The following manual contains the policies and procedures of the Glendale Department of Fire and Emergency Medical Services. It is the personal responsibility of each member to learn these policies and procedures, and to use them appropriately.

This is a dynamic book, and will change as the needs of the Fire Department service in general and Glendale Fire Department in specific, change. Members will receive changes as they are issued, and are responsible to maintain their own manual in its most up-to-date form.

Kevin D. Hardwick
Fire Chief
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

POLICY MANUAL ACKNOWLEDGEMENT

I hereby acknowledge I have been made aware that the Village of Glendale Fire Department Policy Manual is available on the Village of Glendale website and I have been instructed as how to access this site and the policy manual. I understand that I am responsible for reviewing these policies and will become familiar with all of the policies which relate to my employment and will refer to these policies as needed. Should I have difficulty in retrieving any or all of the policies on the Village of Glendale website, I will contact the Village of Glendale or my direct supervisor and request assistance.

I also understand that the policies and rules contained in the Village of Glendale Fire Department Policy Manual are subject to change from time to time and that the manual is not intended to be, nor should it be regarded as an employment contract. I recognize that the Village of Glendale Fire Department may add to, delete, and/or revise policies. I also understand that should a conflict with a policy arise, Management has the right to interpret these policies as it deems appropriate for the operation of the Village of Glendale Fire Department.

___________________________  ______________________
Employee/Volunteer Name (printed)  Date

_____________________________  ______________________
Employee/Volunteer Signature  Date
# Glendale Fire Department Policies and Procedures
## (Revised December 2013)

## Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy Manual Acknowledgement</td>
<td>2</td>
</tr>
<tr>
<td>100 Administration</td>
<td>6</td>
</tr>
<tr>
<td>101 Purpose and Scope</td>
<td>7</td>
</tr>
<tr>
<td>102 Mission</td>
<td>8</td>
</tr>
<tr>
<td>103 Definitions of Terms in this Manual</td>
<td>9</td>
</tr>
<tr>
<td>104 Chain of Command</td>
<td>13</td>
</tr>
<tr>
<td>105 Duties of Personnel</td>
<td>14</td>
</tr>
<tr>
<td>106 Personnel Recruitment</td>
<td>25</td>
</tr>
<tr>
<td>107 Discipline and Termination</td>
<td>26</td>
</tr>
<tr>
<td>108 Assessment and Recognition of Personnel</td>
<td>27</td>
</tr>
<tr>
<td>109 Duty Chief Responsibilities</td>
<td>28</td>
</tr>
<tr>
<td>110 Members Status</td>
<td>29</td>
</tr>
<tr>
<td>111 Conduct Expectations</td>
<td>30</td>
</tr>
<tr>
<td>112 Station Rules</td>
<td>31</td>
</tr>
<tr>
<td>113 Discrimination/Sexual Harassment</td>
<td>32</td>
</tr>
<tr>
<td>114 Workplace Violence</td>
<td>36</td>
</tr>
<tr>
<td>115 Visitors Policy</td>
<td>37</td>
</tr>
<tr>
<td>116 Scheduling Policy</td>
<td>38</td>
</tr>
<tr>
<td>117 Information Release</td>
<td>39</td>
</tr>
<tr>
<td>118 Technology Policy</td>
<td>42</td>
</tr>
<tr>
<td>119 Compensation</td>
<td>45</td>
</tr>
<tr>
<td>120 Smoking Policy</td>
<td>46</td>
</tr>
<tr>
<td>121 Fire Inspections and Data Management</td>
<td>47</td>
</tr>
<tr>
<td>122 Medic 90 Ride-Along Procedure</td>
<td>49</td>
</tr>
<tr>
<td>200 Operations</td>
<td>51</td>
</tr>
<tr>
<td>201 Daily On-Duty Operations</td>
<td>52</td>
</tr>
<tr>
<td>202 Securing the Fire Station</td>
<td>53</td>
</tr>
<tr>
<td>203 Emergency Scent Safety</td>
<td>54</td>
</tr>
<tr>
<td>204 Crime Scene Preservation</td>
<td>57</td>
</tr>
<tr>
<td>205 Emergency Scene Tactical Priorities</td>
<td>58</td>
</tr>
<tr>
<td>206 Incident Command System</td>
<td>63</td>
</tr>
<tr>
<td>207 Command Procedures</td>
<td>72</td>
</tr>
<tr>
<td>208 Manpower Deployments</td>
<td>77</td>
</tr>
<tr>
<td>209 Company Responsibilities</td>
<td>79</td>
</tr>
</tbody>
</table>
210 Firefighter Rehab ................................................. 83
211 Staging ............................................................... 86
212 Accountability System .......................................... 89
213 Withdraw Order/Emergency Evacuation .................... 97
214 Mayday Guidelines ............................................... 99
215 Utilizing Special Teams ........................................... 104
216 Incident Management Assistance Teams (IMAT) ....... 106
217 Rapid Assistance Teams .......................................... 107
218 Rapid Assistance Team Operations ........................ 113
219 Fire Stream Management ........................................ 116
220 Additional Resources ............................................. 120
221 Emergency to Property Rescue ............................... 121
222 Flooded Basement ................................................. 122
223 Smell of Gas ......................................................... 123
224 Carbon Monoxide Response .................................... 124
225 Bomb Threats ......................................................... 126
226 Water and Ice Rescue ............................................. 127
227 Train Emergencies .................................................. 130
228 Aircraft Incidents .................................................... 131
229 Hazardous Materials Incidents ............................... 132
230 Mass Casualty Incidents .......................................... 133
231 Post-Run Responsibilities ....................................... 145
232 Air Management .................................................... 146
233 Below Grade Fires ................................................ 149
234 Multi Family Dwelling Commercial Building ........... 153

300 Equipment Usage and Maintenance .......................... 157
301 Gear Maintenance ................................................... 158
302 SCBA Use ............................................................. 160
303 SCBA Care and Maintenance .................................. 162
304 Fire Hydrants ........................................................ 164
305 Fire Hose Testing .................................................... 170
306 Fire Hose Care ......................................................... 172
307 Cascade Systems .................................................... 173
308 Radio Procedure .................................................... 174
309 Communications/Radio Usage ............................... 175
310 Mobile Data Computer (MDC) Usage ....................... 177

400 Training ................................................................. 180
401 Training ................................................................. 181

500 Apparatus .............................................................. 183
# Glendale Fire Department Policies and Procedures
*(Revised December 2013)*

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>501</td>
<td>Apparatus Preparedness</td>
<td>184</td>
</tr>
<tr>
<td>502</td>
<td>Apparatus Response</td>
<td>185</td>
</tr>
<tr>
<td>503</td>
<td>Apparatus Placement</td>
<td>187</td>
</tr>
<tr>
<td>504</td>
<td>Apparatus Checks</td>
<td>188</td>
</tr>
<tr>
<td>505</td>
<td>Removal From Service</td>
<td>189</td>
</tr>
<tr>
<td>506</td>
<td>Emergency Vehicle Operations</td>
<td>191</td>
</tr>
<tr>
<td>507</td>
<td>Support 45</td>
<td>194</td>
</tr>
<tr>
<td>508</td>
<td>Driver Safety</td>
<td>195</td>
</tr>
<tr>
<td>509</td>
<td>Accident Procedure</td>
<td>197</td>
</tr>
<tr>
<td>510</td>
<td>Loading Fire Hoses</td>
<td>198</td>
</tr>
<tr>
<td>511</td>
<td>Foam Operations</td>
<td>199</td>
</tr>
<tr>
<td>600</td>
<td>EMS</td>
<td>200</td>
</tr>
<tr>
<td>601</td>
<td>Emergency Medical Services</td>
<td>201</td>
</tr>
<tr>
<td>602</td>
<td>EMS First Responder</td>
<td>202</td>
</tr>
<tr>
<td>603</td>
<td>EMS Report Documentation</td>
<td>204</td>
</tr>
<tr>
<td>604</td>
<td>EMS Apparatus</td>
<td>205</td>
</tr>
<tr>
<td>605</td>
<td>Approved EMS Personnel</td>
<td>206</td>
</tr>
<tr>
<td>606</td>
<td>Exposure Concern</td>
<td>207</td>
</tr>
<tr>
<td>607</td>
<td>EMS Protocols</td>
<td>208</td>
</tr>
<tr>
<td>Appendix A</td>
<td>Organizational Chart</td>
<td>209</td>
</tr>
<tr>
<td>Appendix B</td>
<td>Officer Responsibilities</td>
<td>210</td>
</tr>
<tr>
<td>Appendix C</td>
<td>Media Information Release</td>
<td>212</td>
</tr>
<tr>
<td>Appendix D</td>
<td>Functions of Command Checklist</td>
<td>213</td>
</tr>
<tr>
<td>Appendix E</td>
<td>Gear Inspection Log</td>
<td>214</td>
</tr>
<tr>
<td>Appendix F</td>
<td>Hose Record Sheet</td>
<td>215</td>
</tr>
</tbody>
</table>
Administration
Section 100
Purpose and Scope
Policy #101
Approved: October 1, 2007
Revised December 2013

101.01-PURPOSE AND SCOPE

- The purpose of this Glendale Fire Department Policies and Procedures Manual is to provide written policies, procedures, regulations, and guidelines for the efficient operation of this department.
- This manual is subject to written revisions as the needs of the department change. Members of Glendale Fire Department shall be required to familiarize themselves with these policies and procedures, and update their manuals as these revisions occur.
- Content of this manual shall not be construed to interfere with, or delay the prompt response to any emergency. Where there is doubt as to the intent of any policy or procedure, and time does not permit an opportunity for clarification, good judgment shall be exercised in performing the required duties and responsibilities by all members of this department.
- Deviation from the established policies and procedures is acceptable under the following circumstances:
  1. In the opinion of the member(s) involved, such a violation will provide greater safety to the members of Glendale Fire Department and the general public
     AND
  2. The members involved clearly communicate this deviation to others involved.
- These policies may be modified, deleted, edited, changed or revised at the discretion of the Fire Chief or the Mayor.
Mission Statement
Policy #102
Approved October 1, 2007
Revised December 2013

102.01-MISSION STATEMENT
Glendale Fire is committed to providing Fire Suppression, Fire Prevention, Fire Investigation, Hazardous Materials Response, First Responder and Basic Rescue, of the highest standards of excellence to the citizens and visitors to the Village of Glendale and to any community who requests our assistance.

102.02-MOTTO
“Best Engine Company in Ohio”
Glendale Fire Department Policies and Procedures
(Revised December 2013)

Definition of Terms Used in this Manual
Policy #103
Approved: October 1, 2007
Revised December 2013

103.01-DEFINITIONS

ACTING COMPANY OFFICER (ACO): Position by appointment of a firefighter to function in a leadership role in the absence of an Officer of the Fire department.

AIDE: Any firefighter or person appointed to assist the Fire Ground Commander throughout any emergency function.

ALL CLEAR: A communication term signifying that the primary search and rescue function(s) have been completed to the fullest extent possible.

AUTOMATIC MUTUAL AID: Pre-Arranged Mutual aid that responds without being requested.

CAD: Computer aided dispatch

CADET: Member on the Glendale Fire Department that is age 14, 15, 16 or 17 and not completed high school. Functions in a support role for the department.

COMMAND: The term used to designate overall control at an incident.

COMMAND POST: The strategic location from where the Fire Ground Commander, Joint Commanders, and Aides function.

COMPANY: An engine with at least three (3) firefighters or a group of firefighters.

Crew – A team of members that has been assigned any task on any incident. A crew shall consist of a minimum of three (3) members.

- Member – a member is any person of any rank on Glendale Fire Department.

CREW LEADER – As referred to in this manual, the Crew Leader shall be the highest ranking officer working in a crew. If no officer is a part of the crew, the senior member in the crew shall assume the position of Crew Leader.

DEFENSIVE MODE: An exterior attack, once the building has been written off.

DISPATCH: The central communication center.
DUTY CHIEF – This is the Chief Officer who has the responsibility for the actions of the Glendale Fire Department for the assigned day. On duty crews are responsible to report all activities to the Duty Chief.

EMERGENCY: Any situation requiring the need of the department equipment and the manpower to eliminate hazards and stabilize the situation.

EMERGENCY TRAFFIC: A radio term used to signify urgent priority communication to follow.

EMERGENCY OPERATING PROCEDURES: Procedures set forth in a department disaster checklist.

EMERGENCY SIGNAL: One blast of the air horns until the truck runs out of air and emergency broadcast over the radio.

ENGINE: Pumper

ENGINEER: Member of the Glendale Fire Department authorized to operate the fire apparatus.

FIRE APPARATUS OPERATOR: Member of the Glendale Fire Department authorized to operate the fire apparatus.

FIRE UNDER CONTROL: A term used to signify that the fire is contained and is no longer endangering any other exposure.

FULL TURNOUT GEAR: Helmet, gloves, hood, turnout coat, bunker pants, boots and passport identification tag.

GENERAL ORDER: A written order, issued by the Fire Chief, establishing a policy, procedure, and/or regulation for Glendale Fire Department, until such time as it is incorporated into the Policies and Procedures Manual.

HCCC: Hamilton County Communications Center

ILDH: An environment that is immediately dangerous to life and health

IMAT: Incident Management Assistance Team that is established by a department to provide additional Command resources for an incident.

INCIDENT COMMANDER: The highest-ranking officer, assuming final responsibility and complete authority at an incident. Incident Commander – As referred to in this manual, the Incident Commander shall be the highest ranking officer on the scene of an incident. If no officer is on scene the most senior member will assume command.
INITIAL REPORT or SCENE SIZE UP: A brief summary of the situation upon your arrival. (Ex: Nothing showing, fully involved, endangered exposures, obvious water supply, etc.)

MASTER STREAM: Large volume nozzles, usually stationary.

MAYDAY: When a firefighter finds them in a situation of distress, as defined in Glendale Fire Department SOP’s

MDC: Mobile data computer

MUTUAL AID: Aid that is requested by a neighboring department.

O.I.C.: Officer in Charge.

OFFENSIVE MODE: The interior attack on a fire from the unburned side.

OPERATIONS OFFICER: An experienced Command Officer, usually a Chief Officer in charge of the operations element.

PERSONAL ACCOUNTABILITY REPORT (PAR): A procedure that uses nametags and status boards to track the assignment of personnel at an emergency incident.

PRIMARY SEARCH: A search of the involved premises and all immediate endangered areas. To insure all occupants have been evacuated. This search is to be conducted at the onset, and to the fullest extent possible.

PROGRESS REPORTS: Frequent reports transmitted back to the next highest level of command, concerning the amount of success or lack of being encountered by a company, sector officer, or operations officer. (Ex: Company, Sector Officer, Operations, Command, etc.)

PUBLIC SAFETY VEHICLE: As defined in the ORC 4511.01 (e) (3) (4).

RAT: Rapid assistance team

RESOURCE: Personnel or equipment readily available to Command.

SAFETY OFFICER: Officer responsible for seeing that safety procedures and safe practices are observed at the emergency scene. Identified hazardous or unsafe conditions that are present and looks for potentially hazardous situations that may develop. The Safety Officer has the authority to stop or prevent unsafe acts when time or conditions prevent them from going through the regular chain of command.

SAVAGE: The act of saving property in danger using tarps, smoke ejectors, etc.
Glendale Fire Department Policies and Procedures
(Revised December 2013)


SECONDARY SEARCH: A thorough search of the interior of the fire area after the initial fire control and ventilation activities has been completed. Secondary search should preferably be conducted by personnel other than those members of the primary search team.

SECTOR: A specific area of the fire ground designated by Command. (Side A, B, C, D, interior or geographic area.)

SECTOR OFFICER: Officer in charge of a designated sector. (Could be a senior firefighter)

SHIFT OFFICER: The Officer at Station 45.

SIZE-UP: The process of making an estimate of the various conditions present by the first firefighter on the scene of any fire or other emergency that is critical to the success of an operation.

S.O.G: Standard Operating Guideline used as a guide for handling incidents which may be deviated from as conditions dictate.

SPECIAL ORDER – A written temporary order issued by the Fire Chief or his designee, establishing policy, procedure, and/or regulation within the department.

STAGING: The placement of later arriving personnel and/or equipment in a designated uncommitted area, near but clear of the fire scene.

STAND-BY: A type of mutual aid whereby one department covers another department’s station with equipment and/or manpower to respond to their emergencies when their station is left uncovered.

STANDARD OPERATING PROCEDURE – The written criteria establishing permanent policy, procedure, and/or regulation for Glendale Fire Department.

UNDER CONTROL: A stage reached in firefighting in which the fire has been contained and extinguished to the extent the fire authorities are confident of its complete extinguishment, and in certain cases overhauling can begin. The forward progress of the fire has been stopped.

WRITE OFF: A portion of property abandoned when an offensive attack mode is no longer possible.
Chain of Command
Policy #104
Approved: October 1, 2007
Revised December 2013

104.01-CHAIN OF COMMAND

- Glendale Fire Department is a paramilitary organization. This type of organization gives every member a rank, and arranges these ranks in a hierarchical order, designed to clearly explain who is in charge.
- Every member of the department has a supervisor who is of higher rank. Many of the ranks have subordinates whom members of a higher rank are responsible for.
- Each rank on Glendale Fire Department carries with it specific responsibilities. The higher the rank the more responsibility is afforded to that member.

104.02-ADMINISTRATIVE ASSIGNMENTS

- All members will be assigned to a crew for administrative purposes. A department officer supervises each crew.
- If you have a problem or need other than on the scene of an emergency, you should address this to your crew officer first. Your crew officer will take such action as is necessary; passing your request up the chain of command as is needed.

104.03-ORGANIZATIONAL CHART

- In Appendix A, you will find a chart denoting the rank structure of Glendale Fire Department.
105.01-FIRE CHIEF

Position Summary:
The Fire Chief is appointed by the Mayor and Council to perform a variety of supervisory, administrative, and technical duties related to planning, organizing, and directing the Village of Glendale Fire Department. He/she is responsible for the recruitment, training, supervision, and retention of personnel within the department. He/she is also responsible for establishing and maintaining relationships within and outside of the Village of Glendale to improve the public safety of the community. He/she works with the Mayor and Council to implement their goals/vision.

Supervision:
Works under the general supervision and direction of the Mayor and must have a working relationship with Council Members and the Village Administrator. Supervises and manages all personnel within the Fire Department.

Essential Duties/Responsibilities:
- Supervises, manages, and trains all full-time, part-time, volunteer, and cadet fire personnel
- Recruits and trains new fire personnel
- Manages activities relating to fire safety, emergency medical service, fire protection, fire systems, fire prevention, fire department property, and/or equipment
- Develops and obtains approval for his/her annual budget and manages budgetary appropriations for Fire Department efficiently and within Village and state guidelines
- Attends Council meetings and prepares written monthly comprehensive activity reports for Council meetings
- Prepares departmental personnel payroll reports
- Establishes and maintains an effective fire prevention program
- Establishes a liaison to facilitate cooperative working relationships with other municipal departments and/or personnel within the Village of Glendale
- Develops working relationships with external groups and/or organizations
- Provides residential problem analysis and resolution
- Writes grants
- Other duties as assigned by the Mayor
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

Minimum Qualifications:
- Valid Ohio Driver’s License
- High school diploma or GED
- Mathematical ability and demonstrated skills in creating and managing a budget
- Mechanical ability and demonstrated knowledge of structural design
- Demonstrated supervisory ability and personnel management skills
- Demonstrated support and ability to implement Mayor and Council’s goals and direction
- Problem solving skills
- Ability to favorably interact with public under adverse conditions
- Certified as an Ohio Firefighter

Physical Requirements:
- Must be able to satisfactorily pass a standard employment physical examination performed by a doctor
- Must be capable of lifting heavy equipment or victims
- Must be able to withstand all types of weather with appropriate equipment

Selection Guidelines, Time Requirements, and Compensation:
The Fire Chief is an appointed salaried position with an average of 30 hours per week, 1500 hours per year, and is subject to 24 hour call in. As required by the Ohio Revised Code, this position is an annual appointment made at Council’s organizational meeting each January. Salary amount will be negotiated.

105.02-ASSISTANT FIRE CHIEFS

Position Summary:
The Assistant Fire Chiefs are appointed by the Fire Chief and confirmed by Council to assist the Fire Chief in his/her duties. In the absence of the Fire Chief, the Assistant Fire Chief acts as the Fire Chief.

Supervision:
The Assistant Fire Chiefs reports to the Fire Chief and supervises all subordinate Fire Department personnel.

Essential Duties/Responsibilities:
- Takes direction from the Fire Chef
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

- Assumes control of all department operations and exercises all powers and functions of the Fire Chief in his/her absence (see Fire Chief Essential Duties/Responsibilities above)
- Other duties as assigned by the Fire Chief

Minimum Qualifications:
- Valid Ohio Driver’s License
- High school diploma or GED
- Demonstrated supervisory ability and personnel management skills
- Demonstrated support and ability to implement Mayor and Council’s goals and direction
- Problem solving skills w/ ability to professionally interact w/ public under adverse conditions
- Certified as an Ohio Firefighter 2
- Certified as at least two of the following:
  - Fire Inspector
  - Fire Instructor
  - EMT
  - OFE Designation
- Minimum of twelve (12) years of experience as a member of the Fire Service
- Broad background in firefighting and safety
- Understanding of building construction
- Hold the rank of at least a Captain or equivalent (if from an outside agency)

Physical Requirements:
- Ability to satisfactorily pass a standard employment physical examination performed by a doctor.
- Capable of lifting heavy equipment or victims
- Ability to withstand all types of weather with appropriate equipment

Selection Guidelines, Time Requirements, and Compensation:
The Assistant Fire Chief is appointed at the recommendation and approval of the Fire Chief and with the consent of Council. This is a volunteer position where he/she is required work a minimum of 48 hours per month.

105.03-DISTRICT CHIEF

Position Summary:
The District Chief is appointed by the Fire Chief to assist the Fire Chief in his/her duties. In the absence of the Fire Chief or Assistant Fire Chief acts as the Fire Chief.

**Supervision:**
The District Chief reports to the Assistant Fire Chiefs and supervises all subordinate Fire Department personnel.

**Essential Duties/Responsibilities:**
- Takes direction from the Fire Chief and Assistant Fire Chiefs
- Responsible for daily and company operations.
- Other duties as assigned by the Fire Chief

**Minimum Qualifications:**
- Valid Ohio Driver’s License
- High school diploma or GED
- Demonstrated supervisory ability and personnel management skills
- Problem solving skills w/ ability to professionally interact w/ public under adverse conditions
- Certified as an Ohio Firefighter
- Minimum of twelve (12) years of experience as a member of the Fire Service
- Broad background in firefighting and safety
- Understanding of building construction
- Hold the rank of at least a Captain or equivalent (if from an outside agency)

**Physical Requirements:**
- Ability to satisfactorily pass a standard employment physical examination performed by a doctor.
- Capable of lifting heavy equipment or victims
- Ability to withstand all types of weather with appropriate equipment

**Selection Guidelines, Time Requirements, and Compensation:**
The District Chief is appointed at the recommendation and approval of the Fire Chief and with the consent of Council. This is a volunteer position where he/she is required work a minimum of 48 hours per month.
105.04-CAPTAIN

Position Summary:
The Captains are appointed by the Fire Chief and confirmed by Council to assist the Fire Chief, Assistant Fire Chiefs and District Chief by acting as the line officer for the on duty crews at the firehouse. The Captains are responsible for assuming command at emergency scenes and in the firehouse. Captains coordinate the schedules for on duty Fire personnel.

Supervision:
Reports directly to the Assistant Fire Chiefs and District Chief and supervises subordinate Fire Department personnel

Essential Duties/Responsibilities:
• Supervises and manages Fire Department personnel in the absence of the Fire Chief, Assistant Fire Chiefs and District Chief
• Serves as a line officer for on duty crews
• Resolves administrative matters of Fire personnel supervised and reports them to chief officers
• Develops staffing schedules for duty crews and assigns leadership of fire companies
• Assumes command at an emergency scene
• Other duties as assigned by the Assistant Fire Chiefs, District Chief and/or Fire Chief

Minimum Qualifications:
• Valid Ohio Driver’s License
• High school diploma or GED
• Demonstrated supervisory ability and personnel management skills
• Demonstrated support and ability to implement Mayor, Council’s and Fire Chief’s goals and direction
• Problem solving skills w/ ability to favorably interact w/ public under adverse conditions
• Certified as an Ohio Firefighter 1
• Certified as at least one of the following:
  o Fire Inspector
  o Fire Instructor
  o EMT
• Minimum of five (5) years of experience as a member of the Fire Service
• Broad background in firefighting and safety
Glendale Fire Department Policies and Procedures
(Revised December 2013)

- Understanding of building construction
- Familiarity with the response area (i.e. the Village of Glendale)

Physical Requirements:
- Ability to satisfactorily pass a standard employment physical examination performed by a doctor.
- Capable of lifting heavy equipment or victims
- Ability to withstand all types of weather with appropriate equipment
- Ability to operate in an immediately dangerous to life or health (ILDH) environment and wear a respirator and a self-contained breathing apparatus (SCBA) at time of appointment.

Selection Guidelines, Time Requirements, and Compensation:
A Captain is appointed at the recommendation and approval of the Fire Chief and with the consent of Council. This is a volunteer position where he/she is required to work a minimum of 36 hours per month.

105.05-ACTING COMPANY OFFICER (ACO)

Position Summary:
The Acting Company Officer assumes all the duties of the Captain in his/her absence. A person in this position will assist the Captain in his or her duties as necessary. If no Captain or other chief officer is on duty, the Acting Company Officer will be the commanding officer at an emergency scene.

Supervision:
Reports directly to assigned captain.

Essential Duties/Responsibilities:
- Assist the Captain in his/her duties
- Serve as the commanding officer in the absence of a Captain or chief officer at emergency scene and in firehouse
- Reports administrative matters to Captain
- Other duties as assigned by Captain, District Chief, Assistant Fire Chief, and/or Fire Chief

Minimum Qualifications:
- Valid Ohio Driver’s License
- At least 3 years of certified fire service experience
- Member of the Glendale Fire Department for at least 1 year and be off of probation
Glendale Fire Department Policies and Procedures
(Revised December 2013)

- Valid Ohio Firefighter Certification. If certified as an Ohio Firefighter after 1/1/2000, he/she must be qualified as a Firefighter 1B or higher.
- Hold at least one additional certification:
  - Glendale Fire Department Fire Apparatus Operator
  - EMT
  - Fire Inspector
  - Fire Instructor
  - HazMat Technician
  - BERT Technician
  - Fire Officer 1

Physical Requirements:
- Must be able to satisfactorily pass a standard employment physical examination performed by a doctor.
- Must be capable of lifting heavy equipment or victims
- Must be able to withstand all types of weather with appropriate equipment
- Must be able to operate in an immediately dangerous to life or health (ILDH) environment and wear a respirator and self-contained breathing apparatus (SCBA) at time of appointment

Selection Guidelines, Time Requirements, and Compensation:
This is a volunteer position appointed by the Fire Chief. He/she is required to work a minimum of 36 hours per month.

105.06-FIRE APPARATUS OPERATOR

Position Summary:
The Fire Apparatus Operators (FAO) serve as a driver, operator, and maintenance technician of Fire Department apparatuses. They also serve as the water supply officer as needed.

Supervision:
Reports directly to assigned Captain or District Chief

Essential Duties/Responsibilities:
- Drives and operate the department’s fire engines
- Drives and operates all departmental apparatus: Staff vehicles, Support trucks and engines, in a safe manner
- Conducts apparatus inspections
Glendale Fire Department Policies and Procedures
(Revised December 2013)

- Ability to recognize needs for maintenance and repair of the apparatus.
- Acts as water supply officer as needed at incident scenes
- Assists with the training of new FAOs
- Performs duties of a Firefighter, Firefighter/EMT, EMT (see description below)
- Other duties as assigned by Captain, District Chief, Assistant Fire Chiefs, and/or Fire Chief

Minimum Requirements:
- Valid Ohio Driver’s License – CDL Preferred
- High school diploma or GED
- Complete course in fire service hydraulics
- Complete course in fire pumps and operations
- Good general knowledge of fire apparatus design and specifications
- Valid State of Ohio Firefighter certification.
- Complete all aspects of the Glendale Fire Department Fire Apparatus Operator Training program for all department apparatus
- Experience in firefighting and safety
- Understand building construction
- Minimum of one (1) year of experience as a firefighter of Glendale Fire Department (recommended)

Physical Requirements:
- Must be able to satisfactorily pass a standard employment physical examination performed by a doctor.
- Must be capable of lifting heavy equipment or victims
- Must be able to open and operate necessary valves on fire apparatus and fire hydrants.
- Must be able to withstand all types of weather with appropriate equipment.

Selection Guidelines, Time Requirements, and Compensation:
A Fire Apparatus Operator is a volunteer position appointed by the Fire Chief upon the recommendation of the Fire Apparatus Operator (FAO) certification committee. Selection must be approved by the Fire Chief, Assistant Fire Chiefs and District Chief. He/she is required to work a minimum of 36 hours per month.
105.07-FIREFIGHTER, FIREFIGHTER/EMT, EMT

Position Summary:
Firefighters, Firefighter/EMTs, or EMTs help maintain public safety by performing duties related to fire and emergency response and fire prevention.

Supervision:
Reports directly to assigned Captain or District Chief. In the absence of a District Chief or Captain, will report to OIC while on duty and on the scene of incidents and trainings. Administrative matters must be reported to assigned Captain or District Chief.

Essential Duties/Responsibilities:
- Meet all requirements for training and education as defined by the State of Ohio Department of Education and the requirements of the Village of Glendale Fire Department.
- Respond to fire, emergency, and service calls taking appropriate action to ensure life safety and property conservation.
- Identify and follow the overall operation of Glendale Fire Department, and the standard operating procedures as defined in this manual.
- Complete the requirements for a probationary firefighter.
- Operate with due regard to good safety policies for himself and everyone around him at all times.
- Behave justly, dignified, and firm in dealings with the public, fellow firefighters, and officers.
- Other duties as assigned by Officer in Charge, Captain, District Chief, Assistant Fire Chiefs, and/or Fire Chief.

Minimum Qualifications:
- Certified as a minimum of Ohio Firefighter 1A, Firefighter 1 preferred, or as and EMT Basic or higher in the State of Ohio.

Physical Requirement:
- Ability to satisfactorily pass a standard employment physical examination performed by a doctor.
- Capable of lifting heavy equipment or victims.
- Ability to withstand all types of weather with appropriate equipment.
- Ability to open and operate fire hydrants, water valves, fire hose lines and other standard firefighting equipment.
- Ability to operate in an immediately dangerous to life or health (ILDH) environment and wear a respirator and self-contained breathing apparatus (SCBA).
Selection Guidelines, Time Requirements, and Compensation:
These are volunteer positions appointed by the Fire Chief. Firefighters, Firefighter/EMTs, and EMTs are required to work a minimum of 36 hours per month.

105.08 - FIRE SUPPORT SERVICES PERSONNEL

Position Summary:
Fire Support Services Personnel provide administrative or operational support to the Glendale Fire Department. People serving as Fire Support Services Personnel generally are not certified as a firefighter or EMT but are not precluded from holding such certification. Fire Support Services Personnel are not sworn firefighters.

Supervision:
Reports to assigned Captain.

Essential Duties/Responsibilities:
- Provide administrative or operational support to the Glendale Fire Department
- Duties will be assigned to the person serving in this capacity by the Fire Chief based upon the needs of the Glendale Fire Department and based upon the skills and competencies of the person(s) chosen to be in this position

Minimum Requirements:
- Varies based on specific support function designated by the needs of the GFD

Physical Requirements:
- Must be able to satisfactorily pass a standard employment physical examination performed by a doctor.

Selection Guidelines, Time Requirements, and Compensation:
Fire Support Services Personnel are appointed by the Fire Chief, with the consent of the Mayor and serve at the pleasure of the Fire Chief. Fire Support Services Personnel do not receive compensation for their services and are not a part of the point system used to compensate sworn personnel.

105.09 - FIRE EXPLORER

Position Summary:
The Fire Explorer Program is implemented by the Glendale Fire Department to recruit, educate, and guide the next generation of firefighters in the finest tradition of the fire service. Our goal is to prepare this generation to be safe, educated, and well-trained firefighters so that they can help serve and protect the residents of Village of Glendale and the other areas we serve. Explorers
provide valuable assistance to the GFD in almost all areas of the departments focus except operating in dangerous or an immediately dangerous to life or health (ILDH) environment.

**Supervision:**
Explorers report administrative matters to the Captain designated at the Explorer Supervisor. At the incident scene, during training, or while on shift they report to the Officer in Charge

**Essential Duties/Responsibilities:**
- Learn the duties and responsibilities of a firefighter in order to become safe, educated, and well-trained firefighters
- Assist the Glendale Fire Department in almost all areas of the department’s focus except operating in dangerous or IDLH environments
- Other duties as assigned by Explorer Supervisor, Officer in Charge, Captain, District Chief, Assistant Fire Chiefs, and/or Fire Chief

**Minimum Qualifications:**
- Shall be enrolled in an accredited high school and hold and maintain a C average or higher throughout their cadet employment
- No previous training or fire service experience is required

**Physical Requirement:**
- Ability to satisfactorily pass a standard employment physical examination performed by a doctor
- Capable of lifting heavy equipment or victims
- Ability to withstand all types of weather with appropriate equipment.
- Ability to operate or function in an immediately dangerous to life or health (ILDH) environment

**Selection Guidelines, Time Requirements, and Compensation:**
Fire Explorer Program will be active when there are openings in the Glendale Fire Department and when there is available funding to train Explorers.

**105.10-ADMINISTRATIVE ASSISTANT**

**Position Summary:**
The Administrative Assistant provides general administrative and clerical support to the Glendale Fire Department. He/she will also assist in data collection and compilation and management of departmental records.
Supervision:
Reports to the Fire Chief

Essential Duties/Responsibilities:
- Provides general administrative support to the Fire Department
- Assists managing or manages the departmental roster and training records
- Tracks Fire Department responses and activities and compiles the data for use by the department
- Provides clerical support to assist with the successful management of departmental training and certification programs
- Assists with management of overall departmental records
- Other duties as assigned by the Fire Chief

Minimum Qualifications:
- Highly organized with advanced proficiency in Microsoft Office products (i.e. Microsoft Word, Excel, etc.)
- Able to type quickly and accurately
- Capable of operating office equipment such as computers, fax and copy machines, cameras, type writers, and filing systems

Physical Requirement:
- Ability to navigate stairs and a standard office environment
- Ability to lift up to 50 pounds
- Ability to operate in an administrative support role at the scene of an emergency as needed
- Ability to operate a non-commercial vehicle

Selection Guidelines, Time Requirements, and Compensation:
The Administrative Assistant is a volunteer position that is appointed by the Fire Chief and filled at the discretion of the Fire Chief.

105.11-GENERAL DUTIES OF FIRE DEPARTMENT PERSONNEL
- ALL members of the Glendale Fire Department will be responsible for reading and understanding the Village of Glendale Employees manual. Village of Glendale Employee Manual contains all Village of Glendale policies and procedures including:
  1. Disciplinary procedures
2. Employee assistance programs

- It is each member’s responsibility to keep the manual current.
- Village of Glendale Employee Manual is available online:
  1. Go to www.glendaleohio.org
  2. Under “Glendale Quick Links” select “FORMS, OFFICIAL” in the drop down list
  3. Click on link under “Employee Handbook”
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

Personnel Recruitment  
Policy #106  
Approved: December 2013

106.01-POLICY

- The Glendale Fire Chief will develop a recruitment process as volunteer fire personnel are needed.
- The recruitment process for the GFD includes:
  - Application
  - Interview
  - Background check
  - Physical examination
  - Selection

106.02-MERIT SELECTION

- All positions in the Glendale Fire Department are based on merit selection. The GFD follows the Village of Glendale’s merit system as described in the Personnel Policy Manual. The following is a listing of the Glendale merit system principles that are pertinent to the GFD:
  - Employees and applicants shall be evaluated solely on merit without regard to race, sex, religion, disability, national origin, or any factor precluded by applicable law
  - Recruitment, selection, and advancement of employees will be based on their relative ability, knowledge, and skills, including open competition of qualified applicants for initial appointment, where appropriate;
  - Employees will be trained, as needed, to assure high quality performance
  - Employees will be retained on the basis of their satisfactory performance; corrected for unsatisfactory performance and separated from the Village of Glendale when unsatisfactory performance cannot be corrected;
  - Applicants and employees will be treated fairly in all aspects of personnel administration without regard to political affiliation, handicap, race, color, age, national origin, citizenship, sex, or religion
  - The Village of Glendale will assure that employees are protected against coercion from partisan, political purposes and are prohibited from using their official authority for the purpose of interfering with or affecting the results of an election or a nomination for office.

