This policy does not address protective clothing intended to be worn while performing duties in the scene of an emergency. The intent of this policy will address Badges and Insignias worn or displayed by members of the Oneida Fire Department.

3.0 SCOPE

The intent of the guideline is to outline the requirements for wearing department issued badges & insignias. Furthermore to establish a standard throughout the department relating to correct style, shape, design, manufacture, color and, proper display and correct placement while worn on the uniform for all department personnel. The primary responsibility rests with each individual. All department supervisory personnel are responsible for the enforcement of these guidelines.

4.0 General

The uniform reflects your pride in this department. By wearing the uniform properly, it reflects our commitment to dress and perform as a team striving to achieve a common goal. The following best practices guideline will list approved badges and insignias to be worn depending on the uniform. All badges and insignias, which area assigned to Fire Department personnel, are intended to be safe, functional and present a professional appearance as well as upholding the long standing traditions of the Fire Service. All uniforms shall be kept in good repair whenever worn representing the department

5.0 Badges

Firefighting has a rich history which is reflected in the firefighter badge. Firefighter badges and patches include fire department information and a symbol or statement of the individual's position, such as lieutenant or chief. Badges and nameplates should always give off an attractive shine to catch the eye of others.

CITY of ONEIDA FIRE DEPARTMENT ORDER of RANK INSIGINIA

Title	Badge	Badge Insignia	Collar Insignia
Chief of Department	Gold	5 crossed bugles	
Assistant Chief	Gold	4 crossed bugles	
Deputy Chief	Gold	3 crossed bugles	
Lieutenant	Silver	Single bar	
Firefighter	Silver	Firefighter Scramble	No Collar Insignia

Collar Insignia

The Oneida City Fire Department requires all personnel to have a neat and clean uniform that meets certain standards set by the department. Rank insignia must adorn and align the uniform to meet these high standards. Insignia worn must be issued by the department to ensure uniform specifications are met. Personnel must always wear the uniform with great pride.

Military organizations typically have exacting rules to the positing of insignia on the uniforms of their personnel. Inasmuch as the rules are typically exacting, manual efforts to properly position the insignia are at best, difficult. Aids have been developed to assist personal in the positing of uniform insignia.

The Oneida Fire Department had two (2) sizes of collar brass. Class A dress uniform lapel insignia and duty shirt and station jacket collar brass.

Duty collar brass for chief officers are Blackington 15/16 cut outs with a gold finish.

- Chief A2905, Assistant Chief A2906, Deputy Chief A2907

Class A Dress lapel insignias for chief officers are Blackington 1 ½ cut outs with a gold finish.

- Chief A2901, Assistant Chief A7292, Deputy Chief A2902

Duty Collar Brass for Lieutenants are Blackington bars 3/8” wide by 1” high with a silver finish.

- Lieutenant Bar A1141

Class A Dress for Lieutenants are Blackington 1 ½” circular bugle with a Silver finish.

- Lieutenant A2912

City of Oneida Firefighters do not wear collar brass insignias.

Chiefs collar brass should be centered on the collar approximately 1 ½” from the collar’s end point.

The “Nickel” Method for duty uniform shirts:

STEP 1: Place a nickel towards the pointed end of the collar. The nickel should not touch the sides yet be placed as close as possible to the pointed end of the collar.

STEP 2: Next, the collar insignia should be inserted above the nickel with the edges slightly touching.

Dress uniforms collar brass should be centered on the upper lapel with the center horn pointing towards the point the collar brass should be 1/8” off the stitch line.

Bars should be centered for dress wear Class A & B and be positioned parallel approximately one inch (1) from the point of the collar 1/8” off the stitch line for Class C. see final page.

Collar brass placed on epaulets of jackets shall be placed in the center and will be orientated so that the center bugle or the 1 inch length of the bar shall run parallel with the shoulder.

The Firefighter/Officer Badge:

Oneida Fire Department personnel must wear their badges when in Class A, B, or C uniforms. The badges will identify the individual, the rank and/ or position in the position in the department in black lettering. The badges are silver for Firefighter and Lieutenant. Deputy Chief, Assistant Chief and Chief of the department are gold.

Firefighter badge design is a Silver Maltese Cross; the center shall adorn the firefighters assigned unit number (Blackinton Style 5 in ½ inch numbers). The left side of the cross when looking at the badge will show a ladder crossed by a pike pole the right side will show a fire hydrant. The top of the cross will display a ribbon that says "ONEIDA" and the bottom of the cross will display a ribbon that says "FIRE DEPT." The background will have a textured finish.

All officer badges and wallet badges are adorned with the nation's symbol, the American bald eagle. Under the eagle the upper ribbon shall give the rank of the individual. The name of the individual "John A. Doe" will be centered on the outer ring that encompasses the rank insignia (15/16 center seal). The lower half of the outer circle will display "ONEIDA. N.Y." the individual name and the department name will be separated a single "." On both sides. The bottom plate shall bare "F.D.".

Fire Investigator badges adorned with the nation's symbol, the American bald eagle. Under the eagle the upper ribbon shall say "INVESTIGATOR". The name of the individual "John A. Doe" will be centered on the outer ring that encompasses the New York State Seal (15/16) on top of a star burst as the body of the badge. The lower half of the outer circle will display "ONEIDA. F.D." the individual name and the department name will be separated a single "." On both sides.

All badges are worn on the left upper chest of the uniform jacket or shirt. Uniforms hat require badges have pre-cut holes to accept the badge pin. Alternatively, fire investigators often carry their badges in leather cases which can be clipped onto their belts or stored in wallets.

Our fire department badges are the most important symbol of our vocation projecting an oath of duty to perform saving lives and property. It is therefore accepted, this symbol shall stand alone honorably with distinction and pride over the firefighter's heart. Badges and nameplates should be kept clean and tarnish free at all times.

Officer Coat Badge: Blackinton Badge Item number B38 Rhodium or Hi-Glo Finishes 15/16
Center Seal Chief A2871, AC A4280, DC A2873, LT A2876
Officer Shirt Badge: Blackinton Badge Item number B39 Rhodium or Hi-Glo Finishes 11/16
Center Seal Chief A9168, AC A9169, DC A9170, LT 9173
Wallet Badge: Blackinton Badge Item number B519 Rhodium or Hi-Glo Finishes 11/16
Center Seal Chief A9168, AC A9169, DC A9170, LT 9173, FF A4156
Firefighters Coat Badge: Blackinton Badge Item number B495 Rhodium Finish ½ inch #s

Fire Investigator Badge: Blackinton Badge Item number B1009 Hi-Glo Finish 15/16
New York State Seal Full-color 15/16

Badge Covers:

Badge covers are ½" - ¾" black elastic bands that cover the center of the uniform badge. These bands are worn over the badge horizontally covering the rank insignia. Badge covers are also referred to as "Mourning Bands". When a firefighter dies in the line of duty, fellow firefighters are allowed to wear a badge cover as a sign of respect or honor, There may be other occasions when badge covers will be warn such as but not limited to:

- Remembrance Ceremonies
- Local, Regional, or National Memorial Ceremonies
- As determined by department

The following protocol for badge covers should be followed:

- The department will announce when personnel should wear badge covers.
- All personnel of every rank and/or position will cover their badges as directed
- Personnel should use only ½" to ¾" black elastic bands. Electrical and/or utility tape should not be worn as a substitute.
- Badge covers are not worn on hat badges.
- The department will announce when personnel should remove badge covers signifying the end of the morning period.

Hat Badges and Devices:

Hat Badge two (2) inch Blackinton Hat badge with screw post and clasp

- Chief A2811, Assistant Chief A1962, Deputy Chief A2910 with a gold finish
- Lieutenants A2912 with a silver finish
- Firefighters B494 with a silver finish
- Hat Band Firefighter Black, Lieutenants Silver band, Chiefs Gold band

Chief Officers shall wear on the sides of the Bell Cap centered on the side seam the corresponding amount of gold star appurtenance to bugles. All other had adornments and insignia will remain standard for the given rank.

Chief of the Department

Assistant Chief

Deputy Chief

Nameplates:

The Oneida Fire Department has two (2) different style name plates the first is worn on the dress coat and the second is worn on all uniform duty shirts and jackets.

1. Dress nameplate is 2 3/8 inch by 5/8 inch gold or silver name plate with ¼ inch black letters.
   Reeves Model 08
2. Normal duty nameplate is 2 ¾ inch by 5/8 inch while nameplate with black ¼ inch letters having a gold or silver border outlining the nameplate. Reeves Model 51

   The lettering will comprise of the first and middle initial and the last name
   Gold nameplates for all Chiefs and Silver for all Lieutenants or Firefighters

Aligning the Nameplate:

The nameplate is worn on the right chest of all duty shirts and jackets just above the right pocket flap. If the jacket has no pockets then the nameplate will be centered in the same location as compared to the duty shirt worn underneath.

Patches:

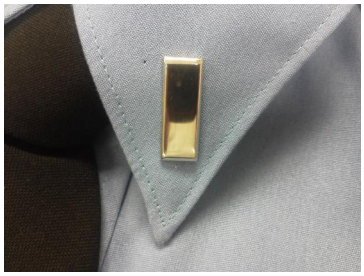
The Oneida Fire Department patch will be worn centered on the left shoulder of all duty shirts and jackets. Company or shift patches are permitted to be worn on "job shirts." They must be worn centered on the left shoulder one half inch below the seam, and must be neatly sewn. They must coincide with the employee's assigned shift. If a permanent shift transfer is made, the employee will have thirty (30) days to have the proper patch sewn on. After thirty (30) days, the old patch must be removed.

Official Oneida FD Patch left

Shift Patches Right

Officer style coat & duty uniform badge wallet badge (left)

Firefighter style badge (right)



Lieutenants collar brass (left) Class A, (center) Class B, (right) Class C

Epaulet shown to the left with proper placement collar brass bugle horn towards shoulder Lieutenants Bar parallel to shoulder on right

The Department will provide all badges, collar brass, nametags, devices and official patches. Anyone wishing to wear additional pins, etc. on their uniform must receive verbal permission from the Fire Chief.

1.3.2 Awards, Medals & Citation Program

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Awards, Medals & Citations	**SECTION / TOPIC: General Administration**
Number: 1.3.2	**Date Issued: January 1, 2016**
Number of Pages: 11	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

Fire Department Medals Awards Program
City of Syracuse Protocol for Service and Achievement Awards
Palm Beach County Fire Rescue Uniform & Ceremony Essentials

NFPA	
NIMS	

2.0 PURPOSE

It is the intent of this SOP/SOG Best Practices Guideline to establish a program with criteria formally outlining a Medals award Program for City of Oneida Fire Department. This program will address standards on issuing department medals, unit citations, awards or commendations. Awards in the form of Medals, Ribbons, Citations, and Commendations may be bestowed upon members of the City of Oneida Fire Department for actions, accomplishments and achievements, both on and off duty, that reflect positively upon the member and that are in keeping with the highest and noblest tradition of the Oneida Fire Department. This document will also outline the proper display of any awards on the department uniform.

3.0 SCOPE

This document pertains to all department members active and retired while attending department functions while wearing the department issued Dress Uniform.

4.0 DEFINITIONS

Department Medal – Medals are ranked as the department's highest classification of awards.
Unit Citation – Secondary to medals the Unit Citation provide recognition for members of a group who performed to a level of excellence worthy of recognition.
Individual Citation – Secondary to medals Individual Citation represents an individual who has performed to a level of excellence worthy of recognition.
Award – Any notable recognition presented to a member (s) of the Oneida Fire Department.
Letter of Commendation – An act or achievement worthy of recognition but not meeting the criteria of a Citation or Medal.
Ribbon – Cloth aperture worn on the left breast signifying a heroic act or level of achievement
Foreign Decoration – Any award, medal, ribbon, citation or commendation given from an outside agency to a member of the Oneida Fire Department

5.0 GENERAL USE PROCEDURES

Firefighter Service Award Evaluation

The Chief of the Department after consultation with the other chiefs or officers will take into consideration any written recommendations on behalf of any members of the City of Oneida Fire Department who are nominated to receive an award. The Chief of the Department if deemed necessary may appoint a committee to assist in the selection of the recipients. The Chief shall then make sure all appropriate awards are on hand for the presentation or will place orders to fulfill the requirements of the ceremony. The Chief or his designee shall produce all award letters and ensure that documentation of all awards presented is appropriately filed in members personnel file. The Firefighter Service Award Evaluation committee if appointed to assist the Chief will consist of three (3) members of the Chiefs choosing. Any member considered for award selection or who has written the nomination shall disqualify themselves from the committee until that particular case has been decided. The awards committee shall utilize the SOP/SOG Best Practices Guideline Award, Medals, and Citation Program 1.3.2 as a standard reference. This reference would serve as the basic foundation for decisions mandated by the committee.

It is vitally important that a fire department maintain good morale and a good sense of pride as those factors can directly affect the performance of all members. One way to ensure this is to acknowledge members when they perform above the average standards of duty. Members who perform above average may do so in several ways. Examples include acts of bravery, exceptional skills and compassionate acts above and beyond what is normally expected. Therefore, the department shall have in place a program designed to provide recognition to deserving members.

Consideration for Awards

1. Any member or civilian to be nominated for selection of an award will be considered only after a witness to the event has completed and submitted a letter of recommendation to the Fire Chief. Letters of recommendation shall contain a complete description of the incident, the date, time and place of the incident. A list of witnesses and parties involved. A description of the member or civilians actions for which the recommendation letter is being submitted.

2. In a case in which no member witnesses may be found, or have come forward, proof beyond a reasonable doubt must be apparent in order for the committee to consider a recommendation letter. In such a case, said form must be completed and submitted by a regular member of the department.

3. It is the duty of every member of the City of Oneida Fire Department to report any act of valor and heroism performed by any other member on or off the fire ground. Should an event occur where a member feels that another member is deserving of a commendation, it should be brought to the attention of the Duty Officer or the Fire Chief. A "Request for Commendation letter" (See Appendix A) shall be filled out detailing the reason for the commendation.

4. A member of the Department cannot submit themselves for selection for any award, but can request a line officer submit a letter of recommendation for the Oneida Fire Department awards.

The City of Oneida Fire Department Awards are divided into five categories:

a) Acts of Bravery **b) Acts of Exceptional Skill**

c) Meritorious Service Awards **d) Unit/Individual Citations**

e) Commendation Letter

Acts of Bravery:

An award for bravery is to be awarded to a member when in the line of duty, and in an effort to save a life, that member places him or herself at risk for personal injury. Bravery awards are divided into three sub-categories according to the perceived level of risk. The sub-categories for "Bravery" (in order) are:

- **Extreme Danger**
- **Great Danger**
- **Significant Danger**

Acts of Exceptional Skill:

An award for exceptional skill is to be awarded to a member who in the line of duty performs a skill (or set of skills) in the act of attempting to save a life, preserve property or to stabilize a dangerous situation. The main intention of this award category is to provide recognition to those members who perform EMS and/or technical rescue skills although exceptional performance in other areas of service may also be considered. Exceptional Skills Awards will be divided into three sub-categories according to the perceived level of skill while taking into consideration, the overall seriousness of the event. The subcategories (in order) are:

- **Extraordinary (highest award)**
- **Outstanding**
- **Exceptional**
- **Stork Award (for delivery a baby)**

Meritorious Service Awards:

The purpose of this award category is to recognize the work of a member who goes beyond what would be reasonably expected in an effort to:

- Assist a person or other entity that may have been affected by a fire, accident or other situation (emergency or non-emergency scenario) by showing exceptional compassion.
- Perform exceptional work in the area of fire prevention (or other safety subject)
- Perform exceptional work in an area that has improved the overall effectiveness of the department.
- Perform other type of work deemed exceptional by the Fire Chief or other Line Officer.

Because the actions taken by a member that make him/her eligible for this award may vary widely, to simplify the decision process there will be just one level of award for this category.

Unit Citation:

A Unit Citation may be issued to a "group" of firefighters who together, perform at an exceptional level. Unit Citations may fall under any of the above categories.

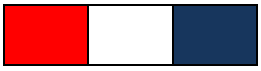
Individual Citation:

An Individual Citation may be issued to an individual who by themselves, perform at an exceptional level. Individual Citations may fall under any of the above categories.

Commendation Letters:

A letter of commendation may be awarded to any member of the department or community for actions that reflect positively on the department. An officer of the department may award a letter of commendation to any member. A letter of commendation could potentially lead to the said member or members receiving higher recognition in the form of a Citation or Medal.

Oneida Fire Department Medals

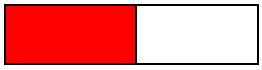


Charles V. Decker Medal of Valor (Departments Highest Award)

Criteria: To receive the Medal of Honor, the firefighter must be a member of the department who, in the performance of duty, acts under extremely dangerous or hazardous conditions, in which the member is confronted with imminent personal risk, and has full knowledge of that risk, performs an act of conspicuous heroism which furthers the highest traditions of the fire service. Considered to be an act performed clearly above and beyond the call of duty. Should a member of the Department succumb in the performance of some outstanding act of heroism, above and beyond the call of duty, the award shall be presented posthumously.

John Myers Medal of Valor

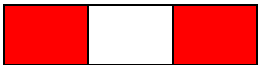
Criteria: To receive the Medal of Valor, the firefighter must be a member of the department who, in the performance of duty, acts under hazardous conditions, in which the member is confronted with great danger and personal risk, but had no prior knowledge of that risk, performs an act of conspicuous heroism which furthers the highest traditions of the fire service.



Oneida Local 2692 Firefighter's Cross

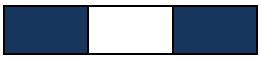
Criteria: To receive the Firefighter Cross, the firefighter must be a member of the department who, in the performance of duty, performs an act of distinguished bravery and stamina in which the member is confronted with significant personal risk during firefighting conditions.

Oneida Fire Department Medals



Life Lifesaving Medal

Criteria: To receive the Lifesaving Medal, the firefighter must be a member of the department who, in the face of personal hazard, performs extraordinary actions or skills that saves the life of another person with disregard to personal safety. Without his actions creating an additional hazard, or compromising the mission.



EMS Lifesaving Medal

Criteria: To receive the EMS Lifesaving Medal, the firefighter must be a member of the department who is principally involved in saving the life of another person and whose personal actions were directly responsible for the lifesaving act. The act shall be extraordinary and worthy of recognition due to the uniqueness and severity of the situation or the extreme conditions performed there under.

O.F.B.A. Bravery Medal

Criteria: To receive the Bravery Medal, the firefighter must be a member of the department who, in the performance of duty, performs an act of outstanding distinguished bravery and stamina in adverse conditions of fire, environment, weather, or materials.

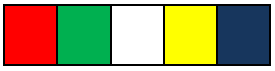
Purple Heart

Criteria: The Purple Heart is awarded to a member of the department for a wound received in the line of duty while observing all reasonable safety procedures that required transportation to a medical facility and subsequent treatment for severe puncture wounds, lacerations, fractures, concussions, burns or other substantial injury.

Distinguished Service Medal

Criteria: To receive the Distinguished Service Medal, the firefighter must be a member of the department who performs exceptional distinguished service to the department. The recipient of the award will stand out above all others. The recipient individual contributions will display such devotion and superior performance when met with exceptionally important or difficult tasks improves the department in such a way that both department and the membership progresses, develops, and expands due to the advantageous work of the member while serving in a position. This award may be awarded for a single act or a culmination of acts during the member's performance in that position.

Oneida Fire Department Citations



Distinguished Unit Citation Ribbon

Criteria: Awarded to units of the Oneida Fire Department whenever any member of that unit has been commended for heroic or meritorious conduct. It may be awarded to a unit that performs exceptionally well on the fireground. The unit must display such outstanding performance of exceptionally difficult tasks as to set it apart from other units. May also be awarded to a unit, or Bureau that has rendered some outstanding service that will reflect credit on the Fire Department.

Oneida Fire Department Unit Citations

Fire EMS Other

Unit Citation Ribbon

Criteria: Awarded to a group, team, company, or shift for combined exceptional achievement pursuant to the course and scope of employment. The team must have collectively demonstrated exceptional achievement in the performance of their assigned duties or made a significant contribution to the enhanced effectiveness of The City of Oneida Fire Department. This includes exceptional performance during a particular incident/call.

Administration Citation Ribbon

Criteria: The Administration Commendation Medal is awarded to a member of the department who has contributed considerable time to an effort that increases the operational efficiency of the department.

Exemplary Performance Citation Ribbon

Criteria: Awarded to a member of the Oneida Fire Department who has displayed outstanding performance of exceptionally difficult task as to set it apart from others with similar duties. This would be when a member acts independently and not necessarily with their unit. Reflecting positive credit on the Fire Department.

Fire Marshal Citation Ribbon

Criteria: Awarded to an individual who has accomplished valuable fire prevention, inspection, or investigative services while demonstrating a positive attitude and excellent work ethics pertaining to their job description. This award is presented to the prevention or investigation officer who has demonstrated exceptional performance in the fire safety area.

Firefighter Longevity Service Ribbon

Criteria: The Firefighter Longevity Service Ribbon is awarded to any member of the department starting at 20 years of service.

Certificate of Commendation

Criteria: Awarded to a member of the Oneida Fire Department who performs an act worthy of recognition that will reflect credit on the Fire Department or to a civilian who renders outstanding service to the Oneida Fire Department.

- Award certificate only

Distinguished Civilian Award

Criteria: Awarded to a civilian who at personal risk affects a rescue from an emergency incident, or performs some outstanding act of heroism the Chief of Fire Department deems worthy of recognition.

- Award Framed Certificate

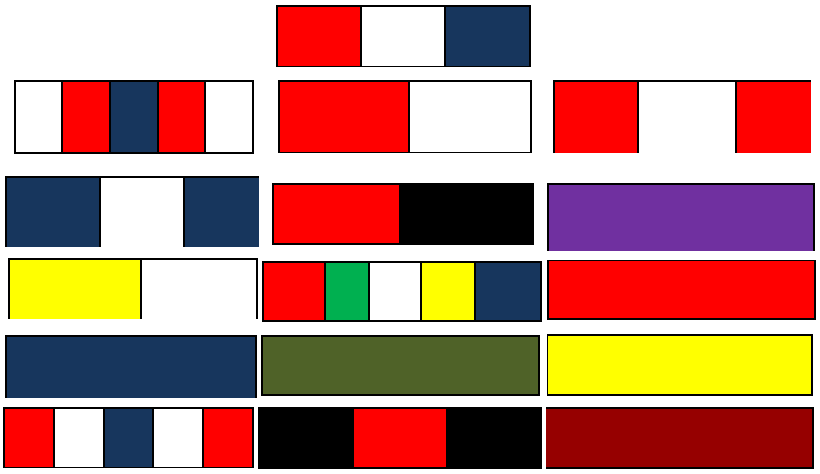
Displaying of Service Award Citations, Medals, and Appurtenances

This section covers displaying award citations, medals, distinctive specialty pins and appurtenances, both department and other authorized insignia for wear on Oneida Fire Department uniforms. The term "awards" is an all-inclusive term covering any citation, medal, ribbon, or appurtenance bestowed to an individual or unit. The term "awards" is used throughout this guideline. The term "citation" is an all-inclusive term covering the award bar issued by the City of Oneida Fire Department. The award bar is made of metal with a cloth ribbon and is 1 1⁄2 inches long by 3/8ths inches wide. The award bar has two clutch back push pins used to attach to the uniform and/or approved award bar holder.

The department has established an **Order of Precedence** for categories of issued service awards. An order of precedence is a sequential hierarchy of nominal importance for issued service award citations, medals and ribbons. Department operational personnel may wear awards anytime while in Class A uniform.

Award citations will be worn on the **LEFT** chest side of class A department uniforms. The Left chest side of the uniform was chosen for awards to exemplify the individual's achievements over our department badge. The fire department badge is the most important symbol of our vocation projecting an oath of duty to perform saving lives and property. It is therefore accepted, this symbol shall stand honorably over the firefighter's heart as the base of all achievements with distinction and pride.

Oneida Fire Department Medals, Unit Citations & Awards Displayed In Order Of Precedence



Awards properly displayed above

Order of precedence by category of Award Citation

1. Charles V. Decker Medal of Honor
2. John Myers Medal of Valor
3. Oneida Local 2692 Firefighter's Cross
4. Life Saving Medal
5. EMS Life Saving Medal
6. Oneida Fireman's Benevolent Association Medal for Bravery
7. Purple Heart
8. Distinguished Service Medal
9. Distinguished Unit Citation
10. Unit Citation Fire
11. Unit Citation EMS
12. Unit Citation
13. Administration Citation
14. Exemplary Performance Citation
15. Fire Marshal Citation
16. Firefighter Longevity Ribbon

Fire Service Awards issued by entities other than the City of Oneida Fire Department shall follow the Order of Precedence listed below.

1. U.S. Government Fire Service Related Metals/ Ribbons
2. State of New York Fire Service Related Metals/ Ribbons
3. City of Oneida Fire Department Medals
4. City of Oneida Fire Department Citations
5. Local Municipal-Government Fire Service Related Awards / Ribbons
6. Non-Governmental Fire Service Related Awards/ Ribbons
7. Foreign or Commemorative Awards

Displaying of Service Award Citations, Medals, and Appurtenances

Medals:

Medals shall constitute the highest form of recognition bestowed upon a member, and as such, shall only to be worn on fire department class A uniforms while the member is engaged in an official or department sanctioned event. The Chief alone shall determine appropriate occasions for the wearing of medals. Only in the rarest of occasions will medals be worn in the Oneida Fire Department, such as upon receiving the medal at a ceremony where it is placed on the individual.

Ribbons:

Each medal shall be represented by a corresponding ribbon, which shall take the place of the medal on the class A uniforms. All ribbons shall conform to the correct order of precedence outlined by the fire department regardless of classification.

Appurtenances: Recipients will not wear multiple Award Citations of the same category. Recipients of multiple awards in the same category will be issued a "modified Award Ribbon". Multiple awards shall be displayed by attaching a silver star to the ribbon. The stars will always be centered on the ribbon. Stars 1- 4 will be silver if a 5th award is given it shall take place of the 4 silver stars and be replaced by 1 gold star. The numbering of the stars will continue in that order no matter the amount won. Example: 6 Fire Unit Citations given.

Stork Pins: Approved stork pins may be worn in the Class A uniform coat on the left lapel.

- Silver Firefighter / Lieutenant
- Gold Chief Officer
- Blue "boy"
- Pink "girl"

Award Citation Display:

All citation ribbons will be centered above the fire department badge in order of precedence. Awards two (2) through seven (7) will be in rows of two underneath each other odd number of awards will always center the top row of one. Awards eight (8) and above will start rows of three (3). The top row will always be centered above the badge.

Appendix A

Sample Letter of Recommendation

To: Fire Chief
C/O Award Nomination
109 North Main Street
Oneida NY 13421

Date: July 2, 2014

Reference: Airplane Crash West Road
Date of Incident: July 1, 2014
Time of Incident: 12:15pm

On July 5th 2005 at 12:15pm, the Oneida Fire Department was dispatched to West Road for an Airplane Crash. Upon arrival on Engine 293, firefighter A. Sample approached the burning airplane with fuel leaking from the fuselage and noticed that the pilot was unconscious and still strapped into his seat. Firefighter A. Sample forcibly entered the plane, cut the seatbelt, and removed the pilot from the wreckage. The unconscious pilot was removed to a safe area where EMS began medical treatment. I would like to recommend Firefighter A Sample for an award that the Firefighter Service Evaluation Committee deems appropriate.

The following members witnessed the rescue made by Firefighter A. Sample:
Lieutenant B. Sample
Firefighter C. Sample
Firefighter D. Sample

Should you need to contact me regarding this letter of recommendation I can be reached at anytime at (314) 867-5309.

Sincerely
Firefighter F. Sample

1.3.3 CEREMONY PROCEDURES

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Ceremony Procedures	**SECTION / TOPIC: Administrative**
Number: 1.3.3	**Date Issued: January 1, 2016**
Number of Pages: 21	**Revised Date:**
Prepared **X** **Preparer** **By: DC Robert L. Cowles Jr.**	**Approved** **X** **Approved** **By: Chief Kevin Salerno**

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

Army Field Manual 3-21.5 Drill and Ceremonies

PBCFR Ceremony Essentials

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

This SOP/SOG Best Practices Guideline should provide guidance for department-wide uniformity during department ceremonial events. This guideline is intended to be used by all Oneida Fire Department personnel of any rank. Since all situations pertaining to ceremonies cannot be foreseen, ceremonial commanders may find it necessary to adjust procedures to local conditions. However, with the view towards maintaining consistency throughout the department, the procedures described herein should be followed as closely as possible.

3.0 SCOPE

All members of the City of Oneida Fire Department who attends ceremonies on behalf of the department.

This function is dedicated to those who made the ultimate sacrifice. Let us honor their memory with Pride, Tradition, and Respect.

4.0 DEFINITIONS

These definitions are pertinent to these Best Pratices SOP/SOG's.

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

"Maintain discipline and caution above all things, and be on the alert to obey the word of command. It is both the noblest and the safest thing for a great army to be visibly animated by one spirit."

Archidamus of Sparta: To the Lacaedaenwnian Expeditionary Force departing for Athens, 431 B.C.

Ceremonial Formation: The terminology comes from the old tradition of formation combat in which soldiers were held in very strict formations as to maximize their combat effectiveness. Formation combat was seen as an alternative to mêlée combat, which required strict soldier discipline and competent commanders. As long as the formations could be maintained, the civilized soldiers would maintain a significant advantage over their less organized opponents. Such is necessary for a fighting force to perform at maximum efficiency in all manner of situations.

Today, formations are mainly used for ceremonial parade review or inspections. Fire department and law enforcement agencies have adopted many elements of the ceremonial formation for use in funeral, memorial, and parade displays. This section will provide information on various aspects of department ceremonial procedures. The elements discussed are to be considered universal and could be applied at any Oneida Fire Department ceremonial event.

The Elements of the Command

Two-Part Command Orders:

Most drill commands have two parts: the **preparatory command** and the **command of execution**. Neither part is a command by itself, but the parts are termed commands to simplify instruction.

The preparatory command states the movement to be carried out and mentally prepares the formation for its execution. For example, in the command "***Forward,* MARCH",** the preparatory command is ***Forward***.

The command of execution tells when the movement is to be carried out. In ***"Forward,* MARCH**," the command of execution is **MARCH.** Upon hearing **MARCH,** the formation will begin to step forward together as one unit.

******Always step off using LEFT foot first!!!!!!***

Whether 10 or 10,000 it is imperative that all personnel in formation carry-out the **Command Orders** as one cohesive unit.

Command Orders:

ALIGNING THE FORMATION

FALL IN is used to assemble into a formation or for the formation to return to its original configuration.

***Dress Right*, DRESS** and ***Ready*, FRONT** are used in mass formation to properly align personnel. The order may be given to execute a "close-quarter interval" using an elbow's length apart or "normal interval" using a full arm's length apart. The ceremonial commander will decide depending on the location and space needed for the formation.

The preparatory commands are ***"Dress Right,"*** The command of execution is **"DRESS".** On the command of execution **"DRESS"** the formation will do the following:

- Each member raises the left hand with the fingers extended and joined, thumb along forefinger, palm pointing to the ground, elbow is straight and brought to shoulder height.

- At the same time, the left hand is being raised; each member will snap their head and eyes 45 degrees to the right. Take small steps to adjust your position so that the finger tips of person on your right touches your right shoulder.

- Check your position for proper dress with the person on your right. Your head and body should be directly aligned with their head and body. Take small steps to adjust your position accordingly.

- As soon as proper dress, cover, and interval is obtained, hold this position until receiving command of **"*Ready*, FRONT."**

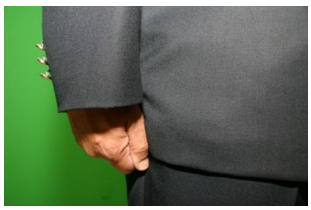
- On the command of execution **"FRONT"** snap left arm straight down to your side cupping hand and at the same time snap head and eyes

POSITION OF ATTENTION:

Personnel should assume the position of attention on the command order of "***Atten***, **SHUN"**! In the command order "***Atten***, **SHUN",** the preparatory command is ***Atten*** and the command of execution is **SHUN.** Upon hearing **SHUN,** the formation will sharply do the following:

- Bring the heels together sharply on line, with the toes pointing out equally, forming a 45-degree angle.
- Rest the weight of the body evenly on the heels and balls of both feet. Keep the legs straight without locking the knees. Hold the body erect with the hips level, chest lifted and arched, and the shoulders square.

- Keep the head erect and face straight to the front with the chin drawn in so that alignment of the head and neck is vertical. Let the arms hang straight without stiffness. Curl the fingers so that the tips of the thumbs are alongside and touching the first joint of the forefingers.
- Keep the thumbs straight along the seams of the trouser leg with the first joint of the fingers touching the trousers.
- Remain silent and do not move unless otherwise directed.



TIP - When standing at attention for long periods of time, try alternating between bending and straightening at the knees. This very slight and barely noticeable movement will maintain good circulation to the legs and feet.

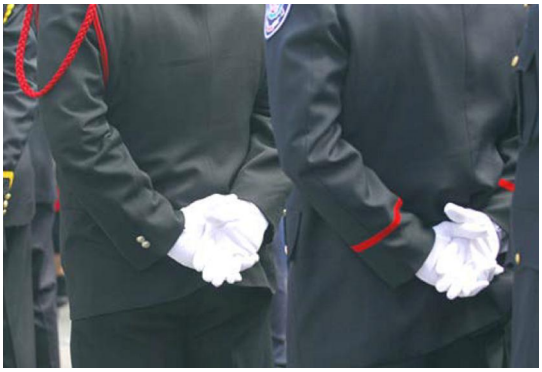
REST POSITION AT THE HALT:

Parade Rest *is* commanded only from the *Position of Attention.* The command order for this movement is "***Parade,* REST"**. The preparatory command is ***Parade*** and the command of execution is **REST.** On the command of execution **REST** do the following**:**

- Move the left foot about 10 inches to the left of the right foot.
- Keep the legs straight without locking the knees, resting the weight of the body equally on the heels and balls of the feet.
- Simultaneously, place the hands at the small of the back and centered on the belt.
- Keep the fingers of both hands extended and joined, interlocking the thumbs so that the palm of the right hand is outward.
- Keep the head and eyes as in the *Position of Attention.* Remain silent and do not move unless otherwise directed.

Other commands that may be executed from this position are:

"***At*, EASE"**- is when personnel move their left foot out, shoulder wide apart, with a relaxed position.



FALL OUT/ DISMISSAL:

On the command order "***Fall*, OUT"** the formation will break formation and leave the line to carry on. This command can be given at anytime but will mostly happen after being brought to the position of attention. The command may also be given as "***Dismissed".*** The preparatory command is ***Fall*** and the execution command is **OUT.** On the execution command of **OUT** do the following:

- Formation will take one step to the back leading with **left** foot.
- Dismiss from location of formation.

The Hand Salute:

The origin of the Hand Salute is uncertain. Some historians believe it began in late Roman times when assassinations were common. A citizen who wanted to see a public official had to approach with his right hand raised to show that he did not hold a weapon. Knights in armor raised visors with the right hand when meeting a comrade. This practice gradually became a way of showing respect and, in early American history, sometimes involved removing the hat. By 1820, the motion was modified to touching the hat or corner of eyebrow if uncovered, and since then it has become the Hand Salute used today.

WHO should Salute: All Oneida Fire Department personnel regardless of rank while in any classification of uniform are to salute. Oneida Fire Department personnel in civilian attire will not salute. These personnel should instead, place their right hand over their heart when ordered to **"Present ARMS" (unless a military veteran).**

WHEN to Salute: Generally, Oneida Fire Department personnel will render a salute anytime when observing flag etiquette for the National Colors. For example, the National Anthem or Pledge of Allegiance. Other occasions such as sounding Taps or when showing respect to a fallen Fire Service colleague at the order of ceremonial commanders.

WHERE to Salute: Oneida Fire Department personnel may render a salute during ceremonial functions such as Funerals, Memorials, Award Ceremonies, and Promotional Ceremonies. Other functions such as parades may require saluting depending on the structure of the program. Usually these functions will take place outdoors thereby requiring personnel to remain covered (wear hat). Ceremonial commanders may request personnel to cover during certain aspects of an indoor ceremony and render a hand salute. Personnel should follow the commands of ceremonial commanders as requested.

HOW to Salute: The Hand Salute is a one-count movement. Meaning, on the order of execution the right hand will move in position sharply without hesitation.

COVERED – WEARING FD HAT:

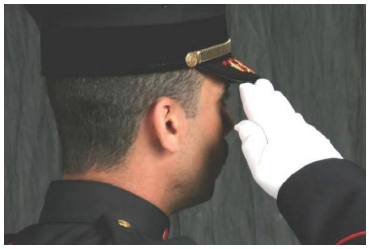
When rendering a hand salute the command order will be **"*Present*, ARMS"**. The word ***Present*** will serve as the preparatory command, alerting personnel to prepare for an order. The word **ARMS** will serve as the execution command whereby all personnel will sharply raise their right hand in position. Rendering a hand salute will only occur from the **Position of Attention.**

When wearing FD Hat (covered) with a visor (either with or without glasses) on the execution command **ARMS** do the following**:**

- Raise the right hand **sharply**, fingers and thumb extended and joined, palm facing down, and place the tip of the right forefinger and middle finger on the rim of the visor slightly to the right of the eye.

- The outer edge of the hand is barely canted downward so that neither the back of the hand nor the palm is clearly visible from the front.

- The hand and wrist are straight, the elbow inclined slightly forward, and the upper arm is horizontal.



Tip: Do not bring your head down to meet your hand….keep your head still! Bring the hand to your head.

Do not move your head. Choose an object in front of you and focus your eyes on that object. Your body should remain still, shoulders square. At no time is talking allowed.

- The salute will be held until the command order of "***Order*, ARMS"** is given.
- On the execution command **ARMS** return the hand **sharply** to the side, resuming the **Position of Attention.**
- If personnel are uncovered (not wearing FD Hat) and in civilian attire, on the command order of "***Present*, ARMS",** bring right hand to left chest above heart.
- ***"Order,* ARMS"** is executed as previously described from this position.
- Present Arms and Order Arms for uniformed personnel are sharp, quick movements. At no time is a "slow salute" rendered (slow hand movement up and slow hand movement down). Generally a slow salute is performed at funerals and other observances and is reserved as a Ceremonial Honor Guard procedure.

UNCOVERED – NOT WEARING FD HAT (without glasses):

Rendering a salute when not wearing FD Hat (uncovered) **without** glasses. On the execution command **ARMS** do the following**:**

- Raise the right hand sharply, fingers and thumb extended and joined, palm facing down touching the tip of the right forefinger and middle finger to the forehead near and slightly to the right of your right eyebrow.
- The outer edge of the hand is barely canted downward so that neither the back of the hand nor the palm is clearly visible from the front.
- The hand and wrist are straight, the elbow inclined slightly forward, and the upper arm is horizontal.

UNCOVERED – NOT WEARING FD HAT (with glasses):

- Rendering a salute when not wearing FD Hat (uncovered) **with** glasses. On the execution command **ARMS** do the following**:**
- Raise the right hand sharply, fingers and thumb extended and joined, palm facing down touching the tip of the right forefinger and middle finger to the right top corner outer edge of eyeglass frame.
- The outer edge of the hand is barely canted downward so that neither the back of the hand nor the palm is clearly visible from the front.
- The hand and wrist are straight, the elbow inclined slightly forward, and the upper arm is horizontal.

Important Note: Rendering a proper hand salute takes practice. Personnel should use a mirror and practice this procedure prior to the ceremonial event. In time, muscle memory will set and rendering a proper salute will become natural.

Saluting National Colors Etiquette
National Anthem, Pledge of Allegiance, TAPS, Passing in Review (Parades),
Draped Coffin Passing, Flag Presentation, Flag to Half-Mast, Flag Raising, Flag Retiring

Saluting Disclaimer:

Ceremonial Honor Guard and other ceremonial participants may stay covered and render a salute as necessary while in an indoor venue. Ceremonial commanders may request personnel to wear (re-cover) hats during certain aspects of a ceremony. Personnel should follow the commands of ceremonial commanders as requested.

Special circumstances may allow personnel in Structural Fire Gear (Bunker Gear) to render a hand salute. This was the case during recovery work at *Ground Zero* in New York City. In these rare circumstances it is not necessary or required to salute but it shall not be considered improper. Personnel should follow the orders of the Incident Commander on scene.

There are many saluting etiquette protocols. Variations of these protocols depend on agency tradition and customs. These protocols are specific for the Oneida Fire Department and should be used as a guide for all personnel to follow.

CEREMONIAL BELL SIGNALS:

Oneida Fire Department has adopted the Chief's Association recommendation for the fallen firefighter "Tolling of the Bell" ceremony. The signal is tapped out as five measured dashes - then a pause - then five measured dashes - then a pause - then five more measured dashes.

(5-5-5)

Other signals adopted by Oneida Fire Department can be found in the following chart below.

Oneida Fire Department Bell Signal Protocol

CEREMONY	BELL SIGNAL
Fallen Firefighter	5-5-5
Firehouse Retiring	1-2-3
Apparatus Retiring	Apparatus Number (2-9-2)
New Firehouse Opening	3-2-1
New Apparatus In Service	1+ Apparatus Number (2-9-5)

DEPARTMENT CEREMONIAL LAST ALARM PROCEDURES

Oneida Fire Department last alarm procedures are reserved for firefighters who died in the line of duty (LODD). The ceremony involves a department-wide announcement over the air to all firehouses. The timing of the announcement will usually coincide during the burial ceremony for the fallen firefighter. The announcement consists of dispatch calling out to the fallen firefighter by rank and name. With no reply from the firefighter the dispatcher announces the official last alarm given. All personnel who are not in service on an alarm should pause from whatever they are doing in or around the firehouse for a moment of silence in memory of their fallen colleague.

Oneida Fire Department Last Alarm Reading

ALL CALL ALERT TONES FOLLOWED BY READING:

(To be read slowly and clearly)

***Insert rank & name*- DISPATCH. *Insert rank & name*- FROM DISPATCH. NEGATIVE CONTACT WITH *insert rank & name*.**

ATTENTION ALL STATIONS, ALL PERSONNEL….ALL STATIONS, ALL PERSONNEL.

SPECIAL ATTENTION, *insert assigned shift Oneida Fire Department.*

THIS WILL SERVE AS THE LAST ALARM FOR *insert rank & name* WHO PASSED AWAY ON *insert date*.

***Insert rank & name WAS* ASSIGNED TO *insert shift*, AND HAD *insert service time* YEARS OF DEDICATED SERVICE TO THE CITY OF ONEIDA FIRE DEPARTMENT.**

OUR THOUGHTS AND PRAYERS GO OUT TO THE ENTIRE *insert name* FAMILY.

CITY OF ONEIDA FIRE DEPARTMENT (*ANNOUNCE TIME*)

DEPARTMENT CEREMONIAL MOMENT OF SILENCE ALARM PROCEDURES

Oneida Fire Department ceremonial moment of silence alarm procedures are conducted for all department personnel who died while not on duty. The ceremony can also be conducted for department retirees or associates of the department. The ceremony involves a department-wide announcement over the air to all department members. The timing of the announcement will usually coincide during the burial ceremony for the fallen department member. The announcement consists of a general all-call to all department members. The dispatcher will read the official moment of silence. All personnel who are not in service on an alarm should pause from whatever they are doing in or around the firehouse for a moment of silence in memory of their fallen colleague.

Oneida Fire Department Moment of Silence Reading

ALL CALL ALERT TONES FOLLOWED BY READING:

(To be read slowly and clearly)

ATTENTION ALL STATIONS, ALL PERSONNEL….ALL STATIONS, ALL PERSONNEL.

SPECIAL ATTENTION TO *insert Shift ONEIDA FIRE DEPARTMENT.*

ALL PERSONNEL ARE ASKED TO OBSERVE A MOMENT OF SILENCE IN HONOR OF *insert rank & name* WHO PASSED AWAY ON *insert date*.

***Insert rank & name WAS* ASSIGNED TO *insert shift CITY OF ONEIDA*, AND HAD *insert service time* YEARS OF DEDICATED SERVICE TO THE CITY OF ONEIDA FIRE DEPARTMENT.**

OUR THOUGHTS AND PRAYERS GO OUT TO THE ENTIRE *insert name* FAMILY.

CITY OF ONEIDA FIRE DEPARTMENT (*ANNOUNCE TIME*).

Oneida Fire Department Ceremonies:
New Hire, Promotional, Retirement, New Apparatus, Retiring Apparatus, New Firehouse, 9/11 Observance, Awards Presentation, Chief of Department Transfer of Command.

DEPARTMENT CEREMONIAL CHECKLIST

New Hire Prior to:

Utilization of checklist.
Date and time determined by the Chief of Department or designee:
-Check availability of Politicians/Commissioner.
-Check availability of Chaplain.
-New hire(s) on shift.
Full Uniforms with brass and all accessories supplied by department.
Chief Officers in Class A uniforms.
Invitations:
-Those to invite.
-Notifications- email, US Mail.
Programs.
Refreshments.
Location(s)- Needs.
Media notification needed.
Honor Guard/Pipe and Drums notification.

Day of:
Set-up
Inclement weather- Alternate location(s).
Area clean and presentable.
Sound system.
Podium.
Table(s).
Chairs.
Photographer/Videographer.
Badge(s).
Meet with Chief of Department to review process.

Start :

Presentation of the Colors by Honor Guard/Pipe and Drums.
Pledge of Allegiance.
Welcome and VIP introductions by Chief of Department or designee.
Invocation by Chaplain.
Chief of Department facing member(s) City Clerk gives oath of office.
Member(s) name called to receive badge from Chief of Department, Take/Shake/Salute.
Family or Chief pins badge
Closing remarks.
Member(s) file by Chief Officers.
Ceremony concludes/Color retired by Honor Guard.
Pictures and refreshments.

Promotional Prior to:

Utilization of checklist.
Date and time determined by the Chief of Department.
- Check availability of Politicians/Commissioner.
- Check availability of Chaplain.
- Member(s) being promoted on Shift.
- Uniform(s) adjusted for appropriate rank by the Chief.

Chief Officers in Class A uniforms.
Invitations:
- Those to invite.
- Notifications- email, US Mail.
- Programs.
- Refreshments.
- Location(s) - Needs.
- Media notification needed.

Honor Guard/Pipe and Drums notification

Day of:

Set-up
Inclement weather- Alternate location(s).
Area clean and presentable.
Sound system.
Podium, Tables, Chairs.
Photographer/Videographer.
Badge(s), collar pins and al uniform additions as appropriate to new rank.
Meet with Chief of Department to review process.

Start:

Presentation of the Colors by Honor Guard/Pipe and Drums.
Pledge of Allegiance.
Welcome and VIP introductions by Chief of Department or designee.
Invocation by Chaplain.
Chief of the Department City Clerk gives oath of office.
Member(s) Name called to receive Badge from Chief of Department, Take/Shake/Salute.
Family or Chief pins badge
Closing remarks.
Member(s) file by Chief Officers.
Ceremony concludes; retire the Colors by Honor Guard/Pipe and Drums.
Pictures and refreshments.

Retirement: Firefighter (Optional at Retiree's discretion)

Prior to:

Utilization of checklist.
Date and time determined by the Chief or designee:
All attempts should be made to schedule ceremony on retiring member's shift.
Check availability of Politicians, Commissioner and Chaplain.

Chief Officers in Class A uniforms.
Invitations:
Those to invite.
Notifications- email (to include all in City), US Mail, Calling Post.
(May be presented at Retirement Party or Dinner)
Programs.

- Fire Department plaque.
- New Flag- Honor Guard member to present.
- IAFF presentation.
- Retired Member window decals.
- Presentation by shift personnel and/or others.

Location(s) - Needs.
Media notification needed.
Last Alarm radio announcement.
Flower for spouse, mother, mother-in-law, grandmother (s).
Honor Guard/Pipe and Drums Notification.
Refreshments
Firefighter assigned to family:

This Firefighter's sole purpose and only assignment is to take of the needs of the retiring member's family. This position is one of respect for the retiring member's family acknowledging the sacrifice that they have made by allowing him/her to serve as a part of our family.

Day of:
Set-up
Inclement weather- Alternate location(s).
Area clean and presentable.
Sound system. Podium. Table(s). Chairs.
Photographer/Videographer.
Retiring member's helmet.
Retiring member meets with Chief or designee to review process.
Any family and/or friends present?
Replace Flag on Flag Pole with a brand new Flag to be presented to Retiree.

Retirement: Firefighter (Continued)

Presentations:

Positioning for Presentations:

- Podium centered, facing guests.
- Presentation table to left of podium.
- Chief Officers: left side of podium set by descending rank and radio signatures in a diagonal line facing towards guests.
- Retiring member: right side of podium in a diagonal line facing towards guests.
- Family/Guest(s) seated in front row.
- Firefighter assigned to retiring member's family stands at end of family row closest to family.

Welcome and VIP introductions by Chief of Operations:

- VIP group shall consist of any Elected Officials, County Executive Management, Department Directors, Retired Fire Department members, visiting Fire/Police Chiefs, and family of retiring member.

Invocation by Chaplain.

Welcome by Fire Chief.

Retiring member is requested to take position at front/right of podium.

Fire Department plaque.

Flag- Honor Guard member to present:

- New Flag taken down from Stations Flag pole and folded by the Honor Guard.
- Honor Guard Commander performs inspection of folded flag presented by Unit member.
- Upon approval by Honor Guard Commander, Honor Guard Unit member presents flag to Commander.
- Honor Guard Commander presents folded flag to retiring member with "Verbal Statement of Appreciation."
- It should be noted that the Honor Guard Commander shall determine the appropriate words for the statement thereby retaining ownership of said statement.
- Honor Guard Commander salutes retiring member and retiring member returns salute.

IAFF presentation.

Presentation by shift personnel and/or others.

Guests are asked to speak on retiring member's

At conclusion of Pipes and Drums tribute, the Communications Center makes the following radio broadcast: (optional) (The following example can be modified for any retiring member.)

> **"All Oneida Monitors stand by for an announcement"** (All Call 99 alert tone)
> **"Attention all Oneida Fire Department members Firefighter (insert name & Retiring member's badge number) be advised this is your last alarm from (Headquarters) "The alarm is under control and tapped out at (time ??) hours"**
> **"From the brotherhood and all of the citizens in the City of Oneida, thank you (Rank and Name of Employee) for the (# years) of service"**

Retiring member is invited to address the audience.

Closing remarks and congratulations.

Ceremony concludes.

Pictures and refreshments.

Officer: (Optional at Retiree's preference)

Prior to:

Utilization of checklist.
Date and time determined by the Chief or designee:
All attempts should be made to schedule on retiring member's shift.
Check availability of County Politicians, Commissioners and Chaplain.

Chief Officers in Class A uniforms.
Invitations:
Those to invite.
Notifications- email (to include all in City), US Mail, Calling Post.
(May be presented at Retirement Party or Dinner)
Programs.

- Fire Department plaque.
- New Flag- Honor Guard member to present.
- IAFF presentation.
- Presentation by shift personnel and/or others.

Location(s) - Needs.
Media notification needed.
Last Alarm radio announcement.
Flower for spouse, mother, mother-in-law, grandmother (s).
Honor Guard/Pipe and Drums Notification
Refreshments
Firefighter assigned to family:

This Firefighter's sole purpose and only assignment is to take of the needs of the retiring member's family. This position is one of respect for the retiree's family acknowledging the sacrifice that they have made by allowing him/her to serve as a part of our family.

Day of-:

Inclement weather- Alternate location(s).
Area clean and presentable.
Sound system. Podium. Table(s). Chairs.
Photographer/Videographer.
Retiring member's helmet.
Retiring member meets with Chief or designee to review process.
Any family and/or friends present?
Replace Flag on Flag Pole with a brand new Flag to be presented to Retiree.

Start: (SAMPLE)

- XXXX hours; Chief assembles all uniformed personnel for final inspection and in a line position:
- All shift personnel will line up beginning with the retiring member's shift in descending rank order from right to left.
- Honor Guard Unit members shall position themselves approximately 20-25 feet across from and facing the shift personnel.
- Pipes and Drums Unit shall position themselves to left of the shift personnel at a 90 degree angle facing the Chief Officers.
- Chief Officers shall position themselves to the right of the shift personnel at a 90 degree angle facing the Pipe and Drums Unit.
- When set, all take "Parade Rest" position.
- XXXX hours: Chief of Support will gather family and guests and position them approximately 15 feet behind the Honor Guard Unit.
- XXXX hours: Final inspection of shift personnel begins.
- Fire Chief escorts retiring member to front of lined shift personnel and first officer.
- Honor Guard Commander orders Detail to "Attention."
- Retiring member is requested to inspect shift personnel.
- Retiring member walks each line from front to rear performing inspection.
- When finished with inspection, retiring member returns to Fire Chief.
- Honor Guard Commander orders Detail to "Present Arms."
- Retiring member returns salute.
- Honor Guard Commander orders Detail to "Order Arms."
- New Flag taken down from Station's Flag pole and folded by the Honor Guard.
- Honor Guard Commander performs inspection of folded flag presented by Unit member.
- Upon approval by Honor Guard Commander, Honor Guard Unit member presents flag to Commander.
- Honor Guard Commander presents folded flag to retiring member with "Verbal Statement of Appreciation."
- It should be noted that the Honor Guard Commander shall determine the appropriate words for the statement thereby retaining ownership of said statement.
  -Honor Guard Commander salutes retiring member and retiring member returns salute at which time Communications Center makes the following radio broadcast:

  (**The following example shall be modified for each retiring member.)