106.03-EQUAL OPPORTUNITY EMPLOYER/AMERICANS WITH DISABILITIES ACT

- The Village shall implement these policies in accordance with the letter and spirit of federal, state, and local laws and regulations prohibiting discrimination on the basis of race, color, religion, national origin, citizenship, sex, age, and disability, both in the employment and supervision of village employees.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

Discipline and Termination  
Policy #107  
Approved: December 2013

107.01-POLICY

- All policies pertaining to discipline and termination of Glendale employees and volunteers are listed in the Village of Glendale Personnel Policy Manual. To see a complete listing of these policies refer to that manual.

- In addition to the policies listed in the Village of Glendale Personnel Policy Manual, section 737.12 of the Ohio Revised Code (ORC) explains the Fire Chief’s suspension rights and says:
  - “Except as provided in section 737.052 of the ORC, the chief of police and the chief of the fire department have the exclusive right to suspend any of the deputies, officers, or employees in their respective departments and under their management and control, for incompetence, gross neglect of duty, gross immorality, habitual drunkenness, failure to obey orders given them by the proper authority, or for any other reasonable and just cause.”
  - “If an employee is suspended under this section, the chief of police or the chief of the fire department, as the case may be, shall forthwith certify that fact in writing, together with the cause for the suspension, to the director of public safety, who, within five days from the receipt of that certification, shall proceed to inquire into the cause of the suspension and render judgment on it. If the charge is sustained, the judgment may be for the person’s suspension, reduction in rank, or dismissal from the department. The judgment shall be final except as otherwise provided by law.”
Assessment and Recognition of Fire Personnel
Policy #108
Approved: December 2013

108.01 PERFORMANCE EVALUATION

- Performance evaluations will be the tool used to assess fire personnel. The Village of Glendale Personnel Policy Manual states that:
  - Each employee will be evaluated upon completion of the probationary period and, from that point further, at least once every year. Such evaluation will be in writing and carried out by the employee's supervisor and placed permanently in his or her personnel file. All such evaluations shall be shown to the employee being rated and discussed thoroughly with him or her.

108.02 RECOGNITION

- Recognition of volunteers is an important part of volunteer motivation. As such, the Fire Chief will acknowledge the work of exceptional volunteers with a certificate annually following the performance reviews.
Duty Chief Responsibilities
Policy #109
Approved October 1, 2007
Revised December 2013

109.01-RESPONSIBILITIES

- The Duty Chief is the Chief Officer who is designated to coordinate all activities of the Glendale Fire Department for the assigned day or shift.

- ALL shift officers or Crew Leaders must report the activities to the Duty Chief in a way that is approved by the Duty Chief.

- Duty Chief Schedule should be maintained by the Fire Chief and/or Assistant Fire Chiefs and District Chief and marked on the I AM Responding website.

- Duty Chiefs will assign details or events to the shift officer or Crew Leader.

- Captains may be assigned to fill the role of Duty Chief as needed and will be notified of the assignment by the Fire Chief or Assistant Fire Chiefs, District Chief, with notification to the other Captains.
Member Status
Policy #110
Approved: October 1, 2007
Revised December 2013

110.01-GENERAL

• For the purpose of good order and clear chain of command, each member of Glendale Fire shall be assigned member status
• Status will be based on certification.
• All members will be assigned to an Officer

110.02-CERTIFICATION STATUS

• Members will be assigned to active fire status who have, or who are seeking, state of Ohio fire training, and who fulfill the membership requirements to be a Firefighter with Glendale Fire
• Possession of a Fire certification does not automatically grant a member firefighter status, rather the member’s ability to fulfill the requirements for that status will be considered.

110.03-NON-EMERGENCY MEMBERS

• The Glendale Fire Department has a classification status as “member non-emergency response member”. These members can do any other activity other than participate in an emergency response role.

110.04-HEALTH LIMITATIONS

• Firefighters who have a medical condition such as a broken bone or any other condition that will prevent them from acting in their full capacity as a firefighter, shall not be in a firefighters position on the fire apparatus unless cleared by Village of Glendale employee health physician.
Glendale Fire Department Policies and Procedures
(Revised December 2013)

Conduct Expectations
Policy #111
Approved: October 1, 2007
Revised December 2013

111.01-PURPOSE AND SCOPE

- Because of the duties performed by firefighters, firefighters are people that hold public trust
  (Originally said: Because of the duties performed by firefighters, a firefighter is seen as a
  person in the public trust). Therefore, firefighters can, and must be held to a higher moral and
  ethical standard than a citizen. The following standards of conduct shall apply to all members
  of Glendale Fire Department. All members must also follow standards of conduct as outlined

111.02-CONDUCT OF MEMBERS

- Members wearing and/or displaying all or a portion of a Glendale Fire uniform, or
  identifying him/herself as a member of Glendale Fire, shall be subject to the rules and
  regulations of this department.
- Actions of members while off duty which reflect on or involve Glendale Fire in any manner
  shall be subject to disciplinary action.
- No member shall enter into a contract, or incur a debt under the name of Glendale Fire
  without prior approval of the Fire Chief.
- No member shall engage in physical or verbal altercations in the station or in public.
- No member shall furnish persons not involved with Glendale Fire any information relative to
  its internal business, except as may be authorized by the policies and procedures manual.
- No member shall join any organization, association, or society, which will, in any manner,
  divide their loyalty to the Village of Glendale, the State of Ohio, or the United States of
  America.
- No member shall impart any information on department affairs to the news media without
  approval of the Fire Chief.
- No member shall represent them self as a spokesperson for any group in the department, or
  the department as a whole without approval of the Fire Chief or his designee.
- Talks, tours, lectures, demonstrations, or other related activities of Glendale Fire shall be
  conducted with the complete knowledge and consent of the Fire Chief or his designee
- No member shall absent them self from an assigned duty without first obtaining permission
  from the Incident Commander or the Fire Chief.
- Members shall treat the public as well as department members with due courtesy and respect
  at all times.
- The use of harsh, profane, or insolent language shall be strictly prohibited.
- All members shall remain impartial in their dealings with other members and the public.
Station Rules
Policy #112
Approved: October 1, 2007
Revised December 2013

112.01-STATION RULES

- The station phone shall be used with discretion, keeping calls to a minimum in duration. Long distance calls for Fire business shall be made from Village office phones. When answering the station phone state: “Glendale Fire” and your name. When making an outgoing call, use “outside line” as marked on all phones.
- No material shall be affixed to the walls or bulletin boards without the authorization of the Chief or his designee. Members shall not mark, alter or deface any posted notice of this department.
- No property belonging to Glendale Fire shall be taken from this station, except on department business, without prior approval of the Fire Chief or his designee.
- It shall be the responsibility of each member to maintain the station in a clean and orderly fashion. Each member is expected to clean up after each use.
- Any person entering the station shall be treated with due respect and courtesy. The member shall introduce him or herself to the individual and offer their assistance.
- Visitors to the station shall not be left unattended.
- The last person to leave the station shall secure the building and turn off unnecessary lighting and turn air conditioning or heating to most economical setting.
- Smoking shall be prohibited in the station or village facilities.
- Solicitation at the Station shall be permitted only on the approval of the Fire Chief.
- Normal business hours of the station shall be from 8:00AM–10:00PM. All department members are welcome at the station during this time. After 10:00PM, visits to the station shall be limited to brief stops for essentials only.
- The use of the department computer shall be limited to department members only. Members shall not load any software, pictures or any other files to the computer without the permission of the fire chief.
- The use of Fire Department computers must follow GFD and Village of Glendale IT and computer use policies.
- The office area/day room shall be business ready from 8:00AM – 4:00PM
- Pets are not permitted on station.
Discrimination/Sexual Harassment
Policy #113
Approved: December 2013

113.01-PURPOSE
• The following is a direct copy of the discrimination and sexual harassment policies for the Village of Glendale as listed in the Village of Glendale Personnel Manual.
• All Fire Department personnel are responsible for knowing and following these policies.

113.02-DISCRIMINATION POLICY
• It is the policy of the Village and all departments thereof, to provide equal employment opportunity and equal treatment to all employees in all aspects of employment without regard to race, color, religion, sex (including pregnancy), age (40 or over), national origin, or physical or mental disability (of an otherwise qualified individual).

113.03-EQUAL OPPORTUNITY EMPLOYER/AMERICANS WITH DISABILITIES ACT
• The Village shall implement these policies in accordance with the letter and spirit of federal, state, and local laws and regulations prohibiting discrimination on the basis of race, color, religion, national origin, citizenship, sex, age, and disability, both in the employment and supervision of village employees.

113.04-SEXUAL HARASSMENT POLICY
• It is the policy of the Village and all departments thereof, to prevent sexual harassment and to guard against any occurrence which remotely resembles this illegal act. Sexual harassment lowers morale and is damaging to the work environment.
• The Village will treat sexual harassment like any other form of employee misconduct- it will not be tolerated.

113.05-DEFINITION OF SEXUAL HARASSMENT
• "Sexual Harassment” is defined as unwelcome sexual advances, requests for sexual favors, and other verbal, visual, written or physical conduct of a sexual nature when:
  1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
  2. Submission to or rejection of such conduct by any one individual is used as the basis for employment decisions affecting an individual; or
3. The purpose or effect of such conduct is to substantially interfere with the individual's work performance or to create a hostile or abusive work environment.

113.06-IDENTIFYING SEXUAL HARASSMENT

- Sexual harassment may occur in a variety of forms. Four categories of sexual harassment and some concrete examples of conduct which may constitute sexual harassment, if unwelcome, are:
  1. **VERBAL** - unwelcome words of a sexual nature directed at another, including: making sexual demands or sexual propositions; sexual innuendo; demeaning sexual jokes; references to a person's anatomy; catcalls; whistles; demeaning name-calling; remarks on the intimate details of one's life or sexual likes or preferences; and, if unwelcome, invitations for lunch, dinner, drinks, or dates.
  2. **VISUAL** - unwelcome exposure to visual objects such as: pictures, photos, drawings, cartoons, magazines, objects, or posters (including poster calendars); sexually obscene gestures or obvious staring and nudity.
  3. **WRITTEN** - notes or letters of sexual content or propositions; sexually explicit literature, poems, or magazine articles; and obscene words, phrases or graphics on walls, bulletin boards, or posters.
  4. **PHYSICAL** - unwelcome physical contact with another, including: touching, hugging, kissing, patting, fondling, grabbing, rubbing, pinching, and in some instances close physical positioning.

- This list does not include all the possible behaviors which could be viewed as sexually harassing by the Village, and which could result in job discipline. It is merely a list of examples of offensive behaviors. Other behaviors might be viewed as being sexually harassing depending on the circumstances and frequency in which they occur. Plus, some of the behaviors on the list might not in all circumstances be sexually harassing, such as when it is not unwelcome.

- Employees are reminded, however, that certain behaviors may be inappropriate for other reasons, even if the behavior is not sexually harassing. For example, intimate behavior at work, such as kissing and hand-holding with a willing partner, is always unprofessional. The Village wishes its employees to err on the safe side.

113.07-WHO CAN BE INVOLVED IN SEXUAL HARASSMENT

- Sexual harassment can occur in a wide variety of circumstances and may encompass many variables. It is important to realize that:
  - Victims can be of either gender (male or female);
  - Harassers can be of either gender (male or female);
  - Harassers may be supervisors of victims, but harassers may also be co-workers or even non-employees;
Harassers and victims need not be of the opposite gender, if the conduct is still based upon sex;

Victims may be third-party observers, affected by the behavior of others and exposed to a hostile or abusive atmosphere based upon sex;

Victims need not suffer any financial loss;

The sexual harassment need not seriously affect a victim's psychological well-being or lead the victim to suffer injury; instead, conduct or an environment based upon sex that a reasonable person would and does believe to be hostile or abusive constitutes sexual harassment.

113.08-REPORTING SEXUAL HARASSMENT

Register a complaint with your superiors. Any employee of the Village who feels he or she has been subjected to sexual harassment should register a complaint with his or her immediate superior. However, if it is the immediate superior who is the alleged harasser, the employee should register the complaint with the superior next in charge.

If all supervisors over the employee are believed to be involved in the sexual harassment, the employee should register the complaint with the Mayor. Likewise, if an employee believes that the Mayor is involved in the sexual harassment, the complaint should be made to any department level supervisor. The sexual harassment complaint may initially be made verbally, by talking to the appropriate supervisor. The complaint will then have to be put in writing and signed and dated by the person complaining. An employee may write his or her own complaint or, if the employee wishes, the supervisor will assist the employee in drafting a complaint of sexual harassment.

To the extent practicable, a complaint of sexual harassment will be kept confidential, with due regard to the sensitive nature of such complaints.

113.09- INVESTIGATION OF A COMPLAINT

The Village shall fully, impartially and promptly investigate any sexual harassment complaint filed by one of its employees.

A confidential written report of the result of the investigation will be submitted to either an impartial supervisor of the complainant or to the Mayor, depending on the situation at hand. Also, the complainant will be promptly informed of the results of the investigation. If the investigation reveals that the accused harasser acted in a manner to sexually harass the complainant the accused employee will also receive a copy of the special investigator's report.

The Village will take prompt action to end any sexual harassment.

Following a report finding that sexual harassment in fact occurred, the Village shall take immediate steps to discipline the offending employee or employees, including, if appropriate, immediate discharge. Any Village employee who acts in a manner to sexually harass any
other Village employee is acting outside the line and scopes of his or her employment with the Village.

113.10-REBUTTAL

- Both the complaining employee and the employee who has been accused of sexual harassment have the right to submit facts, documents or other evidence contesting the report to a higher supervisor, or the Mayor, if the circumstances so dictate.

113.11-RETALIATION

- No employee of the Village shall discharge or otherwise discriminate or harass any other Village employee who has filed a complaint of sexual harassment under this policy or who has sought redress for sexual harassment with the Equal Employment Opportunity Commission or by instituting an action in Court.

113.12-FALSE COMPLAINTS

- Any employee of the Village who knowingly files a false complaint shall be subject to disciplinary action up to and including, if deemed appropriate, termination of employment.

113.13-NOTICE

- The Village shall take all appropriate steps to inform all employees of the Village of the contents to this policy.
- The Village encourages employees to come forward if they have a complaint of sexual harassment.
- We assure each employee that no retaliatory action will be taken or allowed against any employee who asserts a sexual harassment complaint.
- Remember, if you do not make your complaint known to your superiors, there will not be any opportunity for the Village to assist you in ending the sexual harassment.
Workplace Violence
Policy #114
Approved: December 2013

114.01-POLICY GUIDELINES

- The following is a copy of the workplace violence policy listed in the Village of Glendale Personnel Policy Manual.
- The Village does not tolerate violence within its workplaces. No person employed with the Village shall be the instigator of, or participant in, any of the following:
  1. Obscenities, ethnic slurs, or epithets directed toward individuals.
  2. Threats of bodily harm or damage to one’s property.
  3. Actual bodily harm or damage to one’s property.
  4. Callous or intentional disregard for the physical safety or well-being of others.
  5. Possession of any weapon or the brandishing of any object that could reasonably be perceived as a weapon (police officers and other authorized personnel are exception.)
  6. Any other conduct that a reasonable person would perceive as constituting a threat of violence.
- Any such behavior, comments, and/or weapons possession shall be reported immediately to one’s supervisor or department head.
- Supervisors shall be required to take appropriate, immediate action to curtail any such behavior or comments.
- Any known weapon possession or potentially serious violent situations shall be reported immediately by the supervisor to the Police Department.
- Violations of this policy will lead to immediate disciplinary action up to, and including, termination and any appropriate legal action.
- Supervisors may require an evaluation of the offending employee by our Employee Assistance Program (EAP) along with either coaching or progressive discipline depending upon the severity of the offense.
Visitors Policy

Policy #115
Approved: October 1, 2007
Revised December 2013

115.01-STATION VISITORS

- All visitors will be greeted in a courteous and friendly manner.
- All visitors will be escorted by a Glendale Fire Department member at all times.
- No visitors between 10:00PM and 8:00AM
- No member is to be in the firehouse alone with a visitor of the opposite sex.
- No physical displays of affection.
- All visitors will keep their visit to a reasonable amount of time. OIC will have the ultimate authority concerning the length of time.
- If any visitor becomes unruly they will be asked to leave. If they refuse an OIC or above and the Glendale Police shall be notified.
- No intoxicated people allowed into the building.
- If a run comes in the OIC shall insure that all visitors are out of the firehouse before proceeding on the run.
- Unless on official business non-members of the Glendale Fire Department shall not be left unattended in the firehouse.
  - No property shall be removed from the firehouse without first contacting an Officer.
    Exceptions to this shall be certain public service items (i.e. Plastic helmets for children, smoke detectors etc.).
Glendale Fire Department Policies and Procedures
(Revised December 2013)

Scheduling Policy
Policy #116
Approved: January, 2011
Revised December 2013

116.01-PROCEDURE

- All members of the Glendale Fire Department will be required to schedule a minimum of 36 hours of available or on station time each month using Iamresponding.com. The minimum hours shall be entered into the scheduling system by the first day of each month.

- It is the goal of this new policy to ensure that all members are scheduling and working the minimum number of hours per month as set forth by departmental SOP’s. We hope that by setting a schedule at the beginning of the month, firefighters will be better able to plan for the time needed on station each month.

- The captains will review the schedules of those who report to them according to the organizational chart and ensure that all personnel have scheduled a minimum of 36 hours for the month. If a member has not completed their schedule, the captain will contact them to ensure a schedule is filed within 48 hours.

- Schedules may need to change at times throughout the month. Members that need to change their schedules must have the needed permissions in Iamresponding.com to update their schedules without having to go through a system administrator. You may still schedule yourself for whatever days or blocks of time work best for you. You are required to be on station a minimum of 36 hours per month. How you choose to do so is largely up to your own discretion.
Information Release
Policy #117
Approved: October 1, 2007
Revised December 2013

117.01-PROCEDURE

- Information shall be released by the Fire Chief, Assistant Fire Chiefs, or by other personnel designated by the aforementioned

- Information that is public record may be released without the permission of the Village Mayor.

- Emergency incident information approved for release includes the following:
  - Fire incidents
    - Incident address
    - Type of incident
    - Times (call receipt, arrival, under control)
    - Building information (type, size, use)
    - Equipment/Apparatus Response
    - Personnel response amount only no names
    - Incident Commander
    - Property information (estimated value, estimated loss, estimated value of property)
    - Cause/Origin (if known)
    - Other assisting agencies
    - Number of confirmed fatalities
    - Injured civilians/firefighters (age, type, hospital)
  - Emergency Medical Incidents
    - Nature of call
    - Address where transported from
    - Address where transported to
  - Hazardous Materials Incidents
    - Incident address
    - Location/occupant names(s)
    - Times (call receipt, arrival, under control)
    - Chemical/Products information
    - Spill/Spiller information
    - Equipment/Apparatus response
    - Personnel response
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

- Incident Commander  
- Cause (if known)  
- Other assisting agencies  
- Number of confirmed fatalities  
- Injured civilians/firefighters (age, type, hospital)

- Technical Rescue  
  - Incident address  
  - Location/Occupant name(s)  
  - Type of incident  
  - Times (call receipt, arrival, under control)  
  - Equipment/Apparatus response  
  - Personnel response  
  - Incident Commander  
  - Cause (if known)  
  - Other assisting agencies  
  - Number of confirmed fatalities  
  - Injured civilians/firefighters (age, type, hospital)

- Exceptions
  1. In the case of fatalities and/or critical injuries, the notification of “next of kin” takes precedence over public record.
  2. The name(s) of minor(s) shall not be released.
  3. Information as it relates to incidents under investigation is not public record and shall not be released until the investigation is completed, or permission has been granted to do so.
  4. Personnel information and information not defined as “public record” shall be released only by permission of the Mayor. Requests by the news media, attorneys, insurance companies, insurance adjusters, or the general public for such information must be made to the Mayor through the Fire Chief.
  5. In the case of Emergency Medical Reports, information concerning the victim may be released only to the victim; in the case of a minor, to the minor’s parent(s), custodial parent, or legal guardian; the executor of the victim’s estate, if such is the case, or by permission of the Mayor (According to HIPPA regulations).
6. Requests for copies of reports shall be forwarded to the Fire Chief. Copies of reports will be provided by the Fire Department after permission has been granted by the Mayor.

7. All information in connection with an investigation being conducted by the Glendale Fire Department Fire Investigation Unit shall be released only with the approval of the lead and/or Assistant Chief - Operations. All queries or requests for such information shall be forwarded to the Assistant Fire Chief - Operations.

8. Social Security numbers **ARE NOT** considered public record and **SHALL NOT BE RELEASED**.

9. If there is any doubt about whether or not information may be released contact a Chief Officer. The Mayor may need to be consulted before release.

10. In order to provide information regarding newsworthy incidents involving the Glendale Fire Department to the local news media, the Media Information Release Form should be completed as soon as possible following an incident (See Appendix C for sample Media Information Release Form).

    ▪ This information shall be given to all news agencies at the scene at 15 and 45 past the hour. A Script shall be written and read by the designated person at that time. This press conference shall be given at a pre designated point to the agencies present. This Scripted press release shall be posted at each phone in each station and can be read to anyone calling requesting information on the incident. If the incident occurs at a business every attempt should be made to get the business management involved in writing the press release.

    ▪ Examples of incidents requiring release of information to the media include:
        1. Structure fires
        2. Hazardous material incidents
        3. Technical rescue incidents
        4. Other unusual and/or newsworthy incidents
Technology Policy
Policy #118
Approved: December 2013

The following policy is copied from the Village of Glendale Personnel Policy Manual. All Village of Glendale Fire Personnel are responsible for knowing and following this policy.

118.01-PURPOSE
- Electronic mail, Internet and telecommunication access are resources made available to Village employees to communicate with each other, other governmental entities, companies and individuals for the benefit of the city.

118.02-TECHNOLOGY USAGE
- All technology provided for Village employees and volunteers, including computers, cell phones, pagers, etc. are supplied to aid Village personnel and volunteers in their job duties.
- Technology shall be used to facilitate Village business and shall not be for personal use.
- All data and transmissions are the property of the Village of Glendale.
- The village will require employees to read and signify acceptance of the terms of this policy by signing the following agreement before making electronic systems available.
- Supervisors or management may access an employee's e-mail if employees are on leave of absence, vacation, or are transferred from one department to another department and it is necessary for the city's business purposes.
- Employees who leave employment with the village have no right to the contents of their e-mail messages or other technological devices including computers, cell phones, etc. and are not allowed access to the e-mail system.

118.03-E-MAIL GUIDELINES
- The Village of Glendale Electronic Mail System (e-mail) is designed to facilitate village business communication among employees and other business associates for messages or memoranda. Since no computer system is completely secure, the e-mail system is not intended to transmit sensitive materials, such as personnel decisions and other similar information which may be more appropriately communicated by written memorandum or personal conversation.
- The e-mail system is village property and intended for Village business. The system is not to be used for employee personal gain or to support or advocate for non city-related business or purposes.
Glendale Fire Department Policies and Procedures
(Revised December 2013)

• All data and other electronic messages within this system are the property of the Village of Glendale. E-mail messages have been found to be public records and may be subject to the right-to-know laws, depending on their content.

• In addition, the Village, through its managers and supervisors, reserves the right to review the contents of employee's e-mail communications when necessary for Village business purposes.

• Employees may not intentionally intercept, eavesdrop, record, read, alter, or receive other persons' e-mail messages without proper authorization.

• The Village of Glendale, through its MIS division, purchases, owns and administers the necessary software and licenses to provide access to e-mail and Internet services. Employees may not rent, copy or loan the software, or its documentation.

• The Village has invested much time and money to secure its electronic systems from intrusion and harmful viruses. Therefore, employees may not provide alternative software to access the system. Employees may be held responsible for any damages caused by using unauthorized software or viruses they introduce into the Village system.

• Department heads are responsible for the implementation and adherence of this policy within their departments.

• This technology policy applies to all employees, contractors, part-time employees, volunteers, and other individuals who are provided access to the city's computer system. Third parties should only be provided access to the e-mail system as necessary for their business purpose with the village and only if they abide by all applicable rules.

118.04-E-MAIL RETENTION

• Generally, e-mail messages are intended to be temporary communications that are non-vital and may be discarded routinely. However, depending on the content of the e-mail message, it may be considered a more formal record and should be retained pursuant to a department's record retention schedules. As such, these e-mail messages are similar to printed communication and should be written with the same care. Each department head is responsible for establishing and maintaining department retention schedules for the information communicated through the e-mail system.

• Employees should be aware that when they have deleted a message from their workstation mailbox it might not have been deleted from the central e-mail system. The message may be residing in the recipient's mailbox or forwarded to other recipients. Furthermore, the message may be stored on the computer's back-up system for an indefinite period. Note that e-mail has been classified as "public" documents, i.e. available to the media, in at least one state. Keep that in mind when you create or store e-mail.

• Employees should delete e-mail messages as soon as possible after reading. An accumulation of files will degrade system performance and response times. The MIS system will automatically delete all messages after 60 days, unless archived by the user. Contact MIS if
you are unsure as to how to archive messages.

118.05-INTERNET USAGE

- The Internet provides the Village with significant access and dissemination of information to individuals outside of the city.
- The use of the Internet system is intended to serve Village business.
- Any Internet usage outside of Village business needs to be approved by a supervisor.
- Like all e-mail messages, Internet messages are capable of being forwarded without the express permission of the original author. E-mail messages are also routinely passed through routers before they reach their final destination. A message is “touched” many times before it gets to its recipient, and the message author should be aware of this. Therefore, users must use caution in the transmission and dissemination of messages outside of the city, and must comply with all state and federal laws.

118.06-PROHIBITED USES AND PENALTIES

- When sending e-mail messages, appropriateness and good judgment should be used. The following are examples of e-mail uses that are prohibited:
  - Communications that in any way may be construed by others as disruptive, offensive, abusive, or threatening;
  - Communications of sexually explicit images or messages;
  - Communications that contain ethnic slurs, racial epithets, or anything that may be construed as harassment or disparagement of others based on race, national origin, sex, age, disability or religious beliefs;
  - Solicitation for commercial ventures, religious or political causes, outside organizations, or other non-job-related solicitations; and
  - Any other use that may compromise the integrity of the village and its business in any way.
- The misuse of the Internet or e-mail privileges may be considered sufficient cause for discipline in accordance with the Personnel Policies and Procedures, and/or other applicable rules or laws. In addition, violations of this policy or misuse of the e-mail system may be referred for criminal prosecution.
Compensation
Policy #119
Approved: December 2013

119.01-VILLAGE PAY SCALE

- Fire Chief
- According to the Village of Glendale Personnel Policy Manual pay scale, the salary for the Fire Chief is based on a 60 hours per 2 week pay period
- Volunteer Personnel
  - According to the Village of Glendale Personnel Policy Manual all volunteer Fire personnel “are to be compensated by a firefighter point system to be administered by the Fire Chief”
Smoking Policy
Policy #120
Approved: October 1, 2007
Revised December 2013

120.01-POLICY

- Smoking is prohibited in any Village vehicle, at the scene of any emergency incident or anywhere on fire department property except for the designated area in rear parking lot.
- Smokers are responsible for cleaning up their trash.
121.01 - PURPOSE OF FIRE INSPECTION

- To standardize Fire Department policy and procedures for gathering information from fire safety inspections of all commercial buildings / businesses in the Village and direct input of data into FIREHOUSE software.
- To organize current and future information relating to buildings and businesses in the Village of Glendale as related to Fire Safety Inspections.

121.02 - RESPONSIBILITY

- The Assistant Fire Chiefs have overall responsibility for the accuracy of the information gathered during fire safety inspections, the documentation of that information and the management of the data to ensure timely inspections of all commercial buildings / businesses in the Village. The Assistant Fire Chiefs are responsible for Fire Safety Inspections and related activities. Coordinating the program is also under the control of Assistant Fire Chiefs.
- Coordination of the Fire Inspection Program may be delegated to a Captain or other Ohio State Certified Fire Safety Inspector.

121.03 - PROCEDURE

- Members of the Fire Department who hold an Ohio Fire Safety Inspector certificate will conduct fire safety inspections as assigned by the Assistant Fire Chiefs or his designate.
- Every commercial building / business within the Village of Glendale will be inspected twice per year, unless required more frequently by local, county or state laws.
- During the inspection, the current business information including name, address, phone and fax numbers, business owners and emergency contacts should be obtained.
- Fire alarm systems, suppression systems, standpipe systems, FDC connections and private hydrants, as well as fire extinguishers need to have current test certificates verified and documented.
- The fire safety inspection shall be conducted to ensure that the buildings/businesses are compliant to the most current fire code adopted by the State of Ohio. Violations to that Code will be documented and a copy given to the business owner, along with the required date of compliance. Scheduled re-inspections shall be conducted to ensure that the violations are corrected and the building / business is compliant with the current fire code.
The inspector to whom the inspection was assigned is responsible for entering all data collected into FIREHOUSE software and forwarding the paperwork to the Assistant Chiefs to be reviewed, verified and filed.

- Data entry into FIREHOUSE should follow the attached Inspection Documentation Procedures.
- Additions and deletions of buildings/businesses will be entered into FIREHOUSE by the database manager to ensure accuracy of the database. Minor changes, such as business names, owners' phone numbers, etc. may be entered by the inspector who conducted the inspection.
- Buildings with multiple tenants will have one inspection form with a current tenant list attached prior to the distribution of the inspection. A list of those specific businesses is attached.
- Violations should be noted for each business on the primary inspection form. However a separate violation notice needs to be written to leave with the business.
- When entering the inspection into FIREHOUSE, the primary inspection form will be the source document. The violations should note the specific business where occurred in the body of the violation description.
- Monthly, each inspector will tally their total number of inspections and re-inspections on a tally sheet, which will be given to the Fire Chief.
122.01-RIDE-ALONG PROGRAM

- This program allows Glendale Fire Department personnel to ride on Medic 90 with Springdale Fire Department personnel under certain conditions. This program will help meet the needs of both of our departments and will increase the service we are able to provide to our communities while at the same time creating new opportunities for Glendale and Springdale Fire personnel.

122.02-CONDITIONS FOR RIDE-ALONG

- In order for Glendale Fire Personnel to ride on Medic 90 the following conditions must be met, keeping in mind that our first and foremost responsibility is to the Village of Glendale.
  - The person riding on Medic 90 must be certified as an Ohio EMT B, I or P.
  - Glendale personnel must obtain an orientation session with Springdale personnel prior to riding on Medic 90.
  - Glendale personnel must be cleared to ride along by both Glendale and Springdale Fire Departments prior to beginning ride-along.
  - No more than 1 Glendale Fire personnel shall ride with Medic 90 at a time.
  - Station 45 shall be staffed with a minimum of 3 personnel, one of whom is an EMT B, I or P before personnel can be sent to ride on Medic 90.
  - In order for a Glendale officer to ride on Medic 90, another officer must be on station or in the Village to cover Station 45.
  - Members riding on Medic 90 shall carry their Glendale turnout gear with them at all times.
  - Members shall carry a Glendale Fire radio with them while on Medic 90 to ensure communication with Station 45 on Glendale 2.
  - Members riding on Medic 90 shall respond to all runs in Glendale while on Medic 90 unless they are on a medic run or told otherwise by the Glendale OIC.
  - While riding on Medic 90, Glendale personnel shall respond to all details Medic 90 is dispatched to.
Glendale Fire personnel shall wear a department issued uniform when riding in Medic 90. This is to include: Navy blue work pant, navy blue Glendale Fire Department t-shirt and light blue button down shift with badge.
Operations
Section 200
Daily On Duty Operations
Policy #201
Approved: October 1, 2007
Revised December 2013

201.01-GUIDELINES

- The following are daily shift guidelines for routine activities:
  - All FD activities are coordinated through the Duty Chief. Any activities other than emergency response MUST be approved by the Duty Chief prior to the activity.
  - Staffing MUST be coordinated through the Duty Chief. On duty Officer will be responsible for establishing crew assignments.
  - Officers have cellular telephone access therefore there is no reason for any member to not be able to get in touch with them in a reasonable amount of time. If the duty officer does not answer their phone, leave a message and they will return the call as soon as possible.
  - Any time Engine 45, Engine 245 or Support 45 are leaving the corporation boundary of the Village, the Duty Chief shall be notified.
  - Village Officials should be directed to the Duty Chief only. Should the Village Officials stop by the station members are to be courteous and professional at all times. The Officers SHALL notify both Chiefs of the event.
  - Do not contact Village Officials without notification or permission by a Chief Officer.
  - Any departmental communication with the Village Officials shall be through the Fire Chief or the Assistant Fire Chiefs.
  - Do station duties in the morning. Keep station clean and presentable during the day. The Office area and day room area shall be kept in a business state from 8:00AM until 4:30PM Monday through Friday.
  - Fire personnel must maintain a clean and professional appearance at all times. Uniforms clean, good grooming, and proper shoes at all times.
  - On duty firefighters will wear approved uniforms while on duty. All uniforms will be kept neat and clean.
  - Chief or Assistant Fire Chiefs are the only people to authorize uniform requirements.
  - Truck checks shall be done every day with a major check every Thursday.
  - Any questions should come through the Duty Chief, following the chain of command at all times.
  - Any other item not listed above – contact Duty Chief.
Securing of Fire Station
Policy #202
Approved: October 1, 2007
Revised December 2013

202.01-PROCEDURE

- At any time that the fire station is unoccupied, such as during an emergency alarm, all doors and windows are to be closed and secured.

- All cooking appliances, televisions, etc. are to be turned off prior to leaving the station.

- Any personal property that is lost or damaged shall not be the responsibility of the village.

- At any time that the Homeland Security Level is Orange or Red:
  - All bay doors are to be kept closed when personnel are not in the station.
  - All non-Glendale Fire Department personnel should be checked upon entering the stations.
  - No apparatus should be abandoned outside the station.

- The stations shall be off limits to all except the on duty staff from 10:00PM to 8:00AM daily. The exception to this shall be the officers of the department.
Emergency Scene Safety
Policy #203
Approved: October 1, 2007
Revised December 2013

203.01-PURPOSE

- The intent of this procedure is to minimize emergency scene (fireground) hazards to only those necessary to successfully control the operation. Individuals or crews shall be restricted from wandering about the fireground or congregating in non-functional groups. If you have not been assigned to a sector or you do not have a necessary staff function to perform, stay off the ground.
- For the purpose of the Glendale Fire Department operations, the fireground is defined as the area inside an imaginary boundary that has been determined by safety considerations according to the foreseeable hazards of the particular incident.
- The recognition of situations which present inordinate hazards to fireground personnel and the proper response to safeguard personnel from those hazards is of critical importance to all fire department operations.

203.02- FIREGROUND SAFETY

- All personnel entering the fireground perimeter shall:
  - Wear protective clothing
  - Have a specific duty
  - Leave I.D. tag/main attack engine or the designated point with accountability sector.

- Tactical Positioning:
  - The 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
    - When involved with opposing fire streams
    - Combining interior and exterior attack
    - Where sector cannot control position/retreat
    - Operating under involved roof structures
    - In area containing hazardous materials
    - Below ground fires (basements, etc.)
    - In areas where a backdraft potential exits
  - In situations where crews are operating from opposing or conflicting positions, such as front vs. rear attack streams, interior vs. exterior streams, roof 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. **THESE PRACTICES SHOULD BE AVOIDED WHENEVER POSSIBLE.**

- The safety of firefighting personnel represents the major reason for an effective and well-timed offensive/defensive decision and the associate write-off by Command. When the rescue of savable victims has been completed, Command must ask themselves: *Is the risk to my personnel worth the property I can save?*
  - Effective interior attack operations directed toward knocking down the fire eliminates most eventual safety problems.
  - Any building marked with the vacant abandoned building placard shall be treated as a vacant structure and any interior fire attack shall not be accomplished. After fire knock down from the exterior a limited interior evaluation may be conducted for final extinguishment and mop up only. We do not risk lives to save property.

- Due to inherent hazards of the immediate fire or incident scene, efforts will be made by Command personnel to limit the number of personnel on the fireground to those assigned to a necessary function. All personnel shall either be positioned in staging or assigned to a task or sector. **ALL OTHERS STAY OUTSIDE THE FIREGROUND PERIMETER.**
  - Having completed an assignment and no other assignment available within that sector, crews should be assigned to a Resource, Staging or Rehabilitation Sector until such time as they can be either reassigned back to an operating sector or released to in-service status. The intent of this procedure is to minimize fireground hazards to only those necessary to successfully control the operation. Individuals or crews shall be restricted from wandering about the fireground or congregating in non-functional groups. If you have not been assigned to a sector or you do not have a necessary staff function to perform, stay off the ground.
  - In extremely hazardous situation (large quantities of flammable liquids, LP gas, hazardous materials, difficult marginal rescues, etc.) Command will engage only an absolute minimum number of personnel within the fireground perimeter, Self-standing master streams will be utilized wherever possible.

- Everyone working on the fire ground must be notified before ladder pipes and/or deck guns go into action.
  - 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.
Glendale Fire Department Policies and Procedures
(Revised December 2013)

- When laddering a roof, the ladder selected shall be one which will extend 2’-3’ above the roof line (5 ladder rungs optimal). This shall be done in an effort to provide personnel operating from the roof with a visible means of egress.

- If possible, when laddering buildings under fire conditions, place ladders near building corners or firewalls as these areas are generally more stable in the event of structural failure.

- When operating above or below ground level, establish at least two (2) separate escape routes/means where possible, such as stairway, ladders, exits, etc., preferably at opposite ends of the building or separated by considerable distance.

203.03-SECTOR SAFETY

- The safety of firefighting personnel represents a major reason for fireground sectorization. Sector commanders must maintain the capability to communicate with forces under his command so that he can control both the position and function of his personnel.

- Safety Officer when assigned shall be a Chief Officer.

- Sector officers and company officers shall be able to account for the whereabouts and welfare of all crews/crew members under their assignment.

- Sector officers shall insure that all crew members are operating within their assigned sector only. Crews will not leave their respective sectors unless OK’d by the sector officer.

- When crews are operating within a sector, crews and Command shall keep the Sector Officer informed of changing conditions within the sector area, and particularly those changing conditions, which may affect safety of personnel.

- In an effort to regulate the amount of fatigue suffered by fireground personnel during sustained field operations, Sector Officers should frequently assess the physical condition of their crew members.

  o When crewmembers exhibit signs of serious physical and/or mental fatigue, the entire crew should be reassigned to a Rehabilitation Sector if possible. The sector 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 Sector unless assigned to it.

- It is the on-going responsibility of Command to summon adequate resources to tactical situations to effectively stabilize that situation and to maintain adequate resource during extended operations to complete all operational phases.
During extended operations Command will utilize the rotation of crews to provide an effective on-going level of personnel performance. The intent of this policy is to reduce the fatigue and trauma experienced during difficult operations to a reasonable (and recoverable) level and is no way intended to lessen the individual and collective efforts expected of all members during field operations.

- Sector officers shall account for each member upon completion of the assignment.
Crime Scene Preservation
Policy #204
Approved: October 1, 2007
Revised December 2013

204.01-PURPOSE

- Provide direction in protecting crime scenes from unnecessary spoliation of evidence.

116.02-PROCEDURE

- Every effort should be made to protect and preserve potential evidence at every incident scene. However, normal firefighting operations and emergency medical care should not be compromised.

- If you believe that you have discovered evidence of any crime, use whatever means are available to protect that area/item from contamination. This might include roping off an area or room, placing a box over an item or otherwise physically protecting an item or area.

- Do not touch any item that you believe may be evidence unless it must be moved to complete your emergency function or make the area safe. If any item of evidence is moved from its original location you must notify command and the crime scene investigator.

- The best outcome is to touch as little as you can and leave the area undisturbed for the investigator to photograph and process.
Emergency Scene Operations
Tactical Priorities
Policy #205
Approved: October 1, 2007
Revised December 2013

205.01-PROCEDURE

- The basic tactical priorities are:
  1. Rescue
  2. Fire Control
  3. Property Conservation

- These priorities establish the order that the basic fire ground functions must be performed. These functions should be regarded as separate, yet interrelated activities that must be dealt with in order.

205.02-RESCUE

Rescue - the activities required to protect occupants, remove those who are threatened and to treat those that are injured.

- In “Nothing Showing” situations or in very minor fire cases that clearly pose no life hazard, the Incident Commander will structure a rapid interior search and report an “ALL CLEAR”.

- In “Smoke Showing” and working fire situations, fire control efforts must be extended simultaneously with rescue operations to gain access to complete the primary search. In this case, all companies must understand that operations are in a rescue mode until the primary search is completed and an “ALL CLEAR” is given.

- In “Fully Involved” buildings or sections of buildings, immediate entry and initial primary search becomes impossible, and the survival of occupants becomes improbable. In this case, primary search will not be conducted. As soon as fire control is achieved, a search must be initiated immediately.

- The Incident Commander must establish command and size up the entire scene. Rescue of occupants is first priority and the Incident Commander should note:
  1. Occupancy and time of day
  2. Number, location and condition of victims
  3. The effect the fire has on the victims
  4. Capability of the control forces to enter the building, protect and remove the victims and control the fire
The Incident Commander must prioritize the victims to follow a standard order for removal. Rescue efforts should be extended in the following order:

1. Most severely threatened
2. Largest number of (groups)
3. The remainder of the fire area
4. The exposed areas

Extend a primary search in all involved and exposed occupancies that can be entered. Primary search means companies have quickly gone through all affected areas and verified the removal or safety of all the occupants.

- The completion of the primary search is reported to the Incident Commander utilizing the standard radio reporting term “ALL CLEAR”, specified with “on the primary search”.

A secondary search will be extended immediately following fire control. Secondary search means that companies thoroughly search the interior of the fire area after initial fire control and ventilation activities have been completed.

- Secondary search should be completed by different companies than those involved in the primary search activities whenever possible.
- Thoroughness rather than quickness is the critical factor of a secondary search.
- Completion of the secondary search must be immediately given to command via radio as an “ALL CLEAR” specified with “on the secondary search”.

205.03- FIRE CONTROL

Fire Control – The process of confining and extinguishing a fire with appropriate tactics.

- Fire Control can be accomplished by using one or two different strategies.
  
  1. Offensive Strategy: INTERIOR attack and related support directed toward quickly bringing the fire under attack.
  
  2. Defensive Strategy: EXTERIOR attack directed to first reduce fire extension and then bring the fire under control.

- It is the Incident Commanders responsibility to decide which strategy to use based upon size-up and to update often as time progresses.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

1. Determine fire location and extent before starting fire operations.

2. Determine a plan of attack that first stops the forward progress of the fire and then brings the fire under control. In complex/large fires, the Incident Commander will not have adequate resources available immediately.

3. Determine the most dangerous direction and avenues of fire extension particularly as it affects rescue activities, confinement efforts, and exposure protection.

- An offensive, aggressive interior attack must always be considered and usually chosen, unless one of the following is present:
  1. Fire has extended to a point where life and property is already lost (if present) and unsafe for entry.
  2. Structural stability has been determined by fire or deterioration as unsafe for entry.
  3. Resources on the scene are minimal and unsafe for entry.
  4. Other dangers, i.e., propane, gas leak or HAZMAT are present and unsafe for entry.

- When an offensive strategy is chosen, a plan of tactics must be established and should include:
  1. Placement and size of attack line
  2. Primary search
  3. Resource support:
     - Water source established
     - Ladder building (if more than 1 story)
     - Ventilation (if needed)
  4. Back-up lines in place
  5. Fire control
  6. Secondary search

- Offensive fires should be fought from the interior/unburned side. Initial attack efforts must be directed toward supporting the primary search. It must protect victims and escape routes.

- The Incident Commander must make specific primary search assignments to companies to cover specific areas of large, complex occupancies and maintain on-going control of such companies until the entire area has been searched.
The Incident Commander must be aware of occupants and bystanders entering the building. If needed, the Incident Commander will order a police officer to guard a certain area.

Normal means of interior access (stairs, halls, etc.) should be utilized whenever possible. Secondary means such as ladders, ropes and aerials may be used when normal egress is not possible.

The Incident Commander must structure treatment of victims after removal. Multiple victims should be removed to the same location for more effective treatment (triage).

Primary search companies encounter and remove victims; the Incident Commander must assign other companies to continue to cover the interior positions vacated by these companies.

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

The announcement of a change to a defensive mode will be made as a withdraw order, through one long blast of the air horn and all personnel will withdraw from the structure and maintain a safe perimeter. The safety officer will account for the safety of all personnel. A par shall be called to assure accountability.

205.04-PROPERTY CONSERVATION

Property Conservation - It is standard procedure to commit whatever fire ground resource is required to reduce property loss to an absolute minimum. All members are expected to perform in a manner that continually reduces loss during fire operations.

When the fire is out, shut down the fire streams. Early recognition that the forward progress of the fire has been stopped is an important element in reducing loss. The earlier the salvage operations begin the smaller the loss.

When basic fire control has been achieved, the Incident Commander must commit and direct companies into “stop loss” activities. Such activities generally include:

1. Salvage work to begin as soon as possible after an “Under Control” is given.

2. Evaluating damage to overall fire area

3. Evaluating the salvage value of various areas
4. Reducing hose lines from fire control functions to salvage functions.

- In cases where there is an overlapping need for both fire control and salvage to be performed simultaneously and where initial alarm companies are involved in firefighting and salvage remains undone, strike additional alarm and commit greater alarm companies to salvage functions.

- Be aware that personnel involved in rescue and fire control operations are generally fatigued and have reached adrenaline completing by the time property conservation functions must be completed—this can result in sloppy work and many injuries. Evaluate the condition of personnel and replace with fresh troops if needed.

- Prompt fire ground lighting, both interior and exterior, reduces fire loss and safety.
Glendale Fire Department Policies and Procedures
(Revised December 2013)

Incident Command System
Policy #206
Approved: October 1, 2007
Revised December 2013

206.01-PURPOSE

- Glendale Fire Department responds to a wide range of emergency incidents. These Standard Operating Guidelines (SOG) identify guidelines that can be employed in establishing Command and managing an incident, emergency or non-emergency. They also establish guidelines for the implementation of all components of the Incident Command System.

- These SOG provides for the effective management of personnel and resources, and provides for the safety and welfare of personnel.

- The guidelines are designed to:
  - Assign the responsibility for Command to a specific individual through a standard identification system, depending on the arrival sequence of members, companies, and chief officers.
  - Ensure that a strong, direct, and visible Command will be established from the onset of the incident.
  - Establish an effective incident organization defining the activities and responsibilities assigned to the Incident Commander and to other individuals operating within the Incident Command System.
  - Provide a system to process information to support incident management, planning, and decision making.
  - Provide a system for the orderly transfer of Command to subsequent arriving officers.
  - Appropriate span-of-control is considered three to seven, with five being the optimum. Sectoring reduces the span-of-control to a more manageable number.

206.02-RESPONSIBILITIES OF COMMAND

- The Incident Command System is used to facilitate the completion of the tactical priorities. The Incident Commander is the person who drives the Incident Management System towards that result.

- The Incident Commander is responsible for building a command structure that matches the
The Incident Commander is responsible for the completion of the following tactical priorities:

- Life Safety (Rescue).
- Incident Stabilization (Fire Control).
- Property Conservation.
- Provide for the safety, accountability, and welfare of personnel. This responsibility is ongoing throughout the incident.

206.03- COMMAND PROCEDURES

Establishing Command

- The ranking fire department member of the first unit to arrive at the scene shall assume Command of the incident.
- The initial Incident Commander shall remain in Command until Command is transferred or the incident is terminated.
- The Incident Commander must staff the parts of the Incident Management System that are needed to effectively manage the incident resources.
- On incidents where multiple units are dispatched, the ranking member of the first unit to arrive

MUST establish Command and begin to develop an Incident Command structure by giving an initial radio report explaining the following information:

- Unit designation
- A brief description of the incident situation.
- Building description
- Description of the incident conditions.
- Declaration of basic strategy (Offensive or Defensive).
- Any obvious safety concerns.
- Assumption, identification, and location of Command.
- Request of additional resources, or release of resources.
- Assignment of other responding resources as required.
- Identification of accountability
Command Options

- The responsibility of the first arriving unit or ranking member to assume Command presents several options, depending on the situation. The following lists these options.
  - Nothing Showing Mode
    - These situations require investigation by the initial arriving unit while other units remain in the Staged mode.
  - Fast Attack Mode
    - The Fast Attack Mode is for situations that require immediate action to stabilize the incident and requires the Company Officer's involvement with the tasks. In these situations, the Company Officer goes with the crew to provide the appropriate level of supervision and assistance.
  - Command Mode
    - This mode is chosen when there is a complex situation due to a large fire, many people trapped, hazardous materials incident, or multiple or mass casualty incident. The officer in the "combat mode” assisting a firefighter will only bring marginal abatement of the problem. The first-in officer should choose to be in the Command Mode. In these situations, the "greater good” is best served by immediate management and a focus on the "big” picture.

- Certain incidents, because of their size, complexity, or potential for rapid expansion require immediate, strong, direct, overall Command. In such a case, the Company Officer will:
  - Initially assume an exterior, safe, and effective Command position and maintain that position until relieved by a higher ranking officer.
  - Initiate and use a tactical work sheet.
  - Begin to develop the incident Action Plan by developing strategy and tactics.
  - Call for additional resources and assign resources in a coordinated attack.
  - When the Command Mode is chosen, the Company Officer has the following options for their crew:
    - Place a firefighter in-charge of the company and place the company into action with two or more members. This "acting” officer MUST be provided with a portable radio or the crew must remain in view of the Company Officer.
• Assign the crew members to work under another company officer.

• Assign the crew members to staff functions at the Command Post.

Passing Command

• In certain situations, it may be advantageous for a first arriving Company Officer to pass Command to the next company on the scene.

• “Passing Command” to a unit that is not on the scene creates a gap in the Command process and compromises incident management. To prevent this “gap,” Command shall not be passed to an officer who is not on the scene.

Transfer of Command

• Command is transferred to improve the quality of the command organization. The following transfer of command guideline shall be used:

• The first arriving department member will assume Command, provided Command is not "passed."

• If the first arriving Incident Commander is not an officer, then the first arriving Company Officer will assume Command after the Transfer of Command guidelines have been completed.

• The first arriving Chief Officer shall assume Command of any incident that is still escalating.

• Later arriving, higher ranking, Chief Officers may choose to assume Command, assume an advisor role, or any other assigned duty.

Transfer of Command Guidelines

• The officer assuming Command will communicate with the person being relieved. Face-to-face communications are preferred. However, this may be done by radio if a face-to-face cannot be accomplished.

• The person being relieved will brief the officer assuming Command on the following areas:
  o Incident conditions (e.g., fire location, type of spill or release, number of patients, etc.)
  o The incident action plan.
  o What progress has been made towards completion of the tactical objectives.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

- Safety considerations.
- Deployment and assignment of operating companies and personnel.
- Need for additional resources.
- The tactical worksheet shall be reviewed.
- The assumption of Command by the ranking officer will be announced on the radio.
- The person being relieved will be used to best advantage by the new Incident Commander.

Command Structure

- The Incident Commander is required to develop an organizational structure to manage the incident. The size and complexity of the organizational structure will be determined by the scope of the emergency.

Command Organization

- The Command organization must develop at a pace that stays ahead of the tactical deployment of personnel and resources. In order for the Incident Commander to manage the incident, the ability to direct, control, and track the position and function of all operating companies must be in place.

- The basic configuration of Command includes three levels:
  - Strategic Level - Overall direction of the incident.
  - Tactical Level - Assigns operational objectives (Tactics or Tasks)
  - Task Level - Specific tasks assigned to companies, teams, or individuals.

206.04-SECTORING

- The Incident Commander shall make sector assignments based on the following:
  - When the incident will involve a number of companies or crews.
  - Command should always start multiple company operations at the Division/Group level
  - The first Company Officer assigned to perform a tactic in a geographic area is designated a Division, such as, Interior Division.
  - The first Company Officer who is assigned to perform a tactical function will be designated as a Group such as Vent Group.
When establishing a Division or Group, the Incident Commander will indicate:
  o The tactical objective(s) to be accomplished.
  o The Division/Group radio designation.
  o The identity of the resources assigned to the Division/Group.

Sectors

• A Division/Group is an organizational level having responsibility for operations within a defined geographic area and for a specified functional assignment.

• The Division/Group is an organizational level between the Branch and the Single Resource, Task Force, and Strike Team.

• The department’s system for geographically dividing an incident scene is used with the Division position.
Sector/Division/Group Supervisor Requirements

- Sector/Division/Group supervisors must be in a position to directly supervise and monitor operations.
- Sector/Division/Group supervisors are responsible for and in control of all assigned functions with their assignment.

206.05-EXPANDING THE ORGANIZATION

- The transition from the initial response to a major incident organization will be evolutionary and positions will be filled as the corresponding tasks require.

Staging

- Staging is an area where resources are temporarily placed and are available for immediate assignment into the operation.
- Staging reports to the OPS Chief when OPS is staffed. Staging reports to Command when the OPS are not staffed.

Level 1 Staging guidelines:
  - The first two arriving apparatus should go directly to the scene.
  - All other first alarm units stop approximately one block from the incident in the direction of travel and report their unit is in level one staging, and their location. This radio communication should take place on the assigned fireground frequency.

Level 2 Staging guidelines:
  - When a second alarm and/or mutual aid departments are requested for additional resources, a formal Staging Area location must be identified.
  - The additional alarm or mutual aid companies are dispatched to the formal Staging Area.
  - Certain units may be given assignments while enroute.
  - Units not receiving assignments while enroute will report to the Staging Area.
  - The first arriving officer or member of one of the companies reporting to Staging will be assigned the Staging Area Officer (STAGING)

206.06-COMMAND STAFF
Safety Officer

- Command will staff the Safety Officer function when Command's allotment of time and focus on safety concerns is insufficient for the incident situation.

- Structural fire Safety Officers must know and understand fire behavior, building construction, department safety regulations and be experienced in incident operations.

Liaison Officer

- Command will staff the Liaison Officer function when Command's ability to personally interface with representatives from outside agencies will interfere with incident management.

- The Liaison Officer will establish a Liaison Area where all members from outside agencies will be directed to report. This excludes agency representatives that will be part of the Unified Command Post.

Public Information Officer (PIO)

- Command will staff the PIO function when Command's ability to personally meet with media representatives would interfere with incident management.

- The PIO will establish an Information Area where all members from the media will be directed to report.

- The PIO will brief the press after consulting with Command on the information to be released.

- The PIO will provide the press with opportunities for pictures of the incident and keep them abreast of conditions.

- The PIO will provide other governmental agencies with information about incident conditions on an as needed basis.

**206.07-ALTERNATE STRUCTURE OF COMMAND STAFF**

- The incident scene is often a dynamic, intense, and exciting place. As the incident grows into
and past the requirements of a first alarm assignment, (and incidents fast-moving in escalation) the FGC can become overloaded and overwhelmed with information management, assigning companies, filling out and updating the tactical worksheet, planning, forecasting, calling for additional resources, talking on the radio, and fulfilling all the other functions of Command. The immediate need of command at this point in the incident is support.

**Support Officer**

- The Incident Commander should utilize the next arriving Command Officer as a Support Officer. If the Incident Commander is still playing catch up with the functions of Command, the only reason to assign the second Command Officer to a sector is if safety is an extreme in that sector.

**Senior Advisor**

- The Senior Advisor will normally be a Chief Command Officer, the Fire Chief, or the highest-ranking officer in the Command Post.
- The officer serving as “Command” and Support Officer would focus on the completion of the tactical priorities, the strategic and tactical plan and the other components of the incident.
- The Senior Advisor’s focus is looking at the entire incident and its impact from a broader perspective and providing direction, guidance and “fatherly” advice to the “Command “ and/or Support Officer. In this role the Senior Advisor is essentially acting as the overall Incident Commander

**206.08-UNIFIED COMMAND**

- When more than one agency in a single jurisdiction or more than one jurisdiction has a legal responsibility for the mitigation of the incident, Unified Command will be established.
- All agencies with legal responsibility for the incident outcome will influence the Strategy and Tactics that are determined and selected.
- The Operations Section Chief has the responsibility to implement the Action Plan.
- The Operations Section Chief should be chosen from one of the agencies represented in the Unified Command Post.

- Possible Selection Criteria:
  - Basis of greatest jurisdictional involvement.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

- Number of resources involved.
- Existing statutory authority.
- Mutual knowledge of the individual's qualifications.

The Operations Section Chief may select representatives of the other agencies to act as Deputy Operations Chiefs to assist in implementing the Action Plan.
207.01 -

1. The functions of Command include:
   - Assuming and announcing Command and establishing an effective operating position (Command Post). Rapidly evaluating the situation (size-up).
   - Initiating, maintaining, and controlling the communications process
   - Request additional fire ground channels as needed.
   - Identifying the overall strategy, developing an incident action plan, and assigning companies and personnel consistent with plans.
   - Ensuring scene safety; establishing safety sector as necessary.
   - Ensuring personnel accountability; establishing personnel accountability sector as necessary.
   - Developing an effective Incident Management Organization. Initiate sectors as necessary.
   - Providing and communicating tactical objectives.
   - Reviewing, evaluating, and revising (as needed) the incident action plan.
   - Providing for the continuity, transfer, and termination of Command.
   - Ensuring adequate coverage for the remainder of the Village.
   - Requesting and assigning alarm levels and/or Mutual Aid.
   - Establishing a liaison with Village Officials, outside agencies, property owners and/or tenants.

2. The Incident Commander is responsible for the functions listed.
   - As Command is transferred, so is the responsibility for these functions. The first seven (7) functions must be addressed immediately from the initial assumption of Command.
3. See Appendix D for a checklist of command procedures

113.02-ESTABLISHING COMMAND

1. Assuming Command:
   - The first fire department officer or crew leader to arrive at the scene shall assume Command of the incident.
   - The initial Incident Commander shall remain in Command until Command is transferred or the incident is stabilized and terminated. Incidents shall be transferred to a Chief Officer.
   - The first unit or member on the scene must initiate whatever parts of the Incident Management system are needed to effectively manage the incident scene.

2. Radio Reporting:
   The first arriving fire department unit activates the Command process by giving an initial radio report. The radio report should include:
   - Unit designation of the unit arriving on the scene
   - A brief description of the incident situation (i.e. building size, occupancy, construction type, HazMat release, multi-vehicle accident, etc.).
   - Obvious conditions (working fire, HazMat spill, multiple patients, etc.)
   - Brief description of action taken
   - Declaration of Strategy (if other than offensive)
   - Any obvious safety concerns
   - Assumption, identification, and location of Command
   - Request or release resources as required

3. Radio Designation:
   - The radio designation Command will be used along with the geographical location of the incident. This designation will not change throughout the duration of the incident.

207.03-COMMAND OPTIONS

1. The responsibilities of the first arriving unit or Officer to assume Command of the incident vary depending on the situation. For example, if a Chief Officer, company officer, member, or unit without tactical capabilities (i.e.; staff vehicle, no equipment, etc.) initiates Command, the establishment of a Command Post should be a top priority. At most
incidents the initial Incident Commander will be a Company Officer. The following Command Options define the Company Officer’s direct involvement in tactical activities and the modes of Command that may be used.

- Nothing Showing Mode:
  - These situations generally require investigation by initial arriving company while other units remain in a staged mode. The officer may go with the company to investigate, using the engineer to run command.

- Fast Attack Mode:
  - Situations that require immediate action to stabilize and requires the Company Officer’s assistance and direct involvement in the attack. In these situations, the Company Officer goes with the crew to provide the appropriate level of supervision. Examples of these situations include:
    1. Offensive fire attacks (especially in marginal situations).
    2. Critical life safety situations (i.e.; rescue) which must be achieved in a compressed time.
    3. Obvious working incidents that require further investigation by the Company Officer.
  - Where fast intervention is critical, the engineer on the first arriving apparatus shall be command. The Fast Attack mode should not last more than a few minutes and will end with one of the following:
    1. The situation is stabilized.
    2. The situation is not stabilized and the Company Officer must withdraw to the exterior and establish a Command Post. The Company Officer must always stay with his crew. Company Officers must keep in mind the crew’s capabilities and experience, safety issues and the ability to communicate with the crew.
    3. No crew should remain in a hazardous area without
    4. Radio communications capabilities.

- Command Mode:
  - Certain incidents, by virtue of their size, complexity, or potential for rapid expansion, require immediate strong, direct, overall Command. In such cases, the Shift or Company Officer will initially assume an exterior, safe, and effective Command position and maintain that position until relieved by a higher ranking Officer.
Glendale Fire Department Policies and Procedures
(Revised December 2013)

- If the Company Officer selects the Command mode, the following options are available regarding the assignment of the remaining crewmembers.

  1. The Officer may place the Company into action with two or more members. One of the crewmembers will serve as the acting Company Officer. The collective and individual capabilities and experience of the crew will regulate this action.

  2. The Officer may assign the crewmembers to work under the supervision of another Company Officer. In such cases, the officer assuming Command must communicate with the officer of the other company and indicate the assignment of those personnel.

  3. The Officer may elect to assign the crewmembers to perform staff functions to assist Command.

- A Company Officer assuming Command has a choice of modes and degrees of personnel involvement in the tactical activities, but continues to be fully responsible for Command functions. The initiative and judgment of the Officer are of great importance. The modes identified are guidelines to assist the Officer in planning appropriate actions. The actions initiated should conform to one of the above mentioned modes of operation.

207.04 -PASSING COMMAND

- In all situations, a first arriving Company Officer shall pass Command to the next Chief Officer ON THE SCENE. This is indicated when the initial commitment of the first arriving Company requires a full crew (i.e.; high-rise or an immediate rescue situation) and another Company is on the scene.

- When a Shift Officer arrives at the scene at the same time as the initial arriving Company, the Shift Officer should assume Command of the incident.

- Should a situation occur where a later-arriving Company Officer, Chief Officer, or Shift Officer cannot locate or communicate with Command (after several radio attempts), they will assume and announce their assumption of Command and initiate whatever actions are necessary to confirm the safety of all crews in the hot zone.

207.05 -TRANSFER COMMAND

- Within the chain of command, the actual transfer of Command will be regulated by the following procedure:

  1. The Officer assuming Command will communicate with the person being relieved by radio or face-to-face. Face-to-face is the preferred method to transfer Command.
2. The person relieved will brief the Officer assuming Command indicating at least the following:
   o Incident conditions (fire location and extent, HazMat spill or release, number of patients, etc.)
   o Incident action plan
   o Progress toward completion of the tactical objectives
   o Safety considerations
   o Deployment and assignment of operation companies and personnel
   o Appraisal of need for additional resources

3. The person being relieved of Command should review the tactical priorities and use the most effective framework for Command transfer that outlines the location and status of personnel and resources in a standard form that should be well known to all members.
   o The transfer of command shall be broadcast over the radio 2 times so everyone on the fireground is clear on the transfer.

4. The person being relieved of Command will be assigned to best advantage by the Officer assuming Command.

207.06-GENERAL CONSIDERATIONS

- The response and arrival of ranking Officers on the incident scenes strengthens the overall Command function. Incident Commander will transfer command to a ranking Officer. A Fire Department’s communications procedures should include communications necessary to gather and analyze information to plan, issue orders, and supervise operations. For example:
  o Assignment completed
  o Additional resources required
  o Unable to complete
  o Special information

- The arrival of a ranking Officer on the incident scene does not mean that Command has been transferred to that Officer. Command is only transferred when the outlined transfer-of-command process has been complete.

- Chief Officers should report directly to the command post for assignment by the Incident Commander.
• The Incident Commander has the overall responsibility for managing an incident. Simply stated, the Incident Commander has complete authority and responsibility for the accident.*

*Anyone can effect a change in incident management in extreme situations relating to safety by notifying Command and initiating corrective action.
Manpower Deployment
Policy #208
Approved: October 1, 2007
Revised December 2013

208.01-PROCEDURE

- In most fireground situations the first arriving unit will begin assigning Sectors and build attack teams in those sectors.
  - In the early deployment of companies at an incident, Command should try to identify tactical requirements in terms of Attack Teams and Sectors.
  - The assignment of an Attack Team in the early stages of an incident naturally provides the basis for effective sectorization which may be built upon as the incident progresses.
  - An Attack Team assigned to establish a sector should be able to perform as an effective operating unit as well as setting up a Sector command structure.

- In most cases these teams will be created on the scene from single unit companies assigned by Command. The entire team may be assigned at one time or “built up”, starting with a single company and adding resource as it becomes available.
  - The Attack Team is an extension of this concept in which companies are assigned on the fireground in groups with a specific goal and/or geographic area assigned.

- In many tactical situations it is desirable to group companies together as Sectors to achieve more effective results.

- Sector Officers should try to structure requests for additional resource in Terms of Attack Teams whenever possible.

- An Attack Team concept consolidates the efforts of the companies toward tactical goals and makes Command more manageable.
  - The deployment of first response units may be such that there is insufficient resource to place a full attack team at each urgent strategic position.

- Command may elect to assign a single unit to a position and assign subsequent arriving units to fill out the team as they arrive. In active fire situations, the first engine would usually lay at least one supply line to the forward position and a later arriving unit would pump the line and join the first crew at the attack unit location.
The decision could also be made by Command to make one key position attack with a full team and leave less urgent positions for later arriving units. This is a strategic decision, which must be made by Command.

Assign teams by:
- Function
- Location
- Par when changing locations
- Truck assignments – stay with engineer
- Officer designation – becomes transparent
Company Responsibilities

Policy #209
Approved: October 1, 2007
Revised December 2013

209.01 PURPOSE

To identify the standard operations that will normally be performed by engine, ladder, rescue and emergency medical companies. These basic functions shall provide the framework for incident operations for those companies.

209.02 SCOPE:

This procedure is to be followed by all Glendale Fire Department and the Midwest Fire & EMS personnel to ensure the fire and emergency medical companies, which they are assigned, are able to perform the various functions designated for that company or unit as well as maintain the level of flexibility necessary to perform other functions as required. This guideline pertains to 23S Residential Single Family Incident.

209.03 PROCEDURES:

Standard company operations assign basic fire ground functions and activities to companies based upon the capability and characteristics of each type of unit.

Standard company operations assign major fire ground functions to the particular company who can best accomplish the operation.

Standard company operations integrate the efforts of engine, ladder, rescue and emergency medical companies to achieve effective rescue, fire control, and loss control activities.

Standard company operations increase the awareness and confidence of company members in the standard performance of other companies operating on the fire ground.

Standard company operations reduce the amount and detail of orders required to get companies into action on the fire ground.

The Incident Commander or Chief and Company Officers operating at multiple company or multiple agency emergencies shall coordinate and integrate their efforts, tasks, and functions so as to produce harmonious, effective, and efficient operations.
Incident Commanders shall endeavor to utilize the various fire companies to their best advantage within the scope of their various standard functions, but may, if the need arises, utilize companies for any function, which may be required.

Fire companies must maintain a level of flexibility, which will ensure their ability to perform the functions of other types of companies (limited to available equipment and apparatus) as the situation demands. The following items represent the standard operations that shall normally be performed by engine, ladder, rescue and emergency medical companies.

A 360-degree visual size-up should be made of the emergency incident scene as soon as possible (and periodically) to determine hazards and risks.

First arriving engine, ladder, rescue and emergency medical companies shall perform these functions as required and ordered by Command. These companies will advise Command on the type of function they are performing.

Establish 2nd or Additional Alternate Water Supply is defined for all confirmed structure fires as 2nd or additional alternate water supply line laid from hydrant to engine. It is the company officer or IC’s discretion to charge or not charge the 2nd or additional alternate water supply.

Back-up or second line shall be equal to or of greater GPM flow than the initial attack hose line and be taken from the First Engine until FAO indicates no more based on supply capacity or discretion of the company officer and then taken from an engine with an established 2nd or additional alternate water supply (defined above).

Company officers will determine, based upon conditions and the risk management profile, the priority of the functions for their company unless otherwise ordered by Command.

23S – Response Guideline (Dispatch Company Duties)
Dispatch: 3 Engines, 2 Aerial/Ladders, RAT / 4th Engine, Rescue (As Needed), EMS (ALS/BLS), Fire Ground Channel, IMAT

1st Arriving Engine
- Size – up
- Est. command & Accountability as per policy
- Est. water supply
- Leave room for the 1st Arriving Aerial Apparatus
- Set up on side A if possible or as not to hinder other operations
- Perform 360
- Make obvious Rescues and Medical care
- Determine type of attack
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

- Pull appropriate line
- Primary search of immediate fire area
- Quick Vent if needed

2nd Arriving Engine
- 2-in-2 out rule now in effect
- Est. 2nd water supply / Different direction if possible
- Take Back-up line to structure / larger diameter if requested
- If fire is in control by initial line, take 2nd line to other locations for search
- Vent if requested

3rd Arriving Engine
- Ensure water supply is secured to 1st & 2nd Arriving engines
- Duties as determined by Command
- Possible exposure lines
- Assist where needed per Command

RAT
- Gather RAT equipment
- Recon structure 360
- Prepare structure for Emergency Evacuation and Firefighter safety
- Duties as determined by Command

1st Arriving Aerial Apparatus
- If 1st initial unit on the scene conduct a size-up
- Perform a 360
- Est. Command and start Accountability
- *** IF ARRIVING AS 1ST AERIAL ***
- Position on side A if Possible
- Perform obvious Rescues and Patient Care
- Ladder structure for rescues and Firefighter Safety
- Ensure primary search has been completed on fire floor
- 2nd search when Engine Company has the fire under control
- Teams of 2 or more to be assembled with a radio
  - Start in Fire Area, Then adjacent to fire area, Floor above, Any other areas
- Check with Engine Company as to not duplicate search areas
- Perform Truck Operations
  - Force Entry, Hose Placement, Ventilation, Utilities, Fire Extension
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

- Salvage and Overhaul

2nd Arriving Aerial Apparatus
- Perform Obvious Rescues
- Position Ladder per Command
- Verify all searches are complete
- Perform Truck Operations
  - Force Entry, Hose Placement, Ventilation, Utilities, Fire Extension
- Salvage and Overhaul

1st Arriving ALS Unit
- Position at a location in close proximity to the scene that doesn’t hinder other responding apparatus and allows an exit path for emergency transport
- *** IF TRANSPORTING PATIENT IMMEDIATELY FROM SCENE, NOTIFY COMMAND***
- Command with have ALS capabilities dispatched to the scene, as needed
- If remaining on scene or the Additional Unit requested by command perform the following:
  - Establish a triage and treatment area near side A as to not interfere with suppression or rescue efforts
  - Evaluate any civilian occupant of the structure that escaped or is removed or rescued by interior crews

This does not limit a company to only its listed functions. Every company will be expected to perform all basic functions safely within the limits of their capability, and it will be the on-going responsibility of Command to integrate tasks and functions as required with the on-scene units.