  "All Oneida Monitors stand by for an announcement" (All Call 99 alert tone)
  "Attention all Oneida Fire Department members Firefighter (insert name & Retiring member's Rank) be advised this is your last alarm from (Headquarters) "The alarm is under control and tapped out at (time ??) hours"
  "From the brotherhood and all of the citizens in the City of Oneida, thank you (Rank and Name of Employee) for the (# years) of service"

- Honor Guard Commander Orders Detail to be "Dismissed."

Presentations:

- Presentation of the Colors by Honor Guard/Pipe and Drums.
- Welcome and VIP introductions Chief or designee:
- VIP group shall consist of any Elected Officials, County Executive Management, Department Directors, Retired Fire Department members, visiting Fire/Police Chiefs, and family of retiring member.
- Invocation by Chaplain.
- Welcome by Fire Chief.
- Retiring member is requested to take position at front/right of podium.
- Retiring member to introduce their guests.
- Fire Department plaque.
- Flag- Honor Guard member to present.
- IAFF presentation.
- Presentation by shift personnel and/or others.
- Guests are asked to speak on retiring member's behalf.
- Pipes and Drums tribute to retiring member.
- Retiring member is invited to address the audience.
- Closing remarks and congratulations.
- Ceremony concludes.
- Pictures and refreshments.

New Apparatus and Firehouse:
Engine/Quint/Ladder Truck/Rescue/Special Operations:

Prior to:

Utilization of checklist.
Date and time determined by the Chief of Operations:
Ensure apparatus is ready to be placed in service.
Check availability of Politicians Commissioner and Chaplain.

Chief Officers in Class A uniforms. *at discretion of Fire Chief.

Invitations:
Those to invite – schools/media/HOA
Notifications- email (to include all in City), US Mail, Calling Post.
Programs.

- Radio/email announcement retiring old apparatus and welcoming new apparatus.
- Crew member to perform wetting down.
- Proper hose and nozzle.
- Towels for drying.
- Refreshments.
- Location(s) - Needs.
- Media notification needed.
- Honor Guard/Pipe and Drums notification.

Day of:

Set-up
Inclement weather- Alternate date.
Area clean and presentable.
Sound system. *optional.
Podium. Table(s). Chairs. *optional.
Photographer/Videographer.

Presentation:
Positioning for Presentation:

- Apparatus positioned in front of assigned bay.
- Hose and nozzle appropriate length.
- Podium to side of apparatus, facing guests. *optional
- Welcome and VIP introductions by Chief of Department or designee:
- VIP group may consist of any Elected Officials, Commissioners, County Executive Management, Department Heads, Retired Fire Department members, and visiting Fire/Police Chiefs.
- Invocation by Chaplain.
- Welcome by Fire Chief.
- Optional ** Apparatus Push or Wet Down Conducted **
- Closing remarks and congratulations.
- Ceremony concludes.
- Pictures and refreshments:

**Optional: if desired, retiring apparatus can be pushed by all personnel and guests/visitors out of the bay and to one side of apron with driver/operator in control. If needed, this can be a simulated push due to the size of the apparatus with apparatus running and with driver/operator in control.

**Use of spotters is required.
On Duty Lieutenant of the shift or senior member wets down apparatus.
All personnel and visitors/guests assist with the drying of apparatus.
All personnel and visitors/ guests place right hand on apparatus while Chaplain blesses apparatus.
All personnel and visitors/guests take positions along sides and front of apparatus and upon orders by the Fire Chief, begin to push apparatus into bay.
After apparatus passes into bay Communications Center makes the following radio broadcast:

(The following example shall be modified for each apparatus.)

"All Oneida Monitors stand by for an announcement" (All Call 99 alert tone)
"Attention The Oneida Fire Department would like to announce the retirement of Engine (insert#) and welcome aboard the new Engine (insert #)."
"We would like to wish this Engine Company and those assigned to her a safe journey and the skills necessary to provide the best possible service to our visitors and the citizens of the City of Oneida." "Placed into service this day of (insert date)."

Firehouse:

Prior to:

Utilization of checklist.
Date and time determined by the Chief of Department or designee.
Ensure Firehouse and apparatus are ready to be placed in service.
Check availability of Politicians, Commissioner and Chaplain.
Check availability of architect and construction manager.

Chief Officers in Class A uniforms.
Invitations:
Those to invite.
Notifications- email (to include all in City), US Mail, Calling Post.

Programs.
- Location- Needs.
- Media notification needed.
- Honor Guard/Pipe and Drum notification
- Radio/email announcement welcoming new Firehouse.
- Refreshments.

Day of:

Set-up
Inclement weather- Alternate date.
Area clean and presentable.
Sound system.
Podium, Table(s), optional. Chairs optional.
Photographer/Videographer.

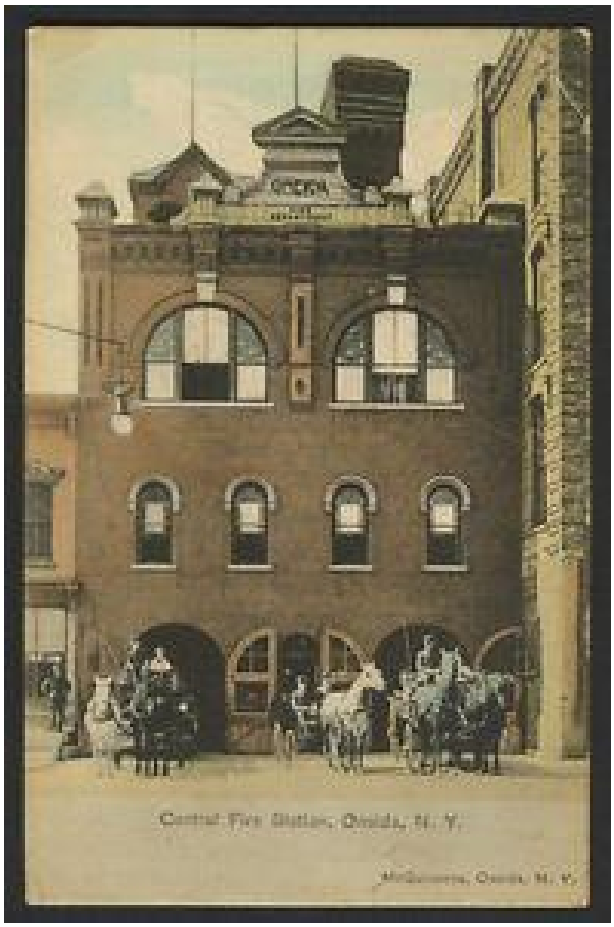
Presentation:
- Presentation of the Colors.
- Pledge of Allegiance
- Welcome and VIP introductions by Chief of Department:
- VIP group may consist of any Elected Officials, County Executive Management, and Department Heads, Retired Fire Department members, visiting Fire/Police Chiefs, architect, and construction manager.
- Invocation and blessing of Firehouse by Chaplain.
- Welcome by Fire Chief. Followed by words from Mayor, Fire Commissioner.
- At this time all Elected Officials, Chief Officers and or members, take position behind red ribbon for cutting:
- Radio Announcement made (see page 21)
- Closing remarks.
- Ceremony concludes.
- Pictures and refreshments.

Firehouse Continued:

Dispatch Center makes the following radio broadcast:

(**The following example shall be modified for each new Firehouse.)

"All Oneida Monitors stand by for an announcement" (All Call 99 alert tone)
"Attention The Oneida Fire Department would like to announce the opening of Fire House (insert#)" "We would like to wish this Fire House and those assigned to her a safe journey and the skills necessary to provide the best possible service to our visitors and the citizens of the City of Oneida." "Placed into service this day of (insert date)."



1.3.4 DEPARTMENT FUNERAL/VISITATION/LODD POLICY

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Funeral/Visitation/LODD Policy	**SECTION / TOPIC: General Administration**
Number: 1.3.4	**Date Issued: January 1, 2016**
Number of Pages: 30	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X_____ Approved	X_____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By:

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

National Fire Counsel
IAFF: LODD Protocol
Oneida Fire Department Ceremonial Procedures 1.3.3 SOP SOG Best Practices Guideline
Chaplain Job Description 1.1.7 SOP SOG Best Practices Guideline

NFPA	
NIMS	

2.0 PURPOSE

The purpose of this SOP/SOG is to establish Best Practices guidelines and to set responsibilities and procedures with respect to the participation of the City of Oneida Fire Department or Honor Guard Members at fire department funerals and other ceremonial occasions. To assure that all past or present department personnel and others are properly recognized upon passing.

3.0 SCOPE

The wishes of the family take precedence over this policy and all assistance should be rendered to comply with the wishes of the remaining family members. This SOP/SOG is not intended to be all-inclusive in content or dogmatic in approach. There are many local customs and procedures that may be used during the funeral process. It is designed to provide a significant amount of information covering a broad spectrum of subjects. From this information, the Fire Department may choose what best fits this particular situation and adapt it as necessary. That being said the department should make every attempt to consistently follow the SOP/SOG to provide equal and just service to the membership and families of those. There are two keys to conducting a good fire department funeral. Show honor to the fallen firefighter, and care for his family. If these two things are accomplished, the Fire Department has done their job well.

4.0 DEFINITIONS

For the purpose of this guideline, department members (and others) and the circumstances of their passing will be identified as follows:

Line of Duty Death
A death occurring during fire department operations, training or functions or a death that is directly related and/or caused by the above listed actions.

Active Duty Death
A death by natural or other causes not related to fire department activities while the member was an active member of the department. An active member is defined as one is currently employed by the City of Oneida Fire Department who participates in incident response.

Retired Member Death
The death of a member who has previously served the department and retired from the City of Oneida Fire Department honorably.

Affiliate of the Department Death
An individual who has served in some capacity with the department, such as an elected official, Commissioner, city employee, honorary member of the department or immediate family member of an active member. Or individual who does not meet the criteria listed above.

All department participation levels and functions in the following guideline are predicated on the above definitions.

5.0 BEST PRACTICES, PROCEDURES, GUIDELINES & INFORMATION

Types of Circumstances and Funeral Services

There are three sets of circumstances that have been identified that entitle an individual with a fire service funeral. There are also certain funeral procedures that are offered to each different circumstance. Generally, there are five types of funeral services, as described below. These descriptions should serve as general guidelines only and may be changed according to individual situations. It is most important to follow the family's wishes and give full respect to their expressed concerns. The purpose for the difference is to not make light of the ultimate sacrifice of the Line of Duty Death that happens while operating at an emergency scene.

Type 1 Line of Duty Death Formal Funeral Service

Any death that occurs while a fire fighter is on duty. This may be from trauma that occurs on scene of an emergency. The individual may be deceased on scene or die later on from the injuries. Also included are deaths due to illness contracted in the performance of one's duties. Line of Duty also includes those deaths caused by natural causes while the person is on duty, or under the Hometown Heroes Survivors' Benefits Act law. An individual who dies on the scene of an emergency is entitled to a full formal fire department funeral. This will include a formal escort with fire apparatus for the casket to and from the funeral home, place of viewing and graveside. Posting of guards for the viewing and before the church service. Fire Department Paul Bearers and the use of fire apparatus as caisson. The graveside service will include a firing detail, the playing of TAPS. The American Flag will be folded ceremoniously over the grave and presented to the family along with the deceased helmet, badge and IAFF/Oneida Fire Department LODD medal. The bell well be rung and the last alarm will be sounded. Other TYPE 1 deaths will be entitled to the above service with the following changes: There will be no formal escort for the casket. At graveside there will be no firing detail.

Type 2 Off Duty Deaths Semi-Formal Funeral Service

This is the death of any line-personnel while not on duty. If the individual is rendering aide at an emergency scene then he will be considered a TYPE 1 Line of Duty Death. Type 2 circumstances are entitled to the following: Fire apparatus for display, posting of the guard at the viewing and before the church service. Fire department Paul Bearers. At graveside the folding of the American Flag, the ringing of the bell and the Last Alarm. Retired Chiefs from our department may also be included in this type of service.

Type 3 Retired or Affiliate Member of The Department Death Non-Formal Service

These are individuals who are employed by the department but are not line firefighting personnel. They may also be an honorary member of the department or a member of the community the Fire Chief deems deserving of a fire department presence at their funeral. The level of involvement will be left up to the Fire Chief, but may include: Fire department uniform presence at the viewing and memorial service.

Type 4 Private Service

This is a service closed to any outside participation with the exception of the immediate family. Usually this type of service is at the request of the family.

Type 5 Calling Hours or Visitation

This type of service includes the department members collectively meeting to show their respect to the departed as a group. The level of involvement will be left up to the Fire Chief. Class A uniforms may be worn (optional).

Event Appropriate Uniform

When a department death is announced, either in person, via electronic media such as e-mail or text or by written invitation, the appropriate funeral service participation and uniform choice will also be announced. The level of dress is determined by Fire Chief after consulting with the family's wishes if necessary. The following is a general guideline concerning various types of events.

Types 1, 2 and 3 Funeral Services – Class A uniform, Duty Crew (optional) Class B Uniform

Type 4 Per Family Request

Type 5 Calling Hours or Visitations – Class A uniform, Duty Crew (optional) Class B Uniform

Description of Funeral Options

Honor Guards

If the family requests an Honor Guard, it becomes the responsibility of the Funeral Director and the Department to assure that the request is fulfilled. The Honor Guard will report directly to the Assigned Honor Guard Commander. All Honor Guard activity will be coordinated through the Funeral Officer. Typically, the honor guards are to report in their respective dress uniforms and outfitted in white gloves.

Pallbearers

Should the family choose to use department personnel as pallbearers, it must be determined which fire fighters the family they would like to have participate in the service. The total number of pallbearers should be between six (6) and eight (8). The pallbearers should wear dress uniforms and white gloves. Usually, pallbearers are exempt from following the majority of order given to the remainder of the formation due to the specific responsibility they are assigned. The instructions on the removal, handling and transporting of the casket should be given by the funeral director.

Pallbearers (Continued)

Should a piece of fire apparatus be used as a caisson to carry the casket, the pallbearers should be assigned to drive and ride the apparatus from beginning to end of the funeral procession. This will be implemented at the discretion of the Department. Traditionally, the casket is draped with an American flag for veterans and all uniformed personnel. Should this option be exercised, The Flag Fold Team from the Honor Guard will need to remove, fold and present the flag(s) to the Chief of the Department who will present it to the Next of Kin.

Transportation

A department vehicle and driver will be offered to the immediate next of kin during the viewing and funeral period. Assignment of vehicle and personnel will be at the discretion of the Administration.

Family Liaison Officer

A Family Liaison Officer should be established for all situations involving a death in order to offer the available department services and establish two way communications between the family and the department. Responsibilities include providing assistance to the bereaved family during the funeral process and determining the amount of involvement the union or fire department will provide for the services. This needs to be in direct accordance with the family's wishes.

Funeral Officer

The Funeral Officer is responsible for implementing the wishes of the family as expressed through the Family Liaison Officer. The Survivor Action Officer at the beginning of the funeral planning process assigns this position.

Coverage

Alternate arrangements may be made for community fire coverage during the services so that all members may attend.

Chaplain

The amount of involvement the Chaplain has will be dependent upon the family's wishes and/or religion. One option that can be proposed is a shared responsibility between the clergy of family choice and the department's Chaplain. Once again, the family's wishes must be honored and communicated by the Family Liaison Officer.
Areas handled by the Chaplain will be as follows:

See Chaplain Job Description 1.1.7 SOP SOG Best Practices Guideline

Chaplain Duties Continued

- Initial notification of the next of kin
- Comfort and counseling of surviving family members
- Prayer services in the home
- Church services
- Cemetery interment
- Follow-up counseling for the surviving family members

Procession

The family may indicate the desire for a procession from the funeral home or church to the cemetery. The procession process needs the staging of vehicles at the funeral home prior to the funeral beginning and ends upon arrival at the cemetery. Specifics in the option may under the direction of the Funeral Director with the corporation of the Procession Officer, the Church Officer, the Cemetery Officer and include the following:

- Department vehicle(s) used as caisson, flower car and/or miscellaneous transportation
- Procession route must be chosen and may include a drive or walk by the deceased fire station, home or any other special considerations.
- Is a static display of apparatus requested or appropriate on the procession route?
- Are crossed ladders or aerial equipment requested or appropriate at the cemetery entrance?

Caisson

An engine may be appropriate as a caisson to carry the casket. Should this option be exercised, the apparatus will have to be cleaned, draped in bunting, retrofitted to easily accept the casket and taken out of service for a period of time.

Flower Apparatus

A piece of fire apparatus can serve as a flower vehicle in the procession. It will have to be cleaned, draped in bunting, and retrofitted to carry flowers. Arrangements will need to be made to take the vehicle out of service.

Formations

Formations may be appropriate under certain circumstances. The Funeral Officer will shoulder the responsibilities for the formations. Should the option be exercised, the formations would be at the following points in the ceremony:

- Walk through of all attending fire fighters at the funeral home (optional).
- Honor guard formations either side of the exit path of the casket at the funeral home, to the hearse or caisson.
- Honor guard formations either side of the casket entry to and exit from the church.
- Honor guard formations are located on either side of the exit path from the hearse or engine caisson to the interment.

Last Alarm Service

A traditional bell ringing ceremony at the end of the graveside service may be exercised, signifying the fire fighter's last alarm. A short reading accompanies the ringing of the bell. See Oneida Fire Department Ceremonial Procedures 1.3.3 SOP SOG Best Practices Guideline

Musical Arrangements

Musical arrangements should be selected by the family and coordinated through the Family Liaison Officer to the appropriate key personnel. This includes choirs, bands, singers and organ arrangements.

Readings

Numerous Scripture readings or verses are available and appropriate during the funeral home, church and cemetery services. Again, the family must indicate the appropriate readings and who will read them. The service will be arranged with the family church and clergy involved.

Eulogy

Typically, the family decides what, when and where. This may be appropriate at any one of the steps in the entire ceremony, including funeral home, church and cemetery. A clergy member and/or close family friend from the Department may perform this task. The Family Liaison Officer makes the appropriate contacts with the Church and Cemetery Officers, along with the Funeral Director.

Crossed Aerial Ladders

Should the family wish to have the crossed aerial ladders at the cemetery entrance, the Family Liaison Officer should forward this request to the Survivor Action Officer for coordination and approval. The implementation of this request is handled by the Procession Officer.

Static Equipment Display Of Outside Equipment

During the procession process, the family may choose to exercise a static display of department apparatus with fire personnel at attention and saluting the passing casket. This final tribute may be set up anywhere; however, it is usually at the church, fire station on procession route, or at the cemetery entrance. The Procession Officer is responsible for handling the placement of all vehicles during the procession.

Burial In Uniform

Should the family choose to bury the deceased in uniform; the department will provide one for this purpose. The Family Liaison Officer will have to deliver the clothing to the Funeral Director upon request.

Closed Casket

A consideration on closed casket ceremonies may be to place a picture of the deceased in uniform and the deceased's helmet (cleaned up) on top of the closed casket. This can be presented to the family.

Walk Through

A scheduled walk through paying tribute to the deceased may be exercised as a form of paying tribute from fellow fire fighters. This should be coordinated with the Funeral Director and the Funeral Officer. Should it be exercised the fire personnel lines up single file by rank and agency. The formation then files through single file past the casket, stopping briefly to pay tribute. The contingent then exits the chapel.

Refreshments Or Post Services Reception

An after service reception may be held at a church hall, school cafeteria or fire station, should the family approve. The Survivor Action Officer should coordinate the event, calling upon affiliated agencies to assist in donating food for the service.

Bunting

Station and apparatus bunting should be available for a department to use with short notice. It may be appropriate to purchase it on a regional basis. Should fire trucks be used for caissons or flower cars, they too should be bunted. The front of the station be draped with black bunting until seven (7) days after the funeral.

Half Staff Flags

American flags can be brought to half-mast at the point of notification that a Department member has passed away up to 1700 hours of the day of the funeral and interment. When a flag is at half-mast, no other flags should be flown on the same halyard.

Badge Shrouding

Shrouding of a badge is accomplished by a ½ to ¾ piece of black material horizontally at the badge's midpoint entirely around the badge. The shroud should be placed on the badges at the time of notification of the death and may remain on the badge until 1700 on the day of interment.

Funeral Protocol Line of Duty Death City of Oneida Fire Department.

By using the information included in this guideline a tribute fitting the deceased and meeting the family's wishes can provide a moving service reflecting the professionalism of the department.
It is essential that the fire department personnel involved in the planning process understand their role and specific responsibilities. A series of brief but detailed job descriptions have been included for the "task force" of members who will be in charge of coordinating the numerous details that may arise. It needs to be clearly understood that the funeral director will play a significant role in the funeral service, as well as the clergy. Paramount in coordinating the service is maintaining sensitivity in working within the wishes expressed by the surviving family and if appropriate the deceased.
The key word throughout the investigation, funeral and grieving process is *restraint.* It is imperative that the correct information be released to the next of kin and the news media. This must be handled in a timely and sensitive manner.

Funeral Protocol Line of Duty Death City of Oneida Fire Department Continued.

The circumstances leading up to the death may result from any of the following:

- Death at the scene.
- Dead on arrival at the hospital.
- Alive upon arrival at the hospital, later expires.
- Injuries or trauma that results in death later on.
- Death due to natural causes.

The conditions that prevail at the time of the tragedy will require specific procedures to be handled in a sequence to insure that the organization continues to function under extreme emotional distress. The following quick emergency checklist can be used as a review to identify the necessary steps to begin the investigation process.

- Restrain the use of two-way radio communications.
- Establish a telephone link to the Chief or his designee and the department's Chaplain.
- Activate an investigation team, and the NYS Office of Fire Prevention and Control.
- Notify the National Fire Incident Reporting System (NFIRS).
- Activate the Critical Incident Stress Debrief team.
- Note and record the exact: location of the accident.
- Impound protective clothing & equipment.
- Assemble Chaplain and Support Group to notify the next of kin.
- Appoint a liaison to the hospital.
- Review the personal information sheet for instructions.
- Assign the PIO
- Prepare a statement for the news media.

- Ask the Coroner to order an autopsy & toxicology test, be sure to specify exact blood
  - Carbon monoxide & alcohol levels.
  - Provide the family transportation to the hospital.
  - Assign Family Liaison Officer.
  - Screen the media from the family.
  - Appoint a Funeral Officer.

The members of the "task force" assigned to areas of responsibilities need to function with full authority and in the best interest of the department. In order to provide each member of the department an opportunity to express their personal desires, a personal information sheet has been developed and provided to all personnel. This information is maintained in a limited access confidential file to be used only in the event of an individual's death.

Funeral Preparation

Preparation

The importance of being prepared for a funeral can provide the members of the surviving family and the Department with the emotional support to successfully handle the numerous details that will arise in the event of a death of a member or affiliate of the department. The purpose of this SOP/SOG is to outline the procedures that may be implemented in the event of a death of a current member, a past member or an individual affiliated with the department. This SOP/SOG is divided into three (3) categories that define who is entitled to a fire service funeral and the department's level of participation. This basic framework allows for the many unique situations that might contribute to an individual's death. This Funeral policy will be available to all employees. The following areas contain brief descriptions, which can be followed as preparatory considerations to minimize the potential confusion that might result from a death.

Background

The Fire Department will assume the responsibility to notify the next of kin by providing a Chief Officer and Chaplain in the event of a line of duty death. Every effort will be made to notify the next of kin in person and to provide support through the funeral planning process. The information outlined in this policy can be used to organize and coordinate a ceremony fitting the family's wishes. It is customary for the funeral director to spearhead the funeral arrangements; however, the Fire Department will provide cooperation and support to achieve the goals of the service. The information previously expressed by the individual will be included according to the wishes of the surviving family (See Fire Fighter Last Wish Form**).

Fire Fighters Last Wish Form* *

The Department will provide a personal information sheet as a courtesy to every member of the department. It is not a legal document, but an inventory to assist personnel in organizing their personal affairs. The information contained in the personal information sheet will be maintained in a file in the office. The only person with the key will be the Chaplain or his designee. Only in the event of death will the file be opened and the information read. The Department will provide a Fire Fighter Addendum Form for personal finances. If he or she chooses to use this form the employee will seal it in an envelope and attach it to the Last Wish Form. The only time this envelope will be opened is for the employee to update it or for a Line of Duty Death. The employee will place instructions on the outside of the envelope, to return or destroy on or before a particular date. It will be the responsibility of every employee to update the information by October 1st of each fiscal year.

Photographs

The department member should maintain a current set of photographs of themselves, included with their personal information sheet, for media use. The release of the photos will be at the expressed desires of the surviving family.

Resumes

In addition to Fire Fighter Last Wish form, the members will be encouraged to maintain a current resume including their educational background, work experience, professional affiliations and awards received within the fiscal year. The resume can be included on the Personal Information Sheet. The information will be helpful in the event of death to write an obituary, eulogy or select readings befitting the individual.

Member Responsibilities

Every member of the department and his/her family should be informed of the services available prior to a tragedy striking. This awareness will be extremely helpful in the event of a death and initial procedures and decisions will need to be implemented as soon as possible.

Member Benefits

The department will maintain a checklist of items that need to be closed out in the event of a death. Some of these items include:

- Autopsy Report
- Final Paycheck
- Outstanding Debts
- Insurance Policies
- Social Security (survivor's benefits)
- Special Benefits for Settlement
- Vacation
- Holiday/Personal Days (terminates upon death)
- Sick Time applicable only if sick
- Longevity
- Association Benefits
- Federal Death Benefits

Uniform

In the event of a death of a fire fighter, the department will provide a uniform for burial. This must be clearly expressed by the individual in the Personal Information Sheet or by the surviving family. This does not include protective clothing for burial purposes.

Inventory Of Funeral Supplies

The following is a recommended list of supplies that may be used during the funeral service and mourning period.

- Badge Shrouds
- Black bunting
- Wreath

Funeral Directors

The local funeral directors will be made aware of the existence of this manual and guidelines. Depending upon the situation, the information may serve as a guide or be implemented in its entirety. The Funeral Director will play a major role in all aspects of the funeral planning process.

Florists

The local florists will be informed of the special considerations that they may be called upon to develop for a fire fighter funeral**.** A copy of line art showing examples of floral arrangements is included in the manual. Some of these special arrangements include:

- Maltese Cross
- Department patch
- Broken Rung Ladder
- Crossed pike pole and ax
- Helmet

Chaplain(S)

The Department Chaplain(s) will play a significant role during the period of tragedy, and also with the debriefing sessions during the grieving process.

Line of Duty Death Procedures:

Initial On-Scene Actions In Detail

A series of on-scene events can occur; which directly or indirectly cause the death of a fire fighter. The incident may take one of the following forms:

- Death at the scene.
- Dead on arrival at the hospital.
- Alive upon arrival, but expires later.
- Injuries or distress not detected at the scene and the individual dies later.

In all cases, a series of steps must be taken to insure that the cause of death is accurately reported and investigated. These need to be implemented by the on-scene Incident Commander as soon as possible to effectively handle the situation.

- Secure the scene.
- No statements to the media.
- Notify the following individuals via ***telephone,*** to insure confidentiality.
    - Chief and Chaplain(s)
    - Direct supervisor (if applicable)
    - Investigation team
    - Department Investigator & Law Enforcement

All radio traffic relating to the incident should be kept to a minimum. This will help to insure that the Chief or his designee and the department's Chaplain(s) will handle the notification of the next of kin.

Hospital Liaison

Appoint an individual to serve as a **Hospital Liaison**. This individual should report directly to the hospital and establish the role of liaison between the hospital and Incident Commander via **telephone.** This individual remains in this position until relieved by the Incident Commander. The responsibilities of the **Hospital Liaison** will be as follows:

- Request that blood gases be drawn as soon as possible.
- Insure that no information is released to the news media.
- Collect all personal articles should death occur.
- Periodically brief the Incident Commander concerning the condition of involved individual.

Note: It is critical the cause of death is accurately reported. An autopsy should be requested along with a request for a toxicological examination with a test for specific levels of Carbon Monoxide (CO) in the blood expressed in an "exact percent". This is absolutely critical in the event of a collapse of a member at or following an incident without a physical injury present. (This test may not be performed if the individual has been hospitalized for more than a few days under heavy medication, as the result will be inconclusive.)

If an individual is admitted to the hospital with injuries sustained in the line of duty or reasonably connected with line of duty, a request should be made upon admission for a blood test with a specific test for Carbon Monoxide expressed in an exact percent.

Emphasize the importance of the percent level as opposed to generalities such as "CO" present or "Trace of CO". This again is critical if there is any possibility of a coronary involvement, even if it is not obvious at the time of admission. For example, a member is admitted with a broken leg at a fire but subsequently suffers a heart attack that was brought about by low level smoke inhalation that did not produce an obvious symptom at the scene. The broken leg certainly was not the cause of death but if a CO level of 15% or more (10% for non-smokers) is detected on admission that will be considered as a "physical injury" which resulted in death under the Public Safety Officers Benefit Law. Do not make any statements that might indicate "Stress", "Strain" or "Exertion" was a contributing factor in the incident. This will surely lead to the denial of benefits.

Public Information Officer

Assign the Public Information Officer to obtain from the investigative team information in order to document all the facts of the incident as they occurred and begin a preliminary news release concerning the incident. Remind the PIO that under no circumstances will information be released until the next of kin have been notified and the Incident Commander has approved the information.

The responsibilities of the **Public Information Officer** will be as follows:

- Gather all facts pertaining to the incident.
- Gather background information pertaining to the fire fighter.
- Prepare a brief statement.
- Wait for approval and notification of next of kin **before** releasing any information to the news media.

The Hospital Liaison and Public Information Officer should be maintained until instructions are received from the Incident Commander. In the absence of the Chief, his designee and the Chaplain should assume the responsibility of notification of the next of kin.

- Restrict the release of information to the press or other agencies until the next of kin have been notified.
- Activate the Critical Incident Stress Debriefing team. The death of a fire fighter is psychologically traumatic for all members of the department. The reaction to such emotional stress can affect each individual differently. It has been demonstrated that psychological counseling shortly after a traumatic incident can be extremely beneficial.
- Critical Incident Stress Debriefing, a relatively new area, focuses on a person's reactions to unusually stressful incidents (mass-casualties, mutilations, incidents involving loved ones). The debriefing is primarily an educational session, emphasizing that unusual dreams or emotions are probably normal reactions to abnormal situations.

Procedures For Notification

At the time of death, in addition to the next of kin, the following notifications will need to be made:

- State Office of Fire Prevention and Control
- State Worker's Compensation Board (within 48 hours)
- Department's Worker's Compensation Board
- National Fire Academy The National fallen Firefighters Memorial in Emmitsburg, MD.
- National Fire Incident Reporting System
- Federal Public Safety Officer's Benefit Program**

**If a fire fighter (career or volunteer) dies as a result of line of duty trauma, his survivors are eligible for a one hundred thousand dollar ($100,000) Federal Public Safety Officers' Benefit. There are restrictions for eligibility as follows:

- The individual must suffer death while performing on duty responsibilities. In other words, a fire fighter acting independently may not be eligible. A volunteer performing fire department or EMS operations becomes "on-duty" based upon the individual's department policies.
- The benefits do not extend to a fire fighter performing intentional misconduct, voluntary intoxication or suicide.
- To initiate a claim, contact the Public Safety Officer's Benefit program at the following address: - PSOB Program Bureau of Justice Assistance 633 Indiana Avenue NW Washington, D. C. 20531 (202) 724-7620
- Indicate at the time of contact that you are making a preliminary report with pertinent details to follow.

Notification Officer

Prompt notification of the next of kin is of the utmost importance in the case of a line of duty death. **Notification shall be made in person by the Notification Officer, a role assumed by the Chief or his designee and accompanied by the Chaplain(s)** The official notification serves to assure the next of kin as to the validity of the information and to provide a knowledgeable source of information concerning the death.

The Chief or his designee and the Chaplain(s) are jointly responsible for the notification of the next of kin. If the next of kin should arrive on the scene, mark them with a bright armband or other similar identification. Tell them that this is to assist the department in locating them in the event they are needed for questioning. Remind other emergency personnel to be careful of comments within earshot of the survivors.

- The primary role of the **Notification Officer** is to assume responsibility for making the initial contact with the next of kin. This shall be done in person whenever possible. This official notification must be made before any details of a death are released to the news media.
- The **Notification Officer and Chaplain** should be prepared to assist the next of kin with the immediate emotional trauma associated with the notification.
- The support resources under the direction of the **Notification Officer** should include emergency medical personnel equipped with portable radio communications and medical equipment.
- The **Notification Officer and Chaplain(s)** should be prepared to stay with the next of kin, until a family member or friend arrives. Under no circumstances should the next of kin be left alone.
- It is common for the survivors to become extremely emotional immediately after notification. This behavior is normal and important. Avoid phrases like, "it's all right."
- **The Notification Officer** shall have official fire department identification in his possession. Prior to visiting the **survivors, the Notification Officer** will do the following:

    - Familiarize their self with the circumstances of the death and the personal data concerning the individual.
    - Be **sure to** check and double check with the hospital as to the condition of the firefighter.
    - Be absolutely certain about the status of the fire fighter. Insist upon an official pronounce of death before proceeding.
    - Check the personnel files for any background information.
    - Always clear the release of information with the Incident Commander.
    - Try to determine if the family has a particular person, specifically, a close family friend and department member, to act as Family Liaison Officer.
    - Once the notification has been made, then the Chief, PIO, dispatch and religious affiliations will need to be notified. After the notification has been completed with the next of kin, the Chief will instruct the communications center to dispatch the death announcement. Upon receipt of the "official" notification it will be entered into the logbook and the station(s) flag(s) will be lowered to half-staff. The front of the station will be draped with black bunting until seven (7) days after the funeral.
    - As soon as possible, a news conference should be arranged to distribute the most factual information to the media.

Survivor Action Officer

It is recommended that the Chief assume or may delegate the position of the **Survivor Action Officer** to act as a liaison to the next of kin. Typically, the **Survivor Action Officer** is a special staff assignment. As a direct representative of the Fire Chief, the **Survivor Action Officer** should receive the full cooperation of the entire department.

- **The Survivor Action Officer** is responsible for the management of several important activities. His principal concern is the ongoing welfare of the next of kin. It is his responsibility to render whatever assistance is necessary in settling the personal affairs of the deceased member and assisting the family through the crisis.

- **The Survivor Action Officer** coordinates the activities of a number of personnel assigned to handle specific aspects of the funeral arrangements to assist the surviving family.

Additional duties of the **Survivor Action Officer include** the following:

- Confirm that the next of kin has been notified.
- Notify all department personnel of the death.
- Confirm the notification of all outside agencies and vacationing personnel.
- Arrange to have flags lowered to half-mast and bunting placed on station(s) as appropriate.
- Assure that dispatch has been notified.
- Follow up contacts when funeral arrangements have been determined.
- Personally collect all of the deceased's personal items from the station and forward in person to the Family Liaison Officer.
- Conduct a coordination meeting with the "task force" of officers as soon as possible (Family Liaison and Funeral Officer) so that all key individuals will be instructed to make the appropriate contacts and when the next meeting will be scheduled.
- Remain a key contact person for outside agencies, news media and other departments in relation to the death and subsequent ceremony (PIO and Survivor Officer).
- Make appropriate arrangements for a post funeral meal and facility to handle a large group of people with the family's approval through the Liaison Officer.
- Call a final meeting of the "task force" to establish the Department's participation in the funeral services based on the family's wishes.
- Establish a timetable or schedule of events.
- Identify times and places for group gatherings in accordance with ceremonies.
- Re-contact all appropriate people and agencies with the schedule, meeting places and any special instructions.
- Contact support agencies as appropriate to arrange their assistance through the appropriate key person. Bands, Honor guards, Firing squads, Bugler
- Contact appropriate department (personnel to arrange for finalization of required paperwork, forms, etc.).
- Obtain six (6) copies of the death certificate and distribute to the personnel department.
- Contact outside agencies for support during the funeral.
- Maintain key coordination and contact position for the remainder of events.

Additional duties of the **Survivor Action Officer include** the following Continued:

- Coordinate the post funeral meal process and establish milestones for future family follow up by Family Liaison Officer.
- Assure that all department functions return to normal.
- Autopsy reports, birth certificates, marriage certificates, death certificates (Workman's Comp.) VA or military records. (Order death certificates in Departments name to obtain free of charge.)
- Check the individual's retirement plan--survivor benefits
- Social Security--survivor benefits
- Insurance policies
- Continue medical plan for the family
- Life insurance
- Optional insurance
- W-2 form
- Final paycheck, including sick leave and vacation tine
- Income tax report
- Outstanding loans
- Transfer of ownership of property and vehicles to survivors.
- Review all outstanding bills. Include the last medical and funeral expenses
- Determine what is covered by insurance.
- Advise survivors not to loan money
- Investigate possibility of college scholarships for dependents.
- Mortgage insurance
- Workmen's compensation

FUNERAL PROCEDURES LINE-OF-DUTY FUNERAL

In the event of a Line-of-Duty death, the following protocols will be observed:
An official period of mourning of thirty-days (30) will be declared.
All departmental flags will fly at half –staff
All members will wear a black mourning band on their badges.
The station will be draped with morning bunting.
On the day of the funeral, the member's unit of choice will be draped in black bunting.
The member's funeral will be with full departmental honors, to include:

1. Flag draped casket
2. Casket carried on FD apparatus
3. FD - pallbearers and Color Guard
4. Apparatus procession
5. Honor Guard
6. Bagpipers
7. Last alarm ceremony
8. Ladder arch
9. Bugler playing taps
10. Eulogy and speeches by Chief and Union Officials or Department members

Below are listed the procedures to be followed for a funeral of an active member killed in the Line of Duty and the various personnel and departmental elements that will be conducting the funeral.

1) Ceremonial Coordinator

The Ceremonial Coordinator shall be the Coordinator of the Ceremonial Unit, or his/her designee. The Ceremonial Coordinator shall be in complete charge of all ceremonial arrangements where official departmental participation has been requested and authorized by the Fire Chief. He/she shall:

- See that the proper ceremonial detail is selected.
- Arrange for sufficient personnel for traffic control with the Logistics Officer
- Arrange for necessary escorts with the Logistics Officer Confer and coordinate with the Official in Charge of the Honor Guard.

2) Official in Charge of the Honor Guard

The Official in Charge of the Honor Guard shall be the Honor Guard Team Leader or Assistant Team Leader. He/she is responsible for the proper functional execution of commands to the various elements of the Honor Guard, the Fire Department Formation, and the Funeral Escort. He shall have general responsibility for the following:

- Shall issue all commands for the Honor Guard.
- Shall confer with the Ceremonial Coordinator regarding the time of arrival and other pertinent information regarding assigned details.
- Arrange for sufficient personnel to assist with the proper forming of the funeral escort.
- If directed by the Ceremonial Coordinator, will confer with the minister, funeral director and the superintendent of the cemetery regarding necessary arrangements.
- Visit the various sites involved and make careful arrangements for the positioning of the various elements of the funeral detail.
- Designate an assembly point near the site of the detail. At this time, he/she will inspect the uniform of members and brief them on proper procedures.

3) Honor Guard The Honor Guard shall consist of the following:

- Coordinator
- Team Leader
- Color Guard
- Casket Team
- Additional Support
- Bugler / Bagpiper

This team consists of several members, if needed not all members would have to be members of the Oneida Fire Department. One of the members will be in command of all teams participating in the funeral. Four members will be Color Guard two flag bearers carrying the National Colors, the Departmental Colors and two member's bearing arms. Six members will be part of the Casket Team and the remaining members shall serve as pallbearers or where needed.

Casket Team

This team consists of six members who will be in complete control of the casket from the first time the body is moved to the end of the burial services. They shall be responsible for folding the flag that draped the casket and present it to the Fire Chief who, in turn shall present it to the designated survivor, normally a spouse or a child. The highest-ranking Union official representing the department will present the member's jurisdictional flag to the family. In the event that an additional flag(s) is to be presented, the member's Chief Officer shall present this flag to any additional designated survivor(s), normally a surviving parent. This flag will, at some time during the wake, have been draped over the casket.

Bugler & Bagpiper

There will be either one or two buglers who will play "Taps" or "Echo Taps"
A Bagpiper or Pipe band may play "Amazing Grace" or any tune fitting.

Vigil Standers

These are members of the Honor Guard who will be positioned at the head and the foot of the casket from one half hour before the viewing opens to one half hour after the viewing closes. The Honor Guard Coordinator will supervise vigil standers.

Honorary Pallbearers

If the family so desires, a contingent of six family members and/or friends shall be designated Honorary Pallbearers; and will walk behind the Casket Team.

Fire Department Formation

The Fire Department Formation shall consist of the following elements:

- The Department's Official Family
- Department Chief Officers (Active and Retired)
- Department Officers (Active and Retired)
- Department Personnel (Active and Retired)

Deceased Members Governmental Representatives

Deceased Members Law Enforcement Personnel

- Police Chief
- Officers
- Departmental Civilian Personnel

Visiting Honor Guard Teams

Visiting Fire and Law Enforcement Agencies

The Official in Charge of the Honor Guard will have sole responsibility for determining where these different elements will be formed both at the funeral site and the burial site. While each site for a funeral service will be different, a traditional fire department formation will be assembled as followed:

Immediately outside the Church or Funeral Home, flanking the door, will be the Honor Guard. In the street, from near curb to far curb, will be the hearse and the family's vehicles, the Color Guard, Chief Officers (Active and Retired), Government Officials, Officers (Acting and Retired), Department Representatives (Acting and Retired), visiting agency Honor Guards, visiting agency personnel.

Funeral Escort

The funeral escort shall consist of all members who will be responding, via motorcade to the burial site. The funeral escort, when ready to proceed to the burial site, shall be formed up- in the following manner:

- Motorcycle outriders. To be utilized if full intersection control is not possible.
- Remaining motorcycles formed in a column of twos
- Casket Team
- Fire Chief and Member's Commanding Officer
- Engine or Medic being Utilized as a Hearse
- Family Car(s)
- Members Department Staff Vehicles
- Members Department Fire Apparatus
- Visiting Fire Department staff vehicles
- Visiting Fire Department Apparatus
- Members Jurisdiction Law Enforcement Vehicles
- Visiting Law Enforcement Vehicles
- All Civilian Vehicles

Any buses used to transport visiting personnel, regardless of jurisdiction, will proceed directly to the burial site along with the color guard. This motorcade will be separate from the funeral motorcade. Buses will NOT be permitted in the funeral escort.

Upon being notified of the death of an active member killed in the Line-of-Duty, members of the Honor Guard will immediately set out to perform the following tasks:

- Drape the deceased member's station sign with black bunting
- Establish a point of contact for outside agencies.
- Arrange for the draping of the member's primary assigned apparatus
- Respond to the site of the funeral service and the burial service and draw up site plans for positioning the various formations. Determine what site posts are needed.
- Meet with the Traffic Enforcement and coordinate a route for the traditional ride by and determine what traffic posts will be necessary.
- Draw up an operational plan for the day of the funeral service for the Fire Chief,
- The Honor Guard Coordinator and the member's of the departmental staff. If possible, brief the department's Official Family prior to the services.

On the day of the funeral, the Ceremonial Coordinator will be in overall command, and the Official in Charge of the Honor Guard will be in operational command of the entire funeral detail. While each funeral is unique, the day of the funeral should proceed as follows:

- If necessary, the Casket Team, along with members of the Honor Guard, will proceed to the funeral home and escort the body to the church.
- Members of the Motorcycle Unit or Escort will respond to the family home or other predetermined site to pick up the immediate family and escort them to the church.
- The Law Enforcement Department will respond to the church, shut down what streets are necessary to facilitate parking, and assist with parking the arriving departmental units. A staging area will be established and a staging officer assigned to park all arriving vehicles.
- If necessary, prior to the arrival of the hearse, the Official in Charge will form up the various department personnel.
- The members of the Casket Team will transfer the body into the church and the appropriate honors will be rendered.
- If the family has not arrived at this time, the Official in Charge will maintain-the formation until the family has arrived.

After-the funeral service all members of the deceased department and visiting agencies both Fire and Law Enforcement will exit the church prior to the transfer of the body and establish the various formations as determined by the Official in Charge of the Honor Guard. As the Casket Team, followed by the immediate family, approaches the church door, the entire formation will be brought to "Attention" and when the Casket Team breaks the plane of the door the order for "Present Arms" will be given. Upon this order, all uniformed members of the formation will render a hand salute. Members not in uniform will NOT render a hand salute but instead shall place" their right hand over their heart. "Present Arms" will be maintained until the casket is placed atop the apparatus. At this time, the order for "Order Arms" will be given and the hand salute will be dropped. After the Honor Guard have been dismissed and have left the immediate area. The entire formation will be dismissed and should proceed to their vehicles and wait for instructions from the Honor Guard Officer in Charge.

Burial Site

At the burial site, the Official in Charge of the Honor Guard will form up the Color Guard and members transported by bus in the pre-determined locations. He will also determine that the Bagpiper and/or pipe and drum band and the Bugler(s) are ready and in their proper locations. Upon the arrival of the Funeral Escort, time will be allotted for the arrival of the remainder of the procession, but in no case will the family be kept waiting longer than twenty (20) minutes. During this time, the Official in Charge will form up the remainder of the fire department formation. As the Casket Team prepares to transfer the body from the hearse to the burial site, the entire formation will be brought to "Attention". When the casket breaks the plane of the apparatus, the order to "Present Arms" will be given. After the Casket Team transfers the body to the gravesite, the order for "Order Arms" will be given and the formation will be brought to "Parade Rest." After the burial service, the formation will be brought back to "Attention" and the order to "Present Arms" will be given; the Bugler will play Taps while the casket team holds the flag over the casket. At the end of Taps, the flag shall be folded and given to the Honor Guard Team Leader; the Honor Guard Team Leader will present the flag to the Fire Chief. The Fire Chief shall present the flag to the member's next of kin. After the flag is presented to the family, the order for "Order Arms" will be given. The Bagpiper shall play "Amazing Grace". At the conclusion of Amazing Grace. If an additional flag (departmental) is to be presented, the deceased member's Commanding Officer will present the additional flag. At this point, the burial service is over and the formation will be dismissed.

Protocol

All uniformed personnel attending any type of departmental funeral shall be in a Class A uniform to include a uniform. Those personnel who do not have a Class A uniform shall wear their long sleeve top shirt with a black uniform tie. Those personnel wearing a standard uniform will be permitted to wear their department issued winter coat should weather conditions dictate its use. No lightweight, windbreaker uniform coats are permitted. No civilian attire shall be worn while in uniform (e.g. wearing an overcoat or trench coat over the uniform)

Chief Officers and Honor Guard personnel shall be the only personnel to wear hats and white cotton gloves.

Honor Guard members assigned to the Casket Team and/or riding on the apparatus to be used as a hearse, are permitted to wear black leather gloves. The Honor Guard Team Leader or his/her designee will make this decision. All Honor Guard personnel shall remain uniform.

Chief Officers and Honor Guard personnel will have the option to wear the issued overcoat should weather conditions dictate its use. When the Honor Guard team leader or his/her designee shall decide that overcoats shall be worn, all Honor Guard personnel shall remain uniform.

The only additional item allowed to be worn on the Class A uniform is a black morning band that is placed horizontally across the middle of the badge. The black mourning band is NOT placed diagonally on the badge or on the hat badge in any fashion. No civilian type-mourning device, such as a black armband or a boutonniere, is permissible.

Non-uniform personnel attending any departmental funeral will wear court appearance attire with their badges, suitably banded, displayed on an outer garment. For those non-uniform personnel who may be wearing hats, whenever a command of "Present Arms" is given, they should remove their hat and place it over the heart with the right hand.

All Officers shall ensure that their personnel are adequately inspected prior to those members responding for a funeral detail. Members of the Honor Guard have been directed to approach any member of the department who appears to be in a uniform inconsistent with the funeral detail and advise then to correct it immediately.

Casket Teams:

Moving in the Church

As the Casket Team enters the sanctuary, the first two pair of members will remove their hats, in unison, by reaching to the brim of their hats with their right hands and placing the hat under the left arm, with the left arm bent so that the forearm is approximately at a forty-five degree angle. Generally, this will be done as the Casket Team follows-the clergy into the sanctuary followed by the funeral director with the casket. On some occasions, it will develop that the Casket Team will be entering the sanctuary significantly after the casket has been placed near the altar. In that case, the Casket Team will enter in reverse of the normal order, with the commander in the rear, so that it will not be necessary for the Team to re-configure itself upon leaving the sanctuary.

Prior to entering the sanctuary, the commander will have ascertained where the Casket Team is to be seated. Usually, this will be in the first, or first and second pews, on the left of the center aisle. Note that in the case of using only one pew, the member on the left of the first pair of members will enter the pew first. As a general rule, the second and third pair, or ranks, of members will imitate the actions of the first in any situation where the configuration of the Casket Team is altered in a minor way. For example, should the Team, without the casket, be confronted with a passageway that is slightly too narrow for the passage of two members abreast, the member on the left shall slightly precede the member on the right. The members in the second and third ranks will also pass through that spot with the member on the left slightly preceding the member on the right.

On some occasions, when the Casket Team has entered the sanctuary with the commander in the 'front, it will be possible for the Casket Team to exit the pews to the left and cross in front of the altar to the center aisle. This is desirable so that it will be possible to avoid having to re-configure the Casket Team at the rear of the church. In the event of a line-of-duty funeral, the Casket Team will only move the casket.

When the casket is placed on a truck, the procedure for moving is for the commander to move to the front (foot end) of the casket and for the pull-man to move to the rear (head end). The commander, facing forward--away from the casket--will place his hands on the corners of the casket just prior to moving as a signal to the pull-man that movement is imminent. The commander will then give a deep nod of his head and the casket will begin to move. In the event that this movement is inside a church or chapel, the Team will have previously removed their hats together. The commander and the pull-man will hand their hats to the middle member next to them before moving into position at the end of the casket. After the casket moves past them, the remaining members of the Team, under the direction of a designated member, will follow the casket, filling in the spaces left by the commander and pull-man. The actual manner of getting the Casket Team into the pews, at this point, will vary according to the configuration of the church.

When the Casket Team moves into the pews, they will halt automatically when the lead member,

usually the pull-man, has reached the point where there is sufficient space for the remainder of the Team behind him. The Team will remain facing in the direction of March until hearing the audible signal of the click of the heals of the commander at which time they shall face the front of the sanctuary in unison. (In some instances, there will not be sufficient space available and the Team will be forced to face the front of the sanctuary.) The Casket Team will be seated, in unison, using the same audible signal. From this point, the Casket Team will act as any other group of individuals in the service.

To exit the church, the Casket Team will, basically, reverse whatever process by which they got into the pews.

At a line-of-duty funeral, where practical, it is desirable for the Casket Team to render the department's final respects to the deceased. (The most favorable conditions for this exist when an open casket viewing is being held immediately prior to the funeral service. This can then be done as a means for the Casket Team to take their seats.) This is done by the Team approaching the casket from the center aisle in single-file in the order in which they will enter the pew or pews. The first member will proceed down the aisle with the second member approximately twelve paces behind him. The first member will approach the right end of the casket, halt, and render a salute to the flag that drapes the lower half. (Should the second member come into close proximity, he will halt at the first pew and wait for the first member to move to the side.) After the salute is dropped, he will take to left steps and halt. The second member will be moving into the position just vacated at the same time. The first member will reach to the brim of his hat simultaneously with the second member rendering his salute. As the second member drops his salute, the first member will remove his hat and place it under his left arm. The first member will then about face and take his place in the pews, while the second member takes two left steps and the third member steps into the spot at the right end of the casket. This procedure will be repeated until all members are seated.

Moving outside the Church

When the Casket Team is moving outside the church without the casket, the specific direction will be determined by either the pull-man or commander, whom ever may be at the leading end, without command.

In the event that the Casket Team should pass the hearse while it contains a casket draped with the National Color, the commander of the Team shall see that a salute is rendered on behalf of the Team.

At the grave site

If possible, an unassigned member of the Honor Guard will be positioned near the rear of the hearse for the purpose of signaling to the Casket Team that the family is ready for the Casket Team to approach.

It is the tradition of the Honor Guard for the Casket Team to remain with the casket for the duration of the gravesite service, even when there is no flag to be folded. The presiding clergyman and funeral

director should be made aware of this fact in order to avoid unnecessary delay in seating the family.

Color Guard:

General movement

The Color Team does not execute facing movements, except in extraordinary circumstances. In this way, there is never a danger of inadvertently placing the National Color in an inappropriate position.

Presenting Colors

The majority of times, colors will be moved into position for either posting or presenting in single file. This may be done at either "port, shoulder arms or with flag belts," but usually will be done at port due to low ceilings, poor visibility as it relates to irregular marching surfaces or other peculiarities of a particular site. The Color Guard leader will have previously surveyed the place where the colors are to be presented in order to determine the proper stopping spot. At the time of presentation, the right Color Guard member will begin to mark time at the pre-determined spot, and automatically turn to face the audience. The remainder of the color team will mark time and pivot automatically as they get into position. After the presentation, the color team will move off in the same form that they used to get into position (either single file or abreast).