In the absence (or delay) of a ladder company response, Command should assign ladder functions to an engine or rescue company: “Engine 45, perform ladder functions.” In such cases, engine or rescue companies shall perform all ladder functions within the capability of their company.
210.01-PURPOSE
- To recognize the need and have an active program for care of emergency responders while they are on an emergency call or training exercise.

210.02-RESPONSIBILITY
- The Fire Chief is responsible for the overall safety and well-being on the fire scene, including the area of rehabilitation.
- In his/her absence or delegation, the Incident Commander will assume responsibility for establishing a rehab sector and the Safety Officer will assume command of the rehab area.

210.03-PROCEDURE
1. A rehab sector will be established as appropriate to maintain a safe operating environment by providing rest and breaks to fire department personnel working on an incident or training. These include:
   - Involved structure fires
   - Other fires where firefighting operations will last greater than 30 minutes
   - Hazardous Materials Incidents where Hazmat teams are required to control the situation
   - Extended rescue operations (greater than 30 minutes in extreme weather conditions and 60 minutes in moderate weather)
   - Training evolutions where extreme physical or thermal conditions exist
   - At the discretion of Incident Commander.
2. The Incident Commander should request a mutual aid squad company be dispatched to the scene to establish a rehab sector with the first alarm upon confirmation of a structure fire.
   - The rehab sector will be under control of the Safety Officer (directly) and Incident Commander (indirectly.) It will be set up outside of any hazardous area. During hot summer months the rehab sector should be in a shady cool area. During cold winter months, a warm dry area is preferred. The location should be in a place that is readily accessible to transport units. The rehab sector MAY contain the following subordinate areas:
     - Medical Station (Ambulance)
     - Support Area (Water and Food)
Glendale Fire Department Policies and Procedures
(Revised December 2013)

- Air Supply (Air Cylinder Refill)
  - A large-scale incident may require multiple rehab areas.

3. The Safety Officer or Incident Commander will designate an OIC of the rehab sector. The Rehab OIC can then designate subordinate OICs for the Medical Station, Support Area and Air Supply if deemed necessary.

4. The Medical Station will remain in place for the duration of the incident or training. Additional ambulances, if requested, should be placed in a staging area to stand by in the event a transport is required. The Medical Station must be staffed with at least two EMS personnel, one of whom should be a Paramedic.

5. All personnel will report to Rehab immediately after:
   - An order to do so by any line officer up to and including the Incident Commander.
   - Sustaining any type of injury.
   - Failure of SCBA
   - 40 minutes of operation within the hazard zone or the use and depletion of two SCBA bottles.
   - Experiencing any chest pain, shortness of breath, dizziness, confusion, nausea, vomiting or fatigue.
   - Or any time a person feels the need to take a break. DO NOT wait to be told to go. Immediately NOTIFY COMMAND OF YOUR NEED TO GO TO REHAB SO REPLACEMENT CREWS MAY BE ASSIGNED.

6. Personnel entering and exiting the rehab sector will be logged, along with any medical information collected about these personnel while in the sector. This log will be turned into the Safety Officer or Incident Commander after the end of operations. A patient care report is only necessary if the patient is triaged for ALS or BLS service or transported to a medical facility.

7. Personnel entering the Rehab sector will remove SCBAs, helmets and turnout coats and will turnover one (1) accountability tag and be logged in. They will then report to the Medical Station for an initial assessment. Once in the Rehab Sector, personnel are under control of the Rehab Sector Officer and Medical Station Personnel. Persons in rehab cannot leave until their accountability tag has been returned to them and they have been given exit instructions and type of duty to which they may return.

8. Any personnel entering the Rehab Sector are giving implied consent for treatment.

9. If at any time an assessment reveals any of the following criteria, ALS support will be initiated and patient will be immediately transported to an appropriate medical facility. The Rehab Sector Officer will contact the Incident Commander to notify of the transport.
   - Altered mental status
   - Chest Pain or Shortness of Breath
   - SpO2 < 95% after O2 started
   - Irregular pulse or Arrhythmias
   - Temp > 101°F
Glendale Fire Department Policies and Procedures
(Revised December 2013)

- Skin hot and flushed (suspected heat stroke)
- Pulse > 150 at any time or Pulse > 140 after cool down (10 min)
- Systolic BP < 90 or > 200 at any time
- Diastolic BP > 105 at any time
- Any injury or trauma needing emergent treatment
- Inability to orally rehydrate (vomiting)

10. Treatment of personnel not meeting the above criteria includes: oxygen, if needed, oral rehydration, cooling (or heating), dressing of minor wounds and nourishment. If personnel are given oxygen, then OIC must release firefighter back to fireground operations.

11. Personnel will remain in the Rehab Sector for a minimum of 20 minutes and receive at least three (3) assessments. No personnel will return to duty until vitals are within normal limits:

- Pulse < 100
- Systolic BP < 160 or > 100
- Diastolic BP < 90
- SpO2 > 97% on ambient air
- Temp never exceeded 100.5 °F at any time

12. Disposition of personnel shall be determined by the Rehab Sector Officer based upon these vital signs and assessments. The Rehab Sector Officer will determine the status of personnel upon exiting and return the accountability tag to them. Status options are:

- Return to Full Duty (RFD) – no remarkable complaints or injuries. Vital signs within normal limits.
- Remove from Duty (Off) – Non-emergent injuries or any complaints having a relationship with past pertinent medical Hx. Report to Safety Officer.
- Transport ([Tx-hospital initials]) to appropriate medical facility.

13. The Medical station will be equipped equal to an ALS transport unit (Cardiac Monitor, Oxygen, BVMs, AED, Multiple BP cuffs and stethoscopes, immobilization equipment (Long Backboard, CIDs, straps, cervical collars,) heating / cooling facilities, ALS drugs, water, blankets, Rehab Logbook, radios for communications.

14. The Support area will provide food, water and ice, and assist the medical station personnel as needed.
Staging
Policy #211
Approved: October 1, 2007
Revised December 2013

211.01 -PROCEDURE

- Apparatus Placement
  - This procedure will automatically apply to all multiple unit responses and will involve:
    1. The first engine company will respond directly to the scene and will operate to the best advantage.
    2. The first EMS unit will go directly to the scene and place their apparatus in a location that will provide maximum access for medical/rescue support and not impede the movement of other units.

- Level I Staging
  - All other units (regardless of alarm) will stage in their direction of travel, uncommitted, away from the scene until assigned by Command a position providing a maximum of possible tactical options with regard to access, direction of travel, water supply, etc. should be selected.
  - Staged companies or units will, in normal response situations, report company designations, standing by and their direction may be necessary to be more specific when reporting standby positions in extraordinary response situations. Staged companies will stay off the air until orders are received from Command. If no orders are assigned, after a reasonable amount of time, they will contact Command and re-advice them of their standby status.
  - These staging procedures attempt to reduce routine traffic, but in no way should reduce effective communications or the initiative of officers to communicate. If staged companies observe critical tactical needs they will advise Command of such critical conditions and their actions.

- Level II Staging
  - Staging will relate to large, complex-type field situations requiring an on scene reserve of companies and will involve formal staging in an area designated by Command. The Staging Area should be away from the Command Post and from the emergency scene in order to provide adequate space for assembly and for safe and effective apparatus movement. When Command announces a formal staging area, all responding companies
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

will report to and remain in the Staging Area until assigned. Command will formally announce: “Staging” and will give approximate location of the Staging Area.

- Command may designate a Staging Area and Staging Officer who will be responsible for the activities outlined in this directive, in the activities outlined in this directive, in the absence of such an assignment, the first fire department officer to arrive at the staging area will automatically become the Staging Officer, will notify Command of his arrival, and will assume Command of the Staging Area.

- In some cases, Command may ask the Staging Officer to scout the best location for the Staging Area and report back to Command.

- The radio designation for the Staging Officer, Area and function will be “Staging”. All communications involving staging will be between Staging and Command (or Staging and “Operations” level, if established). All responding companies will stay off the air; respond directly to the designated Staging Area, and report (in person) to the Staging Officer. They will stand by their unit with crew intact.

- When requested by Command, the Staging Officer will verbally assign Companies to report to specific sectors, telling them where and to whom to report. He will then advise Command of the specific unit(s) assigned. The Operating Sector Officer may then communicate directly with the company by radio.

- Staging will give Command periodic reports of available companies on Staging. Staging may utilize another channel and communicate directly with Dispatch for resource.

- The Staging Officer will also be responsible for the following functions:

  - Obtain a Staging sector Radio channel

  - Coordinate with the Police Department to block street, intersections and other access required for the Staging Area.

  - Insure that all apparatus is parked in an appropriate manner.

  - Maintain a log of companies available in the Staging Area and inventory all specialized equipment that might be required at the scene.

  - Review with Command what resources must be maintained in the Staging Area and coordinate the request for these resources with HCCC.

  - Assume a position that is visible and accessible to incoming and staged companies. This will be accomplished by leaving his red lights operating.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

- In some cases, the Staging Officer may have to indicate best direction of response and routing for responding companies to get into the Staging Area.

- Ambulances responding to incidents where Staging has been established will be dispatched to the Staging Area. The Staging Officer will acknowledge the arrival of the ambulances with Command and will give instructions to the ambulance personnel as requested by Command.

- A major medical emergency may require a separate Staging Area for Ambulances. In such cases, the Staging Officer will so designate and relay this information to Dispatch and Command.

- At some incidents, such as a major medical emergency, it may be necessary to designate a parking area for abandoned apparatus near the incident scene. This would be necessary when the Staging Area is too far from the incident to facilitate hand carrying needed equipment to the incident site. In such case, the Staging Officer shall designate the parking site and instruct each company if its location before they leave Staging. The parking should be close enough to the incident site to allow easy transfer of needed equipment to the scene. The parking area should in no way impede necessary access for ambulances or other units to the incident area.
Accountability System
Policy #212
Approved: October 1, 2007
Revised December 2013

212.01 PURPOSE
At an emergency scene in which there is an incident where personnel accountability is needed, these procedures shall be applied. This accountability system, which enhances the health and safety of all personnel, integrates incident command and accountability systems to streamline the overall management of safety at an emergency incident scene beginning with the first arriving company or officer.

212.02 SCOPE
This guideline shall apply to all Glendale and Midwest Fire & EMS personnel at an emergency incident or training exercise who are actively participating in operations where accountability for all scene or site personnel is essential, or are assigned to services associated with operations at the emergency incident scene or training exercise site.

Company officers, team leaders and individual firefighters are accountable for the safety of themselves and other members of their team, but the Incident Commander has the ultimate responsibility. Team members shall maintain a constant awareness of the position and function of all members working with them.

212.03 DEFINITIONS
Accountability Officer: the person designated by the Incident Commander to monitor entry into and exit out of hazardous areas or structures for the purpose of ensuring accountability of all personnel in the hazardous area or structure.

Hazardous Area: any location(s) that may pose a safety or health risk to firefighters due to, but not limited to, the presence of products of combustion, hazardous or otherwise oxygen deficient or oxygen enriched atmosphere or the potential for any immediate dangerous to life and health atmosphere, hazardous equipment or operations or the potential for any of these situations to exist. Additionally, any area that predisposes a firefighter to become lost, disoriented or trapped, including any confined space, wild land areas or operating in close proximity to a structure during exterior operations shall be considered a hazardous area for the purpose of this guideline.

Personnel Accountability Report: the results of an accounting of all personnel on the emergency incident scene to the Incident Commander.
Roll Call Personnel Accountability Report: the results of an accounting of for each person on a company or team working in the hazardous area to the Incident Commander.
212.04 DISCRIPITION OF SYSTEM COMPONENTS

There are several components that make up the accountability system used by the Glendale Fire Department. This system is in cooperation with the Midwest Fire & EMS. The system is generally considered to be the Passport System that was adopted by the Hamilton County Fire Chief's Association. Components are:

**Nametags**

Nametags are engraved 2½-inch wide by ½-inch plastic strips backed in Velcro®. Nametags shall be issued with the following information: a) rank, first name initial and last name; b) badge number; c) firefighting and emergency medical capabilities; d) and the department's Hamilton County identification name (i.e., GLEF for Glendale) as illustrated in Figure 1. Officers shall have white backgrounds, firefighters shall have yellow backgrounds, and emergency medical personnel shall have blue backgrounds. Velcro® hooks shall be attached to the back side of the tag.

*Figure 1: Sample nametags*

<table>
<thead>
<tr>
<th>DC. J. KLEI</th>
<th>FF</th>
<th>GLEF</th>
</tr>
</thead>
<tbody>
<tr>
<td>K. TUNGATE</td>
<td>FF EMT</td>
<td>GLEF</td>
</tr>
<tr>
<td>K. HAUGH</td>
<td>Medic</td>
<td>GLEF</td>
</tr>
</tbody>
</table>

Each employee shall be issued no less than six nametags. Each person is issued multiple nametags that shall be stored on the rear underside of their helmet brim. These tags are to be utilized as follows:

- One tag shall be placed on each of the two apparatus or unit Passport assigned to which the member is assigned;
- To be used on temporary created teams or companies;
- To be used for the immediate replacement of lost tags.

**Passports**

Passports are engraved 2¾-inch wide by 3¼-inch plastic cards backed in Velcro® that identify a company or unit by its designation. They are used to hold nametags of the personnel assigned to that company or team during their shift. Passports shall have the apparatus company or unit number (e.g. Engine 45, Support 45), the department's Hamilton County identification name, and enough Velcro® loops for a minimum of four personnel or the maximum apparatus seating capacity.

Passport colors shall be as follows as shown in Figure 2:
Each apparatus or unit shall be assigned two Passports. One shall serve as the primary passport after receiving all nametags and the second shall serve as the back-up passport after receiving all nametags. The location for the primary passport shall be located in the cab of the apparatus in front of the officer's position for immediate accessibility and the back-up passport shall be located on fire apparatus operator's door. 

An important fact to remember is that a crew size must be two or more.

Accountability Status Boards
Status boards are placed on all primary responding engine companies, aerial/ladder and rescue companies, and command vehicles. The Accountability Officer(s) shall use the board to track those companies or teams assigned to the hazard area or within their area of responsibility.
Make-up Kit
The Accountability System make-up kit is designed to provide immediate replacement for lost or damaged components. The kit is assigned to the shift commander’s vehicle and consists of: nametags, passports, grease pencils, and a status board for use on large incidents that require additional resources.

Helmet Company or Unit Identifiers
A helmet company or unit identifiers are backed with Velcro® and attaches to the front and/or back of an employee's protective helmet. The helmet identifier has letters and numbers identifying a company or unit (i.e., Engine 45 [E45], Rescue 45 [R45], etc.) The identifiers shall be black with lime green numbers and letters. The helmet identifier shall always reflect identity of the company to which the individual is currently assigned.

212.05 GUIDELINES
The Accountability System shall be initiated at all incidents involving hazardous areas, multiple company responses or as directed by the Incident Commander. It may be used for non-hazard situations as directed by the Officer in Charge. The use of this accountability system shall not relieve supervisory personnel from the responsibility of maintaining an awareness of the location and function of all members under their direct supervision. All department members are responsible to properly utilize the accountability system.

All companies and teams shall work within the Incident Management System. DO NOT FREE LANCE!!

Every person entering and working in the hazard area shall be equipped with a portable radio capable of communicating the incident commander. Should a radio failure occur while working in the hazard area, the affected company or team shall exit unless there is another functioning radio with the company or team. Company or team members shall always be in contact with each other through one of the following methods:

- Audible;
- Physical (touch);
- Safety guide rope or hose line;
- Electronic means (radio).

Company or Team members shall be in close proximity to each other to provide assistance in case of emergency.

If a company or team member becomes in distress or trouble, other member(s) of the company or team shall take appropriate steps to:
Glendale Fire Department Policies and Procedures
(Revised December 2013)

- Provide direct help;
- Call for help;
- Go get help.

An absent or unaccounted for firefighter of any company or team shall automatically be assumed lost or trapped in the hazard area until otherwise determined safe.

A key element of the accountability system is crew integrity. It shall be the responsibility of all personnel to ensure that crew integrity is maintained. Simply stated, all companies and teams shall enter together, stay together, and come out together when operating at an incident scene or as otherwise directed by the Incident Commander until the incident is terminated.

The Incident Commander is ultimately responsible for the safety and accountability of all on-scene personnel.

212.06 Reporting for Shift-Duty

Passports
Each fire fighter shall attach one of his or her nametags to each of the two passports, primary and back-up, as soon as they report for shift duty, or upon receipt of an assignment at the incident.

The company officer's nametag shall be the first nametag at the top of each passport.

To identify the fire apparatus operator (FAO) on the passport who remains with the apparatus, his or her nametag shall be placed up-side-down on the Passport. Whenever the FAO abandons the apparatus for firefighting operations, he or she simply becomes a company or team member with no other designator.

During training exercises, the same procedure shall be followed.

Company officers or team leaders shall be responsible to supervise the maintenance and proper placement of the nametags and passports during the entire shift of duty, at emergency incidents, and upon returning to the station from an incident.

Helmet Company Identifiers
Helmet company or unit identifiers shall be worn whenever a firefighter is assigned to an apparatus or working within the incident management system on an incident scene.

Each firefighter must attach the appropriate helmet identifier to their helmet as soon as they're assigned a company or unit.
Confirm that the helmet identifier and Passport team designators match.

212.07 Reporting to an Incident Scene
The Incident Commander shall designate an Accountability Officer as early into the incident as possible. In an effort to establish accountability as early into the incident as possible, the second-arriving engine company FAO, if not involved in pumping operations shall serve as the initial Accountability Officer and initiate the collection of primary passports, and begin accountability of companies and teams operating at the incident scene. If the second-arriving FAO becomes involved in pumping operations, an early arriving member of the incident management team shall be assigned accountability responsibilities.

When a company or team reports to an incident, division or group, the company officer or team leader must transfer their primary passport to the Accountability Officer. Exceptions are as follows:

- The primary passport will remain on the apparatus whenever they are the only company or unit at an incident, or;
- They are the first arriving engine or aerial/ladder company or unit committed to the initial operation prior to the establishment of an Accountability Officer.

All subsequent arriving companies or units shall deliver their primary passport to the first-in or most forward operating engine company (i.e., operating in the front of the structure) FAO or Accountability Officer, if they have been assigned to work within the hazard area. In the event there is an engine company assigned to another geographical side of the incident (e.g., rear of a large commercial structure), that Engine Company shall serve as the collection point for passports. The back-up passport shall remain on the fire apparatus operator's door in the event a catastrophic event occurs.

Whenever a company or team is relieved or reassigned, the Accountability Officer shall:

- Confirm with the company officer or team leader that all members are accounted for;
- Return the primary passport for that company or team;

Personnel arriving at an incident by means other than fire or emergency medical apparatus shall ensure that they are accounted for in the accountability system.

212.08 Operating at an Incident Scene
All companies and teams entering a hazardous area or structure should exit at the same point where entry was made. If hazardous conditions dictate that companies or teams must exit the area or structure by a different route other than where entry was made, the company or team must report to the Accountability Officer at the original entry point and retrieve their passport.

When multiple points of entry are utilized at a hazardous area or structure, an Accountability
Officer shall be assigned for each entry point.

It shall be the responsibility of the company officer, team leader and Accountability Officer to ensure that: a) a minimum of two personnel are assigned to each company, team or task; b) the location and function of each company or team be communicated to the Incident Commander. When a distinct jurisdictional department is on scene utilizing another accountability system, the Incident Commander shall remain responsible for and oversee personnel operations. Should a department respond into our scene, they are free to utilize their own form of accountability but they remain responsible for reporting their personnel if their accountability system is different. Should personnel from another jurisdiction work on a team with personnel, they may be assigned a blank label, which can be written on with a grease pencil supplied in the command equipment.

Rules of thumb
Passport implementation shall consider the following basic rules of thumb:
- Passports never enter the hazard area;
- Passports must be maintained at the point of entry to the hazard area;
- Passports must reflect only those personnel presently in the hazard zone;
- Companies or teams shall submit their passports upon entering and shall retrieve their passports upon exiting from the hazard zone.

212.09 Personnel Accountability Report
Several accountability benchmarks are included in tactical operations. The Personnel Accountability Report (PAR) is a periodic accounting or roll call of personnel operating at an incident scene. For the group officer, a PAR is an accounting for all companies or teams assigned to his or her group. The Incident Commander may request a PAR or Roll Call PAR of specific group/divisions, companies or teams or all companies or teams. When the Incident Commander or Accountability Officer requests a PAR or a Roll Call PAR, company officers or team leaders shall verify accountability for every person assigned to their company or team and report the results to the Accountability Officer who in turn shall report to the Incident Commander. When a Roll Call PAR is requested company officers or team leaders shall verify accountability for every person assigned to them by name to the Accountability Officer.

A PAR shall be required when:
- Any personnel that are unaccounted for, missing or trapped;
- There is a change from offensive to defensive operations;
- Any sudden hazardous event related to the incident - flashover, back draft or collapse;
- An all clear is announced;
- When there is a report of the situation under control or mitigated;
- Any time the Incident Commander believes such is necessary;
- Whenever a Mayday is announced;
A benchmark of 20 minutes has occurred

When the PAR is called for, the reply should be from the companies or teams, groups, divisions or task assignments, *in the highest hazard areas first*, then progressing to less hazardous area.

Crews shall identify their (company or team) name or apparatus number, their location and their current task.

An example of a PAR response would be “accountability from ventilation; ventilation has a PAR on the roof near the Alpha-Beta corner”. Inherent in such a reply is the understanding that all individuals that have been assigned to ventilation are safe and visually accounted for by the officer or team leader. Individual companies not given incident command name designations shall reply, “Engine 45 is clear with a PAR on the first-floor investigating.”

An example of a Roll Call PAR response would be “accountability from ventilation; ventilation has a PAR with Smith and Jones on the roof near the Alpha-Beta corner”. Inherent in such a reply is the understanding that all individuals that have been assigned to ventilation are safe and visually accounted for by the officer or team leader. Individual companies not given incident command name designations shall reply, “Engine 45 has a PAR with Smith and Jones on the first-floor investigating.”

**212.10 Rapid Assistance Team**

The Rapid Assistance Team (RAT) shall be utilized immediately as a rescue team to assist with all necessary rescue efforts. During a RAT operation a RAT Accountability Officer should be appointed as soon as possible. If there are multiple points of entry the IC should consider appointing an accountability officer at each point. A second RAT team shall be immediately assembled should the initial RAT team be deployed.

**RAT Passport**

*Figure 3: Sample RAT Passport*
212.11 Termination

Passport accountability shall be maintained until a report of the incident being declared *under control*, at which time a PAR for all companies and teams must be obtained. The Incident Commander shall determine at that time, based on the situation and risk, whether to continue with the passport system. If visibility is impaired or significant hazardous conditions still exists, the Incident Commander may choose to continue the passport system. Upon termination, company officers and team leaders shall ensure that their passport is returned to the appropriate apparatus.
Withdraw Order/ Emergency Evacuation
Policy #213
Approved: October 1, 2007
Revised December 2013

213.01 - PURPOSE

- Provide a clear understanding of how and when a withdraw order or emergency evacuation signal should be given for the safety of our firefighters.

213.02 - PROCEDURE

- Withdraw Order:
  - The order for a withdraw from the structure is an action that is needed when the mode of the operations is changed. This is when the fire has spread beyond the ability of the firefighters to control it.
  - An example of this would be to go from an offensive to a defensive operation.
  - When this action is ordered the firefighters in the structure will exit the structure with their tools and equipment. This should be a planned safe withdraw.
  - Command will then call for a PAR on the fire ground.

- Emergency Evacuation:
  - An emergency evacuation is ordered when an extremely serious situation is about to happen, such as a missing firefighter(s), explosion or collapse. In an emergency evacuation, unlike a withdraw, fire department tools and hose may be left behind and a PAR will be conducted as there may be a missing firefighter. The emergency traffic announcement is designed to provide immediate notification for all fire ground personnel of a notable hazard that is either about to occur or has occurred. The use of “Emergency Traffic” should be initiated only when the hazard appears to be imminent.
  - An emergency evacuation is a rare occurrence in the fire service, and because of its infrequent occurrence, a prearranged signal is given. This signal will be one continuous blast of air horns and emergency broadcasts over the radio.
  - Any member has the authority to utilize the “Emergency Traffic” announcement when it is felt that a notable danger to personnel is apparent. However, considerable discretion should be applied to its use. Emergency traffic announcements become ineffective if overused.
  - When an imminent hazard has been realized, the emergency traffic process should be initiated. Usually either a company or sector officer will be the initiator. The initiator
should describe the apparent hazard and order a positive response, usually to evacuate a particular area or section, according to the scope of the hazard.

- If possible, the sector officers of those areas to be evacuated should request an acknowledgment of the emergency traffic dispatch from those crews to be evacuated.

213.03-ACTION

- Upon hearing this signal, firefighters will rapidly exit the structure, tools and equipment may be left behind.

- Upon receipt of the emergency traffic evacuation order, officers will assemble their crews and promptly exit to a safe location, where the officer will again account for all crewmembers. Shortly after the evacuation order, Sector officers will begin the processing of accounting for all evacuated crews.

- When all affected crews and crewmembers are accounted for, the evacuation process is complete. At this time a more specific determination as to the reality/extent of the hazard can be made and efforts initiated to redeploy/redirect attack forces.

- Building evacuation generally involves a shift from offensive to defensive as an operational strategy. In such cases, Command must develop a corresponding operational plan and must communicate that plan to all operating elements. This can be a difficult shift to complete as units are committed to positions in an offensive manner. It is extremely important that everyone gets the word that a strategic shift has been made.

- Command will then call for a PAR on the fire ground to account for all firefighters that were in the Hazard Zone(s).

213.04-COMMAND RESPONSIBILITY

- It is principal Command’s responsibility to continually evaluate and determine if the building is tenable for interior operations. This ongoing evaluation of structural/fire conditions requires the input of officers advising their respective sectors and of sectors advising Command of the conditions in their local area of operation.

  - Structures of other than fire resistive/heavy timber construction are not designed to withstand the effects of fire, and can be expected to fail after approximately twenty (20) minutes of heavy fire involvement. If after ten-fifteen (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 resort to a defensive position.

  - Crews retreating from interior operations often require hose line protection. The personal protection afforded to firefighting personnel in such situations represents a major function of such back up lines.
Mayday Guidelines
Policy #214
Approved: October 1, 2007
Revised December 2013

214.01 PURPOSE

This guideline is intended to insure that all employees operating at an emergency scene are aware that an emergency situation exists. This guideline will outline the difference between the terms Mayday and Emergency Traffic.

214.02 SCOPE

The rescue of a firefighter in distress is extremely time sensitive. It is extremely important that a firefighter NOT DELAY in calling a Mayday when the circumstances dictate that such action is appropriate. The sooner Command is notified and a Rapid Assistance Team (RAT) team is activated, the greater the chances of the firefighter(s) being successfully rescued.

This guideline applies to all fire department personnel, while operating at any emergency incident scene or training exercise.

214.03 DEFINITIONS

Mayday – the term and radio traffic to be used in ANY situation where a firefighter’s life or safety is in jeopardy and he or she is unable to definitively remove him or herself from the threatening situation or immediate dangerous to life or health (IDLH) environment.

Emergency Traffic – the term and radio traffic to be used when a priority communication is necessary to address potentially dangerous circumstances that exist.

Emergency Evacuation Signal – The audible signal used on the fireground to alert all present of the need or order to evacuate the structure and regroup outside for safety and accountability purposes. The signal is three sequential sets of three long air horn blasts.

Alert Tone – an audible tone of consistent frequency and duration intended to draw attention to radio traffic. This tone is generated by the dispatcher and is often called Alert Tone 3.

Emergency Button – a specifically marked orange in color button on the 800 MHz portable radio. When this button is push an signal is sent to alerted dispatchers on their console that of an emergency button activation this also places the radio into a activate open microphone state so
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

that all radio traffic from operator of the radio traffic can be heard. Activation of the Emergency Button sends the alert to the primary dispatch channel and keeps the channel open until the emergency button activation has been cleared by the portable radio operator.

214.04 SITUATIONAL AWARENESS

The following situations dictate the use of the Mayday, Emergency Traffic, Emergency Evacuation Signal and Alert Tone:

Mayday

A firefighter must declare a Mayday when confronted by, but not limited to, the following situations:

- Immediately upon the firefighter believing he or she is disoriented or lost and unable to exit any existing IDLH environment;
- Immediately upon the sounding or detection of one’s low air alarms and the firefighter not able to promptly exit any existing IDLH environment;
- Immediately upon the firefighter becoming trapped or entangled to the point of requiring assistance;
- Immediately upon the firefighter sustaining ANY injury which impairs his or her ability to exit any existing IDLH environment;
- Immediately upon discovery of a vital personal protective equipment problem which poses a substantial threat of harm and the firefighter is unable to immediately exit the IDLH environment;
- Immediately upon discovery of another firefighter experiencing any of the above situations.

Emergency Traffic

To be used when a priority communication is necessary to address potentially dangerous circumstances discovered to exist:

- Any imminent potential for or an actual structural failure;
- Rapidly changing fire conditions;
- Water supply interruption;
- Any circumstance that poses a material risk to firefighter safety;
- Immediate evacuation of the building is necessary for any of the above or for any circumstance the Incident Commander deems necessary; or;
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

- Requesting additional alarm(s).

All firefighters operating at the emergency scene shall refrain from transmitting any messages upon hearing the Emergency Traffic transmission and remain alert for the emergent Command from the Incident Commander until such time that the “all clear, resume radio traffic” directive is issued by Command for the continuation of normal traffic.

Emergency Evacuation Signal

The Incident Commander shall activate the Emergency Evacuation Signal at any time a fireground situation exists that warrants the regrouping of all personnel on the fireground at their apparatus or staging area for purposes of safety and accountability. A Personnel Accountability Report (PAR) will be taken immediately following the emergency evacuation.

The Emergency Evacuation Signal shall be sounded by three sequential sets of three long air horn blasts. This should be initiated by the most forward operating fire apparatus. In the event, the incident involves a large area or structure it may be necessary for multiple apparatus to initiate a signal (e.g., Alpha and Charlie sides).

Alert Tone

During any situation on the fire ground for which a Mayday has been declared, the dispatcher at the request of the IC shall broadcast the Alert Tone and the IC will echo the Mayday to further insure that all those operating on radio talk groups are aware of the need for the actions outlined in these guidelines.

214.05 GUIDELINES

Mayday

The following guideline shall be used to alert firefighters on the emergency scene of a Mayday.

1. To clear all radio traffic on the fireground talk group, the firefighter requesting the Mayday shall precede the message by repeating the word Mayday three times followed by Firefighter Down. The firefighter should then wait for the IC to acknowledge the Mayday.

   Example: MAYDAY, MAYDAY, MAYDAY, Firefighter down.
2. If the firefighter is of the belief that such is necessary, he or she may follow the initial Mayday call with information indicating (LUNAR) Location, Unit identification and firefighter name, Nature of the Mayday, Air supply, Resources needed. Additional information may include number of the firefighter(s) involved if possible and what; if any plans they have to remove themselves from the situation.

Example: MAYDAY, MAYDAY, MAYDAY, Firefighter Down - Second Floor, Firefighter Doe from Engine 45.

3. Any fire company finding a firefighter down shall declare a Mayday, and the Mayday information shall be repeated including the manner of removal from the structure.

Example: MAYDAY, MAYDAY, MAYDAY, Firefighter Down – Captain from Engine 45 - We will be coming out the Charlie side door, first floor.

Note: Prior to transmitting the Mayday the company finding the downed firefighter should perform a PARM. Secure the PASS device, check for AIR, secure the downed firefighters RADIO, and check the MASK.

4. At this time the Incident Commander shall direct all companies to switch to the designated alternate fireground Mayday talk group Fire Ground (FG) 11 or FG 27 talk group for continuation of routine fireground communications. The original fire ground talk group will only be used for the Mayday and RAT operations.

Note: Any Company that finds or is directly involved in the firefighter down shall stay on the original fire ground talk group to help coordinate the rescue with the Rapid Assistance Team and RAT Group Officer.

5. The Incident Commander shall ensure the radio talk group switch by operating companies which will be referred to as the Mayday Talk Group.

6. The Accountability Sector Officer shall immediately conduct a "Roll Call" PAR on the incident after the units switch to the new talk group. Emergency Response Guidelines of the department shall be implemented.

7. The Incident Commander shall request that Hamilton County Communication Center (HCCC) assign a dispatcher to the talk group on which the Mayday originated.
8. In the case of a Mayday or Emergency Traffic transmission, an extra alarm shall be automatically dispatched by the dispatcher and extra alarm companies assigned to staging unless another assignment is given by the incident commander on the scene.

   Note: In the event the Mayday was called as the result of a building collapse. Units with collapse rescue capabilities should be dispatched per the department’s Collapse Rescue run card (Examples: CFD Heavy Rescue 9, Heavy Rescue 14, and Hamilton County USAR)

9. If the firefighter declaring the Mayday "self-rescues" the Mayday should be called off in the manner in which it was called.

   Example: MAYDAY, MAYDAY, MAYDAY, this firefighter Doe from Engine 45, I am cleared of the entanglement and exiting the building on the first floor alpha side

10. After the Mayday is cleared, the Incident Commander shall decide how the talk group re-assignment will be handled.

Emergency Traffic

The following guideline shall be used to clear radio traffic for priority communication when necessary to address potentially dangerous circumstances.

1. To clear all radio traffic on the fireground talk group, the firefighter requesting exclusive use of the talk group shall-announce his or her unit identification and declare Emergency Traffic. At this time no other radio traffic shall be transmitted until the nature, location and type of emergency is identified. The Emergency Traffic declaration shall be reserved for situations on the fireground presenting imminent danger to firefighters (e.g. potential building collapse, energized electrical wires posing electrocution hazard, loss of water supply with firefighters inside the structure, etc.).

   The Incident Commander, upon hearing the Emergency Traffic declaration, shall immediately repeat the Emergency Traffic as well as the issuance of orders to rectify or retreat from the situation. The Incident Commander upon hearing the emergency declaration shall immediately request from the HCCC the Emergency Alert Tone and repeat the emergency traffic as well as orders to rectify or retreat from the situation.

   Example: Alert Tone - Emergency, Emergency, Emergency - All companies operating at 80 East Sharon Road retreat!

2. If a building or area is to be evacuated, the Incident Commander shall authorize activation of the Emergency Evacuation Signal, which shall be followed by the radio talk group announcement to Evacuate.
3. Subsequent to evacuation, a PAR shall be immediately conducted and appropriate action taken based on the result.

214.06 SPECIAL NOTES

The MAYDAY declaration is reserved for only those situations when a firefighter is in peril as described above. When a hazardous condition exists the EMERGENCY TRAFFIC declaration shall be utilized.

It is strongly recommended that use of the Emergency Button on the portable radio be discouraged. It is furthermore encouraged that all personnel be instructed not to use the Emergency Button; but only in a last resort situation only!
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

Utilizing Special Teams  
Policy #215  
Approved: October 1, 2007  
Revised December 2013

215.01 -PURPOSE  
To provide a guideline for the use of specialized resources needed in the proper mitigation of complicated or large scale incidents.

215.02 -PROCEDURE  
• All specialized resources should be requested through HCCC. The Incident Commander must remember that outside resources will take time to mobilize and respond (30-60 minutes) and should be requested early in the incident rather than later.