Posting Colors

Generally, presentations will take place in front of the stage or head table. After the presentation, the colors will be moved in single-file to the place where they will be posted, which will generally be toward the rear of the stage or behind whatever seating may be facing the audience. The right color guard will come to his pre-determined spot and, without turning from the direction of march, will begin to mark time. The remainder of the color team will also mark time. The commander will give the command, "Colors" on a left foot, and starting with the next right, the flag bearers will turn ninety degrees to the left and automatically halt on the fourth count. The colors will then be posted using a series of' "ready two" commands, (Prepare Colors and Post Colors) upon which the following actions will be taken: (1) the flags will be moved from the position of which they were marched in to immediately in front of the individual flag bearer and over the flag base; (2) the flags will be placed into the bases; (3) flags will be turned so that the eagle and spears are straightened with the seam of the flag along the, back of the pole; (4) flags will be "fluffed" so that they are draped from upper left to lower right, when viewed from the front, with the tassels in front; (5) flag bearers arms are outstretched, straight from the shoulder with the palms down and (6) lowered slowly to the sides. Upon the command, "Colors", the Team will mark time for four counts, with the flag bearers simultaneously turning ninety degrees to the right, and step off on the fifth count, again in single-file.

In the event the colors will be presented and posted at the same position, the previous scenario will apply.

There will be some occasions, usually when colors are posted in front of a stage where their presence in the center would obstruct the view, when it will be necessary to split the flags, placing two of them

at or near each end of the stage. In order to accomplish this, the color team will approach the places for posting as usual, but the fire department flag will halt near the audience right and mark time while the preceding remainder of the Team proceeds to the audience left, where they will mark time until the unit is halted together. For the Color Guard to reform, after the command "Colors", the leading members of the Team will continue to mark time while the trailing members will-step off until the Team is reunited.

Retiring colors

For the purpose of retiring colors, the Color Guard will approach in single-file. When the right member reaches his pre-determined spot, he will begin to mark time until the commander gives the command, "Colors" on a left foot. As before, on the next right foot, the flag bearers will execute a ninety-degree turn to the right. Again, with a series of "Ready Two" commands, the following actions will be taken: (1) taking hold of the flags; (2) removing the flags from the bases; and (3) moving the flags to the position of in which they were marched in. On the command of "Colors," the flag bearers will execute a ninety-degree turn to the right and the Team will step off on the fifth-count. In the event that the Color Team has been split, it will be necessary for the leading members to mark time for a pre-determined number of counts while the trailing members rejoin them.

Miscellaneous

Due to the very nature of the Honor Guard, we strictly adhere to the provisions of the Honor Guard Manual. Therefore, any stipulation against smoking in public, wearing of the uniform hat, or any other appearance-related matter is to be rigorously followed.

Non-prescription sunglasses are not to be worn in any Honor Guard formation.

White gloves, when carried, will be secured in the right hand. When the overcoat is worn, gloves will be secured in the front of the coat by the belt with the fingers looping over the top of the belt.

It is the responsibility of any member of the Honor Guard to, upon being made aware of the presence of a member of the deceased family, a "survivor," to see that the "survivor" is rendered special attention and whatever assistance they may require or desire.

As it is one of our main goals to make anything we do "look professional," practically anytime that we move in public, it will be marching in a formation.

Establish liaison with police department. Request that the police department assist with the following:

- Request police to provide detail in marked car at deceased house during entire funeral period.
- Request that police have representative at any planning meeting. They can assist with logistical coordination including traffic, crowd control, out-of-town fire fighters, parking, etc.

Period Of Mourning And Honor

After notification of line-of-duty death is completed, flags at all City of Oneida properties. Should be

lowered to half-staff in honor of fallen fire fighter.

Flags at jurisdiction's properties should remain at half-staff from date of death through the day of committal.

Flags at the fire station should remain at half-staff for a period of 30 days. Funeral bunting, if used, should also remain on fire station for 30 days.

After notification of line-of-duty death is completed, badge covers should be placed across the face of each member's badge. Badge cover should remain for 30 days.

Bell Ceremony And Prayer

The ringing of the bell and the Fire Fighter's Prayer are two traditions of the fire service which reflect respect and honor to those who gave their lives to their duty. The ringing of the bell represents the end of the emergency and the return to quarters, and is usually three rings of the bell, three times.

Both are provided for local adoption.

BELL CEREMONY

The men and women of today's fire service are confronted with a more dangerous work environment than ever before. We are forced to continually change our strategies and tactics to accomplish our tasks. Our methods may change, but our goals remain the same as they were in the past, to save lives and to protect property, sometimes at a terrible cost. This is what we do, this is our chosen profession, this is the tradition of the fire fighter. The fire service of today is ever changing, but is steeped in traditions 200 years old. One such tradition is the sound of a bell.

In the past, as fire fighters began their tour of duty, it was the bell that signaled the beginning of that day's shift. Throughout the day and night, each alarm was sounded by a bell, which summoned these brave souls to fight fires and to place their lives in jeopardy for the good of their fellow citizen. And when the fire was out and the alarm had come to an end, it was the bell that signaled to all the completion of that call. When a fire fighter had died in the line of duty, paying the supreme sacrifice, it was the mournful toll of the bell that solemnly announced a comrade's passing.

We utilize these traditions as symbols, which reflect honor and respect on those who have given so much and who have served so well. To symbolize the devotion that these brave souls had for their duty, a special signal of three rings, three times each, represents the end of our comrades' duties and that they will be returning to quarters. And so, to those who have selflessly given their lives for the good of their fellow man, their tasks completed, their duties well done, to our comrades, their last alarm, they are going home.

Oneida Fire Department Ceremonial Procedures 1.3.3 SOP SOG Best Practices Guideline, for more information on bell ceremony. (5-5-5)

FIRE FIGHTER'S PRAYER

When I am called to duty, God
Wherever flames may rage
Give me strength to save a life
Whatever be its age.
Let me embrace a little child
Before it is too late
Or save an older person from
The horror of that fate.
Enable me to be alert
And hear the weakest shout,
and quickly and efficiently
To put the fire out.
I want to fill my calling
To give the best in me,
To guard my friend and neighbor
And protect their property.
And, if, according to your will,
While on duty I must answer death's call;
Bless with your protecting hand
My family, one and all

Bell Ceremony

Throughout most of history,
The life of a firefighter has been closely associated with the ringing of a bell.
As (he/she "firefighter name") began her tour of duty, it was the bell that started the shift.
Throughout the day and night, each alarm was sounded by a bell,
which called (him/her "firefighter name") to duty and to place his/her life in jeopardy for the good of his fellow man.
And when the call had ended, and the alarm was completed, it was the bell that rang five times to signal the end.
And now our Sister/Brother

_____

has completed his/her task, her duties well done, and the bell rings five times followed by a pause, five times followed by a pause and five times in memory of and in tribute to his/her life and service.

Detail Officer calls firefighters to attention
Color Guard and / or firefighters called to present arms
Bell is solemnly struck five times for three cycles; pausing in between strikes and cycles.
Color Guard and / or firefighters called to order arms
Piper plays Amazing Grace

1.3.5 EMPLOYEE APPRAISAL POLICY

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Employee Appraisal Policy	**SECTION / TOPIC: General Administration**
Number: 1.3.5	**Date Issued: April 10, 2014**
Number of Pages: 9	**Revised Date: October 16, 2015**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: Lieutenant Scott Jones	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

None

NFPA	
NIMS	

2.0 PURPOSE

The purpose of this policy is to provide the procedures to perform evaluations of fire officer and firefighter performance.

Forms are located in the "training" organizer in the training room.

3.0 SCOPE

Probationary Firefighter Appraisal-
One month prior to the end of a firefighter's probationary period, their assigned officer shall conduct an appraisal, along with an appraisal from the training division. The probationary period is twelve (12) months from the date of hire. The final evaluation ***WILL*** take place on the individules eleventh (11th) month anniversary date. In addition to completing the appraisal, the officer shall draft a letter to the chief stating that the individual has completed their probationary period requirements and recommend removing the individual from probation ***or*** recommend removing the individual from employment with the City of Oneida Fire Department. The assigned officer shall perform an appraisal on all probationary firefighters every other month and submit these reports to the Assistant Chief by the first Friday of the month. If the officer feels the probationary firefighter is ready for clearance for the callback list, he should state such on the monthly evaulation and advise the training division, so they may come in and evaulate the individual for clearance.

Annual Firefighter Appraisal-
It is the responsibility of the Deputy Chief to schedule their firefighter's and Lieutenants appraisal. If delagated the Deputy Chief may assign the Lieutenant to conduct the firefighter's appraosals. All appraisals must be completed no later than December 15 of each year and submitted to the Assistant Chief.

Special Firefighter Appraisals-
This appraisal shall be used as a means to evaluate a firefighter's performance whenever they have a conditional probationary period, or in the opinion of the officer, the firefighter needs to improve his/her performance.

Annual Fire Officer Appraisal-
Deputy Chiefs (for Lieutenants) or Chief (for Deputy Chiefs) shall conduct an appraisal. It is the responsibility of the ranking officers to schedule their firefighter's appraisal. All appraisals must be completed no later than December 15 of each year and submitted to the Assistant Chief.

Special Fire Officer Appraisal-
This appraisal shall be used as a means to evaluate a fire officer's performance whenever they change rank, have a conditional probationary period, or in the opinion of the ranking officers that the subordinate fire officer needs to improve his/her performance.

4.0 CONDUCTING THE APPRAISAL

The Assistant Chief will meet with the Officers who perform the appraisals prior to it being conducted to answer any questions regarding the process if needed. After the evaluations are finished, the Assistant Chief may meet again to discuss the completed evaluations with the Officers. This may be done as a general review or if it is felt that the evaluations were incomplete or if there is posibility for improvement with future evaluations.

The officer should provide the Supervisory Supplement form to the subordinate which should be turned in to the officer at least one week before the appraisal. After the officer conducting the appraisal receives the Supervisory Supplement self-evaluation form, the officer will review the form and complete the department's evaluation sheet. At a mutually agreed upon time and location, the officer and subordinate will meet to discuss the evaluation. The components of the evaluation will be based on a scale of "unsatisfactory" to "excellent". The officer will discuss any and all items that fall into the category of "unsatisfactory" or "needs improvement", making recommendations with timelines to what the subordinate may do to improve their performance. The evaluation sheet also has space for those excellent or far exceeding requirements demonstarted by the subordinate. After the officer and subordinate clearly understand identified expectations, the officer shall forward the forms to the Assistant Fire Chief. The documents will remain confidential, but will be reviewed by the Assistant Fire Chief and Fire Chief, then placed in an employee's file. It will be the responsibility of the Assistant Fire Chief to make sure the proper signatures are obtained. After all signatures have been obtained a copy will be made for the firefighter before being placed in the employee's file. In the event of shift transfers, the pervious year's appraisals may be reviewed by the receiving shifts Deputy Fire Chief.

Rating Scale 1 to 5

1- **Unsatifactory: <u>Immediate improvement required</u>**
Employee requires immediate remediation to include counseling, training, and written prescriptive remedy. Documentation must identify the employee's awareness that performance must improve within 6 months or disciplinary action may follow.

2- **Needs Improvement: <u>Improvement required</u>**
Employee requires remediation to include conunseling and training to raise performance to satisfactory level. Documentation must include the employee's awareness that a prescriptive remedy may be considered if performance does not improve within 6 months.

3- **Satisfactory: <u>Improvement encouraged</u>**
Employee performs at satisfactory level (average). Documentation should include the employee's awareness that improvement is encouraged.

4- **Above Average: <u>No improvement expected</u>**
Employee performs above satisfactory levels (above average) consistently. Documentation must include positive, remarkable traits that are exhibited frequently.

5- **Excellent: <u>Improvement is unattainable</u>**
Employee performs above and beyond the standard of above average (4). Documentation must specifically include how the employee exceeds the rating of 4.

N/A: <u>Not applicable</u>
Employee had no opportunity to perform identified objective.

City of Oneida Fire Department

Firefighter Performance Appraisal

Name: _____ Shift #:_____ Date: _____

Evaluation Period: ___/___/_____ to ___/___/_____

Evaluation Type (circle one) Probation Annual Special Evaluated By [] Chief [] AC [] DC [] LT

Enter the appropriate number in the box after each of the following categories: *Fractional scores of ¼ point may be used*

(1) Unsatisfactory (2) Needs Improvement (3) Satisfactory (4) Above Average (5) Excellent

Teamwork			**Leadership**
Works well with other firefighters and officers. Actively solicits input from team members. Places the success and recognition of the team above personal gain.			Ability to direct actions of subordinates when appropriate and demonstrates willingness to take a leadership role when warranted.
Communications			**Utilization of Resources**
Communicates openly and honestly with employees, peers and the public. Listens before speaking. Is receptive to points of view that may differ from his/her own. Consistency in communicating expectations, giving feedback to employees and keeping supervisors and peers informed.			Demonstrates an awareness of Department/City resources.
			Involvement with Department
			Willingness to work extra time to accomplish tasks. Involved in making various department programs successful
Job Knowledge/Technical Competence			**Initiative/Dependability**
Possess sufficient knowledge and skills to perform all parts of the job effectively and efficiently, safely, and independently. Willing to acquire new and develop current knowledge.			Willingness to take on extra projects or responsibilities, seeks to surpass performance expectations. Ability to complete assigned duties without direct supervision.
SCBA			**Appearance/Uniform**
Familiarity and use of scba			Conforms to uniform policies established by the Department, On-duty uniform and appearance shall represent the professional nature of the Oneida Fire Department.
General Firefighting Knowledge			
Knowledge of firefighting tactics and strategy, ventilation, overhaul, EMS, etc.			
Training			**Apparatus operation**
Seeks to understand and improve their strengths and weaknesses, willing ness to participate in department training.			Ability to maneuver dept. vehicles safely and efficiently, apparatus placement, effectively operates fire pumps and aerial devices.
Safety			
Ability to perform tasks safely, recognize and correct unsafe situations			**Knowledge of Response Area**
			Knowledge of streets, block numbers, target hazards, sprinklered buildings, Knox box locations etc.
Attitude			**Emergency Work**
Attitude toward the job, supervisor(s) and City administration, training, etc.			Ability to follow orders and work with initiative when appropriate on emergency incident.
			Documentation and Reports
Pump Operations			Completes with a degree of accuracy, thoroughness, neatness and punctuality in maintaining records and making reports
Proficiently operates fire pumps , accounts for friction loss and ability to obtain and sustain a draft effectively			
Integrity			**Communication Equipment/**
Operates with high moral standards and a sense of duty and responsibility. Accepts responsibility for his/her actions. Maintains confidentiality where appropriate.			Operation and understanding of Department radios, paging system and Phones.
			Sick leave
Policies and procedures			Hours used during evaluation period_____
Understands dept. policies and regulations/ enforces them consistently and in a timely manner			**Punctuality**
			Promptness in carrying out orders, ability to complete assigned tasks in a timely manner
Public Relations			**Physical Fitness**
Ability to meet and handle the public when required. Treats everyone with dignity and respect			Maintains the physical abilities necessary to perform the duties of the position.

Describe the employee's greatest strenghts in performing his/her job, plus any additional comment on the employee's strenghts.

Describe the area in which the employee's self-improvement efforts would be most beneficially directed, plus any additional comments to help the employee toward reaching his/her potential. Comments may be positive in nature rather than critical.

List any specific outstanding contributions the employee has made during evaluation period.

Recommended training for future period.

Comments from conference with employee.

_____ _____ _____
Employee signature Date Average Score

_____ _____
Evaluating Officer Date

_____ _____ _____ _____
Assistant Fire Chief Date Fire Chief Date

Date to Employee File:_____

Firefighter Self-Assessment – Supervisory Supplement (*provide one month before scheduled appraisal)*

Employee name: _____ Position: _____

Supervisor name: _____ Position: _____

Reason for report:

Probation ☐ Special ☐

Annual ☐ Self evaluation ☐

Firefighter should score (circle value him/herself and provide a brief rationale for the score	Far Exceeds *Examples following*	Consistently Exceeds	Consistently Meets	Usually Meets, Occasionally Below	Unacceptable *Explanation Following*
Job Requirement					
EMPLOYEE DEVELOPMENT	5	4	3	2	1
Effectiveness in helping peers develop their abilities to improve their performance, including emergency operations, assigned duties, safety, training and physical fitness					
PLANNING AND ORGANIZATION	5	4	3	2	1
Effectiveness in setting goals for self and peers (as appropriate) and in organizing resources to meet these goals					
MONITORING AND CONTROL	5	4	3	2	1
Effectiveness in evaluating how well self and peers are meeting goals and in making modifications to improve performance					
ONGOING COMMUNICATION	5	4	3	2	1
Consistency in communicating expectation and giving feedback to employees and keeping peers and supervisors informed					
COMMUNCATION SKILLS	5	4	3	2	1
Effectiveness in conveying ideas and information orally and in writing in an accurate and understandable manner. Effectiveness in making others feel listened to.					
LEADERSHIP	5	4	3	2	1
Effectiveness in motivating peers through delegation of responsibility and accountability. Effectiveness in teaching personal work habits and attitudes through example.					
FAIRNESS & CONSISTENCY	5	4	3	2	1
Effectiveness in dealing with peers and supervisors in a manner that is reasonable and predictable.					
PROBLEM ANALYSIS & DECISION MAKING	5	4	3	2	1
Effectiveness in gathering and assessing information and making prompt, effective and (if appropriate) creative decisions.					
RESULTS ORIENTATION	5	4	3	2	1
Effectiveness in getting the job done.					

Use additional pages if necessary to sufficiently describe requirements.

City of Oneida Fire Department

Probationary Firefighter Performance Appraisal

Name: _____ Shift #:_____ Date: _____

Evaluation Period: ___/___/_____ to ___/___/_____

Evaluated By [] Officer _____ [] Training Division _____

Enter the appropriate number in the box after each of the following categories: *Fractional scores of ¼ point may be used*

(1) Unsatisfactory (2) Needs Improvement (3) Satisfactory (4) Above Average (5) Excellent

Chain of Command		**City Streets**	
Station Duties		**District Lines**	
Paging System /Apparatus Paging		**Knox Box Locations**	
Answering Phones		**Hydrant Locations**	
Watch Desk /Notifications/Log Books		**Making Hydrant Connection**	
Shift Recall/ Department Recall		**Foam System / Eductor**	
Image Trend PCR/BFIR/RPS		**Saw Operation / Use**	
Department Best Practices Guidelines		**Probationary Firefighter Duties**	
Personal Protective Equipment		**Tailgater Responsibilities**	
SBCA Doning & Doffing		**Driver Responsibilities 1st Engine**	
Portable Radio Use		**Driver Responsibilities 2nd Engine**	
Bailout System		**Driver Responsibilities Tower Ladder**	
Response Guidelines		**Nozzle Man Responsibilities**	
Thermal Imaging Cameras		**Backup Firefighter Responsibilities**	
Cascade System		**Officer Responsibilities**	
Gas Detector		**Hose Loads / Hose Lengths**	
Apparatus Driving		**Fire & EMS Training Requirments**	
Safety Oriented		**Highrise Pack**	

Search and Rescue Procedures		**Basic Vital Signs**	
MAYDAY Procedures		**Defibulator**	
Standpipe Operations		**O2 Mask Set up**	
Hydraulic Tool Operation		**Oxygen Fill Station**	
Wildland Firefighting Setup			
Portable Pump Operation			
Opticom Use / Locations			
Mutual Aid Response			
RIT Operations			
Ventalation/ PPV Fan Setup			
Tower 297		**Engine 291**	
Driving / Placement		**Driving / Placement**	
Pump Operation/Nozzle Pressure		**Pump Operation/Nozzle Pressure**	
Set up		**Drafting**	
Operation at Turntable		**Hydraulic Generator**	
Operation in Bucket		**Foam Types, Use, Setup**	
Equipment Locations		**Equipment Locations**	
Equipment Use		**Equipment Use**	
Generator Use		**Preventative Maintenance**	
Bucket Air System			
Preventative Maintenance			
Engine 292		**Engine 293**	
Driving / Placement		**Driving / Placement**	
Pump Operation/Nozzle Pressure		**Pump Operation/Nozzle Pressure**	
Setup		**Drafting**	
Generator		**Hydraulic Generator**	
Foam Types, Use, Setup		**Foam Types, Use, Setup**	
Equipment Locations		**Equipment Locations**	
Equipment Use		**Equipment Use**	
Boom Operation		**Preventative Maintenance**	
Preventative Maintenance			

Employee Remarks;

1.3.5 EMPLOYEE APPRAISAL POLICY

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Employee Appraisal Policy	**SECTION / TOPIC: General Administration**
Number: 1.3.5	**Date Issued: April 10, 2014**
Number of Pages: 7	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: Lieutenant Scott Jones	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

None

NFPA	
NIMS	

2.0 PURPOSE

The purpose of this policy is to provide the procedures to perform evaluations of fire officer and firefighter performance.

Forms are located in the "training" organizer in the locker room.

3.0 SCOPE

Probationary Firefighter Appraisal- One month prior to the end of a firefighter's probationary period, their assigned officer shall conduct an appraisal, along with an appraisal from the training division. The probationary period is twelve (12) months from the date of hire. The final evaluation ***WILL*** take place on the individules eleventh (11th) month anniversary date. In addition to completing the appraisal, the officer shall draft a letter to the chief stating that the individual has completed their probationary period requirements and recommend removing the individual from probation ***or*** recommend removing the individual from employment with the City of Oneida Fire Department. The assigned officer shall perform an appraisal on all probationary firefighters every other month and submit these reports to the Assistant Chief by the first Friday of the month. If the officer feels the probationary firefighter is ready for clearance for the callback list, he should state such on the monthly evaulation and advise the training division, so they may come in and evaulate the individual for clearance.

Semi-Annual Firefighter Appraisal- The Deputy Chief shall conduct an appraisal. It is the responsibility of the Deputy Chief to schedule their firefighter's and Lieutenants appraisal. All appraisals must be completed no later than June 15 of each year and submitted to the Assistant Chief.

Annual Firefighter Appraisal- The Lieutenants shall conduct an appraisal. It is the responsibility of the Lieutenants to schedule their firefighter's appraisal. All appraisals must be completed no later than December 15 of each year and submitted to the Assistant Chief.

Special Firefighter Appraisals- This appraisal shall be used as a means to evaluate a firefighter's performance whenever they have a conditional probationary period, or in the opinion of the officer, the firefighter needs to improve his/her performance.

Semi-Annual Fire Officer Appraisal- Deputy Chiefs (for Lieutenants) or Chief (for Deputy Chiefs) shall conduct an appraisal. It is the responsibility of the ranking officers to schedule their firefighter's appraisal. All appraisals must be completed no later than June 15 of each year and submitted to the Assistant Chief.

Annual Fire Officer Appraisal- Deputy Chiefs (for Lieutenants) or Chief (for Deputy Chiefs) shall conduct an appraisal. It is the responsibility of the ranking officers to schedule their firefighter's appraisal. All appraisals must be completed no later than December 15 of each year and submitted to the Assistant Chief.

Special Fire Officer Appraisal- This appraisal shall be used as a means to evaluate a fire officer's performance whenever they change rank, have a conditional probationary period, or in the opinion of the ranking officers that the subordinate fire officer needs to improve his/her performance.

4.0 CONDUCTING THE APPRAISAL

The officer should provide the Supervisory Supplement form to the subordinate which should be turned in to the officer at least one week before the appraisal. After the officer conducting the appraisal receives the Supervisory Supplement self-evaluation form, the officer will review the form and complete the department's evaluation sheet. At a mutually agreed upon time and location, the officer and subordinate will meet to discuss the evaluation. The components of the evaluation will be based on a scale of "unsatisfactory" to "excellent". The officer will discuss any and all items that fall into the category of "unsatisfactory" or "needs improvement", making recommendations with timelines to what the subordinate may do to improve their performance. The evaluation sheet also has space for those excellent or far exceeding requirements demonstarted by the subordinate. After the officer and subordinate clearly understand identified expectations, the officer shall forward the forms to the Assistant Fire Chief. The documents will remain confidential, but will be reviewed by the Assistant Fire Chief and Fire Chief, then placed in an employee's file. It will be the responsibility of the Assistant Fire Chief to make sure the proper signatures are obtained. After all signatures have been obtained a copy will be made for the firefighter before being placed in the employee's file. In the event of shift transfers, the pervious year's appraisals may be reviewed by the receiving shifts Deputy Fire Chief.

Rating Scale 1 to 5

1- **Unsatifactory: <u>Immediate improvement required</u>**
Employee requires immediate remediation to include counseling, training, and written prescriptive remedy. Documentation must identify the employee's awareness that performance must improve within 6 months or disciplinary action may follow.

2- **Needs Improvement: <u>Improvement required</u>**
Employee requires remediation to include conunseling and training to raise performance to satisfactory level. Documentation must include the employee's awareness that a prescriptive remedy may be considered if performance does not improve within 6 months.

3- **Satisfactory: <u>Improvement encouraged</u>**
Employee performs at satisfactory level (average). Documentation should include the employee's awareness that improvement is encouraged.

4- **Above Average: <u>No improvement expected</u>**
Employee performs above satisfactory levels (above average) consistently. Documentation must include positive, remarkable traits that are exhibited frequently.

5- **Excellent: <u>Improvement is unattainable</u>**
Employee performs above and beyond the standard of above average (4). Documentation must specifically include how the employee exceeds the rating of 4.

N/A: <u>Not applicable</u>
Employee had no opportunity to perform identified objective.

City of Oneida Fire Department

Firefighter Performance Appraisal

Name:_____ Shift #:_____ Date:_____

Evaluation Period: ___/___/_____ to ___/___/_____

Evaluation Type (circle one) Probation Semi-Annual Annual Special

Enter the appropriate number in the box after each of the following categories: *Fractional scores of ¼ point may be used*

(1) Unsatisfactory (2) Needs Improvement (3) Satisfactory (4) Above Average (5) Excellent

Teamwork			**Leadership**	
Works well with other firefighters and officers. Actively solicits input from team members, seeks to understand and improve their own unique strengths, engage others in discovering the best solution to problems. Is receptive to points of view that may differ from his/her own. Seeks to work collaboratively to achieve the best outcome for all concerned. Places the success and recognition of the team above personal gain.			Ability to direct actions of subordinate when appropriate and demonstrates willingness to take a leadership role when warranted.	
			Utilization of Resources	
			Demonstrates an awareness of Department/City resources and endeavors to manage resources to their best use	
			Involvement with Department	
			Willingness to take on extra projects or the extra responsibility involved in making various department programs successful.	
Job Knowledge/Technical Competence			**Initiative/Dependability**	
Possess sufficient knowledge and skills to perform all parts of the job effectively and efficiently, safely, and independently. Willing to acquire new and develop current knowledge critical to effective future performance. Understands City policies and regulations and enforces them consistently and in a timely manner. Keeps accurate records and documents actions			Conforms to policies established by the Department, following all rules, regulations and policies. Follows proper procedures in operations, etc. Follows orders in a timely manner.	
			Appearance/Uniform	
			Conforms to uniform policies established by the Department, following all rules, regulations and policies. On-duty uniform and appearance shall represent the professional nature of the Oneida Fire Department.	
General Firefighting Knowledge				
Knowledge of firefighting tactics and strategy, ventilation, overhaul, EMS, etc.				
Training			**Communications**	
Ability to plan, organize and conduct diversified training exercises him/herself as well as through qualified outside instructors; meeting the required number and types of drills.			Communicates openly and honestly with employees supervised, peers and the public. Builds rapport by being available and receptive to questions and feedback. Listens before speaking. Seeks to understand other's point of view before expressing his/her position.	
Excellence				
Seeks to surpass performance expectation. Consistently gives "a little bit more." Is attentive to citizens' and team members' needs and expectations.			**Knowledge of Response Area**	
			Knowledge of streets, block numbers, target hazards, sprinklered buildings, etc	
Attitude/Cooperation			**Emergency Work**	
Attitude toward the job, supervisor(s) and City administration, training, etc.: support of City and department policies. Treats everyone with dignity and respect.			Ability to follow orders and work with initiative when appropriate on emergency incident.	
			Fire Department Manuals/Records and Reports	
Attendance				
Willingness to work extra time to accomplish tasks. Meets the minimum participation requirements. Sick leave hours used during period.			Knowledge of procedures, rules and regulations, guidelines for special emergencies, training manuals, etc. Degree of accuracy, thoroughness, neatness and punctuality in maintaining records and making out reports	
Integrity			**Communication**	
Operates with high moral standards and a sense of duty and responsibility. Keeps commitments. Accepts responsibility for his/her actions. Does not seek to blame or discredit others. Is open minded with regard to the ethnic, cultural and demographical diversity represented by the City's employment and the citizenry. Maintains confidentiality where appropriate.			Effective in conveying ideas and information orally and in writing in an accurate and understandable manner. Consistency in communicating expectations, giving feedback to employees and keeping supervisors and peers informed.	
			Punctuality	
			Promptness in carrying out orders, doing routines or required jobs and observance of working hours.	
Public Relations			**Physical Fitness**	
Ability to meet and handle the public when required by the assignment.			Maintains the physical abilities necessary to perform the duties of the position.	

Describe the employee's greatest strengths in performing his/her job, plus any additional comments on the employee's strengths

Describe the area in which the employee's self-improvement efforts would be most beneficially directed, plus any additional comments to help the employee toward reaching his/her potential. Comments may be positive in nature rather than critical.

List any specific outstanding contributions the employee has made during evaluation period.

Recommended training for future period.

Comments from conference with employee.

Employee signature _____ Date _____ Score _____

Lieutenant _____ Date _____

Deputy Fire Chief _____ Date _____ Fire Chief _____ Date _____

Date to Employee File:_____

Firefighter Self-Assessment – Supervisory Supplement (*provide one month before scheduled appraisal)*

Employee name:_____ Position:_____

Supervisor name:_____ Position:_____

Reason for report:

Probation ☐ Semi-Annual ☐

Annual ☐ Self evaluation ☐

Firefighter should score (circle value him/herself and provide a brief rationale for the score	Far Exceeds *Examples following*	Consistently Exceeds	Consistently Meets	Usually Meets, Occasionally Below	Unacceptable *Explanation Following*
Job Requirement					
EMPLOYEE DEVELOPMENT	5	4	3	2	1
Effectiveness in helping peers develop their abilities to improve their performance, including emergency operations, assigned duties, safety, training and physical fitness					
PLANNING AND ORGANIZATION	5	4	3	2	1
Effectiveness in setting goals for self and peers (as appropriate) and in organizing resources to meet these goals					
MONITORING AND CONTROL	5	4	3	2	1
Effectiveness in evaluating how well self and peers are meeting goals and in making modifications to improve performance					
ONGOING COMMUNICATION	5	4	3	2	1
Consistency in communicating expectation and giving feedback to employees and keeping peers and supervisors informed					
COMMUNCATION SKILLS	5	4	3	2	1
Effectiveness in conveying ideas and information orally and in writing in an accurate and understandable manner. Effectiveness in making others feel listened to.					
LEADERSHIP	5	4	3	2	1
Effectiveness in motivating peers through delegation of responsibility and accountability. Effectiveness in teaching personal work habits and attitudes through example.					
FAIRNESS & CONSISTENCY	5	4	3	2	1
Effectiveness in dealing with peers and supervisors in a manner that is reasonable and predictable.					
PROBLEM ANALYSIS & DECISION MAKING	5	4	3	2	1
Effectiveness in gathering and assessing information and making prompt, effective and (if appropriate) creative decisions.					
RESULTS ORIENTATION	5	4	3	2	1
Effectiveness in getting the job done.					

Use additional pages if necessary to sufficiently describe requirements.

Employee Remarks;

1.3.6 PUBLIC RELATIONS / CUSTOMER SERVICE

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Public Relations / Customer Service	**SECTION / TOPIC: General Administration**
Number: 1.3.6	**Date Issued: January 4, 2016**
Number of Pages: 6	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: Chief Kevin Salerno	By: Chief Kevin Salerno	By:

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NFPA	
NIMS	

2.0 PURPOSE

This standard operating procedure/guideline addresses customer service strategies, building/maintaining departmental image. The intent of this procedure is to document a common starting point for the execution of standard customer service behaviors in fairly standard situations. When standard situations do not exist, this procedure is intended to serve as a basis for the organization to creatively invent solutions through customer service empowerment.

3.0 SCOPE

This SOP/SOG pertains to all personnel in this organization.

4.0 DEFINITIONS

These definitions are pertinent to this SOP/SOG.

5.0 GENERAL USE PROCEDURES

Customer Service Strategies: History / Value Of Our Customer Service Program

Our History in Customer Service:

The City of Oneida Fire Department has a long history of providing quality service to our customers, to the citizens of Oneida each year. We respond to over 2,500 calls each year, some calls may seem routine to us but, for the person who called, it is not routine. As professionals we must provide excellent service on each and every call, to each and every customer. Our customer service begins with our respect for and how we treat each other, it never ends. We have an obligation to carry on the tradition of providing the best service possible to those who need our assistance. That philosophy must be continued by each successive generation of City of Oneida Fire Department members.

Definitions:

Webster's New World Dictionary defines the term "customer" both formally and informally. "Customer" is formally defined as "one who buys goods or services," and it's informally defined as "any person with whom one has dealings." Our organization traditionally adopts an informal approach and our organizational vocabulary is simple and informal. The fire department no longer limits its organizational definition of the term "customer" to only its formal interpretation. We have expanded our definition to include any person who receives our services and anyone with whom our members have dealings.

Examples of this expanded definition of our "customers" include:

- The actual service recipient
- Anyone who knows or is closely related to the service recipient (e.g., family, friends, neighbors, pets, etc.),
- The people we encounter, during our workday (e.g., members of other agencies we do business with, residents/vacationers who visit our work place, who see us during our work day, or we pass on the road.).

These people are an integral part of our workday. We want to treat them in a positive way and include them in our customer service action plan. Every interaction with our "customers" is an opportunity to solve their problem and leave an impression that we are proud of.

It is the City of Oneida Fire Department's mission and number one priority to deliver the best customer service possible. "Customer service" is generally defined as "the ability of an organization to consistently give their customers what they want." It is the goal of the City of Oneida Fire Department to go beyond traditional customer service and provide exceptional customer service - where we exceed our customer's expectations. "Exceptional customer service is the result of an explicit, long term, planned out, acted out, and refined organizational approach to service delivery. It requires a personal commitment, as well as, organizational support and leadership.

"Added value" is a phrase we attach to our organizational definition of exceptional customer service.

"Added value" occurs anytime we go beyond our standard quick, effective, nice, customer-centered service to create a feeling that they were the most important customer we served all day. Added value only requires a little extra effort and leaves our customers with the opinion that we care and we're nice. It's the philosophy of the City of Oneida Fire Department to provide "added value service" whenever we have the opportunity.

Our customers, and their problems, do not come with an instruction manual. Exceptional customer service and added value customer service are the result of a refined system where members of the City of Oneida Fire Department are empowered by the organization to operate between the lines to provide caring service with both quality and value. "Empowerment" means "the organization delegates official authority and trusts its members with the power to provide customer service to the level of their abilities and imagination." To determine if you are empowered to perform exceptional added value customer service, ask yourself:

- Is it the right thing for the customer?
- Is it the right thing for the department?
- Is it legal, ethical, and nice?
- Is it safe?
- Is it on your organizational level?
- Is it something you are willing to be accountable for?
- Is it consistent with our department's values and policies?

If the answer to these questions is "yes," then don't ask permission. You are empowered by the organization to "JUST DO IT!"

The Value of a Customer Service Program:

The organizational benefits of providing exceptional customer service, with added value, are numerous. Benefits include:

- Builds positive relationships and trust within our fire department
- Builds positive relationships and trust in our community
- Secures and maintains adequate resources and benefits
- Happy customers, bosses, workers.
- Positive job satisfaction
- Places us in the best position to compete
- It's rewarding to be nice and do nice things
- Doing it right eliminates bad press, liability, and extra paperwork
- It saves lives and property - that's important to our customers
- It's the right thing to do

Our Mission:

The City of Oneida Fire Department is committed to providing the highest level of public safety services for our community. We protect lives and property through fire suppression, emergency medical services, disaster management, fire prevention, and public education. Our priority is to deliver the very best Customer Service to our customers. Our human and technical skills are the foundation of the City of Oneida Fire Department. The balance required to provide all the services our department is committed to delivering is rooted in being well trained and skilled. The value we place on technical and human skills is the same. Membership in the City of Oneida Fire Department Family carries with it a host of responsibilities and expectations. The awareness and commitment to meeting all of them will ensure the fulfillment of our mission.

Our awareness begins with viewing everyone as our customer. It is our job to respond to the needs of our customers. The people who call us with their needs cannot be viewed as interruptions to our work, they are our work. This philosophy will be supported as we develop a simple Customer Service plan, train all our members on that plan, and then trust and depend upon our members to directly execute the plan properly, whenever opportunity occurs.

Nice is the essence of this whole Customer Service philosophy. The addition of "Be" makes it an action plan and allows us to take it to the street. This becomes our mission statement in action. Be nice to customers, to each other, and to yourself. This must become the most powerful value we create.
At an internal level it simply means that we treat everyone with respect, kindness, patience, and consideration. Our diversity must continue to be one of our greatest strengths. On the external level we respond quickly, skillfully, and most important positively to every customer need.

The City of Oneida Fire Department's Customer Service expectation is that everyone and every part of the system handle the customer's situation as an urgent event, from the time we know about it until it's over.

A set of guidelines designed to create a positive public impression include the following:

- Follow SOPs, mission statement, organizational values
- Be professional
- Give the customer your undivided attention
- Take a moment to educate the community about what we do

Customer Service Opportunities:

The City of Oneida Fire Department has expanded its view of the customer to include those observing our actions indirectly. Family members, friends, police, and those in the bleachers watching the show are all potential customer opportunities. This expanded view includes the less-obvious customers such as those we encounter en route to and from our incidents as well as our daily activities. Members can consider a standard service delivery plan for dealing with these extended customers such as; driving in a courteous manner, describing situations-when appropriate to do so, explain actions, determine needs, and provide services necessary to assist customers in reconnecting their lives. Additionally, prior to leaving a scene, members must perform a re-con to ensure all customer service opportunities are met.

We have endless opportunities to consistently create a positive impression, and a memory of added value customer service wherever we are and with whomever we encounter. This can be best accomplished by attempting to execute a standard problem solving approach to every incident to encounter. Since our members are empowered to provide "added value" level Customer Service, we are only limited by our imaginations and ability to creatively problem-solve.

We are human and will find ourselves challenged by tough events and customers at these times we must put on our game face and then orchestrate a standard service delivery performance. In the real world, for those occasions when we don't feel nice, we must act nice. It's our responsibility as professional to solve the customer's problem, even in tough situations. To our advantage, we work in teams and always have the help of each other.

The most important element has not changed - The relationship and feelings that occur between the customer who has a problem or need and the Fire Department member who responds to that need should be encouraged. We hire people who want to help others, assist them in accomplishing that.

MANAGEMENT RESPONSIBILITIES:

- Basic organizational behavior must become customer oriented.
- Need to continue to invest in Human Resources. Customer Service is part of our ongoing developmental process.
- Bosses must take responsibility themselves, expand authority in others, and set the stage for good things to happen.
- The basic management objective is to have our team win because of the coaching and not in spite of it.
- Good coaching is almost invisible to the customer. Good service is enormously obvious.

Support Personnel:

The importance and impact of internal support, resources and relationships is enormous. It is easy to lose track of all the people who work in areas removed from our own. The location of our fire station allows us to provide great service to every inch of our city. Sometimes it is easy to lose perspective on how Fire Department support services actually makes a lot of what we do in the streets possible.

Administrators, Resource Management, training, secretarial staff, medical services personnel, Dispatch and Deployment, and volunteers are working together to enhance the service we deliver to everyone. It is important to remember that how we treat each other is linked to the external service we deliver to our customer.

Awards and Recognition Program:

Awards and rewards have long been associated with the positive motivation of both individuals and teams. They can help motivate an individual or team to perform a task, complete a goal, excel in job performance, and perform outstanding and exceptional customer service. Recognition does not have to be extravagant to be effective. The small ways we say "good job" and "thank you" to each other and our customers goes a long way.

The true rewards come in the way of job satisfaction, continued improvement of work conditions, benefits and wages, political clout and pride in being associated with a quality organization. Over the course of a career, customer service allows us another opportunity to tap into the spirit of doing the right thing and job satisfaction. Positive reinforcement is simple and extremely effective. Positive feedback, even when it merely reinforces that we are doing our jobs helps us feel appreciated and valued. It sends the member the message that the service you provide is important to the City of Oneida Fire Department and the customer. The City of Oneida Fire Department has a variety of resources that allow our members to reward positive behavior and performance at every level, as well as, outside our organization. Telling one another and our customers that they are valued and what they do is important, when genuine, promotes good will – a form of recognition everyone needs for continued success.

Labor's Role and Input:

The most valuable resource of the City of Oneida Fire Department is our membership. It would not be possible to deliver exceptional customer service, with added value, if not for the trust, loyalty, commitment, and unity demonstrated by our members.

Summary:
Customer Service Excellence is the goal of the City of Oneida Fire Department. Accomplishing this goal requires leadership, commitment, planning, practice and creativity, smart application, networking and continual refinement. Our customer experience, insight and expectations help us identify how we can expand, grow and improve. Customer service excellence in concert with being fast, well trained and nice is the only way we can stay on top.

1.3.9 Approved Clothing Items

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Approved Clothing Items	**SECTION / TOPIC: General Administration**
Number: 1.3.9	**Date Issued: March 26, 2013**
Number of Pages: 3	**Revised Date: December 10, 2014**

Prepared	Approved	
X _____ Preparer	X _____ Approved	
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

Memorandum April 19, 2005 From Peg Margo: Per OPFA negotiated agreement Section 19, "The uniform allowance shall include those items specified in Rules and Regulations governing Oneida Fire Department and, as agreed upon at Labor Management,……..."

OPFA	Section 19
Labor Management	Memorandum

2.0 PURPOSE

To assist members of the Fire Department and the Comptroller's Office in knowing what is permissible to purchase under the clothing allowance.

3.0 SCOPE

All members of the Fire Department covered under the OPFA negotiated agreement Section 19

4.0 DEFINITIONS

Approved: Items that are outlined below.

5.0 GENERAL USE PROCEDURES

The following items listed are approved items that can be purchased under the City of Oneida Fire Department's clothing allowance.

- Black Uniform Shoes
- Black Uniform Station Boots
- Black High Gloss Dress Shoes
- White / Blue T-Shirts
- Shoe Polish
- Shoe Maintenance Accessories
- Black Belt – 1 ¾" Gold / Silver Buckle
- Insulated Undergarments
- Socks White / Blue / Black, above the ankle
- Black Tie
- "Job" Sweatshirt / Crew Neck Sweatshirt
- Short / Long Sleeve OFD T-Shirts
- Ball Cap (OFD)
- Knit Watch Cap (OFD)
- Dry Fit Collared Shirt (OFD)
- Mock Turtle Neck Shirts – White / Blue
- Uniform Shirts, Short / Long Sleeve, White / Lt Blue / Dark Blue
- Uniform Pants
- Name Tags
- Dress Uniform blouse (dress coat)
- Dress Pants
- Station Work Jacket (OFD)
- Badges
- Collar Devices
- Dress Bell Cap
- Snake Strap
- Hash Marks
- Shorts (OFD)
- Carhart Jacket / Pants Blue (OFD) Investigators Only
- Tie Clasp (OFD) Gold / Silver
- Gloves
- Coveralls
- Multi Tool
- Pocket Tools
- Watch & Accessories ($25 max)
- Safety Glasses
- Hearing Protection

Any and all items not listed herein must be approved by the Fire Chief Prior to any purchase.

Purchasing Procedure:

1. All uniform purchases from the fire departments uniform supplier (currently Lewis Uniform) **MUST** go through the Assistant Chief. **MEMEBERS ARE NOT ALLOWED TO PURCHASE ITEMS DIRECTLY AT THE SUPPLIERS LOCATION WITHOUT PRIOR APPROVAL OF THE ASSISTANT CHIEF.**

2. Members will be responsible for any invoice received that has not followed the above (#1)

3. All clothing purchases must be completed and receipts turned in by November 15 of each year. Any purchases made after that date will be the members own responsibility for payment.

4. All purchases are required be equal to or under the members allotted yearly amount, NO EXCEPTIONS. It is the MEMBERS responsibility to correct ant overages by November 15 of each year.

5. All receipts must be promptly turned into the Administrative Assistant the day of the purchase.

1.3.9 Approved Clothing Items

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Approved Clothing Items	**SECTION / TOPIC: General Administration**
Number: 1.3.9	**Date Issued: March 26, 2013**
Number of Pages: 2	**Revised Date: January 4, 2016**

Prepared	Approved	
X _____ Preparer	X _____ Approved	
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

Memorandum April 19, 2005 From Peg Margo: Per OPFA negotiated agreement Section 19, "The uniform allowance shall include those items specified in Rules and Regulations governing Oneida Fire Department and, as agreed upon at Labor Management,……..."

OPFA	Section 19
Labor Management	Memorandum

2.0 PURPOSE

To assist members of the Fire Department and the Comptroller's Office in knowing what is permissible to purchase under the clothing allowance.

3.0 SCOPE

All members of the Fire Department covered under the OPFA negotiated agreement Section 19

4.0 DEFINITIONS

Approved: Items that are outlined below and any additional items approved by the Fire Chief.

5.0 GENERAL USE PROCEDURES

The following items listed are approved items that can be purchased under the City of Oneida Fire Department's clothing allowance.

- Black Uniform Shoes
- Black Uniform Station Boots
- Black High Gloss Dress Shoes
- White / Blue T-Shirts
- Shoe Polish
- Shoe Maintenance Accessories
- Black Belt – 1 ¾" Gold / Silver Buckle
- Insulated Undergarments
- Socks White / Blue / Black, above the ankle
- Black Tie
- "Job" Sweatshirt / Crew Neck Sweatshirt
- Short / Long Sleeve OFD T-Shirts
- Ball Cap (OFD)
- Knit Watch Cap (OFD)
- Dry Fit Collared Shirt (OFD)
- Mock Turtle Neck Shirts – White / Blue
- Uniform Shirts, Short / Long Sleeve, White / Lt Blue / Dark Blue
- Uniform Pants
- Name Tags
- Dress Uniform blouse (dress coat)
- Dress Pants
- Station Work Jacket (OFD)
- Badges
- Collar Devices
- Dress Bell Cap
- Snake Strap
- Hash Marks
- Shorts (OFD)
- Carhart Jacket / Pants Blue (OFD) Investigators Only
- Tie Clasp (OFD) Gold / Silver
- Gloves
- Coveralls
- Multi Tool
- Pocket Tools
- Watch & Accessories ($25 max)
- Safety Glasses
- Hearing Protection

Any and all items not listed herein must be approved by the Fire Chief Prior to any purchase.

Purchasing Procedure:

1. All uniform purchases from the fire departments uniform supplier (currently Lewis Uniform) **MUST** go through the Assistant Chief. **MEMBERS ARE NOT ALLOWED TO PURCHASE ITEMS DIRECTLY AT THE SUPPLIERS LOCATION WITHOUT PRIOR APPROVAL OF THE ASSISTANT CHIEF.**
2. Members will be responsible for any invoice received that has not followed the above (#1) procedure.
3. All clothing purchases must be completed and receipts turned in by November 15 of each year. Any purchases made after that date will be the members own responsibility for payment.
4. All purchases are required be equal to or under the members allotted yearly amount, *NO EXCEPTIONS*. It is the MEMBERS responsibility to correct any overages by November 15 of each year.
5. All receipts must be promptly turned into the Administrative Assistant the day of the purchase.

1.4.0 HAZARD COMMUNICATION PROGRAM

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Hazard Communication Program	**SECTION / TOPIC: General Administration**
Number: 1.4.0	**Date Issued: January 4, 2016**
Number of Pages: 8	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By:

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

OSHA Hazard Communications Standard, 29 CFR 1910.1200

NFPA	
NIMS	

2.0 PURPOSE

The objective of this program is to set forth an SOP / SOG Best Practices Guideline concerning Hazard Communications which will enhance the safety and well-being of The City of Oneida Fire Department employees. Furthermore, execution of this program is designed to provide for compliance with the Occupational Safety and Health Administration's (OSHA) Hazard Communication Standard, and Public Employee Safety Health Bureau (PESH) & City Regulations.

3.0 SCOPE

This program applies to the Oneida Fire Station and work sites in the Fire Department where employees may be exposed to hazardous substances under normal working conditions or during an emergency situation.

Furthermore the purpose of this written program is to ensure that the hazards of all chemicals used in the Fire Department are evaluated and information concerning the chemical hazards is provided to the employees. The transmittal of information to the employees is to be accomplished by this Hazard Communication Program. This includes container labeling and other forms of warnings, Material Safety Data Sheets (MSDS) and employee training.

Under this program, Fire Department employees will be informed of the contents of the Hazard Communication Standard, the hazardous properties of the chemicals with which they work, safe handling procedures and measures to take to protect themselves from these chemicals.

4.0 DEFINITIONS

These definitions are pertinent to these Best Practices SOP/SOG's.

Acute Effect – An adverse effect on a human or animal body caused by exposure to a chemical or physical agent, with symptoms developing rapidly. Also see chronic

ACGIH – American Conference of Governmental Industrial Hygienists.

Asphyxiant – A gas who's primary or most acute health affect is asphyxiation. There are two classes of asphyxiant: simple asphyxiants, such as nitrogen or methane, which act by replacing oxygen; and chemical asphyxiants, such as carbon monoxide, which cause asphyxiation by preventing oxygen uptake at the cellular level.

Carcinogen – a substance or agent capable of producing cancer.

Ceiling Limit – An airborne concentration of a toxic substance in the work environment that should never be exceeded.

Chemical – Any element, chemical compound or mixture of elements and/or compounds.

Chronic effect – An adverse effect on a human or animal body, with symptoms, which develop slowly over a long period of time of exposure to a chemical or physical agent. Also see acute.

Combustible liquid – Any liquid having a flashpoint at or above 100oF (37.8oC), but below 200oF (93.3oC), except any mixture having components with flashpoints of 200oF (93.3oC), or higher, the total volume of which make up 99 percent or more of the total volume of the mixture.

Compressed gas – A gas or mixture of gases having, in a container, an absolute pressure exceeding 40 psi at 70oF (21.1oC); or a gas or mixture of gases having, in a container an absolute pressure exceeding 104 psi at 130oF (54.4oC) regardless of the pressure at 70oF (21.1oC); or a liquid vapor pressure exceeding 40 psi at 100oF (37.8oC) as determined by ASTM D-323-72.

Container – Any bag, barrel, bottle, box, can cylinder, drum, reaction vessel, storage tank, or the like that contains a hazardous chemical. Pipes or piping systems, and engines, fuel tanks, or other operating systems in a vehicle, are not considered to be containers.

Corrosive – A substance that causes visible destruction or permanent changes in human skin tissue at the site of contact.

Decomposition – The breakdown of a chemical or substance into different parts or simpler compounds. Decomposition can occur because of heat, chemical reaction, decay, etc.

Evaporation rate – The ration of the time required to evaporate a measured volume of liquid to the time required to evaporate the same volume of a reference liquid (ethyl ether) under ideal test conditions. The higher the ratio, the slower the evaporation rate.

Flammable liquid -Any liquid having a flash point below 100oF (37.8oC).

Flash point -The lowest temperature at which a liquid gives off enough vapor to form an ignitable mixture with air and produce a flame when a source of ignition is present. Two tests are used: open cup and closed cup.

Gas – A state of matter in which the material has a low density and viscosity, can expand and contract greatly in response to changes in temperature and pressure, easily diffuses into other gases, and readily and uniformly distributes itself throughout any container. A gas can be changed into a liquid or solid state only by the combined effect of increased pressure and decreased temperature (below the critical temperature).
Hazardous material – Any substance or compound that has the capability of producing adverse effects on the health and safety of humans.

IDLH – Immediately dangerous to life or health.

Material safety data sheet (MSDS) – As part of hazard communication standards, federal OSHA requires manufacturers and importers of chemicals to prepare compendia of information on their products. Categories of information that must be provided on MSDSs include physical properties, recommended exposure limits, personal protective equipment, spill-handling procedures, first aid, health effects and toxicological data.

Melting point – The transition point between the solid and liquid states, expressed as the temperature at which this change occurs.

Oxidizer – A chemical other than a blasting agent or explosive that initiates or promotes combustion in other materials, thereby causing fire either of itself or through the release of oxygen or other gases.

OSHA- Occupational Safety and Health Administration's

Pyrophoric – Chemical that will ignite spontaneously in air at a temperature of 130oF (54.4oC) or below.

PESH- Public Employee Safety Health Bureau

5.0 BEST PRACTICES, PROCEDURES, GUIDELINES & INFORMATION

Oneida Fire Department Hazard Communication Program

This Hazard Communication Program is to provide for the safety of members who may be exposed to chemicals in the workplace and to ensure compliance with the applicable OSHA, PESH and City Regulations. Furthermore to ensure that information about the dangers of all hazardous chemicals used by the Oneida Fire Department is known by all affected employees.

The following hazardous communication program has been established. The purpose of this written program is to ensure the hazards of all chemicals used in the Fire Department are evaluated and information concerning the chemical hazards is provided to the employees. Under this program, you will be informed of the contents of the OSHA/PESH Hazard Communications standard, the hazardous properties of chemicals with which you work, safe handling procedures and measures to take to protect yourself from these chemicals. This includes container labeling and other forms of warnings, Material Safety Data Sheets (MSDS) and employee training.