• Local Resources:
  o Cincinnati Fire Department Explosive Ordinance Disposal Unit
    ▪ The Bomb Unit should be called for removal of all explosive devices, suspicious packages, and unstable explosive chemicals such as crystallized picric acid, TNT, etc. Contact made through HCCC.
  o Greater Cincinnati Hazardous Materials Response Team
    ▪ The HazMat team should be called for incidents involving any hazardous chemical requiring PPE or mitigation equipment not owned by the Glendale Fire Department. The Incident Commander should reference the DOT book or on site MSDS sheets to determine the hazards presented by the chemical in question.
    ▪ The HazMat team may be called for large spills (55 gallons or more) of gasoline, diesel fuel, alcohols, etc. where the volume involved is greater than the department’s capability to stop or mitigate.
    ▪ In some instances, methamphetamine labs can pose enough of a hazard to consider utilization of the HazMat team.
    ▪ Contact through HCCC
  o Hamilton County Sheriff’s Department Dive Team
    ▪ The Dive team should be called for any subsurface water recovery or as a backup to a submerged ice rescue victim.
    ▪ The Dive team has multiple boats and can also be used as a surface rescue resource in the event of large scale flooding with multiple stranded victims. However, due to response times, primary mutual aid boats should come from Evendale or West Chester if available.
    ▪ Contact through HCCC
  o Hamilton County Urban Search and Rescue Task Force
Hamilton County USAR is a specialized rescue resource that can be utilized for missing person searches, and technical/heavy rescues from trench cave-Ins, collapsed buildings, confined spaces, tall structures, or complicated entrapments. The USAR team will also respond to assist in property conservation by shoring up structurally damaged buildings. The USAR team is a resource that is completely self-sufficient for an operational period of up to 12 hours, but can maintain longer operations with resupply. Contact through HCCC

- Fire Investigation Resources
  - The Special County Arson Team is available by contacting HCCC
  - The Ohio State Fire Marshal’s Office can be reached at 1-800-589-2728

- State Resources
  - Ohio Task Force One Urban Search and Rescue Team
    - In addition to the seven regional USAR strike teams, the State of Ohio maintains a state wide Urban Search and Rescue asset.
    - OHTF-1 would be the resource of choice in the event of a large scale natural or man-made disaster involving collapsed buildings.
    - The Incident Commander should keep in mind that OHTF-1 requires 2-3 hours to respond but, is a completely self-sufficient resource for operational periods up to 72 hours and is operational for up to 10 days with resupply.
    - Contact through HCCC
  - Ohio National Guard 52nd WMD/Civil Defense Group
    - In the event of a suspected attack utilizing a chemical, biological, radiological, or nuclear weapon of mass destruction, the Incident Commander must see to the immediate treatment of victims. Considerations for emergency scene stabilization and mitigation should include the Ohio National Guard 52nd WMD/Civil Defense team. This full-time, National Guard unit has a 3-hour response time to this area.
    - Contact through HCCC
Incident Management Assistance Teams
Policy #216
Approved October 1, 2007
Revised December 2013

216.01-GUIDELINES

- An Incident Management Assistance Team (IMAT) is used to provide additional Command Staff to a department from a predetermined group or department.

- Glendale Fire department staff may participate in other Fire department IMAT roles at the request of other jurisdictions and with permission of the fire chief.

- IMAT 45 will be established as needed in order to have additional Command staff available to assist the Village of Glendale.

- Current IMAT 45 Group:
  - 4501
  - 4502
  - 4503
  - 8601
  - 8602
  - 9702
  - 9001
  - 4201
  - 4202
  - 4801
  - 7401
  - 7801
  - 7802
  - 7901
  - 7902
  - 2501
  - 2502
  - 2503
Rapid Assistance Teams
Policy #217
Approved: October 1, 2007
Revised December 2013

217.01 PURPOSE
To establish guidelines outlining the operations of a Rapid Assistance Team (RAT) at an emergency scene. The goal of this guideline is to establish a proactive RAT at each emergency scene with the intent of removing barriers to facilitate firefighter self-rescues; if deemed necessary, to locate and provide breathing air to any firefighter needing assistance; and, if deemed necessary, to initiate immediate rescue assistance to any firefighter(s).

217.02 SCOPE
It is the intent of the Midwest Hamilton County Fire Departments to train all personnel engaged in structural firefighting to identify dangerous fire ground conditions or operations, and the ability to proactively perform basic RAT and rescue operations.

217.03 RESPONSIBILITY
It shall be the responsibility of all department officers to implement this operating guideline.

It shall be the responsibility of all department officers to train personnel in the application of this guideline.

It shall be the responsibility of each member to know, understand and use this guideline as it applies to the situation at hand. Each member will use good judgment in the use of this guideline.

The RAT Company is responsible to operate within the incident command structure, reporting to the Incident Commander (or as otherwise directed).

217.04 GUIDELINES
On all working incidents, at least one RAT shall be maintained by the Incident Commander. This will include all incidents where an interior fire attack is made or whenever an operation places crews in the hazard zone.

The Hamilton County Communications Center CAD shall include an assigned RAT company for all 23S Structure Fire and 23A Appliance Fire dispatches.

In the "initial stages" of an incident, at least two members shall remain outside the hazard zone and be responsible for maintaining a constant awareness of the number, location, function, time of entry, and identity of the members operating inside the hazard zone (two in – two out). There is an exception for this when an imminent life-threatening situation presents upon arrival, where immediate action could prevent the loss of life or serious injury.
Glendale Fire Department Policies and Procedures
(Revised December 2013)

- The initial stages refers to the tasks undertaken by the first arriving fire company with only one team operating in the hazard zone.

- The standby members shall be permitted to perform other functions such as pump operator or incident commander.

- The standby members shall have a complete set of protective clothing, including SCBA.

- The standby members shall be permitted to perform rescue of the one operating crew if it becomes necessary.
  - If the standby members perform a rescue, the Dispatcher shall be notified and the incoming companies notified of the same.

- Once the second crew is assigned or operating in the hazard zone, the incident is no longer considered to be in the "initial stages" and at least one RAT should be established.

217.05 RAPID ASSISTANCE TEAM

Shall consist of a minimum three trained members (preferably an engine or truck company) and shall be available for rescue of a member or a crew if the need arises. If not assigned at dispatch, the Incident Commander should notify the arriving company to be assigned to RAT as soon as possible. The assigned company shall be equipped with the appropriate protective clothing, SCBA, portable radio(s), hand lights, hand tools, and specialized equipment that might be needed given the specifics of the operation underway. Additional equipment considerations for RAT operations can be found in the appendix section of this guideline.

The assigned RAT shall report to the Incident Commander and familiarize themselves with the incident action plan, current strategies and tactics, and locations of operating companies.

The RAT should remain in close proximity to the Accountability Officer or Incident Command, assisting with monitoring operating channels (URGENT or MAYDAY messages), monitoring status changes in strategies and tactics, operating modes, and company assignments. Incident Command may shift staging of the RAT to an Operation Officer's position.

Once on the scene, perform a 360-degree size-up of the building, occupancy, and location and extent of the fire. The RAT Company Officer should use the RAT Company Checklist. Any findings of the size-up shall be reported to the Incident Commander.

The RAT, particularly in small buildings, can be used to open up additional escape routes and
laddering upper floors, removing access obstructions, to prevent firefighters from becoming entrapped. *Glass in windows shall not always be considered a barrier preventing firefighter escape.* If employed in this manner, the RAT must still remain intact, ready to respond to an emergency.

When firefighters are operating above ground level, portable or aerial ladders should be placed to upper story windows or roofs. These ladders are to provide multiple escape routes interior or roof operations become untenable. The following priorities should be considered by the RAT company when placing ladders:

- Roof
- Fire area near the point of firefighter entry
- Area above the fire
- Fire area opposite the point of firefighter entry.

Members of the RAT Company must maintain a ready state at all times to facilitate a rapid response if necessary. Avoid involvement in other fire ground duties, not included as a proactive measure, unless directly reassigned by the Incident Commander or Operations.

Companies assigned to the RAT can be rotated through in increments of 30-45 minutes to avoid fatigue of the company. Proper exchange of information to the newly assigned RAT is crucial. It is recommended that a Sector Officer be assigned for Rapid Intervention efforts assuring continuity of valuable information.

The RAT should remain intact at least until Under Control or Loss Stopped is reported. The Incident Commander should determine when a RAT is no longer needed (i.e., firefighters are no longer at risk).

The Incident Commander may exercise reassignment of any responding companies based on arrival sequence and incident conditions, but must immediately make arrangements to replace any reassigned RAT companies. Additional companies must be dispatched to maintain adequate resources on the fire ground.

On multiple alarm and complex incidents, more than one RAPID ASSISTANCE TEAM may be needed. The Incident Commander must maintain as many RATs as is determined to be necessary. Multiple entry points separated by long distances may also indicate the need for multiple RATs. The Incident Commander should consider the following:

- When multiple RAT teams are assigned, an additional geographic identifier should be attached (e.g. Charlie Side RAT).
The Incident Commander should create a “RAT Ops”, assigning an officer to manage the function of RAT.

On any incident where a RAT is assigned, the Incident Commander should also assign an ALS unit to standby for medical assistance.

217.06 MAYDAY PRIORITIES/BENCHMARKS
Specific priorities/benchmarks to consider when a MAYDAY is declared:

The 4 Mayday benchmarks to achieve for any firefighter rescue operation.
- Declaration of a Mayday
- Firefighter found
- Firefighter removed
- Mayday cleared

217.07 Incident Commander
- The IC shall request form the dispatcher a broadcast of the Alert Tone on the fire ground talk group and the IC will echo the Mayday to further insure that all those operating on radio talk groups are aware of the need for the actions
- Shall notify the Communications Center of the MAYDAY and seek assistance in monitoring the talk group on which the MAYDAY originated.
- Shall request and maintain additional resources in a staging area and assure a Staging Officer has been assigned.
- Shall appoint a RAT Group Officer to manage the rescue operations and coordinate RAT companies if not already assigned.
- Shall direct all fire suppression companies operating on the scene to the alternate fire ground channel assigned (i.e., MAYDAY Talk Group); the distressed firefighter(s) shall remain on the original fire ground channel.
- Shall have the Accountability Officer conduct a PAR on the MAYDAY Talk Group to determine who and how many firefighters are in need of assistance.
- Shall continue to direct the suppression operations, to the extent safely possible; thus making the structure more tenable for rescue operations. (The IC must focus attention of controlling the fire and allow the RAT Group Officer to manage the rescue effort).

217.08 RAT Group Officer
- Shall report directly to the Incident Commander
Glendale Fire Department Policies and Procedures
(Revised December 2013)

- Shall communicate directly with the downed firefighter(s) on the fire ground talk group on which the MAYDAY originated.
- Shall direct the rescue effort of the RAT companies assigned from the exterior of the structure or a forward command location in the event of a high-rise or large structure.
- May assemble RAT Assist Teams to assist with the rescue efforts. This may entail laying additional hose lines to protect the RAT companies and victim(s). If a victim is entrapped, a protective hose line should be positioned.
- Shall maintain accountability for all members involved in the firefighter rescue. Until a RAT Accountability Officer can be assigned.
- Radio designations shall be RAT Ops.

217.09 Rapid Assistance Team
- Upon declaration of a MAYDAY shall report or communicate immediately to the Incident Commander to determine last known location of distressed firefighter(s) and retrieve RAT pack.
- Determine the best location for making entry to search for distressed firefighter(s).
- Shall perform a rapid search of the structure with emphasis on the distressed firefighter’s last know location.
- The use of a tag line while conducting a search is highly recommended.
- Upon locating the distressed firefighter(s), shall immediately report to the RAT Group Officer the location, identity, and condition of the firefighter(s), as well as, any necessary support and equipment needed to assist with rescue.
- The RAT Company shall immediately assess the distressed personnel and assure adequate breathing air is made available.
- If no extrication is involved, the RAT Company shall facilitate the removal of the firefighter from the hazard area.
- In the event the Mayday was called as the result of a building collapse. Units with collapse rescue capabilities should be dispatched per the department’s Collapse Rescue run card (Examples: CFD Heavy Rescue 9, Heavy Rescue 14, and Hamilton County USAR)
- If extrication is required, the RAT Company shall determine the most efficient access to the distressed firefighter, communicate this information to the RAT Group Officer, and deploy the RAT rope to the exterior of the structure. The RAT rope will signify the most direct route to the firefighter from the exterior of the structure.
- The RAT Company Officer shall supervise the rescue effort from the interior reporting to the RAT Group Officer.
• The RAT Company Officer shall maintain close supervision of the members working RAT and remain cognizant of their air supply and physical condition.
• If there are multiple points of entry the IC should consider appointing a RAT at each point.
217.10 APPENDIX

RAT Equipment

The tools that should be considered (not limited to) by the RAT company as they step from the apparatus and report to the Incident Commander:

- Thermal Imaging Camera
- 150-feet of search rope with direction travel markings
- Gasoline powered saw (metal cutting capability)
- Gasoline powered saw (wood cutting capability)
- Rescue SCBA (a.k.a. RAT Pack): face mask, strap and harness, minimum 12-foot quick fill hose with universal fittings, and a 60 minute rated air cylinder
- Rescue rope and hardware (minimum 100-feet of 9mm (or larger) rescue rope and 4 carabineers
- Wire cutters
- Four loops of tubular webbing
- Portable radio (each member equipped preferred)
- Set of irons (flat head axe and halligan tool)
- Sledge hammer
- Egress rope (equipped with RAT packs)
- EMS trauma shears
- Stokes or Reeves stretcher
- Ladders suitable for the building
- Laminated RAT Company Officer Check List. [RAT checksheet.xls](#)
Glendale Fire Department Policies and Procedures  
(Revised December 2013)  
Rapid Assistance Team Operations  
Policy #218  
Approved: October 1, 2007  
Revised December 2013

218.01-PURPOSE

- To establish procedures outlining the operation of Rapid Assistance Team (R.A.T.) at an emergency scene. The goal of this procedure is to create a proactive R.A.T. team to prevent the necessity of a firefighter rescue by removing all barriers to exit allowing the firefighter to self-rescue.

218.02-RESPONSIBILITIES AND PROCEDURES

- Immediately upon confirmation of an incident that will require firefighters to enter an IDLH environment, command will establish a R.A.T. company. This R.A.T. Company shall have a minimum of four members.

- Upon arrival on scene, the R.A.T. Company shall report to command and establish a R.A.T. officer (normally the officer on the truck).

- The R.A.T. team shall then go as a team and complete a 360 survey of the structure. This survey should act to identify all possible means of entrance and egress from the structure as well as conditions and/or obstacles that may prevent a firefighter from rapid egress. (Example: Door padlocks, security bars on windows, overgrown trees or scrub. elevation).

- Findings shall be reported to command and barriers removed.

- All R.A.T. members shall stay together and shall not involve themselves in any activity that may reduce their ability to perform their primary function of firefighter rescue.

- Proactive R.A.T. Company Checklist:
  1. Report to Command – Face to Face as the entire company and declare the R.A.T. officer.
  2. Perform size up of structure – A Full walk around 360.
  3. Report findings to command.
  4. Remove any barriers/obstacles to firefighter egress.
  5. Place portable ground ladders to upper stores of structure.
6. Remain alert to radio traffic and crew locations, remain on the exterior of the structure as a crew. Under rare circumstances (large or high-rise structures) the R.A.T. Company may stage interior in a forward position; this shall be at the discretion of the R.A.T. officer.

7. Determine if additional R.A.T. crews are needed. This shall be at the discretion of the R.A.T. officer with the request going through command.

218.03-WHEN TO CALL A MAYDAY

- Mayday may be called by any member on the fire ground. Any member shall call a mayday if he/she feels their own safety or survival or that of a fellow crewmember is in immediate jeopardy. Examples are: Low on air and not able to immediately remove themselves from the IDLH environment, disoriented, entangled, involved in a collapse.

- In the event a crew cannot be reached on the radio, accountability shall call for a par; if the crew cannot be raided on the 2nd call for par accountability shall call any other crew in the vicinity and ask if they have a visual on non-responding crew. If a visual is not immediately made, a mayday shall go out.

218.04-WHEN A MAYDAY IS DECLARED

- The Incident Commander must focus his attention on fire suppression while the R.A.T. Commander manages the rescue efforts.

- Incident Command:
  1. Shall immediately ask for an additional alarm.
  2. Shall notify HCCC the mayday situation.
  3. Shall appoint a R.A.T. Commander at the command post to act as primary radio contact for R.A.T. team.
  4. Shall clear fire ground channel of all radio traffic with the exception of the R.A.T. team, R.A.T. Commander, and distressed firefighter.
  5. Shall order all other fire ground communication on new fire ground channel.
  6. Shall conduct a par as soon as possible.
  7. Shall direct firefighting efforts to continue, evacuating anyone not involved in fire suppression out of structure.
  8. Shall designate staging officer to coordinate extra alarm units coming in.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

- R.A.T. Commander
  1. Shall report to and stay with incident command.
  2. Shall direct the rescue efforts of the R.A.T. team.
  3. Shall communicate with accountability to find last known position of the downed firefighter.
  4. Shall communicate directly with downed firefighter on original fire ground channel.
  5. Shall maintain accountability for all R.A.T. team members.

- R.A.T. Team
  1. Shall immediately report to R.A.T. commander and/or accountability to determine last known location of downed firefighter.
  2. Determine the best means of entry to begin search for downed firefighter.
  3. Shall perform search for structure with emphasis on the distressed firefighter.
  4. The use of tag line is highly recommended.
  5. Upon finding the downed firefighter shall transmit to R.A.T. Chief, location, company and identity of the firefighter.
  6. If no extrication is needed shall remove downed firefighter from structure.
  7. If extrication is needed shall call R.A.T. chief to coordinate extrication efforts.
  8. If extrication is needed or multiple R.A.T. companies will be required efforts should be made to use rope to signify most direct route for downed firefighter.

- R.A.T. Assist
  - Through coordinated efforts the R.A.T. chief and R.A.T. officer the decision may be made to call additional R.A.T. companies or to assign companies on scene to assist with the R.A.T. team. If these assignments are made those additional R.A.T. members shall stage with the R.A.T. chief.

  - Through open lines of communication the I.C. and R.A.T. commander may decide to evacuate the building this ceasing all rescue efforts. This decision will ultimately be made by the I.C. with the goal of preserving as many lives as possible.
219.01 PROCEDURE

The purpose of fire stream management is to promote the most effective and efficient deployment and utilization of fire streams possible during firefighting operations. Fire streams should be well coordinated and carried out in the most safe, effective, and efficient manner possible.

219.02 SCOPE:

This guideline will apply to all fire control and rescue incidents where hose lines must be deployed and water is used to mitigate the situation.

219.03 PROCEDURES:

Attack Hose Line Choice

The objective of the attack hose line choice is to provide enough gallons per minute (GPM) flow to overcome the volume of fire being produced, or adequate flow to effectively cool and protect exposures. The 1¾-inch attack line can be used for most small fires (e.g., one or two rooms in a residential fire). The company officer however should order 2½-inch attack lines for a larger volume of fire.

Master Streams

Master streams (e.g., fixed or portable deck guns, ladder-pipe) offer very large GPM flows (500 to 1,250 GPM), quick operation, reach and penetration. A solid stream nozzle offers greater reach, penetration with a more intact stream than a combination fog nozzle that is set on straight stream.

Master streams should be considered for structures that are well involved (defensive operations) beyond rapid reach of attack lines, for exposure protection, and situations that pose an unusual safety risk to firefighters.

Basic Attack Hose Line Placement

When operating in the offensive attack strategy, attack hose lines of adequate volume should be advanced inside the fire building in order to put water on the fire and to control access to halls, stairways, or other vertical and horizontal channels through which people and fire may travel.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

- The first stream should be placed between the fire and persons endangered by it. Crews must keep in mind that operating hose lines on the fire in close proximity to victims could lessen their chance of survivability.

- When no life is endangered, the first stream should be placed between the fire and the most severe exposure or unburned areas.

- A second hose or backup line (equal to or greater than the attack line) should be positioned behind or in close proximity to the initial attack team(s) to provide protection of the primary means of egress. See SOG 209 (Company Responsibilities).

- Additional hose lines should cover other critical areas or when covered, back up in place hose lines.

- Whenever possible, crews should position hose lines in a manner and direction that supports rescue activities, begins confinement, protects exposures, and controls loss.

When a change from offensive to a defensive operation occurs, crews should pull hand lines out of the fire building only if safe to do so. Do not delay exit from the building for the sake of salvaging a few feet of hose and a nozzle if conditions are deteriorating rapidly (Emergency Evacuation), unless the line is needed for crew protection during exit operations.

**Fire Stream Characteristics and Considerations**

Fire control forces must consider the characteristics of fire streams and choose the most effective nozzle and stream for the task:

**Solid Stream Nozzle**

- Greater penetration, reach and striking power.
- Less steam conversion.
- Lower pressure needed vs. automatic combination nozzle
- Use on apparatus mounted Master Streams

**Combination Fog Nozzle**

- Increased heat absorption and expansion.
- Shorter reach.
- Most effective in confined spaces and protecting exposures.

Choose the proper sized attack hose line:

- 1¾-inch Lines: fast, mobile and greater volume. Depending on pump pressure and an automatic nozzle, up to 200 GPM.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

- 2½-inch Lines: Slow and difficult to move. Depending on pump pressure and an automatic nozzle, up to 350 GPM.
- Elevated Master Stream: Mostly stationary, slow to set up - maximum water, 400 to 600 GPM.
- Engine mounted master streams: Fast, large volume, great reach and penetration, 500 to 1250 GPM.
- Portable master streams: Slow, large volume, great reach and penetration, 500 to 1250 GPM.

Offensive attack activities must be highly mobile – as mobility is slowed; attack activities begin to become more defensive in nature and effect. Many times effective offensive operations are often referred to as an aggressive interior attack.

Fire Stream Considerations

An offensive attack mode should achieve an effect on the fire quickly – consequently, backup judgments should also be developed quickly. If you apply water to an offensive attack position and the fire does not go out – REACT! Back it up or re-deploy. Think ahead! Predict where the fire is going to go and put crews in position ahead of the fire.

Beware of hose lines that have been operated in the same place for long periods. Fire conditions change during the course of fire operations (most things will only burn for a limited time) and the effect of hose line operation must be continually evaluated. If the operation of such lines becomes ineffective, move, adjust, or redeploy them.

Beware of the limitations of operating nozzles through holes. The mobility of such streams is necessarily limited and it is generally difficult to evaluate their effectiveness. Sometimes you must breach walls, floors, etc. to operate – realize the limitations of such situation.

When utilizing crews with hand lines to enter basement fires, crews should not open nozzles until they can see and are near the fire – crews should not use fog streams when operating in basement fires. Steam production will be extensive. Straight streams should be used.

If you commit attack crews to inside operations, command must closely coordinate exterior streams – particularly ladder pipes and engine mounted master streams. Extreme caution should be taken with interior and exterior attacks in the same building. It may be necessary to coordinate pulling crews out of the building while an exterior heavy streams knockdown is made. Know when to shut down nozzles – many times continuing operations of large streams prevents entry and complete extinguishment. Do not operate fire streams into smoke – fire location must be determined before water can be effectively applied unless in a defensive/survival effort to prevent imminent flashover (Penciling).
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

Have attack lines ready during forcible entry operations. Attack crews should be fully protected and supervised before forcible entry is initiated.

Company officers and sector officers must assume responsibility for the effectiveness of their fire streams. These officers must maintain an awareness of where fire streams are going, their effectiveness and report the general operational characteristics back to the sector officer or command. Company officers must be aware that nozzle diameter adjustment or nozzle tip reduction may be necessary in order to produce an effective stream.

Elevated streams are particularly useful and effective when operated on large open-type fires. A general guideline is that you have written off the building (or portion) when you initiate elevated stream operations and you are essentially in a defensive mode. Ground crews should be advised before elevated streams go into operation.

Do not apply water to the outside of a roof and think you are extinguishing the fire. Such water application may offer effective exposure protection; but, if part of the roof is intact, it will shed water just like it was built to do and will prevent water from reaching the seat of the fire. This is particularly true of elevated stream operations.

Do not operate fire streams down ventilation holes during offensive operations. This reduces the effect of ventilation and may seriously endanger interior attack crews.

Once offensive operations change to a defensive mode, command must prioritize hand line operations. Most often, hand lines will need to be shut down to provide adequate water supply for master streams.
220.01 -PROCEDURE

2. Using a standard command structure, the Incident Commander (I.C.) will control all aspects of an emergency incident and expand easily to separate sectors as needed.

3. Summon additional resources through Hamilton County Communications Center when:

- An actual fire situation or potential fire situation exists and the life hazard exceeds the rescue capabilities of initial alarm companies.

- An actual fire situation or potential fire situation exists and the property protection (both internal and external) exceeds the fire control capabilities of the initial alarm companies.

- The number, location and condition of actual victims exceed the rescue removal/treatment capabilities of companies.

- All companies have been committed and the fire is not controlled.

- Fire conditions become more severe or the situation deteriorates significantly.

- Forces are depleted due to exhaustion, exposure, or injury or are trapped or missing. (I.C. must forecast the effect the fire will have on personnel in advance.)

- The I.C. runs out of some resource (i.e. personnel, rigs, water, equipment, command, etc.).

- There is evidence of significant fire but companies are unable to determine location and extent.

- The situation becomes so widespread/complex that the I.C. can no longer effectively “cope”. The situation requires larger command organization or more sector functions.

- The I.C. feels the need to summon additional resources.
Glendale Fire Department Policies and Procedures
(Revised December 2013)
Emergency to Property Response
Policy #221
Approved: October 1, 2007
Revised December 2013

221.01-TYPES OF EMERGENCIES

- The following are types of emergencies a member of the Glendale Fire Department is likely to see when responding to emergencies of property.
  - Flooded Basements
  - Wires Down
  - Trees Down
  - Lockout
  - Cat in Tree
  - Police Assist

221.02-PROCEDURES

- Single engine response only
- Support 45 can be used as needed
- Non-Emergency response only
222.01- PROCEDURE

- Take a gas meter into house/building.
- Evacuate house/building if necessary.
- Check atmosphere with a meter to assure a safe, non-explosive atmosphere.
- Any LEL ventilate from outside, use PPV until LEL drops to a safe level.
- Shut off gas at meter.
- Remedy the leak and pump out the water.
- Appropriate PPE until atmosphere is safe.
- If atmosphere is safe people may return to unaffected areas of the building.
- Have homeowner notify an HVAC or plumbing contractor before relighting gas equipment.
- Identify hydrant to use if needed.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

Smell of Gas
Policy #223
Approved: October 1, 2007
Revised December 2013

223.01-PROCEDURE

- Full PPE is to be worn. SCBA use is at the discretion of the OIC.
- If you have an address, identify closest hydrant
- Have a member ready to deploy a hand line and to stay outside with the driver.
- Officer and firefighter take a meter and first establish the lower explosive limit (LEL) before ventilating.
- If there is LEL detected exit the building and open doors from the outside.
- Notify Duke Energy through dispatch that the area/building has an LEL reading.
- If no LEL detected continue searching for source and stop the leak.
- With no LEL detected begin ventilating through passive ventilation or positive pressure as the officer in charge sees fit.
- Advise the owner of the situation that caused the problem.
- Tag any defective gas appliances as OOS.
- Have Duke Energy continue to verify your actions and assist in stopping the leak.
- Connect to fire hydrant if indicated.
Glendale Fire Department Policies and Procedures
(Revised December 2013)
Carbon Monoxide Response
Policy #224
Approved: October 1, 2007
Revised December 2013

224.01-PROCEDURE

1. The first arriving officer shall establish scene control.

2. Verify if the alarm is coming from a smoke detector or a carbon monoxide (CO) detector. The cause of the alarm shall be determined, i.e.; true alarm, low battery indication, poor location or device, etc.

   - If it is a smoke detector alarm, they shall:
     1) Investigate the cause of the alarm.
     2) Take necessary action to mitigate the situation.

   - If it is a CO detector, they shall:
     1) Determine if anyone is exhibiting any symptoms of possible CO poisoning. If so, immediately evacuate or ventilate the premises unless a level of over 9 ppm is detected by a meter as described below.
     2) Follow the CO investigation procedures below based upon the level of CO in the house/building

3. Investigate Carbon Monoxide Levels

   - Zero their meters in fresh air and comply with all other start-up procedures as recommended by the manufacturer of the metering equipment.

   - Initiate a survey of the premises to determine if there are any amounts above 9 ppm of CO present.

      o Reading of 9 ppm or less (Follow any of the listed):
        1) Inform the occupants that our instrument did not detect an elevated Level of CO at this time.
        2) Recommend occupants replace their CO detector.
        3) If it is determined that an appliance is malfunctioning and thereby producing CO, it shall be shut down.
        4) Attempt shall be made to reset the detector.
        5) Inform occupants that if it activates again, call 9-1-1.
        6) The occupants shall be informed of the action that has taken place.

      o Reading of 10 ppm to 100 ppm:
        1) Any reading of 10 ppm or greater, inform the occupants that we have detected a potentially lethal of CO.
        2) Recommend the occupants to leave premises immediately.
3) If it is determined that an appliance is malfunctioning and thereby producing CO, it shall be shut down.
4) Once the premises have been reduced to a safe level of CO, the premises may be occupied, at the discretion of the occupant.
5) Attempt shall be made to reset the detector.
6) Inform the occupants that if it activates again, call 9-1-1.
7) The occupants shall be informed of the action that has taken place.

Reading of 100 ppm or greater:
1) Any reading of 100 ppm or greater – inform the occupants that we have detected a potentially lethal level of CO.
2) Order the occupants to leave the premises immediately.
3) If it is determined that an appliance is malfunctioning and thereby producing CO, it shall be shut down.
4) Once the premises have been reduced to a safe level of CO, the premises may be occupied, at the discretion of the occupant.
5) Attempt shall be made to reset the detector.
6) Inform the occupants that if it activates again, call 9-1-1.
7) The occupants shall be informed of the action that has taken place.

- All members shall make complete use of SCBA in any atmosphere that is in excess of 50 ppm of CO.

4. The I.C. shall request that a repair person respond to the scene through the homeowner.
   1) A CO level of over 9 ppm is indicated on their meters
   2) The responding units shuts off the gas or oil appliances
   3) The IC feels a response is necessary.

5. Complete all necessary paperwork
   - OIC will fill out the checklist for carbon monoxide detector activation.
   - All information shall be forwarded to the Fire Chief.
   - Give handouts about effects of CO to resident.
225.01-PROCEDURE

- A bomb threat is a POLICE action and the Fire Department will be in support of the Glendale Police Department. Fire Department members will NOT do any search activities. Fire Department personnel will only respond in a non-emergency condition. The following lists the procedure for Fire Department personnel in a non-emergency situation.

1. Upon dispatch the Officer in Charge shall call HCCC and obtain the following information.
   - Who and how the report was received.
   - What the caller said including any hint of device location or time it will go off.
   - Ascertain if the caller was familiar with the building or business.
   - The shift officer shall ascertain which agency whether Police or Fire is going to handle the detail.

   - At their discretion the shift officer or firefighter, shall respond to the staging area in a non-emergency mode.
   - The shift officer shall be in charge of and represent the Glendale Fire Department at the incident.
   - Upon arrival of a Bomb Unit, they will coordinate with the Incident Commander.
   - If a device has not been found, the building owner or manager will make the decision to evacuate.
   - The Shift Officer shall stay with the “Command Post” to assist with the organized search. He/she shall maintain accountability of the personnel.
   - All officers and firefighters shall leave the building 15 minutes prior to the time the device is to go off.

225.02-OTHER CONSIDERATIONS

- If there is an explosion, act accordingly.
- The above are only guidelines. The OIC may deviate if necessary.
- Absolutely no radio traffic, (i.e. enroute, on scene, etc.). All communications shall be done by phone.
- The Explosives Ordinance Unit from Cincinnati Fire Department shall be the preferred mutual aid unit used.
226.01-ICE RESCUE PROCEDURE

- Ice Rescue Response/Safety
  - In an ice or water rescue contact the Sharonville Fire Department.
  - Coordination of Command will be accomplished by working with Rescue Team.
  - If victim is submerged, contact of the Hamilton County Sheriffs Dive Team should be made.

- Size Up
  - The Incident Commander will perform an incident size up; considering time of day, weather, ice conditions, presence of water currents, point last seen, time of submersion, etc.
  - Using the above information, the I.C. can then perform a risk/benefit analysis and determine whether the operation will be an offensive, marginal, or defensive operation. The next step will be to develop an action plan utilizing a reach, throw, row, or go rescue, or dive recovery strategy.

1. Offensive Rescue is one where immediate action can affect the rescue with little risk to the rescuers. These rescues require little physical effort and the commitment of less than four people.
   - Need sufficient rescuers as determined by size up (at least 2)
   - Information indicates quick, easy rescue. This would include reach, throw, and go rescues utilizing one suited rescuer tethered to shore with a suited back up rescuer.

2. Marginal rescues are rescues that have one or more complicating factors. These operations may require considerable physical effort or more than four personnel to execute the rescue.
   - Need more rescuers before going on the ice.
   - More complex conditions, i.e.; victim distance from shore, more than one victim, etc.
   - Two suited rescuers and a boat with two suited backup rescuers are the minimum resources for a marginal rescue.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)  

3. Defensive rescues are large or complicated situations that involve the commitment of many rescuers, possibly from other agencies, to the rescue effort. Deliberate action, planning and scene control are to be used by the Incident Commander. The I.C. must remember that outside resources will take time to respond and must be requested early rather than later.  

- Poor information, very poor conditions, long searches, crossing open water or poor ice conditions are complications typical of a defensive operation.  
- A backup team of equal capability to the primary rescue team must be on scene and ready when the operation commences.  
- Consider having the dive team on scene or at least enroute.

226.02-WATER RESCUE PROCEDURE  
- Water Rescue Response/Safety
  
  - All Water Rescue responses should include Sharonville Fire Department.  
  - All personnel operating on the water or within 10 feet of the water’s edge shall be outfitted with a personal floatation device unless they are wearing a dry suit.  
  - Fire helmets are strictly prohibited during swift water/flood water rescues as their design contributes to the drowning hazard. Water rescue helmets shall be worn on or near moving water. It is better to wear no helmet at all than to wear a fire helmet.  
  - At no time should a rescuer be on or near moving water in fire turnout gear. On still bodies of water, as weather conditions dictate (colder than 32 degrees), shore based personnel should don full turnout gear to protect against hypothermia. It has been determined that the risk associated with hypothermia presents a greater threat to the rescuer and the rescue operation than the risk of falling into the relatively shallow bodies of still water in this area especially while wearing a personal floatation device.  
  - On moving water, rescuers should not be tethered to shore as we are not outfitted with the proper quick release equipment for tethered swift water rescues.  
  - On moving water incidents, upstream spotters must be deployed to look for debris floating downstream that could endanger the rescuers. Downstream backups must also be deployed in the event that the victim or a rescuer is lost in the current.

- Size Up
  
  - The Incident Commander will perform an incident size up considering: time of day, weather, presence/speed of water currents, point last seen, time of submersion, etc.  
  - Utilizing the above information, the IC can then perform a risk/benefit analysis and determine whether the operation will be an offensive, marginal, or defensive operation.
The next step will be to develop an action plan utilizing a reach, throw, row, or go rescue, or dive recovery strategy.

- Preplanning has revealed that most swift water areas in the city can be handled with reach or throw techniques, whereas the larger flood plains requiring row or go techniques will have much slower current velocity.

1. **Offensive rescue**
   - Need sufficient rescuers as determined by size up (at least 2).
   - Information indicates quick, easy rescue. This would include reach, throw, and row utilizing two rescuers in a simple boat operation.

2. **Marginal rescues**
   - Need more rescuers before going in the water.
   - More complex conditions, i.e.; victim distance from shore, more than one victim, speed of current, automobiles involved/submerged, etc.
   - Two rescuers and a boat with two backup rescuers are the minimum resources for a marginal rescue.