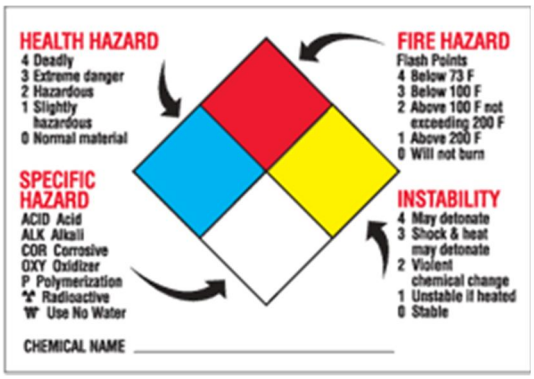
This program applies to all work operations in our department where you may be exposed to hazardous chemicals under normal working conditions or during an emergency situation. All work units of this department will participate in the Hazard Communication Program. Copies of the Hazard Communication Program are available in the SOP / SOG Best Practices Guideline binders; at the Watch Desk, Training Desk, or the Chiefs Office for review by any interested employee. The Fire Chief or his designee is the program coordinator, however the Fire Chief shall be charged with the overall responsibility for the program, including reviewing and updating this plan as necessary.

Container Labeling

The Assistant Mechanic will verify that all containers received for use will be clearly labeled as to the contents, note the appropriate hazard warning, and list the manufacturer's name and address. The Assistant Mechanic in the Oneida Fire Department will ensure that all secondary containers are labeled with either an extra copy of the original manufacturer's label or with labels marked with the identity and the appropriate hazard warning. The Assistant Mechanic will see that the following information is on the secondary labels.

- Identity of the material
- Appropriate hazard warning for the material
- Name and address of the responsible party. (Only if the container is received from the manufacturer, distributor, or importer.)
- Date of when secondary container is labeled
- All secondary containers will be updated or confirmed for correct product every six(6) months.

Each employee shall be responsible for ensuring that all portable containers used in their work area are labeled with the appropriate identity and hazard warning.



HAZCOM LABEL / HAZARD WARNING

Material Safety Data Sheets (MSDSs)

The Assistant Mechanic is responsible for establishing and monitoring the fire departments MSDS program. He/she will ensure that procedures are developed to obtain the necessary MSDSs and will review incoming MSDSs for new or significant health and safety information. He/she will see that any new information is communicated to affected employees. If the MSDS information is not received at the time of initial shipment he/she shall go online and print the MSDS sheet for that given product.

Copies of MSDSs sheets for all hazardous chemicals to which employees are exposed or are potentially exposed to will be kept in a binder marked as MSDS. The MSDS binder shall be located in the mechanics room. All MSDS sheets will be readily available to all employees during each work shift. If an MSDS is not available, contact the Assistant Mechanic and he/she will locate the proper MSDS for that given product and make it available to the employee.

The Oneida Fire Department provides the MSDSs if requested in two formats: hardcopy at the work location and electronic on the Intranet.

When revised MSDSs are received, they shall be placed in the Assistant Mechanics department mail box and he/ she can then place them into the MSDS binder accordingly.

Employee Training and Information

The Fire Chief is responsible for the Hazard Communication Program and will ensure that all program elements are carried out. Everyone who works with or is potentially exposed to hazardous chemicals will receive initial and annual training on the hazard communication standard and this plan before starting work. Each new employee will attend a health and safety orientation that includes the following information and training:

■ An overview of the OSHA hazard communication standard CFR 1910.1200
■ The hazardous chemicals present at his/her work area
■ The physical and health risks of the hazardous chemicals
■ Symptoms of overexposure
■ How to determine the presence or release of hazardous chemicals in the work area
■ How to reduce or prevent exposure to hazardous chemicals through use of control procedures, work practices and personal protective equipment
■ Steps the company has taken to reduce or prevent exposure to hazardous chemicals
■ Procedures to follow if employees are overexposed to hazardous chemicals
■ How to read labels and MSDSs to obtain hazard information
■ Location of the MSDS file and written Hazard Communication program

Prior to introducing a new chemical hazard into the department, each employee will be given information and training as outlined above for the new chemical hazard. The training format will be as follows: The Assistant Mechanic will provide the Training Division with a copy of the new MSDS sheet and the Training Division will post the pertinent information on the training bulletin board for review. If more in-depth training is required a program for that chemical will be developed.

Employee's Responsibility

1. Attend all hazard communication training as directed.
2. Become familiar with the safe handling procedures and emergency situation procedures (as provided on the various labels, instructions and/or Material Safety Data Sheets) for chemicals prior to using the chemical.
3. Ensure all work site containers of hazardous chemicals are labeled, tagged or marked with the identity of the material and appropriate hazard warnings.
4. Utilize personal protective equipment (PPE) recommended and/or required by the manufacturer of the chemical.
5. Employees shall not perform non-routine tasks involving hazardous chemicals or material without first receiving training. No employee shall place himself or herself at risk in the performance of any chemical-related or other task.

Hazardous Non-routine Tasks

Periodically, employees are may be required to perform non-routine tasks that are hazardous. Prior to starting work on such projects, each affected employee will be given information by Officer in Charge about the hazardous chemicals he or she may encounter during such activity. This information will include specific chemical hazards, protective and safety measures the employee should use, and steps the company is taking to reduce the hazards, including ventilation, respirators, the presence of another employee (buddy systems), and emergency procedures. (No non-routine tasks are known to exist at the time of preparation of this program.)

Informing Other Employers/Contractors

It is the responsibility of the Fire Chief to provide other employers and contractors with information about hazardous chemicals that their employees may be exposed to on a job site and suggested precautions for employees. It is the responsibility of the Fire Chief to obtain information about hazardous chemicals used by other employers to which employees of this company may be exposed. Other employers and contractors will be provided with MSDSs for hazardous chemicals generated by this company's operations in the following manner: Upon request other employers will be provided a copy of this department's MSDS sheets. In addition to providing a copy of an MSDS to other employers, other employers will be informed of necessary precautionary measures to protect employees exposed to operations performed by this department. Also, other employers will be informed of the hazard labels used by the Oneida Fire Department. If symbolic or numerical labeling systems are used, the other employees will be provided with information to understand the labels used for hazardous chemicals for which their employees may have exposure.

List of Hazardous Chemicals

A list of all known hazardous chemicals used in the course of normal business activities by our employees shall be kept in the front of the MSDS binder located in the mechanics room. This list must be maintained and continually updated and shall include the name of the chemical, the manufacturer, the work area in which the chemical is used, dates of use, and quantity used. This list is to include all substances which require a Material Safety Data Sheet (MSDS). Further information on each chemical may be obtained from the MSDS sheet with-in the binder. When new chemicals are received, this list is updated within 30 days. The hazardous chemical inventory is compiled and maintained by the Assistant Mechanic of the Oneida Fire Department.

One copy of this list is to be kept in the front of each MSDS book and one copy is to be kept on file with the Training Officer.

Chemicals in Unlabeled Pipes

Work activities are sometimes performed by employees in areas where chemicals are transferred through unlabeled pipes. Prior to starting work in these areas, the employee shall contact the Officer in Charge for information regarding:

- The chemical in the pipes
- Potential hazards
- Required safety precautions.

Pipes and Piping Systems

Information on the hazardous contents of pipes and piping systems will be identified by labeling affixed to the pipes. ANSI A13.1-1981 recommends the following colorations: blue for low-medium pressure oxygen and compressed air lines, yellow for variable-high pressure oxygen and compressed air lines, and yellow for acetylene and natural gas lines.

Program Availability

A copy of this program will be made available, upon request, to employees and their representatives.

1.4.1 TRADING WORK TIME/SHIFT EXCHANGE (SWAP)

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Trading Work Time Shift Exchange (Swap)	**SECTION / TOPIC: General Administration**
Number: 1.4.1	**Date Issued: June 30, 2014**
Number of Pages: 3	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By:

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

2011-2013 Oneida Paid Firefighters Association Local 2692 Labor Contract

NFPA	
NIMS	

2.0 PURPOSE

The City of Oneida Fire Department recognizes the agreement between the City of Oneida and Oneida Paid Firefighters Association in regards to Shift Exchanges in Section 40 of the 2011-2013 contract. This SOP/SOG Best Practices Guideline serves to reinforce that agreement and to better define and track those exchanges made by the members of the department and the subsequent return of time worked. Furthermore this Guideline shall maintain the correct and appropriate staffing while not incurring additional costs to the department.

3.0 SCOPE

All members of the City of Oneida Fire Department.

4.0 DEFINITIONS

Shift Exchange (Swap): A "swap" or "shift exchange" occurs when Firefighter-A allows Firefighter-B to work the shift originally assigned to Firefighter-A and Firefighter-A "repays" the traded shift, in the future, a shift assigned to Firefighter-B. The City pays Firefighter-A as though Firefighter-A worked the shift. In each case, the City pays the firefighter who was originally scheduled to work the shift, rather than the firefighter who actually worked the shift.

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

Oneida Paid Firefighters Association Local 2692

SECTION 40
SHIFT EXCHANGE

The Chief of the Fire Department or the Officer in Charge may, at their sole discretion, grant the request in advance to any two (2) members of the Fire Department to exchange tours of duty or days off, without a change of pay, and requiring no overtime payment provided that, they are able and willing to make the exchange. The City shall have the right to limit the number of shift exchanges. No Shift exchange shall affect the integrity of either of the affected shifts; meaning that all shifts must have at least one officer, one ALS certified provider and at least one fire inspector.

Procedure for requesting a shift exchange:

1. The Firefighter requesting the exchange shall ask permission from the officer in-charge of the shift in advance for approval of the exchange.
2. The Firefighter shall then make arrangements for the exchange verifying that approval was also given on the shift for repayment of the exchange and that the shift integrity is not compromised for the day of the exchange(s).
3. The Firefighter requesting the exchange shall complete the Shift Exchange Form. A copy for each member shall be made to track the exchange and repayment. If required a copy will be given to the officer in-charge granting the exchange.

Shift Exchanges will be a no-cost item to the City and be permitted on the basis of the Fair Labor Standards Act.

Exchanges are a privilege, however, not a right, and should be used only when necessary. When a shift exchange is made between two members, each member will be paid for his or her originally assigned shift as though no trade occurred.

Trades are allowed between members, provided that the member actually working any shift must meet the qualifications for the position worked. No Shift exchange shall affect the integrity of either of the affected shifts; meaning that all shifts must have at least one officer, one ALS certified provider and at least one fire inspector.

Except in an emergency, exchange requests must be made on a Shift Exchange Request Form. This should be done at least three days (one shift for members) before the trade would occur, by 1700 hours on the originator's regularly scheduled shift. Once an exchange has been made and approved, the exchange may not be re-exchanged, i.e., Firefighter-A exchanges with Firefighter-B; this cannot be exchanged to Firefighter-C. Exchanges may not be scheduled more than 120 days in advance.

The member accepting the exchange request will be responsible to work the shift. Failure to complete this shift may result in future denials of exchanges or loss of vacation or compensatory time. All Shift Exchanges MUST be pre-approved by the Chief or the Officer In-Charge of the Shift.

Except in the case of an emergency, an exchange may be approved with less than the required length of time by Officer In-Charge. Once approved, it is the responsibility of the person working the trade to assure the shift is filled, and shift exchanges will not be canceled by the working employee later than twelve (12) hours prior to the canceled trade start time.

Shift Exchange Request Form

Firefighter Requesting Shift Exchange:_____

Date of Shift Exchange:_____ Time of Exchange:_____

Firefighter working the Exchange:_____

Approved By Officer(s) In Charge:_____

Approved By Officer(s) In Charge:_____

Date of Shift Exchange Repaid:_____ Firefighters Closeout Initials:_____

City of Oneida Fire Department

Established 1896

SOP/SOG Best Practices Guideline

Section 2.0.0 Operational

City of Oneida Fire Department

SOP / SOG Best Practices Guidelines

These guidelines supersede all directives, rules, regulations, and operational or administrative guidance issued prior to January 1, 2014. Notwithstanding any other provision of law, rule, or regulation, the contents of this manual shall govern the operations of the Bureau of Fire and the conduct of the employees of the Bureau.

The Bureau shall have the duty to extinguish fires any place within the corporate tax district and special fire districts created in the outside district; shall locate and maintain the fire alarm system; shall investigate the cause, circumstances and origin of fires; shall engage in fire protection activities and the suppression of arson; shall enforce the city housing and other codes as prescribed by city ordinance; shall provide EMS services to both the inside and outside corporate tax districts and shall have all powers necessary for the performance of its duties.

This manual, along with the current collective bargaining agreement between the City and Fire Department employees bargaining unit, New York State Civil Service Law, and other applicable state and federal laws, will govern employee relations between the Bureau employees and the City of Oneida.

The contents of this manual are approved and issued by the Commissioner of Public Safety and Fire Chief pursuant to the provisions of Article X of the Oneida City Charter.

X_____ **X**_____

Chief Kevin Salerno **Commissioner Mike Kaiser**

City of Oneida Fire Department

Established 1896

SOP / SOG Best Practices Guideline

Index

Section 2.0.0 Operational

Subject	Reference Number	Date Issued	Revision Date
Section 2.0.0 Operational	2.0.0	01/20/14	None
Emergency Vehicle Response	2.0.1	01/01/14	None
Commercial Alarms of Fire	2.0.2	01/17/14	None
Non-Commercial Structure Fires	2.0.3	01/17/14	None
Alarms of Fire Tower I & II	2.0.4	01/17/14	None
Alarms of Fire Kenwood District	2.0.5	01/17/14	None
Alarm of Fire ACF	2.0.6	01/17/14	None
Alarm of Fire ECF	2.0.7	01/17/14	None
EMS Rescue Response	2.0.8	01/17/14	None
Motor Vehicle Accidents	2.0.9	01/17/14	None
Requested for Mutual Aid	2.1.0	01/17/14	None
Vehicle Fire Response	2.1.1	07/13/14	None
Command Procedures	2.1.5	06/19/14	None
Apparatus Assignments	2.1.9	07/13/14	None
Station Staffing	2.2.0	01/17/14	None
Overtime	2.2.1	01/17/14	None
Non-Emergency Details	2.2.4	12/10/14	None
Radio Policy	2.2.5	02/03/14	None
Fire Department Paging	2.2.6	01/17/14	None

*JD = Job Description

Accountability	2.2.7	02/06/14	None
Equipment Issued Policy	2.2.8	04/03/14	None
Gear Inspection & Maintenance	2.2.9	04/03/14	None

*JD = Job Description

2.0.1 EMERGENCY VEHICLE OPERATION RESPONSE

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE:ResponseCode Red/Condition White	**SECTION / TOPIC: Emergency Response**
Number: 2.0.1	**Date Issued: May 14, 2014**
Number of Pages: 4	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

New York State Vehicle and Traffic Law
NFPA 1002 Standard for Fire Apparatus Driver/Operator Professional Qualifications
NFPA 1451 Standard for a Fire Service Vehical Operations Training Program
NFPA 1500 Standard for Occupational Safety and Health Programs

NYS V & T Law	Sections 101, 115-a, 114-b, 1104
CFR	
NFPA	NFPA 1500, NFPA 1002, NFPA 1451
NIMS	

2.0 PURPOSE

On September 26th 1963 The Oneida Fire Department lost two of its members, Captain Edward C. McCully and Firefighter Paavo Siivonen when a fire truck collided with a train. Fire Departments respond to and from emergency incidents as well as emergency operations on roadways every day. Firefighter safety is paramount and to further prevent any loss of life again like this, this best practices guideline identifies requirements for the implementation of a safe Fire Department vehicle operations program. This procedure shall be enforced for all Fire Department vehicle operations. The company officer and the driver of the vehicle are responsible for the safety of all vehicle operations and managing compliance of this best practices guideline SOP/SOG.

3.0 SCOPE

All members of the City of Oneida Fire Department approved to drive apparatus.

4.0 DEFINITIONS

These definitions are pertinent to these Best Pratices SOP/SOG's.

Code Red – OFD emergency respose
Condition White – OFD non-emergency response
True Emergency – A True Emergency is defined as a situation which there is a high probability of death or serious injury to an individual (s) or significant property loss and actions by the emergency vehical driver may reduce the seriousness of the situations.
Due Regard – Due Regard for the safety of others means that a reasonable careful person performing similar duties and under similar circumstances would act in the same manner.
Negligence – Negligence is legal deficiency or wrong which results whenever a person fails to exercise that degree of care which a prudent person would exercise under similar circumstances. The negligence may be slight, ordinary, or gross

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

Oneida Fire Department vehicles shall be operated in either an emergency mode utilizing vehicle emergency lights and sirens (e.g. Code Red, Priority 1) or a non-emergency mode (e.g. Condition White or Priority 2). Regardless of the vehicle operation mode, it is the responsibility of the driver of each Fire Department vehicle to drive safely and prudently. It is the responsibility of the company officer to ensure that the driver is operating the Fire Department vehicle in a safe and prudent manner at all times.

All employees are required to use seat belts at all times when operating a Fire Department vehicle. All personnel shall ride only in regular seats provided with seat belts. Riding on tailboards or other exposed positions is not permitted on any vehicle at any time. The company officer and driver of the vehicle shall confirm that all personnel and riders are on-board, properly attired, with seat belts on, before the vehicle is permitted to move. This confirmation shall require a positive response from each rider, as in "ready."

All Emergency vehicles shall be operated in compliance with any NYS Vehicle and Traffic Laws and any Oneida Fire Department Best Practices Guideline SOP/SOG. This best practices guideline SOP /SOG recognizes NYS V&T Law provides specific legal privileges to regular traffic regulations that apply to Fire Department vehicles only when responding to an emergency incident or when transporting a patient to a medical facility in an emergency mode. Emergency response does not absolve the driver or the company officer of any responsibility to drive with due regard. The driver of the emergency vehicle and its officer are responsible for its safe operation at all times.

When responding in the emergency mode, warning lights must be on and sirens must be sounded to warn drivers of other vehicles, as required by NYS V&T Law Section 1104. When responding or returning in a non emergency mode, warning lights and sirens shall not be used.

The use of sirens and warning lights does not automatically give the right-of-way to the emergency vehicle.

These emergency devices simply request the right-of-way from other drivers, based on their awareness of the emergency vehicle presence. Emergency vehicle drivers and company officers must make every possible effort to make their presence and intended actions known to other drivers, and must drive defensively to be prepared for the unexpected or inappropriate actions of others.

When involved in an emergency operation driver operators may exercise privileges set forth in section 1104 of NYS Vehicle and Traffic Law, subject to conditions;

1. Proceed past a steady red signal, flashing red signal or stop sign, but only after slowing down as may be required for safe operation.
2. Exceed the maximum speed limit as long as the driver does not endanger life or property.
3. Stop, stand, or park irrespective of other governing sections.
4. Disregard regulations governing direction of movement or turning.

Once again the exemption herein granted shall apply only when audible signals are sounded, while the vehicle is in motion, by bell, horn siren, ect., as may be reasonably necessary and when at least one red light is displayed and visible.

The forgoing provisions shall not relieve the driver operator of an authorized emergency vehicle from the duty to drive with due regard for the safety of all other persons, nor shall such provisions protect the driver operator from the consequences of his reckless disregard for the safety of others.

However, when emergency vehicles must travel in oncoming traffic lanes, the maximum permissible speed shall be 20 mph. On limited access roadways (e.g. interstates, freeways, toll roads) the use of oncoming traffic lanes shall only be used at the request of the Police and only after it is assured that all oncoming traffic is stopped. The Fire Department shall confirm the traffic has been stopped before entering any roadway against traffic.

Intersections present the greatest potential danger to emergency vehicles. When approaching a negative right-of-way intersection or blind intersection (red light, stop sign, yield sign) the vehicle shall come to a complete stop and shall proceed only when the driver can account for all oncoming traffic in all lanes yielding the right-of-way. When emergency vehicles must use center or oncoming traffic lanes to approach controlled intersections, (traffic light or stop sign) they must come to a complete stop before proceeding through the intersection, including occasions when the emergency vehicle has a green light. When approaching and crossing an intersection with the right of-way, drivers shall not exceed the posted speed limit.

When encountering a stopped school bus with flashing lights the emergency vehicle shall come to a complete stop and hold until the bus driver turns off the flashing lights.

Emergency response is authorized only in conjunction with emergency incidents. Unnecessary emergency response shall not be permitted. When the first unit reports on the scene and establishes and confirms that there is no emergency, the incident commander will advise Dispatch/Communications and or all other additional responding units. All other units shall then continue to the scene in the nonemergency mode or return in-service if advised.

During an emergency response, fire vehicles shall avoid passing other emergency vehicles. If passing is necessary, the vehicle being passed must be contacted by radio and shall, when possible, move to the right lane. If possible the passing of any civilian vehicles should be passed on the left hand side to protect the emergency vehicle if the instinct of the driver compels them to pull to the right.

Radios, cellular phones, mobile data terminals, mobile computer terminals or other communication devices shall not be used by the vehicle operator while the emergency vehicle is in motion. If the operator is only person in the vehicle radio communication devices shall be permitted while using extreme caution.

Drivers shall avoid backing whenever possible. Where backing is unavoidable, at least one spotter shall be used. The Oneida Fire Department permits spotters as follows 1st members of the Oneida Fire Department, 2nd other competent emergency service workers, and 3rd individual who the driver operator would personally vouch for. If no spotter is available, the driver shall dismount and walk completely around apparatus to determine if obstructions are present before backing. Members shall not be permitted to ride on tailboard or running board while backing the vehicle.

The unique hazards of driving on or adjacent to the fire ground, requires the driver to use extreme caution and to be alert and prepared to react to the unexpected. Drivers must consider the dangers their moving vehicle poses to fire ground personnel and spectators who may be preoccupied with the emergency, and may inadvertently step in front of, or behind, a moving vehicle.

When stopped at the scene of an incident, vehicles shall be placed to protect personnel who may be working in the street and warning lights shall be used to make approaching traffic aware of the incident. If possible all Fire Department emergency vehicles should be placed on the same side of the roadway as the incident. During emergency operations, vehicles shall be angled to block at least one lane of traffic and, where applicable, the road's shoulder. All personnel working in or near traffic lanes shall wear high visibility vests. At night, vehicle mounted floodlights and any other lighting available shall be used to illuminate the scene. The total amount of lighting used at nighttime emergencies shall be managed to prevent blinding other drivers as they approach the scene. When parked emergency vehicles shall have the park break applied and wheel chocks in position.

2.0.2 EMERGENCY RESPONSE COMMERCIAL ALARMS OF FIRE

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Commercial Alarms of Fire	**SECTION / TOPIC: Emergency Response**
Number: 2.0.2	**Date Issued: January 17, 2014**
Number of Pages: 2	**Revised Date:**

Prepared	Approved	Approved
X _____	X _____	X _____
Preparer	Approved	Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The purpose of this SOG is to clearly define apparatus response as it applies to the above alarm type. It will also help develop Standard Minimum response criteria that will be comprised of both the minimum levels of manpower and apparatus that would be sent to all commercial alarms of fire throughout the City of Oneida. This Standard is ultimately designed to enhance the safety of fire department personnel, while also improving the efficiency of operations, providing the Incident Commander with a guaranteed quantity of critical resources on each alarm.

3.0 SCOPE

All members of the City of Oneida Fire Department.

4.0 DEFINITIONS

Commercial Alarm of Fire: Non-Residential Occupancy
Shift Recall: Electronic page to recall off duty firefighters to increase current staffing levels.
Tailgaters: Oneida Fire Department term for Firefighter(s) assigned to a piece of apparatus.
O.I.C.: Officer in charge

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

Upon notification of a Commercial Alarm of Fire the on duty crew Shall respond as follows.

- A Shift recall will be instituted notifying the correct recall shift.
- If the Chief is in the station, the O.I.C. will confirm that the Chief is conducting the callback. If an off duty member is available and at the station, he/she will remain and call back one (1) person, following the call back SOG/SOP Best Practices Guideline.
- All Commercial alarms of fire will be a full shift response.
- The response will consist of Engine 293 with a driver, officer, and two (2) tailgaters as the 1st due piece of apparatus followed by Tower 297 with a driver and any remaining shift personnel.
- If the O.I.C. has additional pertinent information relating to the alarm such as i.e. water main flushing or continued reactivation of the alarm the O.I.C. may respond a single engine to investigate.
- If any units are unavailable, comparable units shall respond in place of those listed.

See specific SOG's for OHC (ACF / ECF) complex and Towers I and Towers II.

The above SOG/SOP will be followed as written. Based on information received, the O.I.C. will have the discretion to deploy an alternative utilization of manpower and equipment as he deems necessary. Such information received will be documented in the "notes" section of the BFIR.

2.0.2 EMERGENCY RESPONSE COMMERCIAL, MIXED USE, MULTI FAMILY ALARMS OF FIRE

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Commercial, Mixed Use, and Multi Family Alarms of Fire	**SECTION / TOPIC: Emergency Response**
Number: 2.0.2	**Date Issued: January 17, 2014**
Number of Pages: 2	**Revised Date: April 10, 2014**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The purpose of this SOG is to clearly define apparatus response as it applies to the above alarm type. It will also help develop Standard Minimum response criteria that will be comprised of both the minimum levels of manpower and apparatus that would be sent to all commercial, mixed use and multi family alarms of fire throughout the City of Oneida. This Standard is ultimately designed to enhance the safety of fire department personnel, while also improving the efficiency of operations, providing the Incident Commander with a guaranteed quantity of critical resources on each alarm.

3.0 SCOPE

All members of the City of Oneida Fire Department.

4.0 DEFINITIONS

Shift Recall: Electronic page to recall off duty firefighters to increase current staffing levels.
Tailgaters: Oneida Fire Department term for Firefighter(s) assigned to a piece of apparatus.
O.I.C.: Officer in charge. **Multi Family Units are;**

- **103 East Railroad St, 344 Washington Ave, 126 Williams St, 580 Seneca St**
- **Valenti Country Estates, 416 W. Railroad St**

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

Upon notification of a Commercial, Mixed Use, or Multi Family Alarm of Fire, the on duty crew Shall respond as follows.

- A Shift recall will be instituted notifying the correct recall shift.
- If the Chief is in the station, the O.I.C. will confirm that the Chief is conducting the callback. If an off duty member is available and at the station, he/she will remain and call back one (1) person, following the call back SOG/SOP Best Practices Guideline.
- All Commercial, Mixed Use, or Multi Family alarms of fire will be a full shift response.
- The response will consist of Engine 293 with a driver, officer, and two (2) tailgaters as the 1st due piece of apparatus followed by Tower 297 with a driver and any remaining shift personnel.
- If the O.I.C. has additional pertinent information relating to the alarm such as i.e. water main flushing or continued reactivation of the alarm the O.I.C. may respond a single engine to investigate.
- If any units are unavailable, comparable units shall respond in place of those listed.

See specific SOG's for OHC (ACF / ECF) complex and Towers I and Towers II.

The above SOG/SOP will be followed as written. Based on information received, the O.I.C. will have the discretion to deploy an alternative utilization of manpower and equipment as he deems necessary. Such information received will be documented in the "notes" section of the BFIR.

2.0.3 NON-COMMERCIAL REPORTED STRUCTURE FIRES

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Non-Commercial Reported Structure Fire	**SECTION / TOPIC: Emergency Response**
Number: 2.0.3	**Date Issued: January 17, 2014**
Number of Pages: 2	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The purpose of this SOG is to clearly define apparatus response as it applies to the above alarm type. It will also help develop Standard Minimum response criteria that will be comprised of both the minimum levels of manpower and apparatus that would be sent to all non-commercial alarms of fire throughout the City of Oneida. This Standard is ultimately designed to enhance the safety of fire department personnel, while also improving the efficiency of operations, providing the Incident Commander with a guaranteed quantity of critical resources on each alarm.

3.0 SCOPE

All members of the City of Oneida Fire Department.

4.0 DEFINITIONS

Non-Commercial Alarm of Fire: Any Residential Occupancy
Shift Recall: Electronic page to recall off duty firefighters to increase current staffing levels.
Tailgaters: Oneida Fire Department term for Firefighter(s) assigned to a piece of apparatus.
O.I.C.: Officer in charge

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

Upon notification of a Non-Commercial Alarm of Fire, the on duty crew Shall respond as follows.

- A Shift recall will be instituted notifying the correct recall shift.
- If the Chief is in the station, the O.I.C. will confirm that the Chief is conducting the callback. If an off duty member is available and at the station, he/she will remain and call back one (1) person, following the call back SOG/SOP Best Practices Guideline.
- All Non-Commercial alarms of fire will be a full shift response.
- The response will consist of Engine 293 with a driver, officer, and two (2) tailgaters as the 1st due piece of apparatus followed by Engine 291 with a driver and any remaining shift personnel.
- If the O.I.C. has additional pertinent information relating to the alarm such as i.e. water main flushing or continued reactivation of the alarm the O.I.C. may respond a single engine to investigate.
- If any units are unavailable, comparable units shall respond in place of those listed.

See specific SOG's for OHC (ACF / ECF) complex and Towers I and Towers II.

The above SOG/SOP will be followed as written. Based on information received, the O.I.C. will have the discretion to deploy an alternative utilization of manpower and equipment as he deems necessary. Such information received will be documented in the "notes" section of the BFIR.

2.0.4 ALARMS OF FIRE TOWERS I & TOWERS II

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Alarms of Fire Towers I & II	**SECTION / TOPIC: Emergency Response**
Number: 2.0.4	**Date Issued: January 28, 2014**
Number of Pages: 2	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

Alarm location 226 Farrier Ave. Towers I & II

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The purpose of this SOG is to clearly define apparatus response as it applies to the above alarm type. It will also help develop Standard Minimum response criteria that will be comprised of both the minimum levels of manpower and apparatus that would be sent to alarms of fire located at the following location: Towers I & Towers II located at 226 Farrier Ave. in City of Oneida. This Standard is ultimately designed to enhance the safety of fire department personnel, while also improving the efficiency of operations, providing the Incident Commander with a guaranteed quantity of critical resources on each alarm.

3.0 SCOPE

All members of the City of Oneida Fire Department.

4.0 DEFINITIONS

Towers I: Residential Occupancy eleven story (11) type, 1 construction.
Towers II: Residential Occupancy six story (6) type, 1 construction.
Call Back: Telephoning an off duty firefighter to increase current staffing levels.
Tailgaters: Oneida Fire Department term for Firefighter(s) assigned to a piece of apparatus.
O.I.C.: Officer in charge

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

Upon notification of an Alarm of Fire at Towers I or Towers II, the on duty crew Shall respond as follows.

- The response will consist of Engine 293 with a driver, officer, and two (2) tailgaters.
    - Towers I and Towers II complex is equipped with a Knox Box.
    - Towers I and Towers II complex is equipped with a Fire Alarm system.
    - Towers I and Towers II complex is equipped with a Sprinkler/Standpipe connection.
- Tailgaters will be responsible for bringing the thermal imaging camera, high rise hose back and a set of irons with them inside the building.
- The remaining personal at the station will maintain a minimum staffing level of two (2) personal, if call back is required it shall be conducted per the call back policy.
- If any units are unavailable, comparable units shall respond in place of those listed.

The above SOG/SOP will be followed as written. Based on information received, the O.I.C. will have the discretion to deploy an alternative utilization of manpower and equipment as he deems necessary. Such information received will be documented in the "notes" section of the BFI

2.0.5 ALARMS OF FIRE KENWOOD DISTRICT

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Alarms of Fire Kenwood District	**SECTION / TOPIC: Emergency Response**
Number: 2.0.5	**Date Issued: January 17, 2014**
Number of Pages: 2	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

Mansion House response

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The purpose of this SOG is to clearly define apparatus response as it applies to the above alarm type. It will also help develop Standard Minimum response criteria that will be comprised of both the minimum levels of manpower and apparatus that would be sent to alarms of fire located at the following location: Kenwood Fire District City of Oneida. This Standard is ultimately designed to enhance the safety of fire department personnel, while also improving the efficiency of operations, providing the Incident Commander with a guaranteed quantity of critical resources on each alarm.

3.0 SCOPE

All members of the City of Oneida Fire Department.

4.0 DEFINITIONS

Kenwood Fire District: Hamlet area south of route 5 adjacent to the City of Sherrill and Middle rd.
Mansion House: Multi use complex residential, business, assembly located at 170 Kenwood Ave.
Shift Recall: Electronic page to recall off duty firefighters to increase current staffing levels.
Call Back: Telephoning an off duty firefighter to increase current staffing levels.
Tailgaters: Oneida Fire Department term for Firefighter(s) assigned to a piece of apparatus.
O.I.C.: Officer in charge

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

Upon notification of an Alarm of Fire in the Kenwood District the on duty crew Shall respond as follows.

- A Shift recall will be instituted notifying the correct recall shift.
- If the Chief is in the station, the O.I.C. will confirm that the Chief is conducting the callback. If an off duty member is available and at the station, he/she will remain and call back one (1) person, following the call back SOG/SOP Best Practices Guideline.
- Alarms of fire in the Kenwood District will be a full shift response.
- The response will consist of Engine 293 with a driver, officer, and two (2) tailgaters as the 1st due piece of apparatus followed by Tower 297 with a driver and any remaining shift personnel.
- If the O.I.C. has additional pertinent information relating to the alarm such as i.e. water main flushing or continued reactivation of the alarm the O.I.C. may respond a single engine to investigate.
- If any units are unavailable, comparable units shall respond in place of those listed.
    1. **Mansion House.**
       If no addressing information is received as to the alarm location, Engine 293 will respond to the front entrance and Tower 297 will stage on Kenwood Ave. After verifying the alarm location via the enunciator panel, the O.I.C. will then deploy his assignments. If the O.I.C. receives addressing information as to the alarm location while en-route, he will deploy his assignments as he determines to best mitigate the cause of the alarm.

The above SOG/SOP will be followed as written. Based on information received, the O.I.C. will have the discretion to deploy an alternative utilization of manpower and equipment as he deems necessary. Such information received will be documented in the "notes" section of the BFIR.

2.0.6 ALARMS OF FIRE ONEIDA HEALTHCARE (ACF)

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Alarms of Fire Oneida Healthcare (ACF)	**SECTION / TOPIC: Emergency Response**
Number: 2.0.6	**Date Issued: January 17, 2014**
Number of Pages: 3	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The purpose of this SOG is to clearly define apparatus response as it applies to the above alarm type. It will also help develop Standard Minimum response criteria that will be comprised of both the minimum levels of manpower and apparatus that would be sent to alarms of fire located at the following location: Oneida Healthcare Acute Care Facility, 323 Genesee St., in the City of Oneida. This Standard is ultimately designed to enhance the safety of fire department personnel, while also improving the efficiency of operations, providing the Incident Commander with a guaranteed quantity of critical resources on each alarm.

3.0 SCOPE

All members of the City of Oneida Fire Department.

4.0 DEFINITIONS

ACF: Acute Care Facility
Oneida Healthcare Acute Care Facility: Occupancy four story (4) Hospital, Type 1 construction.
Shift Recall: Electronic page to recall off duty firefighters to increase current staffing levels.
Call Back: Telephoning an off duty firefighter to increase current staffing levels.
Tailgaters: Oneida Fire Department term for Firefighter(s) assigned to a piece of apparatus.
O.I.C.: Officer in charge

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

Upon notification of an Alarm of Fire at the Oneida Healthcare Acute Care Facility, the on duty crew Shall respond as follows.

- A Shift recall will be instituted notifying the correct recall shift.
- If the Chief is in the station, the O.I.C. will confirm that the Chief is conducting the callback. If an off duty member is available and at the station, he/she will remain and call back one (1) person, following the call back SOG/SOP Best Practices Guideline.
- All Alarms of Fire at the ACF will be a full shift response.
- The response will consist of Engine 293 with a driver, officer, and two (2) tailgaters as the 1st due piece of apparatus followed by Tower 297 with a driver and any remaining shift personnel.
- Engine 293 will respond to the main (North) front entrance. The driver will await further instructions from the O.I.C. Tailgaters will be responsible for bringing the thermal imaging camera, high rise pack and a set of irons with them into the building.
- Tower 297 will stage on Fields Drive just before the Right hand turn to the main entrance and wait for further instructions from the O.I.C.
- If the O.I.C. has additional pertinent information relating to the alarm such as i.e. water main flushing or continued reactivation of the alarm the O.I.C. may respond a single engine to investigate.
- If any units are unavailable, comparable units shall respond in place of those listed.
- See following page for additional information related to the complex.

The above SOG/SOP will be followed as written. Based on information received, the O.I.C. will have the discretion to deploy an alternative utilization of manpower and equipment as he deems necessary. Such information received will be documented in the "notes" section of the BFIR.

Knox Box Locations:

- **North Side Employee Entrance (Exterior)**
- **North Side Employee Entrance (Interior) Building Information**
- **Boiler Room Entrance, above fire dept. connection**
- **East Side Entrance, above fire dept. connection**

Key Pad Combination: **8400***

Fire Department Connections:

- **Boiler Room (West Side)**
- **East Side (next to East Stairwell)**

THE SPRINKLER/STANDPIPE SYSTEM AVERAGES 60 PSI ON THE GROUND FLOOR.

Standpipe Locations :

- **All four (4) stairwells**
- **Center of original building, east/west corridor**
- **Operating room suit, 2nd floor, east/west corridor**

Alarm Panel Location:

- **Central Control**
- **Central Storage next to boiler room (Main Panel)**
- **Front (North) Employee Entrance, Right side of vestibule**

Special Hazard:

- **IT computer Room, 1st floor, FM 200 extinguishing system**

2.0.7 ALARMS OF FIRE ONEIDA HEALTHCARE (ECF)

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Alarms of Fire Oneida Healthcare (ECF)	**SECTION / TOPIC: Emergency Response**
Number: 2.0.7	**Date Issued: January 17, 2014**
Number of Pages: 2	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

Oneida Healthcare Extended Care Facility: 188 Fields Drive Oneida

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The purpose of this SOG is to clearly define apparatus response as it applies to the above alarm type. It will also help develop Standard Minimum response criteria that will be comprised of both the minimum levels of manpower and apparatus that would be sent to alarms of fire located at the following location: Oneida Healthcare Extended Care Facility, 188 Fields Drive, in City of Oneida. This Standard is ultimately designed to enhance the safety of fire department personnel, while also improving the efficiency of operations, providing the Incident Commander with a guaranteed quantity of critical resources on each alarm.

3.0 SCOPE

All members of the City of Oneida Fire Department.

4.0 DEFINITIONS

ECF: Extended Care Facility
Oneida Healthcare Extended Care Facility: Occupancy six story (6) 24 hour extended stay nursing care facility, Type 1 construction.
Shift Recall: Electronic page to recall off duty firefighters to increase current staffing levels.
Call Back: Telephoning an off duty firefighter to increase current staffing levels.
Tailgaters: Oneida Fire Department term for Firefighter(s) assigned to a piece of apparatus.
O.I.C.: Officer in charge

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

Upon notification of an Alarm of Fire at the Oneida Healthcare Extended Care Facility the on duty crew Shall respond as follows.

- A Shift recall will be instituted notifying the correct recall shift.
- If the Chief is in the station, the O.I.C. will confirm that the Chief is conducting the callback. If an off duty member is available and at the station, he/she will remain and call back one (1) person, following the call back SOG/SOP Best Practices Guideline.
- All Alarms of Fire at the ECF will be a full shift response.
- The response will consist of Engine 293 with a driver, officer, and two (2) tailgaters as the 1st due piece of apparatus followed by Tower 297 with a driver and any remaining shift personnel.
- Engine 293 will respond to the main (South) front entrance. The driver will await further instructions from the O.I.C. Tailgaters will be responsible for bringing the thermal imaging camera, high rise pack and a set of irons with them into the building.
- Tower 297 will stage on Fields Drive just before the Right hand turn to the main entrance and wait for further instructions from the O.I.C.
    - The ECF complex is equipped with a Knox Box at the West, South and Main entrance.
    - The ECF complex is equipped with a Fire Alarm system in the main lobby.
    - The ECF complex is equipped with a Sprinkler/Standpipe connection at the West door and the Main entrance.

- If the O.I.C. has additional pertinent information relating to the alarm such as i.e. water main flushing or continued reactivation of the alarm the O.I.C. may respond a single engine to investigate.
- If any units are unavailable, comparable units shall respond in place of those listed.

The above SOG/SOP will be followed as written. Based on information received, the O.I.C. will have the discretion to deploy an alternative utilization of manpower and equipment as he deems necessary. Such information received will be documented in the "notes" section of the BFIR.

2.0.8 EMS RESCUE RESPONSE

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: EMS Rescue Response	**SECTION / TOPIC: Emergency Response**
Number: 2.0.8	**Date Issued: June 30, 2014**
Number of Pages: 2	**Revised Date:**
Prepared X **Preparer** **By: A.C. Darrin P. Ball**	**Approved** X **Approved** **By: Chief Kevin Salerno**

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

Update to 8/4/2011 & NYS DOH ALSFR Services

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The purpose of this SOG is to clearly define apparatus response as it applies to the above alarm type. It will also help develop Standard Minimum response criteria that will be comprised of both the minimum levels of manpower and apparatus that would be sent to routine EMS responses throughout the City of Oneida. This Standard is ultimately designed to enhance the safety of fire department personnel, while also improving the efficiency of operations, providing the Incident Commander with a guaranteed quantity of critical resources on each alarm.

3.0 SCOPE

All members of the City of Oneida Fire Department.

4.0 DEFINITIONS

EMS: Emergency Medical Service
EMS Response: Medical emergency response
O.I.C.: Officer in charge
EMD-Emergency Medical Dispatch
DOH-Department of Health
ALSFR-Advanced Life Support First Response
Priority Dispatch- Priority 1 Advanced Life Support indicated information (Emergent)
Priority 2 Basic Life Support indicated information

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

The Oneida Fire Department is the sole primary responder in the city of Oneida with an approved ALSFR NYS operating certificate. The intent of this SOP/SOG Best Practices Guideline is to provide the expected and most appropriate level of care to its residents and all who visit the City of Oneida based upon the information given to us upon priority dispatch, EMD, NYS DOH, and Midstate EMS Regional protocols.

Upon notification of an EMS call / alarm, the on duty crew Shall respond as follows.

- The O.I.C. or is designee will determine apparatus assignments at the beginning of each shift.
- EMS calls will routinely be handled by two (2) personnel.
- The response should utilize Rescue 295 as the primary apparatus. Engine 292 will be assigned as the secondary unit
- The highest level EMS provider will respond if information received dictates a higher level of EMS response (Priority 1).
- If not assigned to the Rescue that shift day, he/she (highest EMS provider) must be able to respond if required, (i.e. priority 2 call becomes upgraded to priority 1 the advanced provider will respond with squad 298 to the scene).
- If any units are unavailable, comparable units shall respond in place of those listed.

The above SOG/SOP will be followed as written. Based on information received, the O.I.C. will have the discretion to deploy an alternative utilization of manpower and equipment as he deems necessary. Such information received will be documented in the "notes" section of the BFIR.

2.0.9 MOTOR VEHICLE ACCIDENTS

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Motor Vehicle Accidents	**SECTION / TOPIC: Emergency Response**
Number: 2.0.9	**Date Issued: January 17, 2014**
Number of Pages: 2	**Revised Date:**

Prepared	Approved	Approved
X _____	X _____	X _____
Preparer	Approved	Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The purpose of this SOG is to clearly define apparatus response as it applies to the above alarm type. It will also help develop Standard Minimum response criteria that will be comprised of both the minimum levels of manpower and apparatus that would be sent to motor vehicle accidents responses throughout the City of Oneida. This Standard is ultimately designed to enhance the safety of fire department personnel, while also improving the efficiency of operations, providing the Incident Commander with a guaranteed quantity of critical resources on each alarm.

3.0 SCOPE

All members of the City of Oneida Fire Department.

4.0 DEFINITIONS

Shift Recall: Electronic page to recall off duty firefighters to increase current staffing levels.
Call Back: Telephoning an off duty firefighter to increase current staffing levels.
O.I.C.: Officer in charge

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

Upon notification of a Motor Vehicle Accident with personal injury or unknown, the on duty crew Shall respond as follows.

- Reported motor vehicle accidents with injury or unknown will be a four (4) person response.
- The response will consist of Rescue 295 with a driver, officer, and tailgater as the 1st due piece of apparatus followed by Engine 291 consisting of the driver.
- The remaining personal at the station will maintain a minimum staffing level of two (2) personal, if call back is required it shall be conducted per the call back policy.
- If an off duty member is available and at the station, he/she will be utilized, following the call back SOG/SOP Best Practices Guideline.
- If further information is received where more personnel will be required, appropriate shift recall(s) will be instituted.
- If any units are unavailable, comparable units shall respond in place of those listed.

The above SOG/SOP will be followed as written. Based on information received, the O.I.C. will have the discretion to deploy an alternative utilization of manpower and equipment as he deems necessary. Such information received will be documented in the "notes" section of the BFIR.

2.1.0 REQUESTED FOR MUTUAL AID

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Requested for Mutual Aid	**SECTION / TOPIC: Emergency Response**
Number: 2.1.0	**Date Issued: January 17, 2014**
Number of Pages: 2	**Revised Date:**

Prepared	Approved	Approved
X _____	X _____	X _____
Preparer	Approved	Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The purpose of this SOG is to clearly define apparatus response as it applies to the above alarm type. It will also help develop Standard Minimum response criteria that will be comprised of both the minimum levels of manpower and apparatus that would be sent when the Oneida Fire Department is requested for Mutual Aid. This Standard is ultimately designed to enhance the safety of fire department personnel, while also improving the efficiency of operations, providing the Incident Commander with a guaranteed quantity of critical resources on each alarm.

3.0 SCOPE

All members of the City of Oneida Fire Department.

4.0 DEFINITIONS

O.I.C.: Officer in charge
Shift Recall: Electronic page to recall off duty firefighters to increase current staffing levels.
Tailgaters: Oneida Fire Department term for Firefighter(s) assigned to a piece of apparatus.

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

Upon notification of the Oneida Fire Department being requested for Mutual Aid, the on duty crew Shall respond as follows.

- Requests for mutual aid for motor vehicle extrication will consist of Rescue 295 with a Driver, Officer, and two (2) tailgaters.
- Requests for mutual aid from other departments for calls other than extrication will consist of a full shift response with the requested apparatus.
- A Shift recall will be instituted notifying the correct recall shift.
- The response will consist of the type of equipment requested, if there are not enough seats for every member to be properly seat belted in, Squad 298 may also be utilized.
- If an off duty member is available and at the station, he/she will be utilized, following the call back SOG/SOP Best Practices Guideline.
- If any units are unavailable, comparable units shall respond in place of those listed.

The above SOG/SOP will be followed as written. Based on information received, the O.I.C. will have the discretion to deploy an alternative utilization of manpower and equipment as he deems necessary. Such information received will be documented in the "notes" section of the BFIR.

2.1.1 VEHICLE FIRE RESPONSE

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Vehicle Fire Response Policy	**SECTION / TOPIC: Emergency Response**
Number: 2.1.1	**Date Issued: July 13, 2014**
Number of Pages: 2	**Revised Date:**

Prepared	Approved	Approved
X _____	X _____	X _____
Preparer	Approved	Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

SOP/SOG 2.0.9 Motor Vehicle Accidents

NFPA	
NIMS	

2.0 PURPOSE

The purpose of this SOG is to clearly define apparatus response as it applies to the above alarm type. It will also help develop Standard Minimum response criteria that will be comprised of both the minimum levels of manpower and the correct apparatus that would be sent to all reported vehicle fires throughout the City of Oneida. This Standard is ultimately designed to enhance the safety of fire department personnel, while also improving the efficiency of operations, providing the Incident Commander with a guaranteed quantity of critical resources on each alarm.

3.0 SCOPE

All members of the City of Oneida Fire Department.

4.0 DEFINITIONS

A vehicle fire shall be defined as any motor vehicle such a car, truck, motorcycle; construction vehicle, motorized farm equipment, plane, train and or recreational vehicle.

5.0 GENERAL USE PROCEDURES

Upon notification of a reported or suspected Vehicle Fire the duty crew shall respond as follows.

- If the alarm is determined to be a standalone vehicle fire the crew will respond with a Driver, Officer and Tailgater.
- The response will consist of Engine 291
- If any units are unavailable, comparable units shall respond in place of those listed.
- If the vehicle fire is in conjunction with a motor vehicle accident then refer to SOP/SOG 2.0.9 Motor Vehicle Accidents.

The above SOG/SOP will be followed as written. Based on information received, the O.I.C. will have the discretion to deploy an alternative utilization of manpower and equipment as he deems necessary. Such information received will be documented in the "notes" section of the BFIR.

2.1.2 Risk Assessment Guidelines

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Risk Assessment Guidelines	**SECTION / TOPIC: Operations**
Number: 2.1.2	**Date Issued: January 4, 2016**
Number of Pages: 8	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: Chief Kevin Salerno	By: Chief Kevin Salerno	By:

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NFPA	
NIMS	

2.0 PURPOSE

This standard operating procedure/guideline addresses general guidelines for identifying hazards and minimizing risk in emergency response, including, for example, assignment of safety personnel and reevaluation of conditions.

3.0 SCOPE

This SOP/SOG pertains to all personnel in this organization.

4.0 DEFINITIONS

These definitions are pertinent to this SOP/SOG.

5.0 GENERAL USE PROCEDURES

General Guidelines for Identifying Hazards and Minimizing Risk in Emergency Response:

TACTICAL POSITIONING

Positioning of operating companies can severely affect the safety/survival of such companies. Personnel must use caution when placed in the following positions:

- Above the fire (floors/roof)
- Where fire can move in behind them
- Where companies cannot control position/retreat
- When involved with opposing fire streams
- Combining interior and exterior attack
- With limited access--one way in/out
- Operating under involved roof structures
- In areas containing hazardous materials
- Below ground fires (basements, etc.)
- In areas where a backdraft potential exists
- Above/below ground rescue

The safety of firefighting personnel represents the major reason for an effective and well-time offensive/defensive decision and the associate write-off by Command. The two strategies are based on a standard risk management plan that is to be employed at all structure fires.

WITHIN A STRUCTURED RISK MANAGEMENT PLAN:

When operating in a defensive strategy, operating positions should be as far from the involved area as possible while still remaining effective. Position and operate from behind barriers if available (fences, walls, etc.). The intent is for personnel to utilize safe positioning where possible/available, in an effort to safeguard against sudden hazardous developments such as backdraft explosion, structural collapse, etc.

When operating in an offensive strategy, be aggressively offensive. An effective, coordinated interior attack operation directed toward knocking down the fire eliminates most eventual safety problems. Due to the inherent hazards of the fire or incident scene, efforts must be made by Command to limit the number of personnel on the fire ground to those assigned to a necessary function.

All personnel shall be:

- Positioned in Staging.
- Assigned to a task
- Having completed an assignment and no other assignment is available crews should be assigned to a Resource, Staging, or Rehabilitation assignment until such time as they can be reassigned to operations or released to in-service status.

The intent of this procedure is to minimize fire ground confusion/congestion and to limit the number of personnel exposed to fire ground hazards to only those necessary to successfully control the operation. Individuals or crews shall be restricted from wandering about the fire ground (Free Lancing) or congregating in nonfunctional groups. If personnel have not been assigned or do not have a necessary staff function to perform, they shall remain outside the fire ground perimeter.

When it is necessary to engage personnel in exceptionally hazardous circumstances (i.e., to perform a rescue), Command will limit the number of personnel exposed to an absolute minimum and assure that all feasible safety measures are taken.

In extremely hazardous situations (flammable liquids, LP gas, special operations, etc.) Command will engage only an absolute minimum number of personnel within the hazard zone. Example: Unmanned master streams will be utilized wherever possible.

In situations where crews must operate from opposing or conflicting positions, such as front vs. rear attack streams, roof crews vs. interior crews, etc., utilize radio or face-to-face communications to coordinate your actions with those of the opposing crew in an effort to prevent needless injuries.

Command should notify Officers of opposing or conflicting operations.

Ground crews must be notified and evacuated from interior positions before ladder pipes go into operation.

Do not operate exterior streams, whether hand lines, master streams, ladder pipes, etc., into an area where interior crews are operating. This procedure is intended to prevent injuries to personnel due to stream blast and the driving of fire and/or heavy heat and smoke onto interior crews.

When laddering a roof, the ladder selected shall be one which will extend three to five rungs above the roof line. This shall be done in an effort to provide personnel operating on the roof with a visible means of egress.

If possible, when laddering buildings under fire conditions, place ladders near building corners or fire walls as these areas are generally more stable in the event of structural failure.

When operating either above or below ground level, establish at least two (2) separate escape routes/means where possible, (such as stairways, ladders, exits, etc.), preferably at opposite ends or diagonal corners of the building or separated by considerable distance.

Hot Zone: *Hot Zone is defined as a potentially hazardous area immediately surrounding the incident site; that requires appropriate protective clothing and equipment and other safety precautions. No individuals shall enter a hot zone without specialized training, special equipment or permission.*

All fire fighters working in the hot zone shall be in crews of a minimum of two personnel. The accountability system will be in place.

Warm Zone: *Warm Zone is defined as the area between the hot and cold zones that usually contains the decontamination corridor; typically requires a lesser degree of personal protective equipment than the Hot Zone. The potential for injury is less than the Hot Zone but not eliminated. Most operations will start or be conducted within the warm zone.*

If at any time fire fighters in the Warm Zone become threatened, this area would become a Hot Zone.

Cold Zone: *Cold Zone is defined as a Safe area outside of the warm zone where equipment and personnel are not expected to become contaminated and special protective clothing is not required; the incident command post and other support functions are typically located in this zone.*

ALL PERSONNEL ENTERING THE HOT ZONE SHALL:

1. Wear Full Turnouts
2. Have Crew Intact
3. Be Assigned To A Function

REHABILITATION UNIT:

It is the intent of this function to reduce the fatigue and trauma experienced during difficult operations to a reasonable (and recoverable) level and is in no way intended to lessen the individual and collective efforts expected of all members during field operations.

In an effort to regulate the amount of fatigue suffered by fire ground personnel during sustained field operations, officers should frequently assess the physical condition of their assigned companies. When crew members exhibit signs of physical or mental fatigue, the entire crew should be reassigned to a Rehabilitation Unit if possible. The company officer's request shall indicate the crew's position/condition, etc., and shall advise as to the need for a replacement crew. Individual crews shall not report to the Rehabilitation Unit unless assigned by the Fire ground Commander. Crew members shall report to and remain intact while assigned to Rehab.

It is the on-going responsibility of Command to summon adequate resource to tactical situations to effectively stabilize that situation, and to maintain adequate resource during extended operations to complete all operational phases.

The rotation of companies will be utilized by Command during extended operations to provide an effective on-going level of personnel and their performance.

SAFETY OFFICER:

The recognition of situations which present inordinate hazards to fire ground personnel and the proper response to safeguard personnel from those hazards is of critical importance to all Fire Department operations. Command has the responsibility to recognize situations involving a high risk to personnel and to initiate appropriate safety measures. Command shall establish a Safety Officer at incidents involving an inordinate danger to personnel.

Command should consider establishing a Safety Officer on any situation where it may be advantageous to the overall safety of operations.

Command may designate any available personnel to establish a Safety Officer when the need is indicated. This should be a high priority assignment.

The establishment of a Safety Officer in no way diminishes the responsibility of all officers for the safety of their assigned personnel. Each and every member shall utilize common (safety) sense and work within the intent of established safety procedures at all times.

STRUCTURAL COLLAPSE:

Structural collapse has been a major cause of serious injury and death to fire fighters. The possibility of structural collapse should be a major consideration in the development of any tactical plan. Structural collapse is always a possibility when a building is subject to intense fire. In fact, if fire is allowed to affect a structure long enough, structural failure is inevitable.

Regardless of the age and exterior appearance of the building, the possibility exists that a principal structural supporting member is being seriously affected by heat and may collapse, inflicting serious injury to fire fighters.

Example: A 100' length of unprotected steel will expand 9" when heated to 1100o F.

In the typical fire involved building, the roof is the most likely candidate for failure; however failure of the roof may very likely trigger a collapse of one or more wall sections. This is especially true if the roof is a peak or dome type which may exert outward pressure against both the bearing and non-bearing walls upon collapse. In multi-story buildings or buildings with basements, the floor section above the fire may collapse if supporting members are directly exposed to heat and flames.

A knowledge of various types of building construction can be invaluable to the Fire Officer from a safety standpoint as certain types of construction can be expected to fail sooner than others. For example: light weight truss and bar joist roof construction can be expected to fail after minimal fire exposure.

Structures have been known to collapse without warning but usually there are indications which may tip off an alert fire officer. Action shall be taken to avert any imminent hazard.

Signs of building collapse may include:

- Cracks in exterior walls.
- Bulges in exterior walls.
- Smoke or water leaking through walls
- Sagging or otherwise distorted rooflines.
- Structural Sounds--creaking, groaning, snapping, etc.
- Movement of any floor or roof where fire fighters walk.
- Interior or exterior bearing walls or columns--leaning, twisting or flexing.
- Time of fire involvement.

The following construction features or conditions have been known to fail prematurely or to contribute to early structural failure when affected by fire.

Contributing Factors:

- Parapet walls.
- Large open (unsupported) areas--supermarkets, warehouses, etc.
- Large signs or marquees--which may pull away from weakened walls.
- Cantilevered canopies--usually depend on the roof for support and may collapse as the roof fails.
- Ornamental or secondary front or sidewalls--which may pull away and collapse.
- Buildings with light weight truss, bar joist, or bow string truss, roofs.
- Buildings supported by unprotected metal--beams, columns, etc.

Buildings containing one or more of the above features must be constantly evaluated for collapse potential. These evaluations should be a major consideration in determining the strategy, i.e. offensive/defensive.

It is a principal Command responsibility to continually evaluate and determine if the fire building is tenable for interior operations. This on-going evaluation of structural/fire conditions requires the input of company officers advising their sectors and of sectors advising Command of the conditions in their area of operation.

Most structures are not designed to withstand the effects of fire, and can be expected to fail if exposed to heavy fire involvement. If after 10-15 minutes of interior operations heavy fire conditions still exist, Command should initiate a careful evaluation of structural conditions, and should be fully prepared to withdraw interior crews and change to a defensive strategy. If structural failure of a building or section of a building appears likely, a perimeter must be established a safe distance from the area which may collapse. All personnel must remain outside this perimeter.

EVACUATION:

Interior firefighting operations should be abandoned when the extent of the fire prohibits control or the structure becomes unsafe to operate within. When such conditions make the building untenable, evacuate, account for personnel, regroup, re-communicate, and redeploy. Our primary concern, when a hazard which may affect the safety of fire personnel becomes apparent, is the welfare of those personnel. In an effort to protect personnel who may suffer the adverse effects of hazards such as structural collapse, explosion, backdraft, etc., a structured method of area evacuation must be utilized, one which will provide for the rapid/effective notification of those personnel involved, and one which will be able to accurately account for those personnel.

A radio message shall be given by Command to all companies to evacuate the area. All company officers should then acknowledge the message given by command and remove their personnel to a safe are for a Personal Accountability Report (PAR). Three (3) long blasts of the apparatus air horn may accompany the evacuation notice to assist with the notification.

Any member has the authority to utilize the "Urgent Message" announcement when it is felt that a notable danger to personnel is apparent; however, considerable discretion should be applied to its use.

SEARCH AND RESCUE:

Search and rescue should be performed according to an efficient, well planned procedure which includes the safety of search crew personnel. The object of the search effort is to locate possible victims, not create additional ones by neglecting the safety of the search crew.

Prior to entering the search area, all search team members should be familiar with a specific search plan including the overall objective, a designation of the search area, individual assignments, etc. This may require a brief conference among crew members before entering the search area to develop and communicate the plan. Individual search activities should be conducted by two or more members when possible.

Company officers must maintain an awareness of the location and function of all members within their crew during search operations. A brief look around the floor below the fire may provide good reference for the search team, as floors in multi-story occupancies usually have a similar layout.

Whenever a search is conducted that exposes search crews to fire conditions (particularly above the fire floor) the search team should be protected with a charged hose line, in order to insure a safe escape route.

HIGH-RISE SAFETY:

Fire personnel conducting operations in high-rise buildings are faced with many non-typical hazards due to the design, elevation, limited access/egress, etc., inherent in these buildings. High-rise buildings containing a working fire are considered a high hazard area.

BUILDING ORIENTATION:

The Oneida Fire Department for uniformity and consistency shall address building orientation as follows. What would be typically be the front of the building, main entrance or street side shall be referred to using the Phonetic alphabet as the "ALPHA" side continuing in a clock wise fashion of the building as follows "BRAVO", "CHARLIE", "DELTA". When addressing the number of floors they shall correspond with the number of floors for the building 1, 2, 3, etc.

STAIRWAYS/ELEVATORS:

If a working fire is suspected in a high-rise building, the following procedures shall be adhered to:

- Utilize stairways to go aloft.
- Elevators may be used to go aloft provided the following measures have been taken.

A. The elevator shaft must be checked to insure that heat/fire have not damaged the hoist mechanism, etc. This can be done by checking the space between the door frame and the elevator car and shining a light up the shaft. If smoke or fire are visible in the shaft, DO NOT USE THE ELEVATOR.

B. Before using an elevator, the nearest enclosed stairway should be identified. Should the elevator stop at a floor with heavy SMOKE or intense heat, fire fighters can then head directly for the stairs without losing time searching for them.

C. You must verify that the floor you are going to is uninvolved. This can be done by utilizing the following measures.

Elevators With Fire Fighter Service Feature Utilize and Follow Manufactures Instructions

- Engage the Emergency Operations.
- Stop the elevator at the floor below the suspected fire floor.
- Be prepared to close the elevator door immediately

Elevators without the Emergency Operations shall not be used if a working fire is indicated.

If elevators are used to transport personnel and equipment, beware of exceeding the maximum load capacity of the elevator.

When operating around a high-rise building where the potential hazards of falling glass and debris exist, a fire ground perimeter shall be established 200' from the building and shall be observed by all Fire personnel as a high hazard area. Other perimeters will be at the discretion of Command, based on need. Pumpers supplying water shall utilize hydrants outside the perimeter when possible. Command and staff support personnel shall remain outside the perimeter unless entering the area to assist with interior operations.

2.1.3 Offensive and Defensive Operations

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Offensive and Defensive Operations	**SECTION / TOPIC: Operations**
Number: 2.1.3	**Date Issued: January 4, 2016**
Number of Pages: 6	**Revised Date:**

Prepared	Approved	Approved
X _____	X _____	X _____
Preparer	Approved	Approved
By: Chief Kevin Salerno	By: Chief Kevin Salerno	By:

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NFPA	
NIMS	

2.0 PURPOSE

This standard operating procedure/guideline addresses agency operations at emergency scenes, including offensive fire attacks, defensive operations, and how to determine which approach will be taken.

The following procedure outlines the fire ground strategy to be employed at structure fires. Fire ground operations will fall in one of two strategies, OFFENSIVE or DEFENSIVE. The two strategies are based on a standard Risk Management Plan that is to be employed at ALL structure fires. This is the basis for this procedure.

3.0 SCOPE

This SOP/SOG pertains to all personnel in this organization.

4.0 DEFINITIONS

These definitions are pertinent to this SOP/SOG.

5.0 GENERAL USE PROCEDURES

Agency Operations at Emergency Scenes:

- **<u>Within A Structured Risk Management Plan Consider the Following</u>**

Considering the level of risk, the Incident Commander will choose the proper strategy to be used at the fire scene. The strategy can change with conditions or because certain benchmarks (i.e. ALL CLEAR) are obtained. The strategic mode will be based on:

- The building (type of construction, condition, age, etc)
- Structural integrity of the building (contents vs. structural involvement)
- The fire load (what type of fuel is burning and what's left to burn)
- The fire and/or smoke conditions (extent, location, etc.)
- The rescue profile (savable occupants/survivability profile)

The Incident Commander is responsible for determining the appropriate fireground strategy. Once the appropriate strategy is initiated, it becomes the Incident Commander's job to ensure that all personnel are operating within the strategy. By controlling the fireground strategy, the Incident Commander is providing overall incident scene safety. The proper strategy will be determined based on the following:

• Avoiding simultaneous OFFENSIVE and DEFENSIVE strategies in the same fire area. This typically happens by first committing personnel to interior positions, then operating master streams from exterior positions. This places interior crews in danger of injury or death.

• Matching the appropriate strategy to the fire conditions of the structure, and minimizing risk to fire fighters.

Managing fireground strategy must start with the arrival of the first unit and be constantly monitored and evaluated throughout the entire incident. The initial Incident Commander will include the fireground strategy in the on-scene report. As Command is transferred to later arriving officers, these officers assuming Command must evaluate the fireground strategy based on the Risk Management Plan. Fireground strategy provides a starting point for fireground operations. Once the strategy is announced, all fire fighters know whether to operate on the interior or exterior of the building. The fireground strategy cannot be a mystery to anyone, everyone operating on the fireground must be operating in the same strategy mode; Offensive or Defensive.

Offensive Fire Attacks:

OFFENSIVE STRATEGY

Within the framework of the Risk Management Plan, the structure must first be determined to be safe to enter. Once determined safe, an Offensive Fire Attack is centered around RESCUE. When safe to do so, the City of Oneida Fire Department will initiate offensive operations at the scene of structure fires.

The following are guidelines for offensive fire attacks:

Request for a RIT team from the current Mutial Aid Matrix laid out by the Chief.

Initial attack efforts must be directed toward supporting a primary search -- the first attack line must go between the victims and the fire to protect avenues of rescue and escape.

Determine fire conditions and extent before starting fire operations (as far as possible). Don't operate fire streams into smoke.

2 In / 2 Out ***MUST*** be adheared to. See 2.1.6 Two in Two Out SOP SOG

Consideration should be given to a quick exterior knock down prior to initiating an interior attack.

Companies must resist the urge to focus only on the fire (this is known as the "candle moth" syndrome or "tunnel vision"). In some cases, the most effective tactical analysis involves an evaluation of what is not burning rather than what is actually on fire. The unburned portion represents where the fire is going and should establish the framework for fire control activities and requirements.

Command must consider the most critical direction and avenues of fire extension, plus its speed, particularly as they affect:

- Rescue activities
- Level of risk to fire fighters
- Confinement efforts
- Exposure protection

Command must allocate personnel and resources based upon this fire spread evaluation.

Command must structure whatever operations are required to extinguish the fire. The rescue/fire control-extension/exposure problem is solved in the majority of cases by a fast, strong, well-placed attack.

Command must establish an attack plan that overpowers the fire with ACTUAL water application, either from offensive or defensive positions.

Command must consider the 7 sides of the fire: front, rear, both sides, top, bottom, and interior. Fires cannot be considered under control until all 7 sides are addressed. Failure to do so frequently results in fire extension. Where the fire involves concealed spaces (attics, ceiling areas, construction voids, etc.), it becomes paramount that companies open up and operate fire streams into such areas. Early identification and response to concealed space fires will save the building. Officers who hesitate to open up because they don't want to beat up the building may lose the entire structure.

Early ventilation (natural or positive pressure) is a major support item that must be addressed during concealed space attacks. This must be initiated early and be well coordinated. Ventilation openings should be made in the fire area. Postive pressure should be injected from the unburned side and exit the structure out the fire area.

Command must get ahead of the fire. Command must make critical decisions that relate to cutoff points and develop a pessimistic fire control strategy. It takes a certain amount of time to get water to a location, and the fire continues to burn while the attack is being set up. Command must consider where the fire will be when attack efforts are ready to actually go into operation; if misjudged, the fire may burn past the attack/cutoff position before resources and personnel are in position. Don't play "catch up" with a fire that is burning through a building. Project your set-up time, write off property and get ahead of the fire. Set up adequately ahead of the fire, then overpower it.

WRITE-OFF PROPERTY THAT IS ALREADY LOST and go on to protect exposed property based on the most dangerous direction of fire spread. Do not continue to operate in positions that are essentially lost.

The basic variables relating to attack operations involve:
• Location/position of attack
• Size of attack
• Support functions

Command develops an effective attack through the management of these factors. Command must balance and integrate attack size and position with fire conditions, risk and resources. Many times offensive/defensive conditions are clear cut and Command can quickly determine the appropriate strategy. In other cases, the situation is MARGINAL and Command must initiate an offensive interior attack, while setting up defensive positions on the exterior.

THE ONLY REASON TO OPERATE IN MARGINAL SITUATIONS IS RESCUE.

The effect of the interior attack must be constantly evaluated, and the attack abandoned if necessary. Strategy changes can develop almost instantly or can take considerable time. Command must match the strategy with the conditions. The Incident Commander controls overall incident scene safety by determining the proper strategy to be used.

If the Incident Commander doesn't change strategies from offensive to defensive until the building is disassembling itself due to structural damage, Command is late in strategy determination and on the receiving end of the building's decision governing the new strategy to be employed. Often times when the building gets to make those decisions firefighter can get injured.

THE INCIDENT COMMANDER DETERMINES THE STRATEGY, THE BUILDING SHOULDN'T.

Command should abandon marginal attacks when:

- A primary all clear is obtained and the situation is still marginal.
- The roof is unsafe or untenable. Especially working fires in large unsupported, or lightweight trussed attic spaces.
- Interior forces encounter heavy heat and cannot locate the fire or cannot make any progress on the fire.
- Heavy smoke is being forced from the building under pressure and is increasing.

Command needs to constantly evaluate conditions while operating in marginal situations. This requires frequent and detailed reports from Operational Crews.

Defensive Fire Attack Operations:

DEFENSIVE STRATEGY

The decision to operate in a defensive strategy indicates that the offensive attack strategy, or the potential for one, has been abandoned for reasons of personnel safety, and the involved structure has been conceded as lost (the IC made a conscious decision to write the structure off).

The announcement of a change to a defensive strategy will be made as Urgent Message and all personnel will withdraw from the structure and maintain a safe distance from the building. Crews will advise their Officer on the status of their crew. Officers will notify Command of the status of the crews assigned under their command.

A PAR (Personnel Accountability Report) shall be obtained after any switch from offensive to defensive strategy.

Interior lines will be withdrawn and repositioned when changing to a defensive strategy. Crews should retreat with their hose lines if safe to do so. If retreat is being delayed because of hose lines, and it's unsafe to stay in the building, hose lines should be abandoned.

All exposures, both immediate and anticipated, must be identified and protected. The first priority in defensive operations is personnel safety; the second is exposure protection.

The next priority may be to knock down the main body of fire. This may assist in protection of exposures but does not replace it as a higher priority.

Master streams are generally the most effective tactic to be employed in defensive operations. For tactical purposes, a standard master stream flow of 500 GPM should be the guideline. Adjustments may be made upward or downward from this figure but it is very significant in the initial deployment of master streams.

When the exposure is severe and water is limited, the most effective tactic is to put water on the exposure and, if need be, from the interior of the exposure. Once exposure protection is established, attention may be directed to knocking down the main body of fire and thermal-column cooling. The same principles of large volume procedures should be employed.

Fire under control means the forward progress of the fire has been stopped and the remaining fire can be extinguished with the on-scene resources; it does not mean the fire is completely out. When the fire is brought under control, Command will notify Madison County 911 utilizing the standard radio report of "FIRE UNDER CONTROL." Madison County 911 will record the time of this report.

2.1.4 Incident Size-Up

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Incident Size-Up	**SECTION / TOPIC: Operations**
Number: 2.1.4	**Date Issued: January 4, 2016**
Number of Pages: 6	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: Chief Kevin Salerno	By: Chief Kevin Salerno	By:

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NFPA	
NIMS	

2.0 PURPOSE

This standard operating procedure/guideline addresses conducting incident size-up upon arrival on the emergency scene.

3.0 SCOPE

This SOP/SOG pertains to all personnel in this organization.

4.0 DEFINITIONS

These definitions are pertinent to this SOP/SOG.

5.0 GENERAL USE PROCEDURES

5.1 Conducting incident size-up upon arrival on the emergency scene:

Fireground factors offer a standard list of basic items Command must consider in the evaluation of tactical situations. This list should provide Command with a "checklist" of the basic items that are involved in size-up, decision-making, initiating action, review and revision on the fireground.

The effective Command Officer can only deal with a limited number of factors of any kind on the fireground. Within the framework of that limitation, the identification of critical factors is extremely important. All the factors are not critical in any one tactical situation. Command must identify the critical fireground factors that are significant in each tactical situation -- the list of factors offers a framework for that process.

Many times we begin operations before adequately considering the critical fireground factors. Size-up is a conscious process involving the very rapid but deliberate consideration of the critical factors and the development of a strategy and rational plan of attack based on those conditions. Attack is many times an instinctive action-oriented process that involves taking the shortest and quickest route directly to the fire. Action feels good in fireground situations while thinking delays action. Beware of non-thinking attack situations and non-thinking attackers!

Fireground factors represent an array of items that are dynamic during the entire fireground process. The relative importance of each factor necessarily changes throughout that time frame. Command must continually deal with these changes and base decisions on factor information that is timely and current. Beware of developing an incident action plan and sticking to that same plan throughout the fire, even though conditions continue to change. Effective fire operations require action plan revisions that continually reconsider fireground factors based upon information feedback.

In critical fire situations, Command may develop an action plan and initiate an attack based on an incomplete evaluation of fireground factors. In such cases, efforts must continue throughout the operation to improve the information on which those decisions are based. Command will seldom operate with complete information during initial operations.

The effective management of each fireground factor requires Command to apply a somewhat different form of information management (visual, recon, preplan) to each factor. This is particularly true between the major categories of factors. Command must deal with each factor in the most effective manner.

Most tactical situations represent a complex problem with regard to how Command deals with fireground factor information. There are factors that can be determined from a Command position on the outside of the structure and other factors that can only be determined from other operating positions -both outside and inside the structure. Fireground intelligence available to Command is developed utilizing an overlapping variety of information management factors and forms. These forms of information management revolve around the three basic information factors:

Visual Factors - These factors include those obvious to visual observation and those absorbed subconsciously. This visual information is categorized as the type that can normally be gained by actually looking at a tactical situation from the outside. This form of intelligence involves the perceptive capability of Command.

Reconnaissance Factors - These factors include information that is not visually available to Command from a position on the outside of a tactical situation and must be gained by actually sending someone to check-out, go-see, look-up, research, advise, call, go-find, etc. This generally involves Command making a specific assignment and then receiving an information-oriented report.

Preplanning and Familiarity Factors - These factors include the intelligence that is gained from formal pre-fire planning, and general informal familiarization activities. Such intelligence increases the information initially available to Command from the OUTSIDE of a tactical situation. This information provides Command with intelligence that would otherwise have to come from a Reconnaissance report or might not be available.

All incidents no matter the size, type or complexity will be governed by the three incident priorities.

1. **Life Safety**
2. **Incident Stabilization**
3. **Property Conservation**

The following are fireground factors which should be evaluated by Command as they pertain to each tactical situation. They can be obtained by using the above information management factors.

BUILDING

Size
Roof type (Bow string, bar joist, etc.), and condition
Roof covering (concrete, composite, tile)
Interior arrangement/access (stairs, halls, elevators)
Construction type
Age
Condition--faults/weaknesses
Value Compartmentation/separation
Vertical-horizontal openings, shafts, channels
Outside openings--doors and windows/degree of security
Utility characteristics (hazards/controls)
Concealed spaces/attic characteristics
Exterior access
Effect the fire has had on the structure (at this point)
Time projection on continuing fire effect on building

FIRE
Size
Extent (% of structure involved)
Location
Stage (inception--flashover)
Direction of travel (most dangerous)
Time of involvement
Type and amount of material involved--structure/interior finish/contents/ Everything
Type and amount of material left to burn
Product of combustion liberation

OCCUPANCY
Specific occupancy
Type-group (business, mercantile, public assembly, institutional, residential, hazardous, industrial, storage, school)
Value characteristics associated with occupancy
Fire load (size, nature)
Status (open, closed, occupied, vacant, abandoned, under construction)
Occupancy associated characteristics/hazards
Type of contents (based on occupancy)
Time--as it affects occupancy use
Loss Control profile/susceptibility of contents to damage/specific loss control needs (computers, business records)

LIFE HAZARD
Number of occupants
Location of occupants (in relation to the fire)
Condition of occupants (by virtue of fire exposure)
Incapacities of occupants
Commitment required for search and rescue (personnel, equipment, and Command)
Fire control required for search and rescue
Needs for EMS
Time estimate of fire effect on victims
Exposure of spectators/control of spectators
Hazards to fire personnel
Access rescue forces have to victims
Characteristics of escape routes/avenues of escape (type, safety, fire conditions, etc.)

ARRANGEMENT
Access, arrangement, and distance of external exposure
Combustibility of exposures
Access, arrangement, and nature of internal exposures
Severity and urgency of exposures (fire effect)
Value of exposures
Most dangerous direction--avenue of spread
Time estimate of fire effect on exposures (internal and external)
Obstructions to operations
Capability/limitations on apparatus movement and use

RESOURCES
Personnel and equipment on scene
Personnel and equipment responding
Personnel and equipment available in reserve, in staging, or Mutual Aid
Estimate of response time additional resources
Condition of personnel
Capability and willingness of personnel
Capability of Command personnel
Availability of hydrants Supplemental water sources
Adequacy of water supply
Built-in private fire protection (sprinkler, standpipe, alarms)
Outside agency resource and response time

OTHER FACTORS/CONDITIONS
Time of day/night
Day of week
Season
Special hazards by virtue of holidays and special events
Weather (wind, rain, heat, cold, humid, visibility)
Traffic conditions
Social conditions (strike, riot, mob, rock festival)

When operation at structure fires, the following tactical goals apply:

See SOP/SOG Best Practices Guideline 2.1.5 Command Procedures for a more in-depth approach to the S.L.I.C.E.R.S. Structural Fire Tactical Goals

Structural Fire Tactical Goals
S.L.I.C.E.R.S.

Sequential Actions
Size Up
Locate the Fire
Identify and Control Flow Path
Cool the Space from Safest Location
Extinguish the Fire

Actions of Opportunity
Rescue
Salvage

2.1.5 COMMAND PROCEDURES

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Command Procedures	**SECTION / TOPIC: Operations**
Number: 2.1.5	**Date Issued: June 30, 2014**
Number of Pages: 10	**Revised Date: January 14, 2015**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NFPA	
NIMS	

2.0 PURPOSE

The purpose of this guideline is to provide a consistent approach to structural firefighting strategies and tactics. The ICS and NIMS system has been adopted by The United States Fire Administration, and is recommended by The National Fire Protection Association as the standard to be used in all multi-agency emergency responses. These concepts are written as guidelines to provide fire officers the ability to adjust tactics to a specific emergency. These guidelines are in no way intended to replace one of the most important assets on the fireground, the thinking fire officer. These guidelines are written to provide a standardized vision of strategies that will be used on the fireground. Officers are allowed to deviate from the guidelines when conditions or situations warrant and should immediately notify the Incident Commander of their actions. For departments to work effectively together a common command structure must exist.

3.0 SCOPE

All City of Oneida firefighters and officers should be intimately familiar with the tactical guidelines. Company officers should understand all company assignments and how each unit works within the larger fireground picture. All personnel should know the guidelines well enough, so that when they have to deviate from the guidelines, they realize the impact their actions will have on other operating companies, and communicate accordingly.

4.0 DEFINITIONS

Accountability Officer – Assigned Officer responsible for the tracking and verification of personnel on the fireground.

Defensive Mode – Command option when the Rescue Mode is not imminent and there are NO life-safety issues. This is also when resources are not available (second or third due engine companies). This Mode is declared when risks outweigh benefits. This Mode identifies an exterior attack for an extended duration.

Door Control – The process of ensuring the entrance door providing access to the fire area is controlled and closed as much as possible after teams enter the structure. Steps must be taken to prevent the door from locking behind the entering members. By controlling the door, we are controlling the flow path of fire conditions from the high pressure of the fire area towards the low pressure area on the other side of the door. Door control also limits fire development by controlling the flow path of fresh air at the lower level of the open door towards the seat of the fire.

Driver Pump Operations (DPO) – A description of the duties and responsibilities that the Drivers (Position "D") are required to perform on scene.

Fire Attack Mode - When the determination of the first arriving officer deems rescue is NOT imminent. This mode may start out with a quick exterior attack and transition to an interior attack. Command will announce as a "Working Fire"

Fire Department Connection (FDC) – Water supply connection on Commercial and Multi-Family Buildings, which supplies water to the sprinkler system and/or standpipe system.

Flashover - A transition in the development of a compartment fire when surfaces exposed to thermal radiation from fire gases in excess of 1100°F reach ignition temperature more or less simultaneously. This causes the fire to spread rapidly throughout the space; resulting in fire involvement of the entire compartment or enclosed space.

***Flow Path* -** The movement of heat and smoke from the higher pressure within the fire area towards the lower pressure areas accessible via doors, window openings and roof structures. As the heated fire gases are moving towards the low pressure areas, the energy of the fire is pulling in additional oxygen from the low pressure areas. Based on varying building design and the available ventilation openings (doors, windows, etc.), there may be several flow paths within a structure. Any operations conducted in the flow path will place members at significant risk due to the increased flow of fire, heat and smoke toward their position.

Flow Path Control - The tactic of controlling or closing ventilation points which will: Limit additional oxygen into the space thereby limiting fire development, heat release rate and smoke production. Control the movement of the heat and smoke conditions out of the fire area to the exterior and to other areas within the building.

***Incident Commander* –** Referred to as "Command" of the incident. This is the first or highest ranking Officer or Acting Officer on the incident, who is responsible for the oversight or direction of the incident strategy.

Initial Rapid Intervention Crew (IRIC) – Crew of personnel who temporality assembles to provide for the safety and rescue of the firefighting crews. Once additional man power assemble to meet the required "Two-In, Two-Out" Rule, they assume their primary function on the fireground.

***Investigative Mode* -** Command option where the first-in unit investigates and other apparatus stage. This is when there is NO visible or apparent emergency upon arrival. Example: Responding for a fire alarm with nothing showing upon arrival.

***On-Deck* –** The movement from one position to another. This is used as a description when personnel move from the Rapid Intervention Crew (RIC) to interior Fire Attack/ Search Crews etc.

Operations (Ops or Ops Chief) – Assigned Officer who provides tactical direction to personnel engaged in firefighting and rescue operations. This person can be located close to or in the building where the incident is taking place.

Manpower Pool – Group of personnel assembled away from the incident, which are prepared and teamed for incident operations.

Mayday – A standard three-word distress call to indicate that a firefighter, emergency medical technician, or team is in immediate danger and requires assistance. (Mayday, Mayday, Mayday)

Medical Rehab Group – Group of personnel who are assigned to monitoring, documentation and possible care of personnel who have been engaged in firefighting operations.

Personal Accountability Report (PAR) – A system utilized by the Incident Commander (IC) via the radio and accountability System, to verify the status of personnel at an incident.

Primary Hydrant/Water Source – Hydrant or water source closest to the incident.

Quick Response Vehicle (QRV) – Oneida Squad 1 (298) vehicle used to respond to emergencies with man power or special equipment.

Rapid Intervention Crew (RIC) – Crew of personnel solely dedicated to the safety and rescue of the firefighting crews.

Rescue Mode **-** Command option where critical life safety situations are present. Command will announce as a "Working Fire". This mode will be declared when there is entrapment of occupants or firefighters. This should be considered on non-fire related emergencies. (structural collapse, confined space, trench collapse) The Rescue Mode ends when the occupants or firefighters have been removed or the determination for rescue is NOT possible.

Rural Water Supply **-** A water supply system established where a distribution system is not present. Mostly found in the rural parts of the City where apparatus is required to shuttle water to the incident.

Safety Officer **–** Assigned Officer responsible for the overall safety of the incident operation.

Secondary Hydrant/Water Source **–** Hydrant or water source near the incident, but from another direction that is separate from the primary hydrant or water source.

S.L.I.C.E.R.S. **–** Slice is a Fire Attack Mode tactic used to reduce temperatures inside a building prior to entry by firefighting personnel for extinguishment or rescue.

Truck Operations **–** Support Operations that are assigned to Truck Companies that provide assistance in firefighting and rescue operations.

VENT-ENTER-ISOLATE-SEARCH (V.E.I.S.) – is the approved tactic when entering a structure through an opening (door or window) to search an area for the location of the fire or to locate possible victims. The priority upon entering the area via a window is to close the door to that room or area in order to isolate that area being searched from the fire area. When entering a fire area via a doorway entrance, the door needs to be controlled until the fire area is further isolated or a charged hoseline is advancing on the fire. By isolating the area, we are controlling the flow path of the fire, heat and smoke towards the ventilation point as well as controlling the air flow from the ventilation point towards the fire area.

5.0 GENERAL USE PROCEDURES

INCIDENT SIZE UP
It is critical that the company officer communicate a concise size up of every situation. This information sets the tone for the incident and prompts the dispatcher to ensure the appropriate resources are allocated based on the incident type. The initial radio report should include the follow:

- Unit Number
- Conditions (Verify situation or declare a "working incident" and specify the type)
- Building construction type
- Establish Command
- Declare operational mode

Unit Number – Apparatus Number or Officer Unit Number.

Conditions – Brief description to assist in-coming units or those monitoring radio transmissions.

- On the scene or nothing showing
- Smoke showing
- Working Fire

Building Construction Type - will utilized NFPA building types 1-5

Establishing Command - The first arriving officer or senior firefighter in case no officer is riding on the apparatus, shall size up the incident i.e.: nature of incident, involvement, exposures and other pertinent information to the incident, perform a 360 degree size up if possible prior to entering the structure. This information shall be briefly relayed to all responding units.

The Officer in Charge shall initiate the Incident Command System as soon as possible so that additional tasks can be assigned while the initial size up is being made. As those units arrive, all arriving units **shall** report to command for an assignment, unless an assignment is give via radio transmission.

Declaring operational mode – Interior Attack, Defensive, Rescue Operations, Investigate.

Requesting Additional Resources:

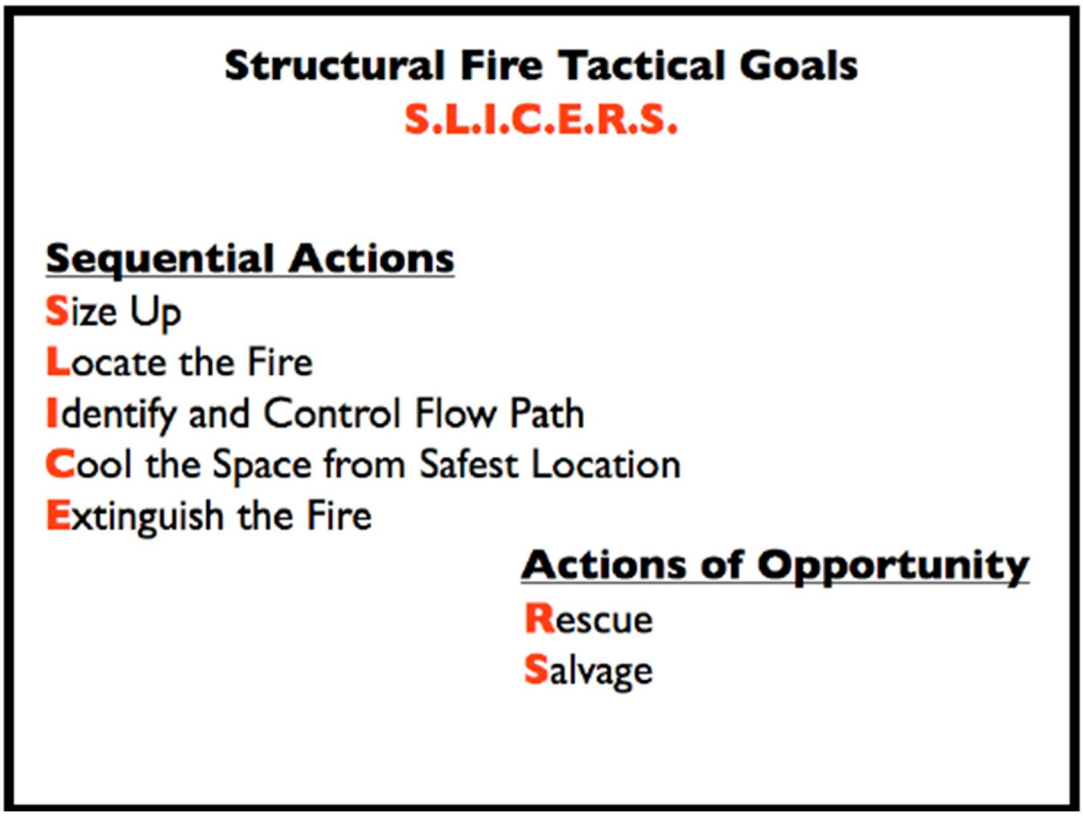
Ensure conditions reported to the dispatcher are accurate so that the correct units can be dispatched. The incident commander can either request specific units as needed or request a second alarm (Madison County / City of Oneida Fire Department Box Alarm Matrix).

INCIDENT PRIORITIES

The following priorities will guide decision making during the incident:

- Life Safety
- Incident Stabilization
- Property Conservation

When operation at structure fires, the following tactical goals apply:



SEQUENTIAL ACTIONS: To take place in order:

Size Up

Size-up must occur at every fire, and as a result of the size-up, the resources available and situational conditions; weather, fire location, size, structure, construction etc. A tactical plan for that fire must be developed, communicated and implemented. First arriving officers/incident commanders are responsible for obtaining a 360 degree view of the structure involved. Where impractical because of building size or obstructions, the incident commander should delegate other arriving units to view parts of the structure unseen by the incident commander.

Radio Benchmarks

- *Initial Radio Report*
- *Declare Operational Mode (Rescue Mode, Fire Attack Mode, Defensive Mode, Investigative Mode*
- *Apparatus assignments and/or crew assignments*

Locate the Fire

The location and extent of the fire in the building must be determined. Officers should use all means available to make this determination. Thermal Imagers should be booted prior to arrival and at the ready for the initial 360 degree lap of the structure. The location of the fire and current conditions will dictate the best location to attack the fire.

Identify the Flow Path

The incident commander should identify the presence and/or location of the flow path. Effort should be taken to control ventilation and the flow path to protect potential building occupants and limit fire growth. If a flow path is visible, consider closing doors and windows to limit air flow. When closing doors and windows, firefighters should be aware of any potential rescues readily accessible via doors/windows.

Cool the Space from the Safest Location

Given information obtained during the size up, locating the fire and identifying the flow path, the incident commander will determine if high heat conditions exist inside the structure. When high conditions are present, the incident commander will determine the safest and most direct way to apply water to the superheated space, or directly on the fire when available. The primary goal in this step is to reduce the thermal threat to firefighters and potential occupants as soon as reasonably possible.

Radio Benchmarks

- *Progress report; making entry, possible location of fire or essential information.*
- *Communicate method of continued operations*

Extinguish the Fire

Once the thermal threats have been controlled, the fire should be extinguished in the most direct manner possible. The incident commander should recognize the potential for the thermal threat to return and should move to extinguish the fire quickly. The incident commander should ensure the proper initial rescue crews (IRIC) are in place for interior fire attack operations.

Radio Benchmarks

- *Confirmed location of the fire*
- *"Putting water on the Fire," when water is applied to seat of fire*

ACTIONS OF OPPORTUNITY: May occur at any time

Rescue

The incident commander should consider the potential for rescues at all times. Firefighters should be prepared to remove occupants. It should be reinforced that often the best action the fire department can take is to suppress the fire. The incident commander and fireground officers must make a rapid and informed choice on the priority and sequence of suppression activities verses occupant removal. As life safety is the highest tactical priority, rescue shall always take precedence. The incident commander must determine the best course of action to ensure the best outcome for occupants based on the conditions at that time.

Salvage

Firefighters should use compartmentalization to control fire spread and smoke whenever possible.

Special Note on Ventilation: Fire departments should manage, and control the openings to the structure to limit fire growth and spread and to control the flow path of inlet air and fire gases during tactical operations. All ventilation must be coordinated with suppression activities. Uncontrolled ventilation allows additional oxygen into the structure which may result in a rapid increase in the size and hazard of the fire due to increased heat release rates. Residential Assignment

The First arriving Officer shall establish command and take a position to an area where the overall or best view of the operation can be seen and coordinated. This person shall assume command until relieved by a more Senior Officer.

Additional Officers or firefighters arriving on the scene shall report to command and then assist with coordinating the following operations according to priority:(listed here in random order):

1) Rescue
2) Second line of suppression
3) Ventilation
4) Salvage
5) Overhaul
6) Laddering
7) Water supply, dump and fill sites
8) Utility control
9) Forcible entry
10) Exposure protection
11) Master stream deploy
12) Triage

Response Guidelines – as of 4/2014 Per Chief Salerno

- **All Commercial, Mixed Use Properties:**
  - **Engine 293 – (driver, officer, and two (2) tailgaters)**
  - **Truck 297 – (driver, any remaining personnel)**

- **The Following Multi Family Properties:**
  - **103 East Railroad (McNamee Building)**
  - **344 Washington Ave (Barley Apartments)**
  - **126 Williams St (Ambassador Apartments)**
  - **416 West Railroad (Olcutt Hotel)**
  - **580 Seneca St (Garden Apartments)**
  - **Valenti Country Estates**
    - **Engine 293 – (driver, officer, two (2) tailgaters)**
    - **Truck 297 – (driver, any remaining personnel)**

- **Non-Commercial (Residential) Properties:**
  - **Engine 293 – (driver, officer, two (2) tailgaters)**
  - **Engine 291 – (driver, any remaining personnel)**

- **Kenwood District:**
  - **Engine 293 – (driver, officer, two (2) tailgaters)**
  - **Truck 297 – (driver, any remaining personnel)**

- **Towers I & II**
  - **Engine 293 – (driver, officer, two (2) tailgaters)**

- **Oneida Healthcare ACF & ECF**
  - **Engine 293 – (driver, officer, two (2) tailgaters)**
  - **Truck 297 – (driver, any remaining tailgaters)**

- **Mutual Aid**
  - **Requested piece – (entire shift), if not enough seat belted riding positions, respond Squad 1 also.**

Apparatus Assignment (recommendations)

First Engine

- Position Engine past structure or stop short to leave room for 1st Truck.
- Establish command, give initial size up, identify and initiate water supply (Rural Water Shuttle if necessary) and state operational mode.
- Complete lap around building 360 approach.
- Responsibilities: Rescue Mode-Rescue of occupants. Fire Attack Mode-Initiate SLICERS. DPO operations. Pull 2 attack lines. Defensive Mode-No entry.

Second Engine

- Position apparatus at primary hydrant (when available) and secure water. In rural water settings, pick up the 1st Engine's supply line and prepare for rural water operations.
- Ensure continuous water to 1st Engine. If 1st engine can get its own water, support the FDC.
- Responsibilities: Establish Initial Rapid Intervention Crew (IRIC) when no rescue is evident. In rescue and fire attack mode, initiate 2nd attack line and support initial attack. DPO/Water Supply Operations. If no Truck Company confirm water with pump operator of first engine and then join the initial crew.

Third Engine

- Position apparatus at secondary hydrant (At or near front), when available to establish secondary water source.
- Lay-in and supply water for 1st Truck Operations.
- If rural water, deliver water to 2nd engine and drop crew. Apparatus to help setup dump site for rural water operation.
- Responsibilities: Establish On-Deck Rapids Intervention Crew; Initiate a handline dedicated for RIC use only. DPO/Water Supply Operations.

First Truck

- Position apparatus at or near front.
- Ladder roof unless advised otherwise by command.
- Prepare for immediate V.E.I.S. when appropriate
- Responsibilities: Prepare for forcible entry, search, salvage and overhaul.
- Coordinate with command for access for compartment cooling, place ground ladders for escape, control utilities.

EMS: Ensure EMS support is present from local ambulance service providers.

2.1.6 TWO IN - TWO OUT

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Two In – Two Out	**SECTION / TOPIC: Operational**
Number: 2.1.6	**Date Issued: January 4, 2016**
Number of Pages: 4	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By:

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

United States Department of Labor Occupational Safety & Health Administration

OSHA	29 CFR Part 1910
NFPA	1500 Fire Department Occupational Safety & Health Program
NIMS	

2.0 PURPOSE

To establish best practices Standard Operating Procedures/Standard Operating Guidelines that will serve to provide a safe working environment for all personnel and to reduce the risk of injury or death as a result of City of Oneida Fire Department operations at emergency incidents. This policy will serve to comply with the Law for Two-In/Two-Out provisions in the OSHA Respiratory Protection Final Rule (29 CFR Part 1910. 134).

3.0 SCOPE

A temporary team of at least two firefighters, fully equipped and trained, on standby outside the structure to provide assistance or rapid rescue, if needed. While other members are assigned to firefighting with in any IDLH atmospheres. This team is only intended as a temporary, stand-by crew and is not intended for long term assignment where a formal Rapid Intervention Crew should be assigned.

4.0 DEFINITIONS

Immediately Dangerous to Life or Health (IDLH) Atmosphere: An atmosphere that poses an immediate threat to life, would cause irreversible adverse health effects, or would impair an individual's ability to escape from a dangerous atmosphere.

Interior Structural Firefighting: Means the physical activity of fire suppression, rescue or both, inside of buildings or enclosed structures which are involved in a fire situation beyond the incipient stage. (See 29 CFR 1910.155)

Incipient Stage Fire: Fire which is in the initial or beginning stage and which can be controlled or extinguished by portable fire extinguishers, Class II standpipes or small hose systems without the need for protective clothing or breathing apparatus. (See 29 CFR 1910.155 (c)(26)

Oxygen Deficient Atmosphere: Means an atmosphere that contains a oxygen content below 19.5% by volume.

Rapid Intervention Team (RIT): A specifically designated team (minimum four firefighters plus one Officer) designed to provide personnel for the rescue of emergency service members operating at emergency incidents if the need arises.

PAR: Personnel Accountability Report

Qualified Firefighter: Any City of Oneida Firefighter or any Mutual Aid firefighter certified at the Level II standards.

5.0 GENERAL USE PROCEDURES

Procedures:
The first arriving company shall determine if the incident involves an “IDLH atmosphere”. at no time shall individuals enter an IDLH atmosphere independently. Teams of at least two (2) SCBA equipped personnel shall be required for entry into such an atmosphere at all times.

In fire situations, it will be necessary for the incident commander to determine if the fire is in the incipient stage. A team of two qualified firefighters may take action according to standard operating procedures to extinguish an incipient fire without "Two in – Two out" in place.

If the presence of an "IDLH atmosphere" has been determined, and there are less than five (5) qualified firefighters on the scene, the company shall wait until at least 5 qualified firefighters are assembled on the scene before initiating operations within the IDLH atmosphere. Two qualified firefighters may begin operating within the IDLH atmosphere as long as two additional qualified firefighters (who are properly equipped) are outside the IDLH atmosphere to serve as the temporary initial rapid intervention team (RIT), and the one remaining person maintains the position of pump operator. One of the two initial RIT members must be responsible for establishing the on-scene accountability system. The second RIT member may be assigned other tasks and/or functions so long as these tasks and/or functions can be abandoned, without placing any personnel at additional risk, if rescue or assistance is needed.

All members operating in IDLH atmospheres must use SCBA and work in teams of two or more. They must also maintain voice or visual contact with each other at all times. Portable radios and/or safety robe tethering are not acceptable as replacements for voice or visual contact. Radios can (and should) be used for fire-ground communications, including communications between interior and exterior teams. They cannot, however, be the sole tool for accounting for one's partner during interior operations. Teams members must be in close proximity to each other to provide assistance in case of an emergency.

Until five firefighters are assembled, operations outside of the IDLH atmosphere shall commence immediately in accordance with standard operating procedures.

Such operation include, but are not limited to:

Establishment of:

- Water supply
- Exterior fire attack
- Exposure protection
- Placement of ladders
- Utility control
- Forcible entry
- Ventilation;
- Any other exterior operations deemed appropriate by the incident commander.

As the incident progresses to the point of more than one interior team, an identified and dedicated Rapid Intervention Team (RIT) shall be established and positioned immediately outside the IDLH atmosphere. This team shall be fully outfitted with protective clothing and SCBA with the air mask in the ready position to don, a portable radio, and other required rescue equipment. All team members will be dedicated to perform rescue and shall not be assigned other duties (except for incident accountability) unless a replacement team member is assigned. A charged hose line should be dedicated to this team.

Exceptions:

If upon arrival at the fire scene, members find a fire in its incipient stage, extinguishment of such a fire shall be permitted with less than five persons on the scene. Extinguishment of outside fires such as but not limited to dumpsters, brush, or automobiles, shall be permitted with less than fire persons, even if SCBA are being worn.

If upon arrival at the scene, members find a imminent life-threatening situation or probable life threatening situation where immediate action may prevent the loss of life or serious injury, such action shall be permitted with less than five persons on the scene when the probability of a rescue is made in accordance with normal size-up indicators and fire ground evaluation factors. (Examples are but not limited to: report of persons inside, signs of persons inside, etc.)

The incident commander shall evaluate the situation, considering the occupancy, time of day, day of the week, reports from persons on the scene, signs that persons may be inside the structure, etc. Entry may be considered if signs indicate a probable victim rescue. In the absence of clear signs or a report from a responsible person on the scene that people are in the structure, it is to be assumed that no life hazard exits. Therefore interior attack shall not be initiated until the minimum fire (5) persons arrive on the scene.

If members are going to initiate action that would involve entering an “IDLH atmosphere” because of a probable or imminent life-threatening situation where immediate action may prevent the loss of life or serious injury, and personnel are not on the scene to establish an initial rapid intervention team, the members should carefully evaluate the level of risk that they would be exposed to by taking such actions. In all cases a minimum of two (2) people shall form the entry team. Furthermore any member(s) of the City of Oneida Fire Department who initiate immediate action and enter into an “IDLH atmosphere” for a imminent life-threatening situation or the probable life threatening situation to prevent loss of life or serious injury that member(s) shall prior to entering the IDLH make notification to the Incident Commander, other company members, incoming units or notify dispatch of the entry and receive confirmation of the members transmission.

Should the incident commander in the scene deviate from this guideline, the actions taken shall be documented on the fire incident report and forwarded through the chain of command to the fire chief. The narrative of this report shall be by the incident commander and outline the reasons, rational, justification, and the end result of the deviation from the standard operating procedure. All information in the report shall be of enough depth so as to provide a comprehensive understanding of the action taken.

See 29 CFR 1910.134(g)(4) for OSHA Text on rule on.

2.1.8 1st Due Engine Riding Positions

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: 1st Due Engine Riding Postions	**SECTION / TOPIC: Operational**
Number: 2.1.8	**Date Issued: January 4, 2016**
Number of Pages: 3	**Revised Date:**

Prepared	Approved	Approved
X _____	X _____	X _____
Preparer	Approved	Approved
By: Chief Kevin Salerno	By: Chief Kevin Salerno	By:

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NFPA	
NIMS	

2.0 PURPOSE

The purpose of this procedure is to establish a standing order for essential job assignments of firefighters and officers that are specific to the seat they are occupying in an engine that would be First Due or first to arrive, at a fire scene. Pre-assigned job assignments for each riding seat in an apparatus will allow a firefighter to understand what tasks they are individually responsible for and alleviate any confusion or hesitation regarding who is doing what upon arrival. The assignments shall be interchangeable from engine to engine, regardless of the engine designation, (E1, E2, E3). This allows the crew to work very efficiently at the most critical part of an incident the first few minutes. These assignments will also give the Officer in Charge more time to plan a strategy to mitigate the situation. These will be standing orders that can be altered by the Incident Commander or Officer in Charge at any time.

3.0 SCOPE

This SOP/SOG pertains to all personnel in this organization under the best practices guide.

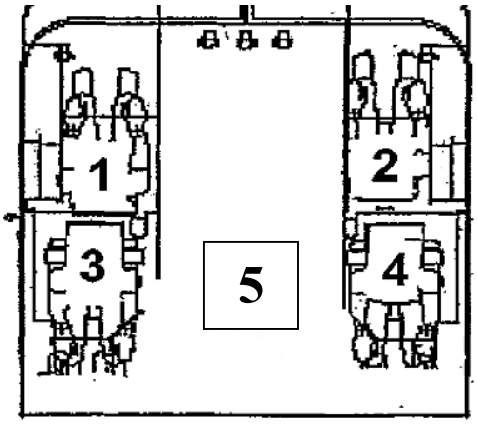
4.0 DEFINITIONS

These definitions are pertinent to this SOP/SOG.

5.0 GENERAL USE PROCEDURES

Each seat position on the first due engine has a standing order of very specific tasks to be completed that is broken down by what seat you sit in. These duties shall be a standing order that shall be completed unless the OIC, depending upon the situation, changes these assignments. As part of an engine crew, if you have not been given a specific task by the OIC, it is important to follow these assignments. The member seated in the riding position is responsible to make sure they complete the specific tasks assigned to them. These assignments shall be interchangeable between any of the engines that happen to be the first to arrive at a fire.

Each riding position shall be designated in relation to the seating arrangement as below:



Position 1 Driver
Position 2 Officer
Position 3 Hydrant/Tools
Position 4 Tailgater
Position 5 Additional FF

These positions remain the same regardless if facing forward or backward

FIRST DUE ENGINE

POSITION 1- DRIVER

- ***RADIO DESIGNATION ----"291, 292, 293"***
- Place pump into gear operate as needed
- Provide Scene Lights
- Charge appropriate line(s)
- Complete hydrant hook-up after getting pressure from the booster tank.
- Assist as needed to remove ground ladders
- Pull dry backup line for incoming crew (if needed)
- At all times, ***STAY WITH VEHICLE*** unless requested by IC or OIC
- Keep accountability board available for Safety Officer/Incident Commander

POSITION 2- OIC

- ***MUST HAVE PORTABLE RADIO----****RADIO DESIGNATION "Unit # "*
- Radio first in report
- Establish command upon arrival
- TIC, hand tool
- Perform 360 degree assessment of structure
- Maintain command duties until relieved by senior officer (at discretion of Command)
- Be ready to operate the backup attack line if needed

POSITION 3- HYDRANT

- ***MUST HAVE PORTABLE RADIO----*** *RADIO DESIGNATION "FF name, Unit #)*
- Get off at hydrant
- Pull LDH hose and hydrant bag off truck
- Loop hydrant, leave hydrant bag
- If second engine is following close behind return to engine crew
- If second engine is not in sight or is reassigned make hydrant then return to crew
- Make sure to have tools prior to joining crew "set of irons"

POSITION 4- TAILGATER

- ***MUST HAVE PORTABLE RADIO----*** *RADIO DESIGNATION "FF name, Unit #)*
- Exit apparatus on side of fire
- Pull attack line to entry point
- If possible "Hit It Hard From The Yard"
- Enter as Crew

POSITION 5- ADDITIONAL PERSONAL

- ***MUST HAVE PORTABLE RADIO----*** *RADIO DESIGNATION "FF name, Unit #)*
- Have hand tools "set of irons"
- Assist as backup for the Tailgator on the nozzle

Remember that these are "standing orders" that shall be in place at all times. These standing orders shall be interchangeable between all the engines, depending on if they are First Due to a fire. These orders can be changed in any degree by the OIC at any time. The OIC will have the final word.

2.1.9 APPARATUS ASSIGNMENTS

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Apparatus Assignments	**SECTION / TOPIC: Emergency Response**
Number: 2.1.9	**Date Issued: July 13, 2014**
Number of Pages: 2	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NFPA	
NIMS	

2.0 PURPOSE

The purpose of this SOP/SOG is to clearly define apparatus assignments detailed to fire personnel at the start of the duty shift. If followed the SOP/SOG will also allow the department to operate as one unit collectively regardless if assigned to the shift or detailed from a different shift. This Standard is ultimately designed to enhance the safety of fire department personnel, while also improving the efficiency of operations, providing the Incident Commander with a guaranteed quantity of critical resources on each alarm. While eliminating any confusion to who will respond in what apparatus.