3. **Defensive rescues**
   - Poor information, very poor conditions, long searches, crossing open water or swift current are complications typical of a defensive operation.
   - A backup team with a motorized boat and having equal capability to the primary rescue team must be on scene and ready when the operation commences.
   - For swift water rescues, mutual aid companies deployed downstream will provide good safety back up.
Glendale Fire Department Policies and Procedures
(Revised December 2013)
Train Emergencies
Policy #227
Approved: October 1, 2007
Revised December 2013

227.01 -PROCEDURE

- For any train incident, the Duty Chief or Officer on the truck will establish a Command Post in a safe position. Train incidents can range from disabled vehicle on the tracks, persons on the tracks, train derailment, train crash, hazardous materials release or fire.

- The Hamilton County Communications Center can contact the railroad to advise the railroad of a situation that they need to be aware of such as vehicle on the tracks.
228.01-GUIDELINES

- Aircraft incidents are classified as high or low impact crashes. Survivability depends on the type of crash. A high impact crash will have a low survival rate where a low impact crash may have a high survival rate. High impact crashes have a smaller area of hot zone and a low impact crash can be spread over a very large area.

- Small general aviation type aircraft have a relatively small fuel capacity. Small helicopters carry as little as 19 gallons of fuel. These types of aircraft usually use AVGAS for fuel which is a high grade of gasoline (Octane rating of 104). If the aircraft is involved in fire and the tank is leaking it will burn off fairly fast.

- Commercial aircraft can carry a very large quantity of fuel. Fuel on large commercial aircraft is refined kerosene. Jet Fuel is classified as combustible liquid.

228.02-PROCEDURE

1. Establish a command post in a safe location
2. Rescue victims from the aircraft or on the ground
3. Control fire
4. Determine hazards
Hazardous Material Incident
Policy #229
Approved: October 1, 2007
Revised December 2013

229.01 -PROCEDURE

- The Duty Chief or truck Officer shall determine the need for additional resources and contact through the Hamilton County Communications Center to mobilize other agencies.

- The Duty Chief or Truck Officer needs to establish a Command Post in a safe and accessible location as soon as operationally practical.

- The Command post is preferred to be located in a vehicle away from the vehicles doing suppression activities. This may be a Chiefs vehicle, POV or other vehicle as determined by the Chief Officers.
Hamilton County Fire Chiefs Policy

230.01 - PURPOSE

The purpose of this Mass Casualty Incident Management Plan is to provide structure and guidance to public safety personnel of Hamilton County, Ohio when responding to incidents where the number of injured persons exceeds day to day operating capabilities. Such incidents frequently require additional resources and/or distribution of patients to multiple hospitals. The ultimate goal on any incident is to provide the highest level of care, for the most people, in the shortest amount of time. Incident organization is based on the National Incident Management System (NIMS) and the Simple Triage and Rapid Treatment (START) method of triage.

INCIDENT MANAGEMENT SYSTEM

The National Incident Management System (NIMS) is designed to be a flexible management system designed to fit the specific needs of any incident. The NIMS organizational structure builds from the top down and expands as needed depending of the size of the incident and the resources available. Responsibility and performance are placed initially with the Incident Commander. The Incident Commander has the responsibility for the coordination of all public and private resources committed to the incident. In addition, the IC or his/her designee is responsible for notifying appropriate authorities, requesting resources and developing incident objectives and strategies.

Depending on the size and duration of the incident, the IC may directly supervise EMS operations or may delegate this responsibility to another resource. The IC may delegate specific tasks, functions, or geographic area to maintain an effective span of control.

EMS Positions within the Incident Management System

EMS Branch Director:
- Reports to the Operations Chief. If Operations has not been established, reports to the Incident Commander.
- Supervises Treatment Group Supervisor
- Supervises Triage Group Supervisor
- Supervises Transportation Group Supervisor
- Requests additional personnel and equipment to staff triage, treatment and transportation groups.

Treatment Group Supervisor:
- Reports to the EMS Branch Director.
Glendale Fire Department Policies and Procedures
(Revised December 2013)

- Establishes a centralized Treatment Area.
- Requests additional personnel/equipment to staff the Treatment Areas.
- Determines which patients should be transported first.
- Communicates/coordinates patient movement with the Transportation Supervisor.

Triage Group Supervisor:
- Reports to the EMS Branch Director.
- Oversees the Triage process.
- Notifies the EMS Branch Director of the total number of patients.
- Directs the movement of patients from the impacted area to the Treatment Area(s).

Transportation Group Supervisor:
- Reports to the EMS Branch Director.
- Communicates with the Hamilton County Communication/Net Control.
- Orders transportation resources from Staging, notifies IC if additional transportation resources are required.
- Determines mode of transport for all on-scene patients.
- Contacts medical control as needed.
- Communicates/coordinates patient movement with the Treatment Supervisor and Medical Communications Coordinator.
- Consider more than 1 person assisting this position

Medical Communications Coordinator:
- Reports to Transportation Officer
- Communicates with the Hamilton County Communication/Net Control.
- Receives destination hospital for ambulances from Net Control.
- Contacts medical control as needed.
- Documents the number of patients transported to each hospital.
PATIENT CARE

Triage:
- Use the START method of triage.
- Triage packs are available to personnel on ambulances and on the MCI trailers. It is recommended that triage packs be available on all ambulances to allow for rapid initiation of triage.

Triage Packs (recommended contents)
1 each spool of ribbon – Red, Yellow, Green, Black; 5 OP Airways; 5 chest seals; bandages/dressings; 2 hemostatic agent, 3 tourniquets; trauma shears; 2 CPR barrier devices; Sharpie markers.

- Triage packs and ribbons should be used in the early stages of the incident to allow for rapid triage. Ribbons should be replaced by triage tags applied when the patient arrives in the treatment area. Triage tags should always be used.

- The Triage Tag Number will be documented on the Treatment Area Log and the Hospital Routing Log.

Recognized Triage Categories: Standard terminology will be used. The triage category will be identified using the following criteria:
## Glendale Fire Department Policies and Procedures
(Revised December 2013)

### CATEGORY

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>CRITERIA</th>
<th>ACTION(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMMEDIATE (RED)</td>
<td>Critical patient, life-threatening injuries, likely to survive if patient receives definitive care within 30 minutes.</td>
<td>Immediate or non-ambulatory casualties will be moved with minimal stabilization as quickly as possible to treatment area for reassessment and treatment.</td>
</tr>
<tr>
<td>DELAYED (YELLOW)</td>
<td>Serious injuries but stable, maybe life threatening. Likely to survive if care is received within several hours.</td>
<td>Casualties tagged “Minor” or “Delayed” and patients without obvious injuries will be moved as quickly as possible to the ambulatory casualty collection area for reassessment and treatment.</td>
</tr>
<tr>
<td>MINOR (GREEN)</td>
<td>Not considered life threatening, walking wounded.</td>
<td></td>
</tr>
<tr>
<td>DECEASED (BLACK)</td>
<td>Mortally wounded or death is eminent.</td>
<td>Casualties tagged “Deceased” will not be moved or disturbed unless approved by the Coroner.</td>
</tr>
<tr>
<td>CONTAMINATED</td>
<td>Contaminated by a hazardous substance.</td>
<td>Patient treatment delayed until the patient is decontaminated.</td>
</tr>
</tbody>
</table>

**NOTE:** For Pediatric patients - START may not adequately identify the severity of pediatric casualties. Consider use of the JumpSTART system or other age-appropriate vital signs and behaviors.

**Treatment Area Log:** The Treatment Supervisor will maintain the Treatment Area Log

**The Medical Equipment Checklist:** The Treatment Supervisor will maintain the Medical Equipment Checklist

### DESIGNATED AREAS

After the scene has been determined safe, the specific areas (such as the Treatment, Staging, Morgue Area, etc.) shall be determined/approved by the Incident Commander or his/her designee.

<table>
<thead>
<tr>
<th>AREA</th>
<th>CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treatment Area</td>
<td>Treatment Areas should be located a safe distance away from hazards, upwind from toxic fumes and provide for easy access/egress. Clearly identify the Treatment Area representing the respective triage categories using tarps, flags and barricade tape.</td>
</tr>
<tr>
<td>Staging Area</td>
<td>A separate area should be established for Fire/EMS resources. These areas will be the gathering point for personnel and equipment. Transport units will be maintained in a one way traffic pattern facing the loading area.</td>
</tr>
<tr>
<td>Loading Area</td>
<td>This is the area designated for the loading of patients into transport units. It shall be located in very close proximity to the Treatment Area. Position the helicopter landing zone to not block access or egress of ground transportation.</td>
</tr>
<tr>
<td>Morgue</td>
<td>Area designated for the temporary storage of deceased patients. This area should be located away from the treatment areas and is the responsibility of the Coroner or law enforcement.</td>
</tr>
</tbody>
</table>
### Glendale Fire Department Policies and Procedures

**(Revised December 2013)**

#### MCI NOTIFICATION
- **An MCI NOTIFICATION** is used to notify the EMS and Hospital systems that a situation may exist that has the potential to exceed the day-to-day capabilities, requiring additional resources and/or complex organizational structure.

<table>
<thead>
<tr>
<th>When to initiate an MCI Notification</th>
<th>In the early stages of an incident to alert the system that a situation may exist that has the potential to exceed the day to day capabilities and may require additional resources and/or initiation of a complex organizational structure.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who should initiate</td>
<td>Any responder to the incident or a dispatcher if initial reports indicate an MCI incident.</td>
</tr>
<tr>
<td>How to initiate</td>
<td>Through dispatch on the primary fire band frequency. MCI Notification status may be upgraded at any time to an MCI Alert after a more complete analysis has been completed.</td>
</tr>
<tr>
<td>What information should be provided</td>
<td>The location and type of incident. Dispatch will notify ALL hospitals via Disaster Net. This notification is for information only.</td>
</tr>
<tr>
<td>How to cancel an MCI Notification</td>
<td>Through the Dispatch Center if it is determined that an MCI does not exist and no additional resources are needed.</td>
</tr>
</tbody>
</table>

#### MCI ALERT
- **An MCI ALERT consists of:** Mobilization of the necessary resources, Notification of the Hamilton County Communication/Net Control and Initiation of the Incident Management System and this MCI Management Plan. ACTIVATE HOSPITAL NETWORK. The incident may go directly to MCI ALERT based on need.

**Initiating an MCI Alert:**

<table>
<thead>
<tr>
<th>When to activate an MCI Alert</th>
<th>When the number of injured persons exceeds the available resources. This will be different for each incident based on time of day, location, resources available, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who may activate</td>
<td>Any responder to the incident or Dispatch</td>
</tr>
<tr>
<td>How to initiate</td>
<td>Through Dispatch on the primary fire band frequency.</td>
</tr>
</tbody>
</table>
| What information should be provided to the Disaster Radio Net | Type of Incident  
The location of the incident  
An estimate of the number of injured |
| How to cancel an MCI Alert           | Through dispatch by the Incident Commander once all patients have been transported or if it is determined that no additional resources are needed.                                                   |
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

**MCI Response Deployment** – Once an MCI Alert has been issued Hamilton County Communications Center or Cincinnati Dispatch Center will dispatch the following resources for the incident.

<table>
<thead>
<tr>
<th>MCI</th>
<th>Ambulances</th>
<th>Engines</th>
<th>Rescue</th>
<th>Chief Officer</th>
<th>Other</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Alarm</td>
<td>5 Transport Units</td>
<td>3 w/3 FF’s</td>
<td>1 Heavy 1 Medium/Light</td>
<td>IMAT</td>
<td>USAR Duty Officer, Haz-Mat Duty Officer, Hamilton County All Call Page</td>
<td>Dispatch to move with Command to a Fire/EMS tactical channel, Law Enforcement dispatcher to send Police/Sheriff supervisor to Command Post, Open Disaster Net/Surge Net</td>
</tr>
<tr>
<td>2nd Alarm</td>
<td>10 Transport Units</td>
<td>8 w/3 FF's</td>
<td>1 Heavy 1 Medium/Light</td>
<td>As requested by IC</td>
<td>UASI-MCI Trailer, Command 400, CFD Command Van</td>
<td>Prompt Command to consider: Air Care, Red Cross Medical Assistance Team (MAT), Metro Bus, Airport Disaster Truck (999)</td>
</tr>
<tr>
<td>3rd Alarm</td>
<td>10 Transport Units</td>
<td>10 w/3 FF’s</td>
<td>1 Heavy 1 Medium/Light</td>
<td>Southwest Ohio IMAT</td>
<td>Salvation Army CISM Team</td>
<td>Prompt IC to notify State of Ohio for Mutual Aid Assistance</td>
</tr>
<tr>
<td>4th Alarm</td>
<td>10 Transport Units</td>
<td>10 w/3 FF’s</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5th Alarm</td>
<td>25 Transport Units</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td>Activate State of Ohio Mutual Aid Assistance</td>
</tr>
</tbody>
</table>

The Transportation Supervisor or Medical Communications Coordinator (if designated) will make patient destination decisions in cooperation with the Net Control. The Hospital Network is activated by calling the Hamilton County Communication Center at (513) 825-2260. Communication with Net Control once the Network is activated is through Net Control (University Air Care Dispatch) at (513) 584-7522. The direct number to Net Control is 1-800-826-8100. Communication can be made to Net Control via radio on the HOSPITAL channel/talk.
Glendale Fire Department Policies and Procedures
(Revised December 2013)

If the event is beyond the capacity of local resources assistance may be provided by:
Local mutual aid and/or American Red Cross Medical Assistance Team (ARC MAT)

Aero-medical resources will most likely be used to augment medical staff and equipment
within the treatment area. University Air Care/ Mobile Care will dispatch additional Aero-
Medical resources as needed. In most MCI incidents, critical patients will be transported by
ground ambulance.

First Round Destination Procedure may be implemented without prior authorization prior
to the Disaster Net having a bed count. Hospitals should prepare to receive these patients
upon receipt of the MCI Alert from Dispatch.

<table>
<thead>
<tr>
<th>First Round Destination Procedure</th>
<th>Patients transported to the following hospitals:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Two (2) “Immediate” patients – CLOSEST TRAUMA CENTER</td>
</tr>
<tr>
<td></td>
<td>Six (6) “Delayed and/or “Minor” patients – Closest or peripheral hospital</td>
</tr>
</tbody>
</table>

Hamilton County Disaster Radio Network:
The Transportation Supervisor and/or Medical Communications Coordinator should establish
contact with the Disaster Radio Network early in the incident, as needed, for:
- Greater Cincinnati Area hospital bed availability
- Out-of-county trauma center availability
- If the number of patients will exceed the first round destination procedure, or to
  send more patients to hospitals included during the first round procedure.
- Destination assistance.

TRANSPORTATION / SCENE TO HOSPITAL COORDINATION

The Transportation Supervisor along with the Medical Communications Coordinator (if
designated) will be responsible to coordinate with Net Control the transportation of all
injured patients.

Once transport units are available, patients will be moved from the Treatment Area to the
Loading Area.
- Vehicle loading should be maximized without jeopardizing patient care (example
  one immediate patient per ambulance as opposed to two immediate per
  ambulance).
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

- Alternative methods of transportation, such as mass transit or school bus, may be used for the transportation of minor priority patients.
- In general, no more than two (2) transport units should be committed to duties or assignments other than the transport of patients.

Whenever possible, patients should be transported to the most appropriate facility without overloading any one facility. For example: transport critical “immediate” trauma patients to University Hospital and “immediate” pediatric patients to Children’s Hospital.

Transport units should refrain from directly contacting the hospitals in a MCI Event to eliminate overwhelming the system. Communications should be from the Transportation Officer only to advise a count and severity such as 1 Red or 2 Green only.

Hospital Capability and Patient Tally Sheet: The Transportation Supervisor or Medical Communications Coordinator (if designated) will maintain the Hospital Capability and Patient Tally Sheet

Hospital Routing Log: The Transportation Supervisor or Medical Communications Coordinator (if designated) will maintain the Hospital Routing Log

ACCOUNTABILITY OFFICER

The Accountability Officer will be utilized to control access in to the scene. Consideration should be made to have an Accountability Aid established to assist in the role. Maintaining scene control is of paramount importance. The Accountability Officer will have any persons not authorized or any freelance groups removed from the scene.

COMMUNICATIONS

Communications between all involved agencies is of the utmost importance and should be established early in the incident. Communications procedures may vary depending on the type of incident and different agencies involved.

Command and General Staff must be capable of communicating on Common channels/frequencies. Communications for MCI will be on Hamilton County Mutual Aid talk groups.

RESOURCE MANAGEMENT

The Incident Commander has the overall responsibility for developing objectives and requesting the necessary resources required to mitigate the incident. The IC may delegate tasks or responsibilities to other qualified individuals; however, this should not be assumed, clear communications between all involved agencies is imperative.
Glendale Fire Department Policies and Procedures
(Revised December 2013)

A Staging Area with appropriate ingress/egress and sufficient space to expand as necessary, should be established and access secured by law enforcement. Some potential MCI Staging Areas have been predetermined.

EMS Unit Staging Log: The Staging Officer will maintain the EMS Unit Staging Log

LAW ENFORCEMENT

Law Enforcement will be notified of a MCI Advisory and appropriate units from the affected jurisdiction shall respond as needed. Upon notification of a MCI ALERT the dispatch center will issue a MCI ALERT on the primary law enforcement channel. The Law Enforcement supervisor on duty will assign additional on-duty law enforcement personnel to the incident and/or request mutual aid. Law enforcement personnel arriving at the location initially will be responsible to secure ingress for responding Fire/EMS units and begin to secure the area involved. A member of the Law Enforcement Command Staff from the affected jurisdiction shall respond to the Incident Command Post and will assume responsibilities as a member of the Unified Command Staff.

Scene Ingress and Egress
First arriving law enforcement personnel will attempt to ensure that incoming Fire/EMS units can access the scene by controlling traffic along ingress routes. Law Enforcement should coordinate with Incident Command to determine the egress routes to be used by ambulances transporting to hospitals. These egress routes should be secured by traffic control measures.

Staging Area Security
Law Enforcement will need to provide security for any staging area which is established. Access to the staging area will be limited to public safety personnel and others authorized by Incident Command.

Perimeter Control
When sufficient law enforcement personnel arrive an appropriate perimeter will be established. The perimeter will extend from the site of the incident outward to an appropriate distance that provides for the safety of emergency response personnel, the general public and provides security for injured persons and any debris or other potential evidence. Access through the perimeter will be limited to public safety personnel and others authorized by Incident Command.

Evidence Preservation
Every effort will be made by all personnel responding on a MCI to limit disruption of any potential evidence. It is recognized that life safety including rescue and extrication of the injured may result in some unintended disruption of the scene.

Mutual Aid
For extended operations, law enforcement command personnel may request mutual aid assistance from neighboring jurisdictions, regional or State assets through Emergency Management. Law enforcement command personnel must be cognizant that extended
operations will require scheduling of sufficient law enforcement personnel to maintain their MCI response while still providing routine services.

**Evacuation**
In cases where the incident occurs in a populated or developed area, surrounding residential, commercial and industrial occupancies may be evacuated for safety concerns. If an evacuation is required, emergency management personnel will designate an appropriate reception and care facility(s). The American Red Cross will coordinate and manage the reception and care facility. Re-entry into the evacuated area will be authorized by Incident Command.

**Deceased Persons / Coroner / Temporary Morgue**
Ohio law provides that once the injured are removed from a MCI site, the County Coroner is responsible for the disposition of all deceased persons. The County Coroner will direct all operations pertaining to the processing of the deceased. The concept of preservation of evidence should be applied when caring for the deceased. Therefore, recovery of the deceased will be methodical and managed thoroughly.

1. **Care of Fatalities Prior to Site Investigation** - Public safety personnel performing triage and treatment of injured persons shall not move deceased persons and attempt not to disturb the area immediately surrounding the deceased. Extrication of the deceased prior to the arrival of the Coroner should be performed only when necessary to prevent their destruction by fire or other similar compelling reasons. Otherwise, the deceased will be moved to the temporary morgue or other designated location only by direction of the Coroner.

   When it becomes necessary to move bodies or parts of any debris/wreckage, photographs should be taken showing their relative position within the debris/wreckage, and a sketch of their respective positions should be made prior to removal. In addition, tags should be affixed to each body or part of the wreckage that was displaced, and corresponding flags, stakes or tags should be placed where they were found in the wreckage. A journal should be kept of all tags issued.

2. **Temporary Morgue** – A temporary morgue facility may be required. The temporary morgue will be under the direction and control of the County Coroner. The temporary morgue should be located as close to the disaster site as possible.

   Once notified of fatalities associated with a MCI the Coroner will determine the level of assistance required and then call upon the State Medical Examiner, other County Coroners, private practitioners in forensic sciences, morticians, and other professionals. If required a request may be made through County Emergency Management for additional State assets or Federal assets such as the Disaster Mortuary Operational Response Teams (DMORT).
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

Essential morgue operations include identification (dental charting, x-ray, fingerprinting, etc.), toxicology, documentation of personal effects, autopsies, embalming, a records area, a secured area for personal effects, clerical space, vital statistics personnel and a telephone bank for gathering and handling inquiries.

Law enforcement personnel will be required at the facility to control access and provide security.

PUBLIC INFORMATION

The jurisdiction where the MCI occurred will ensure the response of their designated Public Information Officer (PIO). The PIO will be the sole point of contact for all media.

RESPONSIBILITIES FOR ACCOUNTABILITY

The Incident Commander will assign Accountability to a person on the scene to handle this function. If Staging locations are utilized there will need to be a Staging Log and Accountability at the staging location also.

Tactical Benchmarks

Benchmark timing to be completed and monitored by the Communications Center and reported to the Incident Commander. The Transportation Supervisor along with the Medical Communications Coordinator will advise the Incident Commander of number of patients transported from the site.

Other System Components

STAGING AREAS

The Incident Commander may choose to utilize any of the pre-designated staging locations in the following chart or have an alternate staging location based on strategic need of the Incident. Use of the pre-designated locations will offer more familiarity of the locations to reduce confusion. These locations have been established because of ease of access and area capable of handling the large amount of equipment that will be staged there. First fire officer at the staging site will establish Staging Command and advise the Incident Commander of such.
# STAGING AREAS FOR MASS CASUALTY INCIDENTS

## NORTH STAGING SITES

<table>
<thead>
<tr>
<th></th>
<th>Longitude</th>
<th>Latitude</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>84°30'54.11&quot;W</td>
<td>39°18'08.62&quot;N</td>
</tr>
<tr>
<td>2</td>
<td>84°33'58.30&quot;W</td>
<td>39°16'47.48&quot;N</td>
</tr>
<tr>
<td>3</td>
<td>84°29'03.31&quot;W</td>
<td>39°17'23.80&quot;N</td>
</tr>
</tbody>
</table>

## SOUTH STAGING SITES

<table>
<thead>
<tr>
<th></th>
<th>Longitude</th>
<th>Latitude</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>84°31'57.06&quot;W</td>
<td>39°06'33.65&quot;N</td>
</tr>
<tr>
<td>2</td>
<td>84°30'55.14&quot;W</td>
<td>39°08'50.77&quot;N</td>
</tr>
<tr>
<td>3</td>
<td>84°27'42.59&quot;W</td>
<td>39°08'36.31&quot;N</td>
</tr>
</tbody>
</table>

## WEST STAGING SITES

<table>
<thead>
<tr>
<th></th>
<th>Longitude</th>
<th>Latitude</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>84°44'00.56&quot;W</td>
<td>39°12'18.65&quot;N</td>
</tr>
<tr>
<td>2</td>
<td>84°37'41.19&quot;W</td>
<td>39°14'06.10&quot;N</td>
</tr>
<tr>
<td>3</td>
<td>84°46'41.64&quot;W</td>
<td>39°11'10.50&quot;N</td>
</tr>
</tbody>
</table>

## CENTRAL STAGING SITES

<table>
<thead>
<tr>
<th></th>
<th>Longitude</th>
<th>Latitude</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>84°28'26.89&quot;W</td>
<td>39°12'02.58&quot;N</td>
</tr>
<tr>
<td>2</td>
<td>84°26'51.19&quot;W</td>
<td>39°14'40.12&quot;N</td>
</tr>
<tr>
<td>3</td>
<td>84°26'40.07&quot;W</td>
<td>39°16'14.70&quot;N</td>
</tr>
</tbody>
</table>

## EAST STAGING SITES

<table>
<thead>
<tr>
<th></th>
<th>Longitude</th>
<th>Latitude</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>84°25'00.45&quot;W</td>
<td>39°03'22.05&quot;N</td>
</tr>
<tr>
<td>2</td>
<td>84°18'05.07&quot;W</td>
<td>39°14'20.86&quot;N</td>
</tr>
<tr>
<td>3</td>
<td>84°15'57.54&quot;W</td>
<td>39°09'31.24&quot;N</td>
</tr>
</tbody>
</table>

## SOUTH STAGING SITES

<table>
<thead>
<tr>
<th></th>
<th>Longitude</th>
<th>Latitude</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>84°31'57.06&quot;W</td>
<td>39°06'33.65&quot;N</td>
</tr>
<tr>
<td>2</td>
<td>84°30'55.14&quot;W</td>
<td>39°08'50.77&quot;N</td>
</tr>
<tr>
<td>3</td>
<td>84°27'42.59&quot;W</td>
<td>39°08'36.31&quot;N</td>
</tr>
</tbody>
</table>
Post Run Responsibilities
Policy #231
Approved: October 1, 2007
Revised December 2013

231.01-RESPONSIBILITES

- Members who arrive at the fire station for a fire run after the dispatched equipment has responded, shall remain on station until the units return and are placed back in service. Anyone leaving prior to the units being returned to service or without permission of an officer will not receive pay for the run.

- The process of returning the fire apparatus to an in-service and ready for action mode is as important as the suppression activities themselves. Fire Department personnel should remain assured that the truck and all equipment is ready for a call at any time.

- Upon returning to the station, apparatus operators should check fuel levels and fill the truck as needed. Then at the station the SCBA units shall be cleaned and serviced, other equipment fueled as needed, all tools and equipment cleaned, hose loaded and dirty hose cleaned. Personnel shall clean the trucks as required (hose off and wipe dry or wash and dry as the need dictates) and assure the truck is ready to respond.

- The Officer on the truck shall make sure the cleaning and readying of the apparatus has been satisfactorily completed. The Officer shall be responsible for completing the run report and sign in sheet.

- Duty Chiefs will be responsible for releasing of fire department personnel.
Glendale Fire Department Policies and Procedures
(Revised December 2013)

Air Management
Policy #232
Approved: December 2013

232.01 PURPOSE
The purpose of this Standard Operating Guideline is to provide definitions, general information and guidelines to drive safe air management while operating in and around a hazard zone / hazardous atmosphere requiring the use of Self Contained Breathing Apparatus (SCBA).

232.02 SCOPE
This guideline shall apply to all Glendale Fire & EMS personnel at an emergency incident or training exercise who are actively participating in operations within or near a hazard zone or hazardous atmosphere requiring the use of Self Contained Breathing Apparatus (SCBA).

232.03 DEFINITIONS
Air Management: An ongoing assessment of air consumption by individual firefighters and/or teams who are breathing air from their Self Contained Breathing Apparatus (SCBA). Firefighters in a hazardous atmosphere must continually check their pressure gauges to know how much air they have left in their bottle.

The Rule of Air Management (ROAM): Know how much air you have used, and manage the amount of air you have left in your bottle so that you leave the hazardous atmosphere before your SCBA low-air warning bell begins to ring.

Hazardous Atmosphere: Any atmosphere which is oxygen deficient or which contains a toxic and/or disease-producing contaminant. These atmospheres can be immediately dangerous to life or health (IDLH), or not.

IDLH: Immediately Dangerous to Life and Health

READY check: Each member of a team shall check with his/her partner(s) to insure the READY check has been completed prior to entry into the IDLH environment.

R = Radio-Have one, have it on, and on the right channel
E = Equipment- The right equipment for the given assignment
A = Air-No member can enter the hazard zone with less than 2216 PSI. These FULL capacities are subject to the mechanical capability of fill station equipment.
D = Duties-Know what you and your team are assigned to do-The “what, when, where and how” of your assignment
Y = Yes- Yes to all the above questions

232.04 GENERAL INFORMATION
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

Air Management is critical to the health and safety of our members. It is no longer acceptable for firefighters to work in hazardous atmospheres up to the time when their SCBA low-air warning bell begins to ring. Firefighters need to exit the fire building or hazardous atmosphere before their low air warning bell begins ringing. This gives them reserve air should something go wrong. A low-air warning bell ringing at an emergency scene should become an audible warning that a firefighter may be in trouble.

232.05 GUIDELINES

AIR MANAGEMENT STANDARD

It is the expectation that all members utilizing Self Contained Breathing Apparatus (SCBA) will:

- Check their air levels before they enter the hazardous atmosphere. Members must have a minimum of 2216 PSI, in their cylinder in order to make entry into a hazardous atmosphere. This check can be done during the pre-entry READY check.
- Follow the Rule of Air Management when operating in any hazardous atmosphere.
- When the first member of any team has their 50% Heads-Up Display (HUD) light activate (two flashing amber lights), the officer/team leader shall radio to the proper ICS functionary (Command, Division, etc.) that the team is at 50% air. This allows the ICS functionary to pre-plan for replacing that team in the hazardous atmosphere.
- If a team member works into their reserve air and their low-air warning bell begins to ring in the hazard area, the officer/team leader shall report over the radio to the proper ICS functionary (Command, Division, etc) their unit signature, their location, that a team member’s low-air warning bell is ringing, and an estimation of how close they are to the exit.

HOW AIR MANAGEMENT WORKS

Air management is each firefighter’s responsibility and is closely related to situational awareness. Firefighters must make sure that they have a full cylinder before they enter the hazardous atmosphere. Once inside the hazardous atmosphere, firefighters must look at their pressure gauges at intervals and inform their officer/team leader what their air situation is.

The Officer/team leader should take the lead in air management. Officer’s and team leaders must make the decision when to exit so that the team is out of the hazardous atmosphere before their team’s low-air warning bells begin to ring. There are many factors that affect the duration of the team’s air supply, such as: fire conditions, work rates, aerobic fitness of the team members, and stress.

Officers and team leaders must notify the Incident Commander (IC) or their ICS functionary (Command, Division, etc.) when their first team member’s 50% HUD light activates. This allows the ICS functionary to be informed of the team’s air situation and to pre-plan for replacing that team in the IDLH environment.
All firefighters are expected to be out of the hazardous atmosphere before their low-air warning bells begin to ring.

If members hear a low-air warning bell ringing in the hazardous atmosphere, and there is not an immediate radio report from the team whose bell is ringing, that bell should be considered an emergency alarm until proven otherwise.
Below Grade Fires
Policy #233
Approved: December 2013

233.01 PURPOSE
The purpose of this standard operating guideline (SOG) is to establish the basic tactical guidelines for incidents involving live fire situations below-grade in residential occupancies with regards to structural firefighting.

233.02 SCOPE
This guideline shall be followed by all personnel of this department. It shall be considered the standard to follow in situations that require the active fighting of fire in structural areas below-grade.

233.03 DEFINITIONS
**Below-grade**: any structure or portion of a structure located underground or below the surface grade of the surrounding land. Also known as a basement or cellar.

233.04 GUIDELINES

General
Size up at a below-grade/basement fire is critical to the success of the operation. The location and extent of the fire, building construction, as well as points of access to the basement must be determined early. If the fire is known to be in the basement, the officer must quickly determine if an exterior access to the basement is present. This exterior door most often will be in the rear.

The objective, when attacking a below-grade/basement fire is to keep the fire from extending vertically by containment and extinguishment. This will require a minimum *three* attack hose lines. It is of utmost importance that these three lines be coordinated and rapidly deployed into position.

The preferred point of attack is the exterior door that leads directly into the basement. The first attack hose line shall be stretched to the exterior doorway for attack. The nozzle stream should be a *straight or solid stream* to avoid forcing fire, heat, products of combustion, and steam up into the first floor.

As soon as practically possible a *back-up* or second attack hose line shall be positioned behind or in close proximity to the initial attack team to provide protection of the primary means of egress and provide additional flow. The back-up or second line shall be equal to or of greater GPM flow than the initial attack hose line.
The third attack hose line should be stretched to the first floor to contain the fire and protect the occupants and searching firefighters. It is imperative that this stream NOT be directed downward into the stairwell. The interior basement stairs are normally located under the stairs to the second floor and face the rear of the structure. The officer of this line must carefully size-up the structural integrity when determining if the third line should be positioned at the top of the stairs or in a position closer to the basement entrance door.

Occasionally, heavy fire conditions are encountered that prevent an attack from the first floor and there is no exterior entrance to the basement. An option that officers can exercise is that of knocking the fire down from outside the basement. This can be accomplished by applying a fire stream into the basement through a window opening. In most cases, this stream should be a straight or solid stream to avoid forcing fire, heat, products of combustion, and steam up into the first floor. Another option would be to cut a hole in the floor above and operate a fog or cellar (distributor) nozzle. In either case, officers must ensure that no firefighters have entered the basement and that the application of the stream is simply to knock the fire down so that entry can be made.

Should a basement fire occur in a balloon-frame structure, early attention should be given to checking for extension through the stud spaces in the exterior walls. Fire should be expected to extend to all floors and the attic.

The advancement of lines for an interior attack of a basement fire must be coordinated with aggressive ventilation of the basement and floors above.

**First Arriving Engine Company**
Upon arrival of the 1st Arriving Engine Company the officer in charge shall follow SOG 209 (Company Responsibilities) for 1st Arriving Engine Company.

In addition to the initial size-up, the company officer shall obtain a view of all sides of the building (360-degree walk around). During the walk-around size-up, the company officer shall note the following: a) exterior access to basement, b) basement windows, c) layout of space, d) location and extent of the fire, e) utilities shutoff locations; and f) other pertinent information.

Make obvious rescues and ensure occupants are evaluated and given appropriate emergency medical care.

If practical and appropriate, strategically remove basement windows during the walk-around.

It shall be the responsibility of the first-arriving officer to notify command if the 360-degree has not been completed.

Advance an attack hose line of sufficient gallons per minute (GPM) flow and length to the
Glendale Fire Department Policies and Procedures
(Revised December 2013)

fire area by means of an exterior entry capable of confining, controlling and extinguishing the fire. Exterior access shall be the preferred entry for fire attack. Include the tools and equipment needed to complete this assignment.

Conduct a primary search of the immediate fire area.

No Exterior Access

If no exterior access is present, an attempt to locate fire looking through basement windows shall be completed. If present, strategic removal of basement windows shall be completed. If tactically appropriate, attempt to knock-down the fire with an attack hose line through the windows prior to considering interior entry down a basement stairway. Use a thermal imaging camera to aid in locating the fire.

Making Entry Down the Interior Basement Stairways

Basement fires sometimes need to be attacked with the first line going down the interior stairs. This may be necessary because an exterior entrance into the basement is not accessible, or there may be no entrance at all. Under these circumstances, the officer will need to determine if it is safe to attempt going down the basement stairs for a direct attack on the fire. The officer must carefully evaluate the structural stability, life hazard, and the fire and heat conditions at the top of the stairs.

This to be considered a confined entry and is a marginal strategy. A charged attack hose line shall be in place prior to making entry. Be aware of potential of rapidly deteriorating conditions (e.g., flashover). A back-up line with equal to or greater GPM flow than the initial attack hose line should be in place as soon as practical upon making entry. Use the thermal imaging camera. Good judgment must be exercised in deciding if it is safe to proceed down the stairs.

Second Arriving Engine Company

Upon arrival of the 2nd Arriving Engine Company the officer in charge shall follow SOG 209 (Company Responsibilities) for 2nd Arriving Engine Company.

Ensure that obvious rescues are being made and the occupants are evaluated and given appropriate emergency medical care.

Unless directed otherwise by the Incident Commander (IC), as soon as practically possible a back-up or second attack hose line shall be positioned behind or in close proximity to the initial attack team to provide protection of the primary means of egress and provide additional flow. The back-up or second line shall be equal to or of greater GPM flow than the initial attack hose line.

Conduct a primary search of any interior area that the company is assigned to.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

Third Arriving Engine Company
Upon arrival of the 3rd Arriving Engine Company the officer in charge shall follow SOG 209 (Company Responsibilities) for 3rd Arriving Engine Company.

First Arriving Aerial Company
Upon arrival of the 1st Arriving Aerial Company the officer in charge shall follow SOG 209 (Company Responsibilities) for 1st Arriving Aerial Company.

Ventilation
Removal of the basement windows shall be conducted sooner rather than later. For an interior attack positive pressure ventilation at the appropriate entry point (front door in most cases) shall be carefully planned and coordinated. Usual guidelines for vertical & horizontal ventilation.

Second Arriving Aerial Company
Upon arrival of the 2nd Arriving Aerial Company the officer in charge shall follow SOG 209 (Company Responsibilities) for 2nd Arriving Aerial Company.

First-Arriving Basic Life Support or Advanced Life Support Transport Unit
Upon arrival of the 1st Arriving BLS/ALS Unit the person in charge shall follow SOG 209 (Company Responsibilities) for 1st Arriving BLS/ALS Unit.

Miscellaneous
- Make certain that radio communication is established prior to any operation;
- If heavy fire involvement is suspected in the basement it becomes a defensive operation; and
- Secure utilities as soon as possible.

Safety
Just slow down and be careful when making fire attack tactical judgments and decisions. Work as a team – if you think somebody is in a hurry and becoming less deliberate and possibly even careless – just calmly tell him/her to slow down and think!!!
234.01 PURPOSE
To identify the standard operations that will normally be performed by engine, ladder, rescue and emergency medical companies. These basic functions shall provide the framework for incident operations for those companies.

SCOPE:
This procedure is to be followed by all Glendale Fire Department and Midwest Fire & EMS personnel to ensure the fire and emergency medical companies, which they are assigned are able to perform the various functions designated for that company or unit as well as maintain the level of flexibility necessary to perform other functions as required. This guideline pertains to 23S incidents involving Multi-Family Dwellings & Commercial Buildings. ***Large single family homes (i.e. 5000 sq. ft. or more) may require an upgraded response request to commercial structure by the first arriving unit or Incident Command.

PROCEDURES:
Standard company operations assign basic fire ground functions and activities to companies based upon the capability and characteristics of each type of unit.

Standard company operations assign major fire ground functions to the particular company who can best accomplish the operation.

Standard company operations integrate the efforts of engine, ladder, rescue and emergency medical companies to achieve effective rescue, fire control, and loss control activities.

Standard company operations increase the awareness and confidence of company members in the standard performance of other companies operating on the fire ground.

Standard company operations reduce the amount and detail of orders required to get companies into action on the fire ground.

The Incident Commander or Chief and Company Officers operating at multiple company or multiple agency emergencies shall coordinate and integrate their efforts, tasks, and functions so as to produce harmonious, effective, and efficient operations. Incident Commanders shall endeavor to utilize the various fire companies to their best advantage within the scope of their various standard functions, but may, if the need arises, utilize companies for any function, which may be required. Based on size-up, structure and hazards, consider additional RAT companies.
Fire companies must maintain a level of flexibility, which will ensure their ability to perform the functions of other types of companies (limited to available equipment and apparatus) as the situation demands. The following items represent the standard operations that shall normally be performed by engine, ladder, rescue and emergency medical companies.

A 360-degree visual size-up should be made of the emergency incident scene as soon as possible (and periodically) to determine hazards and risks.

First arriving engine, ladder, rescue and emergency medical companies shall perform these functions as required and ordered by Command. These companies will advise Command on the type of function they are performing.

Establish 2nd or Additional Alternate Water Supply is defined for all confirmed structure fires as 2nd or additional alternate water supply line laid from hydrant to engine. It is the company officer or IC’s discretion to charge or not charge the 2nd or additional alternate water supply.

Back-up or second line shall be equal to or of greater GPM flow than the initial attack hose line and be taken from the First Engine until FAO indicates no more based on supply capacity or discretion of the company officer and then taken from an engine with an established 2nd or additional alternate water supply (defined above).

Company officers will determine, based upon conditions and the risk management profile, the priority of the functions for their company unless otherwise ordered by Command.

23S – Response Guideline (Dispatch Company Duties)
Dispatch: 4 Engines, 2 Aerial/Ladders, RAT / 5th Engine or Apparatus, Rescue (As Needed), EMS (ALS/BLS), Fire Ground Channel, IMAT

If 1st arriving unit on the scene
- Conduct a size-up
- Perform a 360
- Est. Command and start Accountability

1st Due Engine
- Est. water supply
- Leave room for the 1st Arriving Aerial Apparatus
- Set up on side A if possible or as not to hinder other operations
- Make obvious Rescues and Medical care
- Determine type of attack
- Pull appropriate line
- Primary search of immediate fire area
- Quick Vent if needed
Glendale Fire Department Policies and Procedures
(Revised December 2013)

2nd Arriving Engine
- 2-in-2 out rule now in effect
- Est. 2nd water supply / Different direction if possible
- Take Back-up line to structure / larger diameter if requested
- If fire is in control by initial line, take 2nd line to other locations for search
- Vent if requested

3rd Arriving Engine
- Ensure water supply is secured to 1st & 2nd Arriving engines
- Support FDC (Fire Department Connection)
- Duties as determined by Command
- Possible exposure lines
- Assist where needed per Command

4th Arriving Engine
- Ensure water supply (primary and secondary)
- Ensure initial FDC is established and check for additional FDC.
- Duties as determined by Command
- Possible exposure lines
- Assist where needed per Command

RAT
- Consideration: Multiple RAT companies may be needed due to the nature of the structure (i.e. multiple entry points etc.)
- Gather RAT equipment
- Recon structure 360
- Prepare structure for Emergency Evacuation and Firefighter safety
- Duties as determined by Command

1st Arriving Aerial Apparatus
- Position on side A if Possible
- Perform obvious Rescues and Patient Care
- Ladder structure for rescues and Firefighter Safety
- Ensure primary search has been completed on fire floor
- 2nd search when Engine Company has the fire under control
- Teams of 2 or more to be assembled with a radio
  - Start in Fire Area, Then adjacent to fire area, Floor above, Any other areas
- Check with Engine Company as to not duplicate search areas
- Perform Truck Operations
  - Force Entry, Hose Placement, Ventilation, Utilities, Fire Extension
- Salvage and Overhaul
2nd Arriving Aerial Apparatus

- Perform Obvious Rescues
- Position Ladder per Command preferably opposite side of 1st Arriving Aerial.
- Verify all searches are complete
- Perform Truck Operations
  - Force Entry, Hose Placement, Ventilation, Utilities, Fire Extension
- Salvage and Overhaul

1st Arriving EMS/ALS Unit

- Position at a location in close proximity to the scene that doesn’t hinder other responding apparatus and allows an exit path for emergency transport
- *** IF TRANSPORTING PATIENT IMMEDIATELY FROM SCENE, NOTIFY COMMAND***
- Command with have ALS capabilities dispatched to the scene, as needed
- If remaining on scene or the Additional Unit requested by command perform the following:
  - Establish a triage and treatment area near side A as to not interfere with suppression or rescue efforts. Consider multiple areas based on incident needs.
  - Evaluate any civilian occupant of the structure that escaped or is removed or rescued by interior crews

This does not limit a company to only its listed functions. Every company will be expected to perform all basic functions safely within the limits of their capability, and it will be the ongoing responsibility of Command to integrate tasks and functions as required with the on-scene units.

In the absence (or delay) of a ladder company response, Command should assign ladder functions to an engine or rescue company: "Engine 103, perform ladder functions." In such cases, engine or rescue companies shall perform all ladder functions within the capability of their company.

The assignment of these basic operations represents a standard fire ground plan for tactical operations designed to improve the effectiveness and safety of all units working together. This plan should in no way limit the initiative of any officer and should enhance the decision making process of all officers by establishing a standard operational framework.
Glendale Fire Department Policies and Procedures
(Revised December 2013)

Equipment Usage and Maintenance
Section 300
Glendale Fire Department Policies and Procedures
(Revised December 2013)

Gear Maintenance
Policy #301
Approved: October 1, 2007
Revised December 2013

301.01 -PROCEDURE

- Glendale Fire Department maintains ownership of all issued gear (PPE) to fire department members.
- Issued PPE will be determined by the Fire Chief and/or Assistant Fire Chiefs. PPE is to include, but it not limited to: helmets, bunkers, boots, hoods and gloves.
- All members are responsible for the general maintenance of the issued PPE.
- After major incidents or training where PPE may have been damaged; the PPE should be cleaned and then inspected by the Officer on duty or Assistant Fire Chiefs. (Direction will be given for removal from service, repair, replacements, or further cleaning of the PPE.)
- PPE in need of repair or replacement shall be tagged OOS using Glendale Fire Department tags with ALL information needed on the tag.
  - All repair requests must be made with a follow-up e-mail to the Assistant Fire Chiefs.
  - Approval must be obtained from the Assistant Fire Chiefs prior to any repairs to damaged PPE, or for alterations or additions to PPE. Some additions may be approved at the employee’s expense.
  - The Assistant Fire Chiefs will determine if the PPE will be replaced.
- Inspection will include, looking for rips, or tears, cracks or bubbling of helmets. Replacement of reflective striping, torn cuffs, etc.
  - Maintenance of gear is to include:
    1. Turn-out coats, bunkers, gloves, and hoods:
       a. Wash gear
       b. Gear is to be dried
    2. Helmets:
       a. Clean with warm soapy water
       b. DO NOT USE HARSH SCRUBBING
- Periodic inspections should be made by the Officer on duty, District Chief, Assistant Fire Chiefs, Fire Chief as needed or minimally on an annual basis to ensure cleanliness and
Glendale Fire Department Policies and Procedures
(Revised December 2013)
safeness of PPE. It is recommended that prior to the beginning of each shift, personnel
inspect issued PPE.

- Inspections, other than daily inspections, shall be documented on the appropriate form
  provided by the Assistant Fire Chiefs. (See Appendix E)
  - The form must be dated, initialed by the person performing the inspection and
    appropriate area’s checked off indicating the PPE was inspected.

- The Station officers shall maintain a schedule to assure that every member’s gear is
  cleaned as needed or at least annually.

- All Gear problems shall be reported to the Assistant Fire Chiefs by Email.

- Any gear that is determined to be unsafe or unserviceable shall be disposed of as soon as
  the unsafe condition is found.
302.01-PURPOSE

- The intent of this policy is to have GFD firefighters avoid any respiratory contact with products of combustion, superheated gases, toxic products or other hazardous contaminants.

302.02-RESPONSIBILITY

- It is the policy of the Glendale Fire Department that all personnel expected to respond to and function in areas of atmospheric contamination, shall be equipped with self-contained breathing apparatus (SCBA) and be trained in its proper use and maintenance.

302.03-STANDARDS

- Each GFD apparatus shall be equipped with SCBA, personnel assigned to that apparatus shall check the condition of the SCBA at least daily, after each use, and at any other time that it may be necessary to render the equipment in a ready state.

- Apparatus that does not have personnel assigned to it on a regular basis will be checked by the shift firefighters on at least a weekly basis and as noted above.

- The primary use vehicles will have the SCBA assigned to it checked daily and on regular weekly training by the shift firefighters.

- If a SCBA is found to be functioning improperly, it shall be taken out of service. A qualified individual shall perform repair of the SCBA immediately and the SCBA placed back in service. If the SCBA requires more extensive repair or those beyond the means of the firefighters present, the SCBA shall be documented on a work order, the problem reported to the Duty Chief, and a replacement is placed on the apparatus if an extra SCBA is available.

  The use of SCBA means that personnel shall have face pieces in place, breathing air from the supply provided.

302.04-USING SCBA

- SCBA shall be used by all personnel operating:
  - In a contaminated atmosphere.
Glendale Fire Department Policies and Procedures
(Revised December 2013)

- In an atmosphere which may suddenly become contaminated.
- In an atmosphere which is oxygen deficient.
- In an atmosphere which is suspected of being contaminated or oxygen deficient

This includes all personnel operating:

- In an active fire area.
- Directly above an active fire area.
- In a potential explosion or fire area, including gas leaks and fuel spills.
- Where products of combustion are visible in the atmosphere, including vehicle fires and dumpster fires.
- Where invisible contaminants are suspected to be present (example: CO during overhaul).
- Where toxic products are present, suspected of being present, or may be released without warning.
- In any confined space which has not been tested to establish respiratory safety.

In addition to the above, SCBA shall be worn by all personnel operating at fire incidents above ground, below ground or in any other area which is not, but which may become contaminated by products of combustion or other hazardous substances. In these circumstances only, the SCBA may be worn with the face piece removed. The wearing of the SCBA in these situations provides that it will be immediately available for use if conditions change or if personnel are to enter an area where the use of SCBA is required.

Premature removal of SCBA must be avoided at all times. This is particularly significant during overhaul when smoldering materials may produce increased quantities of CO and other toxic products. In these cases SCBA must be used or the atmosphere changed.

In routine fire situations, the decision to remove SCBA shall be made by company officers, with the approval of the sector officer, based on an evaluation of conditions. Prior to removal, fire areas will be thoroughly ventilated and, where necessary, continuous ventilation shall be provided.

If at any time there is doubt concerning the respiratory safety of the atmosphere, SCBA shall be used until the atmosphere has been tested as safe. The on-scene Safety Officer shall be responsible for this determination. This is required in complex situations, particularly when toxic materials may be involved.

An evaluation of all GFD emergency responders in the use of SCBA shall be conducted at least annually. Each member shall be able to demonstrate a high level of proficiency and compatibility with the SCBA under conditions that simulate those expected as a job requirement.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)  
SCBA Care and Maintenance  
Policy #303  
Approved: October 1, 2007  
Revised December 2013

303.01-RESPONSIBILITY

- The SCBA Officer will be the responsible Officer for the SCBA and associated programs.

303.02-ROUTINE MAINTENANCE OF SCBA

The following operations will be performed by members of the Glendale Fire Department

- Daily:
  1. Check air bottle pressure (1900 to 2216 acceptable), fill if not up to pressure, and clean gross dirt from SCBA unit
  2. Keeping face piece within 10-12 inches open the bottle valve fully. Verify that the HUD operates on the face piece
  3. Check bottle, high-pressure hose and couplings for leaks, check to see that regulator pressure gauge matches bottle gauge
  4. Check that harness straps are fully extended and in good condition
  5. Check regulator for leaks
  6. Check to see that the PASS device turns on upon opening the bottle valve
  7. Crack open red bypass valve, check operation, close bypass valve
  8. Turn bottle valve off
  9. Connect face piece to MMR and verify it is working properly
  10. Slowly release pressure from regulator by turning the bypass valve on the regulator, low pressure alarm bell should ring as the pressure drops to about 1175 psi.
  11. Check face piece for cracks, tears and dirt
  12. Store SCBA in ready condition in apparatus rack

- Quarterly:
  1. Sampling the SCBA air compressor

303.03-CLEANING AND REPAIR PROCEDURES

- Cleaning Face piece:
  1. Face pieces shall be cleaned after each use and periodically as needed to maintain in a ready condition. Members shall follow the following steps for cleaning SCBA face pieces.
    1. Remove HUD and voice amp speaker
    2. Light Cleaning: Rinse using plain water.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

3. Heavy Cleaning: Use soapy water solution to clean mask, rinse with clear water.
4. Disinfecting: Use cleaner according to instructions, wet mask for appropriate time. Rinse in clear water and air dry.
5. The cleaned mask should be stored in a GFD issued SCBA mask bag with the members PPE.

- SCBA Cylinder Hydrostatic Testing:
  - SCBA cylinders shall be hydrostatically tested as recommended by the manufacturer. This usually is every three years for composite cylinders and five years for all metal cylinders.
  - The cylinders shall be emptied and transported to an approved testing facility for such testing.
  - The SCBA maintenance coordinator will be responsible to see that such testing is completed and record keeping functions.

- SCBA Air Compressor Sampling:
  - Annually a sample of air shall be obtained from the breathing air compressor at Station 45 and sent to an approved testing facility for examination.
  - The selected vendor will supply the container and instructions for obtaining the sample.
  - The SCBA maintenance coordinator will be responsible for the sampling and record keeping functions.

- Repair of SCBA or Cylinders:
  1. If when inspecting or using an SCBA, the firefighter finds that the SCBA is malfunctioning, the firefighter should determine if the repair can be handled immediately or requires more expertise.
  2. If the repair is determined to be more complex, the unit will be taken out of service and a work order written.
  3. The Company or Shift Commander shall be notified and a replacement unit placed on the apparatus if one available. The Officer will notify the SCBA maintenance coordinator as soon as possible.
  4. The work order should state the date, nature of the problem, person tagging the unit and the apparatus the unit came from.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

Fire Hydrants  
Policy #304  
Approved: October 1, 2007  
Revised December 2013

304.01-FIRE HYDRANTS TESTING AND INSPECTION

I. Purpose
To provide guidance in the operation of hydrant testing and inspection

II. Scope
This SOP applies to all personnel.

III. Guidelines.
Prior to the operation of any fire hydrant for training and/or familiarization, permission must be obtained from the water purveyor to ensure the water supply can handle the flowing of hydrants at that time. A record shall be kept of the estimated amount of water flowed, and a copy of the report shall be submitted to the water purveyor. This is the Village of Glendale. This is so that there shall be a notice posted to all residents that flowing will be taking place. All hydrant testing and inspections shall be conducted during normal business hours. This means that no hydrant testing or inspections shall be conducted on Saturday, Sunday, or holidays.

IV. Hydrant Testing and Inspection.
The Fire Department will conduct annual testing and inspection of fire hydrants.

Testing is flowing a hydrant and measuring the estimated flow available from the hydrant.

Inspection is checking the hydrant for damage or obstructions to use, and flowing the hydrant only enough to clear the water line and ensure that the hydrant is “wet”.

Frequency: All fire hydrants located in the District shall be inspected annually and tested every three years. Hydrant inspections may be conducted on a year-round basis. Note: All hydrants shall be inspected prior to any testing.

A. Safety Considerations: All personnel involved in the inspection and testing of hydrants should wear reflective traffic safety vests and gloves. Company commanders shall ensure fire apparatus is positioned for maximum protection of personnel, equipment, and the public. Traffic cones should be appropriately placed to alert motorists to our presence in the roadway.

B. Required Documentation: All hydrant inspections and tests shall be documented and forwarded to the personnel in charge of hydrant records, which in turn will be documented in the hydrant section of Firehouse.
**Glendale Fire Department Policies and Procedures**  
*(Revised December 2013)*

**C. Hydrant Closing Procedure:** To minimize pressure surges on water systems, the following procedure shall be followed when closing fire hydrants. Close hydrant slowly until the stream has been reduced to a 4 ½” bore and flowing gently. Stop closing the valve and hesitate about 20 to 30 seconds to allow pressure to stabilize. Continue to close the hydrant until flow or water stream is reduced to a 2 ½” bore. Stop closing the valve and hesitate 6-10 seconds to allow pressure to stabilize. Close the valve completely. The longer you flow a fire hydrant, the greater the amount of water flowing through the hydrant. This necessitates hesitating longer to allow pressure to stabilize. Observe carefully the flow of water while the hydrant is being shut off. Once the water has stopped dripping, no further turning of the stem is needed. If you continue to apply torque, it is possible to damage the stem, breakaway coupling, or valve seat.

**D. Hydrant Inspections:** Hydrant inspections shall be conducted to determine the condition of each hydrant. Maintenance shall be performed on an “as needed” basis each time the hydrant is inspected. The following reflects the items to consider when inspecting a fire hydrant:

1. Hydrant location and number.

2. Check hydrant for physical damage and defects.

3. Check for obstructions that affect our ability to operate the hydrant. Maintain a five-foot clear radius around all hydrants.

4. Check to see that the hydrant outlets are facing the proper direction and there is a minimum 15-inch clearance between the lowest outlet and ground level.

5. Check to see if hydrant is set too close to the curb, exposing it to vehicular traffic.

6. Check condition of the paint.

7. Operate the valve stem for ease of operation.

8. Check hydrant caps and outlets for rust; remove rust from caps and outlets with a wire brush. If you encounter a hydrant cap that cannot be removed by applying a normal amount of pressure with the hydrant wrench:
   - Do not kick or stand on the hydrant wrench handle.
   - Do not try to muscle the hydrant cap off. Using these methods can lead to injury and possible equipment damage.
   - To safely remove a stuck or frozen hydrant cap, tap the outer edges of the cap using the handle of the hydrant wrench, then attempt to remove the cap. If this fails, place the hydrant out of service and notify hydrant personnel so they can notify Village of Glendale Public Works.

9. Check hydrant caps, outlet threads and gaskets for damage and proper lubrication
10. Lubricate cap and outlet threads with dry lube. Additional dry lube is available through Village of Glendale Public Works.

11. Flow the hydrant only long enough for clean water to appear. Connect a diffuser and/or use a salvage cover to protect property where necessary.

12. A static reading shall be taken, after the hydrant has been flushed, on all hydrants.

13. Remove all weeds and debris from around the hydrant to ensure visibility.

14. Other obstructions, such as traffic standards, protective barriers, sign posts, utility poles, shrubbery, or fences shall be reported to hydrant personnel who in turn will be reported to Village of Glendale Public Works.

15. Complete hydrant inspection form and document your results in the hydrant section of Firehouse.

E. Single Hydrant Testing Procedure: Evaluate the site to determine potential for property damage before hydrant is flowed. It is important to flow through the 2 ½” outlet during this test. Consideration must be given to interference with traffic flow, damage to surroundings, and potential flooding problems, both local and remote from the test site before the hydrant is flowed. Use a salvage cover to protect property where necessary.

1. Remove a 2 ½” hydrant cap and attach the hydrant test gauge to the outlet. The petcock for the test gauges must be in the flushing position.

2. Remove the other 2½” outlet cap and install diffuser. The petcock for the gauge on the diffuser shall be in flushing position.

3. Tighten the remaining outlet cap.

4. Stop traffic as necessary to conduct this test.

5. Open hydrant slowly and fully to allow water to flow until it runs clear to flush hydrant branch line and hydrant.

6. When hydrant is fully open, open both gauge petcocks, read and record pressure reading on both the gauges.

7. Once the reading is obtained, slowly close hydrant in accordance with the closing procedure in this SOP to prevent a water hammer in the main.

8. Leave test gauge on the outlet for the static pressure test.

9. Replace hydrant caps and tighten to prevent removal by vandals.
10. Open the petcock on the test gauge; open hydrant valve fully to exhaust the air from the hydrant.

11. Close petcock as soon as air in the hydrant has been bled off.

12. Once air has been bled off and the needle on the hydrant gauge comes to rest, read and record the static pressure.

13. Close the hydrant and ensure it drains properly by checking the gauge to see if the pressure has bled off.

14. If the hydrant doesn’t drain properly, bleed the pressure off using the gauge petcock and record the draining problem on the hydrant repair form.

15. Remove test gauge, replace the hydrant cap, and tighten snugly. Do Not Over Tighten.

F. Hydrant Flow Testing: This procedure shall be used when conducting a full flow test for the purpose of determining available fire flow. This procedure shall not be done unless water personnel are on-site. This procedure requires the use of a minimum of two hydrants where available, Fire Flowing Testing and Marking of Hydrants, as follows:

1. Analyze the site for possible property damage before the hydrant is flowed.
2. Inspect hydrant(s) for physical damage or defects.
3. Ensure all hydrants are turned off.

Consideration must be given to interference with traffic flow, damage to surroundings, and potential flooding problems, both local and remote, from the test site before hydrant is flowed. Connect a diffuser and/or use a salvage cover to protect property where necessary. If deemed necessary, remove the 4 ½” cap and flush hydrant to clear the barrel of debris before conducting a static test. Replace the 4 ½” cap and tighten all remaining outlet caps.

Control Hydrant:
1. Remove a 2 ½” hydrant cap from the control hydrant and attach the hydrant test gauge. The petcock for the test gauges must be in the flushing position.
2. Tighten remaining outlet caps.
3. Open hydrant valve and bleed off air from the control hydrant.
4. Close petcock as soon as the air in the hydrant has been bled off and the water is clear.
5. Once air has been bled off and the needle on the hydrant gauge comes to rest, read and record the static pressure.

Flow Hydrant:
1. At each flow hydrant, remove one of the 2 ½” outlet caps and attach a hydrant test gauge and diffuser. The petcock for the test gauges must be in the flushing position.
2. Tighten any remaining hydrant caps.
3. Stop traffic as necessary to conduct this test.

4. At a given signal, open each flow hydrant(s) one at a time.

5. Flow hydrant(s) should be opened slowly and fully.

6. The person at the control hydrant must observe the test gauge on that hydrant as each flow hydrant is opened.

7. If the static pressure drops more than 50 percent when the first hydrant is open and flowing, the second hydrant should not be flowed.

8. Residual pressure at the control hydrant shall not be allowed to drop below 20 psi during the test.

9. Once the flow hydrants are fully open, a signal is given to read and record the flow pressure from each hydrant.

10. Residual pressure shall be read and recorded at the control hydrant with the flow hydrants fully open.

To obtain satisfactory test results for theoretical calculations of expected flows or related capacities, sufficient discharge should be achieved to cause a drop in pressure of at least 25 percent at the control hydrant. If you are unable to cause a drop of at least 25 percent, you may need to add additional flow hydrants. Where systems are weak and mains are small, pressure drop may be sufficient with only a single hydrant flowing.

After readings have been recorded on hydrant test form for Control and Flow Hydrants:
1. Hydrants shall be shut down slowly, one at a time, in accordance with the shut down procedure described in this SOP to prevent undue surges in the system.
2. Shut the control hydrant down last.
3. Remove test gauges, replace hydrant caps and tighten to prevent removal by vandals.
4. Document any defects or needed repairs by placing an “X” in the appropriate column on the hydrant test form and document your test results in the hydrant section of Firehouse.

G. Hydrant Repairs: Repair of hydrants shall be in accordance with this section.
Whenever a hydrant is inoperative or needs repair, it shall be noted on the hydrant test form and a hydrant repair request form shall be submitted. The original shall be sent to hydrant personnel for processing; a copy shall be sent to Village of Glendale Public Works by hydrant personnel. If a fire hydrant is inoperable or needed repairs necessitate placing a hydrant out of service, the company officer shall ensure that the hydrant personnel is notified immediately. When reporting a fire hydrant out of service, the following information must be provided:
1. Fire company placing the hydrant out of service.
2. Hydrant number.
3. Hydrant location.

H. Additional Procedures.

- The flowing of fire hydrants sometimes causes water to turn brown due to turbulence created in the system. Consumers will notice color changes in their water. Village of Glendale and have identified these areas; an awareness memo is to be sent out by the Village of Glendale of residents who may be affected by the flowing of hydrants at least one week prior to flowing.

- Hydrant flowing will start with the hydrants closest to the water treatment plant, meaning flush hydrants from the east to the west, starting in District 4 moving to District 2, then District 3, finishing with District 1. This has been provided by Public Works.

- Flowing and measuring equipment (i.e., diffuser, gauge) is available at the fire station. The diffuser will help prevent washing out areas around hydrants. GFD is responsible for any damage created in the operating and flowing of hydrants.

- Proper traffic control measures shall be observed when flowing hydrants along streets.

- The following hydrant color code has been established:
  - Black = 0-250 Not to be pumped – refill only.
  - Red = 251-500
  - Orange = 501-1000
  - Green = 1001 – 1500
  - Blue = 1501 +
  - Purple = Reclaimed water

- Hydrants will be marked with appropriate color indicating flow of hydrant
- Frozen Hydrants – NEVER put hands inside a frozen hydrant

- Out of service hydrants should have an OUT OF SERVICE ring placed on the hydrant.
305.01 - GENERAL PROCEDURE

- Using the fire department apparatus all sections of hose shall be tested annually. In addition anytime damage is suspected the sections(s) of hose shall be tested.

- The total length of any hose line in the hose test layout to be service-tested shall not exceed 300 feet. The hose test layout shall be straight, without kinks or twists.

- All Glendale Fire Department hand lines will be service tested to 300 psi. Hand lines will be classified as 1 ¾, 2 ½, and 3 inch. Trash lines will be tested at 250 psi.

- All five-inch supply lines will be tested to 200 psi.

- At the conclusion of the test the hose record shall be updated to indicate the results of the service test. (Form Attached)

- All hose failing the physical examination, bursting, leaking, or having couplings that fail shall be tagged with a red O.O.S. tag, removed from service, and rolled with the male coupling out.

- For leaking hose or for hose jackets failing the physical examination, a distinguishing mark noting the location of the defects shall be placed on the hose.

305.02 - STEPS FOR CONDUCTING THE TEST FOR HAND LINES

1. The test layout shall be connected to the outlet supply of the water supply valve on the pumper. A test cap with a bleeder valve shall be attached to the far end of the hose line in the test layout. If a test cap is not available, a nozzle with a non-twist shutoff shall be used.

2. With the test valve or the nozzle open, the pressure shall be raised gradually to 45 psi. After the hose test layout is full of water, all the air in each hose line shall be exhausted by raising the discharge end of each hose line above the highest point in the system. The nozzle or cap valve shall be closed slowly, and then the outlet water supply valve shall be closed.

3. The hose directly in back of the test cap or the nozzle shall be secured to avoid possible whipping or other uncontrolled reactions in the event of a hose burst.
4. With the hose pressurized, it shall be checked for leakage at each coupling and the couplings tightened with a spanner where necessary. Each hose shall then be marked at the end or the back of each coupling to determine, after the hose has been drained, if the coupling has slipped during the test.

5. All personnel other than those persons required to perform the remainder of the procedure shall clear the area.

6. Raise the pressure in the line till you reach the service pressure.

7. After the stabilization period, the hose layout shall hold the service test pressure for three minutes without further pressure boosts.

8. If the hose test layout does not hold the service test pressure for the three-minute duration, the service test shall be terminated and the length(s) of hose that leaked shall have failed the test. Remove the failed hose and repeat the test.

9. The marks placed on the hose at the back of the couplings shall be observed for coupling slippage. If the coupling has slipped, the hose shall have failed the test.

10. After testing, all hose shall be washed and dried before being placed back in service or storage.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)  
Fire Hose Care  
Policy #306  
Approved: October 1, 2007  
Revised December 2013  

306.01 -PROCEDURE  

1. After each use, all hose shall be cleaned.  

2. All hose shall be drained and thoroughly dried before being placed in service or in storage. Covered hose shall be wiped dry. Hose shall not be dried on hot pavements or under intense sunlight.  

3. If, during use, the hose has been exposed to hazardous materials, it shall be taken O.O.S. and replaced with new hose.  

4. When hose is in use during subfreezing weather, care shall be taken to prevent water from freezing inside the hose. Hose that has frozen during use shall be thawed and service tested prior to going back in service.  

5. Hose is to be dried by air circulation only. No heat should be used.  

6. Hose taken from an apparatus shall be replaced by hose from the station.
Glendale Fire Department Policies and Procedures
(Revised December 2013)
Cascade Systems
Policy #307
Approved: October 1, 2007
Revised December 2013

210.01-GUIDELINES

- The cascade system located in the station shall only be operated by a trained person as authorized by the Fire Chief, Assistant Fire Chiefs or District Chief.

- At all times the Cascade System is being used, ALL safety functions shall be used. SCBA bottles shall only be refilled when they are placed in the defragmentation container.

- Testing and air sampling will be conducted by an outside agency at the correct intervals.
Radio Procedure
Policy #308
Approved October 1, 2007
Revised December 2013

308.01-PROCEDURE

- The radio system is a key part of the operations of the Glendale Fire Department at all times and shall be used as such.

- Radios shall only be used for business or operational purposes only.

- At no time will any member of the Glendale Fire Department use any channel on the radio system for personal or unnecessary radio traffic.

- The radio channel that is labeled as Glendale 2 shall be used the same as a primary HCCC channel. It is used as determined by the Officers of the department to minimize fire ground channel usage. Use of Glendale 2 is monitored by HCCC and is used under their license.

- Glendale 2 shall be used as the non-emergency primary channel.

- Glendale Fire Department radios shall be programmed to monitor Glendale 2, Glendale Fire, Glendale Police and Fire East. These channels shall be monitored by on station personnel.

- Village radio shall be monitored at all times in the station.
Communications / Radio Usage
Policy #309
Approved: October 1, 2007
Revised December 2013

309.01 ROUTINE RADIO TRAFFIC DEFINITIONS

- **ALL CLEAR:** A communication term signifying that the primary search and rescue function(s) have been completed to the fullest extent possible.

- **COMMAND:** The term used to designate overall control at an incident.

- **COMPANY:** An Engine and at least three (3) firefighters or a group of firefighters.

- **DISPATCH:** The central communications center.

- **EMERGENCY TRAFFIC:** A radio term used to signify urgent priority communication to follow.

- **EMERGENCY SIGNAL:** ONE (1) long blast of air horns.

- **ENGINE:** Pumper

- **FIRE UNDER CONTROL:** A term used to signify that the fire is contained and is no longer endangering any other exposures.

- **INITIAL REPORT:** A brief summary of the situation upon your arrival (e.g. Nothing Showing, Fully Involved, Endangered Exposures, Obvious Water Supply, etc.)

- **PRIMARY SEARCH:** A search of the involved premises and all immediate endangered areas, to insure all occupants have been evacuated. This search is to be conducted at the onset, and to the fullest extent possible.

- **PROGRESS REPORTS:** Frequent reports transmitted back to the next highest level of command, concerning the amount of success or lack of being encountered by a company, sector officer, or operations officer. (Ex: Company, Sector Officer, Operations, Command, etc.)

- **SECONDARY SEARCH:** A thorough search of the interior of the fire area after the initial fire control and ventilation activities has been completed. Secondary search should preferably be conducted by personnel other that those members of the primary search team.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

- SIZE-UP: The process of making an estimate of the various conditions present by the first firefighter on the scene of any fire or other emergency that is critical to the success of an operation.

- STAGING: The placement of later arriving personnel and/or equipment in a designated uncommitted area, near but clear of the fire scene.

309.03-PROCEDURES FOR APPROPRIATE USAGE

- Short/Specific: Before transmitting, know what you are going to say; don’t make it up as you go along. Choose precise terms to communicate the desired message as clearly and briefly as possible without wasting airtime.

- Task Oriented/Company Oriented: Orders received by companies should indicate a specific task, which is assigned to the company. It should be of a magnitude reasonably performed by a single company alone or in concert with other companies.

- Indicate Objective: In addition to being task and company oriented, assignments should indicate an objective to the action. The company should know exactly where to go, to whom to report, what the task will be and what the objective of the task is. Orders should tell what to do-not how to do it.

- Clear Tone/Self Control/Effective Rate: Speak clearly at a practiced rate (not too fast or too slow). Control your emotions and excitement deliberately. If you do not consciously control your voice it will become garbled under stress.

- Well Timed/Spaced: Prioritize your messages. Do not use up valuable airtime with unimportant messages and insignificant details. Let critical messages go first. Maintain an awareness of the overall situation and how you fit into it. Do not interrupt conversations unless you have Emergency Traffic!

309.04-EMERGENCY BUTTON OPERATION

- Whenever an emergency button is activated in HCCC and the dispatcher has notified the member of their department who activated the signal, the member should respond “accidental activation” – to signify that it was an accidental set-off and that they are not in potentially dangerous situation.

- Should there be an emergency you must notify the dispatcher of your location it will be necessary to give them that in detail and the type of assistance you need (Police, Fire, or EMS). HCCC then will send whatever assistance you need.
Glendale Fire Department Policies and Procedures
(Revised December 2013)
Mobile Data Computer Usage
Policy #310
Approved: October 1, 2007
Revised December 2013

The GFD adopts the following procedure that has been developed and approved by the Hamilton County Fire Chiefs Association

Effective Date: 4/15/09
Revised Date: 4/15/12
Committee: Communications

HCCC MDC USAGE POLICY

310.01-PURPOSE

- The main purpose of a mobile data computer (MDC) is to provide responders a method of communication between their dispatcher and each other that does not involve voice transmissions over a dispatch radio. With an MDC responders can view pertinent information for the incident they are involved in, immediately receive updates to their incident and inform dispatch of unit status changes all without using a voice radio. The MDC is also a powerful tool for querying computer aided dispatch (CAD) records. Responders are able to view other active incidents, review previous incidents and unit histories.