3.0 SCOPE

All members of the City of Oneida Fire Department.

4.0 DEFINITIONS

O.I.C Ranking officer on duty.
R1: Rescue 295
T1: Tower 297
E1: Engine 291
SQ1: Squad 298
E2: Engine 292
E3: Engine 293
TG: Tailgater

5.0 GENERAL USE PROCEDURES

At the start of the shift the respective Officer will record into the Log Book at the watch desk Apparatus Assignments to be assigned to personnel for that duty shift.

- R1 / TG : Drives Rescue 295 and tailgates all engine calls.
- E3 / E2 : Drives Engine 293 or Engine 292 based on response SOG.
- E1 / T1 : Drives Engine 291 or Tower 297 based on response SOG.
    - E1 / T1 driver is responsible for conducting shift recalls.
- TG : Tailgates Engine, Tower, Rescue when needed on call.
- If there are more than two officers on duty or less than three qualified drivers on the shift the lowest ranking officer by seniority will be given one of the assignments.

The above SOG/SOP will be followed as written. Based on information received, the O.I.C. will have the discretion to deploy an alternative utilization of manpower and equipment as he deems necessary. Such information received will be documented in the "notes" section of the BFIR.

2.2.0 STATION STAFFING / CALL BACK

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Station Staffing / Call Back	**SECTION / TOPIC: Operations**
Number: 2.2.0	**Date Issued: January 17, 2014**
Number of Pages: 3	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The purpose of this SOG is to clearly define station staffing levels for manpower during normal operational periods. It will also help develop basic staffing requirements during response criteria to ensure that the fire department can respond to multiple alarms. This Standard is ultimately designed to enhance the safety of fire department personnel, while also improving the efficiency of operations, providing the citizens of Oneida with a timely and minimum response to the best of the Fire Departments ability.

3.0 SCOPE

All members of the City of Oneida Fire Department.

4.0 DEFINITIONS

O.I.C.: Officer in charge
Shift Recall: Electronic page to recall off duty firefighters to increase current staffing levels.
Call Back: Telephoning an off duty firefighter to increase current staffing levels.

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

Shift Staffing:

- Shift staffing is comprised of six (6) total personnel when fully staffed
    - Two (2) officers a Deputy Chief and Lieutenant and Four (4) Firefighters
    - Furthermore at a minimum on duty the shift should have on duty an Officer, Advanced EMT and a Fire Inspector.
    - Five (5) personnel has been the department's minimum staffing practice.

Types of Recalls:

- Departmental Recall: (99) electronic page instituting a recall of the entire department.
- Shift Recall: Electronic page to recall off duty firefighters to increase current staffing levels due to a full response of the shift or multiple calls at one time.
- Call Back: Telephoning an off duty firefighter(s) to increase current staffing levels.

Recall Matrix:

- Opposite shifts 1 - 3 and vise versa
- Opposite shifts 2 – 4 and vise versa
- Additional shift needed the shift prior to on duty shift example shift 1 working then shift 4 recalled as additional crew.

Station Staffing:

- Minimum station staffing during emergency calls will always be two (2).
- No member should attempt to respond by themselves to any emergency call(s). They should wait for arrival of at least one person to respond.

Call Back of Personnel:

- Call back is conducted by telephoning an off duty firefighter or officer to increase current staffing levels to the minimum of at least two (2) personnel but could possibly be more.
- When ever needed, every attempt should be made to have staffed with at least one officer. If an officer is not available then the recall shifts firefighters will be called to cover off first.
- If an off duty member is available and at the station, he/she will be utilized to conduct the call back procedures and cover off the station.

Shift Recall:

- A Shift recall is conducted when personnel is needed to cover the station due to a full shift response to an incident or do to the on duty crew having multiple calls at one given time, or when dictated by policy.
- If the Chief is in the station, the O.I.C. will confirm that the Chief is conducting the shift recall if not then the O.I.C. will confirm that the driver of the second responding apparatus makes the recall prior them responding to the alarm.
- If it is determined that the O.I.C. needs additional personnel from the recall shift again station staffing during emergency calls will always be two (2) at the minimum.
- If members of the Oneida Fire Department arrive at the station during a shift recall and were not recalled they should not be utilized if the staffing level is at two (2) or more.

Department Recall:

- Department recalls are usually conducted when the incident or incidents immediately exceeds the needed manpower capabilities of the shift. Such as a working structure fire, where personnel are needed on the scene and to cover off the station.

The above SOG/SOP will be followed as written. Based on information received, the O.I.C. will have the discretion to deploy an alternative utilization of manpower and equipment as he deems necessary. Such information received will be documented in the "notes" section of the BFIR.

2.2.1 STATION STAFFING OVERTIME

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Station Staffing Overtime	**SECTION / TOPIC: Operations**
Number: 2.2.1	**Date Issued: January 17, 2014**
Number of Pages: 3	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: Chief Kevin Salerno	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

The purpose of this SOG is to clearly define station staffing levels for manpower during normal operational periods. In the event of illness or injury the following guideline shall be followed to quickly fill the staffing needs of the shift in a fair and just manner so that all employees are treated equal. This Standard is ultimately designed to enhance the safety of fire department personnel, while also improving the efficiency of operations while providing the citizens of Oneida.

3.0 SCOPE

All members of the City of Oneida Fire Department.

4.0 DEFINITIONS

O.I.C.: Officer in charge
Call Back: Telephoning an off duty firefighter to increase current staffing levels.
Card File: Index of Fire Department Personnel eligible for overtime by rotation.

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

OVERTIME:

1. There will be at least one Officer on duty at all times.
2. The person calling for overtime will be the O.I.C. or their delegate.
3. The card rotation file will be updated at that time.
4. Any overtime of 12 hours or greater will be filled from the card file.
5. Any overtime less than 12 hours, the recall shift will be called first, and then the other two (2) shifts, in proper order.
6. If immediate overtime is needed; someone going home sick, someone left on E.L., sickness call in just prior to shift, the following procedure will be followed –
    a. Each potential recipient shall be given equal treatment.
    b. Each potential recipient will be called using the phone numbers provided. If no answer, a page will be done for that individual. If no response from that individual within 5 minutes, move on to the next individual in line. If calling from the card file, that person will be rotated.

Overtime Continued:

C. Exceptions to being rotated;
- Your shift is working.
- You are off on official City business, training, court, etc.
- You are out of work on a job related illness or injury.
- You went home sick or called in sick on your prior duty day.
- You are on military leave

7. All other overtime, the following procedure will be followed;

a) Each potential recipient shall be given equal treatment.

b) Each potential recipient will be called using the phone numbers provided. If no answer, leave a message and do an individual page. The individual being contacted will have thirty (30) minutes to contact the station. If no contact is made with the station before thirty (30) minutes has elapsed, move on to the next individual.

c) After contacting the station, they will then have an additional thirty (30) minutes to determine if they wish to accept the overtime.

d) Whether the individual accepts, refuses, or does not follow b and c above, their name will be rotated in the card file.

e) Exceptions to not being rotated;
- Your shift is working.
- You are away when called or will be away when overtime is necessary on official City business, training, court, etc.
- You are out of work on a job related illness or injury.
- You are on military leave when being contacted or will be on military leave when overtime is needed.

2.2.2 Criteria for Fire Chief Notification

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Criteria for Fire Chief Notification	**SECTION / TOPIC: Operational**
Number: 2.2.2	**Date Issued: January 4, 2016**
Number of Pages: 2	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: Chief Kevin Salerno	By: Chief Kevin Salerno	By:

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NFPA	
NIMS	

2.0 PURPOSE

To provide a list of response criteria that require notification of the Fire Chief due to the type of situation or the significance of the alarm that involves City of Oneida Fire Department personnel.

3.0 SCOPE

This SOP/SOG pertains to all personnel in this organization.

4.0 DEFINITIONS

These definitions are pertinent to this SOP/SOG.

5.0 GENERAL USE PROCEDURES

PROCEDURE:

The Officer In Charge is to request the Fire Department base to notify the Fire Chief of any incident that involves the following criteria:

- Structure fires
- Serious MVA
- Accidents involving a fatality.
- Disaster or Catastrophic Incident
- Where a City of Oneida Fire Department member is injured
- Any accident involving City of Oneida Fire Department apparatus
- Mutual Aid Response by the City of Oneida Fire Department
- When Mutual Aid is requested by the City of Oneida Fire Department
- Technical Rescue or Hazardous Materials Call of a significant nature
- Any call where City of Oneida Fire Department personnel are involved in violent or hostile environments

2.2.4 NON EMERGENCY DETAILS - COMMUNICATION

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Non Emergency Details Communication	**SECTION / TOPIC: Operations**
Number: 2.2.4	**Date Issued: December 10, 2014**
Number of Pages: 2	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

None

NFPA	
NIMS	

2.0 PURPOSE

To take precautions against the likelyhood of members of the department encountering a "dead zone" or experiencing radio failure and not being available for an emergency call.

3.0 SCOPE

Shall apply to all members of the Fire Department while on duty.

4.0 DEFINITIONS

Dead Zone: Area within the response district that due to location, type of building, topography, etc. will not receive radio transmissions.

Detail: Anytime a member will be out of the station while on duty in a non-emergency mode performing any assigned task.

Radio Failure: Event that direct radio communication with any member(s) cannot be established because member(s) are not in radio range due to either distance from the tower, or radio dead spots, or the radio is malfunctioning or not on the correct channel or not on at all.

5.0 GENERAL USE PROCEDURES

To better enhance communication in the Oneida Fire Department and to alleviate the chance of being out of the station when needed to respond to an emergency and at the same time experiencing a radio failure by malfunction, locating a dead zone, or by operator error. Members of the department will do the following.

While out of the station on non-emergent details, a member of the department will carry on them a department issued cell phone from the truck that is being used for the detail.

The member designated to carry the department issued cell phone will check to make sure of the following.

- Phone is on
- Battery is charged or has sufficient power to last during the time out of the station.
- That the ringer is set to an approved ring tone.
- The volume is set loud enough to hear for the environment you are operating in.

If the vehicle that is being used for the detail is not equipped with a cell phone an alternate cell phone can be use. It will be the responsibility of the member going out on the detail to inform the Officer in charge and or the base of the number to be used.

Oneida Fire Department Vehicle Cell Phone Numbers

Engine 291 (315) 761-9145 Engine 292 (315) 7629148 Engine 293 (315)761-7523

Rescue 295 (315)762-9149 Tower (315)761-9222

2.2.5 RADIO OPERATIONS / COMMUNICATIONS

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Radio Operation	**SECTION / TOPIC: Operations / Communication**
Number: 2.2.5	**Date Issued: January 17, 2014**
Number of Pages: 6	**Revised Date: February 12, 2016**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: Chief Kevin Salerno	By: Chief Kevin Salerno	By:

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NFPA	
NIMS	

2.0 PURPOSE

A reliable and effective communications system is vitally important to the accomplishment of the Oneida Fire Department's mission and the safety of its Firefighters. The objective of this SOP/SOG best Practices Guideline is to provide information, guidelines, and directives that will ensure rapid and efficient communications for the department. The manner in which radio operations are handled is often a measure of the efficiency of an organization and the attitude of its individuals. Observing simple basic rules will expedite message handling and improve working relationships among all concerned.

3.0 SCOPE

This SOP/SOG pertains to all personnel in this organization.

4.0 DEFINITIONS

For the purpose of this SOP / SOG, the following definition(s) shall apply:

A. **System user:** Any member agency (Police, Fire, EMS, and Local Government) as well as any other agencies/individuals (including radio vendors/technicians) with the authorization to receive or transmit on the Madison County Interoperable Communications System.

B. **Network Tactical Channel**: A radio talk group or channel that Fire or EMS agencies may use for communications during an emergency event. The Tactical Channels that are "On-Network" utilize a digital trunked land mobile radio system with towers placed throughout Madison County. These channels are recorded and *may* be monitored by the Madison County E911 Center as personnel resources allow. Madison County E911 also has the ability to transmit and simulcast on these as well. The Network Tactical Channels available for fire related emergency events are; Channels # 6 and 7. These channels will be assigned by the Officer in Charge as available on an "event driven" or an "as needed and requested" basis. Madison County E911 may also assign a Netwok Channel based on availability.

C. **Off-Network Tactical Channel**: A radio channel that is low power (usually less that 5 watts) – simplex and doesn't transmit through the digital trunked system. The "Off-Network" Tactical Channels # 3, 8. These channels are not able to be monitored by Madison County E911 unless a DVR is "on-scene" and turned on. An "Off-Network" radio channel communication is generally a "line of sight distance transmission" dependent on objects that could impede that low power signal. Items such as trees, hills, and concrete/steel buildings are just some examples of barriers that can limit the distance of all radio transmissions as well as an "Off-Network" radio transmission. Channel 9 is the Oneida UHF Channel available to only the Oneida Fire Department. Channel 9 works with our former radio base and portables and is in place as a back up or special use system.

IMPORTANT NOTE: THE EMERGENCY TRAFFIC BUTTON WILL NOT ALERT THE MADISON COUNTY E911 CENTER ON "OFF NETWORK" CHANNELS UNLESS A DVR IS "ON-SCENE".

D. **Dispatch Channel**: A radio channel that the Madison County E911 Center uses for the communication between the dispatch and responders. Fire events (City and County) are primarily dispatched on channel #1. The Dispatch Channel is "On-Network" and utilizes the digital trunked radio towers placed throughout Madison County.

E. **Command Channel**: The primary channel for command is Channel #5. This Command Channel is "On-Network" and utilizes the digital trunked radio towers placed throughout Madison County.

F. **Regionwide Inter-Op Channel**: A radio channel that can be used for inter-agency communications between multi-agencies from different Counties that are part of CNYICC, (Cayuga, Madison, Onondaga, and Oswego Counties). The Regionwide Inter-Op channel is # 14 and is an "On-Network" radio channel. This is an Inter-Op channel for Central New York Communications Consortium counties (i.e., Cayuga, Madison, Onondaga and Oswego). This channel is also utilized for communication with helicopters.

G. **County Wide Inter-Op Channel:** A radio channel that can be used for inter-agency communications between multi-agencies from Madison County, (Fire, Police, Highway). The County Wide Inter-Op Channel is # 15 and is an "On-Network" channel.

H. **Minor Events**: A minor event can generally be defined as a request for service that a single unit or single fire department responds to. Some examples of "Minor Events" are; medical calls of varying nature, normal day to day calls handeled by the Oneida Fire Department only, etc. and any other events where you wouldn't necessarily need a dedicated "Tactical Channel".

I. **Serious Events**: A "Serious Event" can generally be defined as any call requiring a multi-department response, (Mutual Aid). Some examples of a "Serious Event" include multiple fire department response to a "reported or confirmed structure fire, building collapses, MCI incidents, serious MVA's and hazardous materials incidents."

5.0 GENERAL USE PROCEDURES

A. RADIO OPERATIONAL PROTOCOL/ROUTINE PROTOCOLS (ALL)

1. All radio communications regardless of nature shall be restricted to the minimum practical transmission time and employ an efficient operating procedure. Transmissions of an excessive length on a trunked radio system can have the unintended consequence of busying the system for other users.

2. Pronounce words distinctly.

3. The voice should be as emotionless as possible, emotion tends to distort the voice and render it unintelligible.

4. Attempt to make your voice a regular monotone.

5. Emergency messages require no expression, but a high degree of intelligibility.

6. When utilizing the radio system, use common sense and courtesy. Listen before transmitting.

7. The FCC forbids profanity (this is a violation of Federal Law Title 18) and any superfluous or extraneous transmissions.

8. Information that would jeopardize emergency operations if known by non-emergency service providers shall not be transmitted over the radio.

9. When a unit transmits during general day to day activities, the name of the channel shall also be transmitted. For example, “295 to base on 4.”

10. Primary Channels are used to dispatch calls for service. Specific tactical operations will be conducted on appropriate tactical talk-group/channel.

11. Plan language shall be used for all radio communications. The use of codes, particularly agency-specific codes have been found to be a barrier in the transmission of information. The most negative effect of codes is a reduction in communications interoperability during multi agency response.

12. Phonetic Alphabet – A phonetic alphabet shall be used when needed. “Alpha, Bravo, Charlie, etc”.. Due to the variations of phonetic alphabets, no one phonetic alphabet will be required. Any phonetic alphabet that clearly identifies a letter is acceptable.

13. After you press the Push-to-Talk (PTT) switch, await the end of the “go ahead” tone (DESCRIBE) before speaking. The conclusion of the “go ahead” tone means that you have the air at that instant and can begin delivering your message. If another unit has the air, or the network is busy, you will receive a “system busy” tone (DESCRIBE). If you receive a “system busy” tone, release the PTT switch and await a “go ahead” tone. The system will automatically give you the air once the air is available for your transmission. Do not continue to press the PTT button after receiving a “system busy” tone. Doing so will cause you to lose your place in the queue and will be put to the end of the queue list.

14. Think before your speak – DON'T press the Push-to-Talk button until you know what you want to say in your transmission.

15. Make all transmissions brief and concise**.** If you must transmit a lot of information, break it into several shorter transmissions.

16. Don't use unnecessary words, such as "please" and "thank you". These words waste valuable air time.

17. Do not use words or inflections that reflect humor, irritation, sarcasm, or disgust. All transmissions should be impersonal and professional. Additionally, do not make "catcalls" or play music and/or sound effects over the radio. This activity violates Federal Communications Commission (FCC) rules and regulations. Furthermore, personnel must refrain from creating background noises that may be disruptive or sound un-professional to those agencies on or monitoring that channel.

18. Make only necessary transmissions. You do not know when emergency communications are in progress and your unnecessary transmission may delay another radio user reporting or responding to an emergency event.

19. Don't ignore a call to your radio**.** If you cannot deal with the transmission immediately, ask the caller to standby and re-contact them as soon as you are able to. If you have not heard all of a transmission to you, never guess at the missing information. Ask the other person to repeat or clarify the message before acknowledging you understand it.

B. USE OF EQUIPMENT IN ELECTRONICALLY SENSITIVE AREAS

1. Radio equipment generates Radio Frequency this results in Radio Frequency Interference (RFI) that may interfere with blasting operations, operation of medical or other sensitive electronic equipment. Caution needs to be observed when operating radio equipment in such areas. In known or marked areas containing RF sensitive equipment the trunked radio shall be shut off. Notification to Madison County E911 will be done as soon as practical. When units are responding to calls of bomb threats or the possibility of explosive devices being present, they will turn their radios off in accordance with City of Oneida SOP / SOG Best Practices Guidelines.

ASSIGNING TACTICAL CHANNELS

If the Incident Commander operating at the event decides they require a "Tactical Channel", they will advise the Madison County E911 Center that they will be operating on "**Network** Tactical Channel" # 6 or 7.

1. All Tactical Channels must be assigned by the Incident Commander for an event as available and dependent upon the nature of the dispatch.

2. The Incident Commander will advise Madison County E911 Center what "On-Network" tactical channel (#6, 7) they will be utilizing and request them to notify all responding Mutual Aid Departments to utilize this channel for communications.

3. Channel 6 should always be used first unless the Madison County E911 Center advises that channel is already being utilized at another incident.

4. The Incident Commander shall advise Madison County E911 Center when they no longer have a need for the assigned Tactical Channel.

5. "**Minor Events"** will utilize "Oneida Local Talk Group Channel 4" for radio communications. When using the "Oneida Local Talk Group Channel 4", realize the following:

a. This channel **"IS NOT"** monitored or recorded by the Madison County E911 Dispatch Center.

b. Radio transmissions are limited to City of Oneida Fire Department mobile, portable, and base station radios. ***No other agency has access to this channel.***

"Inter-Op" channels will be used for Multi-Dept, Multi-County or Multi- Discipline events.

1. ***All Officer Portable Radios and Department Mobile Radios*** scan list will consist of ***"ONLY"*** the following channels;
   - Channel 1 – Madison County Dispatch
   - Channel 2 - Madison County Truck to Truck
   - Channel 4 – City of Oneida Fire
   - Channel 5 – Madison County Command
   - Channel 6 – Network TAC Channel
   - Channel 7 – Network TAC Channel
   - Channel 15 – County Wide Interoperable (Police, County Highway)
   - Channel 16 – Madison County Urgent

   A. Note to Officers: While running an emergency scene and you experience to much radio traffic on a scanned channel that you *do not* need to monitor for that incident, pushing the *"purple nuisance"* button while someone is transmitting on that channel or by switching your channel selector to that channel and then pushing the *"purple nuisance"* button, will delete that channel from the scan list so you won't hear the transmissions on those channels until you turn your radio off and back on again.

6. When responding Mutual Aid to a department that is operating on an analog tac channel, (3, 8), we will remain on channel 6 or 7 and the Oneida Officer in Charge will need to stay with the host departments Incident Commander for the duration of the incident.

2.2.6 PAGING / COMMUNICATIONS

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Paging Communications	**SECTION / TOPIC: Operations / Communication**
Number: 2.2.6	**Date Issued: January 17, 2014**
Number of Pages: 3	**Revised Date:**

Prepared	Approved	Approved
X _____	X _____	X _____
Preparer	Approved	Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NYS V & T Law	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

A reliable and effective communications system is vitally important for the safety of our Firefighters. The City of Oneida Fire Department is committed to provide the best training to its members to ensure that they feel fully confident in the use if the department's radio system and paging equipment. The purpose of this SOP/SOG best Practices Guideline is to provide information, guidelines, and directives that will ensure rapid and efficient communications for the department. This document encompasses conducting paging, a shift recall or a departmental recall. The proper utilization of this guideline will assist in the standardization of paging within the department and provide a more accurate message and timely information related to the task at hand.

3.0 SCOPE

All members of the City of Oneida Fire Department.

4.0 DEFINITIONS

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

Paging Equipment:

The Bureau of Fire is equipped with two different radio systems. The first is used for Madison County's main paging system 453.250, the other is utilized for Fire Department Paging. The main fire ground communication base station radio is located in the radio room a Motorola XLT 1500 this is also the same type of mobile radio within the department's apparatus. The fire departments paging system the old UHF radio is a Motorola CDM1550-LS base station radio located on the left side of the Watch Desk the paging key pad for paging is a Motorola Moden 100. To conduct a page within the apparatus you must use the UHF mobile ICOM radios.

Prior to Paging:

If possible have all available information written down that you wish to convey over the page prior to starting the paging process. This will help to avoid dead air, confusion, or inaccurate information. If the information is not written down think about what you are going to say before transmitting. Determine that the air is clear; hold the microphone 1 to 2 inches away from your mouth at about a 45 degree angle speak at a moderate rate, slightly louder than normal but in a calm, clear manner. Transmit only essential information. Be brief, accurate, and to the point. Avoid chewing gum or having things in your mouth that may distort the sound or projection of your voice. Be polite and professional; never transmit a message that could bring liability or embarrassment to the department.

Conducting the Page:

After determining what information is to be sent out on the page confirm that you are using the proper radio the Motorola CDM1550-LS base station or the ICOM radio in the apparatus and follow the "Best Practices" guideline for paging.

Base Station (CDM1550-LS):

1. Ensure the proper recall shift is preset in the Motorola Moden 100 key pad.
2. Press the "P" button located on the Motorola Moden 100 key pad this will activate the tone and start the recording.
3. Wait until the red light that is activated from pressing the "P" button on the Moden 100 turns off.
4. Immediately after the red light deactivates start transmitting your message. A delay in starting the message could lead to the message not being transmitted.
5. Prior to talking Press down on both sides of the microphone speaker and lightning bolt symbols confirm both are pressed.
6. Give paging message. Example All Oneida Monitors 99 department recall for a working structure fire at 123 Main Street. There is no time limit to a message.
7. Repeat the message again. NOTE if paging for multiple calls give the type of incident and location for both calls.

Mobile Radio (ICOM):

1. Press the "P1" button
2. Use the arrow keys up or down to scroll to the proper shift
3. Press the "Po" button to activate the tone and start the recording
4. Give paging message
5. Repeat the message

Recall Matrix

- Opposite shifts 1 - 3 shift 2 – 4 and vise versa
- Additional shift needed the shift prior to on duty shift example shift 1 working then shift 4 recalled as additional crew.

Weekly Test:

1. Announce "all Oneida monitors stand by for weekly test".
2. Use the key pad to dial in the correct pager group to test.
3. Press the "P" button located on the Motorola Moden 100 key pad this will activate the tone and start the recording.
4. Immediately after the red light deactivates start transmitting your message. A delay in starting the message could lead to the message not being transmitted.
5. Announce Testing shift XX shift XX test complete.
6. Wait at least 30 seconds to start the next shift test page.
7. Complete all needed test pages Chief, 1, 2, 3, 4, 99.
8. Announce: "This concludes the weekly test Oneida base clear."

2.2.7 Accountability

City of Oneida Fire Department
Best Pratices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Personnel Accountability System	**SECTION / TOPIC: Operations**
Number: 2.2.7	**Date Issued: February 06, 2014**
Number of Pages: 5	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Dennis J Fields Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

29CFR 1910.134(b)(8)
NFPA 1026 Incident Management Personnel
NFPA 1500 Fire Department Occupational Safety and Health
NFPA 1561 Incident Management System

NYS V & T Law	
CFR	29CFR 1910.134(b)(8)
NFPA	NFPA 1026, NFPA 1500, NFPA 1561
NIMS	

2.0 PURPOSE

Accountability is a critical element in the safety of all firefighters working on the fire ground. The purpose of the accountability system is to establish a coordinated system of monitoring and tracking personnel, and to enable the Incident Commander to identify, locate and account for the functions of all personnel operating on the scene. It also allows for a quick determination of what personnel may be in trouble and missing by virtue of unclaimed tags at the incident scene. Lastly, it assists with the decision-making process by making evident how many members are in staging and available for additional tasks. Each person involved in an incident must make a personal commitment to follow all policies and procedures regarding accountability.

3.0 SCOPE

All members of the City of Oneida Fire Department & Mutual Aid operating with in the City of Oneida

4.0 DEFINITIONS

These definitions are pertinent to these Best Pratices SOP/SOG's.

Personnel Accountability System: A system that readily identifies the location and function of all firefighters operating at an incident scene.
Accountability Tag: Personnel identification badge, containing Department name, OFD member's name and photo.
Accountability Board: A mounted board on the inside of the Driver's side front compartment Accountability Board shall be removable.
Hazardous Environment: Any environment that poses, or has the potential of posing an unreasonable risk to human health or life.
OIC: Officer in Charge
IDLH: Immediately Dangerous to Life and Health

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

It shall be the policy of the Oneida Fire Department to maintain accountability for each member while engaged in an emergency operation. All personnel have an individual responsibility to adhere to this SOP/SOG best practices guideline. Overall responsibility for enforcement of this SOG rests with the Incident Commander. Authority to deviate from this SOG rests solely with the Incident Commander, who bears full responsibility for the results of any deviations.

The established Personnel Accountability System shall be placed into operation whenever a hazardous environment exists.

A hazardous condition includes, but is not limited to:

- Contaminated atmospheres or Oxygen deficient atmosphere (IDLH)
- Vicinity of potential explosions, Hazardous Material leaks or spills
- Any where a person could fall from elevations greater than 20 ft
- Areas around a body of water where a person could fall and drown

The following method(s) shall be used:

Every Firefighter shall be issued three Accountability Tags. One shall remain at the vehicle assignment board for the OIC to place on his gear each duty day. The other two Accountability Tags shall remain on the Firefighters gear.

DUTY PERSONNEL:

Upon completing the vehicle assignments each morning, the OIC shall place the appropriate members Accountability Tags on the Crew Tags, matching the vehicle assignments. The OIC shall then attach the Crew Tag to his gear. Prior to or upon arrival to an incident, the OIC shall place the Crew Tag in the designated location on the dashboard of each apparatus. The arriving Fire Chief/Senior Deputy Chief will assume control of the Accountability System after assuming command, or may assign an Accountability Officer. Upon assuming control of the Accountability System, the Crew Tag shall be removed from the apparatus(s) and placed on the Accountability Board in its appropriate place.

The Accountability Officer shall be located in an area that allows for safe and effective accountability of personnel. The Accountability Officer shall announce via radio if the primary accountability location has changed (command vehicle, etc.).

RECALLED PERSONNEL:

All incoming apparatus shall tag onto the Accountability Board of the first due apparatus. If unable to tag onto the first due apparatus, due to location (back of large building, etc.), the crew leader shall notify the OIC, via radio, the names of the personnel arriving on the apparatus and place the Crew Tag/Accountability Tags in the designated location on the dashboard of the apparatus. No personnel shall begin functioning without tagging onto the Accountability System.

ON SCENE PERSONNEL:

Upon completion of an assignment, the officer or member in charge of the team will notify Incident Commander that the assignment has been completed and then report back to staging. No member shall freelance. All members assigned to a team will work together, stay together, and come back to staging together. The officer or member in charge of the team is responsible for each member of that team. It is that person's responsibility to report to the Accountability Officer and acknowledge the safe return of all crew members. The Accountability Officer will then move each respective tag back into the available manpower or rehab section on the accountability board. The crew should then proceed to the rehab or staging area as directed.

Every effort should be made to keep assigned teams together; however if teams are re-assigned, their accountability tags shall be moved to the appropriate assigned group or operational area.

Personnel Accountability Reports (PAR) shall be conducted as directed by the Incident Commander, or as requested by the Incident Safety Officer or Accountability Officer.

PAR's should be conducted in the event of any of the following:

When Firefighters are missing
Change of Tactics
Significant Fire ground event
Change of Command
At a pre-determined interval of time (i.e.; 30 minutes)
Prior to event termination
At the discretion of Incident Command

TERMINATION

When the incident is finished and apparatus are being returned to service, or personnel have been released from the scene, apparatus officers are required to retrieve the Accountability Board from the Staging or Accountability Officer before proceeding back to the station. All unclaimed tags shall be forwarded to the Incident Commander for follow-up.

MUTUAL AID PERSONNEL

All mutual aid personnel responding to the City of Oneida to assist the department in an incident will report to Incident Command or the Staging Officer as directed. If the mutual aid personnel do not have a tag system established for accountability, the Staging Officer or IC's designee will handwrite each individual's name on the Accountability Board and will keep track of the name and associated fire department of the individual. If these members are assigned to tasks, their names will be placed on the Accountability board as well.

SUMMARY OF ACCOUNTABILITY RESPONSIBILITIES:

Accountability will work only with a strong personal commitment to the safety system. This commitment involves the following responsibilities:

FIREFIGHTER – Responsible for staying with his/her crew at all times. Each firefighter shall insure that he/she has two accountability tags affixed to there gear. If tags become lost or broken, he/she shall notify their officers so they may be replaced.

OFFICER – Responsible for ensuring that the correct crew member's accountability tags have been placed on the crew tag and crew tag has been placed on their gear. Upon confirmation of an event requiring the use of the Accountability System, the Officer shall place the crew tag in the designated location on the dashboard of the apparatus. Responsible for keeping his/her crew intact at all times. Also responsible for returning crew back to staging upon completion of assigned tasks.

RECALLED OFFICER/CREW LEADER – Placing Accountability Tags on the first due apparatus Accountability Board or due to location, shall contact the OIC via radio, relaying the names of the personnel arriving on the apparatus and placing the Crew Tag/Accountabilty Tags in the designated location on the dashboard of the apparatus. Responsible for keeping his/her crew intact at all times. Also responsible for returning crew back to staging upon completion of assigned tasks.

ACCOUNTABILITY OFFICER – Responsible for accounting for all crews and maintaining an awarness of their location. Shall collect all tags. The Accountability Officer works closely with the Staging Officer to ensure accurate tracking of crews.

STAGING OFFICER – Responsible for working closely with the Accountability Officer and managing available manpower. The Staging Officer must maintain close coordination with the Accountability Officer.

COMMAND – Responsible for all personnel. Must advise responding equipment of location of command post, apparatus placement and initial assignments. Must account for safe return of all members and mutual aid firefighters on the scene of an event.

1. Personnel Accountability Tag
2. Shift Crew Tag
3. Apparatus Crew Tag Placement
4. OIC Duty Crew Tags
5. Apparatus Accountability Board

2.2.8 EQUIPMENT ISSUED POLICY

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Equipment Issued Policy	**SECTION / TOPIC: Operations Equipment**
Number: 2.2.8	**Date Issued: June 30, 2014**
Number of Pages: 3	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By:

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NFPA	
NIMS	

2.0 PURPOSE

This guideline establishes standards for Department owned equipment issued to individual employees.

3.0 SCOPE

This guideline shall apply to all Department employees.

4.0 GUIDELINE

Employees may be issued Department owned equipment for the purpose of performing his/her job duties. Each individual employee is responsible for the care, maintenance, proper operation and security of any Department owned equipment issued to them. Upon termination of employment, the employee shall return all Department owned property.

Pagers

- All personnel shall be responsible for the pager and charger that are issued to them.
- Under all circumstances the pager remains the property of the City of Oneida and no modifications or changes will be made unless approved by the Department.
- If a pager malfunctions, report it at once to your officer.

Radios

- All personnel who are issued portable radios shall be responsible for the radio, charger, and accessories.
- Under all circumstances the portable radio remains the property of the City of Oneida and no modifications or change will be made unless approved by the Department.
- If the radio should malfunction, report it to your officer at once.
- Improper use of the radio will not be allowed. All radio transmissions shall be in accordance with FCC regulations. Vulgar language, unnecessary or unprofessional traffic will not be permitted.

Department issued gear shall consist of the following:

-Helmet with accessories
-Turnout pants with suspenders
-Firefighting Gloves
-Emergency Escape System
-Radio Strap
-Accountability name tags (3)
-Department Radios
-Turnout coat
-Firefighting Boots
-Nomex Hood
-Webbing, 10ft. long
-ANSI Class 3 reflective vest
-Department Pager
-SCBA Mask

Department issued turnout gear shall be kept at the fire station unless special permission is granted to take the gear out of the station for classes, cleaning or maintenance.

Employees are responsible for the maintenance and care of their assigned equipment. Your life may depend on how you take care of your equipment. Equipment must be maintained and cared for as to not cause damage and to ensure long life. Gear should be washed in house as soon as possible after exposure to products of combustion or contamination if your gear has not been exposed then turnout gear should be washed every six (6) months at a minimum, whichever comes first.

All personnel will be assigned a storage area to store gear. This area shall be kept neat at all times and not interfere with other gear stored in the same area. Assigned areas are not to become a "catch all" for the individual, only issued items or approved items shall be displayed or hung in the storage area. Gear will be hung in the assigned storage area as to be used in a timely manner. Gear needs to be organized and taken care of. Store it so it is easy to access in a standard manner so it can be put on quickly. Damaged items or missing items need to be reported to an officer as soon as possible for repair or replacement.

Employees shall not wear or use personally owned gear without the permission of the Fire Chief or designee.

Employees may be issued more or less gear than listed above depending on rank or type of equipment used.

Textbooks/Workbooks

Due to rising costs of educational and classroom materials, each employee cannot be issued their own books and materials needed for class. To be cost effective, the Department shall keep a limited number of materials on file for use by all employees. All City owned materials such as textbooks, workbooks, binders, folders, notebooks, etc. need to be checked out using this policy.

Firefighter responsibilities

-City owned books and materials should not be written in, highlighted, folded, altered, cut or ripped, or otherwise altered at any time. (Photocopying is allowed as long as it does not cause damage to the materials.)

-Employees shall accept full responsibility and agree to pay for the full replacement costs for these classroom materials in case of being lost, stolen, damaged, altered, or given to an unauthorized person. Employees must ensure the safe return of all borrowed items.

-Employees may not transfer possession of these items to another employee for use. All items must be checked back in and inspected for damages prior to being issued to someone else.

CHECK OUT/CHECK IN PROCEDURE

1. Any firefighter needing materials for class shall contact the Training Officer or Assistant Training Officer for access. The Training Officers will issue these items and track them being logged out for inventory purposes.

2. Both parties should inspect the materials and make note of any existing damage or missing materials PRIOR to being issued.

3. Materials shall be returned to a Training Officer upon completion of use, noting the date of return and who received them.

Inspection Log

Inspected by	Date	Inspection Type Routine/Advanced	P = Pass F = Fail	Cleaned Routine/Advanced/Specialized	Repaired Yes / No	Disposition	Comments

CITY OF ONEIDA
FIRE DEPARTMENT

DEPARTMENT OF PUBLIC SAFETY
BUREAU OF FIRE

Kevin Salerno
Fire Chief

109 North Main Street
Oneida, New York 13421
TEL: 315-363-1910
FAX: 315-363-3437
ksalerno@oneidacity.com

Personal Protective Equipment Checklist/Log

Name: _____ **Date:** _____

Title: _____ **Assignment:** _____

ASSIGNED EQUIPMENT							
Item	**Manufacturer**	**Year**	**New/Reassigned**	**Make**	**Model**	**Serial #**	**Date of Issue**
Coat							
Pants							
Helmet							
Gloves							
Hood							
Footwear							

Routine or Advanced Inspection		"✓" Condition		In Need Of (Mark with an "X")		
COAT	**PROPER FIT (Refer to Appropriate NFPA Standard)**	**PASS**	**FAIL**	**CLEAN**	**REPLACE**	**REPAIR**
Routine	Evaluation of fit and coat/trouser overlap (at least 2")					
Routine	Soiling					
Routine	Contamination from hazardous materials or biological agents					
Routine	Rips, tears and cuts					
Routine	Damaged or missing hardware					
Routine	Thermal damage such as charring, burn holes, or melting in any layer					
Routine	Damaged or missing reflective trim					
Advanced	Moisture barrier integrity- Rips, discoloration, thermal damage					
Advanced	Loss or shifting of liner material					
Advanced	Broken or missing stitches					
Advanced	Material integrity: UV, chemical degradation					
Advanced	Wristlets: elasticity, stretching, cuts, thermal damage					
Advanced	Reflective trim: attached, reflectivity, damage					
Advanced	Label integrity, legibility					
Advanced	Hook and Loop functionality					
Advanced	Liner attachment systems					
Advanced	Closure system functionality					
Action Taken:						

Routine or Advanced Inspection		"✓" Condition		In Need Of (Mark with an "X")		
PANTS	**PROPER FIT (Refer to Appropriate NFPA Standard)**	**PASS**	**FAIL**	**CLEAN**	**REPLACE**	**REPAIR**
Routine	Evaluation of fit and coat/trouser overlap (at least 2")					
Routine	Soiling					
Routine	Contamination from hazardous materials or biological agents					
Routine	Rips, tears and cuts in any layer					
Routine	Damaged or missing hardware					
Routine	Thermal damage such as charring, burn holes, or melting in any layer					
Routine	Damaged or missing reflective trim					
Advanced	Moisture barrier integrity- Rips, discoloration, thermal damage					
Advanced	Loss or shifting of liner material					
Advanced	Broken or missing stitches					
Advanced	Material integrity: UV, chemical degradation					
Advanced	Anklets: elasticity, stretching, cuts, thermal damage					
Advanced	Reflective trim: attached, reflectivity, damage					
Advanced	Label integrity, legibility					
Advanced	Hook and Loop functionality					
Advanced	Liner attachment systems					
Advanced	Closure system functionality					
Action Taken:						

2.2.9 GEAR INSPECTION & MAINTENANCE POLICY

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Gear Inspection & Maint. Policy	**SECTION / TOPIC: Operations Equipment**
Number: 2.2.9	**Date Issued: June 30, 2014**
Number of Pages: 17	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By:

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NFPA 1851 Standard on Selection, Care and Maintenance of Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting, 2008 Edition.

Attachments	PPE Equipment Checklist
	Inspection Log

2.0 PURPOSE

The purpose of this SOP /SOG Best Practices Guideline is to establish a program for structural fire fighting protective coats, pants, hoods, helmets, gloves and boots to reduce the safety and health risks associated with these items when they are poorly maintained, contaminated or damaged.

3.0 SCOPE

This document describes the program parts, establishes program procedures and assigns roles and responsibilities to all uniformed members of the Oneida Fire Department implementing and maintaining the program. It is the objective of the program to provide protective ensembles that are appropriate for their intended use. Also for the program to set requirements for the proper handling, care, maintenance and retirement of protective ensembles.

4.0 DEFINITIONS

NFPA – National Fire Protection Association

Routine Cleaning – The light cleaning of ensembles or elements performed by the end user without taking the elements out of service. Examples include brushing off dry debris, rinsing off debris in house and spot cleaning

Advanced Cleaning – The thorough cleaning of ensemble or elements by washing with cleaning agents. Advance cleaning usually requires elements to be taken out of service. Examples include hand washing, machine washing, and contact cleaning.

5.0 BEST PRACTISES, PROCEDURES, GUIDELINES & INFORMATION

Section 1. Program Parts

The program consists of the following parts:

- The compilation and maintenance of records
- Protecting the public and personnel from contamination
- Inspection for soiling, contamination and damage
- Cleaning and decontamination
- In-house and outsourced repairs
- Storage while on duty and off duty
- Retirement, disposition and special incident procedure

The Oneida Fire Department will outsource parts of the program. Outsourced components may be; but not limited to a certified third party contractor providing the following.

- Specialized Cleaning and Decontamination (reference Section 5.1 through 5.4)
- All Repairs (reference Section 6.1 through 6.3)
- Advanced Repairs and Moisture Barrier Repairs (reference Section 6.2 through 6.3)

The selected contractor shall have been trained by the element(s) manufacturer(s) to provide cleaning and inspection services and has been verified by a third-party certification organization for performing repairs. Copies of the verification documents are to be filed with the department prior to service.

The Oneida Fire Department has designated personnel who have been trained to conduct the following.

- Routine Inspection (reference Section 4.2)
- Advanced Inspection (reference Section 4.3)
- Complete Liner Inspection (reference Section 4.3)
- Cleaning and Decontamination (reference Section 5.1 through 5.4)
- Basic Repairs (Reference Section 6.1 through 6.2)

A list of trained personnel & copies of their training verification documents are filed with the Training Division.

Section 2. Records

Records will be kept for all structural fire fighting protective clothing in use. This includes all protective coats, pants, hoods, helmets, gloves and boots permanently assigned to uniformed personnel, as well as items available for temporary replacement.

At time of issue, the SCBA Division will record on the *Gear Issuance Form* or record:

- Person to whom the element is issued
- Date and condition when issued
- Manufacturer and model name
- Manufacturer's identification number
- Month and year of manufacture

While in use, all maintenance events will be recorded.

The SCBA Division will record upon sending any gear to the chosen contractor on the *Gear Repair Form* for record:

- Date(s) sent and contractor used for services
- Reason for services

The chosen contractor will be responsible for records pertaining to the services they provide. These include:

- Date(s) and findings of advanced inspections
- Dates(s) and findings of advanced cleaning or decontamination
- Date(s) of repair(s) and description of repair(s)

All Oneida Fire Department Trained Personnel responsible for the Inspection and Maintenance for their own issued equipment will record on the *Gear Inspection Form* the following and turn it all paperwork to the SCBA Division:

- Date(s) and findings of all Routine or Advanced inspections
- Dates(s) and findings of Routine or Advanced cleaning or decontamination
- Reason for advanced cleaning or decontamination
- Date(s) of basic repair(s) and description of repair(s)

After items have reached their useful life per criteria established in this document (reference Section 8.2), the SCBA Division shall notify the Fire Chief or his designee responsible for retirement and will record on *Gear Issuance Form*:

- Date of retirement
- Date and method of disposal

All records will be kept for at least 12 months after the item has been retired.

Section 3. Safety

1. Manufacturer's Instructions

Manufacturer Care and Use Manuals are attached to all new NFPA 1971, 2007 Edition structural fire fighting protective clothing. When issuing new protective clothing, The Issuing Person will provide the member to whom they have been issued with the Care and Use Manual.

It is the responsibility of the uniformed member to read Manufacturer Care and Use Manuals.

Manufacturer care and maintenance instructions must be followed.

A reference copy of the Manufacturer Care and Use Manual will be available with the training Division.

2. Protecting the Public and Personnel from Contamination

Structural fire fighting protective clothing that has been determined to be soiled or contaminated must be removed from service, and cleaned or decontaminated.

Structural fire fighting protective clothing must not be worn or stored in fire department living quarters.

Structural fire fighting protective clothing must not be taken home, washed at home or washed in public laundries. The public must not be exposed to potentially soiled or contaminated structural fire fighting protective clothing except during emergency operations.

3. Reporting Personal Protective Clothing Health and Safety Concerns

Any Firefighter who becomes aware of any Personal Protective Clothing issue should fill out *Gear Repair Form* and notify his/her Officer in-charge. When a member notifies the Officer of a protective clothing health and safety concern the Officer will in turn make sure the SCBA Division receives the form and will determine if the gear is too be removed from service.

The SCBA Division must report in writing all known or suspected element failures to the manufacturer and the certification organization.

Section 4: Inspection

1. General Information

Each individual uniformed member will conduct a routine inspection of their personal ensemble or ensemble elements after each use.

The purpose of inspection is to determine whether personal protective clothing has soiling, contamination or damage that makes it unsafe for use or could eventually result in making it unsafe for use.

When appropriate, universal precautions must be used.

An advanced inspection of all personal ensemble and ensemble elements will be conducted quarterly. NFPA 1851 recommends annually or whenever routine inspections indicate a problem may exist. The advanced inspections shall be conducted by members of the Oneida Fire Department and the appropriate from will be filled out and turned into the SCBA Division.

If personal protective clothing is found to be soiled or contaminated, it must be cleaned or decontaminated before further inspection. Guidelines for determining whether ensemble elements should be cleaned are in Section 5.4.

The first inspection will be completed by January 31st, the second inspection by April 30th, the third by July 31st and the final by October 31st.

This information pertains to all sets of issued personal protective equipment issued.

The Oneida Fire Department recommends your ensemble be cleaned on a routine basis.

2. Routine Inspection

Routine inspection is the responsibility of each uniformed member of the Oneida Fire Department who has been issued personal protective clothing.

Routine inspection must be performed after each use and after each exposure to an event that could result in damage.

Performing a brief inspection before the start of each duty day is encouraged.

The Following is what the individual should be looking for during the routine inspection.

Protective coats and pants should be inspected for the following:

- Soiling
- Contamination
- Physical damage
  - Rips, tears and cuts
  - Damaged or missing hardware and closures
  - Thermal damage
- Damaged or missing trim
- Seams becoming un-sewn and missing or broken stitches
- Correct assembly of shell, liner and Drag Rescue Device (DRD)

DRDs should be inspected for the following:

- Installation in coat
- Soiling
- Contamination
- Physical damage
  - Cuts, tears, punctures, cracking or splitting
  - Thermal damage
  - Seams becoming un-sewn and missing or broken stitches

Hoods should be inspected for the following:

- Soiling
- Contamination
- Physical damage
  - Rips, tears and cuts
  - Thermal damage
- Stretching or elongation of the face opening
- Seams becoming un-sewn and missing or broken stitches

Helmets should be inspected for the following:

- Soiling
- Contamination
- Physical damage to the shell
  - Cracks, crazing, dents and abrasion
  - Thermal damage
- Physical damage to the earflaps
  - Rips, tears and cuts
  - Thermal damage
- Damaged or missing components of the suspension and retention systems
- Damage or missing components of the face shield or goggles
- Damaged or missing reflective trim
- Seams becoming un-sewn and missing or broken stitches

Boots should be inspected for the following:

- Soiling
- Contamination
- Physical damage
  - Cuts, tears and punctures
  - Thermal damage
  - Exposed or deformed steel toe, steel midsole or shank
- Loss of water resistance
- Closure damage or not functioning
- Seams becoming un-sewn and missing or broken stitches

Gloves should be inspected for the following:

- Soiling
- Contamination
- Physical damage
  - Rips, tears and cuts
  - Thermal damage
  - Inverted liner
- Shrinkage
- Loss of flexibility and/or loss of elasticity of the wristlet
- Seams becoming un-sewn and missing or broken stitches

Additionally, interface components should be inspected to ensure that they continue to provide proper interface.

Members who suspect that a problem exists should inform their Officer in Charge and fill out the appropriate form. The Officer in Charge shall make sure the correct from is filled out and submitted to the SCBA Division to request an advanced inspection.

3. Advanced Inspection and Complete Liner Inspection

Advanced inspections will be conducted at a minimum of every 4 months, or whenever routine inspections indicate that a problem exists. A complete liner inspection will be performed along with the advanced inspection on all structural fire fighting coats and pants that have been in service for three years or more.

The Oneida Fire Department has personnel who have been trained to provide advanced inspection. If you have not been trained you should inquire with the Training Division to receive the appropriate training to conduct advanced inspection on your issued gear and recognize what issues require the gear to be sent out for required maintenance.

Annual advanced inspection will be coordinated by the SCBA Division. Each member of the Oneida Fire Department who has been issued personal protective clothing will be notified that on such date, that the SCBA Division had confirmed that all 4 Advanced Inspections were complete and that the Division has confirmed compliance with an annual inspection of issued gear. All members must submit all personal protective clothing issued to them for inspection.

Uniformed Personnel who are training will be responsible for the Inspection of their Personal Protective Equipment. Uniformed Personnel will also be responsible for identifying the need for proper notification for required third-party maintenance and to provide the SCBA Division with the correct documentation to complete the repairs.

- Date(s) and findings of advanced inspections
- Dates(s) and findings of advanced cleaning or decontamination
- Reason for advanced cleaning or decontamination
- Basic repair(s) and description of repair(s) completed or needed to be completed
- Referral for the need of advanced and moisture barrier repair(s), contractor that performed repair(s) and description of repair

Any and all questions about the inspection process can be directed to the SCBA Division if unsure of the requirement of third-party repair, or what may constitute the gear being removed from service.

Advanced Inspection and Complete Liner Inspection

Protective coats and pants must be inspected for the following:

- Soiling
- Contamination
- Physical damage
  - Rips, tears and cuts
  - Damaged or missing hardware
  - Thermal damage
- Loss of moisture barrier integrity
  - Rips, tears, cuts or abrasions
  - Discoloration
  - Thermal damage
- Evaluation of system fit and coat/pants overlap
- Seams becoming un-sewn and missing or broken stitches
- Loss of material integrity
  - Discoloration
  - Change in texture
  - Material strength
  - Loss or shifting of liner material
  - Loss of wristlet integrity Stretching
  - Runs, cuts or burn holes
- Damaged or missing trim
- Label legibility and attachment
- Hook and loop functionality
- Liner attachment systems
- Closure system functionality
- Accessories for compliance
- Correct assembly of shell, liner and Drag Rescue Device (DRD)

Protective coats and pants must have the following additional evaluations:

- Light evaluation of liners (all garments)
- Leakage evaluation (garments in service less than three years)

Protective coats and pants in service three years or more must have a complete liner inspection that requires separating the moisture barrier from the thermal liner and inspecting for:

- Physical damage to all layers (all sides)
  - Rips, tears, cuts and abrasions
  - Thermal damage
- Seams becoming un-sewn, missing or broken stitches and missing or loose seam tape
- Material physical integrity
  - UV or chemical damage
  - Changes in material texture
  - Loss of material strength
  - Loss or shifting of liner material
- Delaminating of film from substrate, flaking or powdering
- Label legibility
- Water barrier penetration evaluation (hydrostatic testing)

DRDs must be inspected for the following:

- Installation in coat
- Soiling
- Contamination
- Physical damage
  - Cuts, tears, punctures, cracking or splitting
  - Thermal damage
  - Seams becoming un-sewn and missing or broken stitches

Hoods must be inspected for the following:

- Soiling
- Contamination
- Physical damage
  - Rips, tears and cuts
  - Thermal damage
- Shrinkage
- Loss of material elasticity or stretching out of shape
- Stretching or elongation of the face opening
- Seams becoming un-sewn and missing or broken stitches
- Label legibility

Helmets must be inspected for the following:

- Soiling
- Contamination
- Physical damage to the shell
  - Cracks, crazing, dents and abrasion
  - Thermal damage
- Physical damage to the earflaps
  - Rips, tears and cuts
  - Thermal damage
- Damaged or missing components of the suspension and retention systems
- Functionality of the suspension and retention systems
- Damage or missing components of the face shield or goggles
- Functionality of the face shield or goggles
- Damage to the impact cap
- Damaged or missing reflective trim
- Accessories for compliance
- Seams becoming un-sewn and missing or broken stitches
- Label legibility

Gloves must be inspected for the following:

- Soiling
- Contamination
- Physical damage
  - Rips, tears and cuts
  - Thermal damage
  - Inverted liner
- Shrinkage
- Loss of flexibility and/or loss of elasticity of the wristlet
- Seams becoming un-sewn and missing or broken stitches
- Label legibility

Boots must be inspected for the following:

- Soiling
- Contamination
- Physical damage
  - Cuts, tears and punctures
  - Thermal damage
  - Exposed or deformed steel toe, steel midsole or shank
- Loss of water resistance
- Closure damage or not functioning
- Excessive tread wear
- Condition of lining
  - Tears
  - Excessive wear
  - Separation from outer layer
- Heel counter failure
- Accessories for compliance
- Seams becoming un-sewn and missing or broken stitches
- Label legibility

Interface components must be inspected for the following:

- Soiling
- Contamination
- Physical damage
- Loss or reduction in properties that allow component to be effective as an interface
- Seams becoming un-sewn and missing or broken stitches
- Label legibility

Section 5: Cleaning and Decontamination

1. General Information

The purpose of cleaning is to remove substances that could affect the performance of ensembles or personal protective clothing and to remove substances that are potentially hazardous to the user.