310.02-POLICY

- This document is intended to outline some key points to the usage of the MDC system for the Fire Departments dispatched by the Hamilton County Communications Center.

310.03-SYSTEM COMPONENTS

- All MDC transactions, including unit to unit messaging, are recorded and are public record. They may be requested by any private or government entity at any time for any reason.

- All MDC consoles should remain logged on at all times.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

- The preferred method of unit status changes is to be conducted via MDC rather than voice transmission. Responding units shall also conduct verbal status changes on the fire ground talk group for the benefit of department officers and other responders.

- Once a status change button is pressed on the MDC the change will be reflected on the CAD status board. The responder making the change must ensure that the pop-up window appears indicating the change was effective* and/or check the “CAD Status” indicator at the bottom right of the MDC screen.

  * The change will be recorded by CAD almost immediately after the button is pressed, but it may take a few seconds for the MDC to indicate this. It is in effect faster and more accurate than verbally relaying the info to the dispatcher who then enters it into CAD.

- If a size up report by an arriving unit is required, it is preferred that it is transmitted verbally to all units and the dispatcher by voice on the primary talk group, i.e. FD EAST and FD WEST.

- Any priority information should be transmitted verbally on the primary talk group. Incident updates will appear automatically on the MDC along with an alert “ring” and will be announced verbally by the dispatcher. All premise information, i.e. Knox box locations, will be added to the incident remarks and can be read on the MDC after pressing the “Refresh All” button.

- Any logged on unit that is dispatched or voluntarily goes enroute to an incident will automatically receive the dispatch information. It is not necessary to request the incident be sent to the MDC.

- To facilitate MDC use by units dispatched as a rapid assistance team (RAT) company the unit will go enroute on primary with the actual unit number in place of the RAT designation. For consistency all units must go enroute as their true unit number regardless of whether they are MDC equipped or not. For example RAT99 is dispatched. The department responds on E99. The voice traffic will be “E99 enroute as RAT99”. The RAT designation should still be used on the fire ground talk group for the benefit of department officers and other responders.

- Any request for services such as the Power Company, police, etc., that needs immediate acknowledgement should be relayed verbally to the dispatcher on the primary talk group. A request for service for which delay is acceptable may be relayed to the dispatcher via a message.

- Do not send messages to the MDC unit XHCCC or SYSADMIN under the HCCC department.

- To send a message to the dispatcher you must type the following in the “Send To” field:
Glendale Fire Department Policies and Procedures
(Revised December 2013)

*CON;44 for the West dispatcher
*CON;48 for the East dispatcher

You must use *CON; 44 anytime the East & West desk is combined.

- As with any computer, periodically rebooting the MDC laptop will be beneficial.
- Anti-virus software firewalls, and constantly connected wireless networks are permissible, but can cause connectivity problems with the MDC.
Glendale Fire Department Policies and Procedures
(Revised December 2013)

Training
Section 400
Glendale Fire Department Policies and Procedures  
(Revised December 2013)  
Training  
Policy #401  
Approved: October 1, 2007  
Revised December 2013

401.01-PURPOSE

- To establish a guideline for all personnel that will outline training expectations, and compensation.

401.02-RESPONSIBILITY

- Training is the responsibility of the Fire Chief or his designee.

Each member will ultimately be responsible for meeting the training requirements set forth in these guidelines.

401.03-GUIDELINES

- Training will fall into one of three main categories:
  1. Shift training while on duty.
  2. Special training.
  3. Weekly scheduled training.

- The shift training schedule and topic will be set by the training officer. If training requirements cannot be met for any given week the shift officer must notify the Fire Chief. The shift officer will have final decision as to when and where training will be conducted. Only at the discretion of the officer training may be cancelled due to unforeseeable circumstances. Example would be poor weather, high run volume or special details.

- Any employee may put in a request for special training. This training shall have value to the employee and the Glendale Fire Department. Any special training requests will be submitted to a Captain or District Chief, then to the Assistant Chiefs, and finally to the Chief. All requests should be turned in a minimum of two weeks prior to the beginning of class.

- Glendale Fire Department special training sessions will be at the discretion of the Fire Chief.

- The weekly trainings will be on Monday evenings from 6:30pm to 9:30pm and on Saturday Mornings 8:30 to 11:30am. The training on Mondays/Saturdays will follow the following plan:
  - First Monday EMS based training Coordinated by EMS Committee
Glendale Fire Department Policies and Procedures
(Revised December 2013)

- Second Monday VOFF Meeting followed by Committee work sessions
- Third Monday – Basic Fire Fighter Skills – Coordinated with Department Mentors
- Fourth Monday – Advanced fire skills – Directed by Fire Training Coordinator
- Fifth Monday – Leadership Studies, Directed by the Fire Chief – Coordinated by Fire Training Coordinator.
- Officer Meeting each week on Monday night at 6:00pm

- The cost of each training session will be determined by the following schedule. Announcements for training sessions will list which schedule the class falls under.
  - Schedule A: Fire Department will pay for class and associated cost. Fire Department will cover shifts while employee is at training.
  - Schedule B: Fire Department will pay for class and associated cost but will not cover shifts while employee is at training.
  - Schedule C: Department will not pay for class or associated cost and will not cover shifts while employee is at training.

- Any training deemed mandatory shall be done as shift training or will fall under Schedule A.

- Glendale Fire personnel attending a training class or event costing the Village of Glendale greater than $200, excluding Firefighter 1A, are required to serve the department and meet all of the activity requirements for a period of 2 years upon certification or completion of the class if no certification is given. If a Glendale Fire personnel leaves the Glendale Fire Department prior to serving 2 years past the certification/completion date they shall be responsible for reimbursing the Village of Glendale 100% of the cost of the class tuition and any other costs incurred by the Village of Glendale associated with said training.

- The Fire Chief shall maintain training records. These records should be employee specific. It will be the responsibility of the Fire Chief or his designee to electronically enter training. Any employee attending special training must provide any certificates obtained to the Fire Chief as well as a lesson plan or outline of the class. Any employee attending special training understands they may be asked to share this training with the rest of the department.

- All members are required to attend a minimum of 30 hours of department provided training each calendar year. Those failing to meet the minimum requirement may be subject to disciplinary action.
Glendale Fire Department Policies and Procedures
(Revised December 2013)

Apparatus
Section 500
Glendale Fire Department Policies and Procedures  
(Revised December 2013)  
Apparatus Preparedness  
Policy #501  
Approved October 1, 2007  
Revised December 2013

501.01-GUIDELINES
- The fire apparatus operated by the Glendale Fire Department will be in the ready condition at all times.

- ALL shift Officers or Crew Leaders shall inspect the vehicles to insure all equipment, hose or any other items on the truck are ready for use and are considered “IN SERVICE”.
- Duty Chief shall be notified if any vehicle or item is marked as “Out of Service”.
- Vehicles shall be refueled when the gauge shows ¾ or less on the dash of the truck.
- All power tools shall be refueled after each use.
- Portable fuel cans shall be maintained in a full condition at all times.
- Engine 45, Engine 245 and Support 45 should be washed after any use that soils the apparatus and/or leaves it in a dusty or dirty condition.
- All vehicles shall remain in the Village of Glendale limits unless approved by a Chief Officer.
- Engines will not be used for any personal uses under any circumstances.
Glendale Fire Department Policies and Procedures
(Revised December 2013)
Apparatus Response
Policy #502
Approved: October 1, 2007
Revised December 2013

502.01-PURPOSE
- To assure the proper apparatus response to assure the safe effective operations of the department

502.02-PROCEDURE
- Structure Fires:
  - 3 Engines
  - 2 Aerial
  - 1 Medic
  - 1 RAT
- Vehicle Fires:
  - 1 Engine
- Fire Alarm Drops:
  - Commercial structure: 2 Engines
  - Residential: 1 Engines
  - Carbon Monoxide: 1 engine /additional resources as requested
    NOTE: ALL water flow alarms will be Code 3 to the scene for all units until told to downgrade to Code 2, No Emergency, by Command.
- Smell of Gas/Odor:
  - 1 Engine
- Flush Fuel:
  - 1 Engine
- Field or Trash Fire:
  - 1 Support
- Haz Mat Spill/Leak:
  - 1 Engine to the scene/backup engine and rescue to staging
Glendale Fire Department Policies and Procedures
(Revised December 2013)

- Auto Accident (No Entrapment):
  - 1 Engine
  - 1 Medic

  NOTE: No engine response to Auto Accidents in parking lots unless requested.

- Auto Accident with Entrapment:
  - 1 Engine
  - 1 Medic

- Industrial Accidents:
  - 1 Engine
  - 1 Ladder
  - 1 Medic
  - 1 Rescue

- Wires Down/Transformer:
  - 1 Support or Engine

- Emergency to Property:
  - 1 Engine

- Rescue Above or Below Grade:
  - 1 Engine
  - 1 Ladder
  - 1 Medic
  - 1 Rescue

- Mutual Aid:
  - Only the unit requested will respond. (Minimum of 3 personnel).
  - If the Primary engine does not does not have THREE, the officer will send the next appropriate engine.

- Signal 500 Response:
  - Engine 45 will respond to the Cincinnati/ Northern Kentucky International Airport. The engine will be used for station move up.

Note:

- All automatic aid agreements require three people minimum.

- The Support truck will only be run as staffing permits.
503.01-PROCEDURE

- Placement of all apparatus on the fireground should be a reflection of at least one of the following:
  - A Glendale Fire Department SOG
  - A prearranged staging procedure from pre-plan
  - A direct order from the Incident Commander
  - A CONSCIOUS decision on the part of the officer assigned to that apparatus based on existing or predictable conditions.
  - When responding to assist another department, vehicle shall go to level 1 staging.
  - Review SOP 209 in this publication.
504.01 - PROCEDURE

• Daily Checks
  o All daily checks shall be performed when coming on duty for the day.
  o Daily checks shall be performed completely referencing the check sheet for that apparatus.
  o Any issues arising such as equipment or apparatus malfunctioning shall be brought to the attention of the Assistant Fire Chiefs or Duty Chief for the station, and equipment maintenance form filled out to ensure timely repair.

• Weekly Unit Checks
  o All weekly unit checks shall be performed prior to the end of normal working hours for the day scheduled.
    All Fire Apparatus  MONDAY
  o Weekly unit checks will be completed in full referencing the check sheet for that apparatus.
  o Any issues arising such as equipment or apparatus malfunctioning shall be brought to the attention of the Assistant Fire Chiefs or District Chief or Duty Chief for the station, and equipment maintenance form filled out to ensure timely repair.

• Notification must be in writing or e-mail
**Glendale Fire Department Policies and Procedures**  
*(Revised December 2013)*  
**Removal from Service**  
Policy #505  
Approved: October 1, 2007  
Revised December 2013

**505.01-PURPOSE AND SCOPE**

- This procedure shall cover the proper steps to remove an apparatus from service for mechanical problems or to return an apparatus to service after repair.
- The goal of this procedure is to ensure that all Glendale Fire apparatus are in safe working order, and if it is not, to provide a process to remedy the problem.
- This procedure shall cover all Glendale Fire apparatus.

**505.02-REMOVING AN APPARATUS FROM SERVICE**

- The Driver/Operator of any apparatus shall have the authority to place any apparatus out of service whenever one or more of the following defects are discovered:
  - Failure of the braking system that makes the vehicle difficult or impossible to stop.
  - Failure of the windshield wipers during inclement weather.
  - Failure of the headlights during periods of darkness.
  - One or more flat tires.
  - The inability to engage or operate a fire pump.
  - A failure of the power steering system.
  - A failure of the cooling system that causes the engine to overheat.
  - Battery, alternator, or electrical system failure that prevents a vehicle from being started, or causes the battery to discharge.
  - Any other defect that, if not immediately corrected, would endanger the lives of the public and/or department members.

- Whenever a defect is discovered that renders the apparatus out of service, the operator or the Crew Leader shall immediately notify the Assistant Fire Chiefs or Fire Chief.

- The operator or Crew Leader shall place signs on the vehicle in a conspicuous location, advising that the vehicle is out of service.

- The Duty Chief shall notify the dispatcher and the vehicle officer that the vehicle is out of service.

- The Fire Chief shall contact the Village mechanic, to arrange for proper repair of the
Glendale Fire Department Policies and Procedures
(Revised December 2013)

apparatus. If it is after hours or a weekend, the Assistant Fire Chief or Fire Chief shall
determine if the need is sufficient to call the mechanic in to work.

505.03-PLACING AN APPARATUS BACK IN SERVICE

- Once an out-of-service apparatus has received proper repairs, the Assistant Chief shall
  see that the apparatus is returned to service.
- The Assistant Fire Chief shall ensure that any equipment that was removed during repairs
  has been placed back on the apparatus.
- The Assistant Fire Chief shall remove all “Out of Service” signs from the apparatus in
  question.
- The Assistant Fire Chief shall advise the dispatcher that the apparatus is back in service.
  - The Fire Chief or Assistant Fire Chiefs shall properly file the Glendale Request for
    Repair form.
Glendale Fire Department Policies and Procedures
(Revised December 2013)
Emergency Vehicle Operations
Policy #506
Approved: October 1, 2007
Revised December 2013

506.01-PURPOSE AND SCOPE

- This policy applies to the operation of all departmental vehicles in both emergency and non-emergency driving situations.
- This policy is designed to ensure that all department vehicles are operated with concern for the safety of department members and the general public.
- Vehicle operators have in their care, custody, and control major assets of the department (the vehicle, equipment on the vehicle, and department members). Apparatus operators have a high standard of care to provide to the general motoring public and must make every attempt to ensure the safety of others.
- Safe arrival at the emergency scene shall be, and must always remain, the first priority of all apparatus driver/operators.
- All department Apparatus Operators shall become familiar with the following policies.

506.02-VEHICLE OPERATOR’S RESPONSIBILITIES

- Ensure that all members have boarded, are seated and seat belt properly worn.
- Ensure that the bay door is fully open before moving the apparatus.
- Ensure that all compartment doors are closed before moving the apparatus.
- Ensure that another member is watching form outside of the apparatus anytime that they are backing up when possible.
- Ensuring that he/she knows where they are going and the best route of travel.
- Ensuring that they are driving defensively and with caution.
- Ensuring that they are driving with due regard for the safety of all persons using the roadways.

506.03-VEHICLE OFFICER IN CHARGE/CREW LEADER’S RESPONSIBILITIES

- Monitoring the apparatus’s speed, advising the driver if it is too fast.
- Ensuring that the driver is fulfilling his/her responsibilities as listed above.
- Assisting the driver with watching for traffic at intersections.
Glendale Fire Department Policies and Procedures
(Revised December 2013)

- Assisting the driver with travel directions.
- Ensuring that someone is watching while the apparatus is backing.

506.04-PROCEDURES

- Code 2 Driving:
  - Normal city and or highway driving.
  - All emergency lights and siren are not activated.
  - Apparatus headlights should be on, 24 hours a day.
  - Posted speed limit should be obeyed.
  - All traffic laws, and posted traffic control signs should be obeyed.
  - Accelerate and decelerate slowly.
- Code 3 Driving:
  - Driving with emergency lights and siren activated.
  - When responding Code 3, both emergency lights and siren shall be used simultaneously.
  - Vehicle headlights should be activated.
  - Maximum speed permitted is 15 miles per hour over the posted speed limit.
  - Drivers should reduce speed if any of the following conditions exist:
    - Limited visibility.
    - Slippery roads.
    - Heavy traffic.
    - Poor road pavement.
  - Drivers shall pay particular attention to school zones. Speed should be reduced during limited hours.
  - Drivers shall not pass a stopped school bus with red lights flashing until the bus driver indicates that the apparatus may pass.
  - All vehicles shall come to a complete stop at all intersections where they are facing a red light or stop sign. The driver shall ensure that all other vehicles have come to a complete stop before proceeding through.
  - When a responding apparatus comes to an intersection where they have the right-of-way, they shall reduce speed before proceeding through the intersection.

506.05-GENERAL VEHICLE SAFETY

- No member shall drive or operate any Glendale Fire Department apparatus unless they have met all applicable criteria listed in this manual.
**Glendale Fire Department Policies and Procedures**  
*(Revised December 2013)*

- All persons riding on a Glendale Fire Department apparatus shall be seated and wearing seat belts.

- Any Fire department vehicle in backward motion should have a member standing outside of the vehicle, watching for persons or objects behind the vehicle if at all possible. This observer shall remain in contact with the operator by visual, verbal, or radio contact.

- When working at the scene of an incident, apparatus shall be positioned to protect personnel working at the incident.

- Before backing the driver shall sound the vehicle horn 3 times for backing for vehicles that do not have an audible backing alarm.

### 506.06-PRIVATELY OWNED VEHICLE (POV) RESPONSES

- Runs inside the Village of Glendale, FD Officers may respond in their POV

- On runs outside of Village, only the Fire Chief or Assistant Fire Chief may respond in their POV.

- Fire department members using their vehicles to respond to station must have the State issued inspection sticker in place as described in ORC.
507.01-GUIDELINES

- Support 45 is the PRIMARY EMS response vehicle.

- Support 45 will be the primary unit to respond to following types of calls:
  - Lift Assist
  - Illegal burns
  - Wires down
  - Landing zones

- Drivers of Support 45 will be authorized by the Fire Chief or the Assistant Fire Chiefs.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)  
Driver Safety  
Policy #508  
Approved: October 1, 2007  
Revised December 2013

508.01-PURPOSE
- To assure the safe operation of all department vehicles

508.02-RESPONSIBILITY
- Each individual is responsible to assure the safe operation of the apparatus they are driving or riding in.

403.03-DEFINITIONS
- Due Regard: Due regard for the safety of all persons using the street or highway. Enough notice of approach, before a collision is inevitable.
- True Emergency: A situation in which there is a high probability of death or serious injury to an individual, or significant property loss, and action by an emergency vehicle operator may reduce the seriousness of the situation.

508.04-PROCEDURE
- Each response must be evaluated using the definition of a True Emergency.  
  Emergency Medical Responses are usually an emergency to the scene.
- Once on location, the person in charge of patient care should decide the best mode of transport to the hospital.
- When responding to emergency calls under emergency conditions, Fire Department vehicles may exceed the posted speed limit, but shall be regulated AT ALL TIMES by existing road and traffic conditions.
- The use of a red light and siren will conform to ORC 4513.21 and the discretion of the Fire Chief.
- The speed of any responding vehicle shall be safe and reasonable for the conditions encountered. At all times during the response period the driver must display “due regard” for the safety of all other persons using the street or highway.
  - Examples of conditions requiring slower response speeds include but are not limited to: Wet, Foggy or any other hazardous weather or road conditions, heavy traffic conditions.
  - Operators of Fire Department vehicles should react cautiously to the conditions encountered.
Glendale Fire Department Policies and Procedures
(Revised December 2013)

- When approaching a negative right-of-way intersection (red light, stop sign, and unguarded railroad crossings) the driver shall STOP for traffic and slow down as needed for road conditions. Once the driver can account for all oncoming traffic in all lanes yielding the right of way, and have visually confirmed it is clear to proceed, the driver may proceed cautiously through the intersection with “due regard” he/she MUST maintain a speed at which they have the ability to bring the vehicle to an abrupt stop if necessary.

- Avoid backing where possible. Where backing is unavoidable, use backers, where backers are unavailable, dismount and walk completely around apparatus before backing.

- All personnel are required to use seat belts when operating a vehicle equipped with seat belts. Anyone riding as a passenger in a vehicle is required to use seat belts where provided. Members must ride in seats where provided.

- During an emergency response, fire vehicles should avoid passing other fire vehicles. If unavoidable, the passing arrangement should be conducted through radio communications.

- All personnel must respond and react according to the conditions encountered. Poor road conditions, inclement weather or the actions of others does not relieve the driver of their responsibility to drive safely.

- When driving on the fire ground use extreme caution and alertness, utilizing a prudent speed for the conditions encountered, in order to react to the unexpected.

- When driving on the fire ground, be aware of distractions caused by the Emergency.

- Unless directed by a Glendale Police Officer or Glendale Fire Officer who has assured the train tracks are closed, No Fire Department vehicle shall cross a Railroad crossing when the lights are flashing or the gates are down under any circumstance.

- When responding to a scene, the operator of a piece of fire apparatus shall wear bunker pants and boots as a minimum. Operator may wear uniform pants while driving also.

- Unless directed by a Glendale Police Officer or Glendale Fire Officer who has assured traffic is stopped. No Fire Department vehicle shall respond the wrong way on any limited access highway or highway ramp under any circumstance.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)  
Accident Procedure  
Policy #509  
Approved: October 1, 2007  
Revised December 2013  

509.01-PROCEDURE  
Anytime a Village of Glendale fire apparatus or vehicle is involved in any type of auto crash, no matter how minor, the accident must be reported. The following procedure shall be followed for reporting.  

- If no other vehicles or private property are involved and the damage is very minor (i.e. backing into the station and knocking off a marker light):  
  1. Notify the Duty Chief immediately.  
  2. The Duty Chief shall notify the Glendale Police Department to take a property damage report if deemed necessary.  
  3. The driver and all witnesses shall write a statement pertaining to the accident.  
  4. The duty officer shall notify the Chief of the Department within 24 hours of the accident.  
  5. The Fire Chief shall ensure that all village procedures are followed in reporting and investigating the crash.  

- If any other vehicles are involved, damage is done to private property, or there are injuries:  
  1. Assess need for medical care. If needed, contact the Communications Center and have a run dispatched.  
  2. Contact the Duty Chief immediately.  
  3. The Duty Chief shall contact Glendale Police Department to respond to take a report.  
  4. The Duty Chief shall respond and assess the needs of personnel and apparatus.  
  5. The duty officer shall notify the Chief of the Department within one hour of being notified of the crash.  
  6. The Fire Chief shall ensure that all village procedures are followed in reporting and investigating the crash.
Loading Fire Hoses
Policy #510
Approved: October 1, 2007
Revised December 2013

510.01 - PROCEDURE

- All members shall be able to load and document the loading of hose on all Glendale Fire Department trucks.
- Once any section of hose has been used on a scene or in training it must be cleaned and replaced with clean hose from the rack, or reloaded if applicable to the hose types.
- The engineer of the apparatus that uses the hose must fill out the hose record sheet and place the sheet behind the daily check. (See Appendix F)
- The location and loads of hose for the Engines.
  - 1 ¾” and 2 ½” crosslays 200 feet loaded in a flat, combination or attack load.
  - Jump Line/Trash line shall be a 100 feet flat or accordion load.
  - Engine 245 - 2 ½” pre-connect rear of truck 200 feet flat load.
  - Engine 45 – 2 ½” preconnect rear of truck 300’ flat load with additional 200’ dry load underneath
  - 2.5” or 3” on the rear of the truck is loaded for an attack by using a flat load. The hose has the gated wye connected. It is loaded with 350 feet of hose E245 and 500’ on E45.
  - 5” rear supply line is 2000 feet loaded in a flat load on Engine 45 and 1000’ on Engine 245.
  - High Rise packs (2 on truck) have 100’ of 1.75” fire hose with a wye, a nozzle, and a spanner.
  - Hose loads may be changed at the discretion of the Fire Chief or Assistant Fire Chief.
  - 400’ of high pressure 5” hose is loaded on the right rear of E45
Foam Operations
Policy #511
Approved: October 1, 2007
Revised: December 2013

511.01-PROCEDURE

- Class A Foam is an advantage on structure fires, mulch fire, vehicle fires when no fuel is involved and any other Class A type fires.

- Do not use the foam system when petroleum products are involved.

- The Duty Chief or truck officer will determine when the foam systems will be used.

- Fire Apparatus Operators will be familiar with operation of the foam systems and ready to initiate the systems as needed.

- All engineers/operators need to be proficient in the foam system operations of all trucks.

- Engine 45 is equipped with a CAFS foam system and a Class A foam system for use in fire suppression.

- Engine 245 is equipped with a Class A foam system

- Support 45 is equipped with a Class A foam system
Emergency Medical Services
Policy #600
The Village of Glendale Fire Department EMS program is designed as a supplement to the contract with Springdale Fire Department. GFD will respond at the “First Responder” level.

Our goal is to provide a quick, thorough assessment of the patient and help provide the Village of Glendale to the best medical response that we can.

The following section of the manual lists the guidelines that will be followed when dispatched for EMS calls.
602.01-SCOPE

- The following procedures will be followed whenever a Glendale unit is dispatched to an EMS run.

602.02-NOTIFICATION AND RESPONSE

- At such time that members of the Fire Department are on the scene of an EMS run require the services of the fire division, they shall make such a request of the dispatcher via radio.
- The dispatcher will dispatch the fire department, giving the nature of the request (Entrapment, lifting assistance, etc.).
- The on duty Captain MAY respond to the scene, make a hazard assessment, and order the appropriate resources to respond as the situation dictates.

602.03-INCIDENT COMMAND OF EMS RUNS

- The Glendale Fire department rank structure shall remain intact at all EMS runs. EMS personnel are in charge of patient care only.
- At such time the First responders requests the fire apparatus to respond on an EMS run, the entire run then becomes a fire run.
- Chief Officers will always remain the on scene commander at ANY scene. The senior fire officer on the scene shall become the Incident Commander if no other Chief Officer is on the scene.
- The Incident Commander shall create an EMS Sector as part of his command structure, placing the EMS crew leader in command of that sector. The EMS Sector commander shall relay all requests for supplies, assistance, and manpower, to the Incident Commander who will assign the appropriate units. The EMS commander may be replaced by the IC if circumstances dictate.
- The EMS sector commander will direct all aspects of patient care.
- Glendale Officers that do not hold an EMS certification may respond to the scene of an EMS call to evaluate activities on scene.

602.04-STAFFING FOR EMS CALLS

- Support 45 is the primary First Responder Unit
- Responding apparatus should have a minimum of two department members if possible.
- Responding apparatus must have at least one approved EMS responder. (See Policy #504 for list of approved EMS responders)
- Non-approved EMS responders can assist with documentation (name, date of birth, medications, allergies, and vitals)
Only approved EMS responders may have direct patient contact.

**602.05-EQUIPMENT CHECKS**

- Daily Equipment checks must be performed.
- An EMS Equipment Check-Off Sheet can be found in the bay.
- Any equipment missing needs to be reported to the Duty Chief immediately.

**602.06-PERSONNEL QUALIFICATIONS FOR RESPONSE ON EMS RUNS**

- For the purpose of best care to the patient, personnel responding to an EMS runs must be qualified as Emergency Medical Technicians (FR, B, I, or P).
- All EMTs must attend a Glendale protocols class before responding as an approved EMS responder.
- Once the above criteria have been met the Medical Director will give final approval of an EMS responder.
- Preference for crew assignments shall be determined by medical training and not by rank or seniority.
Glendale Fire Department Policies and Procedures
(Revised December 2013)

EMS Report Documentation
Policy #603
Approved: December 2010
Revised December 2013

603.01-PROCEDURE

- EMS Responders shall make an effort to document:
  - Name
  - Date of birth
  - Allergies
  - Medical history
  - Medications
  - Vitals
  - First assessment

603.02-SUBMISSION OF REPORTS

- The yellow copies of the EMS forms go to Springdale
- The white copies will be stapled together (or folded together) and put in the locked black box by fire truck.

603.03-ADDENDUMS

- If you forgot to document something, please get another blank EMS form, put patient's name/DOB on it, date and time form, then write:
  
  "Addendum" and add what you feel should be added.

603.04-ERRORS

- If you make an error, put a single line to cross out the wrong information, put "error" next to it, and then continue on. **NEVER black out the entire word.**
EMS Apparatus
Policy #604
Approved: December 2011
Revised December 2013

604.01-APPROVED FIRST RESPONDER APPARATUS

- Support 45
- Engine 45
- Engine 245
- Car 4501

504.02-CHANGING THE PRIMARY EMS RESPONDING UNIT

- Support 45 will be used as the PRIMARY EMS First Responder.
  - The following requirements must be followed:
    - Support 45 must be staffed with a minimum of one approved EMS responder, and one other department member.

- In the event of a request for EMS requiring additional tools and equipment, ENGINE 45 may be used as a First Responder unit. Situations that may need additional resources may include:
  - Any rescue type response
  - CO Alarm
  - Auto Accident
  - The following requirements must be followed:
    - Support 45 must be staffed with a minimum of one approved EMS responder, and one other department member.
    - The AED must be moved from Support 45 to Engine 45.
    - Equipment must be returned when the primary unit reverts back to Support 45.

604.03-EQUIPMENT

- Engine 45, Engine 245 and Support 45 have approved Aid bags
- Engine 45, Engine 245 and Support 45 have a copy of the EMS Protocols
- Support 45 has one AED – Must be moved to responding unit
- Location of equipment
  - Engine 45’s & Engine 245’s EMS equipment is located in the forward compartment on the officer (passenger) side.
  - Support 45’s EMS equipment is located in the forward compartment on the driver side.
605.01-APPROVED EMS RESPONDERS

- The Fire Chief, Assistant Fire Chiefs, Medical Director and EMS Coordinator will maintain an up to date list on who is qualified to function as an EMT Basic in the Village of Glendale.

- This list will be updated as necessary.
Exposure Concerns
Policy #606
Approved: December 2011
Revised: December 2013

606.01-PROCEDURES

- Any exposure concerns shall be directed to the Fire Chief for follow up.
- The Fire Chief will consult with the Medical Director for follow up screening as required.
EMS Protocols
Policy #607
Approved: December 2011
Revised: December 2013

- The full description of EMS Protocols is listed as a separate document from this manual.
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

APPENDIX A – Organizational Chart

- The number of Firefighters/EMTs/FAOs assigned to each captain is based upon the number of personnel.
- **Explorers are assigned as they are available**
APPENDIX B – Officer Responsibilities

Glendale Fire Department
Officers Assignments

Fire Chief Kevin Hardwick 4501
1) Administration
2) Command
3) Leadership
4) Liaison
5) Public Information
6) Grant Writing
7) Records and reports
8) Human Resources
9) ALL Committees
10) Recruitment/ Hiring Committee
11) Fire Apparatus
12)

Assistant Fire Chief – Mike Reenan 4502
1) Standard Operating Procedures/Guidelines
2) Records and Reports
3) Fire Investigation
4) Safety & Compliance
5) All committees
6) Response Readiness
7) Communications
8) Protective Equipment & Equipment Committee
9) House Supply Committee
10) EMS Committee
11) IT/Software/Computer
12) Reports to Chief Hardwick

Assistant Fire Chief – William (BJ) Jetter 4503
1) Operations
2) Standard Operating Procedures/Guidelines
3) Suppression
4) Fire Investigation
5) Safety & Compliance
Glendale Fire Department Policies and Procedures  
(Revised December 2013)

6) All committees  
7) Response Readiness  
8) Grants  
9) Protective Equipment & Equipment Committee  
10) EMS Committee  
11) Fire Inspection Program  
12) Reports to Chief Hardwick

District Chief Jeff Klei 4504  
   1) Reports to Assistant Fire Chiefs

Captain Tucker Palmatier 4505  
   1) Reports to Assistant Fire Chiefs

Captain Brian Messmore – 4507  
   1) Reports to Chief Hardwick

Fire Training Coordinator – Rob Limardi  
   1) Develop and coordinates fire training program for the fire department  
   2) Works with Captain, Training Committee and mentors  
   3) Reports to Assistant Fire Chief Reenan and Jetter

Medical Director Sabrina Leach 4599  
   1) ALL EMS activities coordinator  
   2) Establish Protocols  
   3) Work with Fire Chief on procedures

Assistant Medical Director Tim Loftus 4598  
   1) Acts under the direction of the Medical Director

EMS Coordinator Sara Moore 4572  
   1) Coordinates all EMS activities with the Chief, Assistant Fire Chiefs and Medical Director  
   2) Reports to Chief Hardwick

1-2014
GLendale Fire Department Policies and Procedures
(Revised December 2013)

APPENDIX C – Media Information Release

GLENDALE FIRE DEPARTMENT
MEDIA INFORMATION RELEASE

Incident Type: __________________________________________________________ Date: _____________________________
Address: _____________________________________________________________ Incident#: _______________________
Location Name/Occupant __________________________

Time Received:_______________ Arrived:_______________ Under Control:____________________
Building Type/Use: ______________________________________________________
Chemical/Product Information: ___________________________________________

Spill Information: _______________________________________________________
Equipment/Apparatus: ____________________________________________________

Personnel: __________________________________________ Incident Commander: ____________________________

Property Value: _____________________________ Loss: ____________________________ Saved: __________________________
Cause/Origin: __________________________________________________________

Evacuation Information: __________________________________________________
Other Assisting Agencies: _________________________________________________

# Of Confirmed Fatalities _______ Civilian: ________ Firefighter: __________________
# Of Injured Persons: __________ Civilian: __________ Firefighter: __________________
Incident Description/Comments: __________________________________________

Fire Department Contact: __________________________________ Phone: ______________________

220
Responsibilities assigned to Command include the following specific outcomes:

1. Remove endangered occupants and treat the injured.
2. Stabilize the incident and provide for life safety.
3. Conserve property.
4. Provide for the safety, accountability and welfare of personnel.

**THIS PRIORITY IS ONGOING THROUGHOUT THE INCIDENT.**

**FUNCTIONS OF COMMAND**

- Assume and announce Command. Radio designation: “Command”.
- Operating frequency/channel.
- Establish an effective, visible Command position (green light, vest).
- Rapidly evaluate the situation (size-up); perform a risk analysis of the situation and contemplated actions.
- Initiate, maintain, and control the communications process. Request TAC channels as needed.
- Ensure scene safety:
- Ensure personnel accountability:
- Develop an effective Incident Management Organization. Initiate sectors as necessary – (utilize vests).
- Match staff to the size of the incident – determine single or unified Command.
- Provide and communicate tactical objectives.
- Review and evaluate attack efforts and revise incident action plan as needed (continuing size-up).
- Provide for continuity and proper transfer of Command.
- Return companies to service and terminate Command.
- Utilize the tactical control sheet.
- Request and assign alarm levels and/or Mutual Aid.
- Establish liaison with other County agencies and officials, outside agencies, property owners, and /or tenants.
- Provide ongoing review of the overall incident (THE BIG PICTURE).
- Assign Operations Officer as necessary – provide direction to Operations Officer.
- Review the Organizational Structure, initiate change or expansion to meet incident needs.
- Other duties as necessary.
APPENDIX E – Gear Inspection Log

GLENDALE FIRE DEPARTMENT
Gear Inspection Log

Any needed repairs shall be forwarded to Chief Hardwick

<table>
<thead>
<tr>
<th>NAME</th>
<th>DATE BY:</th>
<th>DATE BY:</th>
<th>DATE BY:</th>
<th>DATE BY:</th>
<th>DATE BY:</th>
<th>DATE BY:</th>
</tr>
</thead>
<tbody>
<tr>
<td>HELMET</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FACE SHIELD</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GOGGLES CLEAN</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GOGGLES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GOGGLES CLEAN</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GOGGLES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HELMET</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FACE SHIELD</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GOGGLES CLEAN</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GOGGLES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HELMET</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FACE SHIELD</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GOGGLES CLEAN</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GOGGLES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HELMET</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FACE SHIELD</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GOGGLES CLEAN</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GOGGLES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

222
Glendale Fire Department Policies and Procedures  
(Revised December 2013)  

APPENDIX F – Hose Record Sheet  

GLENDALE FIRE DEPARTMENT  
Hose Record Sheet  

<table>
<thead>
<tr>
<th>Type Used</th>
<th>Amount Used</th>
<th>Amount Replaced</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Name/Date

____________________________________________________________________________________

Please email Chief Hardwick with hose taken O.O.S. Please include location and description of the failure.