2. Routine Cleaning

Routine cleaning is the responsibility of each member of the Oneida Fire Department who has been issued personal protective clothing. It is a light cleaning performed by the member without the elements being taken out of service.

Routine cleaning must be performed after each use and immediately after termination of an incident to remove surface contaminants before they set in.

Personal protective clothing should be cleaned as follows:

- Locate and read the manufacturer's label for instructions on cleaning and drying
- Brush off dry debris
- Rinse off other debris with a garden hose
  - High velocity water jets shall not be used
- Gently brush with a soft bristle brush when necessary and rinse again

If further cleaning is necessary, the following utility sink procedure should be used:

- Protective gloves and safety glasses must be worn
- Pre-treat heavily soiled areas or spots with mild detergent
  - Do not use chlorine bleach
- Use warm water that does not exceed 40° C (105° F)
- Gently brush with a soft bristle brush
- Rinse thoroughly
- Air dry by hanging or placing in the gear dryer
  - Do not dry in the sun
- Inspect for cleanliness

If the above cleaning procedures have not rendered the element clean enough for service, the element must be taken out of service and subjected to an advanced cleaning.

3. Advanced Cleaning

Advanced cleaning will be conducted at a minimum of every 12 months, or whenever personal protective clothing is soiled to the extent that soil cannot be sufficiently removed by routine cleaning. Advanced cleaning is a thorough cleaning that requires personal protective clothing to be taken out of service.

Advanced cleaning procedures are based on each protective clothing element's manufacturer's care instructions. Therefore, they must be updated by the SCBA Division whenever new personal protective clothing is purchased.

The following guidelines should be used by members to determine if personal protective clothing is soiled to the extent that advanced cleaning is necessary:

- Obvious odor that cannot be removed with routine cleaning or indicates contamination (diesel fuel for example)
- Visible soil that cannot be sufficiently removed with routine cleaning
- Known exposure to hazardous chemicals
- Known exposure to bio-hazards
- At the time of advanced inspection, personal protective clothing has not been subjected to an advanced cleaning in the preceding 12 months

The Oneida Fire Department has provided training for personnel to perform advanced cleaning. Annual advanced cleaning will be conducted at the time of advanced inspection unless, during the course of duty, elements become soiled to the extent that an advanced cleaning is necessary. Members who are issued personal protective clothing that is not scheduled for advanced inspection, but meet criteria set out in the guidelines for advanced cleaning, must take the steps to perform or have the cleaning performed for them.

If the unformed members find that personal protective equipment requires cleaning beyond their training will immediately fill out the appropriate paper work and notify their Officer in Charge to have the equipment taken out of service and turned in to the SCBA Division to contact a third-party agency to perform the cleaning.

The following procedures must be used for advanced cleaning of protective coats and pants:

Prepare washer-extractor if previous use has been for something other than personal protective clothing:

- Run empty machine through a complete laundry cycle with detergent on hot water temperature setting.
- Make sure washer is set to correct settings per manufactures specifications.
- Empty contents when cycle is finished do not let wet gear set for long periods of time in the washer.

Prepare garments for laundering

- Protective gloves and safety glasses must be worn
- Remove all items from pockets
- Separate the liner from the shell
- Remove the DRD from the coat
- Pre-treat heavily soiled areas or spots with mild detergent
  - Do not use chlorine bleach
- Using a tag gun, attach a laundry tag to each component
  - To avoid puncturing the moisture barrier, tags should be attached on the coat liner pocket and above the top seam on the waist of the pants liner
- Secure all closures, pocket flaps, collars, hardware, etc.
- Place DRDs into mesh bag
- Create wash loads of like components. For example, all shells or all liners
  - DRDs may be washed with retired liners to make up a full wash load

Load washer-extractor with wash load created from like components

- Wash load must not exceed weight capacity of machine
- Select appropriate wash cycle from the program guide posted on washer-extractor door
- Add cleaning product into the detergent compartment
  - Do not exceed level of measurement recommended by detergent guide posted on washer-extractor door

After wash cycle has completed, remove garments for drying

- Air dry by hanging in gear dryer
  - Do not dry in the sun

After coats and pants are dry, proceed with advanced inspection.

The following procedure must be used for advanced cleaning of hoods:

Hoods may be washed with coat and pant liners

The following procedures must be used for advanced cleaning of helmets:

Prepare helmet for cleaning

- Protective gloves and safety glasses must be worn
- Dissemble helmet components

To clean the helmet shell

- Fill wash pail with warm water and cleaning product
  - Use a sponge to wipe off contaminants and soil from helmet shell
  - Rinse with clean water
  - Dry shell with soft towel or air dry at room temperature

To clean helmet components

- Fill wash pail with warm water and cleaning product
  - Immerse brow pad, ratchet pad and ear covers into sink and hand wash
  - Rinse with clean water
  - Air dry by hanging in gear dryer
  - Do not dry in the sun

To clean face shield or goggles

- Fill utility sink with warm water and cleaning product
  - Immerse face shield and clean with sponge
  - Rinse with clean water
  - Dry with soft towel

The following procedures must be used for advanced cleaning of gloves:

- Do not machine wash
- Fill utility sink with warm water and cleaning product
- Gently scrub gloves with a soft bristle brush
- Rinse with clean water
- Air dry by hanging in gear dryer
- Do not dry in the sun

The following procedure must be used for advanced cleaning of boots:

- Do not machine wash
- Fill wash pail with warm water and cleaning product
- Gently scrub boots with a soft bristle brush
- Rinse with clean water
- Dry with soft towel or air dry at room temperature
- Do not dry in the sun

4. Decontamination

Decontamination is a specialized cleaning of personal protective clothing that is known or suspected to be contaminated with hazardous materials. Personal protective clothing will be evaluated on the scene by the Officer in Charge to assess extent of contamination. The Officer in Charge will determine whether the elements need to be isolated, tagged and bagged on scene and sent to third-party contractor for decontamination.

Personal protective clothing contaminated by CBRN terrorism agents must be immediately retired upon confirmed exposure.

Section 6: Repairs

1. General Information

The purpose of repair is to correct damage to ensure that personal protective clothing performs at a serviceable level. Unrepaired damage can make them unsafe for use or eventually result in making them unsafe for use.

Although minor repairs to protective coats and pants and most repairs of helmets, gloves and footwear can be made by designated personnel of this fire department who have been trained to provide basic repairs, field repairs might not be as strong or permanent as professional repairs. The SCBA Division determines when repairs of any complexity, including those defined as basic repairs by NFPA 1851, 2008 Edition, exceed the repair proficiency of the fire department's trained personnel.

All repairs must be done in a manner and using like materials and components that are compliant to NFPA 1971.

Basic repairs that may be accomplished by designated trained personnel include:

- Limited protective coat and pants repairs, performed in the same manner and with like construction of the manufacturer
  - Patching of minor tears, char marks, ember burns and abraded areas in outer shells and thermal liners
  - Replacement hardware, except positive closure systems on outer shells
  - Removal and replacement of visibility markings
  - Re-stitching seams less than 1"
  - Closing liner systems after complete liner inspection
- Helmet repair and component replacement, in accordance with manufacturer's instructions
- Glove repair, in accordance with manufacturer's instructions
- Footwear repairs, in accordance with manufacturer's instructions

2. Repairs for All Ensemble Elements

Members who suspect that a problem exists should inform their Officer in Charge. The Officer in Charge should make sure the proper documentation is fill out and sent to SCBA Division to request an advanced inspection.

Before any repair work is performed, elements that fall within the guidelines for determining whether personal protective clothing should be cleaned (reference Section 5.4) must be subjected to an advanced clean.

Basic repairs as defined by NFPA 1851, 2008 edition may be performed by designated personnel who have been trained to perform basic repairs. The SCBA Division determines when repairs of any complexity, including those defined as basic repairs, exceed the repair proficiency of the fire department's trained personnel.

3. Repairs for Protective Coats and Pants

Advanced repairs of protective coats and pants, and repairs that exceed the proficiency of the fire department's trained personnel, must only be performed by the original element manufacturer or a Verified Independent Service Provider (ISP).

The Oneida Fire Department will contract with a contractor of their choice, a Verified ISP, for the provision of protective coat and pants advanced repair. When it is determined through advanced inspection that a protective coat and/or pants requires advanced repair, the damaged element will remain out of service until repairs have been performed. The SCBA Division will notify the effected uniformed personnel that the damaged element will remain out of service.

The SCBA Division will inform the member that the damaged element is out of service, and that the member must use his/her backup gear until the repaired element(s) is available for use

Upon return of any repaired ensemble or ensemble element, members must perform a routine inspection (reference Section 4.2). If damage has not been repaired or the repair has not been done to an acceptable level, the SCBA Division must be notified.

Section 7: Storage

1. General Information

Proper storage of personal protective clothing extends its life, maintains its performance and reduces potential health risks. Improper storage can result in damage to the ensemble or ensemble element and can compromise the member's safety. Certain conditions can result in deterioration of performance of the ensemble or element or create potential health hazards.

Ultraviolet (UV) light is a known cause of personal protective clothing degradation. Personal protective clothing must never be stored in direct sunlight. They should be stored to minimize exposure to all sources of UV light, including fluorescent light and other UV sources.

Storage of wet or moist personal protective clothing promotes the growth of mildew and bacteria, which can lead to skin irritation or more serious medical conditions and affect the strength of some materials. Storage in extreme temperatures for prolonged periods of time will accelerate deterioration of ensemble and elements.

Soiled personal protective clothing can present a health risk to individuals who come into contact with it. Therefore, they should not be stored in personal living quarters and passenger compartments of vehicles. Furthermore, to prevent the spread of disease and cross contamination, soiled personal protective clothing should be segregated from other items of clothing and laundry.

Storage or transporting in compartments or trunks with sharp objects, tools or other equipment could damage ensembles and ensemble elements.

Storage in contact with hydraulic fluids, solvents, hydrocarbons, hydrocarbon vapors or other contaminates can cause material degradation, transfer toxins to individuals and reduce FR properties of personal protective clothing.

2. Storage – On Duty

While members are on duty, personal protective clothing that is not being worn must not be placed in direct or indirect sunlight.

Each uniformed member has a designated area for staging personal protective clothing for use. This area meets the conditions for proper storage. Therefore, it must be utilized by on duty members when personal protective clothing is not being worn.

If personal protective clothing must be transported in a trunk or vehicle with other equipment, it must be placed in a manner to avoid damage.

3. Storage – Off Duty

While members are off duty, personal protective clothing must not be stored in direct or indirect sunlight, personal protective clothing shall be stored in the individuals gear locker.

Before going off duty, members should perform a routine cleaning (reference Section 5.2) if personal protective clothing has become soiled during on duty activity.

Each member has an assigned locker that meets the conditions for proper storage for storing personal protective clothing while off duty. Clean, dry ensembles and ensemble elements must be placed in the provided storage area before going off duty.

Section 8: Retirement

1. General Information

The Oneida Fire Department has specific criteria for the permanent removal of personal protective clothing from operational use. Personal protective clothing that is removed from service because it is no longer suitable for primary personal protection will be destroyed or disposed of pursuant to the Chiefs direction.

2. Criteria for Retirement

- Physical damage that cannot be repaired
- Physical damage that cannot be economically repaired
- Physical damage arising from exposure to excessive heat beyond the conditions which personal protective clothing were designed to withstand
- Contaminated to the extent that it cannot be safely decontaminated
- Contaminated to the extent that it cannot be economically
- Significant change in department specification
- Does not meet past or current NFPA standards
- Mandatory retirement due to age of personal protective clothing
- Ten years from date of manufacture, except for proximity shells which are five years from the date of manufacture

3. Retirement and Disposition

The decision to retire personal protective clothing is typically based on the evaluation result of advanced inspection. Advanced inspections will be conducted at every 4 months or whenever routine inspections indicate that a problem exists. Advanced inspections may also be initiated after an incident where exposure to excessive heat, severe contamination or other extreme conditions could have compromised the personal protective clothing's protective performance.

The Oneida Fire Department has designated personnel who have been trained to provide advanced inspection. They understand the limitations of each ensemble and ensemble element and recognize the signs of failure. When, in their judgment, personal protective clothing meets retirement criteria, the item(s) will be tagged with a Condemn Label and the Chief of the department notified. The Fire Chief has final approval on retirement and disposition of retired items.

Damaged or contaminated personal protective clothing must be cut up or unassembled and bagged for pickup by the approved Solid Waste Company. Personal protective clothing that have been retired for reasons other than damage or contamination, and remain in serviceable condition, will be permanently marked "for training use only" and allocated for non-live fire training.

The SCBA Division will record on *Gear Issued Form*:

- Date of retirement and disposal method or date of retirement and reallocation to training

Section 9: Special Incident Procedure

1. General Information

The Oneida Fire Department has procedures for the handling and custody of personal protective clothing that was worn by members who were victims at incidents where serious injuries or fatalities to the members occurred. This procedure is limited to the actions related to elements of personal protective clothing only.

2. Custody of Personal Protective Clothing

Personal protective clothing used during the incident by the injured or deceased member will be immediately removed from service by the Officer In Charge.

The Officer In Charge will tag removed personal protective clothing with Confiscated Labels and place into cardboard boxes that are reserved for this use. Do not place elements into plastic bags before storing. Boxes must be labeled with date of incident, description of incident, affected member's name and employee number and contents.

Confiscated personal protective clothing will be held in the evidence lockup at the Oneida Police Department. Access to confiscated personal protective clothing will be controlled by the Police Department with proper documentation, which requires signature of person gaining access and date accessed. Access requires approval of the Fire Chief.

Confiscated personal protective clothing will be formally evaluated by the Fire Chief and his designee.

Dependent on the evaluation results or severity of the incident, the medical examiner, law enforcement, element manufacturers or other experts may be consulted.

Confiscated personal protective clothing shall be held until released by the City of Oneida.

2.4.0 Responding to Clandestine Drug Labs

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Responding to Clandestine Drug Labs	**SECTION / TOPIC:** Special Operations Response
Number: 2.4.0	**Date Issued: January 4, 2016**
Number of Pages: 7	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By:

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

Arista Tek New Letter Nov. 2005 Oneida Police Department

FBI	
ERG	
NFPA	
NIMS	

2.0 PURPOSE

The purpose of this SOP/SOG best practices guideline is to give guidance to all Oneida Fire Department members and to establish baseline actions when responding to an emergency involving a known, suspected, or during operations, a discovery of a clandestine drug lab. Additionally this guideline will include safety factors, law enforcement coordination and evidence preservation pertaining to the discovery of any indicators of a clandestine drug lab.

3.0 SCOPE

This SOP/SOG pertains to all personnel in this organization. The number of clandestine drug laboratories has increased dramatically in recent years here within our response area. Toxic chemicals, explosions, fires, booby traps and even armed criminals can be encountered when coming across these labs. Clandestine drug laboratory investigations, seizures, and arrests of suspects are all Oneida Police Department or assisting law enforcement agency matters. However, the OPD have and will continue to call upon the Oneida Fire Department for assistance during raids and for advice on safety matters.

Methamphetamine is a powerfully addictive drug that is easily produced using readily available chemical and over the counter medications. A derivative of amphetamine, it is a powerful stimulant that affects the central nervous system. Labs may be encountered in almost any location, including but not limited to; Industrial Buildings – Motel Rooms – Private Homes – Motor Homes – Motor Vehicles

4.0 DEFINITIONS

These definitions are pertinent to this SOP/SOG.

ERG: Emergency Response Guidebook
OPD: Oneida Police Department

5.0 GENERAL USE PROCEDURES

HAZARDS / IDENTIFICATION:

There are various general hazards associated with clandestine drug labs;

- Hazardous chemical properties of the materials used in production and waste
- Lack of safety control systems (labeling, venting, etc.)
- Lack of chemistry background on part of the people involved
- “Booby traps” that may be left in place and armed such as trip wires or switches
- Attack dogs may be present

Substitution of proper equipment with unsafe items is prevalent in low budget clandestine laboratory operations. For example, pressure cookers have been substituted for three neck flasks in the initial cooking stage of methamphetamine. Without ventilation, this type of operation can easily generate toxic levels of phosphine gas.

Booby traps have been left in place and armed when a lab is abandoned. Opening or moving doors, windows, refrigerator doors, chemical containers, or furniture may be a triggering mechanism for an explosive device or chemical reaction that is lethal. Trip wires made from monofilament fishing line may be strung across doorways, hallways, or across rooms to activate different types of devices.

It is imperative that nothing is moved, shut off, turned on, or touched, at a laboratory, whether it is operational or abandoned. Electric switches, vacuum pumps, glassware, chemical containers, or anything that is plugged into a wall outlet should not be touched. Water sources, especially to reflux or condensing towers, should not be shut off. Shutting off the water supply to a cooking process can result in an explosion.

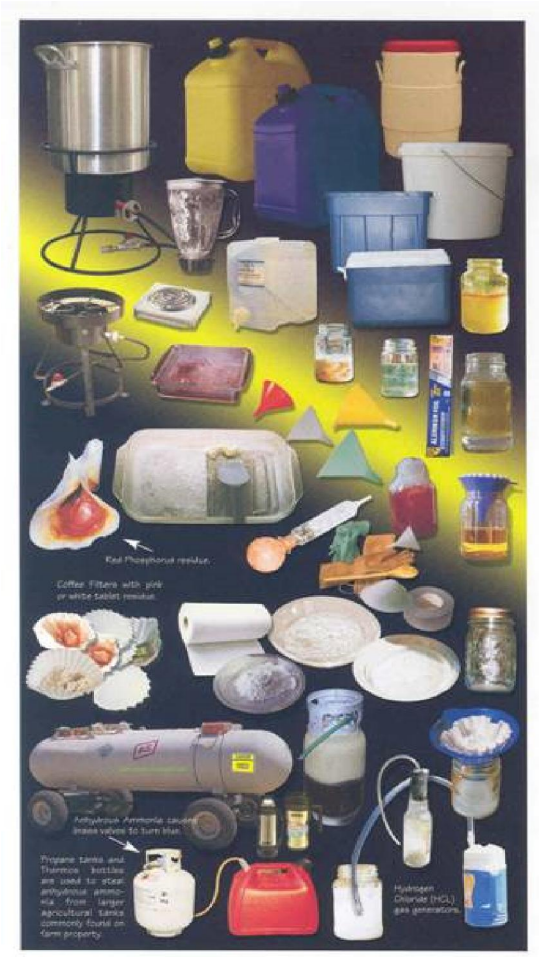
INDICATORS:

Personnel should be aware of the indications of potential clandestine drug laboratories when responding to EMS, fire, check odor, or another service request.

Common indicators are but not limited to:

- Unusual odors like ether, acetic, solvents, and odors of urea.
- Glassware that is normally associated with school or industrial laboratories
- Such as flasks, beakers, flasks with vacuum ports, glass cooling towers, and funnels.
- Heating elements, hot plates, or heating mantles.
- Vacuum pumps, plastic or rubber tubing.
- Marked and unmarked chemical containers of various sizes.
- Uncommon security measures
- Covered or painted over windows

In the case of clandestine methamphetamine labs, the process being used determines the chemicals that will be present at the lab. According to the Federal Bureau of Investigation, the following are the three most common hazard production methods and specific for methamphetamine.



METHOD #1: (Rare)

P2P Lab (Phenyl 2 Propanone)

Chemicals encountered

- Methylamine
- Mercuric Chloride
- Alcohol
- Phenyl 2 Propanone

Chemical Hazards

- Sever eye and skin irritation from methylamine (may cause blindness)
- Use of highly toxic mercuric chloride
- Occasional use of methylamine compressed gas cylinders

METHOD # 2:

Ammonia Lab

Chemicals encountered

- Anhydrous ammonia
- Lithium
- Sodium

Chemical Hazards

- Reaction of water with sodium/lithium
- Flammability and irritant toxicity hazard from concentrated ammonia vapors
- Electroplating sodium metal from molten sodium hydroxide

METHOD # 3:

Red Phosphorous Lab

Chemicals encountered

- Red phosphorous
- Hydroiodic acid

Chemical Hazards

- Phosphine gas production
- Conversion of red phosphorous to white phosphorous
- Use of acid gas generators
- Exothermic / incompatible reaction of red phosphorous

METHOD # 4: (Most Common 95% of arrests in our response area)

Shake & Bake or The One Pot Method

Chemicals encountered

- Sodium hydroxide (drain cleaner)
- Lithium (batteries)
- Ammonia nitrate (cold packs)
- Camping fuel

Chemical Hazards

- Toxic Sludge (white and brown sludge)
- Toxic fumes Inhalation Hazard
- Explosion or Fire Hazard (Routinely found in plastic bottles left behind)

NOTE: After completion of the production process there is a large amount of hazardous waste left over. Many labs can produce large quantities of finished product in only twelve hours. There are five to six pounds of waste produced from every pound of finished product, all of it dumped or stored illicitly, probably in the vicinity of the lab.

POLICY:

The City of Oneida Fire Department will provide limited support for the Oneida Police Department and other agencies, when requested, at sites of clandestine drug laboratories. Support may consist of, but is not limited to: providing research and information on chemicals that are suspected or are known to be in the laboratory, personal protective gear, remote exterior air monitoring, and decontamination of police entry personnel, engine crew stand-by.

5.1 Safety Factors:

SUSPECTED DRUG LABORATORY OPERATION - NOTIFICATION PROCESS:

Personnel that encounter a suspected laboratory should withdraw to a safe location as soon as it is possible, using discretion on actions and radio conversation. (Radio transmissions have been known to ignite flammable atmospheres) The on-duty Shift Commander and the Police Department should be notified of the situation.

HEALTH AND SAFETY:

Personnel showing any signs or symptoms of a chemical exposure during or after any incident involving a laboratory or a suspected laboratory should be treated and transported to the Hospital. All potentially exposed personnel and equipment must be decontaminated. All potentially exposed personnel should complete all required exposure reports. Exposed equipment, especially protective clothing, may have to be properly disposed of.

ADDITIONAL FIRE DEPARTMENT RESOURCE:

Additional resource requirements needed at the site will be determined by the O.I.C. The establishment of the Unified Command System should be set up as soon as both command personal from both the Police and Fire arrive on the scene with the understanding that the Oneida Police will be the lead agency unless there is a fire situation.

ENTRY:

City of Oneida Fire Department personnel will not participate in a law enforcement agency entry operation into a suspected and unsecured clandestine drug laboratory. City of Oneida Fire Department personnel may make an entry into a secured drug laboratory if an emergency situation involving hazardous materials develops and if the safety of City of Oneida Fire Department personnel is not jeopardized.

5.2 Responding to an Emergency involving a known or suspected Clandestine Drug Lab:

TACTICAL CONSIDERATIONS:

<u>Identification of Lab-No Fire</u>

- Evacuate out of the building
- Do not touch or handle anything
- Do not remove any objects from the location
- Do not operate light/power switches

Personnel that encounter a suspected laboratory should withdraw to a safe location immediately. The current *Emergency Response Guidebook* recommends a 330 foot isolation zone for unidentified materials. Once an isolation zone is established, the Incident Commander shall notify the 911 center preferably by cell phone once clearing the building that they have encountered the following conditions "Possible drug lab with unknown or unstable material and to have the Oneida Police Department to respond". Then contact the on duty shift commander if he is not already on the scene and for an engine to respond if not on the scene.

- Upon arrive the engine will set up at the edge of the cold zone and be ready to deploy or if directed deploy a 1 ¾ hand line in preparation for emergency decontamination.
- Consider the Need for Hazmat Personnel

Identification of Lab-With Fire After the Fire is Controlled

The recognition of the presence of a clandestine drug laboratory that is involved in a fire may not occur until after fire control has been achieved. The initial indications of the presence of a laboratory may be subtle or very apparent. Depending on the products involved, a fire in a lab can spread faster and burn with more intensity that what might normally be expected. The color of the flames may appear to be an unusually bright or dark orange, or the flames may be of several different colors. An unusual color of smoke or odor may also be present.

- Ensure the use of proper PPE
- Evacuate personnel immediately
- Notify the Oneida Police Department of suspected findings
- Discontinue the application of water in the suspected area
- Do not touch or move anything in or around the suspected area
- Do not attempt overhaul
- Consider the Need for Hazmat Personnel
- Set up decontamination area for affected personnel
- Run-off may also create a problem and diking may be necessary.

Identification of Lab-With Fire

When responding to a known clandestine drug lab or while on stand-by for the police, at any given time during the operation the potential for fire exists. If a fire does break out at the location Once a Laboratory is identified, members shall implement the following procedures to ensure the safety of responders and the public.

- Standard protective clothing and SCBA use may not afford complete protection
- A lab that is involved in a fire situation should be viewed by Command as a defensive operation for the safety of all personnel
- An acceptable alternative is to protect any exposures and allow the fire to burn, providing the products of combustion being generated are not complicating the problem further.
- Do not interrupt the utilities to the building
- Do not touch or move anything in or around the incident area
- Do not apply water to the lab area
- Do not overhaul
- Consider the need for Hazmat personnel or decontamination

DISPOSAL

The Oneida Fire Department will not remove or dispose of any hazardous Proper disposal of the hazardous material(s) in a clandestine laboratory is the responsibility of the law enforcement agency that is making the seizure. The law enforcement agency on-scene must arrange clean-up with the proper contractor.

5.3 Law Enforcement Coordination:

The Oneida Fire Department will assist the Oneida Police Department as a support function only. Unless fire suppression is needed the OPD will be the primary agency. At no time will any fire department personnel act outside their scope of training and all assignments shall come from fire department command.

5.4 Evidence Preservation:

At all times Oneida Fire Department Personnel will take every precaution to preserve all evidence as these events will be considered a crime scene. Proper notification to law enforcement will be conducted immediately upon suspicion of a clandestine drug lab.

City of Oneida Fire Department

SOP / SOG Best Practices Guidelines

These guidelines supersede all directives, rules, regulations, and operational or administrative guidance issued prior to January 1, 2014. Notwithstanding any other provision of law, rule, or regulation, the contents of this manual shall govern the operations of the Bureau of Fire and the conduct of the employees of the Bureau.

The Bureau shall have the duty to extinguish fires any place within the corporate tax district and special fire districts created in the outside district; shall locate and maintain the fire alarm system; shall investigate the cause, circumstances and origin of fires; shall engage in fire protection activities and the suppression of arson; shall enforce the city housing and other codes as prescribed by city ordinance; shall provide EMS services to both the inside and outside corporate tax districts and shall have all powers necessary for the performance of its duties.

This manual, along with the current collective bargaining agreement between the City and Fire Department employees bargaining unit, New York State Civil Service Law, and other applicable state and federal laws, will govern employee relations between the Bureau employees and the City of Oneida.

The contents of this manual are approved and issued by the Commissioner of Public Safety and Fire Chief pursuant to the provisions of Article X of the Oneida City Charter.

X_____ **X**_____

Chief Kevin Salerno **Commissioner Mike Kaiser**

City of Oneida Fire Department

Established 1896

SOP/SOG Best Practices Guideline

Section 3.0.0 Emergency Medical Services

E M S

City of Oneida Fire Department

Established 1896

SOP / SOG Best Practices Guideline

Index

Section 3.0.0 Emergency Medical Services

Subject	Reference Number	Date Issued	Revision Date
Section 3.0.0 EMS	3.0.0	01/01/14	None
Index Listing	3.0.1	01/01/14	None
Rescue Vehicles	3.0.2	01/01/14	None
Rescue Medical Equipment	3.0.3	03/24/14	None
Blood Borne Pathogens	3.0.4	05/14/14	None
Glucometer Policy	3.0.5	03/24/14	05/21/14
Controlled Substances	3.0.6	12/10/14	None
QA for Controlled Substance	3.0.7	12/10/14	None

3.0.2 RESCUE VEHICLES

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Rescue Vehicles Designations	**SECTION / TOPIC: E M S**
Number: 3.0.2	**Date Issued: March 24, 2014**
Number of Pages: 3	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: Lt. David Hoffman	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFRENCE

None

NYS DOH Part 800	Rules and Regulations governing ALSFR Services

2.0 PURPOSE

To designate the vehicles in the City of Oneida Fire Department that will be used for Emergency Medical calls, and what they will be used for.

3.0 SCOPE

All Firefighters and Officers in the City of Oneida Fire Department

4.0 DEFINITIONS

ALSFR- Advanced Life Support First Response

NYS DOH- New York State Department of Health

5.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

The City of Oneida Fire Department has two (2) vehicles designated for Emergency Medical responses. The primary medical response vehicle is Rescue 295. The second medical response vehicle is Engine 292.

Rescue 295, when in service and available, will always respond first to emergency medical, and technical rescue calls dispatched in the City. It will also respond first to all motor vehicle accidents dispatched to.

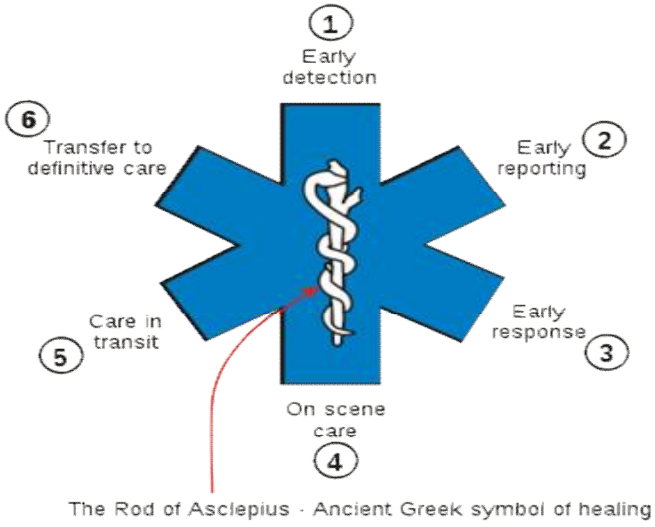
RESCUE 295

- Certified by the New York State Department of Health at the Paramedic level. It will be supplied with all equipment required by NYS DOH Rules and Regulations, specifically, Public Health Law 10 NYCRR Part 800.
- Whenever possible, it will be staffed with an Advanced Life Support provider, or have one available for link up as needed.
- Shall be checked every morning at start of shift to ensure readiness of vehicle and equipment. Proper documentation of this shall be completed at this time.
- Shall be re-stocked after immediately after every emergency call.
- Fuel level shall be kept above ¾ at all times.
- Shall be completely inventoried and all equipment cleaned along with the apparatus whenever it is truck of the day (Friday). See procedure for weekly inspection.

ENGINE 292

Certified by the New York State Department of Health at the Intermediate level. It will be supplied with all equipment required by NYS DOH Rules and Regulations, specifically, Public Health Law 10 NYCRR Part 800.

- Whenever possible will be staffed with at least an intermediate EMS provider, or have one available for link up as needed.
- Shall be checked every morning at start of shift to ensure readiness of vehicle and equipment. Proper documentation of this shall be completed at this time.
- Shall be re-stocked after immediately after every emergency call.
- Fuel level shall be kept above ¾ at all times.
- Shall be completely inventoried and equipment cleaned along with the appartus whenever it is truck of the day (Tuesday).



3.0.3 Rescue Truck Medical Equipment

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Rescue Truck Medical Equipment	**SECTION / TOPIC: E M S**
Number: 3.0.3	**Date Issued: March 24, 2014**
Number of Pages: 3	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: Lt. David Hoffman	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFRENCE

None

OPFA	
CFR	
NFPA	
NIMS	

2.0 PURPOSE

To outline how the rescue truck shall be equipped, re-stocked and managed in daily operations and to outline all components of a thourogh inspection, and to ensure continuity of the weekly inspection of the rescue truck by all Oneida Fire Department personnel.

3.0 SCOPE

All Personel

4.0 BEST PRATICES, PROCEDURES, GUIDELINES & INFORMATION

All equipment in the rescue truck will be placed in its specific spot by the EMS Division. No equipment quantities or locations of equipment will be changed unless authorized by the EMSO or the Assistant EMSO.

Any equipment bag that is sealed with a tamper tag, shall be left as such until items are needed from that bag. If a seal is broken, that area will be re-inventoried, re-stocked, and re-tagged. Date and initials of person re-sealing will go on tag. All seals will be broken and removed weekly on the truck of the day check.

Daily Check:

The daily inspection of the rescue will be completed by the firefighter assigned to the rescue and will consist of the following:

1. Fuel level will be checked and any level below ¾ tank will be refueled as soon as possible in the shift.
2. All emergency lights will be checked to ensure proper operation.
3. Airway bag will be checked for completeness. If pockets are sealed, initialed, and dated, they are assumed to be complete and proper. Any unsealed compartments must be inspected. Record oxygen level and replace any bottle less than 1000 psi.
4. Check cardiac monitor. Record battery levels, ensure paper, electrodes and miscillaneous supplies are accounted for. For Lifepak 15, attatch self test reciept to sheet
5. Check ALS bag. Any unsealed compartments must be inventoried **by an ALS provider** for completeness.
6. Check Trauma bag. Any unsealed compartments must be inventoried for completeness.
7. Check collar bag. There must be at least 3 collar/ headblock sets accounted for.
8. Make sure backbords are accounted for.
9. Ensure other compartments have equipment accounted for.
10. ALS providers make proper turnover of Controlled Substances as outlined in the Controlled Substance Policy.
11. Ensure that proper documentation is completed:
    - 295 Daily Checklist
    - Controlled Substance Log

Weekly Inspection:

1. Weekly inspection of the Rescue Truck will be performed on Friday, when the rescue is the "Truck of the Day". Inspection should be completed as soon as possible after clean-up and daily duties are completed.

2. Using the LONG FORM CHECKLIST for 295, all equipment will be accounted for and recorded. There are separate check sheets for:
    - Airway Bag
    - ALS Bag/ Medications
    - LifePak 15 Monitor

3. Any bag that has a seal:
    - All seals will be removed during the Weekly Check
    - All bags will be inventoried with the appropriate Check sheet to ensure completeness and all expiration dates will be checked (if applicable).
    - All compartments that seals were removed from will be re-sealed, dated, and initialed by the person inspecting.
    - **The ALS bag will be inspected and inventoried by an ALS PROVIDER.**

4. The glucometer will be calibrated weekly following the Blood Glucometer Procedure.

5. Anything that is missing or expired will be replaced as soon as possible from the supply room under the stairs. If supplies are needed out of the EMS room, the EMSO, AEMSO, or the Fire Chief will be contacted. Anything taken from the EMS room will be loggedout on the inventory control sheet.

6. Any mechanical defects will be forwarded to the OIC .

7. All compartments in the truck shall be cleaned, the interior shall be cleaned, and the exterior will be washed.

Re-stocking after calls:

The rescue truck will be restocked immidiately after returning from a call:

- Any bag that had a seal broken, those compartments will be inventoried and re-stocked.
- The person assigned as the driver of the apparatus is ultimately responsible for ensuring that the truck is properly re-stocked and ready to respond.
- **The ALS bag will be re-stocked by an ALS PROVIDER at all times.**

3.0.4 BLOOD BORN PATHOGEN EXPOSURE CONTROL

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Blood Borne Pathogen Exposure Control	**SECTION / TOPIC: E M S**
Number: 3.0.4	**Date Issued: May 14, 2014**
Number of Pages: 23	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By:

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

OFD Exposure Control Plan September 1992
Department Of Health

29 CFR 1910.1030	OSHA Blood Borne Pathogens
NFPA	
NIMS	

2.0 PURPOSE

The City of Oneida Fire Department is committed to providing a safe and healthful work environment for our entire staff. In pursuit of this goal, the following exposure control plan (ECP) is provided to eliminate or minimize occupational exposure to bloodborne pathogens in accordance with OSHA/PESH standard 29 *CFR* 1910.1030, "Occupational Exposure to Bloodborne Pathogens."

3.0 SCOPE

This policy applies to all Department employees that could be involved in any incident dealing with patient handling in any manner, cleaning of equipment used in patient care, or any other incident or circumstances where an employee could come into contact with bodily fluids. Each employee shall be familiar with this policy and shall have required annual refresher training. Training will be made available to Department employees on an annual basis or when significant new information becomes available. All new members will receive training prior to being placed on line.

4.0 DEFINITIONS

ECP: Exposure Control Plan
Blood Borne Pathogen: means pathogenic microorganisms that are present in human blood and can cause disease in humans. These pathogens include, but are not limited to, TB, hepatitis A, B, and C virus (HBV) and human immunodeficiency virus (HIV).
Other Potentially Infectious Materials: (OPIM)
Decontamination: means the use of physical or chemical means to remove, inactivate, or destroy blood borne pathogens on a surface or item to the point where they are no longer capable of transmitting infectious particles and the surface or item is rendered safe for handling, use, or disposal.
Exposure Incident: means a specific eye, mouth, other mucous membrane, non-intact skin, or parenteral contact with blood or other potentially infectious materials that, results from the performance of an employee's duties.
PPE: Personal Protective Equipment is specialized clothing or equipment worn by an employee for protection against a hazard. General work clothes (e.g., uniforms, pants, shirts or blouses) not intended to function as protection against a hazard is not considered to be personal protective equipment.
Universal Precautions: is an approach to infection control. According to the concept of Universal Precautions, all human blood and certain human body fluids are treated as if known to be infectious for HIV, HBV, and other blood borne pathogens.

5.0 GUIDELINES

The ECP is a key document to assist our organization in implementing and ensuring compliance with the standard, thereby protecting our employees. This ECP includes:

- Determination of employee exposure
- Implementation of various methods of exposure control, including: Universal precautions Engineering and work practice controls Personal protective equipment Housekeeping
- Hepatitis B vaccination
- Post-exposure evaluation and follow-up
- Communication of hazards to employees and training
- Recordkeeping
- Procedures for evaluating circumstances surrounding exposure incidents Implementation methods for these elements of the standard are discussed in the subsequent pages of this ECP.

PROGRAM ADMINISTRATION

The City of Oneida Fire Department is (are) responsible for implementation of the ECP. The Emergency Medical Service Officer (EMSO) will maintain, review, and update the ECP at least annually, and whenever necessary to include new or modified tasks and procedures.

- Those employees who are determined to have occupational exposure to blood or other potentially infectious materials (OPIM) must comply with the procedures and work practices outlined in this ECP.
- The EMSO will provide and maintain all necessary personal protective equipment (PPE), engineering controls (e.g., sharps containers), labels, and red bags as required by the standard.
- The EMSO will ensure that adequate supplies of the aforementioned equipment are available in the appropriate sizes.
- The EMSO will be responsible for ensuring that all medical actions required by the standard are performed and that appropriate employee health and OSHA / PESH records are maintained.
- The EMSO will be responsible for training, documentation of training, and making the written ECP available to employees, OSHA / PESH, and NIOSH representatives.

EMPLOYEE EXPOSURE DETERMINATION:

The following is a list of all job classifications at our establishment in which all employees have occupational exposure:

Firefighter, Lieutenant, Deputy Chief, Assistant Chief, Fire Chief

The following is a list of job descriptions in which some employees at our establishment have occupational exposure. Included is a list of tasks and procedures, or groups of closely related tasks and procedures, in which occupational exposure may occur for these individuals:

Provisions of emergency medical care to injured or ill patients.

Rescue of victims from hostile environments including burning structures, vehicles, water, contaminated atmospheres or oxygen deficient atmospheres.

Extrication of persons from vehicles, machinery, collapsed excavation or structures.

Response to hazardous materials emergencies, both transportation and fixed site involving potentially infectious substances.

Natural Disasters of all kinds.

All members of the Oneida Fire Department are Firefighter/EMTs and provide contact with indivuals during firefighting or Emergency Medical Service who have a potential for occupational exposure.

METHODS OF IMPLEMENTATION AND CONTROL

Both front-line workers and management officials are involved in this process in the following manner: All officers will support and enforce compliance with the ECP. Correct any unsafe acts and refer members for remedial training. Mandate safe operating practices on scene or in the station. Members shall assume ultimate responsibility for their own health and safety. The Fire Chief is responsible for ensuring that these recommendations are implemented.

Universal Precautions:

All employees will utilize universal precautions.

Universal precautions or Body Substance Isolation are recommended by the Center for Disease Control as a means of protection for Health care providers. Universal precautions are intended to supplement rather than replace recommendations for routine infection control, such as hand washing and use of gloves to prevent gross microbial contamination of hands.

Hand washing facilities may not always be readily available. In such cases, an appropriate antiseptic hand cleaner in conjunction with clean towels or antiseptic wipes may be used and hand washing should be done as soon as possible. Universal precautions apply to blood and other body fluid containing visible blood.

Hand Washing should be done:

- After removing gloves
- Between patients
- After accidental contact with skin contaminated with blood or body fluids
- After each call that an employee had contact with a patient
- After cleaning equipment that was used in patient care

Universal precautions / BSI should be the minimum precautions for all procedures in any emergency or major traumatic injury. Routine use of appropriate barrier precautions such as gloves and surgical mask should be worn as needed and protective eyewear with face shield should be worn if splashing/spraying of blood or body fluid is likely. Appropriate protective barriers shall be used to prevent exposure to blood, body fluids containing visible blood and other fluid to which universal precautions apply. From the exposure determination, the appropriate protective equipment such as, but not limited to gloves; gowns; face shields or mask and eye protection; mouthpieces; resuscitation bag masks; pocket masks or other devices should be used.

If an employee temporarily and briefly declines to use personal protective equipment under rare situations, it must be the employee's judgement in that instance that its use would prevent or dely the delivery of health care, which would cause a negative outcome.

Exposure Control Plan:

Employees covered by the blood borne pathogens standard receive an explanation of this ECP during their initial training session. It will also be reviewed in their annual refresher training. All employees can review this plan at any time during their work shifts by reviewing the SOP / SOG Guideline located at the Watch Desk or from the Training Division or by contacting the EMSO. If requested, we will provide an employee with a copy of the ECP free of charge by their next duty day. The Oneida Fire Department EMSO responsible for reviewing and updating the ECP annually or more frequently if necessary to reflect any new or modified tasks and procedures that affect occupational exposure and to reflect new or revised employee positions with occupational exposure.

Engineering Controls and Work Practices:

Engineering controls and work practice controls will be used to prevent or minimize exposure to blood borne pathogens. The specific engineering controls and work practice controls used are listed below:

Whenever feasible, engineering controls shall be used as a first line of defense against occupational exposure to blood borne pathogens.

Work practice controls reduce employee exposure in the workplace by either removing or isolating the employee from exposure.

(Specific Engineering) Sharps or sharp containers; with engineered injury protection shall be used if possible.

Prohibited Practices:

- Shearing or breaking of contaminated needles and other contaminated sharps.
- Contaminated sharps shall not be bent, recapped, or removed from the devices.
- Sharps that are contaminated with blood or OPIM shall not be stored in a manner that requires employees to reach by hand into the containers where these sharps have been placed.
- Disposable sharps shall not be reused.
- The contents of sharps containers shall not be accessed unless reprocessed or decontaminated.
- Sharps containers shall not be opened, emptied, or cleaned manually or in any other manner which would expose employees to the risks of sharps injury.
- Regulated Biohazardous Waste (Sharps Containment and Disposal) performed using effective patient-handling techniques and other methods designed to minimize the risk of a sharp injury.
- All sharps containers for contaminated sharps shall be easily accessible to personnel and located close to the immediate area where sharps are used.
- All sharps containers for contaminated sharps shall be rigid, puncture resistant, leak proof on the sides and bottom, and must be properly labeled.

Prohibited Practices continued "Sharps":

- All sharps containers shall be maintained upright throughout use, and replaced when necessary.
- Sharps containers shall not be filled beyond the line indicated on the container itself, or no more than 7/8's full.
- Sharps containers shall not be reused.
- When moving containers of contaminated sharps from the area of use, the containers shall be closed prior to removal or replacement to prevent spillage or protrusion of contents.

- If leakage of the primary container is possible, a secondary container must be used to prevent leakage during transport and handling. The secondary container must be properly labeled to identify the contents.
- Red-colored sharp's disposal containers are to be used for biologically contaminated sharps only.

- Sharps disposal containers are inspected and maintained or replaced by the EMSO every month or whenever necessary to prevent overfilling.

Resuscitation Equipment: i.e. laryngoscopes, ventilation or suction devices but not limited to.

These devices should be cleaned and disinfected with an Environmental Protection Agency approved disinfectant.

The Oneida Fire Dept. identifies the need for changes in engineering controls and work practices through (Review of OSHA / PESH records, employee interviews, committee activities, etc.)

We evaluate new procedures and new products regularly by (Training, literature reviewed, supplier info, products review).

Health Maintenance:

No member will be assigned to emergency response duties until an entrance physical assessment has been performed by the department physician or his/her designee, and the member has been certified as fit for duty.

Work restrictions for reasons of infection control may be initiated by the department physician. There may be temporary or permanent. As an example members with extensive dermatitis or open skin lesions on exposed areas may be restricted from providing patient care or handling and / or decontamination of patient care equipment.

All members shall receive annual physical evaluations.

All members will be offered initial and yearly screening for tuberculosis exposure.

Health Maintenance continued:

All members will be offered immunization against hepatitis B, measles, mumps, rubella, poliomyelitis, tetanus, and diphtheria. The risks and benefits of immunization will be explained to all members, and informed consent obtained prior to immunization.

Hepatitis B Vaccination:

The EMSO will provide training to employees on hepatitis B vaccinations, addressing safety, benefits, efficacy, methods of administration, and availability.

The hepatitis B vaccination series is available at no cost after initial employee training and within 10 days of initial assignment to all employees identified in the exposure determination section of this plan.

A member may request serologic testing prior to hepatitis B immunization to determine if previous immunity exists. Members may refuse immunization or may submit proof of previous immunization. Members who refuse immunization will be counseled on the occupational risks of communicable disease, and be required to sign a refusal of immunization form. Members who initially refused immunization may receive immunization upon request.

Any member returning to work following a debilitating injury or illness or communicable disease will be cleared by his / her personal and or departmental physician prior to resuming emergency response duties.

Vaccination is encouraged unless:

1) Documentation exists that the employee has previously received the series.
2) Antibody testing reveals that the employee is immune.
3) Medical evaluation shows that vaccination is contraindicated.

However, if an employee declines the vaccination, the employee must sign a declination form. Employees who decline may request and obtain the vaccination at a later date at no cost. Documentation of refusal of the vaccination is kept in their personnel file. Vaccination will be provided by the appropriate agency deemed by the Oneida Fire Department. Following the medical evaluation, a copy of the health care professional's written opinion will be obtained and provided to the employee within 15 days of the completion of the evaluation. It will be limited to whether the employee requires the hepatitis vaccine and whether the vaccine was administered.

Infection control records will become part of the members personnel health file and will be maintained for the duration of the members employment plus (30) years. Medical records are strictly confidential and will not be released without the signed written consent of the member.

Personal Protective Equipment (PPE):

PPE is provided to our employees at no cost to them. Standards for PPE will be developed by the EMSO and updated or modified as needed and approved by the Chief. Training in the use of the appropriate PPE for specific tasks or procedures is provided by The Training Division or Company Officers. The types of PPE available to employees are as follows: Gloves, Safety Glasses, Gowns, Masks

PPE is located in the cab of the vehicles or may be obtained through a request to your company officer or EMSO.

Emergency response is often unpredictable and uncontrollable. While blood is the single most important source of HIV and HBV infection in the work place, in the field it is safe to assume that all body fluids are infectious. For this reason, PPE will be chosen to provide barrier protection against all body fluids.

In general, members should select PPE appropriate to the potential spill, splash, or exposure to body fluids. No SOG/SOP best practices guideline or PPE ensemble can cover all situations. Common sense must be used. When in doubt, select, maximal rather than minimal PPE.

Disposable gloves will be worn during any patient contact when potential exists for contact with blood, body fluids, non-intact skin, or other infectious materials.

All PPE will be used in conjunction where a potential hazard exists.

All employees using PPE must observe the following precautions:

- Wash hands immediately or as soon as feasible after removing gloves or other PPE.
- Remove PPE after it becomes contaminated and before leaving the work area.
- Used PPE may be disposed of in Red Biohazard bags
- Wear appropriate gloves when it is reasonably anticipated that there may be hand contact with blood or OPIM, and when handling or touching contaminated items or surfaces; replace gloves if torn, punctured or contaminated, or if their ability to function as a barrier is compromised.
- Gloves shall be changed between patients in multiple casualty situations.
- Utility gloves may be decontaminated for reuse if their integrity is not compromised; discard utility gloves if they show signs of cracking, peeling, tearing, puncturing, or deterioration.
- Never wash or decontaminate disposable gloves for reuse.
- Wear appropriate face and eye protection when splashes, sprays, spatters, or droplets of blood or OPIM pose a hazard to the eye, nose, or mouth.
- Remove immediately or as soon as feasible any garment contaminated by blood or OPIM, in such a way as to avoid contact with the outer surface.
- Eating, drinking, tobacco use, handling contact lenses, or applying lip balm is prohibited whenever a likely hood of exposure exists.

The procedure for handling used PPE is as follows:

Equipment will be decontaminated at the receiving hospital facility in accordance with Center for Disease Control CDC guidelines. Under no cercumstances will kitchen, bathrooms, or living areas be used for decontanination or storage of patient care equipment or infectious waste.

Housekeeping:

Regulated waste is placed in containers which are closable, constructed to contain all contents and prevent leakage, appropriately labeled or color-coded (see the following section "Labels"), and closed prior to removal to prevent spillage or protrusion of contents during handling.

The procedure for handling sharps disposal containers is: Contaminated sharps are discarded immediately or as soon as possible in containers that are closable, puncture-resistant, leak proof on sides and bottoms, and appropriately labeled or colorcoded. Sharp disposal containers are available in the ems bags or in the storage area on the first floor of the Fire Department.

The procedure for handling other regulated waste is: Bins and pails (e.g., wash or emesis basins) bag valve masks or other contaminated equipment shall be disposed in biohazard bags and when full transported in appropriate containers to Oneida Health Care facility for proper disposal.

Laundry:

The following contaminated articles will be laundered in-house: Work Uniforms / Turnout Gear
Laundering will be performed by the user of the items immediately upon returning to the station.
The following laundering requirements must be met:

- Handle contaminated laundry as little as possible, with minimal agitation
- Wear the correct PPE when handling and/or sorting contaminated laundry.
- If items are to be discarded, place wet contaminated laundry in leak-proof, labeled or colorcoded containers before transport. Use (either red bags or bags marked with the biohazard symbol) for this purpose.

Labels: The following labeling methods are used in this facility: **BIOHAZARD**

The EMSO is responsible for ensuring that bags with warning labels are located in-house. Red bags are used as required if regulated waste or contaminated equipment is brought into the facility. Employees are to notify their Officer in Charge who will notify the EMSO if they discover regulated waste containers, containing blood or OPIM, in the wrong location or contaminated equipment, etc., without proper labels.

Post Response:

At conclusion of on-scene operations all potentially contaminated patient care equipment will be removed for appropraite disposal or decontamination and reuse. All supplies of PPE will be replaced as needed.

Cleaning and decontamination will be performed as soon as practical.

Disposable equipment and other biohazard waste generated during on-scene operations will be stored in appropriate leak proof containers.

Gloves will be worn for all contact with contaminated equipment or materials

Disinfection will be performed with department approved disinfectant or with a 1:100 solution of bleach in water. All disinfectants will be tuberculocidal and EPA approved and registered.

Work surfaces will be decontaminated with appropriate disinfectant after completion of procedures, and after spillage or contamination with blood or potentially infectious materials. Seats of response vehicles contaminated with body fluids form soiled PPE also will be disinfected upon return to the station.

Contaminated structural firefighting gear will be cleaned according to the manufacturers recommendations found on the attached labels. Boots will be brushed scrubbed with hot solution of soaby water, rinsed with clean water, and allowed to air dry.

Post-Exposure, Evaluation and Follow-Up:

If at the station and notification comes that one of our members could have a possible exposure you are to contact the EMSO and pass along all relevant information.

Should an exposure incident occur, immediately notify the Officer in charge and the contact the EMSO at the given number at the watch desk. An immediately available confidential medical evaluation and follow-up will be conducted by the Department Physician. Following initial first aid (clean the wound, flush eyes or other mucous membrane, etc.), the following activities will be performed:

- Document the routes of exposure and how the exposure occurred.
- Identify and document the source individual (unless the employer can establish that identification is infeasible or prohibited by state or local law).

Post-Exposure, Evaluation and Follow-Up continued:

- Obtain consent and make arrangements to have the source individual tested as soon as possible to determine HIV, HCV, and HBV infectivity; document that the source individual's test results were conveyed to the employee's health care provider.
- If the source individual is already known to be HIV, HCV and/or HBV positive, new testing need not be performed.
- Assure that the exposed employee is provided with the source individual's test results and with information about applicable disclosure laws and regulations concerning the identity and infectious status of the source individual (e.g., laws protecting confidentiality).
- After obtaining consent, collect exposed employee's blood as soon as feasible after exposure incident, and test blood for HBV and HIV serological status
- If the employee does not give consent for HIV serological testing during collection of blood for baseline testing, preserve the baseline blood sample for at least 90 days; if the exposed employee elects to have the baseline sample tested during this waiting period, perform testing as soon as feasible.

ADMINISTRATION OF POST-EXPOSURE EVALUATION AND FOLLOW-UP:

The EMSO will ensure that the health care professional(s) responsible for employee's hepatitis B vaccination and post-exposure evaluation and follow-up are given a copy of OSHA's blood borne pathogens standard. The EMSO shall also ensure that the health care professional evaluating an employee after an exposure incident receives the following:

- A description of the employee's job duties relevant to the exposure incident
- Route(s) of exposure
- Circumstances of exposure
- If possible, results of the source individual's blood test
- Relevant employee medical records, including vaccination status (Name of responsible person or department) provides the employee with a copy of the evaluating health care professional's written opinion within 15 days after completion of the evaluation.

PROCEDURES FOR EVALUATING THE CIRCUMSTANCES SURROUNDING AN EXPOSURE INCIDENT:

The EMSO will review the circumstances of all exposure incidents to determine:

- Engineering controls in use at the time
- Work practices followed
- A description of the device being used (including type and brand) protective equipment or clothing that was used at the time of the exposure incident (gloves, eye shields, etc.)
- Location of the incident
- Procedure being performed when the incident occurred
- Employee's training

If revisions to this ECP are necessary EMSO will ensure that appropriate changes are made. (Changes may include an evaluation of safer devices, increasing employee training etc.)

EMPLOYEE TRAINING:

All employees who have occupational exposure to bloodborne pathogens receive initial and annual training conducted by a Certified Training in the Subject Matter. (Attached a long with their name will be a brief description of their qualifications.) All employees who have occupational exposure to bloodborne pathogens receive training on the epidemiology, symptoms, and transmission of bloodborne pathogen diseases. In addition, the training program covers, at a minimum, the following elements:

- A copy and explanation of the OSHA bloodborne pathogen standard
- An explanation of our ECP and how to obtain a copy
- An explanation of methods to recognize tasks and other activities that may involve exposure to blood and OPIM, including what constitutes an exposure incident
- An explanation of the use and limitations of engineering controls, work practices, and PPE
- An explanation of the types, uses, location, removal, handling, decontamination, and disposal of PPE
- An explanation of the basis for PPE selection
- Information on the hepatitis B vaccine, including information on its efficacy, safety, method of administration, the benefits of being vaccinated, and that the vaccine will be offered free of charge
- Information on the appropriate actions to take and persons to contact in an emergency involving blood or OPIM
- An explanation of the procedure to follow if an exposure incident occurs, including the method of reporting the incident and the medical follow-up that will be made available
- Information on the post-exposure evaluation and follow-up that the employer is required to provide for the employee following an exposure incident
- An explanation of the signs and labels and/or color coding required by the standard and used at this facility
- An opportunity for interactive questions and answers with the person conducting the training session.Training materials for this department are available from the EMS Division.

RECORDKEEPING:

Training Records

Training records are completed for each employee upon completion of training. These documents will be kept for the individual's career.

- The training records include:
- The dates of the training sessions
- The contents or a summary of the training sessions
- The names and qualifications of persons conducting the training
- The names and job titles of all persons attending the training sessions

Employee training records are provided upon request to the employee or the employee's authorized representative within two working days. Such requests should be addressed to the Training Officer.

Medical Records:

Medical records are maintained for each employee with occupational exposure in accordance with 29 *CFR* 1910.1020, "Access to Employee Exposure and Medical Records." Chief of the Department is responsible for maintenance of the required medical records. These confidential records are kept in the personnel files of the individuals for at least the duration of employment plus 30 years. Employee medical records are provided upon request of the employee or to anyone having written consent of the employee within 15 working days. Such requests should be sent to the Fire Chief City of Oneida Fire Department 109 North Main Street Oneida New York 13421.

OSHA / PESH Recordkeeping:

An exposure incident is evaluated to determine if the case meets OSHA's Recordkeeping Requirements (29 CFR 1904). This determination and the recording activities are done by the EMSO.

Sharps Injury Log:

In addition to the 1904 Recordkeeping Requirements, all percutaneous injuries from contaminated sharps are also recorded in a Sharps Injury Log. All incidences must include at least:

- Date of the injury
- Type and brand of the device involved (syringe, suture needle)
- Department or work area where the incident occurred
- Explanation of how the incident occurred.

This log is reviewed as part of the annual program evaluation and maintained for at least five years following the end of the calendar year covered. If a copy is requested by anyone, it must have any personal identifiers removed from the report.

HEPATITIS B VACCINE DECLINATION (MANDATORY):

I understand that due to my occupational exposure to blood or other potentially infectious materials I may be at risk of acquiring hepatitis B virus (HBV) infection. I have been given the opportunity to be vaccinated with hepatitis B vaccine, at no charge to myself. However, I decline hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring hepatitis B, a serious disease. If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with hepatitis B vaccine, I can receive the vaccination series at no charge to me.

Signed: (Employee Name)_____ Date:_____

Appendix A

Sharps Injury Log
Oneida Fire Department EMS Division

Date	Case/ Report No.	Type of Device (e.g.syringe)	Brand Name of Device	Work Area where injury occurred	**Brief description of how the incident occurred** (i.e. procedure being done, action being performed: disposal, injection, etc.)

Appendix B

Hepatitis B Immunization Consent/Refusal Form

Please check one:

- **Yes, I want to receive the Hepatitis B vaccine.**

I read the information given to me about Hepatitis B virus and Hepatitis B vaccine and I had the opportunity to ask questions. My questions were answered.

I want to participate in the vaccination program. I understand this includes three injections at prescribed intervals over a 6-month period. I understand that there is no guarantee that I will become immune to Hepatitis B and that I might experience an adverse side effect as the result of the vaccination.

	Date Given	Lot #	Administered By	Next Date Due
1st Dose				
2nd Dose				
3rd Dose				

- **No, I don't want to receive the Hepatitis B Vaccine.**

I understand that due to my occupational exposure to blood or other potentially infectious material, I may be at risk of acquiring Hepatitis B Virus (HBV). I was given the opportunity to be vaccinated with Hepatitis B vaccine at no charge to me. However, I **decline** Hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at an increased risk of acquiring Hepatitis B, a serious disease.

If in the future I want to be vaccinated with the Hepatitis B vaccine, I understand that I can receive the vaccine series at no charge to me.

Employee Name	Facility
City, State, Zip	Address
Telephone Number	
Signature	Date

Privacy Act Statement:

This information is sensitive and is protected by the Privacy Act of 1974 (5 U.S.C. 552a). The records will be stored in locked file cabinets or locked rooms. Electronic records will be protected by restricted access procedures and audit trails. Access to records will be strictly limited to agency or contractor officials with a bona fide need for the records and in accordance with the system of records notice, OPM/GOVT-10. These records are essentially considered to be part of the Employee Medical Folder (EMF). Though they may be maintained securely on site during the period of employment, post-employment records must be transferred to the National Personnel Records Center. Any copies of original records must be destroyed either by shredding, burning or by erasing the disk. Those employees tasked with storing and maintaining such records must read and be familiar with OPM/GOVT-10.

Appendix C

Exposure Incident Investigation Form

Date of Incident: _____ Time of Incident: _____

Location: _____

_____

Potentially Infectious Materials Involved:

Type: _____ Source:_____

Circumstances (work being performed, etc.): _____

_____

_____

How Incident Was Caused (accident, equipment malfunction, etc.): _____

_____

_____

Personal Protective Equipment Being Used:_____

Actions Taken (decontamination, clean-up, reporting, etc.): _____

_____

_____

Recommendations for Avoiding Repetition:_____

_____

_____

_____

Report Prepared by:_____ Date: _____

Supervisor: _____ Date: _____

Appendix D

Exposure Incident Report

(Routes and Circumstances of Exposure Incident)

Date Completed _____

Employee's Name_____ SS#_____

Home Phone _____ Work Phone _____

DOB _____ Job Title _____

Employee Vaccination Status _____

Date of Exposure _____ Time of Exposure _____ Incident Number _____

Name of Supervisor Notified _____ EMSO Notified _____

Location of Incident (Address Be Specific) _____

_____

_____

Describe What Task(s) You Were Performing When The Exposure Occurred (Be Specific) _____

_____

_____

Were You Wearing Personal Protective Equipment (PPE)? Yes _____ No _____

If Yes, List _____

Did The PPE Fail? Yes_____ No _____If Yes, Explain How _____

_____

_____

Body Fluid(s) Were You Exposed To (Blood or Other Potentially Infectious Material)? Be Specific

_____

_____

_____

What Parts of Your Body Became Exposed? Be Specific _____

_____

Estimate The Size of The Area of Your Body That Was Exposed _____

For How Long Was The Exposure _____

Did a Foreign Body (Needle, Nail, Auto Part, ETC) Penetrate Your Body?

Yes ____ No ____ If Yes, What Was The Object? _____

Where Did It Penetrate Your Body? _____

Was Any Fluid Injected Into Your Body? Yes_____ No _____ What Type _____

Amount Injected _____

Did You Receive Medical Attention? Yes_____ No _____ Location _____

When _____

By Whom _____

Identification of Source Individual(s) _____

Names _____

Did You Treat The Patient Directly? Yes _____ No _____

What Treatment Did You Provide? _____

_____

_____

_____

Other Pertinent Information _____

_____

_____

Appendix E

Post-Exposure Evaluation and Follow-Up Checklist

The following steps must be taken and information transmitted in the case of an employee's exposure to bloodborne pathogens:

Employee's Name: _____

ACTIVITY DATE

Employee furnished with documentation regarding exposure incident. _____

Source individual identified: _____ Yes _____ No _____

Source individual's blood collected & tested & results given to exposed employee. _____

_____ Consent from source individual could not be obtained.

Exposed employee's blood collected and tested. _____

Appointment arranged for employee with health-care professional. _____

Documentation forwarded to health-care professional. _____

_____ Description of exposed employee's duties
_____ Description of exposure incident, including routes of exposure
_____ Result of source individual's blood testing
_____ Employee's medical records

Appendix F

Oneida Fire Department Employee Initial Educational & Training Record

Employee _____ Date of Hire _____

Job Title _____ Date Assigned _____

Initial Training **Subject**	**Date**	**Location**	**Trainer**	**Employee Signature**
The Standard				
Epidemiology & Symptoms of Bloodborne Diseases				
Modes of Transmission				
Exposure Control Plan				
Recognizing Potential Exposure				
Use & Limitation of Exposure Control Methods				
Personal Protective Equipment (PPE)				
Selection of (PPE)				
HBV Immunization Program				
Emergencies Involving Blood or Potentially Infectious Materials				
Exposure Follow up Procedures				
Post Exposure Evaluation & Follow up				
Signs & Labels				
Opportunity for Questions				
Additional Education				
Annual Retraining				

Appendix G

New York State Department of Health
AIDS Institute

Authorization for Release of Health Information and Confidential HIV-Related Information*

This form authorizes release of health information including HIV-related information. You may choose to release only your non-HIV health information, only your HIV-related information, or both. Your information may be protected from disclosure by federal privacy law and state law. Confidential HIV-related information is any information indicating that a person has had an HIV-related test, or has HIV infection, HIV-related illness or AIDS, or any information that could indicate a person has been potentially exposed to HIV.

Under New York State Law HIV-related information can only be given to people you allow to have it by signing a written release. This information may also be released to the following: health providers caring for you or your exposed child; health officials when required by law; insurers to permit payment; persons involved in foster care or adoption; official correctional, probation and parole staff; emergency or health care staff who are accidentally exposed to your blood; or by special court order. Under New York State law, anyone who illegally discloses HIV-related information may be punished by a fine of up to $5,000 and a jail term of up to one year. However, some re-disclosures of health and/or HIV-related information are not protected under federal law. For more information about HIV confidentiality, call the New York State Department of Health HIV Confidentiality Hotline at 1-800-962-5065; for more information regarding federal privacy protection, call the Office for Civil Rights at 1-800-368-1019. You may also contact the NYS Division of Human Rights at 1-888-392-3644.

By checking the boxes below and signing this form, health information and/or HIV-related information can be given to the people listed on page two (and on additional sheets if necessary) of the form, for the reason(s) listed. Upon your request, the facility or person disclosing your health information must provide you with a copy of this form.

I consent to disclosure of (please check all that apply):

- ☐ My HIV-related information
- ☐ My non-HIV health information
- ☐ Both (non-HIV health and HIV-related information)

Name and address of facility/person disclosing HIV-related information:

_____

_____

Name of person whose information will be released: _____

Name and address of person signing this form (if other than above):

_____

_____

Relationship to person whose information will be released: _____

_____

Describe information to be released: _____

Reason for release of information: _____

Time Period During Which Release of Information is Authorized: From: _____ To: _____

Exceptions to the right to revoke consent, if any:

_____

_____

Description of the consequences, if any, of failing to consent to disclosure upon treatment, payment, enrollment, or eligibility for benefits
(Note: Federal privacy regulations may restrict some consequences):

_____

_____

Please sign below **only** if you wish to authorize all facilities/persons listed on pages 1,2 (and 3 if used) of this form to share information among and between themselves for the purpose of providing health care and services.

Signature _____ Date _____

*** This Authorization for Release of Health Information and Confidential HIV-Related Information form is HIPAA compliant. If releasing only non-HIV related health information, you may use this form or another HIPAA-compliant general health release form.**

DOH-2557 (2/11) Page 1 of 3

Authorization for Release of Health Information and Confidential HIV-Related Information*

Complete information for each facility/person to be given general information and/or HIV-related information. Attach additional sheets as necessary. It is recommended that blank lines be crossed out prior to signing.

Name and address of facility/person to be given general health and/or HIV-related information:

_____

_____

Reason for release, if other than stated on page 1:

_____

_____

If information to be disclosed to this facility/person is limited, please specify:

_____

_____

Name and address of facility/person to be given general health and/or HIV-related information:

_____

_____

Reason for release, if other than stated on page 1:

_____

_____

If information to be disclosed to this facility/person is limited, please specify:

_____

_____

The law protects you from HIV-related discrimination in housing, employment, health care and other services. For more information, call the New York City Commission on Human Rights at (212) 306-7500 or the NYS Division of Human Rights at 1-888-392-3644.

My questions about this form have been answered. I know that I do not have to allow release of my health and/or HIV-related information, and that I can change my mind at any time and revoke my authorization by writing the facility/person obtaining this release. I authorize the facility/person noted on page one to release health and/or HIV-related information of the person named on page one to the organizations/persons listed.

Signature _____ Date _____
(SUBJECT OF INFORMATION OR LEGALLY AUTHORIZED REPRESENTATIVE)

If legal representative, indicate relationship to subject:

Print Name _____

Client/Patient Number _____

*** This Authorization for Release of Health Information and Confidential HIV-Related Information form is HIPAA compliant. If releasing only non-HIV related health information, you may use this form or another HIPAA-compliant general health release form.**

DOH-2557 (2/11) Page 2 of 3

Authorization for Release of Health Information and Confidential HIV-Related Information*

Complete information for each facility/person to be given general information and/or HIV-related information. Attach additional sheets as necessary. It is recommended that blank lines be crossed out prior to signing.

Name and address of facility/person to be given general health and/or HIV-related information:

Reason for release, if other than stated on page 1:

If information to be disclosed to this facility/person is limited, please specify:

Name and address of facility/person to be given general health and/or HIV-related information:

Reason for release, if other than stated on page 1:

If information to be disclosed to this facility/person is limited, please specify:

Name and address of facility/person to be given general health and/or HIV-related information:

Reason for release, if other than stated on page 1:

If information to be disclosed to this facility/person is limited, please specify:

If any/all of this page is completed, please sign below:

Signature _____ Date _____
(SUBJECT OF INFORMATION OR LEGALLY AUTHORIZED REPRESENTATIVE)

Client/Patient Number _____

*** This Authorization for Release of Health Information and Confidential HIV-Related Information form is HIPAA compliant. If releasing only non-HIV related health information, you may use this form or another HIPAA-compliant general health release form.**

DOH-2557 (2/11) Page 3 of 3

3.0.5 GLUCOMETER MAINTENANCE POLICY

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Glucometer Maintenance	**SECTION / TOPIC: E.M.S.**
Number: 3.0.5	**Date Issued: March 24, 2014**
Number of Pages: 2	**Revised Date: May 21, 2014**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: Lt. David Hoffman, Jr.	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

Manufacturer's instructions for One Touch Ultra Blood Glucometers

NFPA	
NIMS	

2.0 PURPOSE

To standardize how Blood Glucometer's in OFD apparatus are tested and calibrated.

3.0 SCOPE

All OFD personell trainied to use the Oneida Fire Department Glucometer

4.0 DEFINITIONS

None

5.0 GUIDELINE

Glucometer Inspection and Calibration

1. Glucometers on Rescue 295 and Engine 292 will be inspected and calibrated weekly during Truck of the Day vehicle checks. The following process will be followed and documented in the Glucometer log located next to the Fire Marshal's door.
    a. Insert a test strip into the glucometer and make sure the code on the meter matches the code on the test strips container. If it doesn't match please refer to the instructions in the Glucometer log.
    b. After the meter shows the flashing blood drop on the screen, place one drop of test solution onto the end of the test strip. Be sure to shake the test solution well prior to use.
    c. Check that the results fall into the specified range printed on the test strip container.
    d. If the results are not in the specified range, immediately remove the meter from service. Inform the OIC and the EMSO or AEMSO.
    e. Inspect the Glucometer, make sure that it is clean, and all supplies are present.
    f. When calibration is complete, fill out log located next to Fire Marshall's door.

3.0.6 Controlled Substance

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Controlled Substances	**SECTION / TOPIC: EMS**
Number: 3.0.6	**Date Issued: December 10, 2014**
Number of Pages: 7	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: Lt. David Hoffman EMSO	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

NFPA	
NIMS	

2.0 PURPOSE

This Policy is to instruct Advanced Level EMT's in the proper procedure for administering Controlled Substances in the City of Oneida Fire department. This policy will pertain to supply, storage, security, theft, records, protocols, and quality assurance.

3.0 SCOPE

All City of Oneida Fire Department Advanced Level Emergency Medical Technicians (Critical Care Technicians and Paramedics)

4.0 DEFINITIONS

5.0 GENERAL USE PROCEDURES

Operational Plan

Oneida Healthcare (OH) has been designated as the controlled substance agent and agency for supplying controlled substances to The City of Oneida Fire Department(OFD) for use in pre-hospital care.

The OH Director of Pharmacy Services will serve as the controlled substance agent. The agent must be approved by the New York State Department of Health (NYSDOH).

Dr. Michael Thomas is a New York State licensed physician who has been designated by and accepts the responsibilty of Medical Director providing off-line medical control following protocols established by the Regional Medical Advisory Council (REMAC) of the Mid-State Regional Emergency Medical Services Council (REMSCO) for OFD.

The Fire Chief of the City of Oneida Fire Department will designate ONE advanced level EMT, level AEMT-CC or AEMT-P to serve as controlled substances officer (CSO). Lt. David Hoffman has been designated for this position.

The City of Oneida Fire Department will fully co-operate with any law enforcement and/or DOH narcotic investigations.

Oneida Healthcare Pharmacy

1. OFD will obtain controlled substances from the OH pharmacy in accordance with the OH/OFD agreement. Controlled substances will be replaced during regular pharmacy hours 0700 hrs until 1700 hours. If OFD is not able to restock controlled substances on the day of use, the controlled substances will be restocked the following day at the earliest time possible.

2. A pharmacy requisition form will be completed at the pharmacy. The pharmacy will assign a number to the requisition form and will complete the appropriate information.

3. The receiving AEMT-CC or PARAMEDIC will sign the pharmacy requisition as reciept of the controlled substance.

4. OH will place a red control seal on the metal box. OH will be the only source of the red control seal.

5. A copy of the PCR or ePCR is required to be gived to the OH pharmacy.

Replacement

1. After use of a controlled substance, a yellow numbered seal will be placed on the metal box, and placed back in the safe. Yellow seals will be on the metal lock box a MAXIMUM of 48 HOURS. The only exception is if the CSO approves the extension in the event of a disaster or emergency, in which case a report will be filed.

2. The hospital waste slip provided by OH fully completed.

3. Proper disposal of any remaining drug must be carried out at the hospital. Destruction of a controlled substance will be done by removing the drug from the vial/ampule/tubex and then disposing it into a sink or garbage can. This must be witnessed by a co-signer for the destruction form. NO EXCEPTIONS. It is not acceptable to place the left over drug in its vial/ampule/tubex into a sharps container without removing the drug from it. Documentation must be provided on the PCR/ePCR that describes the date, time, and the amount of drug wasted, and the name and signature of the person wasting, and the name and signature of the authorized OH employee that witnessed disposal. If for any reason the hospital refuses to witness, any OFD AEMT or EMT may witness the disposal. Every effort will be made to waste the drug in front of an authorized OH representative first.

4. Must complete CONTROLLED SUBSTANCE USE FORM on the PCR.

Replacement (Continued)

5. PCR must have physicians printed name and signature.

6. Return to station and print PCR and all attatchments.

7. Make copies of all hospital forms and PCR forms and place them in metal CS box.

8. Go to Hospital pharmacy with all original paperwork to have CS replaced and box re-sealed by the pharmacy.

9. Sign reciept and return to the CSO.

10. It will be the responsibility of the oncoming AEMT to ensure that any drug exchanges happened, or to replace the drugs personally. It is the responsibility of the out going AEMT that administered the CS to make every effort to have the drug replaced immediately.

11. OH will be provided and updated list of AEMT-CC/PARAMEDICS that are authorized to replace CS. This will be completed at least annually or when new personnel are hired. Those authorized to replace CS will be in uniform and show OFD photo Identification.

Packaging

1. All CS will be packaged for single patient use.

2. Each unit of medication will be in tamper evident packaging.

3. When tamper evident seal is broken, the medication must be used or returned to OH pharmacy for destruction and replacement.

Securing

1. All controlled substances will be stored under a double lock system.
2. One key will be to a stationary safe and a second key will be to a metal box, stored in the stationary safe.
3. The two keys will be under the direct control of the certified individuals at all times. Only certified and on-line AEMT-CC or PARAMEDICS will be issued keys and they are responsible for them at all times. In the case one or both of the keys becomes lost or stolen, then the CSO will be immediately notified.
4. The stationary safe will be bolted to the interior of the rescue. The key to the safe will be an electronic key with a unique personal identification number (UPIN). The UPIN will be selected by each individual user. It should never be shared with anyone. The UPIN will be programmed at the time of issuance and will be done so that only the key holder will know the number. The CSO will not know the number and will keep the number encrypted in the software at all times. The UPIN shall be a unique number and not a pin used for any other system. (IE…door codes/ATM codes/Dates of Birth…etc.) UPIN should not be easily guessed like 1234 or 6789.
5. The key and UPIN will be used together to gain access to the controlled substance box. The electronic lock will store all data gained from the key.
6. This data will be downloaded at least monthly by the CSO, or when there is a discrepancy or diversion, or as requested by OH pharmacy. The Fire Chief will only have access to the controlled substances if he/she is an approved AEMT-CC or Paramedic.
7. OH pharmacy will be provided with a key and a UPIN as well as a key to the metal locked box. OH may perform random inspections of CS inventory at the discretion of the OH Pharmacy Director.
8. Copying of keys is prohibited unless directed to do so by the CSO.

Theft

1. Once discovered, any theft or suspected diversion of controlled substances shall be immediately reported to the agency CSO. The CSO will immediately notify the OIC, Fire Chief, Oneida Police, NYS DOH, and Oneida Healthcare Pharmacy.
2. A written report shall follow within 24 hours outlining the theft or suspected diversion.
3. The CSO or Fire Chief will immediately download all key information and provide to OPD, NYS DOH, and OH Pharmacy.
4. Should any employee of OFD discover a theft or suspect diversion or misuse of CS, they shall immediately notify the agency CSO.

Theft (Continued)

5. If a crew is confronted with a situation where a person(s) threatens the crew with harm or inappropriate conduct to obtain CS, the crew shall give the CS up to these people. At no time should a crew member place themselves in physical danger to safeguard the CS. After the threat has left the area, the crew should retreat to a safe place and contact law enforcement for assistance. The crew will be required to provide a police report as to the exact circumstances of the incident.
6. All employees are responsible to report any situation where CS theft/diversion or any actions or situation that could or did compromise the integrity of the CS.

Record Keeping

1. Logs will be maintained for each individual unit of CS. Logs will be maintained daily and kept for a minimum of five years. Inventory of the control seal will occur daily by the AEMT-CC or Paramedic in charge and on duty that shift.
2. Inventory will occur every morning prior to shift change, and before the outgoing AEMT-CC or Paramedic is relieved.
3. The log for the electronic lock will be downloaded monthly. The lock log will be compared to the written log, and any discrepancies will be reported to the Fire Chief and included in the monthly report.
4. Upon discovery of a failed inventory, the incident will be reported to the CSO in writing. The CSO will report the failure to the Fire Chief, and the City of Oneida Fire Department Discipline Standard will be followed as appropriate.
5. A PCR will be used to document all administration of a CS to a patient. The report must include the ordering physicians name, date of adminstration, time of administration, run number, patient's name, agency name, AEMT name, certification number, and signature, patient's chief complaint, drug info (name, dose, route), patient response, and receiving hospital. The record will also be used to document the destruction of the unused portion of the CS if any. Proper disposal of any remaining drug must be carried out at the hospital. Destruction of a controlled substance will be done by removing the drug from the vial/ampule/tubex and then disposing it into a sink or garbage can. This must be witnessed by a co-signer for the destruction form. NO EXCEPTIONS. It is not acceptable to place the left over drug in its vial/ampule/tubex into a sharps container without removing the drug from it. Documentation must be provided on the PCR/ePCR that describes the date, time, and the amount of drug wasted, and the name and signature of the person wasting, and the name and signature of the authorized OH employee that witnessed disposal. If for any reason the hospital refuses to witness, any OFD AEMT or EMT may witness the disposal. Every effort will be made to waste the drug in front of an authorized OH representative first. **ALL CONTROLLED SUBSTANCE ADMINISTRATION REQUIRES A PHYSICIANS SIGNATURE.**

Record Keeping (Cont.)

6. PCR's or Electronic PCR's recording the administration of CS will be kept a minimum of five (5) years.
7. Once the red control seal has been broken, the AEMT-CC or paramedic will do an inventory of the box. If all drugs are accounted for, then the box is to be sealed with a yellow numbered control seal. If inventory of box results in missing CS, the policy for theft will be followed.
8. Upon discovery, any falsification of documentation shall be reported immediately, in writing, to the CSO. The CSO will download the lock log information and review any pertinent documentation. The CSO will report findings to the Fire Chief. Any diversion of CS will be handled per the "theft" section of this policy. Falsification of documentation will be handled as per the OFD SOP-Discipline as appropriate. A minimum of a written warning will be issued.

Protocols

1. The administration of controlled substances must be by direct medical control. AEMT-CC and Paramedics will follow the protocols approved by the REMAC of the Mid-State REMSCO and the NYSDOH.

Alternative Storage

1. If for any reason the Vehicle where CS is secured is to be out of service, all CS will be returned to the pharmacy until vehicle is back in service.
2. The CS log will be used to show when CS is returned to OH and when they are brought back to the Vehicle.

Conclusion

1. With the high risk of abuse with these classes of medication, it is imperative to maintain a rigid accounting of the drugs and their usage. Failure to comply with the above procedures will thwart the efforts to maintain comprehensive documentation and may leave the City of Oneida and the members of this Fire Department open to criminal and civil litigation.
2. Log sheet will be kept on file with date, time, and signature of persons who inventoried the controlled substances.
3. Whenever there is a diversion from the guidelines, a written report will be completed and the CSO will be notified.

3.0.7 QUALITY ASSURANCE PLAN FOR CONTROLLED SUBSTANCES

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Quality Assurance Plan for Controlled Substances	**SECTION / TOPIC: EMS**
Number: 3.0.7	**Date Issued: December 10, 2014**
Number of Pages: 2	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: Lt. David Hoffman EMSO	By: Chief Kevin Salerno	By: Commissioner Mike Kaiser

These Best Practices SOP / SOG are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

None

NFPA	
NIMS	

2.0 PURPOSE

1. To establish that the policies and procedures outlined in the operational plan are followed. Furthermore, to ensure that patients that required a controlled substance, received it.
2. The following QAP is meant to maintain and monitor the quality of care that is given to a patient under the care of the City of Oneida Fire Department. This plan will allow OFD to track patients that receive CS and evaluate the effectiveness of that treatment. It will also allow OFD to evaluate the effectiveness of the storage and disposal procedures and ensure CS are not diverted.

3.0 SCOPE

All AEMT-CC and PARAMEDICS that will be dispensing controlled substances.

4.0 DEFINITIONS

5.0 GENERAL USE PROCEDURES

Quality Assurance Plan (QAP)

1. **Reciept of controlled substances:** All AEMT-CC and Paramedics will receive training on State and local requirements regarding the storage and transportation of controlled substances. Once the initial training is completed and certified by this agency, all AEMT-CC and Paramedics will be authorized to administer controlled substances in accordance with NYS and regional protocols and regulations. The AEMT-CC/P will complete a controlled substance QA form and submit with the PCR to the Continuous Quality Improvement Committee (CQI). The purpose of this form is to insure that the proper drug was given and to start the internal tracking process. Any OFD AEMT-CC/P is authorized to receive CS to replenish supply.

2. **Storage of Controlled Substances:** Daily checks will be performed by the AEMT-CC/P in charge of the rescue that day, to validate that the storage criteria developed at OFD is being met. Criteria include, but not limited to, integrity of control seal and serial numbers.

3. **Dispensing of Controlled Substances:** All controlled substances will be administered in accordance with Mid-State REMAC protocols. NO DEVIATIONS ALLOWED. The PCR will automatically be reviewed by the OFD CQI committee and the Medical Director for all CS events.This review will examine the call for appropriateness of treatment, proper dosage and route, and any complications from administration of CS. Proper disposal of any remaining drug must be carried out at the hospital. Destruction of a controlled substance will be done by removing the drug from the vial/ampule/tubex and then disposing it into a sink or garbage can. This must be witnessed by a co-signer for the destruction form. NO EXCEPTIONS. It is not acceptable to place the left over drug in its vial/ampule/tubex into a sharps container without removing the drug from it. Documentation must be provided on the PCR/ePCR that describes the date, time, and the amount of drug wasted, and the name and signature of the person wasting, and the name and signature of the authorized OH employee that witnessed disposal. If for any reason the hospital refuses to witness, any OFD AEMT or EMT may witness the disposal. Every effort will be made to waste the drug in front of an authorized OH representative first. Any deviations to this destruction procedure will be considered an attempt to divert and will have administrative ramifications including reporting to appropriate regulatory agencies.

4. All use of controlled substances will br reviewed by Dr. Michael Thomas

City of Oneida Fire Department

Established 1896

SOP/SOG Best Practices Guideline

Section 6.0.0

Training Outlines

City of Oneida Fire Department

SOP / SOG Best Practices Guidelines

These guidelines supersede all directives, rules, regulations, and operational or administrative guidance issued prior to January 1, 2014. Notwithstanding any other provision of law, rule, or regulation, the contents of this manual shall govern the operations of the Bureau of Fire and the conduct of the employees of the Bureau.

The Bureau shall have the duty to extinguish fires any place within the corporate tax district and special fire districts created in the outside district; shall locate and maintain the fire alarm system; shall investigate the cause, circumstances and origin of fires; shall engage in fire protection activities and the suppression of arson; shall enforce the city housing and other codes as prescribed by city ordinance; shall provide EMS services to both the inside and outside corporate tax districts and shall have all powers necessary for the performance of its duties.

This manual, along with the current collective bargaining agreement between the City and Fire Department employees bargaining unit, New York State Civil Service Law, and other applicable state and federal laws, will govern employee relations between the Bureau employees and the City of Oneida.

The contents of this manual are approved and issued by the Commissioner of Public Safety and Fire Chief pursuant to the provisions of Article X of the Oneida City Charter.

X_____ **X**_____

Chief Kevin Salerno **Commissioner Mike Kaiser**

SELF CONTAINED BREATHING APPARATUS

City of Oneida Fire Department
Best Practices Standard Operating Procedure / Guideline
109 North Main Street
Oneida New York 13421
(315) 363-1910

TITLE: Self Contained Breathing Apparatus	**SECTION / TOPIC: Training Out-line**
Number: 6.0.7	**Date Issued: January 28, 2016**
Number of Pages: 11	**Revised Date:**

Prepared	Approved	Approved
X _____ Preparer	X _____ Approved	X _____ Approved
By: DC Robert L. Cowles Jr.	By: Chief Kevin Salerno	By:

"Let no man's ghost return to say his training let him down"

1.0 TRAINING OUTLINE REFERENCE

IFSTA
Thomson Delmar
NFPA
OSHA PESH 29 CFR 1910.134

2.0 PURPOSE

This best practices training outline is designed to give 1st line supervisors and training officers an outline to guide them in instruction for company training. This outline gives a solid foundation for discussion and technical knowledge. This outline is designed with flexibility in mind, allowing instructors to run programs according to those needed and laid out by the Oneida Fire Department Training Division. This information is designed as the foundation and basic; added value should be introduced by the instructor that is safe, current and relevant.

3.0 Self Contained Breathing Apparatus (SCBA)

Overview: In this chapter, the student will learn about the criteria for selection and use of a self-contained breathing apparatus, in addition to the care and servicing of a self-contained breathing apparatus.

LEARNING OBJECTIVES:

After completing this lesson, the student should be able to:

- List two conditions requiring respiratory protection. (NFPA 1001 Standard 5.3.5)
- List and explain the effects of oxygen deficiency and toxic gases on the human body. (NFPA 1001 Standard 5.1.1.1)
- List one legal requirement for use of self-contained breathing apparatus (SCBA). (NFPA 1001 Standard 5.1.1.1)
- List two types of SCBA. (NFPA 1001 Standard 5.1.1.1)
- List four components of the SCBA used by the authority having jurisdiction. (NFPA 1001 Standard 5.1.1.1)
- Demonstrate two different SCBA donning procedures at 100 percent accuracy in the time limit established by the authority having jurisdiction. (NFPA 1001 Standard 5.3.1)
- Demonstrate routine inspection procedures of SCBA in accordance with manufacturers' instructions. (NFPA 1001 Standard 5.5.3)
- Demonstrate after-use maintenance and servicing of SCBA in accordance with manufacturers' instructions. (NFPA 1001 Standard 5.5.3)
- Demonstrate the servicing of an SCBA cylinder with the air-filling system used by the authority having jurisdiction. (NFPA 1001 Standard 5.5.3)

INSTRUCTIONAL DEVELOPMENT:

Please take a moment and review the time frames, equipment needed, required reading, and recommended reading (if listed).

Time Frame:

- ☐ Cognitive learning: 1.5 hours
- ☐ Psychomotor learning: 3.5 hours

Equipment:

- ☐ Instructional outline
- ☐ Required references
- ☐ Recommended references (if applicable)
- ☐ PowerPoint presentation
- ☐ Equipment required to run PowerPoint presentation
- ☐ PowerPoint presenter
- ☐ SCBA with spare cylinder for each student

Required References:

- ☐ Individual manufacturers' operating instructions for assigned breathing apparatus

Recommended References:

- NFPA 1500, *Standard on Fire Department Occupational Safety and Health Program*, National Fire Protection Association, Quincy, MA, 2002
- NFPA 1404, *Standard for a Fire Department SCBA Program*, National Fire Protection Association, Quincy, MA, 2002
- NFPA 1981, *Standard on Open-Circuit SCBA for the Fire Service*, National Fire Protection Association, Quincy, MA, 2002

INSTRUCTIONAL OUTLINE:

I. INTRODUCTION *(Estimated Time: 10 minutes)*

Objective: *List two conditions requiring respiratory protection.*

A. Self-contained breathing apparatus (SCBA) is one of the most important items of personal protective equipment used by firefighters and rescue personnel.

B. SCBAs allow firefighters to work in situations involving toxic fumes or oxygen-deficient atmospheres.

C. The human body, especially the respiratory system, is vulnerable to injury in oxygen-deficient atmospheres.

D. Hydrogen cyanide is a deadly gas and has the distinctive odor of almonds.

E. Any inhaled gas can directly cause disease of the lung tissue.

F. All fire departments must have a respiratory protection policy.

   1. This policy should require the use of an SCBA in areas where it is immediately dangerous to life and health (IDLH) or where a potential danger may exist.

G. Failure to understand and know how to use an SCBA properly could result in injury or death to a firefighter or victims.

H. The lack of protective equipment not only has short-term effects but also causes long-lasting health problems.

I. Many changes have occurred regarding the use of SCBAs since the late 1970s. These changes include:

   1. Decrease in the weight of SCBA cylinders by 40 percent
   2. Required positive pressure for all SCBAs used or manufactured for the fire service
   3. Improved design to limit catastrophic failure during operation
   4. Improved regulator design
   5. Implementation of SCBA maintenance programs
   6. Requirement for PASS devices by NFPA 1500
   7. Development of training programs to increase the firefighter's knowledge and confidence using SCBA
   8. Increased regulations: OSHA 29 CFR 1910.134, NFPA 1500, and NFPA 1404

J. All improvements in technology, regulations, and mandates regarding the use of SCBAs are only as good as an individual's commitment to use an SCBA properly.

II. CONDITIONS REQUIRING RESPIRATORY PROTECTION *(Estimated Time: 15 minutes)*

Objective: *List and explain the effects of oxygen deficiency and toxic gases on the human body.*

A. Four conditions that present respiratory hazards are commonly found at fire scenes or other emergency incidents:
   1. Oxygen deficiency
   2. High temperatures
   3. Smoke or other by-products of combustion
   4. Toxic environments

B. Oxygen-Deficient Environments
   1. The human body and fire are similar, as they both require oxygen to survive.
   2. Atmospheres with oxygen concentrations below 19.5 percent are classified as oxygen-deficient atmospheres. Below 17 percent oxygen the body responds by increasing its respiratory rate.
      a. The greater the oxygen deficiency, the greater the detrimental effects on the body.
      b. Oxygen deficiency combined with toxic gases is the cause for most fire deaths for individuals lacking the protection of an SCBA.

C. Elevated Temperatures
   1. The human body is very delicate and sensitive to elevated temperatures.
   2. Inhalation of heated gases will cause an accumulation of fluid in the lungs known as pulmonary edema.
   3. Damage caused to the body by inhaling heated air or gases is long term and not reversible by treatment of fresh, cool air.

D. Smoke
   1. Smoke is the combination of unburned products of combustion, particles of carbon, tar, and associated gases such as carbon dioxide, sulfur dioxide, and hydrogen cyanide.
   2. The combination of these materials is extremely irritating to the body and in some cases can be fatal.
   3. Smoke that is at extremely high temperatures can also cause severe burns to the respiratory system.

III. EFFECTS OF TOXIC GASES AND TOXIC ENVIRONMENTS *(Estimated Time: 10 minutes)*

A. Toxic gases and irritants produced by combustion have both short-term and long-term effects.

B. Many common gases produced in a fire affect the respiratory and other systems.

C. Pesticides and herbicides also produce many harmful toxins in a fire that require firefighters to use a higher level of protection.

D. Carbon Monoxide
   1. Carbon monoxide is one of the most lethal gases found in a fire.
   2. Carbon monoxide attaches itself to red blood cells more than 200 times more easily than oxygen.
   3. The body suffers from a lack of oxygen, known as hypoxia, which can lead to death.
   4. The increased demands on the body and the need for oxygen during firefighting can quickly incapacitate a person who is without the protection of an SCBA and around carbon monoxide.
   5. Repeated exposure to even low levels of carbon monoxide can have harmful effects on the body.

IV. LEGAL REQUIREMENTS FOR SELF-CONTAINED BREATHING APPARATUS USE *(Estimated Time: 5 minutes)*

Objective: *List one legal requirement for use of self-contained breathing apparatus (SCBA).*

A. Title 29 Code of Federal Regulations, Section 1910.134
   1. The OSHA Respiratory Protection Standard, Title 29 CFR 1910.134, addresses mandatory requirements concerning the use of SCBAs.
   2. In addition to this OSHA standard, many other organizations such as NIOSH and NFPA have standards addressing the use of SCBAs.
   3. Title 29 CFR 1910.134 establishes the standard for all entries into IDLH atmospheres.
   4. The standard also establishes requirements for a complete respiratory protection program and regular medical evaluation of employees.

B. NFPA 1500: Standard on Fire Department Occupational Safety and Health Program
   1. NFPA 1001 Standards 1404 and 1981 address safety issues dealing with SCBA use.

V. LIMITATIONS OF SELF-CONTAINED BREATHING APPARATUS *(Estimated Time: 15 minutes)*

A. Firefighters must be aware of the limitations of an SCBA.
   1. These limitations are the SCBA unit itself and the physical and physiological condition of the firefighter.

B. SCBA Design and Size
   1. An SCBA unit can weigh from 23 to 35 pounds and add 9 to 15 inches to the profile of the firefighter.

C. Firefighters must be conditioned to the added weight and bulk of the SCBA in addition to the other personal protective equipment (PPE) they must wear.

D. Firefighters must be aware of how long a standard cylinder will last while they are working.

E. Firefighters must be aware of the following aspects of SCBA units:
   1. Visibility while wearing an SCBA is limited.
   2. The increase in weight and bulk of the SCBA limit mobility and agility of the firefighter.
   3. The firefighter's voice is muffled and hard to understand while wearing an SCBA, unless the SCBA is equipped with a voice amplification accessory.
   4. The firefighter must know whether the cylinder is fully charged.
   5. The quantity of air is limited in an SCBA.

F. Innovative technology provides maximum safety for the SCBA user. Integrated PASS devices or distress alerts offer redundant visual and audible warning alarms.

G. The Head's Up Display allows firefighters to keep their head up, look straight and continue to perform duties while still being able to see the level of air remaining in the SCBA.
   1. The HUD uses and LED indication for air levels and will flash visual notification of one-half and one quarter remaining air supply.
   2. The HUD may also include a visual indication of temperature.
   3. The HUD may be retrofitted into some older models of SCBA units.

H. The Rapid Intervention Crew Universal Air Connection (RIC/UAC) is a common style connector for use in emergency situations.

I. Limitations of the SCBA User
   1. Firefighters must be in good physical condition to use SCBA due to the increase in weight and bulk, which hinders agility and mobility, requiring a high level of strength and endurance.
   2. Weight loss or a 24-hour growth of facial hair may affect the ability to obtain a good seal on the SCBA face piece.
   3. The stress of firefighting in elevated temperatures requires additional cardiovascular and respiratory conditioning.
   4. A lack of self-confidence in the SCBA may cause firefighters anxiety, thus increasing their breathing rates.
   5. The degree of training or experience users have with SCBA affects their self-confidence and ability to function.
   6. Increased physical stress may cause anxiety.
   7. Emotional conditions, such as fear or excitement, may increase the user's breathing rate and air consumption.

VI. TYPES OF SELF-CONTAINED BREATHING APPARATUS *(Estimated Time: 15 minutes)*

Objective: *List two types of SCBA.*
Objective: *List four components of the SCBA used by the authority having jurisdiction.*

A. Two different types of SCBA are in general use in today's fire service: open circuit and closed circuit.
   1. In an open-circuit SCBA, the exhaled air is vented to the outside atmosphere.
   2. In a closed circuit SCBA, the exhaled air stays in the system for filtering, cleaning, and circulation.

B. Open-Circuit Self-Contained Breathing Apparatus
   1. SCBAs for fire service use are designed and built in accordance with NIOSH and NFPA 1001 Standards.
   2. SCBA has four basic assembly components:
      a. Backpack and harness
      b. Cylinder
      c. Regulator
      d. Face piece assembly

C. The backpack assembly is designed to hold the air cylinder and provide straps for securing the SCBA unit.
   1. The regulator may be attached to the waist straps.
   2. Straps are adjustable to the size of the user.
   3. SCBA cylinders contain the compressed air for breathing by the user.

D. SCBA cylinders vary in material and type of manufacturer:
   1. Materials used for SCBA include steel, aluminum, fiberglass, and Kevlar/carbon composite.
   2. The rated duration of all SCBA cylinders is based on laboratory testing; however, actual duration will vary significantly with each user.
   3. The USDOT regulates compressed gas cylinders, including those used in the fire service.
   4. The quality of the compressed breathing gas used in open-circuit SCBA has a direct effect on the performance of the SCBA. The minimum quality of air used for SCBA is Grade D.
      a. This classification establishes maximum allowable quantities of impurities allowed in breathing air.

E. Many fire departments refill their own SCBAs using their own refill system known as a cascade system.
   1. This system consists of a compressor; purifier, air quality monitor, storage system, booster compressor, control panel, and cylinder fill containers.

F. The regulator assembly is attached to the face piece or waist straps.
   1. The regulator reduces the high-pressure air from the cylinder to low, slightly above atmospheric pressure and controls the flow of air to the face piece.
      a. The regulator contains a diaphragm that is activated by the breathing action of the user.
      b. All SCBA units maintain constant positive pressure airflow to the face piece.
      c. The exhalation action moves the diaphragm to the closed position and opens the exhalation valves, and the exhaled air is vented outside the face piece.
      d. During normal operation the main line valve is fully open, allowing maximum air to flow, and the bypass valve is in the fully closed position.
      e. The regulator may have a pressure gauge that is part of the regulator body or attached to the shoulder straps.
      f. SCBA units designed for fire service have a low air supply warning alarm.
      g. The 1997 edition of NFPA 1981 requires SCBA units to be equipped with two different types of low air alarms.

G. The face piece assembly provides fresh air to the firefighter wearing an SCBA unit.
   1. The assembly consists of a flexible rubber or silicon mask with a lens, exhalation valves, and a harness with adjustable straps.
      a. NFPA 1500 and 29 CFR 1910.134 require an annual fit test to ensure proper sizing of the face piece.
      b. The exhalation valve is the outlet for exhaled air and prevents toxic gases from entering the face piece.
      c. The face piece assembly may have several options depending on the manufacturer and style.

H. Closed-Circuit Self-Contained Breathing Apparatus
   1. A closed circuit SCBA is generally not used for regular firefighting operations.
   2. These SCBAs are more commonly used for hazardous materials operations and below-grade rescue, which requires an extended air supply.
   3. Closed-circuit SCBAs contain a cylinder of oxygen, a filter system, a regulator, and valves.

I. Open-Circuit Supplied Air Respirators
   1. Open-circuit supplied air respirators (SARs), also called airline respirators, are similar to SCBA units, except that the air supply cylinder is remote from the user.
      a. They provide the user with a long-duration air supply with mobility and agility.
      b. These units are also commonly used in hazardous materials operations and confined space rescues.

VII. DONNING AND DOFFING SELF-CONTAINED BREATHING APPARATUS *(Estimated Time: 20 minutes)*

A. Regardless of how the SCBA unit is stored or mounted, always refer to the manufacturers' instructions for specific procedures.

B. General Considerations
   1. Before using any SCBA, regardless of manufacturer, model, or donning method, operational safety checks must be performed.
   2. Once these checks are complete and the unit operates properly, the SCBA is ready for use.

C. Storage Case
   1. Two methods are used to don SCBA units stored in their cases-the "over the head" and the "coat" methods.

D. Seat-Mounted Apparatus
   1. With the use of enclosed firefighter riding positions becoming more common, SCBA units are mounted at the seat position.
   2. A firefighter should never attempt to stand and don the SCBA unit while the apparatus is in motion.

E. Compartment or Side-Mounted Apparatus
   1. Some fire departments carry their SCBA units mounted on the side of the apparatus or in compartments.
   2. The donning methods may be similar to that for a seat-mounted position, except that the firefighter is standing rather than sitting.

F. Donning the SCBA Face Piece
   1. After securing the SCBA, the next step is to don the face piece.
   2. Most SCBA face pieces are donned in a similar manner, with the difference being the style of head straps and the location of regulators.
   3. Proper donning of the face piece is essential to protect the user from the effects of toxic gases.

G. Removing/Doffing the SCBA Unit
   1. Once you have exited the hazardous atmosphere, you should remove the SCBA unit.
   2. If you are waiting for another assignment, remove the face piece.
   3. Depending on local SOP, once an assignment with SCBAs is finished, firefighters should report to rehabilitation.

VIII. SELF-CONTAINED BREATHING APPARATUS OPERATION AND EMERGENCY PROCEDURES

(Estimated Time: 15 minutes)

A. Both OSHA and NFPA require fire departments to establish respiratory protection programs.

B. Firefighters must also be proficient in the safe use of SCBA, donning and doffing procedures, individual limitations, and limitations of the SCBA unit.

C. Safe Use of SCBA
   1. Safe use of SCBA is essential to firefighter survival during operations requiring its use.
   2. Firefighters should be aware of the following safety items:
      a. All firefighters must be certified physically fit for respirator use.
      b. Fire departments must establish an accountability system to track personnel.
      c. Firefighters must work in teams of two as a minimum.
      d. All fire departments should enforce the “two-in/two-out” rule.
      e. PASS devices must be activated and checked before entering a hazardous environment.
      f. Fire departments should establish policies for firefighter rehabilitation during operations requiring SCBA.
      g. During rehabilitation, firefighters must be monitored and personnel must hydrate to replace body fluid.
      h. Air consumption will vary for each individual based on physical condition, level of training, the task being performed, and environment.
      i. Never remove the SCBA face piece in a contaminated environment.
      j. If the low air alarm is activated on one firefighter, all team members must exit together.

D. Operating in a Hostile Environment

Have students don apparatus while wearing seatbelts.

1. Firefighters will use SCBA in hostile environments and toxic atmospheres, with limited visibility.

E. Remember the following general rules:
   1. Always check in with the accountability/company officer when entering and exiting an assignment area.
   2. Always remain low.
   3. Check the environment; extend a gloved hand above head to determine the heat conditions overhead.
   4. Never remove a face piece.
   5. Maintain an awareness of location, floor level, and front or rear of building.
   6. Ventilate as an advance is made, as long as it will not spread the fire.
   7. Check for outside openings such as windows and doors.
   8. Always maintain contact with team members.
   9. Never enter a hostile environment alone.

F. Restricted Openings

A reduced profile simulator can be made by partially closing a door and having students go through.

   1. Areas with restricted openings that a firefighter cannot fit into should be probed with a tool.
   2. Only remove an SCBA as a last resort under emergency conditions.
   3. Remember the following rules:
      a. Never remove the face piece to reduce the profile.
      b. Loosen straps and rotate the SCBA under the arm along the rib cage as a first step.
      c. As a last resort, remove the harness assembly and hold the SCBA in front.
      d. Always maintain contact with the SCBA unit.
      e. Maintain control of the unit.
      f. Practice this procedure with an obscured face piece to accomplish by feel.

G. Emergency Procedures
   1. SCBA units can be damaged and can malfunction, or the firefighter may become tangled in debris while operating.
   2. In the event of an SCBA malfunction:
      a. Remain calm; rely on your training.
      b. Immediately exit the hazardous environment.
      c. Manually activate the PASS device.
      d. If a radio is available, announce your emergency and the location.
      e. In case of regulator failure, breathe using the bypass valve.
      f. For a face piece failure, use the bypass valve to increase airflow and minimize toxic gas buildup.
      g. “Buddy breathing” attachments should only be used as a last resort.

IX. INSPECTION AND MAINTENANCE OF SELF-CONTAINED BREATHING APPARATUS *(Estimated Time: 10 minutes)*

Objective: *Demonstrate routine inspection procedures of SCBA in accordance with manufacturers' instructions.*

Objective: *Demonstrate after-use maintenance and servicing of SCBA in accordance with manufacturers' instructions.*

Objective: *Demonstrate the servicing of an SCBA cylinder with the air-filling system used by the authority having jurisdiction.*

A. SCBA units must be ready to go on a moment's notice.
   1. Daily Maintenance
   2. Inspections must be completed on a daily or regular basis.
      a. When conducting regular equipment inspections, the SCBA should be inspected to ensure proper operation.
      b. After an SCBA is used at a fire, emergency incident, or training exercise, the unit should be serviced and checked.

B. Monthly Maintenance
   1. In addition to the regular checks, a monthly operational check of the unit should be conducted.

C. Annual and Biannual Maintenance
   1. NIOSH and SCBA manufacturers require different functional tests on SCBA annually. Only manufacturers' authorized and trained service personnel should perform the tests.

D. Changing SCBA Cylinders
   1. SCBA cylinders must be changed after use, according to local protocols.
      a. A cylinder that is 90 percent full can cost a firefighter two to five minutes of air supply.
      b. Every firefighter must be proficient in replacing an SCBA tank.

E. Servicing SCBA Cylinders
   1. When the cylinder is below full, it must be serviced.
   2. The following safety precautions must be followed:
      a. The air source must be tested and certified meeting OSHA and NFPA requirements.
      b. All cylinders must have a current hydrostatic test date.
      c. All fill stations must have fragmentation containment devices.
      d. Firefighters must always follow manufacturers' recommendations.
      e. Fill rate may vary; 300 to 600 psi per minute is considered acceptable.

SUMMARY & ASSIGNMENT

Summary:

- SCBA is one of the most important items of PPE that firefighters have available to them.
- An increase in safety regulations and improvements in design and construction of SCBA have greatly increased their safety and reliability.
- An SCBA has limitations, and also increases the limitations and demands on the firefighter's physical conditioning.
- The firefighter must be familiar and comfortable with the use, emergency procedures, inspection, and maintenance of an SCBA.
- The firefighter must be proficient in the proper and rapid procedures for donning and doffing SCBA.

OSHA/PESH 29 CFR 1910.134 Respiratory Protection Act

SOP/SOGs.

See MSA's Training Disk on the G1 SCBA and the Owner's Manual located in the SCBA room.

JPR's : APENDEX

Practical Skill 7-1
Donning SCBA

Practical Skill 7-2
Inspect SCBA

Practical Skill 7-2A
Fill Cylinder

Practical Skill 7-2B
Fill Cascade
System

Practical Skill 7-3
SCBA
Emergencies

Practical Skill 7-4
Wall Breach

Practical Skill 7-5
Low Profile
Maneuver

Practical Skill 7-6
Full Escape
Maneuver

Practical Skill 7-7
Air Consumption
Exercises

Practical Skill 7-8
Maze Skills